CREDIT INFORMATION CORPORATION (CIC)
Validation Result of 2019 Performance Scorecard

		Component				CIC Submission		GCG Validation		Supporting Documents	GCG Remarks
		Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
	SO 1	**Increase Opportunities for the Public to Access Credit**										
SOCIO-ECONOMIC IMPACT	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities	No. of recorded access by the Accessing Entities & Special Accessing Entities (SAEs)	5%	(Actual /Target) x Weight	More than 3.1 Million	265,184	-	254,820	0.41%	- Sales Report from the Billing System - Justifications on the decrease in inquiries - Screenshots of articles informing the on the implementation of "Paid Access Phase" - CIC Circular No. 2020-01	Target not met.

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	SM 2	Increase the Number of Submitting Entities	Number of Submitting Entities complying to CISA law	5%	(Actual /Target) x Weight	Additional 150 Submitting Entities (Total of 614 SEs by end of the year)	147 (Total of 474 SEs)	-	147	4.90%	- Actual Number of SEs submitting into production as extracted from the CIC Dashboard Overview - CIC Circular No. 2017-01 - List of SEs in Production as of 20 September 2020 and 20 December 2019	Target not met. CIC clarified that in 2018, its SEs in production were 327, and by end of 2019, 147 SEs were added to the list making it a total of 474 SEs in production
		Sub-total		*10%*				-		5.31%		
	SO 2	**Exercise Fiscal Prudence Through Proper Revenue and Expense Matching**										
FINANCE	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB	10%	All or Nothing	90% of the DBM approved COB	58%	-	71%	0%	- 2019 COB - Unaudited Financial Report as submitted to COA - COA Audited Financial Report	Target not met. Validated accomplishment based on the COA Audited Financial Report.

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	SO 3	**Promote Stakeholders' Interest and Enhance Shareholder Value**									
	SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual /Target) x Weight 0% = If less than P4.02 Million	At least P5.36 Million	6,655,864.05	-	6,655,864	10%	- Unaudited Financial Report as submitted to COA - Report on Revenue for 2019 - Audited Financial Report	Target exceeded. 24% higher than last year.
		Sub-total		20%				-		10%	-	
CUSTOMER	**SO 4**	**Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus**									
	SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of unique data records	20%	All or Nothing	At least 50% increase from 2018 (Total Records of 45.56 Million by end of 2019)[1]	2,676,326 (Data Subject)	-	119% increase from 2018 or (Total Records of 66.56 Million)	20%	- Production Statistics - SQL Script	Target exceeded. and is 36.19 Million higher than the previous year's total of 30.37 Million records.
	SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / Total number of anomalous records	10%	(Actual /Target) x Weight 0% = If less than 70%	80%	68%	-	68%	0%	- CIS Database Report	Target not met. CIC was only able to correct or clean 39,007,924 out of 57,055,783 overall anomalous records. Considering that this is below the

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[1] It is noted that during the evaluation of this 2019 scorecard, the CIC reported the 2018 total number of records as 29,731,792. This is in contrast with the 2018 GCG-validated figure of 23,751,941, showing a discrepancy of 5,979,851 records. Per CIC, the 2018 figure pertains only to the total unique contract data, which did not include the unique data subject with a total of 6,618,849 unique records. Thus, the correct figure for 2018 is 30,370,790 records.

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											required minimum accomplishment of 70%, CIC is given a 0% rating.
SO 5	**Enable Constant Communication to Educate and Satisfy Customers**										
SM 7	No. of Stakeholders benefitting from Customer Education *Seminars/events, activities, and other financial literacy campaign*										
SM 7a	Educational Activities / Seminars / Events	No. of individuals attended	2.5%	(Actual /Target) x Weight	10,000 individuals reached	11,467	-	3,159	0.69%	- Attendance Sheets	For SM 7a: Target not met. Validated accomplishment only includes signed attendance sheets and excludes participants from the expos per the validation made in SM 7b.
SM 7b	Others (Financial Literacy Campaign	No. Expo's conducted	2.5%	(Actual /Target) x Weight	5 Expo	4	-	0	0%	- Attendance Sheets - Certificates of appreciation/ participation	For SM 7b: Target not met. CIC did not conduct the reported 4 expos but were only Exhibitors.

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	SM 8	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	85%	58.32%	-	-	0%	- Report on survey results; - Survey Questionnaires	Customer Survey implemented was not in accordance with the GCG Standard Methodology and Prescribed Questionnaire.
		Sub-total		45%		-		-		20.69%		
	SO 6	**Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data**										
INTERNAL PROCESS	SM 9	System Availability (Function of Uptime and Downtime)	System generated third-party network monitoring report	10%	15%: 99% and above 5%: 95% to 98% 0%: Below 95%	99%	99.14%	-	-	0%	- System Availability Report - Quarterly CIS Availability Report - Database Availability Report - Server/ Network Availability Report	CIC failed to provide the complete System Availability Report to be cross-checked with the database availability and server/network availability report. Considering that CIC failed to submit documents to substantiate its reported accomplishment, CIC is given a score of 0% for this measure.

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SM 10	Establish Quality Management System	Actual accomplish-ment	5%	5% = ISO 9001:2015 Certificate 2.5% = Certificate of Readiness	ISO 9001:2015 Certification	Technical Assistance from Development Academy of the Philippines	-	-	0%	- Request Letter to DAP - Internal Memorandum - Office Order No. 344	Target not met. CIC failed to acquire an ISO 9001:2015 Certificate.
SM 11	Improve Security Maturity Level	Actual Accomplish-ment	5%	All or Nothing	Maintain 1.8 security maturity level through third party validation	2.4	-	Report unacceptable	0%	Self-Assessment based on ISO 27001	The GCG takes cognizance of the need to undertake cost-cutting measures to keep the corporation afloat, however, such undertaking should not impede an efficient and effective service delivery. Moreover, it is important to note that the CIC houses 66 million data for millions of individuals. Thus, it is with utmost importance that a third-party conduct the VAPT to avoid bias and ensure that CIC is able to adhere to its mandate and retain its credibility and integrity.
	Sub-total		20%				-		0%		

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LEARNING AND GROWTH	SO 10	Recruit, Equip and Retain Talented and Technologically Competent Employees										
	SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	8%	All or Nothing	100% of employees with competency baseline	Board Approved Competency Model	-	-	0%	- Board Approved Competency Framework	Baseline not established. CIC was not able to conduct the competency assessment last 2019.
		Sub-total		5%				-		*0%*		
		TOTAL		**100%**				-		**36.00%**		