

DEVELOPMENT BANK OF THE PHILIPPINES (DBP)
Validated 2024 Performance Scorecard

		Component				Target	DBP Submission		GCG Validation		Supporting Documents	Remarks									
		Objective/Measure	Formula	Wt.	Rating System		Actual	Rating	Actual	Rating											
DEVELOPMENT IMPACT	SO 1	Support the National Government in its effort towards building a stronger and more resilient Philippine economy, particularly through broader financial inclusion and sustainable infrastructure development																			
	SM 1	Increase in Total Loan Portfolio ¹	Outstanding Loan Amount	15%	(Actual / Target) x Weight	₱547 Billion	₱536.79 Billion	14.72%	₱536.79 Billion	14.72%	<ul style="list-style-type: none"> Database for Total Loan Portfolio with Priority Sector Report on the Priority Sectors Commission on Audit (COA) Annual Audit Report (AAR) 	<p>Target not met.</p> <p>Accomplishment is validated using the COA AAR.</p>									
DEVELOPMENT IMPACT	SM 2	Percentage of Countryside Reach	% of municipalities/ cities in the countryside with DBP branches, branch lite units, ATMs, loans, and/or NBFI-partners	15%	(Actual / Target) x Weight	90% ²	88.02%	14.67%	88.01%	14.67%	<ul style="list-style-type: none"> Excel Database on Countryside Reach Proof of Transactions for Sampled Municipalities dated 2024 Philippines Statistics Authority (PSA) data from the 2020 Census of 	<p>Target not met.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33.33%;">With Presence</td> <td style="width: 33.33%;">1,175</td> <td style="width: 33.33%;">88.01%</td> </tr> <tr> <td>Without Presence</td> <td>160</td> <td>11.99%</td> </tr> <tr> <td>Total</td> <td>1,335</td> <td></td> </tr> </table>	With Presence	1,175	88.01%	Without Presence	160	11.99%	Total	1,335	
With Presence	1,175	88.01%																			
Without Presence	160	11.99%																			
Total	1,335																				

¹ For Monitoring only: (a) Total Loan Portfolio for Infrastructure and Logistics; (b) TLP for Social Infrastructure; (c) TLP for MSMEs, and (d) TLP for Environment Loans. Breakdown of Loans Portfolio is Loans-to-borrowers is ₱524B, Salary Loans is ₱8.0B and SAG ₱15.0B.

² Urbanization Level Report based on the 2020 Census of Population and Housing (CPH) published by Philippine Statistics Authority (PSA). Per new definition of countryside reach: Municipalities and Cities in the countryside with DBP branches, branch-lite units, ATMs, loans, and/or NBFI-partners.



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	Objective/Measure	Formula	Wt.	Rating System	Actual		Actual	Rating	Actual	Rating								
FINANCE											Population and Housing • List Branch and Branch Lite Units (BLUs) • Memorandum of Agreements of partnership with NBFIs							
SO 2 Strengthen the Bank's financial structure to support its growth and countryside expansion mission																		
FINANCE	SM 3	Increase in Total CASA Deposit	Sum of all Demand Deposits (CA) and Regular Savings Deposit (SA)	15%	(Actual / Target) x Weight	₱375.96 Billion	₱379.64 Billion	15%	₱379.347 Billion	15%	<ul style="list-style-type: none"> Total CASA deposit as of 31 December 2024 Branch Ledger and Monthly CASA report COA AAR 	Target exceeded. Accomplishment is validated using the COA AAR. <table border="1" data-bbox="2239 954 2547 1068"> <tr> <td>Demand Deposit</td><td>₱299.670</td></tr> <tr> <td>Savings Deposit</td><td>79.677</td></tr> <tr> <td>Total</td><td>₱379.347</td></tr> </table>	Demand Deposit	₱299.670	Savings Deposit	79.677	Total	₱379.347
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SM 4	Efficient Utilization of Corporate Budget	Total Disbursement / Total Obligations Where: Total Obligation = COB less cancelled project, less multi-year, less milestones, less savings, less retention,	5%	Actual-Target) x Weight	90%	74.08%	4.12%	69.56%	3.86%	<ul style="list-style-type: none"> 2024 Corporate Operating Budget COA AAR DBP Actual Expenses for 2024 List of items for Exclusion 	Target not met. Accomplishment is validated using the COA AAR. Total Disbursements - ₱9.054 Total Budget - ₱13.017 BUR - 69.56%							

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CONSTITUENCY		less unbilled contracts									
	SM 5	Increase Net Income After Tax (NIAT)	10%	(Actual / Target) x Weight	₱5.51 Billion	₱7.11 Billion	10%	₱7.267 Billion	10%	• COA AAR	Target exceeded. Accomplishment is validated using the COA AAR.
	Sub-total		30%				29.12%		28.86%		
INTERNAL PROCESS	SO 3 Provide quality customer experience throughout all bank channels										
	SM 6	Percentage of Satisfied Customers (external)	No. of respondents who rated DBP at least "Satisfactory"/ Total no. of respondents	5%	(Actual / Target) x Weight <i>If less than 80% =0%</i>	90%	99.40%	5%	Compliant with a 99.40% SQD rating	5%	• Result of ARTA Harmonized Client Satisfaction Measurement (CSM) of GOCCs covered by RA 10149
	Sub-total		5%				5%		5%		Acceptable. Based on the Anti-Red Tape Authority (ARTA) CSM results.
	SO 4 Integrate sustainability measures into the Bank's operations and processes										
	SM 7	Implementation of Sustainability Roadmap Milestones	Actual Accomplishment	10%	(Actual / Target) x Weight	Completion of 2024 milestones per Sustainability Roadmap	19 out 19 milestones completed or 100%	10%	Completed 19 out of 19 milestones per Sustainability Roadmap	10%	• Report on Net Zero Emissions on DBP's Energy Portfolio based on existing accounts • Status Report on Sustainability Roadmap as of 2024 4 th Quarter • ManCom approval for the target setting

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Objective/Measure	Formula	Wt.	Rating System	Actual		Rating	Actual	Rating									
										and changes to the target							
SO 5	Improved Bank-wide data management, operational synchronicity and process efficiency																
SM 8	Percentage of Loan Applications Processed within Turnaround Time (TAT)	Number of loans processed within TAT per Citizen's Charter / Total number of loans processed	5%	(Actual / Target) x Weight	100% loans processed within the applicable TAT	97.88%	4.89%	76.56%	3.83%	<ul style="list-style-type: none"> Loan TAT Database Sample accounts 2022 and 2024 DBP Citizens' Charter 	<p>Target not met.</p> <table border="1"> <tr> <td>Within TAT</td><td>686</td></tr> <tr> <td>Beyond TAT</td><td>210</td></tr> <tr> <td>Total %</td><td><u>896</u> 76.56%</td></tr> </table>	Within TAT	686	Beyond TAT	210	Total %	<u>896</u> 76.56%
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SM 9a	Percentage of Service Availability of ATMs	Total No. of ATMs with at least 90% availability / Total No. of ATMs	2.5%	(Actual / Target) x Weight	90% Onsite ATMs with at least 80% availability	93.27%	2.5%	93.27%	2.5%	<ul style="list-style-type: none"> ATM Availability for 2024 Monthly Availability for Onsite and Offsite NCR and Countryside areas 	<p>Target exceeded.</p>						
SM 9b			2.5%		80% of NCR and 70% of Countryside Offsite ATMs with at least 75% availability	NCR 79.39% - Countryside - 83.75%	2.5%	NCR - 79.39% - Countryside - 83.75%	2.5%	<ul style="list-style-type: none"> Monthly Availability for Onsite and Offsite NCR and Countryside areas Sampled ATMs 	<p>Target exceeded.</p>						

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Objective/Measure		Formula	Wt.	Rating System		Actual	Rating	Actual	Rating		
		Sub-total		20%				19.93%		18.83%	
SO 6 Develop motivated, competent and values-oriented development bankers											
LEARNING AND GROWTH	SM 10	Improvement in the Organizational Competency	Competency Baseline 2024 – Competency Baseline 2023	5%	(Actual / Target) x Weight	Improvement on the competency level of the organization from the 2023 baseline	Sustained improvement on the overall competency level by 0.06%	5%	Sustained improvement on the overall competency level by 0.06%	5%	<ul style="list-style-type: none"> 2023 Competency Results 2024 Competency Results Sample Accomplished Assessment Forms
	SM 11	Implementation of ICT Projects	ICT Projects Completed / Total No. of ICT Projects	5%	(Actual / Target) x Weight	100% implementation of the Projects planned for 2024 as provided in the ISSP	58 out of 65 ICT Projects	4.46%	40 out of 65 ICT Projects	3.08%	<ul style="list-style-type: none"> User Acceptance Reports/Deployment Proof Sample Reports User Manual Contracts/Agreements
	SM 12	Integrated Management System (IMS) Certification	Actual Certification from certifying body (third-party)	5%	All or Nothing	Continuing Certification of the Bank's IMS covering core bank processes	IMS Recertification ISO 9001:2015 and ISO 14001:2015	5%	IMS Recertification ISO 9001:2015 and ISO 14001:2015	5%	<ul style="list-style-type: none"> Recertification and ISO Certificates for ISO 9001:2015 and ISO 14001:2015
		Sub-total		15%				14.46%		13.08%	

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Objective/Measure		Formula	Wt.	Rating System		Actual	Rating	Actual	Rating		
		TOTAL	100%				97.89%		95.16%		
BONUS STRATEGIC MEASURE:											
	GAD Budget Utilization		1%	All or Nothing	5% Utilization Rate	21.94% Utilization Rate	-	21.94% Utilization Rate	1%	<ul style="list-style-type: none"> Corporate Operating Budget (COB) COA AAR 	Accomplishment is validated using the COA AAR.
	ISO Certification on Business Continuity Management System		1%	All or Nothing	ISO 14001:2015 Certification / Recertification	ISO 14001:2015 Recertification	-	ISO 14001:2015 Recertification	1%	<ul style="list-style-type: none"> Surveillance Audit of DBP's IMS 	Acceptable.
	GRAND TOTAL	100%					97.89%		97.16%		

Annex A Reviewed and Certified Correct by:

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