

**GOVERNMENT SERVICE INSURANCE SYSTEM**  
**Interim Performance Scorecard**

		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2014	2014	Rating	Score	Rating		
<b><i>MFO 1: Delivery of products and services under Social Insurance Fund (SIF)</i></b>								
<b><i>1A. Member-focused policies reviewed and enacted</i></b>								
<b><u>Quantity:</u></b> Member-focused policies, programs, and/or procedural guidelines reviewed and enacted	6%	8	12	6%	13	6%	List of PPGs reviewed and enacted	Since existing PPGs have already institutionalized service delivery solutions, PPG issuances are expected to decrease over the years. Hence, this measure has been removed in the 2015 Performance Agreement.
<b><i>1B. Social Insurance (SI) claims and benefits</i></b>								
<b><u>Quantity / Timeliness:</u></b> SI claims and benefits processed within TAT	10%	above 95%	90.63%	8%	90.58%	8%	Data set	Upon GCG validation, the total claims were revised from 177,926 to 178,022, and pending claims were revised from 529 to 707.
<b><i>1C. Monthly pension payment</i></b>								
<b><u>Quantity / Timeliness:</u></b> Pension paid every 8th of the month	5%	at least 95%	100%	5%	100%	5%	Data set	This measure only includes pensions that are part of the batch run. Suspended accounts are not included, and are dealt with separately in the branches.

<b>1D. Members' and pensioners' records created or updated</b>								
<b>Quantity / Timeliness:</b> Members' and pensioners' records created or updated within TAT	4%	at least 90%	97.18%	4%	97.21%	4%	Data set	Upon validation, 825,189 records out of 848,888 were processed within turnaround time.
<b>1E. Additional benefits under the SI fund granted</b>								
<b>Quantity / Timeliness:</b> Additional benefits under the SI fund granted	5%	at least 95%	100%	5%	100%	5%	Data set	Total number of members and pensioners: 227,090. Total amount: P1.9 billion.
<b>1F. Client Satisfaction Rating of at least 80% for all services</b>								
<b>Quality:</b> Client Satisfaction Rating of at least 80% for all services	5%	at least 85%	91.19%	5%	91.19%	5%	Summary report of CSC ARTA Rating per branch	The Civil Service Commission (CSC) has yet to complete, present, and release a National Report of Findings on the ARTA-RCS conducted in GSIS in 2014. However, the findings herein are based on a 29 September 2014 letter from the CSC upon request of GSIS in connection with the quarterly monitoring reports to GCG.
<b>Subtotal of Weights:</b>	35%			33%		33%		

<b>MFO 2: Grant of loans and delivery of products and services under other GSIS-administered funds</b>								
<b>2A. Loans granted</b>								
<b>Quantity:</b> Loans granted	5%	at least 95%	100%	5%	100%	5%	Data set	Of the total loans granted numbering 1,176,260, 100% was released.
<b>Timeliness:</b> Crediting of loan proceeds within 5 WDs upon AAO approval	5%	at least 95%	99.04%	5%	99.04%	5%	Data set	
<b>2B. Loans granted</b>								
<b>Quantity / Timeliness:</b> Claims and benefits under other GSIS administered funds	5%	at least 90%	91.96%	5%	91.96%	5%	Summary report	62,626 out of 68,104 other claims were processed within turnaround time, for a score of 91.96% of the weight.
<b>Subtotal of Weights:</b>	15%			15%		15%		

<b>MFO 3: Management of Investment Funds</b>								
<b>Financial 1:</b> Increase in total assets	10%	7% increase	15.58%	10%	15.58%	10%	Summary report	There was an increase in total assets from 786,471,867,684.05 in 2013 to 908,991,788,654.51 in 2014, or a growth rate of 15.58%.
<b>Financial 2:</b> Average rate of return from investments	15%	7%	8.18%	15%	8.92%	15%	Summary report	The reported return on investment is 8.18%. The validated return, however, is 8.92%, using the following formula: (2014 Total Revenue from Investments – 2014 Unrealized Gains) / 2013 Total Loans and Investments.  Without unrealized gain/loss on investment (as of October 2014)
<b>Subtotal of Weights:</b>	25%			25%		25%		

<b>MFO 4: Management of Non-Life Insurance Fund</b>								
<b>4A. Increase Net Underwriting Income (NUI) by at least 10%</b>								
<b>Financial:</b> Increase in Net Underwriting Income by at least 10%	6%	at least 10%	4.49%	3.6%	4.49%	3.6%	Summary report	Acceptable.
<b>4B. Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%</b>								
<b>Quality:</b> Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%	6%	at most 37%	19.10%	6%	19.10%	6%	Summary report	Acceptable.
<b>4C. Insurance claims</b>								
<b>Quantity:</b> Insurance claims	3%	80%	99.22%	3%	99.12%	3%	Summary report	Upon validation, 2,832 out of 2,857 insurance claims were processed within turnaround time.
<b>Subtotal of Weights:</b>	15%			12.6%		12.6%		

<b>General Administration &amp; Support Services (GASS)</b>								
<b>Quality:</b> Administrative expense loading	10%	at most 6% (without impairment)	2.95%	10%	2.95%	10%	Summary financial report	Administrative Expense Loading was maintained at 2.95%.  Note that the target for GASS has already been re-negotiated to mean the level of administrative expense loading.
<b>Subtotal of Weights:</b>	10%			10%		10%		
<b>Total of Weights</b>	<b>100%</b>			<b>95.6%</b>		<b>95.6%</b>		