

**PHILIPPINE FISHERIES DEVELOPMENT AUTHORITY (PFDA)**  
Validated 2023 Performance Scorecard

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																						
Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																									
<b>CUSTOMERS/CLIENTS</b>	<b>SO 1</b>	<b>Expand Client Base and Enhanced Customer Service Satisfaction</b>																														
	SM 1	Client/Port users served (with PTCB)	Total number of port clients served with Permit to Conduct Business (PTCB)	10%	42,100	42,369	10%	41,697	9.90%	<ul style="list-style-type: none"> <li>Monthly Accomplishment Report from Regional Fish ports</li> <li>List of Clients 2023</li> <li>Summary of No. of Clients/ Port Users Served</li> </ul> <p>The breakdown of the total unique number of clients served with PTCBs is as follows:</p> <table border="1"> <thead> <tr> <th>Fish Port</th> <th>Clients</th> </tr> </thead> <tbody> <tr> <td>Navotas</td> <td>10,423</td> </tr> <tr> <td>Iloilo</td> <td>2,097</td> </tr> <tr> <td>Zamboanga</td> <td>2,068</td> </tr> <tr> <td>Lucena</td> <td>2,082</td> </tr> <tr> <td>General Santos</td> <td>21,828</td> </tr> <tr> <td>Davao</td> <td>1,498</td> </tr> <tr> <td>Sual</td> <td>444</td> </tr> <tr> <td>Camaligan</td> <td>107</td> </tr> <tr> <td>Bulan</td> <td>1,150</td> </tr> <tr> <td><b>Total</b></td> <td><b>41,697</b></td> </tr> </tbody> </table>	Fish Port	Clients	Navotas	10,423	Iloilo	2,097	Zamboanga	2,068	Lucena	2,082	General Santos	21,828	Davao	1,498	Sual	444	Camaligan	107	Bulan	1,150	<b>Total</b>	<b>41,697</b>
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SM 2	Percentage of Satisfied Customers									<ul style="list-style-type: none"> <li>CSM Report</li> <li>ARTA e-mail dated 7 May 2024</li> <li>PFDA letter dated 13 May 2024</li> <li>ARTA e-mail dated 10 July 2024</li> </ul> <p>In an email dated 10 July 2024, ARTA informed the GCG that PFDA's compliance with SQD 0 requirement had been settled, with a validated rating of 96.49%. The breakdown is shown in the table below:</p> <table border="1"> <thead> <tr> <th>Satisfaction</th> <th>SQD 0</th> <th>Rating</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>8,999</td> <td>60.24%</td> </tr> <tr> <td>Agree</td> <td>5,416</td> <td>36.25%</td> </tr> <tr> <td><b>Total</b></td> <td><b>14,415</b></td> <td><b>96.49%</b></td> </tr> </tbody> </table>	Satisfaction	SQD 0	Rating	Strongly Agree	8,999	60.24%	Agree	5,416	36.25%	<b>Total</b>	<b>14,415</b>	<b>96.49%</b>										
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	a. Direct Clients	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	3%	86%	CSM Report submitted to ARTA	5%	96.49%	Compliant Status	5%																							
	b. Indirect Clients		2%																													

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Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																						
SO 2	<b>Empower Marginalized Stakeholders</b>																												
		<i>Sub-total</i>	15%			15%		14.9%																					
SO 3	<b>Strengthen Fiscal Management to Achieve Financial Stability</b>																												
FINANCE	SM 3	Return on Asset (ROA)	Net Income/ Average Asset	5%	3.48%	1.49%	2.14%	0.95%	1.36%	<ul style="list-style-type: none"> <li>2022 COA Audit Reports</li> <li>2023 COA Audit Reports</li> </ul>	The breakdown of the accomplishment is as follows: <table border="1" data-bbox="1779 582 2215 917"> <thead> <tr> <th>Particulars</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Gross Income</td> <td>959,369,904</td> </tr> <tr> <td>Expenses</td> <td>818,884,030</td> </tr> <tr> <td>Net Income</td> <td>140,485,874</td> </tr> <tr> <td>Assets</td> <td></td> </tr> <tr> <td>    2022</td> <td>12,498,125,684</td> </tr> <tr> <td>    2023</td> <td>17,177,974,531</td> </tr> <tr> <td>Average Assets</td> <td>14,838,050,108</td> </tr> <tr> <td>ROA</td> <td>0.95%</td> </tr> </tbody> </table>	Particulars	Amount	Gross Income	959,369,904	Expenses	818,884,030	Net Income	140,485,874	Assets		2022	12,498,125,684	2023	17,177,974,531	Average Assets	14,838,050,108	ROA	0.95%
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	SM 4	Collection Efficiency (Current)	Total collection of current accounts / Total billings	5%	93%	94.51%	5%	94.51%	5%	<ul style="list-style-type: none"> <li>Collection Efficiency Schedule per Individual Ports (Current AR)</li> <li>Summary on Collection Efficiency (Current AR)</li> </ul>	The breakdown of the collection efficiency for current accounts is as follows: <table border="1" data-bbox="1779 1101 2215 1340"> <thead> <tr> <th>Current</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Billing</td> <td>755,385,517.51</td> </tr> <tr> <td>Allowance for Impairment</td> <td>926,370.39</td> </tr> <tr> <td>Net Billings</td> <td>754,459,147.12</td> </tr> <tr> <td>Collection</td> <td>713,029,288.80</td> </tr> <tr> <td>Efficiency</td> <td>94.51%</td> </tr> </tbody> </table>	Current	Amount	Billing	755,385,517.51	Allowance for Impairment	926,370.39	Net Billings	754,459,147.12	Collection	713,029,288.80	Efficiency	94.51%						
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FINANCE	SM 5	Collection Efficiency (Arrears)	Total collection of arrears / Total billings	3%	50.47%	82.63%	3%	82.24%	3%	<ul style="list-style-type: none"> <li>Collection Efficiency Schedule per Individual Ports (AR in arrears)</li> <li>Summary on Collection Efficiency (AR in arrears)</li> </ul>	The breakdown of the collection efficiency-for arrears accounts is as follows: <table border="1"> <thead> <tr> <th>Arrears</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Prior Years Billings</td> <td>287,659,309.38</td> </tr> <tr> <td>Allowance for Impairment</td> <td>123,493,536.28</td> </tr> <tr> <td>Net Billings</td> <td><b>164,165,773.10</b></td> </tr> <tr> <td>Collection</td> <td><b>135,007,253.79</b></td> </tr> <tr> <td>Efficiency</td> <td><b>82.24%</b></td> </tr> </tbody> </table>	Arrears	Amount	Prior Years Billings	287,659,309.38	Allowance for Impairment	123,493,536.28	Net Billings	<b>164,165,773.10</b>	Collection	<b>135,007,253.79</b>	Efficiency	<b>82.24%</b>												
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	SM 6	a. Current	Total Obligated Subsidy over Total COB from Subsidy  [both net of PS Cost]	1%	90%	100%	1%	100%	1%	<ul style="list-style-type: none"> <li>SAOUB of 2023 NG Subsidy as of December 2023</li> </ul>	The breakdown of the obligation rate of the current GAA is as follows: <table border="1"> <thead> <tr> <th>Particulars</th> <th>2023 GAA (A)</th> <th>Obligation (B)</th> </tr> </thead> <tbody> <tr> <td>Salcedo FP</td> <td>100,000,000</td> <td>100,000,000</td> </tr> <tr> <td>NFPC – Phase 1</td> <td>517,304,000</td> <td>517,304,000</td> </tr> <tr> <td>NFPC – Phase 2</td> <td>766,691,000</td> <td>766,691,000</td> </tr> <tr> <td>GSFPC</td> <td>780,294,000</td> <td>780,294,000</td> </tr> <tr> <td>CFP</td> <td>101,331,000</td> <td>101,331,000</td> </tr> <tr> <td>SFP</td> <td>197,142,000</td> <td>197,142,000</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>2,462,762,000</b></td> <td><b>2,462,762,000</b></td> </tr> </tbody> </table>	Particulars	2023 GAA (A)	Obligation (B)	Salcedo FP	100,000,000	100,000,000	NFPC – Phase 1	517,304,000	517,304,000	NFPC – Phase 2	766,691,000	766,691,000	GSFPC	780,294,000	780,294,000	CFP	101,331,000	101,331,000	SFP	197,142,000	197,142,000	<b>TOTAL</b>	<b>2,462,762,000</b>	<b>2,462,762,000</b>
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FINANCE	b. Carry-Over		1%	90%	99.11%	1%	100%	1%	<ul style="list-style-type: none"> <li>SAOUB of Carry-Over NG Subsidy as of December 2023</li> </ul>	The breakdown of the obligation rate of the carry-over GAA is as follows: <table border="1"> <thead> <tr> <th>Particulars</th> <th>Carry Over Balance (A)</th> <th>Obligation (B)</th> </tr> </thead> <tbody> <tr> <td>GSFPC</td> <td>49,796,000</td> <td>49,796,000</td> </tr> <tr> <td>Laoag Cold Storage Facility</td> <td>20,000,000</td> <td>20,000,000</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>69,796,000</b></td> <td><b>69,796,000</b></td> </tr> </tbody> </table>	Particulars	Carry Over Balance (A)	Obligation (B)	GSFPC	49,796,000	49,796,000	Laoag Cold Storage Facility	20,000,000	20,000,000	<b>TOTAL</b>	<b>69,796,000</b>	<b>69,796,000</b>									
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	a. Current	Total Disbursement over Total Obligations [both net of PS Cost]	1%	90%	56.51%	0.63%	82.72%	0.92%	<ul style="list-style-type: none"> <li>SAOUB of 2023 NG Subsidy as of December 2023</li> </ul>																						



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FINANCE	b. Carry-Over		1%	90%	89.54%	0.99%	69.71%	0.77%	<ul style="list-style-type: none"> <li>SAOUB of Carry-Over NG Subsidy as of December 2023</li> </ul>	<p>The breakdown of the disbursement rate of the carry-over GAA is as follows:</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Obligated (A)</th> <th>Disbursed (B)</th> </tr> </thead> <tbody> <tr> <td>ZFPC</td> <td>790,165,761</td> <td>138,189,615</td> </tr> <tr> <td>NFPC 1</td> <td>1,107,204,111</td> <td>981,140,765</td> </tr> <tr> <td>NFPC 2</td> <td>583,359,191</td> <td>583,359,191</td> </tr> <tr> <td>CFPC</td> <td>179,492,550</td> <td>179,492,550</td> </tr> <tr> <td>SFPC</td> <td>104,825,425</td> <td>45,304,171</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>2,765,047,038</b></td> <td><b>1,927,486,292</b></td> </tr> </tbody> </table>	Particulars	Obligated (A)	Disbursed (B)	ZFPC	790,165,761	138,189,615	NFPC 1	1,107,204,111	981,140,765	NFPC 2	583,359,191	583,359,191	CFPC	179,492,550	179,492,550	SFPC	104,825,425	45,304,171	<b>TOTAL</b>	<b>2,765,047,038</b>	<b>1,927,486,292</b>
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	SM 6	b. Disbursement Rate of Internally Generated Fund	Total Disbursement from IGF over Total COB from IGF  [both net of PS Cost]	1%	90%	92.19%	1%	51.87%	0.58%	<ul style="list-style-type: none"> <li>Budget Utilization Report as of 31 December 2023</li> </ul>	<p>The breakdown of the disbursement rate of IGF is shown below:</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Budgeted (A)</th> <th>Disbursed (B)</th> </tr> </thead> <tbody> <tr> <td>MOOE</td> <td>553,537,000</td> <td>373,666,441</td> </tr> <tr> <td>CO</td> <td>201,923,000</td> <td>18,197,505</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>755,460,000</b></td> <td><b>391,863,946</b></td> </tr> </tbody> </table>	Particulars	Budgeted (A)	Disbursed (B)	MOOE	553,537,000	373,666,441	CO	201,923,000	18,197,505	<b>TOTAL</b>	<b>755,460,000</b>	<b>391,863,946</b>								
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<b>SO 4</b>	<b>Ensure Sustainability of Strategic Priorities</b>																														
		<i>Sub-total</i>	<b>18%</b>			<b>14.76%</b>		<b>13.63%</b>																							

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<b>INTERNAL PROCESS</b>																																
SO 5	<b>Increase Efficiency in Utilization of Fishery Post-Harvest Facilities</b>																															
	Utilization Rate of Port Facilities:																															
SM 7	a. Pier/Quay	Utilized Capacity over Maximum Capacity	4%	100%	222%	4%	99.44%	3.98%	<ul style="list-style-type: none"> <li>Summary of Quarterly Accomplishment per Fish Port</li> </ul>	The breakdown of accomplishment per port is as follows: <table border="1" data-bbox="1825 502 2169 901"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr><td>NFPC</td><td>100%</td></tr> <tr><td>IFPC</td><td>100%</td></tr> <tr><td>ZFPC</td><td>100%</td></tr> <tr><td>LFPC</td><td>100%</td></tr> <tr><td>GSFPC</td><td>100%</td></tr> <tr><td>DFPC</td><td>100%</td></tr> <tr><td>SFP</td><td>100%</td></tr> <tr><td>CFPC</td><td>95%</td></tr> <tr><td>BFPC</td><td>100%</td></tr> <tr><td><b>AVERAGE</b></td><td><b>99.44%</b></td></tr> </tbody> </table>	Fish Port	Utilization Rate	NFPC	100%	IFPC	100%	ZFPC	100%	LFPC	100%	GSFPC	100%	DFPC	100%	SFP	100%	CFPC	95%	BFPC	100%	<b>AVERAGE</b>	<b>99.44%</b>
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SM 7	b. Market Hall	Utilized Capacity over Maximum Capacity	4%	96%	95%	3.96%	94.01%	3.92%	<ul style="list-style-type: none"> <li>Summary of Quarterly Accomplishment per Fish Port</li> </ul>	The breakdown of accomplishment per port is as follows: <table border="1" data-bbox="1825 1029 2169 1428"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr><td>NFPC</td><td>100.00%</td></tr> <tr><td>IFPC</td><td>100.00%</td></tr> <tr><td>ZFPC</td><td>75.00%</td></tr> <tr><td>LFPC</td><td>100.00%</td></tr> <tr><td>GSFPC</td><td>100.00%</td></tr> <tr><td>DFPC</td><td>35.71%</td></tr> <tr><td>SFP</td><td>36.36%</td></tr> <tr><td>CFP</td><td>42.86%</td></tr> <tr><td>BFPC</td><td>92.31%</td></tr> <tr><td><b>TOTAL</b></td><td><b>94.01%</b></td></tr> </tbody> </table>	Fish Port	Utilization Rate	NFPC	100.00%	IFPC	100.00%	ZFPC	75.00%	LFPC	100.00%	GSFPC	100.00%	DFPC	35.71%	SFP	36.36%	CFP	42.86%	BFPC	92.31%	<b>TOTAL</b>	<b>94.01%</b>
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Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks											
Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating														
INTERNAL PROCESS	c. Cold Storage	Utilized Capacity over Maximum Capacity	3%	83%	71%	2.57%	89.09%	3%	<ul style="list-style-type: none"> <li>Summary of Quarterly Accomplishment per Fish Port</li> </ul> <table border="1"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr> <td>IFPC</td> <td>100.00%</td> </tr> <tr> <td>GSFPC</td> <td>56.35%</td> </tr> <tr> <td>DFPC</td> <td>100.00%</td> </tr> <tr> <td>CFP</td> <td>100.00%</td> </tr> <tr> <td><b>AVERAGE</b></td> <td><b>89.09%</b></td> </tr> </tbody> </table>	Fish Port	Utilization Rate	IFPC	100.00%	GSFPC	56.35%	DFPC	100.00%	CFP	100.00%	<b>AVERAGE</b>	<b>89.09%</b>
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<b>AVERAGE</b>	<b>89.09%</b>																				
SM 7	d. Ice Plant	Utilized Capacity over Maximum Capacity	3%	82%	94%	3%	93.22%	3%	<ul style="list-style-type: none"> <li>Summary of Quarterly Accomplishment per Fish Port</li> </ul> <table border="1"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr> <td>ZFPC</td> <td>97.55%</td> </tr> <tr> <td>LFPC</td> <td>88.47%</td> </tr> <tr> <td>DFPC</td> <td>100.00%</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>93.22%</b></td> </tr> </tbody> </table>	Fish Port	Utilization Rate	ZFPC	97.55%	LFPC	88.47%	DFPC	100.00%	<b>TOTAL</b>	<b>93.22%</b>		
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<b>TOTAL</b>	<b>93.22%</b>																				
e. Processing Areas	Utilized Capacity over Maximum Capacity	3%	72%	58%	2.42%	81.02%	3%	<ul style="list-style-type: none"> <li>Summary of Quarterly Accomplishment per Fish Port</li> </ul> <table border="1"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr> <td>IFPC</td> <td>100.00%</td> </tr> <tr> <td>GSFPC</td> <td>80.03%</td> </tr> <tr> <td>CFP</td> <td>74.76%</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>81.02%</b></td> </tr> </tbody> </table>	Fish Port	Utilization Rate	IFPC	100.00%	GSFPC	80.03%	CFP	74.76%	<b>TOTAL</b>	<b>81.02%</b>			
Fish Port	Utilization Rate																				
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<b>TOTAL</b>	<b>81.02%</b>																				

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																				
Objective/Measure		Formula	Wt.	2023	Actual	Rating	Score	Rating																						
INTERNAL PROCESS	SM 7	f. Building Spaces, Commercial, and Industrial Areas	Utilized Capacity over Maximum Capacity	3%	89%	88%	2.97%	86.78%	2.93%	• Summary of Quarterly Accomplishment per Fish Port  The breakdown of accomplishment per port is as follows: <table border="1" data-bbox="1825 414 2169 734"> <thead> <tr> <th>Fish Port</th> <th>Utilization Rate</th> </tr> </thead> <tbody> <tr> <td>NFPC</td> <td>100.00%</td> </tr> <tr> <td>IFPC</td> <td>66.94%</td> </tr> <tr> <td>ZFPC</td> <td>99.48%</td> </tr> <tr> <td>LFPC</td> <td>76.85%</td> </tr> <tr> <td>GSFPC</td> <td>68.53%</td> </tr> <tr> <td>DFPC</td> <td>40.26%</td> </tr> <tr> <td>SFP</td> <td>60.30%</td> </tr> <tr> <td>BFPC</td> <td>94.23%</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>86.78%</b></td> </tr> </tbody> </table>	Fish Port	Utilization Rate	NFPC	100.00%	IFPC	66.94%	ZFPC	99.48%	LFPC	76.85%	GSFPC	68.53%	DFPC	40.26%	SFP	60.30%	BFPC	94.23%	<b>TOTAL</b>	<b>86.78%</b>
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<i>Sub-total</i>			<i>20%</i>			<i>18.92%</i>		<i>19.83%</i>																						
<b>SO 6 Ensure Effective and Efficient Project Implementation</b>																														
Rehabilitation/Repair and Efficient Project Implementation																														
a. Developmental Projects																														
SM 8	a1. Number of Projects Completed	Absolute Number	5%	3	2	3.33%	-	-	<ul style="list-style-type: none"> <li>Completion Reports</li> <li>Variation Order no. 1</li> <li>Communication Letter to the LGU of Taguig City</li> <li>Board Resolutions of Failure of Bidding/s</li> </ul>	<i>Measure excluded.</i>  PFDA could not fully implement the development of the three (3) identified projects for 2023 due to several factors that are outside the control of PFDA, such as LGU requests for changes in specifications, funding requirements, and litigation/tenurial issues of the project site.																				



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating				
INTERNAL PROCESS	b. Regional Fish Port Complex Projects (Multi-year)										
	SM 8	b1. IFPC	Actual Percentage of Completion	3%	100%	86.0069%	2.83%	86.0069%	2.58%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> <li>Revised PERT-CPM</li> <li>Variation Orders</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 13.99%. Hence, PFDA failed to achieve its target.
		b2. ZFPC	Actual Percentage of Completion	3%	68.45%	42.5991%	1.87%	42.5991%	1.87%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> <li>PERT-CPM</li> <li>Notice of slippage</li> <li>Request for Time Extension</li> </ul>	Based on the validation of the monthly accomplishment report, the 2022 percentage accomplishment was behind schedule by 25.8509% as there were still unperformed works. Hence, PFDA failed to achieve its target.
		b3. NFPC – Phase 1	Actual Percentage of Completion	9%	100%	66.9526%	8.90%	66.95%	6.03%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> <li>Certificate of Completion &amp; Acceptance</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 33.05%. Hence, PFDA failed to achieve its target.

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating			
INTERNAL PROCESS SM 8	b4. NFPC – Phase 2	Actual Percentage of Completion	3%	90.85%	58.8341%	2.40%	58.8341%	1.94%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 32.02%. Hence, PFDA failed to achieve its target.
	b5. SFP	Actual Percentage of Completion	3%	100%	94.8230%	3%	94.8230%	2.84%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> <li>Revised PERT-CPM</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 5.18%. Hence, PFDA failed to achieve its target.
	b6. CFP	Actual Percentage of Completion	3%	100%	45.5669%	1.52	45.5669%	1.37%	<ul style="list-style-type: none"> <li>2023 Monthly Accomplishment Report</li> <li>Revised PERT-CPM</li> <li>Request for Time Extension</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 54.43%. Hence, PFDA failed to achieve its target.
	b7. GSFP	Actual Percentage of Completion	3%	2%	0.7330%	3%	0.73%	1.10%	<ul style="list-style-type: none"> <li>Accomplishment Report</li> </ul>	Based on the validation of the monthly accomplishment report, the 2023 percentage accomplishment was behind schedule by 1.27%. Hence, PFDA failed to achieve its target.
SO 7	<b>Improve Operational Practices</b>									
		<i>Subtotal</i>	<b>32%</b>			<b>26.85%</b>		<b>17.73%</b>		



Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks														
Objective/Measure	Formula	Wt.	2023	Actual	Rating	Score	Rating																	
<b>SO 8 Develop Adequate, Competent, Engaged (ACE) Human Resource</b>																								
SM 9	Percentage of Incumbents Meeting Required Competencies	Percentage of Incumbents Meeting the Required Competencies over Total Employees	5%	10% Improvement from Baseline	11.29% Improvement from Baseline	5%	11.27% Improvement from Baseline	5%	<ul style="list-style-type: none"> <li>Competency Assessment Report</li> <li>Competency Summary Sheet</li> <li>Competency Assessment Forms</li> </ul>	There were 384 fully competent employees out of 423 assessed plantilla positions, equivalent to 90.78%, with 39 employees still with identified competency gaps.														
<b>SO 9 Enhance Integrated Information Systems and Institutionalize Total Quality Management System</b>																								
SM 10	Percentage of Attainment of ISSP Deliverables	Actual Percentage of Completion	5%	100% (5 systems)	100%	5%	100%	5%	<ul style="list-style-type: none"> <li>Memo on the submission of the 2023 Automation Status</li> <li>User Manuals</li> <li>Memo on ITD 2023 Activities</li> <li>Client Digital Queuing System – User Acceptance Form</li> </ul>	The following PFDA systems were accomplished during CY 2023: <table border="1"> <thead> <tr> <th>Information System</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td>Job Request System</td> <td>Enhancement</td> </tr> <tr> <td>Project Monitoring System</td> <td>Enhancement</td> </tr> <tr> <td>Online Contract Monitoring System with Client Mapping</td> <td>Enhancement</td> </tr> <tr> <td>Preventive Maintenance System</td> <td>Enhancement</td> </tr> <tr> <td>Executive Management Dashboard</td> <td>Enhancement</td> </tr> <tr> <td>Client Digital Queuing System</td> <td>Installed and Deployed</td> </tr> </tbody> </table>	Information System	Activities	Job Request System	Enhancement	Project Monitoring System	Enhancement	Online Contract Monitoring System with Client Mapping	Enhancement	Preventive Maintenance System	Enhancement	Executive Management Dashboard	Enhancement	Client Digital Queuing System	Installed and Deployed
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SM 11	ISO 9001: 2015 Certification	Milestone	5%	Pass seven (7) surveillance audits (CO, NFPC, GSFPC, IFPC, DFPC,	Conducted Surveillance Audits for the following units: <b>Central Office (26 Sept 2023)</b>	5%	Passed seven (7) Surveillance Audits (CO, NFPC, GSFPC, IFPC, DFPC, LFPC, ZFPC)	5%	<ul style="list-style-type: none"> <li>Attestation Certificates for CO, NFPC, GSFPC, IFPC, DFPC, LFPC, ZFPC</li> </ul>	Details of the certification are as follows. <table border="1"> <thead> <tr> <th>Office/ Port</th> <th>Auditor</th> <th>Date of Audit</th> </tr> </thead> <tbody> <tr> <td>CO</td> <td>TUV Rheinland</td> <td>26 Sept 2023</td> </tr> </tbody> </table>	Office/ Port	Auditor	Date of Audit	CO	TUV Rheinland	26 Sept 2023								
Office/ Port	Auditor	Date of Audit																						
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LEARNING AND GROWTH

Validated 2023 Performance Scorecard

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks																		
Objective/Measure		Formula	Wt.	2023	Actual	Rating	Score	Rating																				
				LFPC, ZFPC) ISO 9001:2015 Certification of the Refrigeration Business Process of LFPC, DFPC, IFPC)	DFPC (28 Sept 2023) GSFPC (29 Sept 2023) IFPC (24 Oct 2023) NFPC (26 Oct 2023) ZFPC (03 Nov 2023) LFPC (29 Dec 2023)		Exclusion of ISO 9001:2015 Certification of the Refrigeration Business Process of LFPC, DFPC, IFPC		<ul style="list-style-type: none"> <li>Third party audit reports</li> <li>DFPC 2023 Accomplishment Report</li> <li>Justifications signed by Manager of CPMISD</li> <li>Memo from LFPC Port Manager</li> </ul>	<table border="1"> <tr> <td>ZFPC</td> <td>TUV Rheinland</td> <td>03 Nov 2023</td> </tr> <tr> <td>DFCP</td> <td>SOCOTEC</td> <td>28 Sept 2023</td> </tr> <tr> <td>GSFPC</td> <td>SOCOTEC</td> <td>29 Sept 2023</td> </tr> <tr> <td>IFPC</td> <td>SOCOTEC</td> <td>2-3 Oct 2023</td> </tr> <tr> <td>LFPC</td> <td>SOCOTEC</td> <td>06 Oct 2023</td> </tr> <tr> <td>NFPC</td> <td>SOCOTEC</td> <td>04 Oct 2023</td> </tr> </table> <p>The Certification for the Refrigeration Business Process for LFPC, DFPC, IFPC are excluded due to external factors not wholly within the control of PFDA.</p>	ZFPC	TUV Rheinland	03 Nov 2023	DFCP	SOCOTEC	28 Sept 2023	GSFPC	SOCOTEC	29 Sept 2023	IFPC	SOCOTEC	2-3 Oct 2023	LFPC	SOCOTEC	06 Oct 2023	NFPC	SOCOTEC	04 Oct 2023
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<b>Sub-total</b>			<b>15%</b>			<b>15%</b>		<b>15%</b>																				
<b>TOTAL</b> <i>Excluded Weight</i>			<b>100%</b> <b>(5%)</b>			<b>90.53%</b>		<b>81.09%</b>																				
<b>VALIDATED TOTAL</b>			<b>95%</b>					<b>81.09% / 95% = 85.36%</b>																				