



LANDBANK PERFORMANCE SCORECARD

AS OF SEPTEMBER 2020

**GCG-Modified
2020 LANDBANK Performance Scorecard**

**LBP-Proposed Revisions
submitted to GCG 28 Sept. 2020**

Component Objective/Measure	Wt.	Rating	Target	Status as of 30 September 2020	Proposed New Weight/Target	Status as of 30 September 2020	
SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country							
SM1 Amount of Outstanding Loans under the following sectors/programs:							
S O C I O - E C O N O M I C	a. 20 Poorest Provinces identified by the PSA	15%	(Actual/ Target) x Weight	P 46.725 B	P 37.803 B* 80.91%	Target: P38.0 B ADLS - P33.0B BBS – P5.0B Weight to be reduced to 10%	P 37.803 B* 99.48%
					P 52.044 B** 111.38%		P 52.044 B** 136.96%
					<i>*2018 PSA Data</i> <i>**2015 PSA Data</i>		

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S O C I O - E C O N O M I C	SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country						
	SM1 Amount of Outstanding Loans under the following sectors/programs:						
	b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	(Actual/ Target) x Weight	P265.00 B	P 230.39 B 86.94%	P245.00 B Weight to be reduced to 10%	P 230.39 B 94.04%

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SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country

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Loan releases to small farmers and fishers under the programs administered by LANDBANK in partnership with DA, DAR, and other government agencies*

5%

(Actual/
Target) x
Weight

100% Release of
the Funds
Downloaded to
LANDBANK

- Total downloaded funds for Jan-Sept 2020 – **P3.707 B** (ACEF, SUREAid, LBP-SRA SCP-SIDA and ERCA-RCEF)
- Total Releases Jan-Sept 2020 (from funds downloaded in 2020) – **P3.192 B**
- Released **86.09%** of the funds downloaded from Jan-Aug 2020

100% release of the funds downloaded to LBP from January to June 2020, **excluding SCP-SIDA funds**

- Total downloaded funds for Jan-June 2020 – **P3.407 B** (ACEF, SUREAid, and ERCA-RCEF)
- Total Releases Jan-Sept 2020 (from funds downloaded in 2020) – **P3.044 B**
- Released **89.36%** of the funds downloaded from Jan-June 2020



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Increase in
Number of
Farmers
Assisted*

5%

(Actual/
Target) x
Weight

Additional
1 million farmers
from year-end
2019 figure*

2,396,259
farmers and fishers
assisted broken down as
follows:

- 1,630,602 – loans
- 242,799 – cash grants through RFFA
- 474,098 – cash assistance through FSRF (net of SUREAID beneficiaries)
- 48,760 – trainings through LCDFI

117.87% over the target of
additional 1M from year-
end 2019

**With pending request to
GCG on the following:**

Strategy Measure :
Number of Farmers and
Fishers Assisted

(assistance not limited to
farmers in the unbanked
and underserved areas;
include fishers)

Target : Additional 1M
farmers and fishers (for a
total of 2M as of end 2020)

2,396,259

farmers and fishers
assisted broken down as
follows:

- 1,630,602 – loans
- 242,799 – cash grants through RFFA
- 474,098 – cash assistance through FSRF (net of SUREAID beneficiaries)
- 48,760 – trainings through LCDFI

119.81% over the target
of additional 2M for 2020



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S O C I O - E C O N O M I C	SO2 Support National Development Programs including CFIs, LGUs, and MSMEs in Support of Countryside Development - MSMEs, Communications, Transportation, Housing, Education, Health Care, Environment-related projects, Tourism, Utilities, and Others						
	SM 4 Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/Target) x Weight	P551.48B	P531.43 B 96.36%	No Revision P551.48B	P531.43 B 96.36%

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SO 3 Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements										
F I N A N C I A L	S M 5	Increase Net Income	10%	(Actual/ Target) x Weight	P20.01B	P 13.795 B		P17.08 B	P 13.795 B	
						68.94%			80.77%	

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SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints										
S T A K E H O L D E R S	S M 6	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	5%	(Actual/Target) x Weight	100% (based on the TAT submitted to ARTA)	99.89%	95%	99.89%		

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SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints										
S T A K E H O L D E R S	S M 7 a	Percentage of Service Availability of Internet Banking Services*	2.5 %	(Actual / Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	99.93%	No revision	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	99.93%	

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SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints							
STAKEHOLDERS	Percentage of Service Availability of Automated Telling Machines*	2.5 %	Actual / Target) x Weight	90% of ATMs with at least 90% service availability	69.88% <i>(1,580 ATMs with 90% & above availability / 2,261 Total ATMs as of Sept 2020)</i>	SM 7.b Weight : 1.25% Target: 80% service availability for onsite ATMs	90.79% Total Onsite ATMs - 912 Total ATMs as of Sept- 2,261
	Proposed New Strategic Measure SM 7.b Percentage of Service Availability of Onsite Automated Telling Machines				69.05% <i>for the 3^d Quarter</i>		
	SM 7.c Percentage of Service Availability of Offsite Automated Telling Machines					SM 7.c Weight : 1.25% Target: 75% service availability for offsite ATMs	84.51% Total Offsite ATMs – 1,349 Total ATMs as of Sept – 2,261

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**Status as of
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**Proposed New
Weight/Target**

**Status as of
30 September 2020**

SO 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints

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Percentage of
Satisfied
Customers

5%

(Actual/
Target) x
Weight

Below
80% = 0%

95%

- Nielsen and LANDBANK finalized the option for the use of the telephone methodology and the incorporation of the questionnaires prescribed by the GCG for the survey.
- CAD-CCC requested and acquired the updated customer database from the branch banking, lending, trust banking, treasury, and agrarian services to be used as directory of customers to be surveyed for NCSS 2020 project
- Prepared a Special Order for the reconstitution of the Technical Working Group (TWG) representative/s and their alternate/s for the Nationwide Customer Satisfaction Survey Project

Requested deferment of the conduct of the customer satisfaction survey considering the shift in the delivery of service, shortened work hours of branches and offices, social/health protocols.

Note:
Compliance to the GCG Additional Guidelines on the conduct of the Customer Satisfaction Survey is ONGOING despite the pending request.

- Nielsen and LANDBANK finalized the option for the use of the telephone methodology and the incorporation of the questionnaires prescribed by the GCG for the survey.
- CAD-CCC requested and acquired the updated customer database from the branch banking, lending, trust banking, treasury, and agrarian services to be used as directory of customers to be surveyed for NCSS 2020 project
- Prepared a Special Order for the reconstitution of the Technical Working Group (TWG) representative/s and their alternate/s for the Nationwide Customer Satisfaction Survey Project

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SO 5 Process Land Transfer Claims in a Timely Manner

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Percentage of Claim Folders processed within the Applicable turn-around time

5%

(Actual/Target) x Weight

100% Applicable processing time based on the TAT submitted to ARTA

97%

95%

97%



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SO 6 Streamline Banking Operations Through Digital Platforms to Support Inclusive Banking

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S M 1 0	Number of Additional POS Cash-out Machines installed	5%	(Actual/Target) x Weight	80 additional POS Cash-out Machines	167 additional 208.75%	Weight to be increased from 5% to 10% Target : 300 additional	167 additional 55.67%
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SO 7 Synergize Marketing Efforts to Effectively and Efficiently Deliver Banking Services

I N T E R N A L P R O C E S S	S M 1 1	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	5%	(Actual/Target) x Weight	16 new sites	<p>On-boarded additional Agent Banking Partner in 27 new sites <u>8 – unbanked cities and municipalities:</u> 1. Lubang Occidental Mindoro 2. Buenavista Guimaras 3. Laak Compostela Valley 4. Badiangan, Iloilo 5. Balabac Palawan 6. Poblacion Batad Iloilo 7. Lavezares Northern Samar 8. Malangas, Zamboanga Sibugay</p> <p><u>8 – no LANDBANK presence:</u> 1. Brgy Takungan Pilibia Rizal; 2. Jamidan, Capiz; 3. Abra de Ilog Occidental Mindoro; 4. Poblacion Tapaz, Capiz; 5. San Antonio, Nueva Ecija; 6. Hinoba-an, Negros Occidental; 7. Tubungan, Iloilo 8. Maayon, MPC</p> <p>• 168.75% accomplishment</p>	<p>Weight to be increased from 5% to 10%</p> <p>Target : 24 new sites in unbanked and underserved municipalities</p>	<p>On-boarded additional Agent Banking Partner in 27 new sites <u>8– unbanked cities and municipalities:</u> 1. Lubang Occidental Mindoro 2. Buenavista Guimaras 3. Laak Compostela Valley 4. Badiangan, Iloilo 5. Balabac Palawan 6. Poblacion Batad Iloilo 7. Lavezares Northern Samar 8. Malangas, Zamboanga Sibugay</p> <p><u>8 – no LANDBANK presence:</u> 1. Brgy Takungan Pilibia Rizal; 2. Jamidan, Capiz; 3. Abra de Ilog Occidental Mindoro; 4. Poblacion Tapaz, Capiz; 5. San Antonio, Nueva Ecija; 6. Hinoba-an, Negros Occidental; 7. Tubungan, Iloilo 8. Maayon MPC</p> <p>• 112.5% accomplishment</p>

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SO 8 Establish a High Performance “One Bank” Culture							
L E A R N I N G & G R O W T H	S M 1 2	5%	All or Nothing	Improvement on the Competency of the Organization based on the 2019 year-end assessment	<ul style="list-style-type: none"> • LANDBANK Board of Directors approved on June 10, 2020 the enhanced Position Competency Profiles of all Bank units for positions up to Group Head, which shall be incorporated in LANDBANK’s Competency Framework/Model 	<p>With pending request to GCG to revert back to target during TPM:</p> <p>SM 12a : Competency Model Refresh</p> <ul style="list-style-type: none"> • <i>Weight : 2.5%;</i> • <i>Rating : All or nothing;</i> • <i>Target : Board-approved Competency Model</i> <p>SM 12b : Actual Competency Assessment of Bank Personnel</p> <ul style="list-style-type: none"> • <i>Weight : 2.5%;</i> • <i>Rating : (Actual/Target)x Weight);</i> • <i>Target : 100% Competency Assessment of all LANDBANK employees as of June 1, 2020)</i> 	<p>LANDBANK Board of Directors approved on June 10, 2020 the enhanced Position Competency Profiles of all Bank units for positions up to Group Head, which shall be incorporated in LANDBANK’s Competency Framework/Model</p> <p>Completed procurement for the online Competency Assessment Platform.</p> <p><i>The following documents were issued to the Profiles Asia Philippines, Inc (PAPI)</i></p> <ul style="list-style-type: none"> • <i>a. Hard copy of Notice of Award on September 18, 2020</i> • <i>b. Hard copies of Notice to Proceed and Purchase Order on September 24, 2020</i>
					<ul style="list-style-type: none"> • Completed procurement for the online Competency Assessment Platform. • <i>The following documents were issued to the Profiles Asia Philippines, Inc (PAPI)</i> <ul style="list-style-type: none"> <i>a. Hard copy of Notice of Award on September 18, 2020</i> <i>b. Hard copies of Notice to Proceed and Purchase Order on September 24, 2020</i> 		

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SO 8 Establish a High Performance “One Bank” Culture								
L E A R N I N G & G R O W T H	S M 1 3	Implement Quality Management System	5%	All or Nothing	Maintain Certification through Surveillance Audit	<ul style="list-style-type: none"> Met with 3rd party certifying body (CIP) regarding scope of audit, list of proposed auditees and other logistical requirements in preparation for Surveillance Audit Completed conduct of IMS assessment and coaching to 27 out of 33 units Coordinated with Field Units attendees of the proposed IMS cascade Approval by the Management Committee of the IMS Guidelines (October 8, 2020) Prepared the Corrective Action (CA) procedure for IMS assessment and drafted CA procedure for the other non-conformities 	Maintain Certification	<ul style="list-style-type: none"> Met with 3rd party certifying body (CIP) regarding scope of audit, list of proposed auditees and other logistical requirements in preparation for Surveillance Audit Completed conduct of IMS assessment and coaching to 27 out of 33 units Coordinated with Field Units attendees of the proposed IMS cascade Approval by the Management Committee of the IMS Guidelines (October 8, 2020) Prepared the Corrective Action (CA) procedure for IMS assessment and drafted CA procedure for the other non-conformities