

NATIONAL HOUSING AUTHORITY (NHA)
Revalidation Result of 2020 Performance Scorecard

Component			Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks		
Objective/Measure	Formula	Weight		2020	Actual	Rating	Score	Rating				
SO 1	Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector											
SOCIAL IMPACT	SM 1	Percent of Housing Units Started	Total Number of Housing Units ¹ Started through NTP / Total Board-Approved Target Starts	10%	(Actual / Target) x Weight	100% of Total Board-Approved Target Starts ²	90% (46,233/ 51,543)	8.97%	78.92%	7.89%	<ul style="list-style-type: none"> NHA Accomplishment Report Notice to Proceed Copy of Released Voucher and Check for the Payment of First Release to LGU Certificate of Mobilization Memorandum of Agreement Secretary's Certificate 	Validated actual pertains to 40,677 housing units started out of 51,543 board-approved target. Only 40,677 of the reported 46,233 units were properly substantiated with supporting documents. The request of NHA to revise the target of housing starts to 54,777 is DENIED .
	SM 2	Percent of Housing Units Completed within the Project Duration	Total Number of Fully Completed Units in 2020 / Total Number of Completions Target Less Number of Units Re-Scheduled/ Deferred as a Result of Granted Time Extensions	10%	(Actual / Target) x Weight	90% of Total Completions Target ³	39% (26,865/ 68,095)	4.38%	25.96%	2.88%	<ul style="list-style-type: none"> NHA Accomplishment Report Certificate on Physically Completed Units Issued by NHA District Offices as Concurred by the Contractor 	Validated actual pertains to 17,680 housing units completed out of 68,095 board-approved target. Only 17,680 of the reported 26,865 were substantiated with supporting documents.

¹ Pertains to either of the following: (1) House and Lot Packages, (2) Housing units, (3) Lots, or (4) Low-Rise Building units. The same definition shall apply to the term "housing unit" used in the succeeding measures.

² Per 2020 Board-Approved Revised/Recalibrated Work Program

³ *ibid*.

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Objective/Measure	Formula	Weight		2020	Actual	Rating	Score	Rating			
		and/or Termination of Contracts							<ul style="list-style-type: none"> • Sample of Physical Completion Checklist • Photos 	The request of NHA to revise the target of housing units completed to 48,480 is DENIED .	
SM 3	Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual Number of Community Facilities Completed in Existing Relocation Sites / Total Number of Unaccomplished Community Facilities as of End of 2019	5%	(Actual / Target) x Weight	30% of the Remaining Community Facilities/Works Completed ⁴	100% (3/3)	5.00%	13.64% of the 22 Remaining Community Facilities/ Works Completed	2.27%	<ul style="list-style-type: none"> • Certificate on Physically Completed Units Issued by NHA District Offices as Concurred by the Contractor • Physical Completion Checklist • Photos • Report Submitted to DHSUD/ HUDCC • Notice of Award • Notice of Contract Termination • Memoranda 	Based on review of documents submitted, the original total number of community facilities for 18 live cases is 54 facilities/works after excluding 5 facilities/works which were cancelled/terminated. Of the 54 facilities/works, 3 were completed in 2018 while 29 were completed in 2019. Thus, for 2020, remaining facilities/works totaled to 22. For 2020, the 30% target is computed at 7. NHA was only able to complete 3 out of the 7 targeted facilities/works for completion.
SM 4	Percent of Housing Units Disposed	Total Number of Units Awarded or Disposed / Total Number of Inventory for	10%	(Actual / Target) x Weight	62.80% (16,220 out of 25,793)	74.46% (12,079/ 16,220)	7.45%	74.46%	7.45%	<ul style="list-style-type: none"> • For Regular (Non-CBIA) Projects: Inventory of Units Under Sales Documentation 	Target not met.

⁴ The universe of the target shall be determined during the validation of NHA's 2020 accomplishment.

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			Disposition as of December 2019							<ul style="list-style-type: none"> For CBIA Projects: Inventory of Units under Sales Documentation for the Reporting Quarter, Samples of Masterlist of Beneficiaries Lot Allocation (MBLA) for AFP/PNP Program Conditional Contract to Sell Individual Notice of Award (INA)/ Individual Loan Agreement (ILA) 	
SM 5	Percent of Housing Units that Remain Unoccupied	Number of Unoccupied Units / Total Number of Houses Built as of 31 December 2019	5%	(Target / Actual) x Weight	20% of Housing Units Built as of 31 December 2019	170% (148,578/ 87,517)	5%	Unverifiable	0%	<ul style="list-style-type: none"> Inventory Summary Report Summary of Saleable Units Awarded and Unawarded (including Status of Occupancy) Report 	<p>The request of NHA to reinstate the measure is APPROVED.</p> <p>The submitted supporting documents cannot be reconciled due to inconsistencies noted in the System-Generated Report or ISR, as well as the Manual Report or SSUAU. The details of the validation is attached as Appendix 1.</p>
SO 2	Strengthen Strategic Partnerships with Stakeholders										

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SO 3	SM 6	Number of Beneficiary-Families Below Poverty Threshold Provided Access to Livelihood Trainings & 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	19,295	25,724	5%	25,724	5%	<ul style="list-style-type: none"> Summary Report of Livelihood Interventions Performed and the Total Beneficiaries per Region Attendance Sheet Memorandum of Agreement 	Acceptable.
	SO 3 Improve Stakeholder Satisfaction											
	SM 7	Percentage of Satisfied Customers	Number of Respondents Who Rated at Least Satisfactory / Total Number of Survey Respondents	5%	(Actual / Target) x Weight <i>0% = If Less Than 80%</i>	90%	98%	5%	98%	5%	<ul style="list-style-type: none"> Final Survey Report Samples of Accomplished Survey Questionnaires Database of Responses Database of Back-Checking and Spot-Checking Responses 	Acceptable.
Sub-total			50%				40.81%		30.49%			
FINANCIAL	SO 4 Efficient Budget Management											
	SM 8	Budget Utilization Rate	Actual Disbursements / Total Cash-Based Corporate Operating Budget (COB)	10%	(Actual / Target) x Weight	60%	54% (P19.559 Billion/ P35.902 Billion)	5.45%	23.03%	3.84%	<ul style="list-style-type: none"> NHA Board-Approved Cash-Based COB DBM-Approved COB 	The validated actual is based on total disbursement for Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) of

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Component			Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight		2020	Actual	Rating	Score	Rating			
		for the Year (Both Net of Personal Services Cost)							<ul style="list-style-type: none"> COA Audited Financial Statements Excerpt from the Minutes of NHA Board of Directors Meeting No. 515 held on 30 October 2020 	<p>₱16.706 Billion out of the total DBM-approved budget for MOOE and CO of ₱72.58 Billion. The details of the validation is in Appendix 2.</p>	
SO 5 Efficient Asset Management											
SM 9	Collection Efficiency of Residential Lots	Total Actual Collection for Residential Lots / Total Amount Due	10%	(Actual / Target) x Weight	19%	105% (₱0.711 Billion/ ₱0.678 Billion)	10%	Unverifiable	0%	<ul style="list-style-type: none"> Summary of Collection from Awardees/ Beneficiaries NHA Unaudited Statement of Cash Flows Summary of Collection Evaluation Report (CER) per Region Consolidated Report on Collection – Residential Lots NHA Audited Statement of Cash Flows (SCF) Breakdown per Nature of Collection 	<p><i>The NHA requested for the reconsideration of SM 9.</i></p> <p><i>An online meeting and onsite validation were held on 24 January 2023 and 01 to 02 March 2023, respectively, to provide the NHA the opportunity to present the necessary documents that would support the reported accomplishment.</i></p> <p><i>However, the NHA failed to properly substantiate its reported accomplishment. Thus, the 0% rating of the measure is hereby RETAINED.</i></p>
		Sub-total	20%				15.45%		3.84%		

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INTERNAL PROCESS	SO 6	Established Quality Management System										
	SM 10	ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Recertification	ISO Certification Was Proposed for Exclusion in the Approved PES	0%	No Reported Accomplishment	0%	<ul style="list-style-type: none"> Record/ Document Tracking Form (RDTF) Internal Memorandum Chronology and Status of the Procurement Process Central Bids and Awards Committee (CBAC) Resolutions Notice of Award Email Copies Contract Submitted by SGS Philippines, Inc. 	The request to exclude the measure is DENIED .
	SO 7	Optimum Utilization of Information Technology										
SM 11	Implementation of the 2019-2021 ISSP for the Authority	Actual Accomplishment	5%	All or Nothing	Board-Approved 2019-2021 ISSP Submitted to DICT	Board-Approved 2019-2021 ISSP Submitted to DICT	-	Board-Approved 2019-2021 ISSP Submitted to DICT	5%	<ul style="list-style-type: none"> Letter to DICT 	The request to reinstate target is ACCEPTABLE . Target met.	

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Objective/Measure	Formula	Weight		2020	Actual	Rating	Score	Rating		
									<ul style="list-style-type: none"> • Notice of Award • Certificate of Completion and User Acceptance • Certificate of Final Acceptance 	<p>The NHA reported to have completed 2 out of 7 ISSP deliverables: official electronic mail and video conferencing solution.</p> <p>As validating document, the NHA submitted copies of the Notices of Award issued to Infocentric Solutions, Inc. for the procurement of video conferencing service and Kollab Guru Group Incorporated for the official electronic mail service.</p> <p>It is noted that based on the ISSP, these deliverables are for delivery by end of 2020 and that the electronic mail should be in place by end of year 2020.</p> <p>However, the NOA is not sufficient documentation to prove that the procured systems were delivered and in place by end of 2020. It was further noted that the Certificate of Final Completion for the electronic mail service indicated that the project was completed on 07 May 2021.</p>
	Number of Projects Completed Based on the Deliverables per ISSP / Total Number of 2020 Deliverables per 2019-2021 ISSP Submitted to DICT	5%	(Actual / Target) x Weight	Completed 5 of 7 of 2020 Deliverables Based on 2019-2021 ISSP	2 Out of 7 completed	1%	0	0%		

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Objective/Measure	Formula	Weight		2020	Actual	Rating	Score	Rating			
Sub-total		15%				1%		5%			
LEARNING AND GROWTH	SO 8 Established Competency-Based Framework										
	SM 12	Improvement on the Competency Level of the Organization	Actual Accomplishment	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	a. Management-Approved Competency-Based Position Profiles and Job Descriptions b. Establish Baseline on the Competency Level of Executive and Managerial Incumbents ⁵	Completed	10%	a. Completed Management -Approved Competency -Based Position Profiles and Job Descriptions b. Conducted Competency Assessment on Executive and Managerial Incumbents. However, the assessment only included Leadership competency. Other competencies were not assessed	5%	<ul style="list-style-type: none"> Management Approval of the Competency-Based Position Profiles and Job Descriptions Position Description Forms 2020 Report on the Leadership Competency Assessment of Managers and Officer-in-Charge of Executive/ Managerial Positions Memorandum on the Justification on the 2020 Performances Scorecard Strategic Measure 12 submission to GCG

⁵ Shall pertain to the competency assessment result for 100% of employees under Executive and Managerial Level. The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

for

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Objective/Measure	Formula	Weight			Actual	Rating	Score	Rating		
SO 9	Improved Organization and Management									
SM 13	Established Succession Plan	Actual Accomplishment	5%	All or Nothing	Succession Plan Approved by Management	Completed	5%	Completed	5%	<ul style="list-style-type: none"> Approved Succession Plan and Memorandum Circular No. 2020-058. The request to reinstate measure is APPROVED . Target met.
		Sub-total	15%				15%		10%	
		REVALIDATED RATING	100%				72.26%		49.33%	

$$\frac{\sum_{i=1}^a \left| \frac{A_i - 1}{A_i} \right|}{B}$$

, where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

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