

2023 PERFORMANCE SCORECARD (Annex B)

PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SOCIO-ECONOMIC IMPACT	SO 1	Raise public awareness on deposit insurance to contribute in building depositor confidence in the banking system and in promoting financial inclusion							
	SM 1	Level of Public Awareness on Deposit Insurance	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	100% Implementation of programs on public awareness	6 percentage point increase in level of public awareness from 2022 survey results
		<i>Sub-Total</i>		5%					
FINANCIAL	SO 2	Maintain Deposit Insurance Fund (DIF) to adequately cover deposit insurance costs							
	SM 2	Adequate Capital against Deposit Insurance Costs	12-month average DIF/12-month average EID	20%	All or nothing	6.94%	7.57%	5.50%	5.5%
	SO 3	Ensure efficient budget utilization							
	SM 3	Efficient Utilization of Corporate Budget	Total Budget Utilization/ Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	90%	90%
		<i>Sub-Total</i>		25%					

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SO 4 Enhance client experience in PDIC services									
CUSTOMERS/STAKEHOLDERS	SM 4a	Percentage of Satisfied Customers - Borrowers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	(Actual / Target) x Weight 0%= if less than 80% 0%= if lower or equal to previous year's accomplishment (if below 80%)	89.09%	Non-compliant with the required sample size and MOE	90%	90%	
	SM 4b	Percentage of Satisfied Customers - Depositors					2.5%	90%	90%
	SM 4c	Percentage of Satisfied Customers - Member Banks					2.5%	90%	90%
	Sub-Total			10%					
SO 5 Settle valid deposits/claims of depositors in closed banks within applicable processing time									
INTERNAL PROCESS	SM 5	Settlement of Valid Insured Deposits Promptly within Applicable Turn-Around-Time - For Accounts with Less than or Equal to ₱100,000 Balances	Number of valid insured deposits paid within TAT / Total number of valid insured deposits for Accounts with Less than or Equal to ₱100,000 balances	(Actual / Target) x Weight	100%	100% of claims settled within TAT	100% of claims settled within TAT with new TAT under "New Normal"	100% of claims settled within TAT	

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CORE PROCESS	SM 6	Settlement of Valid Deposit Insurance Claims Promptly within Applicable Turn Around Time-For accounts with More than ₱100,000 Balances	Number of valid deposit insurance claims settled within TAT / Total number of valid deposit insurance claims filed during field operations claims settlement (FOCS)	10%	(Actual / Target) x Weight	100%	100% of claims settled within TAT	100% of claims settled within TAT	
	SO 6	Distribute assets to creditors and terminate liquidation of closed banks							
	SM 7	Asset Distribution Plans (ADP) of closed banks filed with the Liquidation Court	Actual Accomplishment	20%	(Actual / Target) x Weight	N/A	N/A	43	43
	SO 7	Contribute to financial stability by ensuring financial crisis preparedness							
	SM 8	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	5%	All or nothing per crisis management plan	Board Approved Funding Plan with Integrated Communication Plan	Board-Approved Takeover Plan and Claims Settlement Plan	Conduct an/Report on internal simulation exercise of the Integrated Crisis Management Plan	Revised plans based on the gaps identified in the internal simulation
	Sub-Total			45%					

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SO 8	Recruit, build up, and retain motivated and competent workforce							
SM 9	Improvement on the Competency Level of the Organization	Competency Baseline current year- Competency Baseline previous year	5%	All or nothing	Improvement on the Competency Baseline of 68 employees with 2019 assessment	Improvement on the Competency Index Level of the Organization by 0.12858 or 12.04% from 2020	Improvement on the Competency Baseline of the Organization based on the 2021 year-end assessment	Improvement on the Competency Level of the Organization based on the 2022 year end assessment
SO 9	Build a responsive organization equipped with the necessary ICT and other systems to support operations							
SM 10	Implementation of Information System Strategic Plan (ISSP)	Actual Accomplishment	5%	All or Nothing per target ICT and information system	Board-approved ISSP as submitted to DICT	77.78%	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP
SM 11	ISO Certification	Actual Accomplishment	5%	All or nothing per target ISO-certified process	Passed 1st Surveillance Audit for CSO, AMB Passed 1st surveillance audit for RPD Attained ISO 9001:2015 Certificate for LMB and BE	Passed the surveillance audit and maintained its existing Certification on the following process: a) Assessment of Member Banks (AMB); b) Claims Settlement Operations (CSO);	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD) and Bank Examination (BE) or	Maintain ISO Certification for Assessment of Member Banks (AMB). Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE)

LEARNING AND GROWTH

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
					c) Loans Management (LM); d) Real Property Disposal (RPD); and e) Bank Examination	Corporate Certification		
	Sub-Total							
	TOTAL							

For GCG:


Justice ALEX L. QUIROZ (ret.)
Chairperson

For PDIC:


Mr. ROBERTO B. TAN
President and CEO