

2022 PERFORMANCE SCORECARD (Annex B)

CREDIT INFORMATION CORPORATION (CIC)

		Component			Baseline Data		Target		
Objective/Measure		Formula	Wt.	Rating System	2019	2020	2021	2022	
SOCIO-ECONOMIC IMPACT	SO 1	<b>Increase Opportunities for the Public to Access Credit</b>							
	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities (SAEs)	No. of recorded access by the Accessing Entities & SAEs	10%	(Actual / Target) x Weight	254,820	407,548	At least 3 million access	At least 3.5 million access
	SM 2	Increase the number of Submitting Entities (SEs) in Production	No. of Submitting Entities complying with CISA Law	10%	All or Nothing	147	85	Additional 100 Submitting entities (submitting to production) from the 2020 actual	Additional 125 Submitting Entities (submitting to production) from the 2021 baseline
			<b>Sub-total</b>	<b>20%</b>					
FINANCE	SO 2	<b>Exercise Fiscal Prudence Through Proper Revenue and Expense Matching</b>							
	SM 3	<b>Improve Budget Utilization Rate</b>							
	SM 3a	Obligations Budget Utilization	Total Obligations/ DBM-Approved COB (both net of PS)	5%	(Actual/ Target) x Weight	71%	78.19%	Not lower than 90% but not exceeding 100% of the DBM-approved COB	90%
	SM 3b	Disbursement Budget Utilization	Total Disbursement / Total Obligations (Both Net of PS)	2.5%	(Actual/ Target) x Weight	No data	No data	N/A	90%
	SM3c		Total Disbursements/ DBM-Approved COB (Both Net of PS)	2.5%	(Actual/ Target) x Weight	No data	No data	N/A	90%

Component					Baseline Data		Target	
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<b>SO 3</b>	<b>Promote Stakeholders' Interest and Enhance Shareholder Value</b>							
SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual / Target) x Weight	₱6.655 Million	₱6.038 Million	₱37.548 Million	₱47.006 Million
		<b>Sub-total</b>	<b>20%</b>					
<b>SO 4</b>	<b>Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus</b>							
SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of Unique Contract Records	10%	All or Nothing	N/A	N/A	N/A	At least 20% increase from the 2021 baseline
SM 6a	Reduce the Percentage of Anomalous Records (Current)	Total number of Anomalous records transferred and cleared/ Total number of the new number of anomalous records	5%	(Actual / Target) x Weight 0%= If less than 70%	68%	72.38%	80%	80%
SM 6b	Reduce the Percentage of Anomalous Records (Backlogs)	Total number of Anomalous records transferred and cleared/ Total Previous Years' Outstanding number of anomalous records	5%	(Actual / Target) x Weight	N/A	N/A	N/A	100%
<b>SO 5</b>	<b>Enable Constant Communication to Educate and Satisfy Customers</b>							
SM 7	No. of Stakeholders benefitting from Customer Education Seminars/ events/activities	No. of individuals attended	5%	(Actual / Target) x Weight	3,159	319 individuals	10,000 individuals	12,500 Individuals

CUSTOMERS

INTERNAL PROCESS	Component				Baseline Data		Target	
	Objective/Measure	Formula	Wt.	Rating System	2019	2020	2021	2022
	SM 8	Percentage of Satisfied Customers	Number of Respondents who gave a rating of at least Satisfactory/ Total Number of Respondents	5%	(Actual / Target) x Weight 0%= If less than 80%	Customer Survey implemented was not in accordance with the GCG Standard Methodology and Prescribed Questionnaire	Report not acceptable	90%
		<b>Sub-total</b>	<b>30%</b>					
<b>SO 6</b>	<b>Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting, and Updating Data</b>							
SM 9	System Availability (Function of Uptime and Downtime)	System-generated network monitoring report	5%	5%= 99% and above 2.5%= 95% to 98% 0%= Below 95%	CIC failed to provide the complete System Availability Report	99.02%	99%	99%
SM 10	Percentage of Online Dispute Processed Within the Applicable Time	No. of Online Dispute Processed within TAT/ No. of Online Dispute Received	5%	(Actual/Target) x Weight	N/A	N/A	N/A	100% of Online Dispute Processed within Applicable Time <sup>1</sup>

<sup>1</sup> Applicable processing time based on CIC's compliance with Republic Act No. 11032 and as provided in CIC's Citizen's Charter.

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LEARNING & GROWTH	Component				Baseline Data		Target	
	Objective/Measure	Formula	Wt.	Rating System	2019	2020	2021	2022
	SM 11	Establish Quality Management System	Actual Accomplishment	5%	All or Nothing	CIC failed to acquire an ISO 9001:2015 Certificate	ISO Certificate 9001:2015 not attained in 2020	Maintenance of ISO 9001:2015 Certificate
SM 12	Improve Security Maturity Level	Actual Accomplishment	5%	All or Nothing	Report unacceptable	N/A	N/A	100% remediation of Critical and High-Risk gaps; 90% remediation of Medium-Risk gaps; 80% remediation of Low-Risk gaps
		<b>Sub-total</b>	<b>20%</b>					
SO 7	<b>Recruit, Equip and Retrain Talented and Technologically Competent Employees</b>							
SM 13	Percentage of Employees Meeting Required Competencies	Competency Baseline <sup>2</sup> 2022 – Competency Baseline 2021	10%	All or Nothing	Baseline not established. CIC was not able to conduct the competency assessment for the 2019	Baseline not established	Improvement on the competency level of the organization	Improvement on the competency level of the organization
		<b>Sub-total</b>	<b>10%</b>					
		<b>TOTAL</b>	<b>100%</b>					

<sup>2</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled