

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

(January to March 2023)

**STATUS OF SHFC ACCOMPLISHMENT BASED ON THE
GCG PERFORMANCE SCORECARD
(January to March 2023)**

Performance Indicator	Weight	2023 Target	Actual Accomplishment	Accomplishment Rate	GCG-Weighted Rating
SOCIAL IMPACT					
SM 1: Provision of Shelter Security and Improved Housing Quality	35%	28,000 number of ISFs provided with housing loans and grants	904 ISFs provided with housing loans and grants	3.23%	1.13%
Sub-Total	35%				1.13%
STAKEHOLDERS					
SM 2a: Percentage of Satisfied Customers (Pre-Takeout)	5%	90% of the Respondents gave a Satisfactory Rating	Initiated procurement process for the Third-Party Service Provider through the development of the Terms of Reference for the 2023 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%
Sub-Total	10%				0.00%
FINANCE					
SM 3: Improve Collection Efficiency Rating of SHFC Program Loans	10%	65% Cumulative CER	64.14% CER as of February 2023	98.68%	9.87%
SM 4a: Improve Status of Problematic Accounts (2021 and previous years)	2.5%	3% Reduction of Problematic Accounts ¹	1.19% improvement of accounts as of February 2023	39.67%	0.99%

¹ Based on the actual problematic accounts as of 31 December 2021 (108,551 accounts)

Owner
CP

Performance Indicator	Weight	2023 Target	Actual Accomplishment	Accomplishment Rate	GCG-Weighted Rating
SM 4b: Improve Status of Problematic Accounts (2022 and 2023)	2.5%	3% Reduction of Problematic Accounts	2.05% improvement of accounts as of February 2023	68.33%	0.00%
SM 5: Improve the Financial Bottomline ²	5%	Php74 Million Net Operating Income	₱ 21,490,192.05 Net Operating Income Before Tax and Subsidies	29.04%	1.45%
SM 6a: Obligations BUR	5%	90%	4%	4.44%	0.22%
SM 6b: Disbursements BUR (vis-à-vis Total Obligations) (both net of PS)	5%	90%	88%	97.78%	4.89%
SM 6c: Disbursements BUR (vis-à-vis DBM-Approved COB) (both net of PS)	5%	90%	4%	4.44%	0.22%
Sub-Total	35%				17.64%
INTERNAL PROCESS					
SM 7: Turnaround Time of Process as Prescribed in the Ease of Doing Business Act	5%	100% Loan Applications Processed Within Prescribed Time ³	100% Loan Applications Processed Within Prescribed Time (14 out of 14 loan applications processed within 20 days)	100.00%	5.00%
SM 8: Enhance Support Systems for Effective and Efficient Processes	5%	100% Implementation of Targets under the ISSP as submitted to the DICT	15% completion of one (1) system: (1) Bank Reconciliation System 5% completion of two (2) systems: (1) Project Management System (2) Contractor	8.33%	0.42%

² Net Income before taxes and NG Subsidy

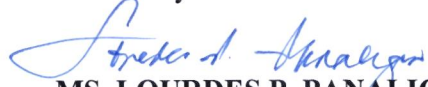
³ Based on the Community Guided Financing Guidelines

Performance Indicator	Weight	2023 Target	Actual Accomplishment	Accomplishment Rate	GCG-Weighted Rating
			Performance Management System		
Sub-Total	10%				5.42%
ORGANIZATION					
SM 9: Attain Quality Management Certification	5%	Pass ISO Certification (Head Office only)	SHFC was selected as a Beneficiary Agency for the 2023 Government Quality Management Program (GQMP).	0.00%	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 at the end of 2023.	0.00%	0.00%
Sub-Total	10%				0.00%
TOTAL	100%				24.19%

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 OIC-VP, Corporate Planning and Communications Group

Audited by:


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

SOCIAL HOUSING FINANCE CORPORATION

	Component					Annual Target	1st 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	Provision of Shelter Security and Improved Housing Quality	Actual Accomplishment	35%	(Actual/Target) x Weight	28,000 ISFs provided with housing loans and grants	28,000 ISFs provided with housing loans and grants	904 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	90% of respondents gave a satisfactory rating	Develop Terms of Reference for 2023 Customer Satisfaction Survey (CSS)	Initiated procurement process for the Third-Party Service Provider through the development of the Terms of Reference for the 2023 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	90% of respondents gave a satisfactory rating	Develop Terms of Reference for 2023 Customer Satisfaction Survey (CSS)	
	Sub-total			10%				
FINANCE	SO 3	Enhance Financial Viability						
	SM 3	Improve Collection Efficiency Rate	Cumulative Collections (P+I+MRI) / Cumulative Billings (P+I+MRI)	10%	(Actual/Target) x Weight	65% Cumulative CER	65% Cumulative CER	64.14% CER as of February 2023



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	Component					Annual Target	1st Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
	SM 4a	Improve Status of Problematic Accounts (2021 and previous years)	Actual Accomplishment	2.5%	(Actual/Target) x Weight	3% Reduction of Problematic Accounts ¹	3% Reduction of Problematic Accounts	1.19% improvement of accounts as of February 2023
	SM 4b	Improve Status of Problematic Accounts (2022 and 2023)	Actual Accomplishment	2.5%	All or Nothing	3% Reduction of Problematic Accounts	3% Reduction of Problematic Accounts	2.05% improvement of accounts as of February 2023
	SM 5	Improve the Financial Bottomline ²	Total Revenues – Total Expenses	5%	(Actual/Target) x Weight	₱74 Million Net Operating Income	₱74 Million Net Operating Income	₱ 21,490,192.05 Net Operating Income Before Tax and Subsidies
	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%	4%
	SM 6b	Disbursements BUR	Total Disbursement/Total Obligations <i>(both net of PS)</i>	5%	(Actual/Target) x Weight	90%	90%	88%
	SM 6c		Total Disbursement/DBM-Approved COB <i>(both net of PS)</i>	5%	(Actual/Target) x Weight	90%	90%	4%
	Sub-total				35%			

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¹ Based on the actual problematic accounts as of 31 December 2021 (108,551 accounts)

² Net Income before taxes and NG Subsidy.

PES Form 4
1st Quarter Monitoring Report

	Component				Annual Target	1st Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
INTERNAL PROCESS	SO 4	Enhance Internal Process						
	SM 7	Turnaround Time of Process as Prescribed in the Ease of Doing Business Act	Total Number of Loan Applications Processed with Prescribed Period/ Total Number of Loan Applications Received	5%	(Actual/Target) x Weight	100% Loan Applications Processed Within the Prescribed Time ³	100%	100% Loan Applications Processed Within Prescribed Time (14 out of 14 loan applications processed within 20 days)
	SM 8	Enhance Support Systems for Effective and Efficient Process	Number of Deliverables Attained/ Total Number of Deliverables	5%	(Actual/Target) x Weight	100% Implementation of Targets under the ISSP as submitted to the DICT	25% Implementation of Targets under the ISSP as submitted to the DICT	15% completion of one (1) system: (1) Bank Reconciliation System 5% completion of two (2) systems: (1) Project Management System (2) Contractor Performance Management System
	Sub-total			10%				
	SO 5	Implement Quality Management System						
ORGANIZATI ON	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	All or Nothing	Pass ISO Certification (Head Office only)	Pass Certification ISO (Head Office only)	SHFC was selected as a Beneficiary Agency for the 2023 Government Quality Management Program (GQMP)

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³ Based on the Community Guided Financing Guidelines

		Component				Annual Target	1st 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 2023 – Competency Baseline 2022	5%	(Actual/Target) x Weight	Improvement in the Competency Level	Improvement in the Competency Level	Competency Baseline will be computed at the end of 2023.
	Sub-total			10%				
	TOTAL			100%				

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STRATEGIC MEASURE 1:

Provision of Shelter Security and Improved Housing Quality

Signed Supporting Document

COMMUNITY-DRIVEN SHELTER FINANCING PROGRAMS

Accomplishment Report

For the period March 2023

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
Community Mortgage Program	4	616	238,994,526.28
Phase 1	4	616	57,884,947.60
Phase 2	-	-	14,291,272.91*
Phase 3	-	-	166,818,305.77*
High Density Housing Program	-	-	-
Phase 1	-	-	-
Refinancing	-	-	0.00
Phase 2 and 3	-	-	-
Marawi Shelter Project	-	-	6,939,958.83
Phase 1	-	-	0.00
Phase 2	-	-	6,939,958.83*
DOTr Project	-	-	-
Phase 1	-	-	-
Phase 2 & 3	-	-	0.00
Intramuros Project	-	-	6,050,000.00
Phase 1	-	-	0.00
Phase 2 & 3	-	-	6,050,000.00*
TOTAL	4	616	251,984,485.11

*Number of projects and ISFs were previously counted.


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
Community Mortgage Program	8	904	238,994,526.28
Phase 1	4	616	57,884,947.60
Phase 2	2	144	14,291,272.91*
Phase 3	2	144	166,818,305.77*
High Density Housing Program	-	-	-
Phase 1	-	-	-
Refinancing	-	-	0.00
Phase 2 and 3	-	-	-
Marawi Shelter Project	-	-	6,939,958.83
Phase 1	-	-	0.00
Phase 2	-	-	6,939,958.83*
DOTr Project	-	-	-
Phase 1	-	-	-
Phase 2&3	-	-	0.00
Marawi Shelter Project	-	-	6,050,000.00
Phase 1	-	-	0.00
Phase 2&3	-	-	6,050,000.00*
TOTAL	8	904	251,984,485.11

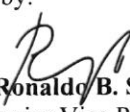
*ISF communities may have availed SHFC's shelter financing programs through the following different loan types:

- 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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SOCIAL HOUSING FINANCE CORPORATION
Kaagapay ng Komunidad sa Maginhawang Pamumuhay

CMP TAKEN-OUT PROJECTS
January - March 2023

A. LOT ACQUISITION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	LOT ACQUL. TOD	LOT ACQUL. LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2023										
1	NCR	On-Site	Macapagal HOAI	Area D, Purok La Loma, Brgy. 178, Camarin, Caloocan City	Adopt a Shelter & Community for the Poor, Inc.	108	01/10/2023	10,000,000.00	CALOOCAN	NCR
2	IV-B	On-Site	Binuatan HOAI	Brgy. Sicsican, Puerto Princesa City, Palawan	National Housing Authority	92	01/10/2023	7,924,140.00	PUERTO PRINCESA	PALAWAN
3	IV-B	On-Site	Christian & Muslim Northville HOAI	Brgy. Tibag, Calapan, Oriental Mindoro	Foundation for Empowerment Economic Development and Environmental Recovery (FEEDER) Inc.	143	01/26/2023	14,418,914.49	CALAPAN	ORIENTAL MINDORO
4	IV-A	On-Site	Yao Villas HOAI	Brgy. Bancal, Carmona, Cavite	Foundation for the Development of Urban Poor (FDUP)	273	01/26/2023	25,541,893.11	CARMONA	CAVITE
4	TOTAL (A) LOT ACQUISITION					616		57,884,947.60		


B. SITE DEVELOPMENT

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	SITE DEV. TOD	SITE DEV LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2023										
1	III	Turnkey CMP	Townhomes San Fernando HOAI	San Fernando, Pampanga	LGU- San Fernando	120	01/12/2023	10,200,000.00	SAN FERNANDO	PAMPANGA
	IV-A	LGU CMP	Upright Community HOAI (2nd Billing)	Brgy. Mayao Crossing, Lucena City, Quezon	LGU- Lucena City		03/13/2023	1,806,991.72	LUCENA CITY	QUEZON
	III	LGU CMP (Assisted)	Apawan Village HOAI Phase III (5th/Final Billing)	Brgy. Loma de Gato, Marilao, Bulacan	Makawili JayC Foundation, Inc.		03/21/2023	244,281.19	MARILAO	BULACAN
2	III	Turnkey CMP	Townhomes San Fernando HOAI (24 Units)	San Fernando, Pampanga	LGU- San Fernando	24	03/21/2023	2,040,000.00	SAN FERNANDO	PAMPANGA
2	TOTAL (B) SITE DEVELOPMENT					144		14,291,272.91		

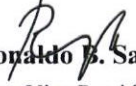
C. HOUSE CONSTRUCTION

NO.	REGION	PROJECT CLASSIF.	PROJECT NAME	LOCATION	CMP-MOBILIZER	NO. OF (ISFs) ASSISTED	HOUSE CON. TOD	HOUSE CON. LOAN AMOUNT (P)	CITY/ MUNICIPALITY	PROVINCE
2023										
1	III	Turnkey CMP	Townhomes San Fernando HOAI	San Fernando, Pampanga	LGU- San Fernando	120	01/12/2023	67,380,000.00	SAN FERNANDO	PAMPANGA
	VII	LGU CMP	Nawanao Riverside B HOAI (1st Tranche)	Brgy. Pakna-an, Mandaue City Cebu	LGU-Mandaue		02/15/2023	5,654,930.00	MANDAUE CITY	CEBU
	NCR	on-site	Laon HOA's Federation Inc. (3rd Billing)	Claudio Molina Street, Brgy. Veinte Reales, Valenzuela City	SETTLEMENT AND HOUSING ALTERNATIVE RESOURCES FOUNDATION INC. (SHARE)		03/03/2023	42,001,834.86	VALENZUELA CITY	METRO MANILA
	IV-A	LGU CMP	Upright Community HOAI (2nd Billing)	Brgy. Mayao Crossing, Lucena City, Quezon	LGU- Lucena City		03/13/2023	12,397,313.82	LUCENA CITY	QUEZON
	III	LGU CMP (Assisted)	Apawan Village HOAI Phase III (5th/Final Billing)	Brgy. Loma de Gato, Marilao, Bulacan	Makawili JayC Foundation, Inc.		03/21/2023	2,648,448.33	MARILAO	BULACAN
2	III	Turnkey CMP	Townhomes San Fernando HOAI - 24 Units	San Fernando, Pampanga	LGU- San Fernando	24	03/21/2023	13,476,000.00	SAN FERNANDO	PAMPANGA
	IV-A	CMP Vertical	DVV2 Buildings 1-5 HOAI (3rd Tranche)	Brgy. Marketview, Lucena City, Quezon	LGU Lucena City, Quezon		03/21/2023	23,259,778.76	LUCENA CITY	QUEZON
2	TOTAL (C) HOUSE CONSTRUCTION					144		166,818,305.77		
	GRAND TOTAL (A + B + C)					904		238,994,526.28		

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SOCIAL HOUSING FINANCE CORPORATION
Kaagapay ng Komunidad sa Maginhawang Pamumuhay

SM 1. Increase Number of ISFs Provided with Housing Finance Assistance
Marawi Shelter Project
January - March 2023

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 AND 3

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 II - Construction of Retaining Wall - (Final Billing)				6,939,958.83	01/13/2023
0	TOTAL (B) SITE DEVELOPMENT					0	6,939,958.83	
0	GRAND TOTAL (A + B)					0	6,939,958.83	

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Kaagapay ng Komunidad sa Maginhawang Pamumuhay

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

INTRAMUROS PROJECT

January - March 2023

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
0	Sub-total (Phase 1)						0	0.00	

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
	IV-A			Intramuros Community HOAI (add-on for 1st Batch)	Morong, Rizal			6,050,000.00		02/23/2023
0	Sub-total (Phase 2 and 3)						0	6,050,000.00		

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STRATEGIC MEASURE 2:

Percentage of Satisfied Customers

Signed Supporting Document

**FIRST QUARTER ACCOMPLISHMENT REPORT ON THE
SOCIAL HOUSING FINANCE CORPORATION'S
STRATEGIC MEASURE 2:
PERCENTAGE OF SATISFIED CUSTOMERS
CRCD-05-10-2023**

The Governance Commission for Government-owned and Controlled Corporations (GCG) has established the Performance Evaluation System to assess the performance of GOCCs, including the Social Housing Finance Corporation (SHFC). One of the standard performance criteria is the Strategic Measure (SM) 2: Percentage of Satisfied Customers, which aims to gauge how a GOCC relates with its clients in all its operations and services.

To satisfy and comply with the requirements for this measure, the SHFC yearly administers a Customer Satisfaction Survey (CSS) to evaluate its clients' overall satisfaction level on both its a) Pre-Takeout and b) Post-Takeout services based on the Enhanced Standard Methodology for the Conduct of the CSS prescribed by the GCG.

For the First Quarter of the Calendar Year 2023, SHFC commenced the conduct of necessary processes for the development and implementation of the 2023 CSS project through its Customer Relations and Complaints Department (CRCD). The CRCD facilitated the procurement of a third-party service provider that has necessary expertise and absorptive capacity to objectively administer the CSS based on the scope of work, specifications, and other terms of conditions stipulated in the project's Terms of Reference (TOR).

The 2023 CSS follows the timeline as shown in the table below:

Timeframe	Activities	Deliverables
August 2023	Preliminaries	1. Inception Report 2. Finalized GCG-issued and SHFC-initiated survey questionnaires
September 2023	Pre-Test	3. Pre-Test Report 4. Pre-Test Result
	Training	5. Training Manual 6. Training Report
October 2023	Project Kick-off	7. Observation Report 8. Clearing/Debriefing Report
December 2023	Project Implementation	9. Supervision/Spot Checking Report 10. Fieldwork Progress Report
	Back-Checking and Data Quality	11. Back-Checking Report 12. Data Quality Control
January 2024	Analysis and Result	13. Sex Disaggregated Data Report

Timeframe	Activities	Deliverables
		14. Certification of Rating 15. Final Report 16. Five (5) samples of accomplished pre-takeout survey questionnaires (redacted) 17. Five (5) samples of accomplished post-takeout survey questionnaires (redacted) 18. Presentation of 2023 CSS Result

On March 08, 2023, CRCD sent letters of Invitation to Bid to five (5) private research firms. A bid notice was also posted on the website of Philippine Government Electronic Procurement System (PhilGEPS) until March 14, 2023 to notify interested firms of the submission of documentary requirements that are needed to assess their compliance with the specifications of the project, particularly:

1. Eligibility and Legal Documents;
2. Technical Documents; and
3. Financial Documents.

With the receipt of bid proposals from two (2) research firms, the CRCD, alongside the 2023 CSS Technical Working Group, carefully examined all the documentary requirements and prepared the Evaluation Report. The Highest Rated Bid was determined therein and was endorsed to the SHFC Procurement Division for further processing.

Based on the above developments, CRCD is in the advance stage of processing the procurement of a third-party service provider for the 2023 CSS project. However, due to the recent issuance of the GCG and Anti-Red Tape Authority's (ARTA) Joint Memorandum Circular (JMC) No. 1, Series of 2023 released in April 2023, the TOR previously approved for 2023 CSS has to be revised to conform to the prescribed provisions. Under this JMC, all GOCCs are mandated to conduct their respective CSS as required by the GCG-approved Performance Scorecard and in accordance with the ARTA Memorandum Circular (M.C) No. 2022-05 on the "Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (CSM)".

As of date, the CRCD is in coordination with the ARTA concerning the new methodology for the conduct of the CSS. On May 10, 2023, CRCD initiated a meeting with the SHFC's Compliance Division and the ARTA's Compliance Monitoring and Evaluation Office to discuss matters concerning the administration of the harmonized CSM in the SHFC.

One of the concerns raised by CRCD is the appropriate workaround on the SHFC's non-implementation of the harmonized CSM since January 2023. Section 4.7 of the JMC No.1 states that, *"The percentage of respondents that rated 'Agree' and 'Strongly Agree for Service Quality Dimension (SQD) 0: 'I am Satisfied with the service that I availed' shall be used for the CSS measure in the GOCC's Performance Scorecard'.* In order to comply with this requirement for the SM 2, the CRCD clarified if the SHFC could utilize the data generated from its existing feedback mechanism, the Stakeholders Satisfaction Index (SSI) for January to May 2023 or until


the implementation of the harmonized CSM in the SHFC. ARTA, in response, reiterated the Section 4.4 of their M.C. No. 2022-05 wherein all government agencies are mandated to use the CSM prescribed by them that includes three (3) questions related to the Citizen's Charter, one (1) question related to the clients' overall satisfaction with the service availed of, and eight (8) questions related to the SQDs they have identified. Hence, should SHFC opt to use the data from its SSI, the content of which shall not suffice the requirements of the M.C. No. 2022-05. Nevertheless, ARTA assured the CRCD that SHFC could still comply with the requirements for the SM2 of its Performance Scorecard provided that a question from its SSI is equivalent with the SQD0 of the CSM. The ARTA also put emphasis on the importance of having an updated Citizen's Charter that shall be the basis of the services that the clients could completely avail for them to be considered as respondents for the CSM.

To comply with the new methodology and/or guidelines per the previously-mentioned issuances, the CRCD shall now proceed to the revision of the project's TOR that will therefore terminate the recently completed Evaluation Report on the procurement of a third-party service provider for the development and implementation of the SHFC's 2023 CSS.


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Reviewed and Endorsed by:


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Noted by:


KEVIN D. TAN
OIC-Vice President
Systems Coordination Group

TERMS OF REFERENCE

PROCUREMENT OF SERVICES OF A THIRD-PARTY SERVICE PROVIDER FOR THE CONDUCT OF THE SOCIAL HOUSING FINANCE CORPORATION'S 2023 CUSTOMER SATISFACTION SURVEY

I. Introduction

The Social Housing Finance Corporation (SHFC) is a government-owned and controlled corporation (GOCC) created through Executive Order No. 272 mandated to develop and implement social housing programs for the duly-organized low-income groups in the formal and informal sectors.

The primary objective of its programs is to assist residents of blighted or depressed areas, those living in danger zones, those affected by government infrastructure projects, those affected by court-ordered demolitions, victims of natural or man-made calamities, and families from a common sector or group needing resettlement assistance.

Through its Community Mortgage Program, other program modalities, and special projects, SHFC has assisted informal settler families nationwide to acquire and develop a tract of land under the concept of community ownership and eventually create sustainable and resilient communities in coordination with their respective local government units.

II. Background

The Governance Commission for Government-Owned and Controlled Corporations (GCG), through its Memorandum Circular Nos. 2013-02 (Re-Issued) and 2017-02, made it mandatory for all GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the Performance Evaluation System. The primary objective of the CSS is to serve as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

On September 24, 2019, the GCG disseminated the Guidebook for GOCCs – Enhanced Standard Methodology for the Conduct of the CSS to further guide the GOCCs in administering their customer satisfaction surveys. The guidebook also requires GOCCs to transmit status reports and documents quarterly and annually to the GCG, respectively, as part of the Quarterly Monitoring Report for its annual Performance Scorecard.

In view of the circumstances brought about by the COVID-19 pandemic, the GCG released additional guidelines in the conduct of the 2020 CSS as contained in GCG Notice to All Stakeholders dated August 14, 2020 and its extended applicability through a Memorandum dated January 20, 2022. The additional guidelines took into account the safety of the customers and the difficulties that may be encountered during this time if the survey will be conducted through the intercept or face-to-face methods of interview.

III. Objective

The procurement aims to engage the services of a third-party service provider who is capable of conducting a transparent and objective nationwide CSS on SHFC's delivery of programs and services in the year 2023. This is to gather customer insights towards SHFC's performance, assess its existing policies and standards, and therefore determine possible areas of improvement to ensure quality service to its clientele and other stakeholders.

IV. Scope of Work and Methodology

The Service Provider shall be engaged to conduct two (2) types of surveys that involves SHFC's various stakeholders as respondents:

a. Main Survey (GCG-required)

The main survey shall utilize the GCG-transmitted questionnaires to be administered to SHFC's main customers, its community associations nationwide, for the following transactions/services:

- i. Pre-Takeout Transactions/Services (Loan Application Process); and
- ii. Post-Takeout Transactions/Services (Loan Administration Process).

It is essential to note that there will be separate survey questionnaires for pre-takeout and post-takeout surveys. Both survey instruments included a screener, main questionnaire, and socio-demographic profile and shall gauge the customers' perceptions towards GCG-specified drivers of satisfaction: staff and organization, financing (loans), products and services, pre-location activities, training, information and communication, information and communication (website), complaints-handling and records-keeping, and facilities.

The GCG-transmitted survey questionnaires and lists of respondents for both pre-takeout and post-takeout surveys shall be provided by the SHFC through its 2023 CSS Technical Working Group (TWG) / Customer Relations and Complaints Department (CRCD).

b. Rider Surveys (SHFC-initiated)

Another set of survey to be implemented is the rider survey initiated by the SHFC to gather feedback from its partners and stakeholders. SHFC instigated this tool to determine areas of improvement, which will help SHFC in strengthening its policies and eventually help in the enhancement of its program and service delivery. The rider surveys and their target respondents are specified below:

- i. Focus-Group Discussion (FGD) – Local government units; and
- ii. Stakeholder Feedback Mechanism (SFM) – Accredited Contractors/Developers/Builders, Accredited CMP Mobilizers, and Landowners.

The survey questionnaires and lists of respondents for the FGD and the FSM shall be provided by the SHFC through its 2023 CSS TWG / CRCD.

V. Qualifications and Eligibility Requirements

SHFC expects the Service Provider to meet the minimum qualifications as specified below:

1. The Service Provider possesses relevant valid business licenses to provide such services to SHFC;
2. The Service Provider must be a reputable research and/or communication firm that has at least five (5) years of experience in conducting customer satisfaction surveys, from formulating the methodology to reporting the analyses, with positive feedback from its clients;
3. The Service Provider has experience in conducting customer/stakeholder satisfaction survey of other government-owned and controlled corporation;
4. The Service Provider has at least three (3) years of experience in conducting focus group discussions on stakeholder's satisfaction towards program and service delivery;
5. The Service Provider has adequate (the number of team members must in adherence to the minimum requirements set by the GCG through the Enhanced Standard Methodology on the Conduct of the CSS for GOCCs and the Additional Guidelines in the Conduct of the CSS in the GOCC Sector, or collectively termed as "*CSS Guidelines*") and experienced resources to conduct this engagement;
6. The Service Provider must meet the minimum eligibility requirements and short-listing for consulting services under Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as the "Government Procurement Reform Act";
7. The Service Provider shall sign a Non-Disclosure Agreement to ensure confidentiality of any data provided by SHFC; and

8. The Service Provider shall submit its proposal and quotation including the documentary requirements as stated in the Checklist of Requirements (Annex "A").

VI. Deliverables and Payment Schedule

The projected timelines for the submission of deliverables and the corresponding payment for any and all completed activities are outlined as follows:

Timeframe	Activities	Deliverables	Percentage of Payment (Tranche)
August 2023	Preliminaries	1. Inception Report 2. Finalized GCG-issued and SHFC-initiated survey questionnaires	10% of the contract price
September 2023	Pre-Test	3. Pre-Test Report 4. Pre-Test Result	20% of the contract price
	Training	5. Training Manual 6. Training Report	
October 2023	Project Kick-off	7. Observation Report 8. Clearing/Debriefing Report	30% of the contract price
December 2023	Project Implementation	9. Supervision/Spot Checking Report 10. Fieldwork Progress Report	30% of the contract price
	Back-Checking and Data Quality	11. Back-Checking Report 12. Data Quality Control	
January 2024	Analysis and Result	13. Sex Disaggregated Data Report 14. Certification of Rating 15. Final Report 16. Five (5) samples of accomplished pre-takeout survey questionnaires (redacted) 17. Five (5) samples of accomplished post-takeout survey questionnaires (redacted) 18. Presentation of 2023 CSS Result	10% of the contract price

Processing of payment shall begin upon submission and approval of ALL required outputs or deliverables for the specific tranche, and receipt of the billing statements and completed supporting documents in accordance with applicable government rules and regulations. No advance or partial payments shall be made by SHFC for this project.

Note that all abovementioned deliverables shall be completed and submitted to SHFC **on or before January 15, 2024**, unless an extension is warranted under the circumstances.

Should SHFC, upon approval of the GCG, allow the Service Provider's request for extension, no additional cost shall be incurred by SHFC during the extension period and the payment schedule shall be adjusted accordingly upon delivery of the reports and other relevant documents. No further extension of time shall be allowed upon the lapse of the extended term.

VII. Delivery of Printed Copy of all CSS Reports and Documents

The printed copy of the CSS Reports and other relevant and required documents shall be delivered by the Service Provider to SHFC not later than seven (7) working days upon the SHFC's receipt of the approved and final soft copy of the deliverables.

VIII. Mode of Procurement and Approved Budget for the Contract

The mode of procurement for this project shall be through Alternative Mode of Procurement, particularly by means of Small Value Procurement (SVP), with an approved budget of One Million Pesos (Php 1,000,000.00), inclusive of all applicable taxes, fees, and charges.

IX. Terms of Engagement

The engagement shall commence from the issuance of the Notice to Proceed and shall be terminated upon the complete accomplishment or submission of ALL deliverables as mentioned in Section V, which should not be later than **January 15, 2024**. Delays in the implementation of the project as well as requests for extension of time to complete the project thereof shall be resolved in accordance with the Contract to be entered into by SHFC and the Service Provider, or should be communicated by the latter to the former through a formal written letter of request.

X. Work Arrangement

SHFC's Customer Relations and Complaints Department (CRCD), in cooperation with the 2023 CSS Technical Working Group (TWG), shall be designated as the focal unit-in-charge in implementing this project, and shall work hand-in-hand with the Service Provider.

The following are the responsibilities of the SHFC-CRCD/TWG and the Service Provider:

a. SHFC through CRCD / TWG

- i. The SHFC, through the CRCD/TWG, shall work closely with the Service Provider by providing all needed documents, information, and data related to the project; and
- ii. SHFC, through the CRCD/TWG, shall coordinate with the Service Provider during the entire period of engagement. However, in order to arrive at an objective and unbiased survey implementation, the Service Provider shall conduct the survey free from the interference of SHFC.

b. Service Provider

- i. The Service Provider shall administer the CSS project in strict compliance with the CSS Guidelines issued by the GCG;
- ii. The Service Provider shall utilize the standard survey instruments transmitted by the GCG for the main survey;
- iii. The Service Provider shall refer to the GCG for consideration and approval additional question/s in the survey questionnaires, if any and necessary;
- iv. The Service Provider shall conform to the organizational structure as provided in the CSS Guidelines;
- v. The Service Provider shall prepare for and attend meetings as required by SHFC;
- vi. The Service Provider shall be responsible in ensuring that the project is adequately staffed, and in case of changes among the team members, the Service Provider shall accordingly inform SHFC in writing;
- vii. The Service Provider shall be responsible in interpreting and analyzing the data gathered;
- viii. The Service Provider shall include in the 2023 CSS Final Report a portion discussing and/or analyzing the collected Sex Disaggregated Data utilizing a gender-lens approach. This is in support of the SHFC's advocacy in promoting a more gender-friendly environment for its clientele;

- ix. The Service Provider shall present the 2023 CSS result before the SHFC's top executives and/or concerned units/offices/branches as one of their deliverables for this project;
- x. The Service Provider shall be responsible in ensuring the quality of the reports/documents to be submitted (e.g. proofreading and checking for any grammatical mistakes, among others); and
- xi. The Service Provider shall disclose within a reasonable time any material, facts, or information which may potentially or actually delay the CSS project, or any other information which may expose SHFC to any liabilities, whether by suit or otherwise.

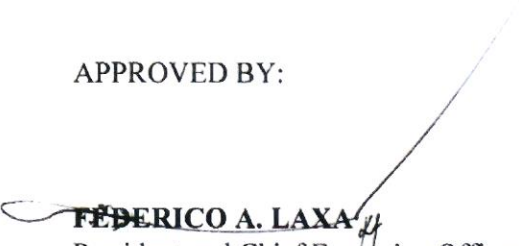
XI. Confidentiality

The Service Provider shall ensure that all information shared by SHFC for this project shall remain confidential even after the termination of the contract. They shall be required to follow the rules on confidentiality and code of ethics as well as the Data Privacy Act and other applicable laws in undertaking this 2023 CSS project.

XII. Ownership of the Project

SHFC shall have the full right, title, and interest over all reports, data, and/or documents prepared by the Service Provider, whether in tangible or intangible form, including the copyright, patent, trade secret, and all other intellectual property rights or whatever nature in relation to the report, data, or materials to be provided by the Service Provider.

APPROVED BY:


FEDERICO A. LAXA
President and Chief Executive Officer

Date of Approval: 15 FEB 2023

ANNEX "A"

CHECKLIST OF REQUIREMENTS

Checklist No. 1: Eligibility Documents

Curriculum Vitae of the Project Leader and its Technical Staff in relation to Qualifications and Experience as contained in the Terms of Reference (TOR).

(a) Class "A" Documents –

Legal Documents

1. Registration Certificate from SEC or DTI;
2. Philippine Government Electronic Procurement System (PhilGEPS) Certificate of Registration;
3. Registration Certificate or Form No. 2303 from the Bureau of Internal Revenue (BIR);
4. Mayor's Permit issued by the city or municipality where the principal place of business of the prospective bidder is located (please check validity); and
5. Tax clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.

Checklist No. 2: Technical Documents

1. Statement of all ongoing and completed government and private contracts, including contracts awarded but not yet started (if any), similar in nature and complexity within five (5) years prior to the deadline for the submission and receipt of eligibility documents;
2. Certificate of Compliance to the TOR;
3. Statement of the Service Provider specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions;
4. Certification that the Service Provider has the necessary expertise, tools, networks and personnel required to undertake the project (2022 Customer Satisfaction Survey); and
5. Certification that the Service Provider has the absorptive capacity to undertake the project (2022 Customer Satisfaction Survey).

Technical Proposals Envelope

1. Bid Securing Declaration;
2. Technical Proposal Submission Form (cover letter), Experience of the Firm;
3. Service Provider's Reference/Duly signed List of completed/ongoing projects;

shfcph



4. If any, Comments and Suggestions on the TOR, Data, Services and Facilities to be provided by the SHFC;
5. Duly Signed Methodology, Approach, Work Plan and Schedule;
6. Duly signed Project Organizational Chart;
7. Duly Signed List of Key Personnel to be assigned, w/ their relevant qualification and experience;
8. Time Schedule for Professional Personnel; and
9. Omnibus Sworn Statement.

Checklist No. 3 Financial Documents

1. Service Provider's audited financial statements xxx stamped "RECEIVED" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission;

(b) Class "B" Documents –

2. Valid joint venture agreement (JVA), in case of JVA is already in existence or duly notarized statements from all the potential joint venture partners stating that they will enter into & abide by the provisions of the JVA in the instance that the bid is successful, shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial documents by any of the joint venture partners constitutes compliance.

Financial Envelope

1. FPF1. Financial Proposal Submission Form
2. FPF2. Summary of Costs
3. FPF3. Breakdown of Price per Activity
4. FPF4. Breakdown of Remuneration per Activity
5. FPF6. Miscellaneous Expenses

Note: Any missing document in the above-mentioned checklist is a ground for outright rejection of the bid.

STRATEGIC MEASURE 3:
Improve Collection Efficiency
Rating of SHFC Program
Loans

Signed Supporting Document

SOCIAL HOUSING FINANCE CORPORATION
Data Management Department - Finance and Comptrollership Group
COLLECTION EFFICIENCY RATING (CORPORATE)
AS OF FEBRUARY 28, 2023

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

COLLECTION, PhP	BILLING, PhP	CER
11,817,461,144	18,425,213,372	64.14%

2023 Target: 65% Cumulative CER

Prepared by:



ARBEN D. PANDAC

SAS/OIC

Data Management

Noted by:



DANTE M. ANABE

OIC-Vice President

Finance & Comptrollership Group

STRATEGIC MEASURE 4:

Improve Status of Problematic Accounts


Signed Supporting Document

SOCIAL HOUSING FINANCE CORPORATION
Finance and Comptrollership Department

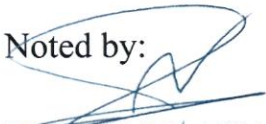
SM 4: STATUS OF PROBLEMATIC ACCOUNTS
AS OF FEBRUARY 28, 2023

Problematic Accounts	No. of Accounts	% Improved (target: 3% of each item SM4a & SM4b)
<u>SM 4a:</u> 2021 & below Less: Improved this year 2023 a.) Balance, 2021 & below	102,767 1,223 101,544	<u>1.19%</u>
<u>SM 4b:</u> 2022 2023 additions to problematic accounts Total 2022-2023 Less: Improved this year 2023 b.) Balance, 2022-2023	9,907 1,691 11,598 238 11,360	
		<u>2.05%</u>

Prepared by:


ARBEN D. PANDAC
 SAS/OIC, DMD

Noted by:


DANTE M. ANABE
 OIC-VP, FCD

*** Total problematic accounts as of 2/28/2023 is at 112,904 or an increase of 230
 from previous year's 112,674***

STRATEGIC MEASURE 5:

Improve the Financial Bottomline

Signed Supporting Document



Kaagapay ng Komunidad sa Maginhawang Pamamahay

SOCIAL HOUSING FINANCE CORPORATION

Corporate Accounting Department - Finance and Comptrollership Group

NET OPERATING INCOME (Before Tax and Subsidies)

As of MARCH 31, 2023

(In Philippine Peso)

Income	
Service and Business Income	171,006,350.18
Financial Income	3,188,799.83
Total Income	174,195,150.01
Expenses	
Personnel Services	61,257,130.67
Maintenance and Other Operating Expenses	82,729,273.14
Financial Expenses	57,425.85
Non-Cash Expenses	8,661,128.30
Total Expenses	152,704,957.96
NET OPERATING INCOME - Before Tax and Subsidies	21,490,192.05

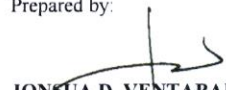
Summary:

NET OPERATING INCOME (As of MARCH 2023)	21,490,192.05
2023 CORPORATE TARGET	74,000,000.00
Variance Over Target	(52,509,807.95)

Note:

For CY 2023, the Corporate Target for SM 5 (Improve the Financial Bottomline) is 29.04% 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 MARCH 31, 2023

BUDGET ITEM a	BUDGET b	OBLIGATION c	DISBURSEMENT d
Personnel Services	531,915,701.16	56,270,400.47	55,992,964.19
Maintenance and Other Operating Expenses	1,293,239,137.79	41,654,587.61	36,305,299.61
Capital Outlay (including Loans Outlay)	8,082,145,409.13	373,950,582.95	328,311,948.45
TOTALS	9,907,300,248.08	471,875,571.03	420,610,212.25
TOTALS excluding Personnel Services	9,375,384,546.92	415,605,170.56	364,617,248.06

6a: Obligations BUR (excluding personnel services)
(Obligations/DBM-Approved COB) = c/b

4%

Disbursements BUR (excluding personnel services)

6b: Disbursements/Total Obligations = d/c

88%

6c: Disbursements/DBM-Approved COB) = d/b

4%

Prepared by:


JASMIN V. LUYUN
 OIC-Manager, BEMD

Approved by:


DANTE M. ANABE
 OIC-Vice President, FCD

STRATEGIC MEASURE 7:

Turnaround Time of Processes

Signed Supporting Document

**FIRST QUARTER ACCOMPLISHMENT REPORT ON THE
SOCIAL HOUSING FINANCE CORPORATION'S
STRATEGIC MEASURE 7:
TURNAROUND TIME OF PROCESS AS PRESCRIBED IN THE
EASE OF DOING BUSINESS ACT
SCG-05-12-2023**

Pursuant to the Republic Act No. 11032 otherwise known as "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services" (EODB Law), all government agencies and local government units (LGUs) have to comply with the standard turnaround times for their various transactions and operations. These mandated timeframes depend on the complexity of the tasks at hand, which shall not be longer than three (3) working days in the case of simple transactions, seven (7) working days in the case of complex transactions, and twenty (20) working days for highly-technical transactions from the date the complete application or request was received.

At its core, the EODB Law mandates government agencies and LGUs to streamline their procedures and eliminate unnecessary requirements that tend to delay the progression of transactions in the pipeline and consistently meet the public's expectation.

The Social Housing Finance Corporation (SHFC) ensures compliance with the provisions of this Act in all of its internal and external services to promote the 3-7-20 rule whether in accepting and processing complaints, handling requests for assistance and information, review of loan documents, and performing its due diligence. Moreover, one of SHFC's initiatives to comply with the EODB Law is the continuous improvement of its ZEUS Management System that aims not just to expedite its processes but to promote build-in efficiency in its workflows and resources, as well as to provide fast and convenient service to the public especially that SHFC operates nationwide.

In the First Quarter of the Calendar Year 2023, however, SHFC formulated and employed the Community Guided Financing (CGF) Framework to improve its financing structure in providing decent and resilient housing to legally organized community associations (CAs). Through CGF, SHFC hopes to contribute more to the present administration's call to address the housing backlog in the country pegged at 6.5 million units. SHFC continuously improves and strengthens its policies and procedures to remain as a significant partner-agency to help lessen, if not eliminate, the problem of homelessness in the country.

SHFC's total turnaround time of processing loan applications refer to the acceptance date of the complete documents of an application by the Finance and Comptrollership Department until the submission of the Disbursement Voucher to the Zeus Management System (Annex A). This is in consideration of the unique processes involved in completing the loan process of SHFC wherein the turnaround time from the receipt of the complete and compliant requirements from the CA applicants exceeds the prescribed time as provided for by the EODB Law.

The whole loan process involves not only SHFC but also other parties such as the CA itself, the mobilizer, landowner, and other partners in the government sector such as the LGUs (where most of the documents come from), the Department of Environment and Natural Resources, Bureau of Internal Revenue, Register of Deeds, and other significant stakeholders that are potential reasons of delays in the process beyond SHFC's control.

For this quarter, SHFC has received a total number of fourteen(14) loan applications and has assisted a total of nine hundred four (904) informal settler families (*Annex B*).


To ensure the achievement of its target under the Strategic Measure 7 of the Performance Scorecard, SHFC guarantees the proper handling of loan applications received even under the new framework that is the CGF. In realization of this, SHFC is currently in the process of conducting procurement activities to engage a third-party service provider that will administer a Time and Motion Study (TMS). A TMS is a business technique being done to track the progress of customer interface, processing, queuing and waiting times, and linked processes that are within and beyond the control of the service office.

The conduct of a TMS is an essential step in the process mapping of its internal and external services for the updating of its Citizen's Charter. It is also a means to check whether or not SHFC is consistently compliant with its service standards especially in ensuring that the loan applications received are processed within the prescribed turnaround time.

On May 10, 2023, SHFC has met with the Anti-Red Tape Authority (ARTA) on matters concerning the compliance with their Joint Memorandum Circular No. 1 with the Governance Commission for GOCCs. Per ARTA, SHFC may submit the initial draft of its most current and updated Citizen's Charter on or before June 15, 2023 while in the process of employing a service provider to conduct the TMS.

to provide
Planning & IMP


KEVIN D. TAN
OIC-Vice President
System Coordination Group


ATTY. RONALDO B. SACO
Senior Vice President
Operations Cluster



Kaagapay ng Komunidad sa Maginhawang Pamamahay

SOCIAL HOUSING FINANCE CORPORATION
Kaagapay ng Komunidad sa Maginhawang Pamamahay

TURNAROUND TIME OF PROCESSES
AS PRESCRIBED IN THE EASE OF DOING BUSINESS ACT
As of March 31, 2023

COMMUNITY MORTGAGE PROGRAM

A. LOT ACQUISITION

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
1	MM1	NCR-North	Macapagal HOAI	Adopt a Shelter & Community for the Poor, Inc.	108	10,000,000.00	Dec 29 2022	Dec 29 2022	Jan 09 2023	1
2	WV	Palawan	Bimaatan HOAI	Brgy. Sicsican, Puerto Princesa City, Palawan	92	7,924,140.00	Nov 16 2022	Nov 17 2022	Jan 10 2023	2
3	SL	Quezon	Christian and Muslim Northville HOAI	Brgy. Tibag, Calapan, Oriental Mindoro	143	14,418,914.49	Jan 20 2023	Jan 23 2023	Jan 26 2023	3
4	MM2	Cavite	Yao Villas HOAI	Brgy. Bancal, Carmona, Cavite	273	25,541,893.11	Jan 18 2023	Jan 18 2023	Jan 26 2023	1
4	TOTAL:				616	57,884,947.60				

B. SITE DEVELOPMENT

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
1	CL	Pampanga	Townhomes San Fernando HOAI (120 units)	Brgy. Panipuan, San Fernando City	120	10,200,000.00	Jan 12 2023	Jan 12 2023	Jan 12 2023	1
2	SL	Lucena	Upright Community HOAI (2nd Tranche)	Brgy. Mayao Crossing, Lucena City, Quezon	-	1,806,991.72	Mar 06 2023	Mar 06 2023	Mar 13 2023	1
3	CL	Pampanga	Townhomes San Fernando HOAI (24 units)	Brgy. Panipuan, San Fernando City	24	2,040,000.00	Mar 21 2023	Mar 21 2023	Mar 21 2023	1
4	CL	Bulacan	Aparan Village HOAI Phase 3 (5th/Final Tranche)	Brgy. Loma De Gato, Marilao, Bulacan	-	244,281.19	Mar 10 2023	Mar 10 2023	Mar 21 2023	1
4	TOTAL:				144	14,291,272.91				

C. HOUSE CONSTRUCTION

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
	CL	Pampanga	Townhomes San Fernando HOAI (120 units)	Brgy. Panipuan, San Fernando City	120	67,380,000.00	Jan 12 2023	Jan 12 2023	Jan 12 2023	1
1	EV	Cebu	Nawanao Riverside B HOAI (1st Tranche)	Pakn-an, Mandaue	-	5,654,930.00	Feb 14 2023	Feb 15 2023	Feb 15 2023	2
2	MM1	NCR-North	Laon-HOA's Federation, Inc. (3rd Tranche)	Claudio Molina St., Brgy. Veinte Reales, Valenzuela City	-	42,001,834.86	Mar 02 2023	Mar 02 2023	Mar 03 2023	1
	SL	Lucena	Upright Community HOAI (2nd Tranche)	Brgy. Mayao Crossing, Lucena City, Quezon	-	12,397,313.82	Mar 06 2023	Mar 06 2023	Mar 13 2023	1
	CL	Pampanga	Townhomes San Fernando HOAI (24 units)	Brgy. Panipuan, San Fernando City	24	13,476,000.00	Mar 21 2023	Mar 21 2023	Mar 21 2023	1
	CL	Bulacan	Aparan Village HOAI Phase 3 (5th/Final Tranche)	Brgy. Loma De Gato, Marilao, Bulacan	-	2,648,448.33	Mar 10 2023	Mar 10 2023	Mar 21 2023	1
3	SL	Lucena	DVV2 Buildings 1-5 HOAI (4th Tranche)	Brgy. Marketview, Lucena City, Quezon	-	23,259,778.76	Mar 13 2023	Mar 13 2023	Mar 21 2023	1
3	TOTAL:				144	166,818,305.77				

11	TOTAL CMP (A+B+C)				904	238,994,526.28				
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HIGH DENSITY HOUSING

A. LOT ACQUISITION

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
1			PARLAS HOAI (Remaining 20%)	Brgy. Malainin Bago, Naic, Cavite	-	8,942,244.45	Feb 08 2023	Feb 08 2023	Feb 15 2023	1
1	TOTAL:				0	8,942,244.45				

B. SITE DEVELOPMENT AND HOUSE CONSTRUCTION

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
1			Peoples Plan Community Teamwork HOAI (PEPCOTEK HOAI) (1st Tranche)	Brgy. 632 De Dios, Sta. Mesa, Manila	-	60,000,000.00	Feb 22 2023	Feb 22 2023	Feb 23 2023	1
1	TOTAL:				-	60,000,000.00				

2	TOTAL HDH (A+B)				-	68,942,244.45				
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MARAWI SHELTER PROJECT

A. SITE DEVELOPMENT AND HOUSE CONSTRUCTION

NO.	GROUP	BRANCH	PROJECT NAME	LOCATION	NO. OF (ISFs) ASSISTED	LOAN AMOUNT (P)	ACCEPTANCE DATE	VOUCHER DATE	TAKEOUT DATE	NO. OF WORKING DAYS
1	BARMM		Marawi Shelter Project Phase II Darussalam Village (Final Tranche)	Darussalam Village, Brgy. Dulay Proper, Marawi City	-	6,939,958.83	Jan 06 2023	Jan 06 2023	Jan 13 2023	1
1	TOTAL:				-	6,939,958.83				

1	TOTAL MARAWI (A)				-	6,939,958.83				
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14	GRAND TOTAL				904	314,876,729.56				
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Prepared By:

May Cherryl E. Navarro
Technical Staff III
Systems Coordination Group

Noted By:

Wyndee Grace R. Peña
Project Development Officer
Operations Cluster

Kesha D. Tan
OIC - Vice President
Systems Coordination Group

Atty. Ronaldo B. Saco
OIC - Senior Vice President
Operations Cluster

COMMUNITY MORTGAGE PROGRAM

LOT ACQUISITION

→ include DV?

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022122005714	Dept/Section: MCR-NORTH	Status: CLOSED	Date Returned: 12-28-2022
Date Created: 12-16-2022	Date Received: 12-29-2022		
Created By: CRESENCIA G. BISNAR			
<div style="background-color: #34495e; color: white; padding: 2px; display: inline-block;">Account Details</div> Payee			
Account code CA10006345	Account name MACAPAGAL HOAI		
Address Area D, Purok La Loma, Brgy. 178, Camarin, Caloocan City		Responsibility Center NATIONAL CAPITAL REGION NORTH	
TIN No -- -- -- -0000	Amount 525,375.00	Date Due	Tax Type <div style="display: flex; justify-content: space-between;"> VAT Non-VAT Both Exempt </div>
Mode of Payment <div style="display: flex;"> <div style="margin-right: 10px;">Cheque</div> <div>Cash</div> <div>Others</div> </div>	Remarks		
Explanation To represent landowner advance payment of documentary stamp tax on Sale as per attached computation from the payee.			
Community Name: MACAPAGAL HOAI MBs: 108 Take Out Date: Partner: Adopt A Shelter & Community for the Poor, Inc. Crecom Approved : October 29, 2021 Crecom Res. No. L-002-A			
Prepared by CRESENCIA G. BISNAR	Recommending approval ENGR. ELSA JULIANA D. CALIMLIM		Approved by ATTY. RONALDO B. SACO

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022124463	Dept/Section: BEMD		
Date Created: 12-29-2022	Status: CLOSED		
Created By: CRIZEL B. CELLONA	Date Received: 12-29-2022	Date Returned: -	
GL Period 12-31-2022	Certified by DANTE M. ANABE	Approved by FEDERICO A. LAXA	Classification Advance Payment
<div style="border: 1px solid black; padding: 2px; display: inline-block;">Withholding Tax Details</div> <div style="margin-left: 10px;">General Ledger</div>			

New

TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date

Print
Close

BINUATAN HOMEOWNERS ASSOCIATION, INC.

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2022090203872

Dept/Section: PALAWAN

Date Created: 09-02-2022

Status: CLOSED

Created By: CHEENA MAE G. VERBA

Date Received: 11-16-2022

Date Returned: 09-27-2022

Account Details

Payee

Account code

Account name

CA10006474

BINUATAN HOMEOWNERS ASSOCIATION, INC.

Address

BRGY. SICSICAN, PUERTO PRINCESA CITY, PALAWAN

Responsibility Center

PALAWAN

TIN No

Amount

Due Date

Tax Type

466-313-305-0000

7,704,556.00

09-23-2022

VAT

Non-VAT

Both

Exempt

Mode of Payment

Remarks

☐ Cheque

☐ Cash

☐ Others

Explanation

To represent payment of 100% loan proceeds (lot acquisition), details as follows:

Community Name: BINUATAN HOMEOWNERS ASSOCIATION, INC.
MBs: 92
Take Out Date:
Partner: National Housing Authority (NHA)
Execom Approval Date: May 17, 2019
Loan Amount: Php7,924,140.00
Less: Hold-Out (Estimated cost of segregation of titles) Per Warranty Undertaking dated January 19, 2022: Php219,584.00
Prepared by
CHEENA MAE G. VERBA
Recommending approval
EMMANUEL C. PEÑARUBIA
Approved by
EMMANUEL C. PEÑARUBIA

Print

Close

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2022113938

Dept/Section: BEMD

Date Created: 11-17-2022

Status: CLOSED

Created By: JASMIN L. PERALTA

Date Received: 01-09-2023

Date Returned: --

GL Period

Certified by

Approved by

Classification

11-30-2022

DANTE M. ANABE

FEDERICO A. LAXA

Partial Release

Withholding Tax Details

General Ledger

TIN

Payee

OR/Sales Invoice No.

OR/Sales Invoice Date

New

Print

Close

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022092804335	Dept/Section: SOUTH-LUZON		
Date Created: 09-28-2022	Status: CLOSED		
Created By: REGY LUISA S. BORROMEO	Date Received: 01-20-2023	Date Returned: 01-20-2023	
Account Details Payee			
Account code CA10006485	Account name CHRISTIAN & MUSLIM NORTHVILLE HOA, INC.		
Address BRGY. TIBAG, CALAPAN CITY, ORIENTAL MINDORO	Responsibility Center SOUTHERN LUZON		
TIN No ____-____-0000	Amount 14,418,914.49	Due Date 10-05-2022	Tax Type VAT Non-VAT Both Exempt
Mode of Payment <input type="radio"/> Cheque <input type="radio"/> Cash <input type="radio"/> Others	Remarks		
Explanation			
To represent payment of loan proceeds for Lot Acquisition of CMP project- CHRISTIAN & MUSLIM NORTHVILLE HOA, INC.			
Community Name: CHRISTIAN & MUSLIM NORTHVILLE HOA, INC. MBS: 143 Take Out Date: Partner: Foundation for Empowerment, Economic Dev't. & Environmental Recovery (FEEDER), Inc.			
Total Loan amount for release - P14,418,914.49			
Prepared by REGY LUISA S. BORROMEO	Recommending approval FELIX C. CAÑA JR.		Approved by JIMMY M. MANES
Print		Close	

Request for Payment		Budget Utilization Request	Disbursement Voucher	Cheque
Control No.:	2023010289		Dept/Section:	BEMD
Date Created:	01-23-2023		Status:	CLOSED
Created By:	JASHIN L PERALTA		Date Received:	01-26-2023
			Date Returned:	-
GL Period	Certified by	Approved by	Classification	
01-31-2023 ▾	DANTE M. ANABE	FEDERICO A. LAXA	Full Release	
<div>Withholding Tax Details General Ledger</div>				
New				
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date	

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022112805387	Dept/Section: CAVITE	Status: CLOSED	Date Returned: 01-18-2023
Date Created: 11-28-2022	Date Received: 01-18-2023		
Created By: MARIA ERLINDA B. CAMANTIGUE			
<div>Account Details</div> <div>Payee</div>			
Account code	Account name		
CA10006400	YAO VILLAS HOMEOWNERS' ASSOCIATION INC.		
Address	Responsibility Center		
Eureka Compound Brgy. Bancal Carmona Cavite	CAVITE Branch		
TIN No	Amount	Due Date	Tax Type
____-____-0000	25,517,893.11		VAT Non-VAT Both * Exempt
Mode of Payment	Remarks		
<input type="radio"/> Cheque <input type="radio"/> Cash <input type="radio"/> Others			
<div>Explanation</div> <div> To represent payment of 100% loan proceeds (lot acquisition), details as follows: Community Association : YAO VILLAS HOA, INC. No. of Beneficiaries : 273 CMP Partner : Foundation for the Development of the Urban Poor, Inc. Board Approval Date : May 25, 2022 Board Resolution No. : 991 Loan Amount : P25,541,893.11 Less : With hold-out to be released upon submsion of Owners's duplicate and RD certified copy of title </div>			
Prepared by	Recommending approval	Approved by	
MARIA ERLINDA B. CAMANTIGUE	JOSEFINA B. BANLAGAN	ATTY. RONALDO B. SACO	
		<div>Print</div> <div>Close</div>	

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SITE DEVELOPMENT

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022122105753	Dept/Section: PAMPANGA-BATAAN	Status: CLOSED	Date Returned: --
Date Created: 12-21-2022	Date Received: 01-12-2023		
Created By: KATHERINE T. MANLANGIT			
Account Details			
Account code M10000543	Account name Baque Corporation		
Address #14 Hilario St., Brgy. Ligtasan, Tarlac city	Responsibility Center PAMPANGA-BATAAN Branch		
TIN No -- -- --0000	Amount 68,633,520.00	Due Date 12-30-2022	Tax Type VAT Non-VAT Both Exempt
Mode of Payment Cheque	Cash	Others	Remarks
Explanation			
Townhomes San Fernando HOAI			
Site Development 120 Units: Php 10,200,000.00			
House Construction 120 Units: Php 67,380,000.00			
Less:			
Retention of 10%: Php 7,758,000.00			
Hold-out: Php 1,188,480.00			
Prepared by PRANDY L. VERGARA	Recommending approval ATTY. ANN MARGARETTE C. VISTA		Approved by ATTY. RONALDO B. SACO

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023010137	Dept/Section: BEMD		
Date Created: 01-12-2023	Status: CLOSED		
Created By: JASHIN L. PERALTA	Date Received: 01-12-2023	Date Returned: --	
GL Period 01-31-2023	Certified by DANTE M. ANABE	Approved by FEDERICO A. LAXA	Classification Progress Billing
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">Withholding Tax Details</div> <div>General Ledger</div> </div>			
<div style="background-color: #FF8C00; color: white; padding: 5px 10px; border-radius: 5px;">New</div>			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date

Print

Close

UPRIGHT COMMUNITY HOA, INC. (2ND TRANCHE)

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023020600543	Dept/Section: SOUTH-LUZON	Status: CLOSED	Date Returned: -
Date Created: 02-06-2023	Created By: REGY LUISA S. BORROMELO	Date Received: 03-06-2023	
Account Details			
Account code	Account name		
M10000503	Phimar Properties and Contractors		
Address	Responsibility Center		
LBRDC Maharlika Highway, Lucena Quezon	SOUTHERN LUZON		
TIN No	Amount	Due Date	Tax Type
- - - - -0000	10,653,229.15	02-15-2023	VAT Non-VAT Both Exempt
Mode of Payment	Remarks		
<input type="radio"/> Cheque <input type="radio"/> Cash <input type="radio"/> Others			
Explanation			
Community Association: UPRIGHT COMMUNITY HOA, INC. MBs: 209 Take-out date (LA): June 18,2021 To represent payment of 2nd tranche of the Site Development and House Construction loan of CMP project, UPRIGHT COMMUNITY HOA, INC. Accomplishment as of January 27,2023 House Constrction: P 12,397,313.82 Site Development: P 1,806,991.72			
Prepared by	Recommending approval	Approved by	
REGY LUISA S. BORROMELO	FELIX C. CAÑA JR.	JIMMY M. MANES	
		Print	Close

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023030863	Dept/Section: BEMD	Status: CLOSED	Date Returned: -
Date Created: 03-06-2023	Created By: JASMIN L. PERALTA	Date Received: 03-13-2023	
GL Period	Certified by	Approved by	Classification
03-31-2023	DANTE M. ANABE	FEDERICO A. LAXA	Progress Billing
Withholding Tax Details General Ledger			
New			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
		Print	Close

TOWNHOMES SAN FERNANDO HOAI (24 UNITS)

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2023031001021

Dept/Section: PAMPANGA-BATAAN

Date Created: 03-10-2023

Status: CLOSED

Created By: KATHERINE T. MANLANGIT

Date Received: 03-21-2023

Date Returned: 03-20-2023

Account Details

Account code

Account name

M10000543

Baque Corporation

Address

#14 Hilario St., Brgy. Ligtasan, Tarlac city

Responsibility Center

PAMPANGA-BATAAN Branch

TIN No

Amount

Due Date

Tax Type

- - - - -0000

13,726,704.00

03-17-2023

VAT

Non-VAT

Both

Exempt

Mode of Payment

Cheque

Cash

Others

Remarks

Explanation

TOWNHOMES SAN FERNANDO HOAI
BILLING FOR 24 UNITS

HOUSE CONSTRUCTION: PHP 13,476,000.00

SITE DEVELOPMENT: PHP 2,040,000.00

TOTAL: PHP 15,516,000.00

LESS:

Prepared by

Recommending approval

Approved by

PRANDY L. VERGARA

ATTY. ANN MARGARETTE C. VISTA

ATTY. RONALDO B. SACO

Print

Close

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2023031020

Dept/Section: BEMD

Date Created: 03-21-2023

Status: CLOSED

Created By: JASMIN L. PERALTA

Date Received: 03-21-2023

Date Returned: -

GL Period

Certified by

Approved by

Classification

03-31-2023

DANTE M. ANABE

FEDERICO A. LAXA

Progress Billing

Withholding Tax Details

General Ledger

TIN

Payee

OR/Sales Invoice No.

OR/Sales Invoice Date

New

Print

Close

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023022000753	Dept/Section: Nueva Ecija		
Date Created: 02-20-2023	Status: CLOSED		
Created By: ANNA MARIE Y. MISOLES	Date Received: 03-10-2023	Date Returned: 03-10-2023	
Account Details			
Account code M10000507	Account name Modern Innovation Construction		
Address B2 L14 Montevista Subd. San Jose Rodriguez Rizal	Responsibility Center NUEVA ECJA Branch		
TIN No ____-____-0000	Amount 2,079,547.14	Due Date	Tax Type
Mode of Payment <input checked="" type="radio"/> Cheque <input type="radio"/> Cash <input type="radio"/> Others	Remarks <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>		
Explanation To represent payment of 5th/Final Billing for Site Development and House Construction for Apawan Village HOAI Phase III Details as follows: Actual Accomplishment as of February 01, 2023 Php2,892,729.52 Less: Mobilization Fee (15% Recoupment) Php 523,909.43 10% Retention Php 289,272.95 Total Php 813,182.38			
Prepared by ANNA MARIE Y. MISOLES	Recommending approval MELCHOR RICARDO A. BUGHO		Approved by ATTY. ANN MARGARETTE C. VISTA

Print
Close

Request for Payment		Budget Utilization Request		Disbursement Voucher		Cheque	
Control No.: 2023030928		Dept/Section: ICTD					
Date Created: 03-10-2023		Status: CLOSED					
Created By: NEIL KEVIN L. URRERA		Date Received: 03-21-2023		Date Returned: --			
GL Period		Certified by		Approved by		Classification	
03-31-2023		DANTE M. ANABE		FEDERICO A. LAXA		Final Billing	
Withholding Tax Details		General Ledger					
New							
TIN	Payee	OR/Sales Invoice No.		OR/Sales Invoice Date			
				Print			
				Close			

HOUSE CONSTRUCTION

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022082203708	Dept/Section: CEBU	Status: CLOSED	Date Received: 02-14-2023
Date Created: 08-22-2022	Created By: MA. VICTORIA P. JAMOROL	Date Returned: 02-13-2023	
Account Details Payee			
Account code 7000607	Account name NAWANAO RIVERSIDE B HOA INC.		
Address Brgy. Paknaan, Mandaue City	Responsibility Center CEBU		
TIN No -- -- --0000	Amount 4,241,197.50	Due Date	Tax Type VAT Non-VAT Both Exempt
Mode of Payment Cheque Cash Others	Remarks		
Explanation Community Name: NAWANAO RIVERSIDE B HOA INC. MBs: 100 Take Out Date: 05-14-2014 Partner: LGU - Mandaue City To represent the release of House Construction Loan Proceeds. (Batch 1) First Tranche. Accomplishment report per TSD dated November 18, 2021			
Prepared by MA. VICTORIA P. JAMOROL	Recommending approval RANDOLPH A. LIBRANDO	Approved by JESUS EDEN A. CIDRO	

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023020559	Dept/Section: BEMD		
Date Created: 02-15-2023	Status: CLOSED		
Created By: CRIZEL B. CELLONA	Date Received: 02-15-2023	Date Returned: --	
GL Period	Certified by	Approved by	Classification
02-28-2023	DANTE M. ANABE	FEDERICO A. LAXA	Others
<div>Withholding Tax Details</div> <div>General Ledger</div>			
New			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
<div>Print</div> <div>Close</div>			

LAON-HOA'S FEDERATION, INC. (3RD TRANCHE)

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023022000752	Dept/Section: NCR-NORTH	Status: CLOSED	Date Received: 03-02-2023
Date Created: 02-20-2023	Created By: CRESENCIA G. BISNAR	Date Returned: -	
Account Details Payee			
Account code	Account name		
CA10006189	LAON-HOA'S FEDERATION, INC.		
Address		Responsibility Center	
C-Molina St., Veinte Reales, Valenzuela City		NATIONAL CAPITAL REGION NORTH	
TIN No	Amount	Due Date	Tax Type
- - - - -0000	31,501,376.15		VAT Non-VAT Both Exempt
Mode of Payment			
Cheque Cash Others			
Remarks			
Explanation			
To represent release of 3rd Progress Billing of Laon-HOA's Federation, Inc. to the contractor under Building Construction Loan, details as follows:			
Community Name: LAON-HOA'S FEDERATION, INC.			
MBs : 528 for Phase 1 (32.35% of the total 1,632 MBs)			
Take Out Date : December 17, 2019 (Lot Acquisition)			
Partner : Settlement & Housing Alternative Resources Fdn.(SHARE)			
Board Approval Date for Building Construction			
Phase 1 : October 13, 2021			
Prepared by	Recommending approval	Approved by	
CRESENCIA G. BISNAR	ENGR. ELSA JULIANA D. CALIMLIM	ATTY. RONALDO B. SACO	
Print		Close	

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023030770	Dept/Section: BEMD	Status: CLOSED	Date Received: 03-03-2023
Date Created: 03-02-2023	Created By: JASHIN L. PERALTA	Date Returned: -	
GL Period	Certified by	Approved by	Classification
03-31-2023	DANTE M. ANABE	FEDERICO A. LAXA	Progress Billing
Withholding Tax Details General Ledger			
New			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
Print		Close	

DVV2 BUILDINGS 1 TO 5 HOA, INC. (4TH TRANCHE)

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2023030300921

Dept/Section: SOUTH-LUZON

Date Created: 03-03-2023

Status: CLOSED

Created By: REGY LUISA S. BORROMELO

Date Received: 03-13-2023

Date Returned: 03-13-2023

Account Details

Account code: M10000506

Account name: L.A. Clamor Construction

Address: 202 Carol St. Alpsville 3 Subd. Red-V Lucena City Quezon

Responsibility Center: SOUTHERN LUZON

TIN No: -0000

Amount: 17,444,834.07

Due Date: 03-10-2023

Tax Type: VAT

Mode of Payment: ☐ Cheque ☐ Cash ☐ Others

Remarks:

Explanation: Community Name: DVV2 BUILDINGS 1 TO 5 HOA, INC.
Mbs: 625
Release of Mobilization Fee - December 18, 2020

To represent payment of 4th tranche of building construction loan of CMP project-
DVV2 BUILDINGS 1 to 5 HOA, Inc.

Accomplishment as of this period (February 11, 2023) - P23,259,778.76
Less: 15% Mobilization Fee (recoupment)
Prepared by: REGY LUISA S. BORROMELO
Recommending approval: FELIX C. CAÑA JR.
Approved by: JIMMY M. MANES

Print

Close

Request for Payment

Budget Utilization Request

Disbursement Voucher

Cheque

Control No.: 2023030942

Dept/Section: BEMD

Date Created: 03-13-2023

Status: CLOSED

Created By: JASMIN L. PERALTA

Date Received: 03-21-2023

Date Returned: -

GL Period: 03-31-2023

Certified by: DANTE M. ANABE

Approved by: FEDERICO A. LAXA

Classification: Progress Billing

Withholding Tax Details

General Ledger

TIN

Payee

OR/Sales Invoice No.

OR/Sales Invoice Date

New

Print

Close

HIGH DENSITY HOUSING

LOT ACQUISITION

Request for Payment		Budget Utilization Request		Disbursement Voucher		Cheque	
Control No.:	2022121305629			Dept/Section:	HDH-SOUTH		
Date Created:	12-13-2022			Status:	CLOSED		
Created By:	CHRISTIAN ALEC A. ALVARADO			Date Received:	02-08-2023	Date Returned:	01-23-2023
Account Details		Payee					
Account code		Account name					
CA10005958		PARLAS HOA					
Address		Responsibility Center					
Brgy. Malainin Bago, Naic		HIGH DENSITY HOUSING - SOUTH AREA					
TIN No	Amount	Due Date	Tax Type				
____-____-0000	8,942,244.45	12-26-2022	VAT Non-VAT Both Exempt				
Mode of Payment		Remarks					
<input type="radio"/> Cheque <input checked="" type="radio"/> Cash <input type="radio"/> Others							
Explanation							
Community Name: PARLAS HOA MBs: 792 Take Out Date: Partner: Center for Housing and Human Ecology Development Foundation, Inc. To represent payment of the remaining 20% loan proceed (Lot Acquisition), Detail as Follows: Community Association: Parlas Homeowners Association, Inc. Number of MBs: 800 HDH Partner: Center for Housing & Human Ecology Devt. Foundation, Inc. (CHHD)							
Prepared by		Recommending approval			Approved by		
CHRISTIAN ALEC A. ALVARADO		PHILIP ROBERT C. FLORES			ATTY. RONALDO B. SACO		

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023020547		Dept/Section: BEMD	
Date Created: 02-08-2023		Status: CLOSED	
Created By: JASHIN L. PERALTA		Date Received: 02-15-2023	Date Returned: -
GL Period	Certified by	Approved by	Classification
02-28-2023 ▼	DANTE M. ANABE	FEDERICO A. LAXA	Final Release
<div style="background-color: #ADD8E6; padding: 2px; display: inline-block;">Withholding Tax Details</div> <div style="padding: 2px; display: inline-block;">General Ledger</div>			
<div style="background-color: #FF8C00; color: white; padding: 5px 10px; border-radius: 5px;">New</div>			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
<div style="background-color: #FF8C00; color: white; padding: 5px 10px; border-radius: 5px;">Print</div> <div style="background-color: #FF8C00; color: white; padding: 5px 10px; border-radius: 5px;">Close</div>			

SITE
DEVELOPMENT
AND
HOUSE
CONSTRUCTION

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022121505672	Dept/Section: HDH-SOUTH		
Date Created: 12-15-2022	Status: CLOSED		
Created By: MICHELLE R. TEODONES	Date Received: 02-22-2023	Date Returned: 02-21-2023	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #2c3e50; color: white; padding: 2px 5px; border-radius: 3px;">Account Details</div> Payee </div>			
Account code	Account name		
CA10006217	PEOPLE'S PLAN COMMUNITY TEAMWORK HOMEOWNERS ASSOCIATION INC., (PEPCOTEK HOAI) Q		
Address		Responsibility Center	
Sitio Planas, Brgy. San Juan, Antipolo City		HIGH DENSITY HOUSING - SOUTH AREA	
TIN No	Amount	Due Date	Tax Type
___-___-___-0000	60,000,000.00	02-15-2023	VAT Non-VAT Both <input type="radio"/> Exempt
Mode of Payment		Remarks	
<input type="radio"/> Cheque <input checked="" type="radio"/> Cash <input type="radio"/> Others			
Explanation To represent first tranche payment of the first (1st) progress billing for the Site Development and Building Construction for Peoples Plan Community Teamwork Homeowners Association Inc. (2nd tranche shall be released within two (2) weeks from payment of the first tranche)			
Total Accomplishment amount as of November 23, 2022 @ 26.9734% 159,405,130.69 Less: 15% Mobilization 23,910,769.60 Less: 10% Retention 15,940,513.06 Total amount of 1st billing 119,553,848.03			
Prepared by		Approved by	
MICHELLE R. TEODONES		ATTY. RONALDO B. SACO	
Recommending approval PHILIP ROBERT C. FLORES			

Print
Close

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023020646	Dept/Section: BEMD		
Date Created: 02-22-2023	Status: CLOSED		
Created By: JASHIN L. PERALTA	Date Received: 02-23-2023	Date Returned: -	
GL Period 02-28-2023	Certified by DANTE M. ANABE	Approved by FEDERICO A. LAXA	Classification Others
<div>Withholding Tax Details</div> <div>General Ledger</div>			
New			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
		<div>Print</div> <div>Close</div>	

MARAWI SHELTER PROJECT

SITE
DEVELOPMENT
AND
HOUSE
CONSTRUCTION

Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2022112905412	Dept/Section: ILIGAN	Status: CLOSED	Date Returned: 12-29-2022
Date Created: 11-29-2022	Date Received: 01-06-2023		
Created By: DAISY T. GAMOLO			
Account Details			
Account code	Account name		
M10000426	Fiat Construction Services		
Address	Responsibility Center		
Moonrock Bldg. Purok 4-A Tominobo Proper, Iligan City	ILIGAN Branch		
TIN No	Amount	Due Date	Tax Type
___-___-0000	5,204,969.12	12-09-2022	VAT Non-VAT Both Exempt
Mode of Payment	Remarks		
Cheque	Cash	Others	
Explanation			
REQUEST FOR PAYMENT ON THE FINAL BILLING OF THE CONSTRUCTION OF RETAINING WALL IN MARAWI SHELTER PROJECT PHASE II (DARUSSALAM VILLAGE) IN BRGY. DULAY PROPER, MARAWI CITY			
Prepared by	Recommending approval	Approved by	
DAISY T. GAMOLO	ENGR. FELMAN R. GILBANG	ATTY. RONALDO B. SACO	
		Print	Close

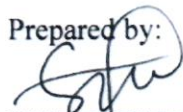
Request for Payment	Budget Utilization Request	Disbursement Voucher	Cheque
Control No.: 2023010116	Dept/Section: BEMD		
Date Created: 12-29-2022	Status: CLOSED		
Created By: JASMIN L. PERALTA	Date Received: 01-13-2023	Date Returned: --	
GL Period 12-31-2022	Certified by DANTE M. ANABE	Approved by FEDERICO A. LAXA	Classification Final Billing
Withholding Tax Details	General Ledger		
New			
TIN	Payee	OR/Sales Invoice No.	OR/Sales Invoice Date
		Print Close	

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

INFORMATION COMMUNICATION TECHNOLOGY DIVISION (ICTD)
Information System Strategic Plan (ISSP)
GCG Target – Phase II
As of March 2023

ZEUS Program	Actual Accomplishment	% Of Completion
Bank Reconciliation System	- Planning and Elicitation - System Analysis and Design	15%
Project Management System	- Planning and Elicitation	5%
Contractor Performance Management System	- Planning and Elicitation	5%

Prepared by:



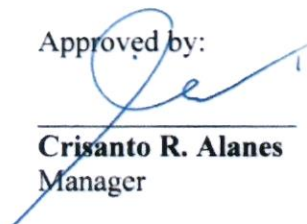
Crismanilet G. Alegre
Technical Staff VI

Checked by:



Joselito A. Cada
Division Chief III

Approved by:



Crisanto R. Alanes
Manager



Kagapay ng Komunidad sa Maginhawang Pamamahay

**DEPARTMENT ACTION PLAN (DAP) ACCOMPLISHMENT REPORT
FOR THE MONTH OF MARCH 2023**

GROUP/DEPARTMENT: OFFICE OF THE EXECUTIVE VICE-PRESIDENT

DIVISION/BRANCH: INFORMATION COMMUNICATION TECHNOLOGY DIVISION

Objective/Measure/ Initiative	CORPORATE TARGETS/ (GCG WEIGHT)	DEPARTMENT ACTIVITIES	DEPARTMENT KEY PERFORMANCE INDICATORS (KPIs)(DEPARTMENT-LEVEL TARGETS)	ACTUAL ACCOMPLISHMENT/S vs COMMITTED KPIs	GENDER AND DEVELOPMENT (GAD) ACTIVITY CONDUCTED	NO. OF STAKEHOLDERS, IF APPLICABLE		MILESTONE ACCOMPLISHMENT , IF ANY
						MALE	FEMALE	
Internal Process								
Enhance Internal Process								
Enhance Support Systems for Effective and Efficient Processes								
Improve service delivery through digitalization and gender mainstreaming	100% Implementation of Targets under the ISSP as submitted to the DICT (5%)	Analysis and development of Bank Reconciliation System	100% Completion and acceptance of the development which includes the following: - Training - Implementation - Support/Maintenance	- Ongoing system analysis - Ongoing preparation of mock-ups - Discussion of mock-up and system prototype last March 30, 2023				
Improve service delivery through digitalization and gender mainstreaming	100% Implementation of Targets under the ISSP as submitted to the DICT (5%)	Analysis and development of Contractor Performance Management System	100% Completion and acceptance of the development which includes the following: - Training - Implementation - Support/Maintenance	- Ongoing process elicitation				
Improve service delivery through digitalization and gender mainstreaming	100% Implementation of Targets under the ISSP as submitted to the DICT (5%)	Analysis and development of Project Management System	100% Completion and acceptance of the development which includes the following: - Training - Implementation - Support/Maintenance	- Ongoing process elicitation				

	Completion of user guides for ZEUS Systems	Creation of three (3) User Guides for ZEUS	100% Completion of the ZEUS Users Guide	- Started drafting the ZEUS user guides				
	Assistance on incident & troubleshooting of IT related issues/concerns	Assist and resolve IT related issues/concerns of SHFC users on attaining their targets i. Assess and classify the incidents ii. Troubleshoot and prepare the necessary tools iii. Resolve the issues.	100% Assistance on incident & troubleshooting issues encountered by SHFC users	100% Supported and fixed 1071 IT related issues as of March 31, 2023 395 issues for the month of March which included the following: - Maintenance - 53 - Documentation - 21 - End User Support - 233 - Network Problem - 10 - Printer Problem - 36 - Internet Access Request - 42				
	Renewal of IT related licenses/subscription	Coordinate with the vendor(s) for the renewal of IT related License/subscription. i. Assist the supplier on the requirements needed ii. Delivery of the license and subscription iii. Deployment of software	100% Timely renewal of the following: - Internet connectivity - Firewall licenses - Anti-virus licenses - Domain Name	Renewed all the Licenses/Subscriptions				
Elevate Personnel Competency								
Improve Competency Baseline of the Organization								
	Increase corporate competency level	Attend and participate in trainings to improve IT personnel competency Complete post training evaluation requirements	All ICTD employees attended at least one (1) internal or external training and accomplished post training evaluation requirements	-				
Organization								
Implement Quality Management System								
Attain Quality Management Certification								
	Pass ISO Certification (Head Office only) (5%)	Participate in cascading the relevance of securing a Re-certification on ISO for organizational processes Comply with ISO QMS standards	100% Compliance to ISO QMS or no major NC or numerous NCs resulting to major NC.	Cascading of the information to the staff				
Total Weight								100%

Prepared by:

Reviewed and endorsed

Approved by:


CRISMAILET GALEGRE
TECHNICAL STAFF VI

by:


JOVITO A. CADA
DIVISION CHIEF III


CRISANTO R. ALANES
MANAGER

Date approved:

STRATEGIC MEASURE 9:
**Attain Quality Management
Certification**

Signed Supporting Document



development academy of the philippines

The National Productivity Organization

20 February 2023

FEDERICO A. LAXA

President and CEO

Social Housing Finance Corporation

8737 BDO Plaza Paseo de Roxas

Makati City

Dear **President Laxa**:

Greetings from the Development Academy of the Philippines (DAP)!

In line with our Call for Expression of Interest for the 2023 Beneficiary Agencies of the Government Quality Management Program (GQMP), we would like to congratulate the Social Housing Finance Corporation (SHFC) for being selected as **one of the recipients** of the Program. As such, the SHFC will receive technical assistance from the DAP on the Capability-Building Intervention on QMS.

In this regard, we are inviting you and two to three representatives from the SHFC to attend the **Management Briefing for the 2023 GQMP Beneficiary Agencies** on **21 February 2023** from **1:00 PM to 5:00 PM** via Zoom meeting platform. Please confirm your attendance and register on the link below on or before **20 February 2023**.

<https://bit.ly/2023MANAGEMENTBRIEFING>

Should there be any further inquiries, please feel free to contact our Associate Project Officer, Ms. Mariel R. Mañibo, through the mobile number (0905) 920-6809, or email address gmpo@dap.edu.ph.

Thank you very much and we look forward to a fruitful partnership with you!

Very truly yours,



ATTY. ENGELBERT C. CARONAN, JR., MNSA
President and CEO