

**UPDATED STATUS OF  
ACCOMPLISHMENTS  
vis-à-vis  
GCG PERFORMANCE  
SCORECARD**

(January to June 2022)


**STATUS OF SHFC ACCOMPLISHMENT BASED ON THE  
GCG PERFORMANCE SCORECARD  
(January to June 2022)**

Performance Indicator	Weight	2022 Target	Actual Accomplishment	Accomplishment Rate	GCG Weighted Rating
<b>SOCIAL IMPACT</b>					
SM 1: Increase Number of ISFs Provided with Housing Finance Assistance	35%	60,000 number of ISFs provided with housing finance assistance	4,836 ISFs provided with housing finance assistance	8.06%	2.82%
<b>Sub-Total</b>	<b>35%</b>				<b>2.82%</b>
<b>STAKEHOLDERS</b>					
SM 2a: Percentage of Satisfied Customers (Pre-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating	Finalized procurement process for the third-party service provider to conduct the implementation of 2022 Customer Satisfaction Survey (CSS)	0.00%	0.00%
SM 2b: Percentage of Satisfied Customers (Post-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating		0.00%	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>FINANCE</b>					
SM 3: Improve Collection Efficiency Rate	10%	91% CER on Current and Delinquent Accounts	91.39% CER	100%	10.00%


Performance Indicator	Weight	2022 Target	Actual Accomplishment	Accomplishment Rate	GCG Weighted Rating
SM 4: Improve Status of Problematic Accounts	5%	10% Reduction of Problematic Accounts	2.74% increase in problematic accounts	0.00%	0.00%
SM 5: Increase Gross Revenue	5%	Php1.147 Billion Total Revenues	Php319 Million Gross Revenue	27.89%	1.39%
SM 6a: Obligations BUR	5%	90%	25%	27.78%	1.39%
SM 6b: Disbursements BUR (vis-à-vis Total Obligations)	5%	90%	81%	90%	4.50%
SM 6c: Disbursements BUR (vis-à-vis DBM-Approved COB)	5%	90%	21%	23.33%	1.17%
<b>Sub-Total</b>	<b>35%</b>				<b>18.45%</b>
<b>INTERNAL PROCESS</b>					
SM 7: Percentage of Loan Applications Processed Within Prescribed Period	5%	100% Loan Applications Processed Within Prescribed Time	-	-	0.00%
SM 8: Enhance Support Systems for Effective and Efficient Processes	5%	100% Implementation of Targets under the ISSP as submitted to the DICT	60% completion of two systems: (1) Performance Monitoring System (PMS) (2) Incident Handling System (IHS)  15% completion of two (2) systems: (1) Human Resource Information System (HRIS) (2) Remedial Management System (RMS)	37.5%	1.88%

Performance Indicator	Weight	2022 Target	Actual Accomplishment	Accomplishment Rate	GCG Weighted Rating
<b>Sub-Total</b>	<b>10%</b>				<b>1.88%</b>
<b>ORGANIZATION</b>					
SM 9: Attain Quality Management Certification	5%	Pass ISO Surveillance Audit (Head Office and 1 Regional Office)  ISO Certification for two (2) Regional Branches	-	-	0.00%
SM 10: Improvement of the Competency of the Organization	5%	Improvement in the Competency Baseline of the Organization	Competency Baseline will be computed by the last quarter of 2022.	-	0.00%
<b>Sub-Total</b>	<b>10%</b>				<b>0.00%</b>
<b>TOTAL</b>	<b>100%</b>				<b>23.15%</b>

Prepared by:

  
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Audited by:

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



### SOCIAL HOUSING FINANCE CORPORATION

	Component					Annual Target	2nd Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Target		Actual	
SOCIAL IMPACT	SO 1	Improve the Quality of Life of the Informal Settler Families and Low-Income Filipinos through the Provision of Housing Finance						
	SM 1	Increase the Number of ISFs Provided with Housing Assistance	Actual Accomplishment	35%	(Actual/Target) x Weight	60,000 ISFs provided with housing loans and grants	60,000 ISFs provided with housing loans and grants	4,836 ISFs provided with housing loans and grants
	Sub-total			35%				
STAKEHOLDERS	SO 2	Ensure Customer Satisfaction through the Provision of Quality Service						
	SM 2a	Percentage of Satisfied Customers (Pre-Takeout)	Number of stakeholders who gave a rating of at least Satisfactory/Total number of respondents	5%	(Actual/Target) x Weight If less than 80% = 0%	90% of respondents gave a satisfactory rating	90% of respondents gave a satisfactory rating	Finalized procurement process for the third-party service provider to conduct the implementation of 2022 Customer Satisfaction Survey (CSS)
	SM 2b	Percentage of Satisfied Customers (Post-Takeout)	Number of stakeholders who gave a rating of at least Satisfactory/Total number of respondents	5%	(Actual/Target) x Weight If less than 80% = 0%	90% of respondents gave a satisfactory rating	90% of respondents gave a satisfactory rating	
	Sub-total			10%				
FINANCE	SO 3	Enhance Financial Viability						
	SM 3	Improve Collection Efficiency Rate	Cumulative Collections/Cumulative Billings (Current and Delinquent Accounts Only)	10%	(Actual/Target) x Weight	91% Collection Efficiency on Current and Delinquent Accounts	91% Collection Efficiency on Current and Delinquent Accounts	91.39% CER

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	Component					Annual Target	2nd Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
	SM 4	Improve Status of Problematic Accounts	[(Current Year's Number of Problematic Account – Prior Year's Number of Problematic Account)/Prior Year's Number of Problematic Accounts] x 100%	5%	(Actual/Target) x Weight	10% Reduction of Problematic Accounts	10% Reduction of Problematic Accounts	2.74% increase in problematic accounts
	SM 5	Increase Gross Revenues	Total Revenues	5%	(Actual/Target) x Weight	₱1,147 Million Net Operating Income	₱1,147 Million Net Operating Income	₱ 319 Million Net Operating Income
	SM 6	Budget Utilization Rate (BUR)						
	SM 6a	Obligations BUR	Total Obligations/DBM-Approved or Board-Approved Corporate Operating Budget <i>(both net of PS Cost)</i>	5%	(Actual/Target) x Weight	90%	90%	25%
	SM 6b	Disbursements BUR	Total Disbursement/Total Obligations <i>(both net of PS)</i>	5%	(Actual/Target) x Weight	90%	90%	81%
	SM 6c		Total Disbursement/DBM-Approved COB <i>(both net of PS)</i>	5%	(Actual/Target) x Weight	90%	90%	21%
	Sub-total				35%			

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	Component				Annual Target	2nd Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
INTERNAL PROCESS	SO 4	Enhance Internal Process						
	SM 7	Percentage of Loan Application Processed within the Prescribed Period	Total Number of Loan Applications Processed with Prescribed Period <sup>1</sup> /Total Number of Loan Applications Received	5%	(Actual/Target) x Weight	100%	100%	-
	SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Accomplished/Total Number of Deliverables	5%	(Actual/Target) x Weight	100% Implementation of Targets under the ISSP as submitted to the DICT	100% Implementation of Targets under the ISSP as submitted to the DICT	60% completion of two systems: (1) Performance Monitoring System (PMS) (2) Incident Handling System (IHS) 15% completion of two (2) systems: (1) Human Resource Information System (HRIS) (2) Remedial Management System (RMS)
	Sub-total			10%				
ORGANIZATION	SO 5	Implement Quality Management System						
	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	(Actual/Target) x Weight	Pass ISO Surveillance Audit (Head Office and 1 Regional Office)  ISO Certification for 2 Regional Branches	Pass ISO Surveillance Audit (Head Office and 1 Regional Office)  ISO Certification for 2 Regional Branches	-

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<sup>1</sup> The prescribed period for the processing of loan application shall be based on SHFC's compliance with Republic Act No. 11032 as reflected in SHFC's Citizen's Charter.

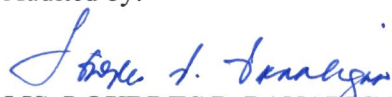
		Component				Annual Target	2nd Quarter	
		Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual
	SO 6	Enhance Corporate Competency						
	SM 10	Improvement of the Competency of the Organization	Competency Baseline <sup>2</sup> 2022 – Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization	Competency Baseline will be computed by the last quarter of 2022.
	Sub-total			10%				
	TOTAL			100%				

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**STRATEGIC MEASURE 1:**  
Increase Number of ISFs  
Provided with Housing Finance  
Assistance

Signed Supporting Document

Table 2. Takeout Performance in terms of ISFs who benefitted from SHFC programs, by loan type\*\*

COMMUNITY-DRIVEN SHELTER FINANCING PROGRAM	NO. OF PROJECTS	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOANS RELEASED, PhP
<b>Community Mortgage Program</b>	<b>15</b>	<b>2,520</b>	<b>796,457,867.86</b>
Phase 1	11	1,720	179,370,445.03
Phase 2	2	400	71,767,668.41*
Phase 3	2	400	545,319,754.42*
<b>High Density Housing Program</b>	<b>2</b>	<b>1,334</b>	<b>124,648,823.94</b>
Phase 1	2	1,334	86,718,002.00
Refinancing	-	-	0.00
Phase 2 and 3	-	-	37,930,821.94*
<b>Marawi Shelter Project</b>	<b>-</b>	<b>-</b>	<b>49,902,012.24</b>
Phase 1	-	-	0.00
Phase 2	-	-	49,902,012.24*
<b>DOTr Project</b>	<b>1</b>	<b>982</b>	<b>59,363,716.10</b>
Phase 1	1	982	59,363,716.10
Phase 2	-	-	0.00
Phase 3	-	-	0.00
<b>TOTAL</b>	<b>18</b>	<b>4,836</b>	<b>1,030,372,420.14</b>


\*ISF communities may have availed SHFC's shelter financing programs through the following different loan types:

- 1) Phase 1 – availment of land acquisition loan
- 2) Phase 2 – availment of site development loan
- 3) Phase 3 – availment of house construction loan
- 4) Phase 2 and 3 for High Density Housing Program includes side development and house construction loan

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## COMMUNITY-DRIVEN SHELTER FINANCING PROGRAMS

### Accomplishment Report

For the period January - June 2022

Table 1. Takeout Performance in terms of ISFs who benefitted from SHFC programs, by project

COMMUNITY-DRIVEN SHELTER FINANCING PROGRAM	NO. OF PROJECTS	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	LOANS RELEASED, PhP
<b>Community Mortgage Program</b>	<b>12</b>	<b>2,020</b>	<b>796,457,867.86</b>
<i>Phase 1</i>	<i>12</i>	<i>2,020</i>	<i>179,370,445.03</i>
<i>Phase 2</i>	<i>-</i>	<i>-</i>	<i>71,767,668.41*</i>
<i>Phase 3</i>	<i>-</i>	<i>-</i>	<i>545,319,754.42*</i>
<b>High Density Housing Program</b>	<b>2</b>	<b>1,334</b>	<b>124,648,823.94</b>
<i>Phase 1</i>	<i>2</i>	<i>1,334</i>	<i>86,718,002.00</i>
<i>Refinancing</i>	<i>-</i>	<i>-</i>	<i>0.00</i>
<i>Phase 2 and 3</i>	<i>-</i>	<i>-</i>	<i>37,930,821.94*</i>
<b>Marawi Shelter Project</b>	<b>-</b>	<b>-</b>	<b>49,902,012.24</b>
<i>Phase 1</i>	<i>-</i>	<i>-</i>	<i>0.00</i>
<i>Phase 2</i>	<i>-</i>	<i>-</i>	<i>49,902,012.24*</i>
<b>DOTr Project</b>	<b>1</b>	<b>982</b>	<b>59,363,716.10</b>
<i>Phase 1</i>	<i>1</i>	<i>982</i>	<i>59,363,716.10</i>
<i>Phase 2</i>	<i>-</i>	<i>-</i>	<i>0.00</i>
<i>Phase 3</i>	<i>-</i>	<i>-</i>	<i>0.00</i>
<b>TOTAL</b>	<b>15</b>	<b>4,336</b>	<b>1,030,372,420.14</b>

*\*Number of projects and ISFs were previously counted.*





SOCIAL HOUSING FINANCE CORPORATION  
Kaagapay ng Komunidad sa Maginhawang Pamumuhay

CMP TAKEN-OUT PROJECTS  
January-June 2022



**A. LOT ACQUISITION**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	BOARD APPROVAL DATE	LOT ACQUL. TOD	LOT ACQUL. LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2022											
1	VI	off-site	Hope Village HOAI Phase I	Brgy. San Fernando Talisay City, Negros Occidental	SHFC In-House	193	10/13/2021	01/17/2022	22,181,000.00	TALISAY CITY	NEGROS OCCIDENTAL
2	NCR	on-site	Bisig ng Pagkakaisa HOAI Phase II-A	Everlasting St. Brgy. Payatas, Quezon City	Welfare for the Community Foundation Inc.	100	09/18/2019	01/24/2022	9,553,559.05	QUEZON CITY	NCR
3	XII	on-site	SAMAKA HOAI	Barrio of Matampay, Cotabato City	LGU-Cotabato City	136	11/26/2020	02/02/2022	3,787,900.00	COTABATO CITY	COTABATO CITY
4	VI	on-site	Villarruz Village HOAI Phase I	Brgy. Gabuan, Roxas City, Capiz	People's Home Organization, Inc.	92	10/30/2019	02/10/2022	9,191,422.33	CAPIZ	ILOILO
5	III	on-site	Marcos District HOAI	Marcos District, Talavera, Nueva Ecija	Tulong at Silungan ng Masa Foundation, Inc.	79	08/14/2019	03/23/2022	6,609,200.00	TALavera	NUEVA ECIJA
6	XII	LGU CMP	Mountain-Ao HOAI	Polomolok, South Cotabato	SOCEM Shelter Development Inc.	253	04/16/2019	03/24/2022	18,208,948.62	POLOMOLOK	SOUTH COTABATO
7	VI	on-site	Dinsay Village HOAI	Brgy. Camugao, Kabankalan City, Negros Occidental	People's Home Organization Inc	57	09/02/2019	03/24/2022	4,176,885.30	KABANKALAN CITY	NEGROS OCCIDENTAL
8	IX	off-site	Obay Heights HOAI	Brgy. Obay, Mun. of Polanco, Zamboanga del Norte	In-House	236	10/13/2021	03/24/2022	30,102,000.00	POLANCO	ZAMBOANGA DEL NORTE
9	XI	LGU CMP	Biyaya HOAI	Davao City	LGU-Davao City	298	12/14/2021	03/24/2022	40,278,294.20	DAVAO CITY	DAVAO DEL SUR
10	VI	on-site	Jalandoni HOAI	Poblacion Delgado, Calinog, Iloilo	Roxas City Urban Poor Federation, Inc.	76	12/01/2017	03/24/2022	6,781,235.53	CALINO	ILOILO
11	III	Turnkey CMP	Townhomes San Fernando HOAI (Pilot Phase)	San Fernando, Pampanga	LGU-San Fernando	200	11/10/2021	03/24/2022	19,000,000.00	SAN FERNANDO	PAMPANGA
12	III	Turnkey CMP	Townhomes San Fernando HOAI (Batch 2)	San Fernando, Pampanga	LGU-San Fernando	300	6/28/2022	06/08/2022	28,500,000.00	SAN FERNANDO	PAMPANGA
12	TOTAL (A) LOT ACQUISITION					2,020			198,370,445.03		



**B. SITE DEVELOPMENT**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	BOARD APPROVAL DATE	SITE DEV. TOD	SITE DEV LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2022											
	III	LGU CMP (Assisted)	Apawan HOAI Phase III ( 2nd Billing)	Brgy. Loma de Gato, Marilao, Bulacan	Makawili JayC Foundation, Inc.		03/04/2019	01/24/2022	1,226,780.31	MARILAO	BULACAN
	X	off-site (express lane)	Medalla Milagrosa HOAI Phase II (2nd Tranche)	Brgy. Balubal, Cagayan De Oro City	City Government of Cagayan de Oro		05/07/2004	02/02/2022	1,079,434.94	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (8th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	02/16/2022	8,006,973.21	SAN ANTONIO	QUEZON
	X	LGU CMP (Assisted) off-site	Blessed Ville HOAI (Final Tranche)	Brgy. Indahag, Cagayan de Oro City	LGU-Cagayan		10/31/2013	03/16/2022	1,110,696.18	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (9th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	03/18/2022	17,803,958.17	SAN ANTONIO	QUEZON
	IX	on-site	San Antonio Fisherfolks Homeowners Association, Inc (3rd Tranche)	Brgy. Taga, Katipunan, Zamboanga del Norte	KP Zanorte BALAI		09/23/2019	03/18/2022	2,755,957.72	KATIPUNAN	ZAMBOANGA DEL NORTE
1	III	Turnkey CMP	Townhomes San Fernando HOAI	San Fernando, Pampanga	LGU - San Fernando	200	11/10/2021	03/24/2022	17,000,000.00	SAN FERNANDO	PAMPANGA
2	III	Turnkey CMP	Townhomes San Fernando HOAI ( 2nd Initial Release of Pilot Phase)	San Fernando, Pampanga	LGU- San Fernando	200	10/11/2021	03/24/2022	17,000,000.00	SAN FERNANDO	PAMPANGA
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (10th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	06/02/2022	9,358,214.76	SAN ANTONIO	QUEZON
	X	off-site (express lane)	Medalla Milagrosa HOAI Phase I (3rd Tranche)	Brgy. Balubal, Cagayan De Oro City	City Government of Cagayan de Oro		05/07/2004	06/13/2022	146,665.40	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
2	TOTAL ( B ) SITE DEVELOPMENT					400			75,488,680.69		

**C. HOUSE CONSTRUCTION**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	BOARD APPROVAL DATE	HOUSE CON. TOD	HOUSE CON. LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
<b>2022</b>											
	III	LGU CMP (Assisted)	Apawan HOAI Phase III (2nd Billing)	Brgy. Loma de Gato, Marilao, Bulacan	Makawili JayC Foundation, Inc.		03/04/2019	01/24/2022	5,565,696.93	MARILAO	BULACAN
	X	LGU CMP	Balubal Heights HOAI (3rd Billing)	Brgy. Balubal, Cagayan de Oro City	City Government of Cagayan de Oro		10/01/2020	01/19/2022	36,094,905.63	BALUBAL	CAGAYAN DE ORO
	X	off-site (express lane)	Medalla Milagrosa HOAI Phase II (2nd Tranche)	Brgy. Balubal, Cagayan De Oro City	City Government of Cagayan de Oro		09/04/2012	02/02/2022	4,829,583.10	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (8th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	02/16/2022	18,315,264.57	SAN ANTONIO	QUEZON
	IV-A	CMP Vertical	DVV2 Building 3 HOAI (1st Tranche)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon		3/4/2019	02/17/2022	12,842,160.74	LUCENA CITY	QUEZON
	X	LGU CMP (Assisted) off-site	Blessed Ville HOAI (Final Tranche)	Brgy. Indahag, Cagayan de Oro City	LGU-Cagayan		10/31/2013	03/16/2022	4,211,711.68	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
	IV-A	Resettlement CMP-Vertical	Ciudad de Strike Homeowners Association - Bldgs. 11- 20 (5th Drawdown Billing)	Molino Road, Molino I, Bacoar City, Cavite	Isabela Faithful Servants Foundation Inc.		10/23/2019	03/10/2022	28,084,259.97	BACOR	CAVITE
	NCR	on-site	Villa Umami Homeowners Association, Inc. (5th Tranche)	Matimyas St., Brgy. 527, Zone 52, Sampaloc, Manila	Center for Housing Innovations & Component Services, Inc. (CHOICES)		10/23/2019	03/18/2022	1,725,165.34	SAMPALOC, MANILA	NCR
	IX	on-site	San Antonio Fisherfolks Homeowners Association, Inc (3rd Tranche)	Brgy. Taga, Katipunan, Zamboanga del Norte	KP Zanorte BALAI		09/23/2019	03/18/2022	6,890,062.10	KATIPUNAN	ZAMBOANGA DEL NORTE
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (9th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	03/18/2022	24,177,273.26	SAN ANTONIO	QUEZON
	X	LGU CMP	Balubal Heights HOAI (4th Billing)	Brgy. Balubal, Cagayan de Oro City	City Government of Cagayan de Oro		10/01/2020	03/18/2022	57,636,724.18	BALUBAL	CAGAYAN DE ORO
	IV-A	CMP Vertical	DVV2 Buildings 1-5 HOAI (1st Tranche)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon		3/4/2019	03/23/2022	62,449,827.95	LUCENA CITY	QUEZON
1	III	Turnkey CMP	Townhomes San Fernando HOAI	San Fernando, Pampanga	LGU- San Fernando	200	11/10/2021	03/24/2022	112,300,000.00	SAN FERNANDO	PAMPANGA
	IV-A	LGU CMP (Assisted) off-site	San Antonio Ville HOAI (10th Tranche)	Brgy. San Jose, San Antonio, Quezon	United Home Development Foundation, Inc.		08/16/2019	06/02/2022	23,381,326.61	SAN ANTONIO	QUEZON
	X	LGU CMP	Balubal Heights HOAI (5th Billing)	Brgy. Balubal, Cagayan de Oro City	City Government of Cagayan de Oro		10/01/2020	06/02/2022	56,005,039.64	BALUBAL	CAGAYAN DE ORO
	X		Mergeville HOAI Batch 2 (6th Tranche)	Brgy. Indahag, Cagayan de Oro City	LGU - Cagayan de Oro		10/4/2017	06/08/2022	2,209,322.62	INDAHAG	CAGAYAN DE ORO
	X	off-site (express lane)	Medalla Milagrosa HOAI Phase I (3rd Tranche)	Brgy. Balubal, Cagayan De Oro City	City Government of Cagayan de Oro		05/07/2004	06/13/2022	2,563,325.75	CAGAYAN DE ORO CITY	MISAMIS ORIENTAL
2	III	Turnkey CMP	Townhomes San Fernando HOAI (2nd Release of Pilot Phase)	San Fernando, Pampanga	LGU- San Fernando	200	06/28/2021	06/08/2022	112,300,000.00	SAN FERNANDO	PAMPANGA
2	<b>TOTAL ( C ) HOUSE CONSTRUCTION</b>					<b>400</b>			<b>571,581,650.07</b>		



**D. LOAN ASSISTANCE**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOT ACQUL. TOD	LOAN ASSIST. TOD	LOAN ASSIST. AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2021											
0	TOTAL ( D ) LOAN ASSISTANCE					0			0.00		
16	GRAND TOTAL ( A + B + C + D )					2,820			845,440,775.79		

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OIC-Senior Vice President, OSVP for Operations Group



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality**

**High Density Housing**

January-June 2022

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

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 1 AMOUNT RELEASED, PHP	PHASE 1 TAKE OUT DATE
1	IV-A	Near-City	12/2/2015	Gulayan Pilapil HOAI	Tanza, Cavite		440	22,054,305.00	06/03/2022
2	IV-A	In-City	11/6/2018	Kamaynila HOAI	Tanza, Cavite		894	64,663,697.00	06/03/2022
<b>2</b>	<b>Sub-total (Phase 1)</b>						<b>1,334</b>	<b>86,718,002.00</b>	

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

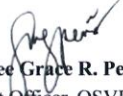
NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 2 AMOUNT RELEASED, PHP	DRAWDOWN RELEASED DATE	PHASE 2 TAKE OUT DATE
	NCR	In-City Usufruct	06/15/2016	Marangal Village HOAI (8th Drawdown Billing)	#9 Rosal St., Brgy. Longos, Malabon City	Foundation for Development Alternatives, Inc. (FDA)		10,941,737.92	01/25/2022	
	NCR	In-City	11/26/2014	Alyansa ng Mamamayan ng Caloocan (AMC) (4th Drawdown)	Brgy. 171, Bagumbong, Caloocan City	Kilos Maralita, Inc		15,315,023.92	02/22/23	
	NCR	In-City Usufruct	02/24/2016	Balikatan Samahan Mapulang Lupa (BSML) (2nd Drawdown Billing)	Brgy Viente Reales, Malanday, Valenzuela City	Lupang Kalinga Development, Inc		20,169,502.08	02/23/23	
<b>0</b>	<b>Sub-total (Phase 2)</b>						<b>0</b>	<b>46,426,263.92</b>		




C. REFINANCING SCHEME

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	REFINANCING AMOUNT RELEASED, PHP	REFINANCING TAK EOUT DATE
0							0	0.00	
Sub-total (Refinancing)									
TOTAL HDH (Phases 1 and 2 & Refinancing)							1,334	133,144,265.92	

Prepared by:

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

Noted by:

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



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 1. Increase Number of ISFs Provided with Housing Finance Assistance**  
**Marawi Shelter Project**  
 January-June 2022

**A. PHASE 1**

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

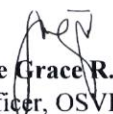
**B. PHASE 2**

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) ASSISTED	BOARD APPROVED AMOUNT, Php	TOD
	BARMM		Marawi Shelter Project Phase III (1st progress billing - Site	Patani Marawi City			44,896,566.93	02/18/2022
	BARMM		Marawi Shelter Project Phase II -	Patani Marawi City			5,005,445.31	03/07/2022
	BARMM		Marawi Shelter Project Phase I -	Patani Marawi City			3,064,523.35	03/03/2022
0	TOTAL ( B ) SITE DEVELOPMENT					0	52,966,535.59	
0	GRAND TOTAL ( A + B )					0	52,966,535.59	


**Note:**

\*For drawdown, TOD refers to date of check

Prepared by:

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

Noted by:

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



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



**SM 1: Utilization of Housing Subsidies for the Provision of Shelter Security and Improved Housing Quality**  
**North-South Commuter Railway Extension Project**  
 January-June 2022

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

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 1 AMOUNT RELEASED, PHP	PHASE 1 TAKE OUT DATE
1	IV-A			DOTR South Project	Calamba, Laguna		982	59,363,716.10	03/14/2022
1	Sub-total (Phase 1)						982	59,363,716.10	

**B. SITE DEVELOPMENT & BUILDING/HOUSE CONSTRUCTION (Phase 2 and 3)**

NO.	REGION	TYPE OF PROJECT	BOARD APPROVAL DATE	PROJECT NAME	RELOCATION SITE	CSO PARTNER	NO. OF INFORMAL SETTLER FAMILIES (ISFs) FROM WATERWAYS/ DANGER AREAS ASSISTED	PHASE 2 AMOUNT RELEASED, PHP	DRAWDOWN RELEASED DATE	PHASE 2 TAKE OUT DATE
0	Sub-total (Phase 2 and 3)						0	0.00		

<b>TOTAL HDH (Phases 1, 2 &amp; 3)</b>							982	59,363,716.10		
--	--	--	--	--	--	--	-----	---------------	--	--

Prepared by:

Noted by:

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

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

# **STRATEGIC MEASURE 2:**

## Percentage of Satisfied Customers

Signed Supporting Document





*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



## MEMORANDUM

FOR : **MR. FLORENCIO R. CARANDANG, JR.**  
OIC-Vice President, Corporate Planning and Communications Group

THRU : **KEVIN D. TAN**  
OIC-Vice President, Systems Coordination Department

FROM : **ELVIRA G. INTON**  
OIC-Manager, Customer Relations and Complaints Division

SUBJECT : **STATUS MONITORING REPORT ON THE STRATEGIC MEASURE 2: PERCENTAGE OF SATISFIED CUSTOMERS FOR CY 2022**

REF. NO. : CRCD 064\_2022

DATE : AUGUST 10, 2022

In compliance with the Corporate Planning and Communications Group's Memorandum<sup>1</sup> on the submission of documents in support of the Quarterly Monitoring Reports, the Customer Relations and Complaints Division (CRCD) hereby submits the status monitoring report on the Strategic Measure 2: Percentage of Satisfied Customers for both a) Pre-Takeout and b) Post-Takeout Surveys.

On the first quarter of the Corporate Year 2022, the CRCD has started the initial processes required in the implementation of the Social Housing Finance Corporation's (SHFC) 2022 Customer Satisfaction Survey (CSS).

During the procurement process for the third-party service provider, the Division, along with the Technical Working Group (TWG) members (collectively referred to as the "CSS Team"), did some modifications on the pre-takeout and post-takeout survey questionnaires prescribed by the Governance Commission for Government-Owned and Controlled Corporations (GCG). Several changes were done in the survey tools (e.g., from the term "company" or "organization" to "homeowners association") to make them more reflective of SHFC's unique programs, processes, and services. The proposed changes also included the suggestions of the SHFC's Program Development and Enhancement Group in relation to Gender and Development concerns.

In modifying the survey tools, the CSS Team took into consideration the provisions stated in the Enhanced Standard Methodology in the Conduct of the CSS. You may refer to the Annexes

<sup>1</sup> Memorandum No. CPCG 2022\_515-033 on the Supporting Documents for the Submission of Quarterly Monitoring Reports (1st and 2nd quarter) for GCG Compliance.

“A” and “B” for the modified GCG-prescribed questionnaires for pre-takeout and post-takeout surveys respectively. These survey questionnaires with SHFC’s proposed changes were submitted to GCG pending for their response and/or decision.

In April 2022, the CSS Team sent letters-invitation to ten (10) research institutions to participate in this project simultaneous with the posting of the bid opportunity on the Philippine Government Electronic Procurement System’s (PhilGEPS) website. Several research institutions expressed their interest in participating but only two (2) firms submitted their proposals. After careful evaluation by the TWG utilizing a criteria-based numerical rating system, SHFC has engaged the services of the People Dynamics, Inc. (PDI) to conduct this project.

The implementation of the 2022 CSS is currently ongoing. The project commenced from the release of the Notice to Proceed in July 2022 and the PDI’s submission of the Inception Report subject for finalization. Accordingly, the CRCD has completed the collation of respondents’ data and has furnished the same to the service provider.

For your information and reference, hereunder is the table presenting the 2022 CSS project timeline:

ACTIVITY	DELIVERABLES	PERCENTAGE OF PAYMENT	STATUS
<b>Preliminaries</b>	<ul style="list-style-type: none"> <li>▪ Inception Report</li> </ul>	10% of the contract price	Ongoing
<b>Pre-Test</b>	<ul style="list-style-type: none"> <li>▪ Survey Instrument</li> <li>▪ Stimulus Materials</li> <li>▪ Pre-test Results</li> <li>▪ Pre-test Report</li> </ul>	20% of the contract price	Ongoing
<b>Training</b>	<ul style="list-style-type: none"> <li>▪ Survey Instrument</li> <li>▪ Stimulus Materials</li> <li>▪ Training Manual</li> <li>▪ Training Report</li> </ul>		Pending
<b>Project Kick-off/ Start-off</b>	<ul style="list-style-type: none"> <li>▪ Survey Instrument</li> <li>▪ Stimulus Materials</li> <li>▪ Observation Report</li> <li>▪ Clearing/ Debriefing Report</li> </ul>	30% of the contract price	Pending
<b>Project Implementation</b>	<ul style="list-style-type: none"> <li>▪ Supervision/ Observation/ Spot Checking Report</li> <li>▪ Fieldwork Progress Report</li> </ul>		Pending
<b>Back-Checking and Spot-Checking</b>	<ul style="list-style-type: none"> <li>▪ Back Checking/ Spot-Checking Report</li> </ul>	30% of the contract price	Pending

ACTIVITY	DELIVERABLES	PERCENTAGE OF PAYMENT	STATUS
Data Processing	<ul style="list-style-type: none"> <li>▪ Spot Checking Report for Data Processing</li> <li>▪ Data Quality Control Report</li> </ul>		Pending
Analysis	<ul style="list-style-type: none"> <li>▪ Certificate of Rating</li> <li>▪ Final Report</li> <li>▪ Sex Disaggregated Data Report</li> </ul>	10% of the contract price	Pending

Please note that as stated on the 2022 CSS Consulting Services Agreement, all the foregoing activities and/or deliverables for this project shall be completed and/or submitted on or before December 31, 2022 unless an extension is warranted under the circumstances.

  
ELVIRA G. INTON



**ANNEX "A"**



**SOCIAL HOUSING FINANCE CORPORATION  
CUSTOMER SATISFACTION SURVEY  
BUSINESS ORGANIZATION CUSTOMERS:  
COMMUNITY ASSOCIATIONS (PRE-TAKEOUT SERVICES)**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION: for PDI only (will be deleted upon submission to SHFC)			
Respondent Name		Respondent Phone Number (House)	
Respondent Address		Respondent Phone Number (Mobile)	

INTERVIEWER INFORMATION:			
Interviewer Name		Date of Interview (dd-mmm-yyyy)	
Interviewer ID		Time Start (in 24:00)	
		Time End (in 24:00)	

QUALITY CONTROL CHECKS AND VALIDATIONS			
<b>Witnessed / Validated by</b>		<b>Edited by</b>	
Witness / Validation Date:		Date of Editing	
Signature		Signature	
<b>Quality Checked by</b>		<b>Data Punched by</b>	
Quality Check Date		Data Punch Date	
Signature		Signature	
<b>Observed by</b>		<b>Cleared by</b>	
Observation Date		Clearing Date	
Signature		Signature	
<b>Back-checked by</b>			
Back-check Date			
Signature			



QUESTIONNAIRE NUMBER

**INTRODUCTION**

As part of the government's initiative to deepen the citizens' participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the SOCIAL HOUSING FINANCE CORPORATION (SHFC). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the SHFC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the \_\_\_\_\_ to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by \_\_\_\_\_.

I am \_\_\_\_\_ from \_\_\_\_\_, a consulting company. I will be your interviewer for today.

**A. SCREENER**

S1. Are you or any of your close family or relatives working with SHFC?

	CODE	ROUTE
Yes	1	Close Interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from SHFC in 2022? What else? Anything else? [MA]

	CODE	ROUTE
Community Mortgage Program (CMP)	1	Proceed to S3
High-Density Housing Program	2	
Localized Community Mortgage Program (LCMP)	3	
Abot-Kaya Pabahay Fund - Development Loan Program (AKPF-DLP)	4	
Others, please specify:	5	
Did not avail of the services of SHFC	99	Close Interview

**NOTE TO GOCC: List all possible services that may be availed.**

S3. How would you describe your role in your Homeowners Association (HOA) when it comes to dealing with SHFC?

	CODE	ROUTE
I am an officer/ a homeowner/member-beneficiary (MB) in the HOA.	1	Proceed to Q1
I am the primary person in-charge of dealing / transacting with SHFC.	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing / transacting with SHFC.	3	Ask for the Eligible Respondent

QUESTIONNAIRE NUMBER

**B. MAIN QUESTIONNAIRE**

**PART I. TRANSACTING WITH SHFC**

Q1. How long have you been availing services from SHFC?

NO. OF YEARS: \_\_\_\_\_  
NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 - 2 years	2
3 - 5 years	3
6 - 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with SHFC last 2022, in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook Messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, please specify	9

Q3. Where do you most often get information about SHFC and its services? [SA]

	CODE
Information Desk	1
Website	2
Phone / Hotline	3
Social Media (Specify)	4
Conferences	5
Text / SMS	6
Bulletins	7
Others, please specify	8

QUESTIONNAIRE NUMBER

**PART II. OVERALL SATISFACTION**

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by SHFC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied, and 1 means very dissatisfied. How would you rate SHFC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE IN Q4] with SHFC? What else? Any other reasons?

**NOTE TO INTERVIEWER:** ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

**PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q6. Now, we will talk about the different aspects of SHFC's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES] [SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	NEITHER	D	SD	N/A
<b>Staff and Organization</b>						
SHFC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies rules and regulations (e.g. no discrimination, no "palakasan" system)						
is knowledgeable and competent or skilled in delivering the needed services						
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)						
addresses queries/concerns in a prompt manner						
demonstrates willingness to assist customers						
is easy to contact						
appears neat, well-dressed and professional						
conveys trust and confidence						
<b>Financing (Loans)</b>						
Requirements are properly disseminated						
Process for applying for loans is simple and easy						
Application process is better than other lending institutions						
Documentary requirements are reasonable						

2022 CSS Pre-Takeout Survey Questionnaire | Page 4 of 7



QUESTIONNAIRE NUMBER

	SA	A	NEITHER	D	SD	N/A
Loan applications are processed/completed within a reasonable amount of time (from time of request to avallment)						
Loan terms and conditions (e.g., payment terms) are adequately explained)						
Interest rates are competitive						
Contracts are clear and reasonable						
Documents issued are free from defects or typographical errors						
Payments are easy to make						
Client information is kept confidential						
All required documents and processes for loan application don't discriminate the HOA members on the basis of age, sex, employment status, and health condition (N.B. On the age requirement, however, the person must be of legal age)						
<b>Pre-Relocation Activities</b>						
Affected families/relocatees were...						
regularly consulted and given opportunity to participate in the planning and design of the relocation program						
kept informed about the progress and status of the relocation project						
adequately informed about the necessary requirements to be submitted						
properly oriented about the relocation site, policies, occupancy rules and regulations, fees/charges (e.g., amortization, utility fees)						
<b>Training</b>						
Overall training course was well-organized						
Training content was relevant and useful						
Training materials were sufficiently provided						
Training method and activities were appropriate and effective						
Training/course increased participants' skills/knowledge regarding the subject matter						
Trainers adequately coordinated with the training/course participants						
Trainers communicated with participants clearly and effectively						
Trainers were understanding and responsive to participants' needs and requirements						
Trainers are credible and knowledgeable on the subject matter						
Training venue was accessible						
Training venue was clean, orderly, and well-maintained						
Training venue was safe and secure						
Training venue was conducive for learning						
<b>Information and Communication</b>						
Information from SHFC is...						
easy to obtain						
clear and relevant						
<b>Information and Communication (Website)</b>						
SHFC's Website...						
is accessible (e.g., no downtime, loads easily)						
is user-friendly and easy to navigate						
contains the information needed						
contains updated information and documents						
is secured						
<b>Complaints Handling and Records Keeping</b>						
SHFC listens to and understands the nature of the concern/problem of the inquirer/requesting party/complainant						
SHFC acknowledges receipt of the concern/complaint and assesses the same with promptness						
SHFC clearly explains the situation to the inquirer/requesting party/complainant and proposes solution/remedy, if any.						
If there is no available remedy, SHFC extends the best possible assistance or gives suggestions which the inquirer/requesting party/complainant may consider						
If the parties agree, SHFC offers alternative modes of resolving disputes (e.g.						

QUESTIONNAIRE NUMBER

	SA	A	NEITHER	D	SD	N/A
mediation, conciliation, amicable settlement, or referral to proper bodies)						
Should there be actual or perceived conflicts, SHFC advises the parties on the propriety/impropriety of filing a formal and valid complaint						
Filing of complaints is easy and systematic						
Complaints are resolved within prescribed timeframe						
Resolutions to complaints are satisfactory/acceptable						
Files/records are accurate and updated						
<b>Facilities</b>						
Office/branch is accessible to customers						
Office premises are orderly and well-maintained						
Office premises are well-ventilated and have good lighting						
Signages (e.g., Citizen's Charter, directional signages) are well-placed and easy to read						
Office premises are safe and secure (e.g., with security guard)						
Office has separate/express/priority lane for Senior Citizens, Persons with disabilities (PWDs), and Pregnant Women (comfort rooms, PWD ramp, elevator, breastfeeding room)						
Seating is adequate and comfortable						

Q7. What are your suggestions for the improvement of SHFC's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

QUESTIONNAIRE NUMBER

C. SOCIO-DEMOGRAPHIC PROFILE

NAME OF HOMEOWNERS ASSOCIATION (HOA)		COMPLETE ADDRESS OF THE HOA	
YEAR HOA WAS ESTABLISHED		NUMBER OF HOA MEMBERS	Actual
		1 to 99 members	1
		100 to 199 members	2
		200 and up members	3
BRANCH/LOCATION		DATE OF LOAN APPLICATION	
RESPONDENT INFORMATION (REQUIRED)			
POSITION IN THE HOA		YEARS IN THE HOA	
Actual Position:		Actual Number of Years:	
President of the HOA	1	Less than a year	1
Vice-President	2	1 – 2 years	2
Secretary	3	3 – 5 years	3
Treasurer	4	6 – 10 years	4
Others, pls. specify:	5	11 – 15 years	5
Don't know/ refused	9		
OTHER INFORMATION REQUIRED			
SEX		AGE	
CIVIL STATUS		HIGHEST EDUCATIONAL ATTAINMENT	
Single	1	Elementary	1
Married	2	High School	2
Live-In	3	College Level	3
Separated	4	Vocational	4
Divorced	5	College Graduate	5
Widowed	6	Post-Graduate	6
PLEASE ANSWER THE FOLLOWING			
Are you a pregnant woman?	YES	NO	
Are you a person with disability?	YES	NO	
Are you a solo parent?	YES	NO	
CONTACT DETAILS		DECISION-MAKING ROLE IN THE HOA	
Landline number		I alone decide for the HOA.	1
Mobile number		I share with someone else the decision-making process for the HOA.	2
Email address		I do not have any say when it comes to the decision-making process for the HOA.	3
Office Landline			
Other contact information			
I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.			
Interviewer Signature		Supervisor's Signature	



## ANNEX “B”



**SOCIAL HOUSING FINANCE CORPORATION  
CUSTOMER SATISFACTION SURVEY  
BUSINESS ORGANIZATION CUSTOMERS:  
COMMUNITY ASSOCIATIONS (POST-TAKEOUT SERVICES)**

QUESTIONNAIRE NUMBER

RESPONDENT INFORMATION: for PDI only <i>(will be deleted upon submission to SHFC)</i>			
<b>Respondent Name</b>		<b>RespondentPhone Number(House)</b>	
<b>Respondent Address</b>		<b>RespondentPhone Number(Mobile)</b>	

INTERVIEWER INFORMATION:			
<b>Interviewer Name</b>		<b>Date of Interview (dd-mmm-yyyy)</b>	
<b>Interviewer ID</b>		<b>Time Start (in 24:00)</b>	
		<b>Time End (in 24:00)</b>	

QUALITY CONTROL CHECKS AND VALIDATIONS			
<b>Witnessed / Validated by</b>		<b>Edited by</b>	
Witness / Validation Date		Date of Editing	
Signature		Signature	
<b>Quality Checked by</b>		<b>Data Punched by</b>	
Quality Check Date		Data Punch Date	
Signature		Signature	
<b>Observed by</b>		<b>Cleared by</b>	
Observation Date		Clearing Date	
Signature		Signature	
<b>Back-checked by</b>			
Back-check Date			
Signature			

QUESTIONNAIRE NUMBER

**INTRODUCTION**

As part of the government's initiative to deepen the citizens' participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the SOCIAL HOUSING FINANCE CORPORATION (SHFC). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the SHFC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the \_\_\_\_\_ to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by \_\_\_\_\_.

I am \_\_\_\_\_ from \_\_\_\_\_, a consulting company. I will be your interviewer for today.

**A. SCREENER**

S1. Are you or any of your close family or relatives working with SHFC?

	CODE	ROUTE
Yes	1	Close Interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from SHFC in 2022? What else? Anything else? [MA]

	CODE	ROUTE
Community Mortgage Program (CMP)	1	Proceed to S3
High-Density Housing Program	2	
Localized Community Mortgage Program (LCMP)	3	
Abot-Kaya Pabahay Fund - Development Loan Program (AKPF-DLP)	4	
Others, please specify:	5	
Did not avail of the services of SHFC	99	Close Interview

**NOTE TO GOCC: List all possible services that may be availed.**

S3. How would you describe your role in your Homeowners Association (HOA) when it comes to dealing with SHFC?

	CODE	ROUTE
I am an officer/ a homeowner/member-beneficiary (MB) in the HOA.	1	Proceed to Q1
I am the primary person in-charge of dealing / transacting with SHFC.	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing / transacting with SHFC.	3	Ask for the Eligible Respondent

QUESTIONNAIRE NUMBER

**B. MAIN QUESTIONNAIRE**

**PART I. TRANSACTING WITH SHFC**

Q1. How long have you been availing services from SHFC?

NO. OF YEARS: \_\_\_\_\_  
NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 - 2 years	2
3 - 5 years	3
6 - 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with SHFC last 2022, in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook Messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, please specify	9

Q3. Where do you most often get information about SHFC and its services? [SA]

	CODE
Information Desk	1
Website	2
Phone / Hotline	3
Social Media (Specify)	4
Conferences	5
Text / SMS	6
Bulletins	7
Others, please specify	8



QUESTIONNAIRE NUMBER

**PART II. OVERALL SATISFACTION**

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by SHFC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied, and 1 means very dissatisfied. How would you rate SHFC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE IN Q4] with SHFC? What else? Any other reasons?

**NOTE TO INTERVIEWER:** ASK SPONTANEOUSLY PROBE UNTIL RESPONDENT SAYS NONE.

**PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q6. Now, we will talk about the different aspects of SHFC's services. Using this rating scale where 5 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES] [SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

	SA	A	NEITHER	D	SD	N/A
<b>Staff and Organization</b>						
SHFC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies rules and regulations (e.g. no discrimination, no "palakasan" system)						
is knowledgeable and competent or skilled in delivering the needed services						
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)						
addresses queries/concerns in a prompt manner						
demonstrates willingness to assist customers						
is easy to contact						
appears neat, well-dressed and professional						
conveys trust and confidence						
<b>Products and Services</b>						
Requirements are properly disseminated						
Procedures for availment of services are specified						
Requirements are reasonable						
Process is simple and easy						

2022 CSS Post-Takeout Survey Questionnaire | Page 4 of 7

QUESTIONNAIRE NUMBER

	SA	A	NEITHER	D	SD	N/A
Process is better than other similar institutions						
Applications/Transactions are processed/completed within a reasonable amount of time						
Terms and conditions (e.g., payment terms) are clear and reasonable						
Interest rates are competitive						
Documents issued are free from defects or typographical errors						
Payments are easy to make						
Client information is kept confidential						
All required documents and processes for loan application don't discriminate the HOA members on the basis of age, sex, employment status, and health condition (N.B. On the age requirement, however, the person must be of legal age)						
<b>Information and Communication</b>						
Information from SHFC is...						
easy to obtain						
clear and relevant						
<b>Information and Communication (Website)</b>						
SHFC's Website...						
is accessible (e.g., no downtime, loads easily)						
is user-friendly and easy to navigate						
contains the information needed						
contains updated information and documents						
is secured						
<b>Complaints Handling and Records Keeping</b>						
SHFC listens to and understands the nature of the concern/problem of the inquirer/requesting party/complainant						
SHFC acknowledges receipt of the concern/complaint and assesses the same with promptness						
SHFC clearly explains the situation to the inquirer/requesting party/complainant and proposes solution/remedy, if any.						
If there is no available remedy, SHFC extends the best possible assistance or gives suggestions which the inquirer/requesting party/complainant may consider						
If the parties agree, SHFC offers alternative modes of resolving disputes (e.g. mediation, conciliation, amicable settlement, or referral to proper bodies)						
Should there be actual or perceived conflicts, SHFC advises the parties on the propriety/impropriety of filing a formal and valid complaint						
Filing of complaints is easy and systematic						
Complaints are resolved within prescribed timeframe						
Resolutions to complaints are satisfactory/acceptable						
Files/records are accurate and updated						
Filing of complaints is easy and systematic						
<b>Facilities</b>						
Utilizes up-to-date and modernized procedures, facilities, and resources						
Signages (e.g., Citizen's Charter, directional signages) are well-placed and easy to read						
Office/branch is accessible to customers						
Office premises are orderly and well-maintained						
Office premises are well-ventilated and have good lighting						
Office premises are safe and secure (e.g., with security guard)						
Office has separate/express/priority lane for Senior Citizens, Persons with disabilities (PWDs), and Pregnant Women (comfort rooms, PWD ramp, elevator, breastfeeding room)						
Seating is adequate and comfortable						

QUESTIONNAIRE NUMBER

Q7. Does your availment of the SHFC's program/s and/or service/s improve your quality of life?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

--

Q8. What are your suggestions for the improvement of SHFC's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

--



QUESTIONNAIRE NUMBER

C. SOCIO-DEMOGRAPHIC PROFILE

NAME OF HOMEOWNERS ASSOCIATION (HOA)		COMPLETE ADDRESS OF THE HOA			
YEAR HOA WAS ESTABLISHED		NUMBER OF HOA MEMBERS		Actual	
		1 to 99 members		1	
		100 to 199 members		2	
		200 and up members		3	
BRANCH/LOCATION		YEAR TAKEN-OUT			
RESPONDENT INFORMATION (REQUIRED)					
POSITION IN THE HOA			YEARS IN THE HOA		
Actual Position:			Actual Number of Years:		
President of the HOA	1		Less than a year	1	16 – 20 years
Vice-President	2		1 – 2 years	2	21 – 25 years
Secretary	3		3 – 5 years	3	More than 25 years
Treasurer	4		6 – 10 years	4	Don't know / refused
Others, pls. specify:	5		11 – 15 years	5	
Don't know/ refused	9				
OTHER INFORMATION REQUIRED					
SEX		AGE			
CIVIL STATUS		HIGHEST EDUCATIONAL ATTAINMENT			
Single	1		Elementary	1	
Married	2		High School	2	
Live-In	3		College Level	3	
Separated	4		Vocational	4	
Divorced	5		College Graduate	5	
Widowed	6		Post-Graduate	6	
PLEASE ANSWER THE FOLLOWING:					
Are you a pregnant woman?		YES		NO	
Are you a person with disability?		YES		NO	
Are you a solo parent?		YES		NO	
CONTACT DETAILS		DECISION-MAKING ROLE IN THE HOA			
Landline number		I alone decide for the HOA.		1	
Mobile number		I share with someone else the decision-making process for the HOA.		2	
Email address		I do not have any say when it comes to the decision-making process for the HOA.		3	
Office Landline					
Other contact information					
I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.		Interviewer Signature		Supervisor's Signature	

# **STRATEGIC MEASURE 3:**

## **Improve Collection Efficiency Rate**

Signed Supporting Document

SOCIAL HOUSING FINANCE CORPORATION  
*Data Management Department - Finance and Comptrollership Group*  
**COLLECTION EFFICIENCY RATING (CORPORATE)**  
AS OF JUNE 30, 2022

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**SM 3: Finance - Improve Collection Efficiency Rating of SHFC Loan Programs**

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COLLECTION, PhP	BILLING, PhP	CER
10,082,079,555	11,032,126,776	91.39%

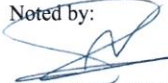
**2022 Target: 91% Modified CER**

Prepared by:



**ARBEN D. PANDAC**  
SAS/OIC  
Data Management

Noted by:



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





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



**MODIFIED CUMULATIVE CER with AGEING**  
AS OF JUNE 30, 2022

Accounts: **Fully paid to 60 mos.**

SEQ	AGE CATEGORY (Months in Arrears)	No. of MBs	%	LOAN AMOUNT	MONTHLY PRIN+INT	PRINCIPAL BALANCE	ARREARAGES							CUMULATIVE (w/o penalties)			CUMULATIVE (w/ penalties)		
							PRINCIPAL DUE	INTEREST DUE	MRI DUE	FIRE DUE	IUP DUE	PENALTY DUE	TOTAL DUE	BILLING	COLLECTION	CER	BILLING	COLLECTION	CER
1	Fully Paid	91,970	41.57%	3,577,230,248.00	23,566,498.79	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	5,544,822,724.80	5,544,822,724.80	<b>100.00</b>	6,867,137,349.66	6,867,137,349.66	<b>100.00</b>
<b>Current</b>																			
2	0	27,198	12.29%	2,012,500,180.43	12,533,734.68	1,538,144,100.94	-4,172.09	2,275.01	389,465.71	0.00	3,499.46	512,526.94	<b>903,595.03</b>	1,229,324,350.50	1,228,936,781.87	99.97	1,315,194,791.08	1,314,291,196.05	99.93
3	>0-3	18,414	8.32%	1,247,266,096.55	7,699,682.29	853,934,871.85	6,030,810.17	3,723,731.71	3,713,826.29	21,782.00	314,250.47	4,666,097.99	<b>18,470,498.63</b>	884,202,346.53	870,712,196.36	98.47	996,465,191.08	977,994,692.45	98.15
<b>Sub-total Delinquent</b>																			
4	>3-6	8,951	4.05%	630,913,237.84	3,789,864.18	486,911,138.01	10,320,307.01	6,652,569.99	1,346,987.10	13,615.67	436,286.45	1,457,398.14	<b>20,227,164.36</b>	390,279,566.81	371,946,087.04	95.30	438,487,076.35	418,259,911.99	95.39
5	>6-12	12,682	5.73%	1,007,792,506.14	5,749,563.20	836,431,876.26	27,555,770.17	23,928,193.76	2,766,489.14	72,511.92	1,448,812.61	3,228,205.28	<b>58,999,982.88</b>	532,674,856.04	478,351,891.05	89.80	613,664,602.25	554,664,619.37	90.39
6	>12-24	21,755	9.83%	2,039,576,012.69	11,679,901.13	1,842,680,576.24	79,449,201.43	134,629,717.86	10,183,074.19	539,919.92	4,898,686.13	22,424,726.62	<b>252,125,326.15</b>	839,996,767.04	615,194,853.64	73.24	980,584,373.47	728,459,047.32	74.29
7	>24-36	17,871	8.08%	1,320,457,732.95	7,837,227.17	1,176,756,767.99	90,846,496.42	141,716,359.45	11,882,438.00	278,454.52	7,140,753.33	35,482,382.00	<b>287,346,883.72</b>	693,659,852.66	448,936,104.27	64.72	841,788,176.06	554,441,292.34	65.86
8	>36-48	9,572	4.33%	627,410,972.12	3,793,596.83	545,564,220.45	71,281,615.87	88,472,849.42	7,766,756.11	159,133.94	7,373,625.02	30,616,124.74	<b>205,670,105.10</b>	441,541,270.98	273,860,915.64	62.02	558,798,109.51	353,128,004.41	63.19
9	>48-60	8,517	3.85%	512,931,812.46	3,165,155.46	454,094,336.65	78,307,271.25	96,297,312.47	8,227,969.46	27,181.02	10,089,082.19	43,941,869.33	<b>236,890,685.72</b>	392,441,871.30	209,582,137.10	53.40	519,248,078.45	282,357,392.73	54.38
10	>60-UP	0	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>0.00</b>	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!
<b>Sub-total</b>																			
		<b>79,348</b>	<b>35.87%</b>	<b>6,139,082,274.20</b>	<b>36,015,307.97</b>	<b>5,342,438,915.60</b>	<b>357,760,662.15</b>	<b>491,697,002.95</b>	<b>42,173,714.00</b>	<b>1,090,816.99</b>	<b>31,387,245.73</b>	<b>137,150,706.11</b>	<b>1,061,260,147.93</b>	3,290,594,184.83	2,397,871,988.74	<b>72.87</b>	3,952,570,416.09	2,891,310,268.16	<b>73.15</b>
11	HDH (uncategorized**)	4,297	1.94%	1,595,315,793.40		1,595,315,793.40								83,183,169.34	39,735,863.61	47.77	83,183,169.34	39,735,863.61	47.77
<b>Total Considered in CER</b>																			
		<b>221,227</b>	<b>100.00%</b>	<b>12,976,078,799.18</b>	<b>79,815,223.73</b>	<b>7,734,517,888.39</b>	<b>363,787,300.23</b>	<b>495,423,009.67</b>	<b>46,277,006.00</b>	<b>1,112,598.99</b>	<b>31,704,995.66</b>	<b>142,329,331.04</b>	<b>1,080,634,241.59</b>	<b>11,032,126,776.00</b>	<b>10,082,079,555.38</b>	<b>91.39</b>	<b>13,214,550,917.25</b>	<b>12,090,469,369.93</b>	<b>91.49</b>
<b>CORPORATE CER</b>														<b>11,032,126,776.00</b>	<b>10,082,079,555.38</b>	<b>91.39</b>			

\*\* individual ledger not yet available

Prepared by:  
**ARBEN D. PANDAC**  
Supervising Accounts Specialist

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

0.00 0.00

**Corporate CER:**

Included accounts are those Fully paid to 60 months in arrears.

Excluded accounts are those aged more than 60 months, under remedial/legal.

Collection and Billing are based on cumulative computation.

Included in the billing and collection are Principal, Interest and Insurances

Excluded in the billing and collection are Penalties and Interest on Unpaid Principal (IUP)

# **STRATEGIC MEASURE 4:**

## **Improve Status of Problematic Accounts**

Signed Supporting Document

**SOCIAL HOUSING FINANCE CORPORATION**  
**Finance and Comptrollership Department**

**SM 4: STATUS OF PROBLEMATIC ACCOUNTS**

**As of June 30, 2022**

<b>Problematic Accounts</b>	<b>No. of Accounts</b>
a. Prior Year No. of Accounts (2021)	108,551
b. Less: Improved during the year (2022)	<u>3,223</u>
<b>c. Balance</b>	<b>105,328</b>
d. Add: Problematic during the year	<u>6,192</u>
<b>e. Problematic as at Q2 (2022)</b>	<b>111,520</b>
Increase/(Decrease) [ e - a ]	2,969
<b>Percent of Increase/-Decrease</b>	<b>2.74%</b>

Prepared by:



**ARBEN D. PANDAC**

SAS/OIC, DMD

Noted by:



**DANTE M. ANABE**

OIC-VP, FCD



# **STRATEGIC MEASURE 5:**

## **Increase Gross Revenue**

Signed Supporting Document



*Kagapay ng Komunidad sa Maginhawang Pamumuhay*

SOCIAL HOUSING FINANCE CORPORATION  
Corporate Accounting Department - Finance and Comptrollership Group

**GROSS REVENUE**

As of JUNE 30, 2022

(In Philippine Peso)

**Income**

Service and Business Income	314,816,966.36
Financial Income	5,131,407.85
<b>Total Income</b>	<b>319,948,374.21</b>

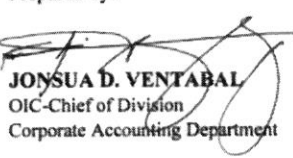
Summary:

<b>GROSS REVENUE (As of JUNE 2022)</b>	<b>319,948,374.21</b>
<b>2022 CORPORATE TARGET</b>	<b>1,147,000,000.00</b>
<b>Variance Over Target</b>	<b>(827,051,625.79)</b>

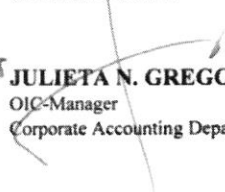
Note:

For CY 2022, the Corporate Target for SM 5 (Increase Gross Revenues) is 27.89% achieved.

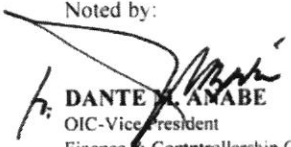
Prepared by:

  
**JONSUA D. VENTABAL**  
OIC-Chief of Division  
Corporate Accounting Department

Certified Correct:

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

Noted by:

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

# **STRATEGIC MEASURE 6:**

## **Budget Utilization Rate**

Signed Supporting Document



**SOCIAL HOUSING FINANCE CORPORATION**  
**BUDGET UTILIZATION REPORT**  
**AS OF JUNE 30, 2022**

	<u><i>Board approved COB</i></u>	<u><i>DBM Approved COB</i></u>	<u><i>Obligation</i></u>	<u><i>Disbursement</i></u>
Maintenance and Other Operating Expenses	1,158,110,280.20	834,713,000.00	71,577,413.59	71,551,313.59
Capital Outlay	122,821,385.09	55,282,000.00	12,110,346.05	11,667,804.97
Loans Outlay	5,969,352,892.00	3,300,685,000.00	981,319,096.13	784,343,260.38
<b>Total</b>	<b>7,250,284,557.29</b>	<b>4,190,680,000.00</b>	<b>1,065,006,855.77</b>	<b>867,562,378.94</b>

**Obligations BUR**


*Total Obligations/DBM-Approved COB* *25%*

**Disbursements BUR**

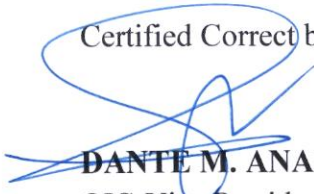
*Total Disbursements/Total Obligations* *81%*

*Total Disbursements/DBM Approved COB* *21%*

Prepared by:

  
**JASMIN V. LUYUN**  
 OIC-Manager  
 Budget and Expense Management Division

Certified Correct by:

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

**STRATEGIC MEASURE 8:**  
Enhance Support Systems for  
the Effective and Efficient  
Processes

Signed Supporting Documents



SOCIAL HOUSING FINANCE CORPORATION  
Kaagapay ng Komunidad sa Maginhawaing Pamunahay



ACCOMPLISHMENT REPORT

Group/Department: **INFORMATION COMMUNICATION TECHNOLOGY DIVISION**  
June 2022 Accomplishment Report

Group/Departmental Activities (as stated in your DAP)	Group/Departmental Committed KPIs (as stated in your DAP)	Actual Accomplishment/s vs Committed KPIs	Reasons for over achieving targets (please cite specific reasons/activities in exceeding the target at least more than 20%)	Reasons for not achieving 90% of the targets (please cite specific issues/concerns that hindered achievement of the target)	Proposed/Revised KPIs and Strategies (for targets that were not met - at least 90%)
- Secure the approval of DICT on Information System Strategic Plan (ISSP) 2022 - 2024	100% Approved ISSP 2022- 2024 by DICT	- Received comments by DICT as per email reply by DICT last June 16, 2022			
- Analysis and development of the following modules • Performance Monitoring System • Incident Handling System • Remedial Management System • Human Resource Information System	100% Completion of the development which includes the following • Training • Implementation • Support/Maintenance	- Presented the initial functionalities of the PMS and IHS to ICTD Team last June 7, 2022 - 50% Completed - 60% Completed - Ongoing on system analysing and mock up design - Ongoing on system analysing and mock up design			
Assist and resolve IT related issues/concern of SHFC users on attaining their targets	Maintain and supports IT hardware and software of all departments	100% Supported and fixed 1159 IT related issues as of June 30, 2022 224 issues for the month of May which included the following - Maintenance - 43 - Documentation - 20 - End User Support - 11 - Network Problem - 31 - Printer Problem - 80 - Internet Access Request - 39	Immediate action on the issues encountered by SHFC users. And preventive maintenance service was already done by technical supports to minimize IT related issues		
Coordinate with the vendor(s) for the renewal of IT related License/subscription	100% Renewal of the following - Internet Connectivity - Firewall Licenses - Secure Sockets Layer (SSL) - Domain Name	- Renewed the Internet connectivity last January 22, 2022 (PT&T) - Renewed Firewall Licenses - Renewed SSL last February 19, 2021 - Renewed DNS last July 2, 2021	Proactive actions of the personnel to avoid future issues on internet and network security		



*[Handwritten signature]*



Participate in cascading the relevance of securing a Re-certification on ISO for organizational processes Comply with ISO-QMS standards	100% Completion to ISO QMS or no major NC or numerous NCs resulting to major NC	Cascading of the information to the staff in preparation for the audit			
GAD Audit	Cooperate on GAD Activities/Audit	Attended the GAD Semi Audit last June 01, 2022 and Submitted the completed documents last June 03, 2022			
Attend and participate in trainings to improve IT personnel competency	All ICTD employees attended one (1) internal or external training	ARFA Training attended by Crisanto Alanes MS Visio Post Training last June 14, 2022 attended by Joselito Cada and Sarah Gutang			

  
Sharmaine Sarah J. Guiang  
Technical Staff VI

  
Joselito A. Cada  
Division Chief III

  
Crisanto R. Alanes  
Manager




Kaagapay ng Komunidad sa Maginhawang Pamumuhay




**INFORMATION COMMUNICATION TECHNOLOGY DIVISION (ICTD)**  
**Information System Strategic Plan (ISSP)**  
**GCG Target – Phase I**  
**As of June 2022**

ZEUS Program	Actual Accomplishment	% Of Completion
Performance Monitoring System	- Coding and Integration - Unit Testing	60%
Incident Handling System	- Coding and Integration - Unit Testing	60%
Human Resource Information System	- Planning and Elicitation - System Analysis and Design - Preparation of Mock-Up	15%
Remedial Management System	- Planning and Elicitation - System Analysis and Design - Preparation of Mock-Up	15%


Prepared by:

  
**Crismanilet G. Alegre**  
Technical Staff II

Checked by:

  
**Joselito A. Cada**  
Division Chief III

Approved by:

  
Digitally signed by  
Alanes Crisanto Ramos  
Date: 2022.08.01  
13:15:17 +08'00'  
**Crisanto R. Alanes**  
Manager