

**PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)**  
**Revalidation of 2019 Performance Scorecard**

		Component				PDIC Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating			
<b>CUSTOMER / STAKEHOLDERS</b>	<b>SO 1</b>	<b>To Sustain Client Satisfaction Level</b>										
	SM 1	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	95%	97.61%	10%	97.61%	10%	<ul style="list-style-type: none"> <li>Customer Satisfaction Survey Report prepared by DAP</li> <li>Answered survey questionnaires</li> <li>Backchecking and spot-checking Report</li> <li>Call Back Sheet</li> </ul>	Target exceeded.
	<b>Sub-total</b>			<b>10%</b>				<b>10%</b>		<b>10%</b>		
<b>FINANCIAL</b>	<b>SO 2</b>	<b>To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance</b>										
	SM 2	Adequate Capital Against Deposit Insurance Costs	12-month average DIF / 12-month average EID	10%	All or Nothing	Minimum of 5.5%	6.60%	10%	6.60%	10%	<ul style="list-style-type: none"> <li>Monthly Statement of Financial Position</li> <li>Monthly DIF and EID</li> <li>Consolidated monthly EID of the Philippine Banking</li> </ul>	Target met. Reported accomplishment is based on the supporting documents submitted.

Objective / Measure	Component			Rating Scale	Target	PDIC Submission		GCG Validation		Supporting Documents	GCG Remarks
	Formula	Wt.				Actual	Rating	Score	Rating		
										System by deposit size • COA Audited Report	
		<b>Sub-total</b>	<b>10%</b>				<b>10%</b>		<b>10%</b>		
<b>INTERNAL PROCESS</b>	<b>SO 3</b>	<b>To Settle Valid Deposit Insurance Claims Promptly</b>									
	SM 3	Settlement of Valid Deposits Promptly within Turn-around Time (TAT) - For Accounts with Less than or Equal to ₱100,000 Balances <sup>1</sup>	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to ₱100,000 Balances	15%	(Actual / Target) x Weight  0% = If less than 95%	100% of claims processed within the applicable processing time	100%	15%	100%	15%	<ul style="list-style-type: none"> <li>• Internal Audit validation report</li> <li>• Sample documents showing the date of takeover and receiving copies of dispatch of checks from the Philippine Postal Corp.</li> <li>• Letter transmittal informing the closed banks of their takeover.</li> <li>• Notices to the depositors of the closed banks</li> </ul>

<sup>1</sup> Banks with 1 to 3,000 number of accounts – within 7 WDs; Banks with 3,001 to 10,000 number of accounts – within 10 WDs; Banks with 10,001 to 25,000 number of accounts – within 15 WDs; Banks with more than 25,000 number of accounts – within 22 WDs.

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		Formula	Wt.	Rating Scale	Target	Actual	Rating	Score			Rating
										<ul style="list-style-type: none"> <li>• Copy of TRO dated 25 November 2019</li> <li>• Copy of PDIC Memorandum dated 6 February 2019</li> </ul>	
SM 4	Settlement of Valid Claims Promptly within Turn-around Time (TAT): - For Accounts with More than ₱100,000 Balances, of Business Entitles or Matched with Loans <sup>2</sup>	Number of valid claims settled within TAT / Total number of valid claims filed	15%	(Actual / Target) x Weight  0% = If less than 95%	100% of claims processed within the applicable processing time	100%	15%	100%	15%	<ul style="list-style-type: none"> <li>• Internal Audit validation report</li> <li>• Terminal report for each of the bank closures</li> <li>• Letter transmittal informing the closed banks of their takeover</li> <li>• Notices to the depositors of the closed banks</li> <li>• Copy of TRO dated 25 November 2019</li> <li>• Copy of PDIC Memorandum</li> </ul>	Target met. 6,152 valid deposits of the 9 closed banks deemed valid for payment by PDIC were processed within the prescribed TAT.

<sup>2</sup> Banks with 1 to 3,000 number of accounts – within 12 WDs; Banks with 3,001 to 10,000 number of accounts – within 15 WDs; Banks with 10,001 to 25,000 number of accounts – within 25 WDs; Banks with more than 25,000 number of accounts – within 42 WDs.

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										dated 6 February 2019	
<b>SO 4</b>	<b>To Immediately Distribute Assets to Creditors and Terminate Liquidation of Closed Banks</b>										
SM 5	Number of Asset Distribution Plan (ADP) Filed with the Liquidation Court	Absolute number	20%	(Actual/Target) x Weight 0% = If below 33	40	34 ADPs filed	17%	34 ADPs filed	17%	<ul style="list-style-type: none"> <li>List of closed banks</li> <li>Motion for Approval of Full/Partial Project of Distribution to RTCs indicating registry receipt date.</li> </ul>	Reported accomplishment is acceptable.
<b>SO 5</b>	<b>To Protect the Deposit Insurance Fund from Illegal Schemes and Machinations</b>										
SM 6	Percentage of Cases Filed Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA) within Turn-around Time (TAT)	Number of cases filed within 25 Working Days (WDs) / Total number of cases filed	10%	All or Nothing	100% of cases filed within the applicable time	100% (1 case filed within 10 WD)	10%	100%	10%	<ul style="list-style-type: none"> <li>Secretary's Certificate confirming the adoption of 2019-08-113</li> <li>Duly received NPS Investigation Forms for the filing of cases to the Department of Justice</li> </ul>	Reported accomplishment is acceptable. 1 case was filed within the prescribed TAT.
	<b>Sub-total</b>		<b>60%</b>				<b>57%</b>		<b>57%</b>		

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	Formula	Wt.			Actual	Rating	Score	Rating			
<b>SO 6</b>	<b>To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service</b>										
STAKEHOLDERS  SM 7	Percentage of Employees Meeting Required Competencies	$\frac{\text{Number of Employees with Complete Competency Assessment}}{\text{Total Number of Employees}}$	5%	Actual / Target x Weight	Complete competency assessment for remaining employees to determine the competency baseline of the organization	79% or 201 employees completed the assessment out of the target 256	10%	79% or 201 employees completed the assessment out of the target 256	3.93%	<ul style="list-style-type: none"> <li>Report on the 2019 Competency Assessment Survey</li> <li>Database on the Competency Assessment Survey</li> <li>Sample Training Certificates</li> <li>Competency Profiles</li> </ul>	<u>Request for reconsideration is ACCEPTED.</u>
		$\frac{\sum (a \cdot \text{Actual Competency Level})}{\sum (a \cdot \text{Required Competency Level})}$ <p>Where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled</p>	5%		Improvement in the competency baseline of employees assessed in 2018	42% of reassessed employees who attended learning and development interventions showed an average improvement of 7% in their competency level		Accomplishment not acceptable	0%		<p><u>Request for reconsideration is DENIED.</u></p> <p><u>The Governance Commission reiterates that the PDIC should have assessed all 273 employees with established competency baseline in 2018 to determine the improvement in the competency baseline as provided in the target.</u></p> <p><u>Given that PDIC was only able to conduct partial competency assessment of its employees in 2018,</u></p>

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											<p><i>covering portion of its total employees, the targets for the measure aimed to address the assessment for the remaining employees and ensure that employees with established competency baseline will show improvement.</i></p> <p><i>Hence, as provided in one of the targets, the assessment is not limited to employees with identified competency gaps and/or those who attended trainings but should include all employees with previous competency level established.</i></p>
SM 8	ISO Certification	Actual accomplishment	10%	All or nothing	Maintain ISO Certification for Assessment of Member Bank, Claims Settlement and Loans Management System  Attain Certification	AMB and CSO were recertified under ISO 9001:2015 last 1 July 2019 by SOCOTEC Certification Phils., Inc.  LM passed the 2 <sup>nd</sup>	10%	Claims Settlement Operations (CSO), Assessment of Member Banks (AMB), Loans Management System (LMS), Real Property Disposal Process (RPD)	10%	<ul style="list-style-type: none"> <li>• ISO Certificate from SOCOTEC Certification Phils, Inc.</li> <li>• ISO Certified from TUV Rheiland</li> <li>• Audit Reports from TUV Rheinland</li> </ul>	Acceptable.

