

PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)  
Revalidation of 2018 Performance Scorecard

Component				PDIC Submission		GCG Re-validation		Supporting Documents	GCG Remarks			
Objective / Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating			
	SO 1	To Sustain Client Satisfaction Level										
CUSTOMER / STAKEHOLDERS	SM 1	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual/T arget) x Weight  0% = If less than 80%	95%	98.08	10%	97.67%	10%	<ul style="list-style-type: none"><li>• Customer Satisfaction Survey Report prepared by DAP</li><li>• Answered survey questionnaires</li><li>• DAP confirmation on the quality control procedures implemented</li></ul>	Based on the revalidation conducted, the Governance Commission deems that the initially submitted accomplishment acceptable.
	Sub-total			10%				10%		10%		
	SO 2	To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance										
FINANCIAL	SM 2	Adequate Capital Against Deposit Insurance Costs	12-month average DIF / 12-month average EID	20%	20%= 5.5% and above  18%= 5.25% - 5.49%  16%= 5.0% - 5.24%	5.5% to 8.0%	6.2%	20%	6.22%	20%	<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</li></ul>	Request for the revision of the rating scale is <u>APPROVED</u> in order not to penalize PDIC in case the DIF ratio hits the level above 8%.

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Objective / Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating				
				0%= Below 5.0%								Banking System by deposit size	Reported accomplishment is based on the supporting documents submitted.
		<b>Sub-total</b>	<b>20%</b>				<b>20%</b>		<b>20%</b>				
INTERNAL PROCESS	SO 3	To Settle Valid Deposit Insurance Claims Promptly											
	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	12.5%	(Actual / Target) x Weight  0% = If less than 95%	100%	100%	12.5%	100%	12.5%		<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> </ul>	Acceptable. 44,923 accounts of the 12 closed banks deemed valid for payment by PDIC were processed within the prescribed TAT.

<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.



Revalidation of 2018 Performance Scorecard (**Annex A**)

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Objective / Measure			Formula	Wt.	Rating Scale	Target	Actual	Rating	Score			Rating
											<ul style="list-style-type: none"><li>• Notices to the depositors of the 12 closed banks as published in the Manila Bulletin newspaper</li></ul>	
	SM 4	Settlement of Valid Claims Promptly within Turn-around Time (TAT): - For Accounts with More than P100,000 Balances, of Business Entitles or Matched with Loans <sup>2</sup>	Number of valid claims settled within TAT / Total number of valid claims filed	12.5%	(Actual / Target) x Weight  0% = If less than 95%	100%	100%	12.5%	100%	12.5%	<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 12 closed banks as published in the Manila Bulletin newspaper</li></ul>	Acceptable. All 7,913 valid claims from the 12 banks that were closed in 2018 were processed within the prescribed period.

<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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Objective / Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating			
SO 4	To Immediately Distribute Assets to Creditors and Terminate Liquidation of Closed Banks										
SM 5	Number of Asset Distribution Plan (ADP) Filed with the Liquidation Court <sup>3</sup>	Absolute Number	20%	(Actual/T arget) x Weight  0% = If below 33	40	34	17%	34	17%	Motions for Approval of Full/Partial Project of Distribution to RTCs indicating the registry receipt date	Acceptable.
SO 5	To Protect the Deposit Insurance Fund from Illegal Schemes and Machinations										
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 28 WDs / Total number of cases filed	10%	All or nothing	100%	100%	10%	100%	10%	<ul style="list-style-type: none"><li>• Memorandum for filing of criminal charges to bank officers signed by the Appropriate Approving Authority.</li><li>• Duly received NPS Investigation Forms for the filing of cases to the Department of Justice</li></ul>	Acceptable. 3 cases were filed within the prescribed TAT.
	Sub-total	55%				52%		52%			

<sup>3</sup> Based on the Board-Approved Clean-up Plan for Asset Distribution Plans (ADPs) under Board Resolution No. 2017-12-172.



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LEARNING AND GROWTH	SO 6	To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service									
	SM 7	Percentage of Employees Meeting Required Competencies	Number of employees with complete competency assessment / Total number of employees	10%	(Actual/Target) x Weight	100% of employees with complete competency baseline assessment <sup>4</sup>	72% of employees with complete competency baseline assessment	50.71% of employees with complete competency baseline assessment	7.2%	5.07%	<ul style="list-style-type: none"> <li>Competency Assessment Full Reports prepared by PDIC and Impact Group, Inc.</li> <li>Competency Profiles</li> <li>Assessment Database</li> <li>Mission Critical competencies</li> </ul>

Request for reconsideration is APPROVED WITH MODIFICATION.

Based on the documents submitted, only 287 out of 506 employees were completely assessed based on the competency profile of the positions.

The formula for this measure requires the complete competency assessment per employee. However, positions reported as accomplished were only partially assessed by PDIC based on the mission-critical

<sup>4</sup> The establishment of baseline pertains to the implementation of methodologies designed by PDIC in evaluating whether an incumbent or candidate to a position possess (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position.

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Objective / Measure			Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating	
											<i>technical/functional competencies. Further, positions under Job Levels D to G were only assessed based on the leadership/managerial competencies. Moreover, a number of employees' assessment were with noted discrepancies in the competency assessment and the competency profile of the position (e.g. competency and proficiency level mismatch from the profile and assessment), and there were employees without corresponding competency profiles.</i>

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Objective / Measure			Formula	Wt.	Rating Scale	Target	Actual	Rating	Score	Rating		
	SM 8	ISO Certification of Frontline Service	Actual accomplishment	5%	All or nothing	Transition to ISO 9001:2015 Standards	100% Transition to ISO 9001:2015 standards	5%	Claims Settlement Operations, Assessment of Member Banks, and Loans Management transitioned to ISO 9001:2015 standards	5%	<ul style="list-style-type: none"><li>Actual ISO Certificates</li><li>Audit Reports from TUV Rheinland</li></ul>	Acceptable.
	Sub-total			15%				12.2%		10.07%		
	TOTAL			100%				94.2%		92.07%		