

**NATIONAL HOUSING AUTHORITY (NHA)  
Validated 2023 Performance Scorecard**

	Component					NHA Submission		GCG Validation		Supporting Documents	Remarks											
	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating													
<b>STAKEHOLDERS / SOCIAL IMPACT</b>	<b>SO 1 Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settlers Families (ISFs) and Low-Income Formal Sector</b>																					
	SM 1	Percent of Housing Units Started	Total Number of Housing Units Started through Notice to Proceed (NTP) / Total Board-Approved Target Starts Less Number of Units Affected by External Factors	10%	(Actual / Target) x Weight	100% of Total Board-Approved Target Starts	90% (7,883/8,764)	8.99%	66.14%	6.61%	<ul style="list-style-type: none"> <li>• Notice to Proceed</li> <li>• Notice of Award</li> <li>• Contract of Agreement</li> <li>• Memorandum of Agreement</li> <li>• Other Documents Justifying the Proposed Exclusion of Units Affected by External Factors</li> </ul>	The actual validated accomplishment for 2023 was 4,232 units against the adjusted target of 6,399. This resulted to a 2023 accomplishment of 66.14%.										
	SM 2	Percent of Housing Units Completed Within the Project Duration	Total Number of Fully Completed Units in 2023 / Total Number of Completions Target Less Number of Units Re-Scheduled / Deferred as a Result of Granted Time Extensions, Granted Work Suspension Orders, and Termination of Contracts	10%	(Actual / Target) x Weight	90% of Total Completions Target	84% (16,219/19,203)	9.38%	82.37%	9.15%	<ul style="list-style-type: none"> <li>• Certification on Physically Completed Units</li> <li>• Physical Completion Checklist</li> <li>• Photos of Fully Completed Units</li> <li>• Board resolution for Unprogrammed Completions</li> <li>• Monthly Monitoring Reports as of December 2023 for Unprogrammed Completions.</li> </ul>	<table border="1"> <thead> <tr> <th>Target</th> <th>Validated</th> </tr> </thead> <tbody> <tr> <td>Adjusted Board-approved Target</td> <td>15,749</td> </tr> <tr> <td><b>2023 TARGET</b> 90% of Board-approved Target (excluding external factors)</td> <td>14,174</td> </tr> <tr> <td>Actual Accomplishment</td> <td>11,675</td> </tr> <tr> <td><b>% Completion</b></td> <td><b>82.37%</b></td> </tr> </tbody> </table>	Target	Validated	Adjusted Board-approved Target	15,749	<b>2023 TARGET</b> 90% of Board-approved Target (excluding external factors)	14,174	Actual Accomplishment	11,675	<b>% Completion</b>	<b>82.37%</b>
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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SM 3a	Percentage of Calamity-Stricken Families Provided with Emergency Housing Assistance	$\frac{\text{Total Calamity-Stricken Families Provided with Housing Assistance}}{\text{Total Requests for Emergency Housing Assistance Covered by Cash Available}}$	5%	(Actual / Target) x Weight	100%	100% (127,370/127,375)	5.00%	Unverifiable	0.0%	<ul style="list-style-type: none"> <li>• LGU Letters</li> <li>• Master List of Beneficiaries from LGU and NHA</li> <li>• Photocopy of Identification Cards</li> <li>• Damage Assessment Report</li> <li>• Approved Project Proposal</li> <li>• Disbursement Voucher</li> <li>• Photo Documentation of Actual Release</li> <li>• Signed Payroll</li> </ul>	<p>The Governance Commission noted inconsistencies in the submitted Consolidated EHAP Monitoring Report and EHAP Monitoring Reports per Region.</p> <p>Likewise, inconsistencies in the reported total number of calamity-stricken families were noted upon the review of the summary and the signed payrolls.</p>
SM 3b	Percentage of Emergency Housing Assistance Processed Within Applicable Processing Time	$\frac{\text{Total Number of Emergency Housing Assistance Processed Within the Applicable Processing Time}}{\text{Total Number of Emergency Housing Assistance Requests Processed}}$	5%	(Actual / Target) x Weight	100%	99%	4.95%	63.14% (233 out of 369)	3.16%	<ul style="list-style-type: none"> <li>• Disbursement Vouchers</li> <li>• Signed Payrolls</li> <li>• Certifications of EHAP Project Completion</li> </ul>	<p>NHA reported that there were 369 Emergency Housing Assistance Program (EHAP) requests received in 2023. GCG was able to validate only 233 requests that were processed within the applicable turnaround time.</p>

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating											
SM 4	Percent of Housing Units Disposed	Total Number of Units Awarded or Disposed / Total Number of Inventory	5%	(Actual / Target) x Weight	72.5%	63% (17,133/27,173)	4.35%	59.02%	4.07%	<ul style="list-style-type: none"> <li>Inventory of units under Sales/Loan Documentation</li> <li>Summary of the Total Inventory</li> <li>Masterlist of beneficiaries Lot Allocation</li> <li>Reports on Loan granted</li> <li>Samples of Conditional Contract to Sell and Individual Loan Agreement</li> <li>Group Award-Sales Report and Lease Award/Lease Report</li> </ul>	<table border="1"> <thead> <tr> <th>Item</th> <th>Remark</th> </tr> </thead> <tbody> <tr> <td>Total Inventory</td> <td>27,173</td> </tr> <tr> <td>Target Disposition</td> <td>72.5% (19,700 / 27,173)</td> </tr> <tr> <td>GCG-Validated Accomplishment</td> <td>59.02% (16,037 / 27,173)</td> </tr> </tbody> </table>	Item	Remark	Total Inventory	27,173	Target Disposition	72.5% (19,700 / 27,173)	GCG-Validated Accomplishment	59.02% (16,037 / 27,173)
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SM 5	Percent of Unoccupied Housing Units	Total Number of Unawarded Vacant Residential Lots/Units/Total Number of Saleable Residential Lots/Units as of December 31, 2022	5%	{1 - [(Actual - Target) / Target]} x Weight	20%	2% (19,388/810,105)	5.00%	Unverifiable	0.0%	<ul style="list-style-type: none"> <li>Masterlist of awarded and unawarded units based on the LIS</li> <li>Inventory Summary Report for Lot Inventory</li> </ul> <p>The GCG identified discrepancies between reported and validated data on unawarded housing units, with significant variances noted. NHA explained that its system cannot generate reports for specific timeframes, leading to these discrepancies.</p> <p>NHA did not provide a narrative explanation on the discrepancies.</p>									

		Component				NHA Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
<b>SO 2 Strengthen Strategic Partnerships with Stakeholders</b>											
SM 6	Number of Beneficiary-Families Provided Access to Livelihood Trainings and Other Income-Generating Interventions	Actual Number of Beneficiary Families in NHA-Administered Projects Provided Livelihood Trainings and Other Income Generating Interventions	5%	(Actual / Target) x Weight	42,000	127% (53,271/42,000)	5.00%	47,463	5.00%	<ul style="list-style-type: none"> <li>Summary of programs with corresponding number of beneficiary families</li> <li>Samples of Accomplishment Reports with list of beneficiaries</li> <li>Sample Attendance Sheets</li> <li>Memorandum of Agreement (MOA) with partner agencies</li> </ul>	Target exceeded.
<b>SO 3 Improve Stakeholder Satisfaction</b>											
SM 7	Percentage of Satisfied Customers	Number of Respondents Who Gave a Rating of At Least Satisfactory / Total Number of Survey Respondents	10%	(Actual / Target) x Weight  If Lower Than 80% = 0%	90%	94% Overall Satisfactory Rating	10.00%	Non-compliant as per ARTA validation	0.00%	Compliance List of GOCCs for Client Satisfaction Measurement for the year 2023 from the Anti-Red Tape Authority (ARTA)	Target not met.
<b>Sub-total</b>			<b>55%</b>				<b>52.68%</b>		<b>27.99%</b>		

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CUSTOMERS / STAKEHOLDERS	SO 4 Ensure Efficient Budget Management											
	SM 8a	Budget Utilization Rate: Obligations	Total Obligations / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	79% (P30.226 billion / P38.218 billion)	4.39%	Unverifiable	0.00%	<ul style="list-style-type: none"> <li>Report on Actual Obligations</li> <li>Report on Actual Disbursements</li> <li>Report on Actual Disbursements vs. Prior Years Subsidy</li> <li>CY2023 Financial Statements</li> <li>Report on Unutilized subsidies</li> </ul>	Upon review, the GCG found discrepancies between the Financial Monitoring Report and the validating documents.
	SM 8b	Budget Utilization Rate: Disbursements	Total Disbursement / DBM-approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	24% (P9.187 billion / P38.218 billion)	1.34%	21.45%	1.19%	Executive Summary of the Commission on Audit (COA)'s Annual Audit Report (AAR) for NHA's 2023 Financial Statements and Notes to FS	Target not met.

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	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
INTERNAL PROCESS	SM 8c	Budget Utilization Rate: Disbursements	Total Disbursement / Prior Years Subsidy	5%	(Actual / Target) x Weight	90%	90% (₱165.760 billion / ₱183.485 billion)	5.00%	96.18%	5.00%	Executive Summary of the Commission on Audit (COA)'s Annual Audit Report (AAR) for NHA's 2023 Financial Statements and Notes to FS	Acceptable.
	<b>SO 5 Increase Inventory of Marketable Land Assets</b>											
	SM 9	Collection Efficiency of Residential Lots/Units	Total Actual Collection for Residential Lots / Total Amount Due	10%	(Actual / Target) x Weight	50%	34% (₱1.523 billion/ ₱4.482 billion)	6.80%	Unverifiable	0.00%	<ul style="list-style-type: none"> <li>Collection Evaluation Report</li> <li>Summary Report on Official Receipts (ORs) utilized for collection</li> <li>Summary of Official Receipts numbers</li> <li>Report on Total Amount Due from operating units</li> </ul>	NHA is rated zero for this measure since the actual accomplishment is deemed unverifiable.
	<b>Sub-total</b>			<b>25%</b>				<b>17.53%</b>		<b>6.19%</b>		
	<b>SO 6 Establish Quality Management System</b>											
	SM 10	ISO Certification	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Certification Maintained	Certification Maintained	10.00%	ISO 9001:2015 Certification Maintained	10.00%	<ul style="list-style-type: none"> <li>Surveillance Audit Report</li> <li>ISO Attestation Certificate</li> </ul>	Acceptable.

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<b>SO 7 Utilize Information and Communication Technology Optimally</b>											
SM 11	Implementation of the Information Systems Strategic Plan (ISSP)	Number of Completed Deliverables Due in 2023 / Total Number of Deliverables Due for 2023	5%	(Actual / Target) x Weight	Completed 100% of 2023 Deliverables Based on 2021-2023 ISSP	Completed 2 Deliverables	2.50%	Completed one (1) system out of the eight deliverables in 2023	0.63%	<ul style="list-style-type: none"> <li>• Certificate of Accomplishment and User Acceptance</li> <li>• Project Profile</li> <li>• Manual and User's Guide</li> </ul>	Target not met.
	<b>Sub-total</b>		<b>15%</b>				<b>12.50%</b>		<b>10.63%</b>		
<b>SO 8 Enhance and Develop Employee Competencies</b>											
	Improvement on the Competency Level of the Organization	Competency Baseline 2023 - Competency Baseline 2022	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	1% improvement	5.00%	1% improvement from 2022 baseline	5.00%	<ul style="list-style-type: none"> <li>• 2022 and 2023 Competency Assessment Reports</li> <li>• Computation of the Competency Baseline (Excel File)</li> <li>• List of Interventions Conducted</li> <li>• Sample of Training Certificates</li> <li>• Certification on the Total Number of Personnel for 2022 and 2023</li> </ul>	Acceptable.
	<b>Sub-total</b>		<b>5%</b>				<b>5.00%</b>		<b>5.00%</b>		
	<b>TOTAL</b>		<b>100%</b>				<b>87.72%</b>		<b>49.81%</b>		

LEARNING & GROWTH