

NATIONAL FOOD AUTHORITY
Interim Performance Scorecard

Indicator	Weight	Targets	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 – Price and Supply Stabilization of Rice and Corn								
Quantity 1: Domestic palay procurement target attained (MT)	10%	780,000 MT or 5.5% of Total Marketable Surplus as projected by the Bureau of Agricultural Statistics	363,029.00 MT	4.65%	356,553.63 MT	4.57%	Table on Monitoring & Compliance Report for Procurement per Region and per National Level and Stock Flow	<p>The reports for the domestic palay procurement are generated manually using Excel. The provincial field offices submit reports to the Grains Marketing Operation Department of the NFA Central Office. Procurement is reported in the financial statements under Cost of Sales-Local Cereals and under Inventory for unsold goods.</p> <p>The January – June 2013 procurement of 280,553 MT during the dry season crop was the highest in 34 years as NFA's new initiatives to boost procurement, such as: 1) Reforms in NFA's procurement system; 2) Deployment of mobile procurement teams in non-traditional procurement areas from 43 teams in 2012 to 55 teams in 2013 or 27.91% increase; 3) Establishment of pick-up points or collection centers; and, 4) Close coordination with DA-Rice Program, BSWM, NIA and other DA-attached agencies. Despite these initiatives, NFA procurement was only 46% of target due to adverse local supply conditions. The revised score of 356,553.63 MT is net of farmer's buy back option.</p>

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<p>Quantity 2: Rate of compliance to the Strategic Rice Reserve (SRR: can last 15 days), at the national level.</p>	10%	Average of 15 days	16	10%	16	10%	Table on Monitoring & Compliance Report for Procurement Indicator	<p>To ensure food security, NFA maintains a rice buffer stock equivalent to national consumption of a minimum of 15 days. The 15-day Strategic Rice Reserve (SRR) is a national average of regional reserves ranging from 2 days in rice producing areas like Regions I, II, and III, to 30 days in urban areas like the NCR and Cebu. In 2013, NFA's inventory averaged 16 days, sufficient to meet the SRR requirement of 15 days.</p> <p>Note, however, that on top of the 15-day SRR, the NFA is mandated to have a 30-day reserve by July 1 of every year in preparation for the lean months (July-September). The NFA was nowhere close to the 30-day target on 1 July 2013, reporting only a 22-day reserve by June. Before the end of the 3rd Quarter, NFA was dipping into the SRR with reserves dropping to 13 days in September to a low 9 days by year-end. Indicator for improvement/renegotiation.</p>
<p>Quality 1: Percent of total stored stocks maintained in good and consumable condition.</p>	10%	97% of total stocks inventory	99.69%	10%	99.69%	10%	Quality Assessment of NFA Stocks per Region for the year 2013	<p>The Quality Assessment Report (QUASAR) is a report on the quantity and quality of all grains stocks of the NFA. Based on the revised SOP on Grains Quality Information System (TS-SQ04 dated 6 April 1999), Regional Offices are required to submit their Consolidated QUASAR</p>

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								<p>every end of the month. The monthly National QUASAR is prepared by the Technical Research and Services Department – Quality Assurance Division.</p> <p>The indicator refers to good, treated and for treatment stocks which means these are fit for human consumption.</p> <p>Actual accomplishment exceeded target by a multiple of 10 (0.3% actual vs 3% target).</p>
<p>Quality 2: Price reversion within 15 days from the start of a calamity/ emergency</p>	15%	100%	14.54	14.54%	60%	9%	<p>Table on Monitoring & Compliance Report for Procurement Indicator</p>	<p>Data on prices in areas hit by calamities are reported by the Philippine Statistical Authority.</p> <p>Price Reversion is defined as a return to price levels 2 weeks before the calamity/emergency.</p> <p>Validation of the results showed there were 30 reversions over 50 occurrences, hence the revised score and rating.</p>
<p>Quality 3: Farm gate price as a percentage of the Government support Price</p>	15%	90%	90%	15%	100%	15%	<p>Table on Monitoring & Compliance Report for Procurement Indicator and Resolution</p>	<p>NFA buys palay from farmers at ₱17.00/kg. Individual farmers and farmer-organizations are given additional incentive of ₱0.70/kg (₱0.20 for drying fee; ₱0.20/kg for delivery fee; and ₱0.30/kg for Corn Development Incentive Fee [CDIF])</p>

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							No. 387-2K8-D	<p>provided the palay meets the standards set by the agency.</p> <p>The Target was a market price not less than 90% of the P17.00/kg support price or P15.30/kg.</p> <p>The monthly data show average farm gate prices (unadjusted for moisture content) above the NFA buying price starting July 2013. In Region III and V, commercial prices were higher than NFA price as early as January. The high market prices merely reflect the supply shortage evident in NFA's low inventory levels in 2013.</p> <p>Moving forward, the more appropriate target is to keep prices within an approved price band (e.g. 90-100% of NFA buying price) to reflect NFA's dual mandate of supporting farm gate prices while keeping retail prices affordable.</p>
Timeliness 1: Compliance rate with target response time of 48 hours from request (for release of stocks) during calamities and/or emergencies	10%	100%	25	10%	100%	10%	Table on Report Compliance Rate with Target Response Time of 48 hours	ACCEPTABLE
Subtotal	70%			64.19%		58.57%		

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MFO 2 – Regulation and Development of the Rice and Corn Industry								
Quantity 1: No. of licensed and registered grains businessmen	5%	71,000	69,513	4.90%	69,513	4.90%	Table on Rice Licensing (RL) – Applicants, Application for License and Registration and Official Receipt representing payment for licensing and registration	<p>The Industry Services Department of the NFA Head Office is in charge of the licensing and registration.</p> <p>This involves the monitoring and enforcement of rules and regulations governing grains business, licensing and registration of all rice and corn business for the purpose of acquiring industry information and ensuring rational distribution of grains business for optimum utility and profitability.</p> <p>For 2013, total collections generated from registration and licensing activities nationwide amounted to P140.50 Million, or 98% of the P142.80 Million target.</p>
Quantity 2: No. of Ugnayans with major stakeholders	10%	At least 1 Ugnayan per province	More than 1 (21 on the average)	10%	More than 1 (21 on the average)	10%	Minutes of the Meeting and Attendance Sheet	<p>NFA conducts meetings with stakeholders (farmers, grain retailers, traders and everyone involved in rice industry). The matters discussed here are the rules and regulations of NFA like the change in distribution prices, retailer accreditation requirements and all other related concerns and issues.</p> <p>In reporting accomplishment, NFA apparently included all meetings</p>

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								with stakeholders conducted by its provincial offices. Given the already high frequency of consultations, we recommend removal of this indicator for 2014.
Timeliness 1: Percentage of complaints acted upon within the given turnaround time (72 hours)	5%	100%	3.46	5%	100%	5%	Customer Assistance Unit (CAU) Report on the Complaints Received and Suggestion/ Complaint/ Inquiry/ Request Form	<p>The majority of complaints received by NFA concern product quality, pricing, weighing, packaging and availability of NFA rice in the market.</p> <p>The Customer-Assistance Unit (CAU) served 243 customers relative to the products and services carried by NFA. The complaints/clarifications received from members of media/ other stakeholders totalled to 94.</p> <p>Complainants can air their grievances via phone text or filling-up of complaint form in the CAU desk which are also answered by NFA through text and letter.</p>
Subtotal	20%			19.90%		19.90%		
GAS – General Administrative Services								
Average no. of days to remit funds to provinces from written request	10%	7 working days	3.16 working days	10%	3.16 working days	10%	Table on Monitoring and Compliance Report for	The reduction in actual processing time of funding requests to less than half of the target of 7 working days is commendable.

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							number of days to remit funds, Fax Message for Transmission and Methodology in the Preparation of Documents	<p>The process flow in the preparation and transmittal of the fund request are: 1) Based on operational targets, Provincial Office (PO) forwards Requests for CPF Funds to Regional Office (RO); 2) RO endorses the requests to GMOD; 3) GMOD evaluates, recommends remittance of funds to BTFMD; 4) BTFMD-Budget Division evaluates, coordinates with BTFMD-Fund Management Division (FMD) for availability of funds, prepares Request for Fund Transfer Slip, and forwards the said request to BTFMD-Cash Division; and 5) BTFMD-Cash Division evaluates, prepares Request for On-line Remittance, and transmits said request to the respective Depository/ Remitting Bank.</p> <p>There is a central fund where the field offices remit their collections and where the release of money for procurement comes from.</p>
Subtotal	10%			10%		10%		
Total	100%			94.09%		88.47%		