

GOVERNMENT SERVICE INSURANCE SYSTEM

	Component				Target	Accomplishment	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2019	As of end of 3rd Quarter	
<b>SOCIAL IMPACT / STAKEHOLDERS</b>	<b>SO1</b>	<b>Improve quality of life of members/pensioners and their families</b>					
	SM1	Improvement/Enhancement of benefits and privileges without impairing actuarial life	Number of board-approved program implemented to improve/enhance the benefits and/or privileges	15%	All or nothing	Implementation of the GSIS Financial Assistance Loan (GFAL) 2	Policy and Procedural Guideline (PPG) on GFAL II was published in Daily Tribune newspaper dated 12 July 2019.  Effectivity date of GFAL II Implementation is on 27 July 2019.
	<b>SO2</b>	<b>Provide excellent and responsive service to members, pensioners, government bodies, and other constituencies</b>					
	SM 2	Percentage of claims and benefits processed within the Applicable Time	Number of claims and benefits processed within applicable TAT/ Number of received applications due for processing  (Processing Time is subject to GSIS' compliance with RA 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act)	15%	(Actual / Target) x Weight  0% = If less than 90%	100.00%	98.11%  Total Claims = 131,103 Claims Processed w/in TAT = 128,631
	SM3	Percentage of Satisfied Customers	Number of Respondents who rated GSIS at least satisfactory / Total number of respondents	10%	(Actual / Target) x Weight  Below 80% = 0%	93.70%	Third party service provider was procured on 25 July 2019.  Ongoing implementation by the service provider.
		<b>Sub-total</b>		<b>40%</b>			

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	Component				Target	Accomplishment	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2019	As of end of 3rd Quarter	
<b>FINANCE</b>	<b>SO3</b>	<b>Deliver unparalleled returns and stakeholder value</b>					
	SM4	Minimize Consolidated Loan (CNL) Past Due Rate	<p>Past Due Rate = (Total outstanding principal balance of due and demandable Consolidated Loan accounts - Allowance for Impairment) / (Total outstanding principal balance of all Consolidated Loan accounts - Allowance for Impairment)</p>	8%	<p>{1-([Actual-Target]/Target)} x Weight</p> <p>Above 25% = 0%</p>	15.00%	6.76%
	<b>SO4</b>	<b>Create and implement a dynamic asset allocation and investment framework</b>					
	SM5	Increase in total assets	<p>Sum of percentage increases from 2015 to 2019 / 5</p> <p>where:</p> <p>Annual percentage increase in total assets = [(Total assets at the end of CURRENT year -Total assets at the end of PREVIOUS year ) / Total asset at the end of the previous year] x 100</p>	8%	<p>(Actual / Target) x Weight</p> <p>Below 6% = 0%</p>	6.41%	<p>7.15%</p> <p>(5-year average as of September 2019)</p>
	SM6	Generate Return On Investment (ROI) on investible funds	<p>Sum of ROI from 2015 to 2019 / 5</p> <p>where:</p> <p>Annual ROI = Net Investment Income*/Average Investment Asset</p> <p>*Average Investment Assets = (Total Investment Assets at yearend of the CURRENT year + Total Investment Assets at the end of previous year)/2</p>	8%	<p>(Actual / Target) x Weight</p> <p>Below 6% = 0%</p>	7.00%	<p>6.38%</p> <p>(5-year average as of September 2019)</p>
	SM7	Maintain the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	8%	<p>(Actual / Target) x Weight</p> <p>Below 72% = 0%</p>	74.00%	73.07%
		<b>Sub-total</b>		<b>32%</b>			



	Component				Target	Accomplishment	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2019	As of end of 3rd Quarter	
<b>INTERNAL PROCESS</b>	<b>SO5</b>	<b>Implement a robust, enterprise-wide risk management system</b>					
	SM8	ERM Risk Maturity Rating	Actual Rating	8%	2.70 or higher = 8% 2.60 to below 2.70 = 4% Below 2.60 = 0%	Risk Maturity Level 2.70	Enterprise Risk Maturity Assessment online survey will be in October 2019.
	<b>SO6</b>	<b>Excel in Knowledge and information management</b>					
	SM9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO Certified	10%	All or nothing	Certification under ISO 9001:2015 for Funeral Benefit Claim Processing and Marketing of Non-life Insurance for the renewal of all bidding accounts;  Pass the Surveillance Audit or Maintain Certificate for the following processes:  1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; and 5) Critical Support Processes	Ongoing procurement of Certifying Body.  Request for procurement submitted to the Materials Management Department (MMD) on 13 September 2019.
	<b>Sub-total</b>			<b>18%</b>			

	Component				Target	Accomplishment	
	Strategic Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2019	As of end of 3rd Quarter	
<b>LEARNING AND GROWTH</b>	S07	Recruit, develop and retain a competent workforce					
	SM10	Improve Average Competency Level of the Organization	No. of employees with a rating of 4 for the required competencies / Total no. of employees	10%	(Actual / Target) x Weight	95% of employees have a rating of 4 for the required competencies	Ongoing conduct of online Competency Assessment
		<b>Sub-total</b>		<b>10%</b>			
		<b>TOTAL</b>		<b>100%</b>			



**SUPPORTING DETAILS FOR 3RD QUARTER 2019 PERFORMANCE MONITORING REPORT**

SM 2. Percentage of claims and benefits processed within the Applicable Time

	Total Claims Due	Within	Beyond	Pending	% Within	% Beyond	% Pending
Retirement	17,541	17,298	240	3	98.61%	1.37%	0.02%
Separation	9,016	8,841	171	4	98.06%	1.90%	0.04%
Life Insurance	63,398	62,561	833	4	98.68%	1.31%	0.01%
Disability	745	713	32	-	95.70%	4.30%	0.00%
Employees Compensation	2,654	2,465	188	1	92.88%	7.08%	0.04%
Funeral	15,273	15,086	187	-	98.78%	1.22%	0.00%
Optional Life	6,039	5,896	143	-	97.63%	2.37%	0.00%
Preneed	4,233	4,118	113	2	97.28%	2.67%	0.05%
Survivorship	9,446	9,081	363	2	96.14%	3.84%	0.02%
Motor Vehicle	2,758	2,572	177	9	93.26%	6.42%	0.33%
<b>TOTAL</b>	<b>131,103</b>	<b>128,631</b>	<b>2,447</b>	<b>25</b>	<b>98.11%</b>	<b>1.87%</b>	<b>0.02%</b>

SM 4. Past Due Rate

	Principal Balance	In Default	Impairment <sup>a</sup>	Past Due Rate
<b>NCR</b>	<b>44,859,936,208</b>	<b>6,029,355,879</b>	<b>2,041,605,037</b>	<b>9.31%</b>
<b>Luzon</b>	<b>75,653,129,814</b>	<b>6,282,007,402</b>	<b>1,821,558,298</b>	<b>6.04%</b>
North Luzon	42,268,467,687	3,702,715,651	1,106,149,623	6.31%
South Luzon	33,384,662,127	2,579,291,751	716,408,675	5.70%
<b>Visamin Group</b>	<b>106,846,631,178</b>	<b>8,874,866,387</b>	<b>2,378,931,020</b>	<b>6.22%</b>
Visayas Group	48,774,648,289	3,676,705,365	1,038,140,887	5.53%
Mindanao Group	58,071,982,889	5,198,161,022	1,340,790,133	6.80%
<b>GRAND TOTAL</b>	<b>227,359,697,200</b>	<b>21,186,229,668</b>	<b>6,242,094,355</b>	<b>6.76%</b>

SM 5. Increase in total assets

Year	% Increase in Assets	5-year average
2015	5.63	
2016	5.6	
2017	11.08	
2018	0.92	
2019 <sup>b</sup>	12.51	7.15

SM 6. Generate Return On Investment (ROI) on investible funds

Year	ROI	5-year average
2015	5.25	
2016	6.02	
2017	8.62	
2018	6.29	
2019 <sup>c</sup>	5.71	6.38

SM 7. Maintain the Fund Ratio of the Social Insurance Fund

Particular	July (Billion Php)	August (Billion Php)	September (Billion Php)
Assets	1,162.43	1,179.43	1,180.83
Actuarial Reserves	1,593.97	1,605.00	1,616.10
Fund Ratio	72.93%	73.48%	73.07%

<sup>a</sup> Impairment is as of June 2019 (Revised breakdown per FG, NCR's impairment was distributed among Luzon and VisMin)

<sup>b</sup> As of September 2019

<sup>c</sup> As of September 2019



From: Antony, Ami Kristine

Sent: Friday, July 12, 2019 2:31 PM

To: Malubay, Nora M. <nmmalubay@gsis.gov.ph>; Fernandez, Eduardo V. <evfernandez@gsis.gov.ph>; Mate, Salvacion P. <psmate@gsis.gov.ph>; Teng, Jason C. <jcteng@gsis.gov.ph>; De Leon, Leah Melissa D. <ldeleon@gsis.gov.ph>; Manavel, Rodrigo H. <rmanavel@gsis.gov.ph>; Del Rosario, Isagani E. <jedelrosario@gsis.gov.ph>; Edjan, Rachel T. <rtedjan@gsis.gov.ph>; Andres, Joseph Philip T. <jpatandres@gsis.gov.ph>; Fuentes, Vilma L. <vlfuentes@gsis.gov.ph>

Cc: Castillo, Ana Maria S. <amscastillo@gsis.gov.ph>; Arciaga, Maria Nelia E. <mnsarciaga@gsis.gov.ph>; Tabion, Elvira V. <evtabion@gsis.gov.ph>

Subject: RE: GFAL II - Publication (July 12, 2019 issue)

Dear Executives,

The PPG on GFAL II was published today

With this, the effectivity of the program would be JULY 27, 2019.

Thank you.

Friday, 12 July 2019  
Daily Tribune

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PAISAGURAHAN NG MGA MAGLILIBINGDO SA PAMAHALAAN  
GOVERNMENT SERVICE INSURANCE SYSTEM  
Financial Center, Pasay City, Metro Manila 1305

INFORMATION TECHNOLOGY SERVICES GROUP  
Infrastructure Office

To: The Designated Contact Person

Please be reminded of the following:

- The team should be installed
  - environmentally safe, free from dust, sunlight, rain and flood, and with good air circulation;
  - secured and can be monitored by any agency personnel;
  - accessible to members but not where foot traffic is heavy and regular office activities are conducted; and,
  - safe from potential events that may damage or tamper the machine such as water leaks, fire hazards or other similar factors that may occur.
- If possible signal is poor in the area and relocation of the kiosk is not applicable, GSIS will pull out the kiosk.
- The designated contact person shall inform GSIS ahead of time that the kiosk will be temporarily turned off.
- If the kiosk is not substantially used or frequently turned off as determined by GSIS, GSIS will have the option to pull out the kiosk, and will be deployed to other government agency/non-government office.
- The designated contact person shall be provided basic kiosk management such as:
  - Turning off the machine in case of power out
  - Basic troubleshooting like frozen screen, kiosk card insertion to the reader, read problem and UPS check.
- The agency/office shall provide easy-to-read directional signages where the kiosk is located;
- The agency/office shall maintain the cleanliness and orderliness on the kiosk and on the area where it is installed;
- The agency/office shall alert update of the contact information if there will be changes in contact numbers, designated contact person, etc.
- For OPERATIONS related problems, please contact GSIS IT Service Desk at phone number 0221270-4944 or email at [it@gsis.gov.ph](mailto:it@gsis.gov.ph).



GSIS Government Service Insurance System  
Financial Center, Pasay City, Metro Manila 1305

POLICY AND PROCEDURAL GUIDELINES (PPG) NO. 289-19

FUNCTIONAL AREAS : LOANS

DISTRIBUTION : All Executive Vice Presidents  
All Senior Vice Presidents  
All Vice Presidents  
All Managers

SUBJECT MATTER : GSIS FINANCIAL ASSISTANCE LOAN (GFAL) II

I. BACKGROUND/RATIONALE

The GSIS being the primary social security insurance institution in the country is not only obligated to look after the welfare of members by monitoring social security contributions in time for their retirement but also be a partner in looking after members' welfare when...

- The Agency shall ensure the timely payment of all loan requirements due from the borrowers, which must be remitted to the GSIS not later than the 10th day of the calendar month following the due month.
- The Agency undertakes to withhold 5% of all benefits due to the employee upon separation from service (i.e., terminal leave benefit) as payment for outstanding CBS loan obligations pursuant to GSIS Memorandum Circular No. 005, series of 2015 (Annex B).
- The Agency shall provide the GSIS a duly certified list of lending institutions presently covered under its automatic group deduction.
- The Agency Head/Designated Signatory has secured an Authorization from the Chairman, Government Service Insurance System Board of Trustees (GSIS, GSIS, GTSB and GSOC) only to be the signatory of the MOA with the GSIS on GFAL II.
- The financial assistance loan may be availed for the purpose of financing outstanding obligations with lending institutions.
- The availed of the financial assistance loan shall be subject to terms, conditions and restrictions as stipulated in the MOA with the GSIS.
- The loan proceeds to be used to settle obligations and other obligations of the recipient to GSIS, i.e., advance loaned amount to the recipient.
- The lending institution shall be a list out of approved by GSIS and shall be subject to the terms, conditions and restrictions as stipulated in the MOA.

AMANTY  
AMANTY KRISTINE L. ANTONY  
Office of the Vice President - ACR | Government Service Insurance System - Financial Center - 1305 Pasay City  
0221270-4944 | 0221270-2888 | [amant@gsis.gov.ph](mailto:amant@gsis.gov.ph)

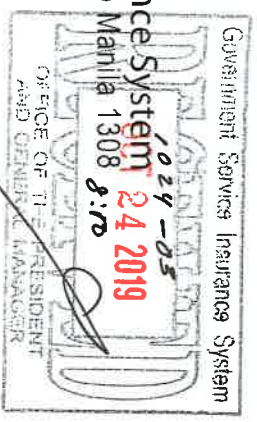
Recycle the environment before using the email.





# GSIS

Government Service Insurance System  
Financial Center, Pasay City, Metro Manila 1308



## MEMORANDUM FOR THE ACTING PRESIDENT AND GENERAL MANAGER

**FROM :** The Acting Executive Vice President  
*Research, Innovation and Strategic Advisory*

**SUBJECT :** CLEARANCE TO SUBMIT TO GCG AND POST ON THE GSIS WEBSITE THE 3<sup>RD</sup> QUARTER 2019 GSIS PERFORMANCE SCORECARD (GPSC) MONITORING REPORT

**DATE :** 22 October 2019

1. **Reference.** This refers to the submission to GCG and website posting of the 3<sup>rd</sup> Quarter 2019 GSIS Performance Scorecard (GPSC) Monitoring Report.

### 2. Discussion.

2.1 Pursuant to GCG MC No. 2017-02 on Interim Performance Evaluation System (PES), GSIS is required to submit Quarterly Monitoring Reports to GCG using PES Form 4 and upload the same on the GSIS website every 30<sup>th</sup> day following the quarter. The report should detail the accomplishment of GSIS vis-à-vis the committed targets in the Performance Scorecard.

2.2 The concerned offices submit quarterly updates on the committed targets of GSIS to OSM-SPCD on or before the 15<sup>th</sup> day following the quarter.

2.3 Said deadline applies to all strategic measures (SM) except for the measure on claims and benefits processing (SM 2) which is on the 19<sup>th</sup> day of the following quarter. This is to ensure that proper validation was done before data submission.

2.4 OSM-SPCD received the updates as of 3<sup>rd</sup> quarter 2019 from the following concerned Offices:

Strategic Measure	Office providing updates
SM 1	Operations Groups
SMS 2 and 8	Risk Management Office
SM 3	Corporate Communications Office
SMS 4, 5, and 6	Controller Group
SM 7	Actuary Office
SM 9	Policies and Systems Department
SM 10	Human Resources Office

2.5 The GSIS's status of accomplishment as of 3<sup>rd</sup> Quarter 2019 are the following:

Strategic Measure	Target	Accomplishment
SM 1 Implementation of GFAL II	1 program	1 program
SM 2 Claims and Benefits	100%	98.13%
SM 3 Satisfied customers	93.70%	Ongoing project implementation
SM 4 CNL Past Due Rate	15.00%	6.76%
SM 5 Increase in total assets	6.41%	7.15%
SM 6 Return on Investment	7.00%	6.38%
SM 7 Fund Ratio	74.00%	73.07%
SM 8 ERM Risk Maturity Rating	2.70	Ongoing project implementation
SM 9 QMS	7 processes	
SM 10 Average Competency	95% of employees have a rating of 4	

3. **Recommendation.** In view of the foregoing, we respectfully request the Acting PGM's signature on the attached letter and approval to submit the GSIS's Performance Monitoring Report as of 3<sup>rd</sup> Quarter 2019 to GCG (**Annex A**) and to post the same on the GSIS website.

Thank you.

  
**TEODORO D. BANAG**