



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



MEMORANDUM

FOR : **ATTY. TRISTAN FREDERICK L. TRESVALLES**
Acting Compliance Officer

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

SUBJECT : **GOVERNANCE COMMISSION ON GOCCs (GCG)
QUARTERLY MONITORING REPORTS FOR THE
THIRD AND FOURTH QUARTER OF 2020**

REFERENCE : IAD 2021_19

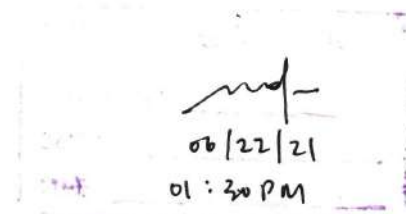
DATE : 22 JUNE 2021

We are transmitting herewith the audited SHFC Accomplishment Reports for the third and fourth quarter of 2020 based on the GCG-Approved Performance Scorecard.

For your evaluation and consideration.

LOURDES P. PANALIGAN
OIC-Vice President

cc: Corporate Planning and Communications Group





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

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

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

Prepared by:

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Audited by:

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