

**EMPLOYEES COMPENSATION COMMISSION  
Interim Performance Scorecard**

| MFO   |        | Target | Accomplishment |        | CGO-A Validation |        | Supporting Documents                 | Remarks   |
|---|--------|--------|----------------|--------|------------------|--------|--------------------------------------|---|
| Indicator   | Weight | 2014   | 2014           | Rating | Score            | Rating |                                      |   |
| <i>MFO 1: Improved and Expanded Benefits and Services</i>   |        |        |                |        |                  |        |                                      |   |
| <b>Quantity 1:</b> Number of issuances to improve the benefits and services and/or expand the coverage of Employees' Compensation Program (ECP) approved by the Board | 22.5%  | 12     | 13             | 22.5%  | 10               | 18.75% | Board Resolutions<br>Executive Order | <p>There are 2 types of issuances contemplated by the indicator: (1) those that seek to improve the <i>benefits</i> of the ECP or to expand its <i>coverage</i>, and (2) those that seek to improve the <i>services</i> of ECC.</p> <p>As per the circulars posted on the website, five board resolutions on the enhancement of benefits of soldiers, victims of calamities, deaf and other ECC pensioners were passed in 2014. EO 167 was also passed in 2014, which increased the benefits to EC Pensioners.</p> <p>Another four were passed that allowed the settlement of reckoning data for the three-year prescriptive period in claims, revision of schedule and rules on the EC contribution and rehabilitation services and clarification of processes on EC claims.</p> |

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| Indicator  | Weight | 2014   | 2014           | Rating | Score            | Rating |                      |  |
|  |        |        |                |        |                  |        |                      | <p>The Guidelines in the Implementation of EO 167 in the Private Sector was significantly similar to that in the Public Sector; hence, these two policies were counted once in the validation. The same rationale applies to Board Resolutions No. 14-07-21 and 14-02-01 (both providing three month pension for EC Pensioners whose areas were declared under the state of calamity).</p> <p>Finally, the policy on investment of the private sector SIF does not lead to an improvement of ECC's service nor an enhancement of EC Benefits; therefore, such was not considered in the final tally.</p> |
| <b>Quantity 2:</b> Number of Occupationally Disabled Workers (ODW) provided with various rehabilitation services | 12.5%  | 650    | 1,036          | 12.5%  | 907              | 12.5%  | Management report    | <p>The 2014 Accomplishments submitted by ECC determined that 1,036 PWRDs were provided with various services through three programs: (i) Physical Restoration of ODWs, (ii) ECC-Quick Response to ODWs and (iii) KAGABAY Project. Breakdown of the beneficiaries is as follows:</p>  |

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|-----------|--------|--------|----------------|--------|------------------|--------|---|---------|
| Indicator | Weight | 2014   | 2014           | Rating | Score            | Rating |   |         |
|           |        |        |                |        |                  |        | <p>166 – skills / entrepreneurial training<br/> 30 – provided with start-up kits<br/> 81 – referral to various PESO for possible employment<br/> 40 – enrolled under the SPES program<br/> 138 – physical rehabilitation services<br/> 32 – prosthesis / rehabilitation appliances<br/> 400 – information on ECP program / counseling<br/> 20 – facilitated with the release of EC benefits<br/> 907 – validated total ODWs provided with rehabilitation services</p> <p>Upon validation, 89 PWRDs given transportation and meal allowances were not included in the final tally as monetary allowances cannot be considered as a service rendered.</p> |         |

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|--|--------|------------------------|------------------------|--------|---|--------|---------------------------------|---|
| Indicator  | Weight | 2014                   | 2014                   | Rating | Score   | Rating |                                 |   |
| <b>Quality:</b> Customer satisfaction feedback for rehabilitation services | 12.5%  | 100% positive feedback | 100% positive feedback | 12.5%  | 100% positive feedback but with inconsistencies | 12.5%  | Copies of filled questionnaires | <p>ECC originally submitted 340 filled questionnaires, with each comprised of four questions referring to the promptness, courteousness and satisfaction in the delivery of the service requested.</p> <p>Upon validation, it was evident that some of the comments were written similarly. At the same time, some forms were answered by the same person yet were written differently. ECC stated that those written similarly were written by the staff themselves for disabled participants who could no longer write on their own.</p> <p>Although such explanation is valid, it may still raise a concern from other parties. Nevertheless, these will be resolved by engaging a third party to conduct the customer satisfaction survey for 2015.</p> |

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|---|-------------|---|---------------------------------|--------------|-------------------------|---------------|--|---|
| Indicator   | Weight      | 2014  | 2014                            | Rating       | Score                   | Rating        |  |   |
| <b>Quantity 3:</b> Number of companies in ECP advocacy seminars                                       | 12.5%       | 7,000   | 9,894                           | 12.5%        | 9,984                   | 12.5%         | List of companies that attended                                  |   |
| <b>Subtotal</b>   | 60%         |   |                                 | 60%          |                         | 56.25%        |  |   |
| <b>MFO 2: Appealed Cases Disposed</b>   |             |   |                                 |              |                         |               |  |   |
| <b>Quantity:</b> Number of appealed cases disposed within the year                                    | 20%         | 100% disposition rate                                       | 99% disposition rate            | 19.8%        | 99% disposition rate    | 19.8%         | Management report<br>List of docketed files                      | Two cases, docketed last October 7 and November 3, have been deferred.  |
| <b>Timeliness:</b> Number of appealed cases disposed within the process cycle time of 40 working days | 10%         | 100%  | 100%                            | 10%          | 79.85%                  | 7.98%         | Management report<br>List of docketed files with validated PCT   | Upon validation of the list of docketed files with their respective process cycle times, it was noted that only 107 out of the 134 cases have been disposed within 40 working days. Thus, score has been modified to 7.98%. |
| <b>Subtotal</b>   | 30%         |   |                                 | 29.8%        |                         | 27.78%        |  |   |
| <b>GASS: ECC Quality Management System (QMS) Established</b>  |             |   |                                 |              |                         |               |  |   |
| <b>Quantity:</b> QMS established through ISO certification  | 10%         | 100% of stage 2 audit completed<br>ISO Certification Issued | 100%<br>ISO 9001:2008 Certified | 10%          | ISO 9001:2008 Certified | 10%           | ISO Certification<br>Certificate Registration No. 01 100 1432634 |   |
| <b>Subtotal</b>   | 10%         |   |                                 | 10%          |                         | 10%           |  |   |
| <b>Total</b>  | <b>100%</b> |   |                                 | <b>99.8%</b> |                         | <b>94.03%</b> |  |   |