



Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226



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18 July 2023

MR. JOSE RIZALINO L. ACUZAR
Chairperson and DHSUD Secretary

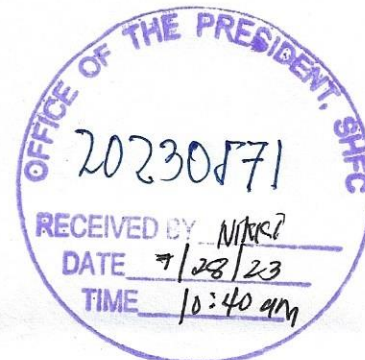
MR. FEDERICO A. LAXA

President

SOCIAL HOUSING FINANCE CORPORATION

BDO Plaza, 8737 Paseo de Roxas,

Salcedo Village, Makati City



**RE : VALIDATION RESULT OF SHFC's
2022 PERFORMANCE SCORECARD**

Dear Secretary Acuzar and President Laxa,

We respectfully furnish you with the SHFC's 2022 Performance Scorecard (***Annex A***), where SHFC obtained an overall score of **50.55%**

Very truly yours,

Justice ALEX L. QUIROZ (ret.)
Chairperson

cc: COA Internal Auditor - SHFC

"Upholding a Transparent and Responsive GOCC Sector for the Filipino People"

SOCIAL HOUSING FINANCE CORPORATION (SHFC)
Validation Result of 2022 Performance Scorecard

Component					Target	Submission ¹		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating		
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 Number of ISFs Provided with Housing Finance Assistance	Actual Accomplishment	35%	(Actual/Target) x Weight	17,639	7,094 ISFs provided with housing finance assistance	4.14%	7,094	14.08%	<ul style="list-style-type: none"> • For CMP: <ol style="list-style-type: none"> Lot Acquisition Site Development House Construction Loan Assistance • For HDH <ol style="list-style-type: none"> Lot Acquisition Site Development & Building Construction (Phase 2) Refinancing Scheme • For Intramuros Project <ol style="list-style-type: none"> Lot Acquisition (Phase 1) Site Development & Building/House Construction (Phase 2 and 3) • For North-South Commuter Railway Extension Project <ol style="list-style-type: none"> Lot Acquisition Site Development & Building/Housing Construction (Phase 2 and 3) • For Marawi: <ol style="list-style-type: none"> Phase 1 Phase 2 • Community-Driven Shelter Financing <p>The request for reconsideration on the target from 60,000 ISFs to 17,639 ISFs is approved. The validated ISFs assisted for 2022 is 7,094 ISFs.</p>

¹ The rating is based on the submission of SHFC.

Component						Target	Submission ¹		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure		Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating		
											Programs Accomplishment Report • Justification for non-attainment of the target • Copy of Disbursement Vouchers and Checks	
		Subtotal		35%				4.14%		14.08%		
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%	78.10% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	0%	78.10% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	0%	• Sample of Accomplished Survey Forms • CSS Final Report • Data Collection Quality Control Report and Back-Checking Report	Target not met. SHFC failed to meet the minimum 80% threshold.
	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%	85.70% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	4.76%	85.70% of the respondents gave SHFC either a "very satisfied" or "satisfied" rating	4.77%		Acceptable.
		Subtotal		10%				4.76%		4.77%		

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Component					Target	Submission¹		GCG Validation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating			
FINANCE	SO 3	Enhance Financial Viability										
	SM 3	Improve Collection Efficiency Rate	Cumulative Collection / Cumulative Billing (Current and Delinquent Accounts Only)	10%	(Actual / Target) x Weight	91% Collection Efficiency on Current and Delinquent Accounts	91.57% CER	10%	91.57% CER	10%	<ul style="list-style-type: none">Quarterly Status of Collection Efficiency RatingModified Cumulative CER with AgeingSamples of Statement of Account10 Samples of Billing Statement	Target met.
	SM 4	Improve Status of Problematic Accounts	[(Current Year's Number of Problematic Accounts - 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	3.80% increase in problematic accounts	0%	-	0%	<ul style="list-style-type: none">Quarterly Status of Problematic Accounts as of December 31, 2022Excel file of Problematic Accounts	Target not met. There was an increase in the total number of problematic accounts instead of a 10% reduction in the problematic accounts.
	SM 5	Increase Gross Revenue	Total Revenues	5%	(Actual / Target) x Weight	₱1,147 Million	₱734 Million Gross Revenue	3.2%	₱717.93 million	3.13%	<ul style="list-style-type: none">Gross Revenue Report as of December 31, 2022Financial Statement as of December 2022DBM Approved COB	Target not met.

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Component						Target	Submission¹		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure		Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating		
											• 2022 COA Annual Audit Report	
	SM 6	Budget Utilization Rate (BUR)										
	SM 6a	Obligation BUR	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	90%	53%	2.94%	53%	2.94%	• BUR Report as of December 31, 2022 • Financial Statement as of December 2022 • DBM Approved COB • SAAODB as of December	Target not met.
	SM 6b	Disbursements BUR	Total Disbursement / Total Obligations (Both Net of PS)	5%	(Actual / Target) x Weight	90%	75%	4.17%	80.96%	4.50%		Target not met.
	SM 6c		Total Disbursement / DBM-Approved COB (Both Net of PS)	5%	(Actual / Target) x Weight	90%	39%	2.17%	42.91%	2.38%		Target not met.
		Subtotal		35%				22.48%		22.95%		

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Component					Target	Submission ¹		GCG Validation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating			
INTERNAL PROCESS	SO 4	Enhance Internal Process										
	SM 7	Percentage of Loan Applications Processed Within Prescribed Period	Total Number of Loan Applications Processed Within Prescribed Period ² / Total Number of Applications	5%	(Actual / Target) x Weight	100%	Time and Motion Study (TMS) to be conducted for the revision and updating of the Citizen's Charter	0%	No reported accomplishment	0%	Memorandum re: Recommendation of the Committee on Anti-Red Tape to the Management Committee in relation to RA 11032 and other Issuances of the Anti-Red Tape Authority	No reported accomplishment.
	SM 8	Enhance Support Systems for the Effective and Efficient Processes	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	Three (3) out of the four (4) deliverables in the DICT-Approved ISSP 2022-2024 were already implemented. (Performance Monitoring System, Incident Handling System, Remedial Management System)	3.75%	Three (3) out of the four (4) deliverables in the DICT-Approved ISSP 2022-2024 were already implemented. (Performance Monitoring System, Incident Handling System, Remedial Management System)	3.75%	<ul style="list-style-type: none">ISSP report as of December 2022User Acceptance and Release NoticeISSP 2022-2024Screenshot of the System	Target not met. SHFC only accomplished three (3) out of the four (4) deliverables for this measure.
		Subtotal		10%				3.75%		3.75%		

² The prescribed period for the processing of loans should be consistent and in compliance with the Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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Component						Target	Submission¹		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure		Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating		
	SO 5	Implement Quality Management Systems										
ORGANIZATION / LEARNING AND GROWTH	SM 9	Attain Quality Management Certification	Actual Accomplishment	5%	(Actual / Target) x Weight	Pass ISO Surveillance (Head Office and 1 Regional Office) ISO Certification for 2 Regional Branches	ISO 9001:2015 Certification in the Head Office will be conducted in CY 2023	0%	-	0%	Explanation on non-attainment of the target	Target not met.

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Component					Target	Submission ¹		GCG Validation		Supporting Documents	GCG Remarks
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Score	Rating		
	SO 6	Enhance Corporate Competency									
	SM 10	Improvement of the Competency of the Organization	Competency Baseline 2022 - Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	Competency Baseline increased by 1.86% in 2022	5%	0.39 improvement in the competency level	5%	<ul style="list-style-type: none"> • Accomplishment Report for CY 2022 • 2021 Competency Assessment Report • 2022 Competency Assessment Report • Accomplished 2022 Competency Assessment Forms • Excel file on the 2022 Computation of Corporate Competency Assessment • List of Interventions Conducted • Sample Training Certificates <p>The request of SHFC for reconsideration on the target from "Improvement in the Competency Baseline of the Organization" to "Establishment of Competency Level" is Approved.</p> <p>There is a 0.39 improvement in the competency level of the organization, from a 1.47 overall competency level in 2021 to 1.86 competency level in 2022.</p>
		Sub-total		10%				5%		5%	
		Total		100%				50.28%		50.55%	

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