

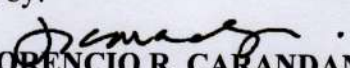
**UPDATED STATUS OF SHFC ACCOMPLISHMENT BASED ON THE GCG  
PERFORMANCE SCORECARD  
(January to December 2020)**

Performance Indicator	Weight	2020 Target	Actual Accomplishment	Accomplishment Rate	GCG Weighted Rating
<b>SOCIAL IMPACT</b>					
SM 1: Increase Number of ISFs Provided with Housing Finance Assistance	35%	35,000 number of ISFs provided with housing finance assistance	20,331 ISFs	58.09%	20.33%
<b>Sub-Total</b>	<b>35%</b>				<b>20.33%</b>
<b>STAKEHOLDERS</b>					
SM 2a: Percentage of Satisfied Customers (Pre-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating	90.5% Respondents gave at least a Satisfactory Rating	100.00%	5.00%
SM 2b: Percentage of Satisfied Customers (Post-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating	90.2% Respondents gave at least a Satisfactory Rating	100.00%	5.00%
<b>Sub-Total</b>	<b>10%</b>				<b>10.00%</b>
<b>FINANCE</b>					
SM 3: Improve Collection Efficiency Rate	10%	73% Cumulative CER	70.74% Cumulative CER	96.90%	9.69%
SM 4: Increase Net Operating Income (Before Tax and Subsidy)	10%	PhP 165 Million	(PhP 130.92 Million)	0.00%	0.00%
SM 5: Improve Budget Utilization Rate	10%	Not Less Than 90 % But Not More Than 100% of the GAA Allocation for SHFC Program	No chargeable SARO and NCA to SHFC's CY 2020 GAA	-	-
<b>Sub-Total</b>	<b>30%</b>				<b>9.69%</b>

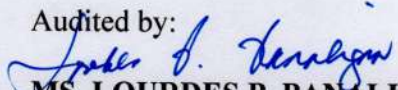


INTERNAL PROCESS					
SM 6: Percentage of Loan Applications Processed Within Prescribed Period	10%	100% Loan Applications Processed Within Prescribed Time	100% Loan Applications Processed Within Prescribed Time (63 out of 63 projects were processed within 20 days)	100.00%	10.00%
SM 7: Improve Support Systems for Effective and Efficient Processes	5%	100% Attainment of the 2020 Deliverables based on SHFC's DICT-Approved ISSP 2018-2020	As of December 2020, four (4) out of seven (7) systems (Remedial Management System, Check Writer, Property Plant and Equipment, and Notification System) were already implemented.	57.14%	2.86%
Sub-Total	15%				12.86%
LEARNING AND GROWTH					
SM 8: Attain Quality Management Certification	5%	Pass ISO Surveillance Audit for the Head Office  ISO Certification for one (1) Regional Branch	The 1 <sup>st</sup> Surveillance Audit for the Head Office and ISO 9001:2015 Certification Audit for the Regional Branch will be conducted in FY 2021.	0.00%	0.00%
SM 9: Improvement of the Competency of the Organization	5%	Improvement in the Competency Base of the Organization	0.0249 Increase in the Corporate Competency Level (CCL)	100.00%	5.00%
Sub-Total	10%				5.00%
TOTAL	100%				57.88%

Prepared by:

  
**MR. FLORENCIO R. CARANDANG, JR.**  
 OIC-VP, Corporate Planning and Communications Group

Audited by:

  
**MS. LOURDES P. PANALIGAN**  
 OIC-VP, Internal Audit Department





**SOCIAL HOUSING FINANCE CORPORATION**  
*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*

**CMP TAKEN-OUT PROJECTS**  
**January-December 2020**



**A. LOT ACQUISITION**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOT ACQUL TOB	LOT ACQUL LOAN AMOUNT (P)
1	NCR	On-site	Santiago Ville HOA, Inc.	2365 Kapatiran St., Litex Road, Brgy. Commonwealth Q.C.	LGU-Quezon City	23	01/08/2020	2,226,533.80
2	8	LGU	Meriville HOA, Inc.	Brgy. Lamanoc, Merida, Leyte	Resilient Homereach of the Philippines, Inc.	239	01/16/2020	22,500,000.00
3	8	LGU	Villa de Tacloban HOA, Inc.	Brgy. Cabalawan, Tacloban City	LGU-Mandaue City	350	01/20/2020	11,219,520.00
4	7	On-site	Sitio Mabolo Basak Urban Poor HOA, Inc.	Brgy. Basak, Mandaue City	Atong Pinoy-anan, Inc.	63	01/20/2020	5,670,000.00
5	6	On-site	Mabini Altavas Urban HOA, Inc.	Arnaldo Blvd., Brgy. Baybay, Roxas City	Makawili Jay C Foundation	142	01/22/2020	7,958,169.24
6	7	On-site	San Isidro Asturias HOA, Inc.	Brgy. San Isidro, Asturias, Cebu	LGU-Asturias	169	01/22/2020	13,600,400.00
7	4-B	On-site	Maria Corazon HOA, Inc.	Brgy. San Luis, Occidental Mindoro	Foundation for the Development Alternative	115	02/19/2020	14,751,000.00
8	12	LGU	Abrea HOA, Inc.	Cannery Road, Polomolok, South Cotabato	ZAMPEN Urban Poor Alliance, Inc.	228	02/19/2020	14,074,119.67
9	6	On-Site	BMP Village HOA, Inc.	Barangay Cabug, Bacolod City	Negros Urban Rural Housing, Inc. (NURHI)	94	02/20/2020	6,637,400.00
10	11	LGU	San Juan HOA, Inc.	Brgy. Manambulan, Tugbok District, Davao City	LGU-Davao City	130	02/21/2020	12,099,600.00
11	11	LGU	Mandaya, Muslim, Bisaya - I HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	256	03/02/20	14,000,000.00
12	11	LGU	Mandaya, Muslim, Bisaya - II HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	247	03/02/20	14,000,000.00
13	11	LGU	Mandaya, Muslim, Bisaya - III HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	240	03/02/20	14,000,000.00
14	6	On-site	Petals HOA, Inc.	Roxas City	Roxas City Urban Poor Federation, Inc.	200	03/02/20	19,946,380.03
15	4-B	On-site	Virginia's Project I HOA, Inc.	Purok Anonang, Brgy. Sicsican, Puerto Princesa City, Palawan	Habitares and Resources Foundation, Inc.	183	03/09/20	12,524,933.26
16	2	LGU CMP	Dofia Anastacia Homes HOA, Inc.	Quezon, San Isidro, Isabela	Helping One People Empowerment (HOPE) and Bamboo Promotion Movement, Inc.	135	03/12/20	15,297,300.00
17	11	LGU	Green Heights of Toril HOA, Inc. Phase 1	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	167	03/20/20	12,000,000.00
18	11	LGU	Green Heights of Toril HOA, Inc. Phase 2	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	165	03/20/20	12,000,000.00
19	3	On-Site	Green Heights HOA, Inc.	Sitio Partida, Brgy. Muzon, San Jose del Monte, Bulacan	Makawili Jay C Foundation	180	03/20/20	7,252,680.00
20	11	LGU	Sto. Niño Riverside I HOAI	Davao City, Davao del Sur	LGU-Davao City	179	06/15/2020	13,206,600.00
21	11	LGU	Sto. Niño Riverside II HOAI	Davao City, Davao del Sur	LGU-Davao City	173	06/15/2020	13,207,150.00
22	NCR	On-site	Brilliant Stone Ville HOA, Inc.	Bagumbong Dulo, Brgy. 171, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	377	06/19/2020	34,426,003.04
23	NCR		Villa Amparo 7 HOA, Inc.	Lot 16 Blk 63 Anubing St., Amparo Village, Caloocan City	LGU-Caloocan City	20	07/01/2020	1,913,400.00
24	11	LGU-Initiated	Saint Jude Tagumpay Homeowners Association, Inc.	Purok Cervantes, Maguipo South, Tagum City, Davao		80	07/01/2020	13,000,000.00
25	CAR	On-site	Tulong-Tulong CMP HOAI	San Luis Extension, Baguio City		11	08/05/2020	3,390,003.82
26	11	LGU CMP Resettlement	People's Ville I,II,III HOA Inc.	Brgy. Riverside Calinan, Davao City	Davao Center for Shelter Concerns Inc.	4,824	08/28/2020	228,618,810.00
27	11	On-site	Mother of Perpetual Help Homeowners Association of Sasa, Inc.	Upper del Carmen Village, Sasa, Davao City	LGU-Davao City	315	08/28/2020	63,741,829.70
28	6	LGU-Assisted	Country Ville Homeowners Association, Inc.	Barangay Mansilingan, Bacolod City	Helping Underprivileged Metropolitan Area and Neighborhood Evolvement (HUMANNE) Inc.	158	09/03/2020	9,987,200.00
29	NCR	LGU-Assisted	Bill Homeowners Association	Bill Street Area A, Talanay Batasan Hills, Quezon City	LGU-Quezon City	16	11/13/2020	1,440,000.00
30	VII	On-site	Sto. Niño Lagtang Homeowners Association	Brgy. Lagtang, Talisay City	LGU Talisay City, Cebu	38	12/11/2020	4,132,500.00
31	XI		Balubal Heights Subdivision Federation, Inc.	Brgy. Balubal, Cagayan de Oro	City Government of Cagayan de Oro	960	12/18/2020	5,114,504.96
32	VII	off-site	San Roque Ville Homeowners Association, Inc.	Brgy. Punta, San Remigio, Cebu	Progressus Originators, Inc.	97	12/18/2020	9,864,000.00
33	NCR	on-site	Lupang Pangarap ng Eusebio Nagpayong II Homeowners Association, Inc.	Acacia St., Brgy. Napindan, Taguig City	Makawili Jay C Foundation	71	12/21/2020	6,419,485.71
34	IV-B		North Star Homeowners Association, Inc.	Brgy. Poblacion, Roxas, Palawan		89	12/23/2020	6,763,500.00
35	IV-B		Dofia Estelita Homeowners Association Inc.	Brgy. Poblacion, Roxas, Palawan		102	12/23/2020	7,218,500.00
36	NCR	On-site	Villa Benelda Homeowners Association, Inc.	Villa San Pedro St., Centennial II, Nagpavong I, Pinaebuhatan, Pasig City		53	12/23/2020	4,067,589.57
37	XI		Barresa Homeowners Association, Inc.	Matina Pangi, Davao City, Davao del Sur		213	12/23/2020	23,463,000.00
38	NCR	On-site	Brilliant Stone Village Homeowners Association, Inc.	Brgy. 171 Bagumbong Dulo, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	555	12/28/2020	54,620,205.97
39	XI		Bamboo Homeowners Association, Inc.	Tacunan, Tugbok District, Davao City	LGU Davao City	186	12/28/2020	14,549,881.90
40	IV-A		Cesarville Homeowners Association	Brgy. Dos, Tibag, Calamba City, Laguna	Makawili Jay C Foundation	168	12/29/2020	15,645,104.93
41	XI		San Rafael Relocators Homeowners Association, Inc.	Brgy. Ula, Tugbok District, Davao City	LGU Davao City	128	12/29/2020	23,492,400.00
42	IV-B		Edgar Lee Rodriguez Homeowners Association, Inc.	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	48	12/29/2020	8,832,500.00
43	IV-B	off-site	Bayview Homeowners Association, Inc.	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	133	12/29/2020	18,960,000.00
44	IV-B	off-site	Bayview Homeowners Association, Inc. Phase 2	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	145	12/29/2020	25,967,500.00
45	VI		Jessie Homeowners Association, Inc.	Purok 1, Brgy. Chamberg, Municipality of Manapla, Negros Occidental	Shelter for Homeless and Economic Development, Inc. (SHED)	89	12/29/2020	6,783,948.73



NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOT ACQUL TOD	LOT ACQUL LOAN AMOUNT (P)
46	VI		Sto. Niño Drive Homeowners Association Inc.	Zone 2, Brgy. Dungon-B, Jaro, Iloilo City	Iloilo Peoples Habitat Foundation, Inc.	43	12/29/2020	3,740,952.89
47	XI		Bulakan Homeowners' Association, Inc.	Matina Biao, Tugbok District, Davao City	LGU Davao City	264	12/29/2020	20,349,450.00
47	TOTAL ( A ) LOT ACQUISITION					12,861		874,674,057.22

## B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	SITE DEV. TOD	SITE DEV LOAN AMOUNT (P)
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (2nd Tranche) - Site development	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.		02/18/2020	1,972,907.90
	4-A	CMP Vertical	Ciudad de Strike HOA, Inc. 1st Drawdown	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		03/05/20	4,247,147.01
1	4-B	LGU	Guadalupe HOA, Inc. 15% Mobilization Fee	Puerto Princesa City, Palawan	Puerto Princesa City, Palawan	143	03/12/20	
2	4-A	LGU CMP (Assisted)	San Antonio Ville HOA, Inc. (15% Mobilization Fee)	Brgy. San Jose, San Antonio, Quezon	United Home Devt. Foundation, Inc. (UHDF)	1,043	07/01/2020	
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (3rd Tranche) - Site development	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.		07/08/2020	277,744.60
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (4th Tranche) - Site development	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.		09/03/2020	38,640.00
	4-A	off-site resettlement	Ciudad de Strike HOA, Inc. (2nd Drawdown Billing)	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		09/08/2020	1,696,580.42
	NCR	off-site CMP Vertical	Mapalad Ka HOA - 1st Billing	780 Area A La Forteza Subdivision Brgy. 175, Camarin, Caloocan City	Humanitarian Intention for Community Empowerment and Reform Inc. (HICER)		09/16/2020	930,200.90
	NCR	CMP Vertical	Villa Umami HOA - 1st Tranche	Matimyas St. Brgy. 527 Zone 52 Sampaloc, Manila	Center for Housing Innovations & Component Service		09/23/2020	1,053,823.66
	3	on-site	Coronado Ville HOAI - 1st Billing	Brgy. Camias, Magalang, Pampanga	Center for Urban Poor Services (CUPS) Inc.		10/08/2020	2,214,464.00
	4-A	off-site resettlement (CMP Vertical)	Ciudad de Strike HOA, Inc. (3rd Drawdown Billing)	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		10/23/2020	3,096,970.75
	8		Villa De Tacloban HOA, Inc. (3rd Tranche)	Brgy. Cabalawan, Tacloban City	LGU-Mandaue City		11/10/2020	2,313,302.42
3	9		San Antonio Fisherfolks HOAI (15% Mobilization Fee)		SHFC Initiated	130	12/11/2020	
4	4-A Southern Luzon	LGU-Assisted	GMA Eagle Ville HOAI (15% Mobilization Fee)	Brgy. Malia, Municipality of General Mariano Alvarez, Cavite	Center for Housing Innovations & Component Services, Inc. (CHOICES)	381	12/18/2020	
	4-A Southern Luzon	LGU-Assisted	San Antonio Ville HOA, Inc. (1st tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc. (UHDF)		12/17/2020	31,794,157.82
	4-A	off-site resettlement (CMP Vertical)	Ciudad de Strike HOA, Inc. (4th Drawdown Billing)	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		12/23/2020	6,424,482.76
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (Final Tranche)	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.			2,474,548.10
4	TOTAL ( B ) SITE DEVELOPMENT					1,697		58,534,970.34

## C. HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	HOUSE CON. TOD	HOUSE CON. LOAN AMOUNT (P)
	4-A	on-site Usufruct	Mother of Eucharist HOA, Inc. (2nd Tranche)	Brgy. Silangang Mayao, Lucena City	Center for Urban Poor Services, Inc.		02/18/2020	16,825,396.56
	4-A	CMP Vertical	Ciudad de Strike HOA, Inc. 1st Drawdown	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation, Inc.		03/05/20	59,488,657.47
1	4-A	LGU CMP (Assisted)	San Antonio Ville HOA, Inc. (15% Mobilization Fee-House Construction)	Brgy. San Jose, San Antonio, Quezon	United Home Devt. Foundation, Inc. (UHDF)	1,043	07/01/2020	
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (3rd Tranche) - SD and House Construction	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.		07/08/2020	24,557,776.73
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (4th Tranche) - House Construction	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.		09/03/2020	19,122,672.68



NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOT ACQUL TOD	LOT ACQUL LOAN AMOUNT (P)
	NCR	CMP Vertical	Villa Umami HOA - 1st Tranche	Matimyas St. Brgy. 527 Zone 52 Sampaloc, Manila	Center for Housing Innovations & Component Service		09/23/2020	4,070,558.30
	4-A	off-site resettlement	Ciudad de Strike HOA, Inc. (2nd Drawdown Billing)	Molino Road, Molino I, Bacoor City, Cavite	Isabela Faithful Servants Foundation, Inc.		09/08/2020	69,822,809.90
	3	on-site	Coronado Ville HOAI - 1st Billing	Brgy. Camias, Magalang, Pampanga	Center for Urban Poor Services (CUPS) Inc.		10/08/2020	18,197,900.05
	4-A	off-site resettlement (CMP Vertical)	Ciudad de Strike HOA, Inc. (3rd Drawdown Billing)	Molino Road, Molino I, Bacoor City, Cavite	Isabela Faithful Servants Foundation, Inc.		10/23/2020	77,941,079.41
2	9		San Antonio Fisherfolks HOAI (15% Mobilization Fee)		SHFC Initiated	130	12/11/2020	
3	4-A Southern Luzon	LGU-Assisted	GMA Eagle Ville HOAI ( (15% Mobilization Fee)	Brgy. Malia, Municipality of General Mariano Alvarez, Cavite	Center for Housing Innovations & Component Services, Inc. (CHOICES)	381	12/18/2020	
	NCR	CMP Vertical	Villa Umami HOA - 2nd Tranche	Matimyas St. Brgy. 527 Zone 52 Sampaloc, Manila	Center for Housing Innovations & Component Service		12/21/2021	5,586,128.82
	4-A	LGU CMP (Assisted)	San Antonio Ville HOA, Inc. (1st tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc. (UHDF)		12/17/2020	12,803,794.70
	4-A	off-site resettlement (CMP Vertical)	Ciudad de Strike HOA, Inc. (4th Drawdown Billing)	Molino Road, Molino I, Bacoor City, Cavite	Isabela Faithful Servants Foundation, Inc.		12/23/2020	57,325,508.78
4	4-A	CMP Vertical	DVV2 Bldg. 1 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125	12/18/2020	
5	4-A	CMP Vertical	DVV2 Bldg. 2 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125	12/18/2020	
6	4-A	CMP Vertical	DVV2 Bldg. 3 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125	12/18/2020	
7	4-A	CMP Vertical	DVV2 Bldg. 4 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125	12/18/2020	
8	4-A	CMP Vertical	DVV2 Bldg. 5 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125	12/18/2020	
	4-A	on-site (Usufruct)	Mother of Eucharist HOA, Inc. (Final Tranche)	Brgy. Mayao, Consing, Lucena City, Quezon	Center for Urban Poor Services (CUPS) Inc.			5,601,341.85
8	TOTAL ( C ) HOUSE CONSTRUCTION					2,179		371,343,625.25

#### D. LOAN ASSISTANCE

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOAN ASSIST. TOD	LOAN ASSIST. AMOUNT (P)
0	TOTAL ( D ) LOAN ASSISTANCE					0		0.00

59	GRAND TOTAL ( A + B + C + D )					16,737		1,304,552,652.81
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**SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality**  
**High Density Housing**  
January to December 2020

**A. LOT ACQUISITION (Phase 1)**

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (SFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 1 AMOUNT RELEASED, PHP	PHASE 1 TAKE OUT DATE
1	NCR	New-City	07/23/2019	People's Plan Community Townwork Homeowners Association, Inc. (PEPCOTEK HOA)	Sitio Planas, Brgy. San Juan, Antipolo City	Lupang Kalinga Development Inc.	1,158	86,179,200.00	01/14/2020
1	<b>Sub-total (Phase 1)</b>						<b>1,158</b>	<b>86,179,200.00</b>	

**B. SITE DEVELOPMENT & BUILDING CONSTRUCTION (Phase 2)**

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (SFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 2 AMOUNT RELEASED, PHP	DRAWDOWN RELEASED DATE	PHASE 2 TAKE OUT DATE
	NCR	New-City	05/11/2016	UPCA VILLAGE Housing Cooperative (4th Drawdown Billing)	Camatin, Calocan City	Kilos Manila, Inc.		9,777,329.79	01/24/2020	
	NCR	In-City	09/19/2019	Bailatan Sanatan Mapang Laga (BMSL) HOAI (6th drawdown billing)	Brgy Vintar Rados, Malanday, Valenzuela City	Lupang Kalinga Development, Inc.		64,676,441.69	02/15/2020	
	NCR	In-City	06/15/2016	Marangal Village HOAI (5th Drawdown billing)	#9 Rosal St., Brgy. Longos, Malabon City	Foundation for Development Alternatives, Inc. (FDA)		16,003,916.32	03/03/2020	
	NCR	In-city	07/06/2017	Sambang Magkapitbahay na Nagkakaisa (SAMBANGAN) HOAI 2nd Drawdown	Bethesda St., Clemente Subdivision, Brgy. San Agustin, Novaliches, Quezon City	Center for Urban Poor Services, Inc. (CUPS)		3,816,684.42	06/30/2020	
	IV-A	New-City	02/24/2016	Crescent de Solis HOA, Inc. 2 Final 8th Drawdown Billing (Partial)	Molino Road, Molino 1, Bacoor City, Cavite	Isabela Faithful Servants Foundation Inc.		31,308,019.76	06/01/2020	
	NCR	In-city	06/15/2016	Marangal Village HOAI (6th Drawdown billing)	#9 Rosal St., Brgy. Longos, Malabon City	Foundation for Development Alternatives, Inc. (FDA)		14,439,951.46	07/01/2020	
	NCR	In-city	12/11/2016	Genesis Villa HOA, Inc. (5th Drawdown)	Brgy. Camatin, Calocan City	Settlement and Housing Alternative Resource (SHARE) Foundation, Inc.		23,611,447.35	07/01/2020	
	NCR	In-city	07/06/2017	Sambang Magkapitbahay na Nagkakaisa (SAMBANGAN) HOAI 3rd Drawdown Billing	Bethesda St., Clemente Subdivision, Brgy. San Agustin, Novaliches, Quezon City	Center for Urban Poor Services, Inc. (CUPS)		4,953,225.34	10/15/2020	
	NCR	In-city	06/15/2016	Marangal Village HOAI (7th Drawdown billing)	#9 Rosal St., Brgy. Longos, Malabon City	Foundation for Development Alternatives, Inc. (FDA)		11,192,467.76	10/20/2020	
	NCR	In-city	07/06/2017	Sambang Magkapitbahay na Nagkakaisa (SAMBANGAN) HOAI 4th Drawdown Billing	Bethesda St., Clemente Subdivision, Brgy. San Agustin, Novaliches, Quezon City	Center for Urban Poor Services, Inc. (CUPS)		4,342,373.80	12/21/2020	
1	NCR	New-City	07/22/2019	People's Plan Community Townwork Homeowners Association, Inc. (PEPCOTEK HOAI) 15% Mobilization Fund - Site Development	Sitio Planas, Brgy. San Juan, Antipolo City	Lupang Kalinga Development Inc.	1,158			
2				People's Plan Community Townwork Homeowners Association, Inc. (PEPCOTEK HOAI) 15% Mobilization Fund - Home Construction			1,158			
2	Sub-total (Phase 2)						2,316	184,122,197.89		

**C. REFINANCING SCHEME**

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (SFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	REFINANCING AMOUNT RELEASED, PHP	REFINANCING TAKE OUT DATE
6	<b>Sub-total (Refinancing)</b>						<b>0</b>	<b>0.00</b>	
3	<b>TOTAL HDH (Phases 1 and 2 &amp; Refinancing)</b>						<b>3,474</b>	<b>270,301,397.89</b>	



**SM 1. Increase Number of ISFs Provided with Housing Finance Assistance**  
**Marawi Shelter Project**  
 January to December 2020

### A. PHASE 1

[illegible]

## B. PHASE 2 AND 3


NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	BOARD APPROVED AMOUNT, Php	TOD
1	ARMM	Usufruct	Marawi Shelter Project Phase II <i>15% Mobilization Fee</i>	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat	120		01/28/2020
	ARMM	Usufruct	Marawi Shelter Project Phase I (Ampuan Prop) <i>1st Drawdown</i>	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat		28,389,185.68	03/02/2020
	ARMM	Usufruct	Marawi Shelter Projects Ph. 1 (Angus Malangas HOAI and Saduc Riverside HOAI) - Final Progress Billing	Brgy. West Dulay, Marawi City, Lanao del Sur	Marawi City LGU and UN Habitat		5,802,294.12	09/23/2020
1	TOTAL ( 8 ) SITE DEVELOPMENT					120	34,191,479.80	


### C. REFINANCING

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	BOARD APPROVED AMOUNT, Php	TOT
	TOTAL ( C ) REFINANCING					0	0.00	

1	GRAND TOTAL ( A + B + C )	120	34,191,479.80	
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**Note:**  
\*For drawdown, TOD refers to date of check

Prepared by:   
**Wyndee Grace R. Pena**  
 Project Development Officer, OSVP for Operations Group

Checked by:   
Atty/Ronald B. Saco  
OIC-Senior Vice President, OSVP for Operations Group





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## **Certification of Rating on the 2020 Customer Satisfaction Survey (CSS) of the Social Housing Finance Corporation**

This is to certify that in the Customer Satisfaction Survey that **Profiles Asia Pacific, Inc.** conducted, the **Social Housing Finance Corporation (SHFC)** garnered:

- a) An average overall customer satisfaction rating of **4.5** among Community Associations with **pre-takeout** transactions taken out in 2019, which translates to a **"very satisfied"** overall rating; where **90.5%** of the respondents gave SHFC either a "very satisfied" or "satisfied" rating.
- b) An average overall customer satisfaction rating of **4.5** among Community Associations with **post-takeout** transactions taken out from 2014 to 2018, which translates to a **"very satisfied"** overall rating; where **90.2%** of the respondents gave SHFC either a "very satisfied" or "satisfied" rating.

This certificate is being issued in fulfillment of the requirements of SHFC from **Profiles Asia Pacific, Inc.** in the latter's conduct of the 2020 SHFC Customer Satisfaction Survey.

Signed on this 22<sup>nd</sup> day of March 2021.

**JOCELYN R. PICK, Ph.D.**  
Project Manager, 2020 SHFC CSS Conduct  
**Profiles Asia Pacific, Inc.**

**NAMNAMA P. VILLARTA DE DIOS, M.D.**  
Asst. Project Manager, 2020 SHFC CSS Conduct  
**Profiles Asia Pacific, Inc.**





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



**MFO 2: Financial 3: Collection Efficiency Rate (for CMP)**

**COLLECTION EFFICIENCY RATING (CORPORATE)**  
AS OF DECEMBER 31, 2020

COLLECTION, PhP	BILLING, PhP	CER
9,518,847,369	13,456,790,941	70.74%

Prepared by:

**NORMAN LARIOSA**  
AE III

Certified Correct:

**JULIETA N. GREGORIO**  
OIC-Manager, Corporate Accounting

Noted by:

**DANTE M. ANABE**  
OIC-VP, Finance & Comptrollership





Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SOCIAL HOUSING FINANCE CORPORATION**

*Corporate Accounting Division - Finance and Comptrollership Department*

**NET OPERATING INCOME (Before Tax and Subsidies)**

As of DECEMBER 31, 2020

(In Philippine Peso)

**Income**

Service and Business Income	416,659,690.74
Financial Income	66,670,141.95
<b>Total Income</b>	<b>483,329,832.69</b>

**Expenses**

Personnel Services	280,443,669.38
Maintenance and Other Operating Expenses	303,611,841.79
Financial Expenses	3,161,786.75
Non-Cash Expenses	27,033,572.31
<b>Total Expenses</b>	<b>614,250,870.23</b>

<b>NET OPERATING INCOME/(LOSS) - Before Tax and Subsidies</b>	<b>(130,921,037.54)</b>
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**Summary:**

<b>NET OPERATING INCOME/(LOSS) (As of December 2020)</b>	<b>(130,921,037.54)</b>
<b>2020 CORPORATE TARGET</b>	<b>165,000,000.00</b>
<b>Variance Over Target</b>	<b>(295,921,037.54)</b>

**Note:**

As of December 2020, the Corporate Target for SM 4 (Increase Net Operating Income Before Tax & Subsidies) is 179.35% underachieved.

Prepared by:

**JULIETA N. GREGORIO**  
OIC - Manager  
Corporate Accounting Division

Certified Correct:

**DANTE M. ANABE**  
OIC - Vice President  
Finance & Comptrollership Department



**Social Housing Finance Corporation**  
**Budget Utilization Report**  
**4th Quarter CY2020**

<u>Program</u>	<u>GAA Allocation</u>	<u>SARO issued by</u>		<u>Obligated</u>	<u>Disbursements</u>
		<u>DBM</u>	<u>NCA released by DBM</u>		
Community Mortgage Program	325,000,000.00			325,000,000.00	325,000,000.00
High Density Housing Program	582,997,350.00			-	-
Totals	907,997,350.00	-	-	325,000,000.00	325,000,000.00

*Notes:*

Amount of GAA Allocation is reduced by 35% in compliance to DBM Circular

Obligated is the total amount funded per Budget Utilization Requests

Disbursements is the amount of cash released per checks issued

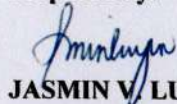
Actual amount obligated for CMP is P1.77B and actual disbursement is P1.281B as of 30 December 2020

SARO and NCA for the CMP is still in process by the DBM as of 30 December 2020

Utilization Rate:

Disbursements / GAA Allocation 0.00%

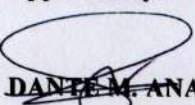
Prepared by:



JASMIN V. LUYUN

OIC-Manager, Budget and Expense Management Division

Approved by:



DANTE M. ANABE

OIC-Vice President, Finance and Comptrollership Department





Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 6. Percentage of Loan Applications Processed Within Prescribed Period**  
**Community Mortgage Program**  
 January to December 2020

**A. LOT ACQUISITION**

NO.	REGION	MODALITY	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE*	VOUCHER DATE	TAKE-OUT DATE**	NO. OF WORKING DAYS***
1	NCR	On-site	Santiago Ville HOA, Inc.	2365 Kapatiran St., Litex Road, Brgy. Commonwealth Q.C.	LGU-Quezon City	23	2,226,533.80	2019121704338	Dec. 27, 2019	Jan. 07, 2020	Jan. 08, 2020	9
2	8	LGU	Meriville HOA, Inc.	Brgy. Lamanoc, Merida, Leyte	Resilient Homereach of the Philippines, Inc.	239	22,500,000.00	2019112603753	Jan. 08, 2020	Jan. 10, 2020	Jan. 16, 2020	7
3	8	LGU	Villa de Tacloban HOA, Inc.	Brgy. Cabalawan, Tacloban City	LGU-Mandaue City	350	11,219,520.00	2019110403164	Jan. 16, 2020	Jan. 17, 2020	Jan. 20, 2020	3
4	7	On-site	Sitio Mabolo Basak Urban Poor HOA, Inc.	Brgy. Basak, Mandaue City	Atong Pinoy-anan, Inc.	63	5,670,000.00	2019121904388	Jan. 16, 2020	Jan. 17, 2020	Jan. 20, 2020	3
5	6	On-site	Mabini Altavas Urban HOA, Inc.	Amaldo Blvd., Brgy. Baybay, Roxas City	Makawili Jay C Foundation	142	7,958,169.24	2019112003594	Jan. 17, 2020	Jan. 20, 2020	Jan. 22, 2020	4
6	7	On-site	San Isidro Asturias HOA, Inc.	Brgy. San Isidro, Asturias, Cebu	LGU-Asturias	169	13,600,400.00	2020011400209	Jan. 14, 2020	Jan. 22, 2020	Jan. 22, 2020	7
7	4-B	On-site	Maria Corazon HOA, Inc.	Brgy. San Luis, Occidental Mindoro	Foundation for the Development Alternative	115	14,751,000.00	2020020600850	Feb. 14, 2020	Feb. 17, 2020	Feb. 19, 2020	4
8	12	LGU	Abrea HOA, Inc.	Cannery Road, Polomolok, South Cotabato	ZAMPEN Urban Poor Alliance, Inc.	228	14,074,119.67	2019112703817	Feb. 10, 2020	Feb. 12, 2020	Feb. 19, 2020	8
9	6	On-Site	BMP Village HOA, Inc.	Barangay Cabug, Bacolod City	Negros Urban Rural Housing, Inc. (NURHI)	94	6,637,400.00	2020010900127	Feb. 19, 2020	Feb. 20, 2020	Feb. 20, 2020	2
10	11	LGU	San Juan HOA, Inc.	Brgy. Manambulan, Tugbok District, Davao City	LGU-Davao City	130	12,099,600.00	2020010800104	Feb. 18, 2020	Feb. 20, 2020	Feb. 21, 2020	4
11	11	LGU	Mandaya, Muslim, Bisaya - I HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	256	14,000,000.00	2019122004402	Feb. 27, 2020	Mar. 02, 2020	Mar. 02, 2020	3
12	11	LGU	Mandaya, Muslim, Bisaya - II HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	247	14,000,000.00	2019122004409	Feb. 27, 2020	Mar. 02, 2020	Mar. 02, 2020	3
13	11	LGU	Mandaya, Muslim, Bisaya - III HOA, Inc.	Sitio Magay, Brgy. Don Martin Marundan, Mati City, Davao Oriental	LGU-Province of Mati	240	14,000,000.00	2019122004417	Feb. 27, 2020	Mar. 02, 2020	Mar. 02, 2020	3
14	6	On-site	Petals HOA, Inc.	Roxas City	Roxas City Urban Poor	200	19,946,380.03	2019112003598	Feb. 28, 2020	Mar. 02, 2020	Mar. 02, 2020	2
15	4-B	On-site	Virginia's Project 1 HOA, Inc.	Purok Anonang, Brgy. Sicsican, Puerto Princesa City, Palawan	Habitares and Resources Foundation, Inc.	183	12,524,933.26	2019121304285	Mar. 03, 2020	Mar. 03, 2020	Mar. 09, 2020	5
16	2	LGU CMP	Doña Anastacia Homes HOA, Inc.	Quezon, San Isidro, Isabela	Helping One People	135	15,297,300.00	2020021000909	Mar. 05, 2020	Mar. 12, 2020	Mar. 12, 2020	6
17	11	LGU	Green Heights of Toril HOA, Inc. Phase 1	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	167	12,000,000.00	2020021701073	Mar. 20, 2020	Mar. 20, 2020	Mar. 20, 2020	1
18	11	LGU	Green Heights of Toril HOA, Inc. Phase 2	Brgy. Baracatan, Toril District, Davao City	LGU-Davao City	165	12,000,000.00	2020021701076	Mar. 20, 2020	Mar. 20, 2020	Mar. 20, 2020	1
19	3	On-Site	Green Heights HOA, Inc.	Sitio Partida, Brgy. Muzon, San Jose del Monte, Bulacan	Makawili Jay C Foundation	180	7,252,680.00	2020031101659	Mar. 13, 2020	Mar. 13, 2020	Mar. 20, 2020	6



20	11	LGU	Sto. Niño Riverside I HOAI	Davao City, Davao del Sur	LGU-Davao City	179	13,206,600.00	2020012100412	Jun. 02, 2020	Jun. 03, 2020	Jun. 15, 2020	10
21	11	LGU	Sto. Niño Riverside II HOAI	Davao City, Davao del Sur	LGU-Davao City	173	13,207,150.00	2020012100417	Jun. 02, 2020	Jun. 03, 2020	Jun. 15, 2020	10
22	NCR	On-site	Brilliant Stone Ville HOA, Inc.	Bagumbong Dulo, Brgy. 171, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	377	34,426,003.04	2020060901955	Jun. 17, 2020	Jun. 18, 2020	Jun. 19, 2020	3
23	NCR	LGU	Villa Amparo 7 HOA, Inc.	Lot 16 Blk 63 Anubing St., Amparo Village, Caloocan City	LGU-Caloocan City	20	1,913,400.00	2020030501533	Jun. 19, 2020	Jun. 19, 2020	Jul. 01, 2020	9
24	11	LGU-Initiated	Saint Jude Tagumpay Homeowners Association, Inc.	Purok Cervantes, Magugpo South, Tagum City, Davao	LGU- Tagum	80	13,000,000.00	2020063002090	Jul. 20, 2020	Jul. 23, 2020	Jul. 01, 2020	8
25	CAR	On-site	Tulong-Tulong CMP HOAI	San Luis Extension, Baguio City	SHFC In-house	11	3,390,003.82	2020071502220	Jul. 28, 2020	Jul. 30, 2020	Aug. 05, 2020	7
26	11	LGU CMP Resettlement	People's Ville I,II,III HOA Inc.	Brgy. Riverside Calinan, Davao City	Davao Center for Shelter Concerns Inc.	4,824	228,618,810.00	2020072802380	Aug. 26, 2020	Aug. 27, 2020	Aug. 28, 2020	3
27	11	On-site	Mother of Perpetual Help Homeowners Association of Sasa, Inc.	Upper del Carmen Village, Sasa, Davao City	LGU-Davao City	315	63,741,829.70	2020070302134	Aug. 25, 2020	Aug. 26, 2020	Aug. 28, 2020	4
28	6	LGU- Assisted	Country Ville Homeowners Association, Inc.	Barangay Mansilingan, Bacolod City	Helping Underprivileged Metropolitan Area and Neighborhood Evolvement (HUMANE) Inc.	158	9,987,200.00	2020070602139	Aug. 24, 2020	Aug. 24, 2020	Sep. 03, 2020	9
29	NCR	LGU- Assisted	Bill Homeowners Association	Bill Street Area A, Talanay Batasan Hills, Quezon City	LGU-Quezon City	16	1,440,000.00	2020091502944	Oct. 30,2020	Nov. 13,2020	Nov. 13, 2020	9
30	VII	On-site	Sto.Niño Lagtang Homeowners Association	Brgy. Lagtang, Talisay City	LGU Talisay City, Cebu	38	4,132,500.00	2020100903200	12/11/20	12/11/20	Dec. 11, 2020	1
31	XI	LGU	Balubal Heights Subdivision Federation, Inc.	Brgy. Balubal, Cagayan de Oro	City Government of Cagayan de Oro	960	5,114,504.96	2020102003359	12/14/20	12/14/20	Dec. 18, 2020	5
32	VII	off-site	San Roque Ville Homeowners Association, Inc.	Brgy. Punta, San Remegio, Cebu	Progressus Originators, Inc.	97	9,864,000.00	2020102303400	12/11/20	12/14/20	Dec. 18, 2020	6
33	NCR	on-site	Lupang Pangarap ng Eusebio Nagpayong II Homeowners Association, Inc.	Acacia St., Brgy. Napindan, Taguig City	Makawili Jay C Foundation	71	6,419,485.71	2020121504078	12/18/20	12/18/20	Dec. 21, 2020	2
34	IV-B	on-site	North Star Homeowners Association, Inc.	Brgy. Poblacion, Roxas, Palawan	SHFC In-house	89	6,763,500.00	2020120403931	12/22/20	12/22/20	Dec. 23, 2020	2
35	IV-B	on-site	Doña Estelita Homeowners Association Inc.	Brgy. Poblacion, Roxas, Palawan	SHFC In-house	102	7,218,500.00	2020120403930	12/22/20	12/22/20	Dec. 23, 2020	2
36	NCR	On-site	Villa Benelda Homeowners Association, Inc.	Villa San Pedro St., Centennial II, Nagpayong I, Pinagbuhatan, Pasig City	Makawili Jay C Foundation	53	4,067,589.57	2020121504079	12/21/20	12/21/20	Dec. 23, 2020	3
37	XI	LGU-Initiated	Barresa Homeowners Association, Inc.	Matina Pangi, Davao City, Davao del Sur	LGU- Davao	213	23,463,000.00	2020101403288	12/21/20	12/21/20	Dec. 23, 2020	3
38	NCR	On-site	Brilliant Stone Village Homeowners Association, Inc.	Brgy. 171 Bagumbong Dulo, Caloocan City	Tulong at Silungan ng Masa Foundation, Inc.	555	54,620,205.97	2020121504076	12/21/20	12/21/20	Dec. 28, 2020	6
39	XI	LGU-Initiated	Bamboo Homeowners Association, Inc.	Tacunan, Tugbok District, Davao City	LGU Davao City	186	14,549,881.90	2020120203892	12/23/20	12/23/20	Dec. 28, 2020	4
40	IV-A		Cesarville Homeowners Association	Brgy. Dos, Tibag, Calamba City, Laguna	Makawili Jay C Foundation	168	15,645,104.93	2020122204209	12/28/20	12/28/20	Dec. 29, 2020	2
41	XI	LGU-Initiated	San Rafael Relocators Homeowners Association, Inc.	Brgy. Ula, Tugbok District, Davao City	LGU Davao City	128	23,492,400.00	2020122204223	12/29/20	12/29/20	Dec. 29, 2020	1



42	IV-B	LGU-Initiated	Edgar Lee Rodriguez Homeowners Association, Inc.	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	48	8,832,500.00	2020122904253	12/29/20	12/29/20	Dec. 29, 2020	1
43	IV-B	off-site	Bayview Homeowners Association, Inc.	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	133	18,960,000.00	2020122904249	12/29/20	12/29/20	Dec. 29, 2020	1
44	IV-B	off-site	Bayview Homeowners Association, Inc. Phase 2	Brgy. San Pedro, Puerto Princesa City, Palawan	LGU Puerto Princesa City	145	25,967,500.00	2020122904251	12/29/20	12/29/20	Dec. 29, 2020	1
45	VI	On-site	Jessie Homeowners Association, Inc.	Purok 1, Brgy. Chambery, Municipality of Manapla, Negros Occidental	Shelter for Homeless and Economic Development, Inc. (SHED)	89	6,783,948.73	2020122904247	12/29/20	12/29/20	Dec. 29, 2020	1
46	VI	On-site	Sto. Niño Drive Homeowners Association Inc.	Zone 2, Brgy. Dungan-B, Jaro, Iloilo City	Iloilo Peoples Habitat Foundation, Inc.	43	3,740,952.89	2020121704119	12/29/20	12/29/20	Dec. 29, 2020	1
47	XI	LGU-Initiated	Bulakan Homeowners' Association, Inc.	Matina Biao, Tugbok District, Davao City	LGU Davao City	264	20,349,450.00	2020121504099	12/29/20	12/29/20	Dec. 29, 2020	1
28	TOTAL ( A ) LOT ACQUISITION					12,861	874,674,057.22					

#### B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	SITE DEV LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE*	VOUCHER DATE	TAKE-OUT DATE**	NO. OF WORKING DAYS***
1	4-B	LGU	Guadalupe HOA, Inc. 15% Mobilization Fee	Puerto Princesa City, Palawan	Puerto Princesa City, Palawan	143		2019110803295	Mar. 12, 2020	Mar. 12, 2020	Mar. 12, 2020	1
2	4-A	LGU CMP (Assisted)	San Antonio Ville HOA, Inc. (15% Mobilization Fee)	Brgy. San Jose, San Antonio, Quezon	United Home Devt. Foundation, Inc. (UHDF)	1,043		2020062202032	Jul. 01, 2020	Jul. 01, 2020	Jul. 01, 2020	1
3	9	On-Site	San Antonio Fisherfolks HOAI (15% Mobilization Fee)	San Antonio, Katipunan, Zamboanga del Norte	SHFC Initiated	130		2020081202589	12/1/20	12/4/20	Dec. 11, 2020	9
4	4-A Southern Luzon	LGU-Assisted	GMA Eagle Ville HOAI ( (15% Mobilization Fee)	Brgy. Malia, Municipality of General Mariano Alvarez, Cavite	Center for Housing Innovations & Component Services, Inc. (CHOICES)	381		2020111603672	12/3/20	12/8/20	Dec. 18, 2020	12
4	TOTAL ( B ) SITE DEVELOPMENT					1,697						

#### C. HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	HOUSE CONST. LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE*	VOUCHER DATE	TAKE-OUT DATE**	NO. OF WORKING DAYS***
1	4-A	LGU CMP (Assisted)	San Antonio Ville HOA, Inc. (15% Mobilization Fee-House Construction)	Brgy. San Jose, San Antonio, Quezon	United Home Devt. Foundation, Inc. (UHDF)	1,043		2020062202032	Jun. 29, 2020	Jul. 1, 2020	Jul. 01, 2020	3
2	9	On-Site	San Antonio Fisherfolks HOAI (15% Mobilization Fee)	San Antonio, Katipunan, Zamboanga del Norte	SHFC Initiated	130		2020081202589	12/1/20	12/4/20	Dec. 11, 2020	9
3	4-A Southern Luzon	LGU-Assisted	GMA Eagle Ville HOAI ( (15% Mobilization Fee)	Brgy. Malia, Municipality of General Mariano Alvarez, Cavite	Center for Housing Innovations & Component Services, Inc. (CHOICES)	381		2020111603672	12/3/20	12/8/20	Dec. 18, 2020	12
4	4-A	CMP Vertical	DVV2 Bldg. 1 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125		2020110303546	12/7/20	12/7/20	Dec. 18, 2020	10



5	4-A	CMP Vertical	DVV2 Bldg. 2 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125		2020110303547	12/7/20	12/7/20	Dec. 18, 2020	10
6	4-A	CMP Vertical	DVV2 Bldg. 3 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125		2020110303548	12/7/20	12/7/20	Dec. 18, 2020	10
7	4-A	CMP Vertical	DVV2 Bldg. 4 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125		2020110303549	12/7/20	12/7/20	Dec. 18, 2020	10
8	4-A	CMP Vertical	DVV2 Bldg. 5 HOAI (15% Mobilization Fee)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon	125		2020110303550	12/7/20	12/7/20	Dec. 18, 2020	10
8	TOTAL ( C ) HOUSE CONSTRUCTION					2,179						

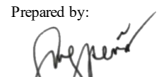
**Note:**

\* Refers to the acceptance date of complete documents from the Community Association


\*\* Release of check payment to the landowner

\*\*\* Number of working days from the acceptance date to take-out

Prepared by:

  
Wyndee Grace R. Pena  
Project Development Officer, OSVP for Operations Group

Checked by:

  
Atty. Ronaldo B. Jaco  
OIC-Senior Vice President, OSVP for Operations Group





Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 6. Percentage of Loan Applications Processed Within Prescribed Period**  
**High Density Housing Program**  
 January to December 2020

**A. PHASE 1**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE*	VOUCHER DATE	TAKE-OUT DATE**	NO. OF WORKING DAYS***
1	HDH Luzon	HDH	People's Plan Community Teamwork Homeowners Association, Inc. (PEPCOTEK HOAI)	Sitio Planas, Brgy. San Juan, San Jose, Antipolo City	Lupang Kalinga Mobilizer	1,158	86,179,200.00	2019122004439	Jan. 9, 2020	Jan. 9, 2020	Jan. 10, 2020	2
1	TOTAL ( A ) LOT ACQUISITION					1,158	86,179,200.00					

**B. PHASE 2 AND 3**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	RFP NUMBER	ACCEPTANCE DATE	VOUCHER DATE	TOD	NO. OF WORKING DAYS***
1	IV-A	Near-City	People's Plan Community Teamwork Homeowners Association, Inc. (PEPCOTEK HOAI) 15% Mobilization Fund - Site Development	Sitio Planas, Brgy. San Juan, Antipolo City	Lupang Kalinga Development Inc.	2,316	88,645,877.10	2020122204215	December 29, 2020	December 29, 2020	December 29, 2020	1
	TOTAL ( B ) SITE DEVELOPMENT					2,316	88,645,877.10					

**C. REFINANCING**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CSO Partner	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOAN AMOUNT RELEASED, Php	ACCEPTANCE DATE	VOUCHER DATE	TOD
						0	0.00			
	TOTAL ( C ) REFINANCING					0	0.00			

**Note:**

\* Refers to the acceptance date of complete documents from the Community Association

\*\* Release of check payment to the landowner

\*\*\* Number of working days from the acceptance date to take-out

Prepared by:

Wyndee Grace R. Pena  
 Project Development Officer, OSVP for Operations Group

Checked by:

Atty. Ronaldo B. Saco  
 OIC-Senior Vice President, OSVP for Operations Group





Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 6. Percentage of Loan Applications Processed Within Prescribed Period**  
**Marawi Shelter Project**  
 January to December 2020

**A. PHASE 1**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	BOARD APPROVED AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE	VOUCHER DATE	TOD
	TOTAL ( A ) LOT ACQUISITION					0	0.00				

**B. PHASE 2 AND 3**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	BOARD APPROVED AMOUNT, Php	RFP NUMBER	ACCEPTANCE DATE*	VOUCHER DATE	TAKE-OUT DATE**	NO. OF WORKING DAYS***
1	BARMM	Usufruct	Marawi Shelter Project Phase II	Brgy. West Dulay, Marawi City	Marawi City LGU and UN Habitat	120		2020012100435	January 28, 2020	January 28, 2020	January 28, 2020	1
1	TOTAL ( B ) SITE DEVELOPMENT					120						

**Note:**

\* Refers to the acceptance date of complete documents from the Community Association

\*\* Release of check payment to the landowner

\*\*\* Number of working days from the acceptance date to take-out

Prepared by:

Wyndee Grace R. Pena  
 Project Development Officer, OSVP for Operations Group

Checked by:

Atty. Ronaldo B. Saco  
 OIC-Senior Vice President, OSVP for Operations Group



**INFORMATION COMMUNICATION TECHNOLOGY DIVISION (ICTD)**  
**Information System Strategic Plan (ISSP)**  
**GCG Target – Phase III**  
**As of December 2020**

<b>ZEUS Program</b>	<b>Actual Accomplishment</b>	<b>% of Completion</b>
Remedial Management System	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- Signed User Acceptance</li> </ul>	100%
Notification System	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- Signed User Acceptance</li> </ul>	100%
Checkwriter	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- Signed User Acceptance</li> </ul>	100%
Budget Management System	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> </ul>	60%
GL and Cost Center	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- On-going Sign-off</li> </ul>	90%
Reportwriter Tool	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> </ul>	60%
Property Plant and Equipment	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- Signed User Acceptance</li> </ul>	100%



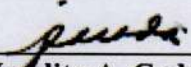
*Online Appointment System	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- On-going Sign-off</li> </ul>	90%
* Community Needs Assessment	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- On-going Sign-off</li> </ul>	100%
*Electronic Signature	<ul style="list-style-type: none"> <li>- Planning and Elicitation</li> <li>- System Analysis and Design</li> <li>- On-going Coding and Integration</li> <li>- Testing (Unit and End-User)</li> <li>- Training and Implementation</li> <li>- Signed User Acceptance</li> </ul>	100%

**\*Note:** Change of system/program development priority due to pandemic (COVID-19)

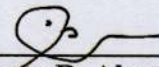
Prepared by:

  
**Sharmaine Sarah J. Guiang**  
Technical Staff I

Checked by:

  
**Joselito A. Cada**  
Division Chief III

Approved by:

  
**Crisanto R. Alanes**  
OIC – Manager



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## Acceptance Cheque Module

Information Communication Technology Division




## DOCUMENT ACCEPTANCE and RELEASE NOTICE


This is releasing Version 0.1 of the ZEUS Cheque Module.

This is a managed document. For identification of amendments, each page contains a page number. Changes will only be issued when a new document version is executed and the superseded version shall be immediately destroyed.

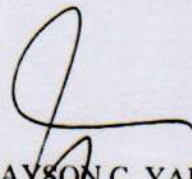
This document is authorized for release once all signatures have been obtained.

Approved by: CRISANTO R. ALANES  DATE: \_\_\_\_\_  
ICTD OIC-Manager

Accepted by:

  
JOSELITO L. CABE ✓  
Chief of Division, CMD

Date: 7/20/2020

  
JAYSON C. YAP  
OIC VP Treasury Group  
Date: JUL 20 2020



**1. BUILD STATUS:**

Version	Date	Reason	Document Section(s)
0.1	May 29, 2019	Cheque Module	

**2. AMENDMENTS IN THIS RELEASE:**

Section Reference	Amendment Summary
	This is the first release of cheque module documents

**3. DISTRIBUTION:**

Version 0.1 was distributed on May 29, 2019 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Joselito L. Cabe, Chief of Division- Cash Management Department (CMD) ✓



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## **1 Overview**

### **1.1 Purpose**

The purposes of this Cheque Module are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Cheque Module all SHFC personnel will be knowledgeable in using the system.

### **1.2 Scope**

The User Acceptance Document (UAD) is exclusively for Cash Management Department (CMD) personnel.

### **1.3 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Cheque Module will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Cheque Module.

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Cash Management Department's (CMD) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### **2.2.1 Acceptance Testing**

Nominee: Joselito L. Cabe, Chief of Division – Cash Management Department (CMD)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

### **2.2.2 ICTD Development Team**

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Coordinate the testing activities with the Chief of Division – Cash Management Department (CMD);
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and



Nominee: Raymund M. Barameda, Programmer

- Administer and initialize the system configuration data;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.
- Design and develop the Cheque Module.
- Test system functions;
- Test the developed system;

### 2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the CMD Chief of Division.

## 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
Login			
View List of Created Cheques			
Create New Cheque			
Update/Edit Cheque			
Cancel/Spoil Created Cheque			
View DV Pending Receipt			
Print RFP, BUR, LR and DV			
Print Created Cheque			
Print Cheque Disbursement Report			
Print CMP Projects			
Print Daily Disbursement Report			
Print Spoiled Cheque			
Print Transmittal			
Print Cheque Disbursement Report			
Logout			

**Table 1. Department/System Testing Schedule**



## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					✓
2. Data or information is always available for use					✓
3. Prevent unauthorized access to programs or data by username and password					✓
4. Data or information will not be altered by unauthorized user					✓
5. Provide user level access					✓
6. System is easy to learn.					✓
7. The environment is user friendly					✓
8. Navigation on the system is easy					✓
9. Easy to understand texts and tabular presentations					✓
10. Easy to operate and control					✓
11. Consistent use of terms throughout the system					✓
12. Informs the users of mandatory data					✓
13. Informs the users of incomplete data					✓
14. Error-free system functions					✓
15. Overall Assessment					✓

Conforme: \_\_\_\_\_

*7/20/2020*





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



## Acceptance

# Electronic Signature Module

Information Communication Technology Division  
(ICTD)



*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*




## DOCUMENT ACCEPTANCE and RELEASE NOTICE


This is releasing Version 0.1 of the ZEUS Electronic Signature Module.

This is a managed document. For identification of amendments, each page contains a page number. Changes will only be issued when a new document version is executed and the superseded version shall be immediately destroyed.

This document is authorized for release once all signatures have been obtained.

Approved by: CRISANTO R. ALANES  DATE: Oct. 01, 2020  
ICTD OIC-Manager

Accepted by:

JHOANNA MARIE D. ONG   
OIC-Manager – OP

KEVIN D. TAN   
OIC Vice-President, SCD

Date: \_\_\_\_\_

Date: \_\_\_\_\_



**1. BUILD STATUS:**

Version	Date	Reason	Document Section(s)
0.1	July 31, 2020	Electronic Signature Module	

**2. AMENDMENTS IN THIS RELEASE:**

Section Reference	Amendment Summary
	This is the first release of Electronic Signature Module documents

**3. DISTRIBUTION:**

Version 0.1 was distributed on March 11, 2020 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Jhoanna Marie D. Ong, OIC Manager – Office of the President (OP)

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## **1 Overview**

### **1.1 Purpose**

The purposes of this E-Signature Module are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Electronic Signature Module all SHFC personnel (please refer to scope who are authorize) will be knowledgeable in using the system.

### **1.2 Scope**

The E-signature system will cover SHFC personnel to sign in digital signature and who are authorized to sign such as President, Senior Vice-President, Vice-President, Managers, Chief of Division and supervisory position.

### **1.3 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Electronic Signature Module will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on Electronic Signature Module.

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Office of the President (OP) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### **2.2.1 Acceptance Testing**

Nominee: Jhoanna Marie D. Ong, OIC Manager – Office of the President (OP)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

### **2.2.2 ICTD Development Team**

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Coordinate the testing activities with the OIC Manager – Office of the President (OP);
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and
- Design and develop the Electronic Signature Module.

Nominee: Edcil E. Maravilla, Senior Programmer

- Administer and initialize the system configuration data;



- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.

### 2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the OP Manager.

## 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
View the Report Print Preview	TJ Del Castillo	10-01-2020	
User PIN Entry	TJ Del Castillo	10-01-2020	
Insert E-Signature	TJ Del Castillo	10-01-2020	
Document Printing / Extraction to PDF File	TJ Del Castillo	10-01-2020	

**Table 1. Department/System Testing Schedule**



## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					✓
2. Data or information is always available for use					✓
3. Prevent unauthorized access to programs or data by username and password					✓
4. Data or information will not be altered by unauthorized user					✓
5. Provide user level access					✓
6. System is easy to learn.					✓
7. The environment is user friendly					✓
8. Navigation on the system is easy					✓
9. Easy to understand texts and tabular presentations					✓
10. Easy to operate and control					✓
11. Consistent use of terms throughout the system					✓
12. Informs the users of mandatory data					✓
13. Informs the users of incomplete data					✓
14. Error-free system functions					✓
15. Overall Assessment					✓

Conforme: 





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



## Acceptance

# Notification Management System

Information Communication Technology Division  
(ICTD)





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



## DOCUMENT ACCEPTANCE and RELEASE NOTICE

This is releasing Version 0.1 of the ZEUS Notification Management System (NMS).

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This document is authorized for release once all signatures have been obtained.

Approved and Accepted by:

  
CRISANTO R. ALANES

ICTD OIC-Manager

DATE:

Oct. 01, 2020

  
ATTY. JUNEFF G. PAYOT

Executive Vice-President /  
ICTD Head

DATE:

October 26, 2020



### 1. BUILD STATUS:

Version	Date	Reason	Document Section(s)
0.1	February 18, 2020	Notification Management System (NMS)	

### 2. AMENDMENTS IN THIS RELEASE:

Section Reference	Amendment Summary
	This is the first release of Notification Management System (NMS) documents

### 3. DISTRIBUTION:

Version 0.1 was distributed on March 11, 2020 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)



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2.2	Responsibilities.....	6
2.3	Acceptance Testing Schedule.....	6
2.4	System Evaluation.....	9



## **1 Overview**

### **1.1 Purpose**

The purposes of this Notification Management System are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Notification Management System (NMS) all SHFC personnel will be knowledgeable in using the system.

### **1.2 Scope**

The Notification Management System (NMS) User Acceptance Document (UAD) is for SHFC end-users and stakeholders who will utilize the system and will be manage by ICTD.

### **1.3 Description**

The ZEUS Notification Management System (NMS) is a message that ZEUS displays outside the ZEUS UI to provide the user with reminders, operations updates on ZEUS and other timely information from the system including emails. Users can tap the notification to open your app or take an action directly from the notification.

### **1.4 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Notification Management System (NMS) will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Notification Management System (NMS).

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Information Communication Technology Division (ICTD) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### **2.2.1 Acceptance Testing**

Nominee: Crisanto R. Alanes, OIC- Manager - Information Communication Technology Division (ICTD)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer
- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer

### **2.2.2 ICTD Development Team**

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and
- Design and develop the Notification Management System (NMS).

Nominee: Raymund M. Barameda, Junior Programmer

- Administer and initialize the system configuration data;
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and



- Report successful completion of tests and system problems encountered.

### 2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the ICTD Manager.

## 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
View the Notifications	TJ Del Castillo	10-01-2020	
View the History	TJ Del Castillo	10-01-2020	
Filter by Date / Filter the List	TJ Del Castillo	10-01-2020	
Notify the End User thru Email about DKMS Updates	TJ Del Castillo	10-01-2020	
Notify the End User thru PC about DKMS Updates	TJ Del Castillo	10-01-2020	
Download the File	TJ Del Castillo	10-01-2020	
Logout	TJ Del Castillo	10-01-2020	

**Table 1. Department/System Testing Schedule**



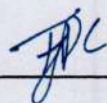
## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					✓
2. Data or information is always available for use					✓
3. Prevent unauthorized access to programs or data by username and password					✓
4. Data or information will not be altered by unauthorized user					✓
5. Provide user level access					✓
6. System is easy to learn.					✓
7. The environment is user friendly					✓
8. Navigation on the system is easy					✓
9. Easy to understand texts and tabular presentations					✓
10. Easy to operate and control					✓
11. Consistent use of terms throughout the system					✓
12. Informs the users of mandatory data					✓
13. Informs the users of incomplete data					✓
14. Error-free system functions					✓
15. Overall Assessment					✓

Conforme: \_\_\_\_\_





# Acceptance

## Property, Plant and Equipment System (PPES)

Information Communication Technology Division  
(ICTD)

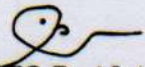


## DOCUMENT ACCEPTANCE and RELEASE NOTICE

This is releasing Version 0.1 of the ZEUS Property, Plant and Equipment System (PPES)

This is a managed document. For identification of amendments, each page contains a page number. Changes will only be issued when a new document version is executed and the superseded version shall be immediately destroyed.

This document is authorized for release once all signatures have been obtained.

Approved by:   
CRISANTO R. ALANES <sub>1</sub> DATE: \_\_\_\_\_  
ICTD OIC-Manager

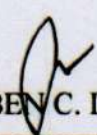
Accepted by:

  
OFELIA R. MILLAREZ

OIC Manager – FASD

Date:

9/29/20

  
RUBEN C. LASET

Senior Vice-President

Date:

9/29/20



**1. BUILD STATUS:**

Version	Date	Reason	Document Section(s)
0.1	February 28, 2020	Property, Plant and Equipment System (PPES)	

**2. AMENDMENTS IN THIS RELEASE:**

Section Reference	Amendment Summary
	This is the first release of PPES documents

**3. DISTRIBUTION:**

Version 0.1 was distributed on February 28, 2019 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Ofelia R. Millarez, OIC Manager – Facilities and Administrative Support Division (FASD)



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## **1 Overview**

### **1.1 Purpose**

The purpose of this Property, Plant and Equipment System (PPES) Manual are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Property, Plant and Equipment System (PPES), all SHFC personnel will be knowledgeable in using the system.

### **1.2 Scope**

The User Acceptance Document (UAD) is exclusively for Facilities and Administrative Support Division (FASD) personnel.

### **1.3 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Property, Plant and Equipment System (PPES) will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Property, Plant and Equipment System (PPES).

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Facilities and Administrative Support Division (FASD) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### **2.2.1 Acceptance Testing**

Nominee: Ofelia R. Millarez, OIC Manager - Facilities and Administrative Support Division (FASD)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

### **2.2.2 ICTD Development Team**

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Coordinate the testing activities with the Manager - Facilities and Administrative Support Division (FASD);
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Kharen Umacam, Junior Programmer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and
- Design and develop the PPES.



Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Undertake tests as requested;
- Record test cases and conditions; and
- Record and report successful completion of tests and document or system problems encountered.

Nominee: Edcil M. Maravilla, Senior Programmer

- Administer and initialize the system configuration data;
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.

### 2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the ADM OIC-Manager.

## 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
View List of Assets			
View List of Draft Assets			
Add Property Allocation			
Save New Property Allocation			
Save As Draft New Property Allocation			



Cancel create Property Allocation			
Print Inventory of Items List			
Print Inventory Custodian Slip			
Print PAR Form			
Print PAR Sticker			
Print Property Plant and Equipment			
Change Status by Serviceable and Unserviceable			
Refresh List			
Can Select All in the List			
Filter by Date			
Filter by Category			
View PAR Details			
View Previous Owner/s of PAR			
View Notes for PAR			
Transfer Item			
Logout			

**Table 1. Department/System Testing Schedule**



## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					
2. Data or information is always available for use				✓	
3. Prevent unauthorized access to programs or data by username and password					✓
4. Data or information will not be altered by unauthorized user					✓
5. Provide user level access					✓
6. System is easy to learn.				✓	
7. The environment is user friendly				✓	
8. Navigation on the system is easy				✓	
9. Easy to understand texts and tabular presentations				✓	
10. Easy to operate and control				✓	
11. Consistent use of terms throughout the system				✓	
12. Informs the users of mandatory data				✓	
13. Informs the users of incomplete data				✓	
14. Error-free system functions				✓	
15. Overall Assessment				✓	

Conforme:

  
**OFELIA R. MILLAREZ**





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# Acceptance

## Remedial Accounts Module

Information Communication Technology Division  
(ICTD)





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## DOCUMENT ACCEPTANCE and RELEASE NOTICE

This is releasing Version 0.1 of the ZEUS Remedial Accounts Module.

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This document is authorized for release once all signatures have been obtained.


Approved by:


  
CRISANTO R. ALANES

ICTD OIC-Manager

DATE: \_\_\_\_\_

Accepted by:

  
JOEEN B. BUENSALIDO  
Manager – TFRMA

  
ATTY. LEO DEOCAMPO  
OIC-VLP for Legal Partners and  
Enhancement

Subject to improvement of findings/recommendations  
below

Date: September 28, 2020

Date: \_\_\_\_\_



**1. BUILD STATUS:**

Version	Date	Reason	Document Section(s)
0.1	March 11, 2020	Remedial Accounts Module	

**2. AMENDMENTS IN THIS RELEASE:**

Section Reference	Amendment Summary
	This is the first release of Remedial Accounts Module documents

**3. DISTRIBUTION:**

Version 0.1 was distributed on March 11, 2020 to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Joeen B. Buensalido, Manager – Task Force Remedial Management of Accounts (TFRMA)



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## **1 Overview 1.1**

### **Purpose**

The purposes of this Remedial Accounts Module are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Remedial Accounts Module all SHFC personnel will be knowledgeable in using the system.

### **1.2 Scope**

The User Acceptance Document (UAD) is exclusively for Task Force Remedial Management of Accounts (TFRMA) personnel.

### **1.3 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Remedial Accounts Module will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Remedial Accounts Module.

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Task Force Remedial Management of Accounts (TFRMA) responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### 2.2.1 Acceptance Testing

Nominee: Joeen B. Buensalido, Manager - Task Force Remedial Management of Accounts (TFRMA)

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

### 2.2.2 ICTD Development Team

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- **Coordinate the testing activities with the Manager - Task Force Remedial Management of Accounts (TFRMA);**
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and
- Design and develop the Remedial Accounts Module.



Nominee: Sharmaine Sarah J. Guiang, Junior Programmer

- Administer and initialize the system configuration data;
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.

### 2.2.3 Test Responsibility Matrix

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the TFRMA Manager.

## 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
<b>Remedial Accounts</b>			
View List of Created Application (1 Year Updating/Restructuring)			
Search by Application Loan Type			
Filter the List by Date From and To			
Create New Application (1 Year Updating/Restructuring)			
Filter by CA No.			
View List of MB 60 mos. Payment delayed			
Save As Draft Application			
Submit Application			
Print Application			
Update/Edit Application			
Cancel Application			
Request for Reversal Application (1 Year Updating/Restructuring)			
Request for Updating for			



1 Year Updating Application			
Remove/Delete Application			
<b>Monitoring of Request</b>			
View List of Application Request for Reversal / Updating of (1 Year Updating/Restructuring)			
Filter the List by Date From and To			
Cancel Request			
View the Information of Request			
Logout			

**Table 1.**

**Department/System Testing Schedule**



## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem (Remedial findings: Nothing in Zeus, ASAP to provide, prompt should be incorporated such as MBs who availed restructuring and condonation and the like)	✓				
2. Data or information is always available for use (Remedial findings: Maintenance should be done at night or week end or holiday similar to banks)			✓		
3. Prevent unauthorized access to programs or data by username and Password (Remedial findings: should have OTP particularly for the MBs)				✓	
4. Data or information will not be altered by unauthorized user (Remedial findings: Sec 124, PD 1445, Alteration of substituted MBs should to be lodge in the operations for check and balance or internal control purposes)		✓			
5. Provide user level access (Remedial findings: create training account jncorporated as live)			✓		
6. System is easy to learn. (Remedial findings: create training account jncorporated as live)			✓		
7. The environment is user friendly (Remedial findings: create training account jncorporated as live, incorporate Mobile apps for Abstract of Collection and Remittance List and Mobile phone text blast to MBs for due dates and other announcements)			✓		
8. Navigation on the system is easy (Remedial findings: create training account jncorporated as live)			✓		
9. Easy to understand texts and tabular presentations (Remedial findings: see comments below)			✓		
10. Easy to operate and control (Remedial findings: see comments below)			✓		
11. Consistent use of terms throughout the system (Remedial findings: should be gender sensitive such as the word "sex")			✓		
12. Informs the users of mandatory data (Remedial findings: see comments below)			✓		
13. Informs the users of incomplete data (Remedial findings: payments such MRI, Documentary stamps, MBs enrolled for MRI, MBs for MRI enrollment should be present and see comments below)			✓		
14. Error-free system functions (Remedial findings: various errors in the statement of accounts as well as computation and see also comments below)			✓		
15. Overall Assessment (Remedial findings: continuous improvement)			✓		



REMEDIAL: COMMENTS & SUGGESTIONS from Manolo on ICTD presentation

A. PREPARATION ON PAYMENT

- a. Temporary posting due to
  - i. Error-misrepresentation of payment
  - ii. Un-posted payment-delayed or not yet posted from Land Bank.
  - iii. Forms- Restructuring & 1 yr updating.
  - iv. Request document- TCT, LPA, MASTERLIST

TO CREATE/ CORRECT SOA base on temporary data.

B. Reports with excel format

- i. Statement of Account per MBs & CAs (CONSOLIDATED)
- ii. Total Restructured amount & Status per MBs (w/ indicators) (CONSOLIDATED)
- iii. Total Updating amount/ Status per MBs & CAs (w/ indicators) (CONSOLIDATED)
- iv. CER per MBs and CAs
- v. Payment per MB (collection report)
- vi. Ageing
- vii. Ledger
- viii. MWRF- Status
- ix. Substitution-Status

Conforme: \_\_\_\_\_

Subject to improvement of findings/recommendations





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# Acceptance

## Community Needs Assessment (CNA)

Information Communication Technology Division  
(ICTD)





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## DOCUMENT ACCEPTANCE and RELEASE NOTICE

This is releasing Version 0.1 of the ZEUS Community Needs Assessment (CNA).

This is a managed document. For identification of amendments, each page contains a page number. Changes will only be issued when a new document version is executed and the superseded version shall be immediately destroyed.

This document is authorized for release once all signatures have been obtained.

Approved by: CRISANTO R. ALANES —DATE: November 23, 2020  
ICTD OIC-Manager

Accepted by:

PHILIP ROBERT C. FLORES

OIC-VP, Settlements  
Management Group

Date: December 15, 2020

ATTY. RONALDO B. SACO

OIC-SVP – Operations Group

Date: December 18, 2020



### 1. BUILD STATUS:

Version	Date	Reason	Document Section(s)
0.1	October 29, 2020	Online Community Needs Assessment (CNA)	
		Zeus Community Needs Assessment (CNA) Desktop Application	

### 2. AMENDMENTS IN THIS RELEASE:

Section Reference	Amendment Summary
	This is the first release of Online and ZEUS Community Needs Assessments (CNA) Module documents

### 3. DISTRIBUTION:

Version 0.1 was distributed on October 29, 2020 for Online and ZEUS-CAN Desktop Application to the following:

Copy No.	Issued To
1	Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)
2	Philip Robert C. Flores, OIC- Vice President, Settlements Management Group



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## **1 Overview**

### **1.1 Purpose**

The purposes of this Community Needs Assessments (CNA) are the following:

- Explain to all Social Housing Finance Corporation personnel that the test process to be undertaken will be appropriately managed and controlled by the Information Communication Technology Division (ICTD).
- By using the Community Needs Assessments (CNA) all SHFC personnel and stakeholders will be knowledgeable in using the system.

### **1.2 Scope**

The User Acceptance Document (UAD) is exclusively for operations designed by Settlements Management Group.

### **1.3 Methodology**

Outputs to be generated from the Acceptance Testing are as follows:

- The Agile Methodology will be used as a strategy method wherein all developments are monitored and all the testing are recorded;
- The team strategy is akin to the Agile Methodology used in the system development wherein the strategy includes: (a) monitoring the testing of development; and (b) coordination with the acceptance test manager every time there is a need to change; and
- Record testing.



## **2 Testing**

### **2.1 General Approach**

- The Information Communication Technology Division (ICTD) will conduct a set of meetings to gather all the information needed in the process flow of the program;
- The team will conduct periodical system test for the enhancement of the program using agile methodology; and
- The Information Communication Technology Division (ICTD) will be the resource person should a user encounter errors and bugs during the system/s test.

In addition, the Community Needs Assessments (CNA) will be tested many times upon implementation. This will also include re-testing for every change and problem corrected on the Community Needs Assessments (CNA).

### **2.2 Responsibilities**

The roles and responsibilities of Information Communication Technology Division (ICTD) Development Team and staff are detailed below.

- Maintain the system running and implement what is required;
- Develop and produce an accurate system;
- Assist the end-user in case of system error;
- Provide assistance on the use of the system; and
- Provide other technical assistance whenever deemed necessary.

The Operations Group responsibilities are:

- Verify fields to be included in the system;
- Review/check the system developed; and
- Encode and/or provide the needed data for the system.



### **2.2.1 Acceptance Testing**

Nominee: Philip Robert C. Flores, OIC-Vice President, Settlements Management Group

Atty. Ronaldo B. Saco, OIC – SVP, Operations Group

- Manage the data needed by the Development Team
- Test the development with the assistance of the developer

### **2.2.2 ICTD Development Team**

Nominee: Crisanto R. Alanes, Manager - Information Communication Technology Division (ICTD)

- Oversee the development as ICTD Head;
- Supervise the development team as a Senior Analyst;
- Liaise with the Acceptance Test Manager;
- Assist in the development of Test Cases;
- Coordinate the testing activities with the Settlements Management Group;
- Verify the system;
- Design the development; and
- Conduct Quality Assurance (QA) of the developer; and

Nominee: Titus James G. Del Castillo, Technical Writer

- Test system functions;
- Test the developed system;
- Test system documentation;
- Undertake tests as requested;
- Record test cases and conditions;
- Record and report successful completion of tests and document or system problems encountered; and
- Design and develop the Community Needs Assessment (CNA).



Nominee: Neil Kevin I. Urrera, System Specialist

- Administer and initialize the system configuration data of Online Community Needs Assessments (CNA);
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.

Nominee: Raymund M. Barameda, Junior Programmer

- Administer and initialize the system configuration data of ZEUS Community Needs Assessments (CNA);
- Administer and supervise the database;
- Undertake tests whenever requested;
- Record test cases and conditions; and
- Report successful completion of tests and system problems encountered.

### **2.2.3 Test Responsibility Matrix**

All testing, system, and management apart from Acceptance Testing will be the sole responsibility of ICTD Development Team.

Acceptance Testing will be the responsibility of the Settlements Management Group.



### 2.3 Acceptance Testing

The planned schedule of activities for Acceptance Testing is detailed in Table 1.

Module/s	Quality Engineer	Date	Remarks
<b>Online Community Needs Assessment (CNA)</b>			
Captcha Verification			
Fill Member Beneficiary Information			
Socio Economic Profile			
Housing Profile			
Basic Utilities			
Ownership of Assets			
Kaalaman tungkol sa Climate Change/Global Warming			
Family Members			
Submit completed CNA Form			
Save as Draft Member Beneficiary			
Add Family Member Information			
Email Verification			
Print of MB Profile			
Print of MB Family Members			
<b>ZEUS-CNA Desktop Application</b>			
Add Member Beneficiary Profile			
Socio Economic Profile			
Housing Profile			
Basic Utilities			
Ownership of Assets			
Kaalaman tungkol sa Climate Change/Global Warming			
Family Members			
Add Family Member Information			
Update Member Beneficiary Profile			
Approve Online Data			
Deny Online Data			



Re-Print MB Profile			
Logout			

**Table 1. Department/System Testing Schedule**

## 2.4 System Evaluation

Kindly provide honest answers to the questions to gather different views regarding the development and evaluation of the system. Put a check (✓) in the box opposite to each statement signifying your opinion using the scale and interpretation provided.

Scale	Verbal Interpretation
5	Very Satisfied
4	Satisfied
3	Neutral
2	Unsatisfied
1	Very Unsatisfied

	1	2	3	4	5
1. Provide error messages that clearly tells the user how to fix the problem					
2. Data or information is always available for use					
3. Prevent unauthorized access to programs or data by username and password					
4. Data or information will not be altered by unauthorized user					
5. Provide user level access					
6. System is easy to learn.					
7. The environment is user friendly					
8. Navigation on the system is easy					
9. Easy to understand texts and tabular presentations					
10. Easy to operate and control					
11. Consistent use of terms throughout the system					
12. Informs the users of mandatory data					
13. Informs the users of incomplete data					
14. Error-free system functions					



OFFLINE CNA TOOL 1	ONLINE CNA TOOL
Household Member-Beneficiary Profile on Relasyon under Family Member	To add in the online CNA another option: "Member-Beneficiary" and "Others"  The option for "Others" must have its corresponding blank space where the MB can type their answer.
5.2. Ano ang inyong pinagkukunan ng impormasyon tungkol sa climate change?	For 5.1, either the answer is MERON or WALA, kindly add the option "OTHERS" on 5.2 and 5.3.  The option for "Others" must have its corresponding blank space where the MB can type their answer.
5.3. Alin sa mga sumusunod ang inyong naranasan sa inyong lugar?	
OFFLINE CNA TOOL 2	ONLINE CNA TOOL
1.23b CMP Applicant (w/code)	To add in the online CNA
ONLINE FEEDBACK FORM	ONLINE CNA TOOL
Online CNA Feedback Form	To add in the online CNA





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



15. Overall Assessment

Conforme: \_\_\_\_\_





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



December 7, 2020

**MR. GILMORE RIVERA**

Operations Director

SOCOTEC Certification Philippines, Inc.

(formerly AJA Registrars Inc.)

2F JD Tower Commerce Ave., Madrigal Business Park

Ayala, Alabang, Muntinlupa City 1770

Dear Mr. Rivera:

This is regarding the Certification of Audit for 2015 ISO Standards of Social Housing Finance Corporation (SHFC) this year. Per our contract, SHFC will be undergoing the following audits: (a) re-certification for 2015 ISO standards of SHFC Management Quality System (QMS) in the Head Office; and (b) a certification for 2015 ISO standards for one Regional Office of SHFC. Please note that SHFC Management is committed to pursue these certification audits as these are our concrete manifestation of the corporation's pursuit of quality standards which ultimately redound to the satisfaction of SHFC stakeholders especially our internal and external clients. However, the on-going COVID-19 pandemic has constrained our operations to the point that the corporation has adopted several "new" processes and procedures in accomplishing our mandate to cope with the community quarantined restrictions issued by the National Government. Since March 2020, SHFC way of doing things have been in constant change status to fully adopt to the "new" normal. It should be noted that SHFC, in no way, pose any objection to the restrictions imposed by the National Government. In fact, SHFC has fully agreed and supported these National Government community quarantine directives and other public health undertakings (e.g., application of social distancing in the work place, etc.) since the corporation believes that this is the way in facing and controlling the effects of the pandemic.

It is in this light therefore that we seek your understanding as we request for the postponement of the scheduled ISO Audits this year. May we request that the audits for 2020 be done in the first quarter of 2021 (preferably in March 2021) to give us time in implementing a more focused work processes and procedures *vis-à-vis* the requirements of the "new" normal. As the National Government eases the quarantine restriction in the last quarter of this year, the corporation's new way of doing things has started to be appreciated by the employees and other stakeholders. Hence, by the first quarter of next year, SHFC can present a prepared and appropriate work system for an ISO Audit. We feel that conducting the ISO Audit now may not fully capture the efforts of the corporation in this pandemic times and may result in a premature assessment of its QMS.

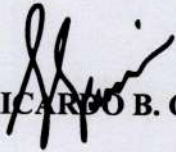


We do understand likewise that SOCOTEC has a mandate in carrying out regular audit to ensure QMS compliance of companies to world class standards such as that of ISO. We then hope that our request for a postponement of the our re-certification ISO Audits this year and its subsequent implementation in the first quarter of next year would be a sound compromise given the on-going pandemic.

Mr. Florencio R. Carandang, Jr. (contact number 09178147432) of our Corporate Planning Department would be coordinating with your office for any queries regarding this request.

Thank you and warm regards.

Very truly yours,

  
ATTY. ARNOLFO RICARDO B. CABLING  
President




## Strategic Measure 10: Improvement of Competency Baseline of the Organization

2021 Targets (GCG Weight)	Increased Corporate Competency Level												
Increase/improvement of corporate competency level  (5%)	<table><tr><th></th><th>Total of CEF Rate/Score over Competency Requirement</th><th>Corporate Competency Level (CCL)</th></tr><tr><td>2017</td><td>100.4924</td><td>0.5583</td></tr><tr><td>2019</td><td>223.4294</td><td>1.2413</td></tr><tr><td>2020</td><td>227.9177</td><td>1.2662</td></tr></table> <p>The data were based on the 2019 HR target which was to close at least 1 competency gap per employee for 100% or all employees with gaps based on the 2017 Competency Assessment.</p> <p>To address the competency gaps, HRDD has developed and implemented a yearly Training Development Plan (TDP). HRDD used the applicable learning interventions to close the identified gaps of the employees such as provision of trainings/seminars, and conduct of coaching sessions. After which, employees were assessed by their immediate supervisors to determine if the gaps which were being addressed had been closed. The Corporate Competency Level (CCL) was ascertained based on these assessments.</p> <p>The 0.5583 CCL in 2017 only covered the summarized score of 1 competency gap per employee for all employees which was just a part of the total CCL based on the 2017 Competency Assessment. Relative to 2017 CCL which was 0.5583, it increased to 1.2413 in 2019 and to 1.2662 in 2020.</p>		Total of CEF Rate/Score over Competency Requirement	Corporate Competency Level (CCL)	2017	100.4924	0.5583	2019	223.4294	1.2413	2020	227.9177	1.2662
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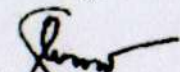
Prepared by:

  
 Erginel A. dela Cruz  
 Technical Staff VI

Reviewed by:

  
 Marla A. Vargas  
 OIC-Manager

Noted by:

  
 Jessica B. Caraso  
 OIC-Vice President