



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



08 October 2020

MR. CARLOS G. DOMINGUEZ

*Secretary, Department of Finance (DOF)
and LandBank Chairman*

MS. CECILIA C. BORROMELO

President & CEO (PCEO)

LAND BANK OF THE PHILIPPINES (LANDBANK)

*LandBank Plaza, 1598 M.H. Del Pilar cor. Dr. Quintos
Malate, Manila*

**RE : TRANSMITTAL OF RECALIBRATED 2020
PERFORMANCE SCORECARD**

Dear Secretary Dominguez and PCEO Borrromeo,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) of LandBank. The same is to be posted in LandBank's website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07¹.

In response to GCG's Notice dated 04 September 2020, LandBank submitted its Recalibrated Performance Scorecard through a letter dated 29 September 2020² and was reviewed and evaluated by the GCG.

FOR LANDBANK'S INFORMATION.

Very truly yours,

Digitally signed by:
CHAIRMAN SAMUEL G. DAGPIN, JR.

Digitally signed by:
COMMISSIONER MICHAEL P. CLORIBEL

Digitally signed by:
COMMISSIONER MARITES C. DORAL

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

² Officially received by the Governance Commission on 29 September 2020.

LAND BANK OF THE PHILIPPINES

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SOCIO-ECONOMIC IMPACT	SO 1	Promote Inclusive Growth by being the Catalyst of Financial Inclusion in the Unbanked and Underserved Areas of the Country							
	SM 1	Amount of Outstanding Loans under the following sectors/programs:							
		a. 20 Poorest Provinces ¹ as identified by the PSA	Total Outstanding Loan Amount	10%	Actual/Target x Weight	₱28.1 Billion	₱43.93 Billion	₱44.50 Billion	₱38.00 Billion
	b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	10%		Actual/Target x Weight	₱183.35 Billion	₱222.06 Billion	₱231.25 Billion	₱ 245.00 Billion	
	SM 2	Loan Releases to Small Farmers and Fishers Under the Programs Administered by Landank in Partnership with DA, DAR, and Other Government Agencies	Total Loan Releases / Total Funds Downloaded to LandBank by Partner Agencies	5%	(Actual/Target) x Weight	n.a	n.a.	n.a	100% Release of the Fund Downloaded to Landbank from January to June 2020 excluding LBP & SRA's Socialized Credit Program-Sugarcane Industry Development Act (SCP-SIDA) Funds
SM 3	Increase in Number of Farmers <u>and Fishers</u> Assisted	Total number of farmers and fishers assisted in the unbanked	5%	(Actual/Target) x Weight	n.a.	n.a.	n.a.	Additional 1 million farmers <u>and fishers</u> from year-end 2019 figure	

¹ Based on the Philippine Statistics Authority List of 20 Poorest Provinces (2018 Survey Data).

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
		and underserved areas ²							
	SO 2	Support National Development Programs³ including CFIs, LGUs, and MSMEs in Support of Countryside Development							
	SM 4	Amount of Outstanding Loans Supporting Other Government Programs	Total Outstanding Loan Amount	10%	(Actual / Target) x Weight	₱380.72 Billion	₱512.21Billion	₱508.87 Billion	₱551.48 Billion
	Sub-total		40%						
FINANCIAL	SO 3	Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements							
	SM 5	Increase Net Income	(Interest Income + Other Operating Income) - (Interest Expense + Provision for Credit Losses + Other Operating Expenses + Provision for Income Tax)	10%	(Actual / Target) x Weight	₱ 15.17 Billion	₱16.59 Billion	₱ 16.37 Billion	<u>₱17.08 Billion</u> ⁴
	Sub-total		10%						

² Areas identified by the Financial Institution Library System (FILS) of the Bangko Sentral ng Pilipinas (BSP).

³ MSMEs, Communications, Transportation, Housing, Education, Health Care, Environment-related projects, Tourism, Utilities, and Others

⁴ Target is based on the revised 2020 Corporate Operating Budget (COB).

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
STAKEHOLDERS	SO 4	Provide Timely, Accessible & Responsive Products and Services on Multiple Platforms & Customer Touchpoints							
	SM 6	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	Number of loan proposals processed within prescribed TAT/ Number of loan proposals processed	5%	(Actual/Target) x Weight	80%	99.31%	100%	100% ⁵
	SM 7a	Percentage of Service Availability of Internet Banking Services ⁶	Total service availability in days / 365 days	2.5%	(Actual / Target) x Weight	No Data	90%	90%	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)
	SM 7b	Percentage of Service Availability of Automated Telling Machines	Total Number of Onsite ATMs with at least 80% availability / Total Number of Onsite ATMs	<u>1.25%</u>	(Actual / Target) x Weight	No Data	No Data	90%	<u>80% Service Availability of ALL Onsite ATMs⁷</u>
	SM 7c		Total Number of Offsite ATMs with at least 75% availability / Total number of Offsite ATMs	<u>1.25%</u>	(Actual / Target) x Weight	No Data	No Data		<u>75% Service Availability of ALL Offsite ATMs⁸</u>

⁵ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

⁶ Based on Information Technology Infrastructure Library (ITIL) version 3 Availability Management. ITIL provides an internationally accepted set of standards on IT services.

⁷ Additional ATM Monitoring Status equivalent for a downtime/unavailability of the machine: Offline/No Connection; Cash Dispenser Error; Card Reader Error; and No Cash Available.

⁸ Additional ATM Monitoring Status equivalent for a downtime/unavailability of the machine: Offline/No Connection; Cash Dispenser Error; Card Reader Error; and No Cash Available.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	SM 8	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory and Very Satisfactory / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	n/a	Accomplishment not acceptable	95%	95%
		Sub-total		15%					
INTERNAL PROCESS	SO 5	Process Land Transfer Claims in a Timely Manner							
	SM 9	Percentage of Claim Folders processed within the Applicable turn-around time	Number of Claim Folders processed within TAT / Total number of Claim Folders received ⁹	5%	(Actual/Target) x Weight	100%	100%	100%	100%
	SO 6	Streamline Banking Operations Through Digital Platforms to Support Inclusive Banking							
	SM 10	Number of Additional POS Cash-out Machines installed	Actual Accomplishment	<u>10%</u>	(Actual/Target) x Weight	n.a.	n.a.	n.a.	<u>300</u> additional POS Cash-out Machine
	SO 7	Synergize Marketing Efforts to Effectively and Efficiently Deliver Banking Services							
	SM 11	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	Actual Accomplishment	<u>10%</u>	(Actual / Target) x Weight	n.a.	n.a.	1. Approval of Model 2. Award to Partner 3. Roadmap	<u>24</u> new sites

⁹ Applicable processing time subject to compliance with R.A. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	Sub-total		25%						
LEARNING & GROWTH	SO 8	Establish a High Performance “One Bank” Culture							
	SM 12a	Improvement on the Competency Level of the Organization	<u>Actual Accomplishment</u>	<u>2.5%</u>	<u>All or Nothing</u>	No assessment conducted	40% of the total number of targeted employees with competency gaps are addressed	100% of the employees with competency gaps	<u>Board-approved Competency Model</u>
	SM 12b		<u>Actual Accomplishment</u>	<u>2.5%</u>	<u>(Actual / Target) x Weight</u>				<u>100% Competency Assessment of all LandBank employees as of 1 June 2020</u>
	SM 13	Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	1. Training-Workshop on IMS Internal Assessment 2. Conduct of IMS Internal Assessment (Quality and Environment) of selected Bank units 3. Compliance to GQMC 2017-01 requirements: Posting of IMS Manual Minutes of Management Review conducted ISO 9001 and 14001 audit/assessment	Procurement of Certification International Philippines	Integrated Management System Certification (Integration of Quality Management System and Environmental Management System)	Maintain Certification through Surveillance Audit
	Sub-total		10%						
	TOTAL		100%						

2020 CHARTER STATEMENT AND STRATEGY MAP (Annex A)

LAND BANK OF THE PHILIPPINES



VISION: *By 2023, LANDBANK shall be the leading universal bank that promotes inclusive growth, especially in the unbanked and underserved areas, through the delivery of innovative financial products and services powered by digital banking platforms.*

MISSION:
To our Clients and Publics:

We provide accessible and best technology solutions to deliver timely and responsive financial and support services to meet the needs of our clients, especially Small Farmers and Fishers (SFFs), Micro, Small and Medium Enterprises (MSMEs), Countryside Financial Institutions (CFIs), Local Government Units (LGUs) and government agencies, while promoting sustainable development anchored on good governance.

To our Employees:

We are the employer of choice. We develop and nurture talents who exemplify the highest standards of ethics, social responsibility and service excellence. We support diversity and cultivate a healthy work environment with equal opportunity for professional growth and advancement.

CORE VALUES:

- Innovation
- Accountability
- Customer Focus
- Collaboration
- Excellence
- Social Responsibility

