

GOVERNMENT SERVICE INSURANCE SYSTEM
Interim Performance Scorecard

		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks (15 April 2014 - Ocular)
Indicator	Weight	2013	2013	Rating	Score	Rating		
MFO 1: Delivery of products and services under Social Insurance Fund (SIF)								
1A. Member-focused policies reviewed and enacted								
Quantity: Member-focused policies, programs, and/or procedural guidelines reviewed and enacted	6%	13	16	6%	13	6%	Copy of policies	The indicator explicitly calls for PPGs. GSIS argued that the four (4) Office Orders required the same amount of work as the PPGs, including deliberation by the Board. Upon review, three (3) Office Orders do not qualify because these were not supported by minutes of Board Meeting or Board Resolution.
1B. Social Insurance (SI) claims and benefits								
Quantity / Timeliness: SI claims and benefits processed within TAT	10%	above 90%	89.16%	8%	89.16%	8%	System generated report	
1C. Monthly pension payment								
Quantity / Timeliness: Pension paid every 8th of the month	5%	at least 95%	100%	5%	100%	5%	System generated report	

1D. Members' and pensioners' records created or updated								
Quantity / Timeliness: Members' and pensioners' records created or updated within TAT	4%	at least 90%	93.79%	4%	88.23%	3.2%	System generated report	Based on GSIS data, only 88.23% of requests for creation/update were processed within five (5) working days.
1E. Additional benefits under the SI fund granted								
Quantity / Timeliness: Additional benefits under the SI fund granted	5%	at least 95%	100%	5%	100%	5%	System generated report	
1F. Client Satisfaction Rating of at least 80% for all services								
Quality: Client Satisfaction Rating of at least 80% for all services	5%	at least 82%	88.67%	5%	88.67%	5%	CSC ARTA Rating per branch	
Subtotal of Weights:	35%			33%		32.2%		

MFO 2: Grant of loans and delivery of products and services under other GSIS-administered funds							
2A. Loans granted							
Quantity: Loans granted	5%	at least 95%	99.89%	5%	99.89%	5%	System generated report
Timeliness: Crediting of loan proceeds within 5 WDs upon AAO approval	5%	at least 95%	99.89%	5%	99.89%	5%	System generated report
2B. Loans granted							
Quantity / Timeliness: Claims and benefits under other GSIS administered funds	5%	at least 90%	95.04%	5%	95.04%	5%	System generated report
Subtotal of Weights:	15%			15%		15%	

MFO 3: Management of Investment Funds							
Financial 1: Increase in total assets	10%	7% increase (P775.85 billion)	8.36%	10%	8.36%	10%	Financial report
Financial 2: Average rate of return from investments	15%	7%	7.67%	15%	7.67%	15%	Financial report
Subtotal of Weights:	25%			25%		25%	

MFO 4: Management of Non-Life Insurance Fund								
4A. Increase Net Underwriting Income (NUI) by at least 10%								
Financial: Increase in Net Underwriting Income by at least 10%	6%	at least 10% (P1.5 billion)	14.27% (1.4841 billion)	6%	14.27% (1.4841 billion)	6%	Segment report	
4B. Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%								
Quality: Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%	6%	at most 37%	35.98%	6%	35.98%	6%	Segment report	
4C. Insurance claims								
Quantity: Insurance claims	3%	80%	92.36%	3%	92.36%	3%	Segment report & system generated report	
Subtotal of Weights:	15%			15%		15%		

General Administration & Support Services (GASS)								
Quality: Administrative expense loading not to increase by 3% of the previous year	10%	at most 5% (without impairment)	3.75%	10%	3.75%	6%	Unaudited financial statement	<p>Three issues were raised: 1) the inconsistency between the 2013 target and the Rating Scale; 2) the correct baseline figure to use; and 3) the meaning of "not more than 3% of previous year". After thorough discussion and exchange of notes with GSIS, the remaining disagreement turns on the third issue. The GSIS perspective is that this means that Admin Loading should not exceed 6.52% (3.52% + 3%). We note that is almost a doubling of expenses. The GCG position is that GSIS gets a full weight if Admin Loading does not exceed 3.63% (3.52% x 1.03). The 3.75% Admin Loading for 2013 represents a 6.5% increase, and based on the agreed Rating Scale, merits a 6% rating.</p>
Subtotal of Weights:	10%			10%		6%		
Total of Weights	100%			98%		93.2%		