

DEVELOPMENT BANK OF THE PHILIPPINES (DBP)
Validation Result of 2023 Performance Scorecard

	Component				DBP Submission		GCG Validation		Supporting Documents	Remarks		
	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating	
DEVELOPMENT IMPACT	SO 1	Support the National Government in its effort towards building a stronger and more resilient Philippine economy, particularly through broader financial inclusion and sustainable infrastructure development										
	SM 1	Increase Loan Portfolio (Total Loans to Borrowers) ¹	Outstanding Loan Amount	30%	(Actual / Target) x Weight	₱ 560 billion	₱ 509.19	27.27%	₱509.19	27.28%	<ul style="list-style-type: none"> Total Loan Portfolio COA Annual Audit Report 2023 	<p><i>Target not met.</i></p> <p>Validated actual based on COA AAR.</p>
	SM 2	Percentage of Countryside Reach	% of municipalities /cities in the countryside with DBP branches, branch lite units, ATMs, loans, and/or NBFi-partners	10%	(Actual / Target) x Weight	80% ²	86.51%	10%	86.44%	10%	<ul style="list-style-type: none"> Countryside Reach Report with List of Cities and Municipalities Proof Transactions of 2020 Census on Population and Housing Proof Transactions of 	<p><i>Target Exceeded.</i></p>
			Sub-Total	40%				37.27%		37.28%		

¹ For Monitoring only; (a) Total Loan Portfolio for Infrastructure and Logistics; (b) TLP for Infrastructure; (c) TLP for mSMEs; (d) TLP for Environment Loan

² Urbanization Level Report based on the 2020 Census of Population and Housing (CPH) published by Philippines Statistics Authority (PSA). Per New definition of countryside reach of Municipalities/Cities in the countryside with DBP branches, branch-lite units, ATMs, loans, and/or NBFi-partners.

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FINANCIAL	SO 2	Strengthen the Bank's Financial structure to support its growth and countryside expansion mission									
	SM 3	Increase Total CASA Deposits	Sum of all Demand Deposit (CA) and Regular Savings Deposits (SA) Ledger Balances	10%	(Actual / Target) x Weight	₱331.80 Billion	₱347.68 Billion	10%	₱322.84 Billion	9.73%	<ul style="list-style-type: none"> COA Annual Audit Report 2023 Disaggregated Report of CASA <p>Target not met. Validated actual based on the COA AAR.</p>
	SM 4a	RCEF Disbursement Rate	Total Disbursement / Total Appropriations	2.50%	(Actual / Target) x Weight If less than 90% = 0%	100%	86.10%	2.15%	86.04%	2.15%	<ul style="list-style-type: none"> Summary Report on RCEF Disbursements Budget Utilization Rate <p>Target not met.</p>
	SM 4b	Efficient Utilization of Corporate Budget	Total Disbursement / Board approved Corporate Operating Budget (both net of PS cost)	2.50%	(Actual / Target) x Weight	90%	64.85%	1.62%	52.87%	1.47%	<ul style="list-style-type: none"> COA Annual Audit Report 2023 Budget Utilization Rate Report <p>Target not met. Validated actual based on the COA AAR.</p>

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CONSTITUENCY	SM 5	Increase Net Income After Tax (NIAT)	Total Revenues less Total Expenses	5%	(Actual / Target) x Weight	₱5.36 Billion	₱5.47 Billion	5%	₱5.93 Billion	5%	<ul style="list-style-type: none"> COA Annual Audit Report Comparative Financial Performance Report 	Target Exceeded. Validated actual based on the COA AAR.
			Sub-total	20%				18.77%		18.35%		
	SO 3	Provide quality customer experience throughout all bank channels										
SM 6	Percentage of Satisfied Customers – Individual Customers	Number of respondents who gave a rating of at least Satisfactory/ Total number of respondents	5%	(Actual / Target) x Weight	90%	98.89%	10%	98.89%	10%	<ul style="list-style-type: none"> Harmonized Customer Satisfaction Measure Report from ARTA 	Acceptable. Based on the Anti-Red Tape Authority (ARTA) CMS results.	
	Percentage of Satisfied Customers – Business Organization		5%	(Actual/Target) x Weight Below 80% = 0%	90%							
		Sub-total	10%				10%		10%			

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SO 4 Integrate sustainability measures into the Bank's operations and processes											
SM 7	Institutionalization of Sustainability Principles per BSP Cir. No. 1085, s. 2020-Sustainable Finance Framework	Actual Accomplishment	5%	(Actual / Target) x Weight	Completion of end-2023 milestones/targets per Board-approved transition plan	100%	5%	100%	5%	<ul style="list-style-type: none"> Client Call Report Project Eligibility Reports (Summaries) under FUSED/SMPP/E2S AVE Financing Programs Green Technical Specifications in Procurement Report Sustainability Client Survey Program Review Report Management Committee and Board Approval Resolutions 	<p><i>Acceptable.</i></p> <p>Completion of milestone target based on the DBP Sustainability Strategy and Transition Plan.</p>

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INTERNAL PROCESSES	SO 5	Improved Awareness and Capacity in Priority Areas										
	SM 8	Percentage of Loan Applications Processed within Turnaround Time (TAT)	No. of loans processed within TAT ³ / Total no. of loans processed.	5%	(Actual / Target) x Weight	100% of loans processed within the applicable TAT	97.94%	4.90%	94.78%	4.74%	<ul style="list-style-type: none"> • Loan Database • Sample accounts with routing slips from CRIB 	Target not met.
	SM 9	Percentage of Service Availability of ATMs ⁴	Total Number of ATMs with at least 90% availability/Total number of ATMs	5%	(Actual/Target) x Weight	90% of ATMs with at least 90% services availability	67.40%	3.74%	67.37%	3.37%	<ul style="list-style-type: none"> • 2023 ATM Service Availability Report • Sample ATM Terminal Status logs 	Target not met.
		Sub-total	15%				13.46%		13.11%			
	SO 6	Develop motivated, competent, and values-oriented development bankers										

³ Applicable processing time will be based on DBP's compliance with Republic Act No. 11032 and as provided in DBP's Citizen's Charter.

⁴ ATM Monitoring Status for a downtime/unavailability of the machine: Offline/No Connection; Cash Dispenser Error, Card Reader Error; and No Cash Available.

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ORGANIZATION	SM 10	Integration of Competency Standards ⁵	Actual Accomplishment	5%	(Actual/Target) x Weight	Improvement on the competency level of the organization from the 2022 baseline	97.86%	5%	97.86%	5%	<ul style="list-style-type: none"> Assessment Analytics Report Sample Assessment Forms 2023 and 2022 Competency Database 	<p><i>Acceptable.</i></p> <p>The overall competency level of the organization in 2023 is 97.86%, resulting in an improvement of 1.18% from the 2022 level of 96.68%.</p>
	SO 7	Build the foundations for digitally competitive DBP										
	SM 11	Implementation of ICT Projects	No. of Projects Completed / Total Number of Projects	5%	(Actual/Target) x Weight	100% implementation of the Projects planned for 2023 as provided in the ISSP	72.84%	3.64%	72.84%	3.64%	<ul style="list-style-type: none"> ITSC Resolution and Status of ICT Projects User Acceptance Tests Project Sign-off/Implementation Report/Proof of Procurement 	<p><i>Target not met.</i></p> <p>59 out of 81 ICT projects were completed.</p>

⁵The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^B \left[\frac{\text{Actual Competency Level}_a}{\text{Required Competency Level}_a} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position

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SO 8	Deepen the DBP quality and sustainability culture										
SM 12	Integrated Management System (IMS) Certification	Actual Certificate from certifying body (third-party)	5%	All or Nothing	Continuing Certification of the Bank's IMS covering core Bank processes	100%	5%	Continued Certification of IMS	5%	<ul style="list-style-type: none"> • Certification from Third-party provider 	Acceptable.
		Sub-total	15%				13.64%		13.64%		
	TOTAL		100%				93.14%		92.38%		

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