

PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
CUSTOMERS	SO 1	Provide Excellent Service to Building Tenants/Owners/Occupants							
	SM 1	Percentage of Satisfied Customers	Total Number of Respondents Who Gave a Rating of At Least Satisfactory/ Total Number of Survey Respondents	10%	(Actual/Target) x Weight; If Less than 80%= 0%	Cannot Be Validated ¹	92%	90%	90% ²
		Sub-total		10%					
	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 Projects Costing above ₱50,000 Completed	100% of Effective Preventive Maintenance Projects Costing above ₱50,000 Completed	100% of Effective Preventive Maintenance Projects Costing Above ₱50,000.00 Completed	100%
	SM 3	Percentage of Requests for Building Maintenance Processed within the Prescribed Processing Time ³	Number of Building Maintenance Activities Completed within Prescribed Processing Time / Total Number of Requests for Building Maintenance Activities Received	20%	(Actual / Target) x Weight	Not Applicable	Not Applicable	Not Applicable	100%

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 External Services only.

³ The measure shall cover the Building Maintenance activities in PDGCC's Citizen's Charter.

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
INTERNAL PROCESS	SM 4	Percentage of Emergency Works Completed within Applicable Processing Time ⁴	Number of Emergency Work Repairs Completed Within Applicable Processing Time / Total Number of Emergencies Reported	20%	(Actual / Target) x Weight	Not Applicable	Not Applicable	Not Applicable	100%
	SM 5	Institute Quality Management System	Actual Accomplishment	2.5%	All or Nothing	No Board-approved Quality Policy and Board-Approved Quality Management System Procedure	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
				2.5%					ISO 9001:2015 Certification
		Sub-total		70%					
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget							
	SM 6	Disbursement Budget Utilization Rate	Total Disbursements / Total Board-Approved Corporate Operating Budget (Both Net of PS Cost)	10%	(Actual / Target) x Weight	55.99%	96.78%	90%	90%
		Sub-total		10%					

⁴ The processing time followed for emergency work is the same as that for building maintenance.

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2022	2023	2024	2025
	SO 4	Enhance Human Resource Development Initiatives of PDGCC							
	SM 7	Development and Implementation of Disaster Risk Reduction Management (DRRM) Plan	Actual Accomplishment	5%	All or Nothing	Not Applicable	Not Applicable	Not Applicable	Board-Approved Public Service Continuity Plan (PSCP)
LEARNING AND GROWTH	SM 8	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	2.5%	All or Nothing	No Board-Approved Competency-Based Framework	No Board-Approved Competency-Based Framework	Board-Approved Competency-Based Framework	Board-Approved Competency Framework ⁵
			Total Number of Employees with Required Competencies Met / Total Number of Employees	2.5%					Establish Competency Baseline of the Organization
		Sub-total		10%					
		TOTAL		100%					

⁵ Includes Competency Catalogue, Competency Tables, Competency Matrix, Position Profiles, and Competency-Based Job Descriptions

BONUS STRATEGIC MEASURES				
GAD Budget Utilization	1%	All or Nothing	N/A	5% of Total COB
ISO Certification on any of the following Standards: i) Environmental Management System (EMS) Certification ii) Business Continuity Management Systems (BCMS) Certification	1%	All or Nothing	N/A	Certification on Environmental Management System (ISO 14001:2015) or Business Continuity Management System (ISO 22301:2019)