

2024 PERFORMANCE SCORECARD (Annex B)

PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
CUSTOMERS	SO 1	Provide Excellent Service to Building Tenants/Owners/Occupants							
	SM 1	Percentage of Satisfied Customers ¹	Total Number of Respondents Who Gave a Rating of At Least Satisfactory / Total Number of Survey Respondents	20%	(Actual / Target) x Weight If Less Than 80% = 0%	Unverifiable	Cannot Be Validated	90%	90% ²
		Sub-Total		20%					
	SO 2	Efficient Building and Facilities Maintenance and Security							
INTERNAL PROCESS	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on Annual Procurement Plan	Number of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed / Total Number of Planned Effective Preventive Maintenance Projects for the Year Costing ₱50,000	25%	(Actual / Target) x Weight	100% of Effective Preventive Maintenance Project Costing Above ₱50,000 Completed	100% of Effective Preventive Maintenance Project Costing Above ₱50,000 Completed	100% of Effective Preventive Maintenance Project Costing Above ₱50,000 Completed	100% of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed

¹ The baseline data provided is based on the survey results using the methodology of the Governance Commission.

² Based on GCG-ARTA Joint Memorandum Circular No. 1, series of 2023. Covers customers availing of external services only.

FINANCE	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
	SM 3	Percentage of Emergency Work Accomplished Based on Total Number of Emergency Reported	Number of Emergency Works or Repairs Accomplished / Total Number of Emergency Works or Repairs Reported	15%	(Actual / Target) x Weight	Accomplished 83.33% of Emergency Works Reported	Accomplished 100% of Emergency Works Reported	Accomplish 100% of Emergency Works Reported	Accomplish 100% of Emergency Works Reported
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Manual	No Board-Approved Quality Policy and Board-Approved Quality Management System Procedure	Board-Approved Quality Policy and Board-Approved Quality Management System Procedure	Board-Approved Quality Policy and Board-Approved Quality Management System Procedure
		Sub-Total		50%					
	SO 3	Efficient Utilization of Corporate Operating Budget							
	SM 5	Disbursement Budget Utilization Rate	Total Disbursement / Total Board-Approved Corporate Operating Budget (Both Net of PS Cost)	20%	(Actual / Target) x Weight	75.95%	55.99%	90%	90%
		Sub-Total		20%					

LEARNING AND GROWTH	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
	SO 4	Enhance Human Resource Development Initiatives of PDGCC							
	SM 6	Establish Competency Framework	Actual Accomplishment	10%	All or Nothing	No Board-Approved Competency-Based Framework	No Board-Approved Competency-Based Framework	Board-Approved Competency-Based Framework: Competency Catalogue and Competency Framework	Board-Approved Competency-Based Framework ³
		Sub-Total		10%					
		TOTAL		100%					

For GCG:


ATTY. MARIUS P. CORPUS
Chairperson

For PDGCC:


ATTY. RAYMUNDO U. TAN
Chairman, Administrative Committee

³ Includes Competency Catalogue, Competency Tables, Competency Matrix, Position Profiles, and Competency-Based Job Descriptions.