

**PHILIPPINE CROP INSURANCE CORPORATION (PCIC)
Validated 2018 Performance Scorecard**

Component				Target	GOCC Submission		GCG Validation		Supporting Documents	Remarks															
Objective/Measure	Formula	Wt.	2018	Actual	Rating	Score	Rating																		
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers																							
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	65,000.000	79,820.505	15%	79,823.923	15%	<ul style="list-style-type: none"> 2018 Executive Summary (Generated on 26 Feb 2019) Highlights of Regional Operations per Insurance Lines and per Program for CY 2018 <table border="1"> <tr><td>RSBSA</td><td>42.929</td></tr> <tr><td>Agri-Agra</td><td>35.569</td></tr> <tr><td>FSPAP</td><td>0.007</td></tr> <tr><td>Special Programs</td><td>1.318</td></tr> <tr><td>TOTAL</td><td>79.823</td></tr> </table>	RSBSA	42.929	Agri-Agra	35.569	FSPAP	0.007	Special Programs	1.318	TOTAL	79.823					
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SM 2	Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled/ Total number of farmers and fisherfolk listed in RSBSA	0%	14.40%	15.26%	0%	15.74%	0%	<ul style="list-style-type: none"> 2018 Executive Summary (Generated on 26 Feb 2019) Highlights of Regional Operations per Insurance Lines and per Program (2018) <table border="1"> <tr><th>Insurance Line</th><th>Total</th></tr> <tr><td>Rice</td><td>780,389</td></tr> <tr><td>Corn</td><td>248,148</td></tr> <tr><td>High Value</td><td>308,388</td></tr> <tr><td>Livestock</td><td>335,919</td></tr> <tr><td>Fisheries</td><td>40,496</td></tr> <tr><td>Non-crop</td><td>4,211</td></tr> <tr><td>Total</td><td>1,717,551</td></tr> </table>	Insurance Line	Total	Rice	780,389	Corn	248,148	High Value	308,388	Livestock	335,919	Fisheries	40,496	Non-crop	4,211	Total	1,717,551
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CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured																														
	SM 3	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10%	90%	95.49%	10%	95.49%	10%	<ul style="list-style-type: none"> DAP Final Report of PCIC Stakeholder Satisfaction Survey Copy of accomplished Questionnaires 	<table border="1"> <thead> <tr> <th></th> <th># of Res</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>VS</td> <td>319</td> <td>62.55</td> </tr> <tr> <td>S</td> <td>168</td> <td>32.94</td> </tr> <tr> <td>Neither VS nor S</td> <td>18</td> <td>3.53</td> </tr> <tr> <td>DS</td> <td>4</td> <td>0.78</td> </tr> <tr> <td>VDS</td> <td>1</td> <td>0.20</td> </tr> <tr> <td>Total</td> <td>510</td> <td>100.0</td> </tr> </tbody> </table>		# of Res	%	VS	319	62.55	S	168	32.94	Neither VS nor S	18	3.53	DS	4	0.78	VDS	1	0.20	Total	510	100.0
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SM 4	Number of Subsistence Farmers Enrolled																															
	a. Subsidized	Number of eligible farmers enrolled / No. of farmers targeted	20%	1,600,000	1,704,844	20%	1,704,861	20%	<ul style="list-style-type: none"> 2018 Executive Summary (Generated on 26 Feb 2019) Highlights of Regional Operations per Insurance Lines and per Program for CY 2018 	<table border="1"> <thead> <tr> <th colspan="2">These farmers are enrolled in the following programs:</th> </tr> </thead> <tbody> <tr> <td>RSBSA</td> <td>1,342,808</td> </tr> <tr> <td>Agri-Agra</td> <td>330,126</td> </tr> <tr> <td>FSPAP</td> <td>264</td> </tr> <tr> <td>Special Programs</td> <td>31,663</td> </tr> </tbody> </table>	These farmers are enrolled in the following programs:		RSBSA	1,342,808	Agri-Agra	330,126	FSPAP	264	Special Programs	31,663												
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b. Non-Subsidized	10%	375,000	562,651	10%	562,651	10%	<table border="1"> <thead> <tr> <th colspan="2">The farmers are categorized per insurance line:</th> </tr> </thead> <tbody> <tr> <td>High Value</td> <td>3,565</td> </tr> <tr> <td>Livestock</td> <td>25,670</td> </tr> <tr> <td>Fisheries</td> <td>2,661</td> </tr> <tr> <td>Non-crop</td> <td>338</td> </tr> <tr> <td>CLTI</td> <td>530,417</td> </tr> </tbody> </table>	The farmers are categorized per insurance line:		High Value	3,565	Livestock	25,670	Fisheries	2,661	Non-crop	338	CLTI	530,417													
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<i>Sub-total</i>			40%			40%		40%																								
FINANCE	SO 3	Increase Revenue Generation																														
	SM 5	Percentage of utilized Government Premium Subsidy for farmers (₱ M)	Utilized Budget / GPS received	15%	100% (4,000.00)	116% (4,640.186)	15%	115% (4,584.394)	15%	<ul style="list-style-type: none"> Summary of GPS as of 31 Dec. 2018 GPS Utilization per Region 	Additional funding of ₱584.4 Million from Agri-Agra Fund augmented the original budget of ₱3.5 Billion from the 2018 GAA and ₱500 Million from Agri-Agra Fund.																					

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FINANCE	SM 6	EBITDA (P M)	Absolute amount	5%	236.243	321.801	5%	348.17	5%	<ul style="list-style-type: none"> Consolidated Statement of Comprehensive Income, as submitted to COA <table border="1"> <thead> <tr> <th>(in P Million)</th> <th>2017</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Total Income</td> <td>P 3,007</td> <td>P 4,364</td> </tr> <tr> <td>Direct Cost</td> <td>(2,253)</td> <td>(3,481)</td> </tr> <tr> <td>PS Cost</td> <td>(175)</td> <td>(216)</td> </tr> <tr> <td>MOOE</td> <td>(231)</td> <td>(336)</td> </tr> <tr> <td>Financial Expenses</td> <td>(0.43)</td> <td>(3.29)</td> </tr> <tr> <td>EBITDA</td> <td>P348</td> <td>P 348</td> </tr> </tbody> </table>	(in P Million)	2017	2018	Total Income	P 3,007	P 4,364	Direct Cost	(2,253)	(3,481)	PS Cost	(175)	(216)	MOOE	(231)	(336)	Financial Expenses	(0.43)	(3.29)	EBITDA	P348	P 348
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	Subtotal			20%			20%		20%																						
INTERNAL PROCESS	SO 4	Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs																													
	SM 7	Percentage of complaints resolved within 10 days	No. of complaints resolved within 10 working days over Total number of complaints received	5%	90%	95.33%	5%	49.8%	2.77%	<ul style="list-style-type: none"> Monitoring report per regional office Sample complaints from Regions 	2,528 total complaints received. Due to the inability of the regional office of Region VI to submit its supporting documents, Section 2.1.1. of GCG M.C. No. 2017-01 was applied. As a result, PCIC was only credited 49.8% for this indicator.																				
	SM 8	Percentage of claims processed within 20 days	No. of claims settled within 20 days over Total number of claims received with complete documents	10%	90%	67.34%	7%	67.34%	7.48%	<ul style="list-style-type: none"> Monitoring report per regional office 	Based on validation, only 67.34% of the 347,950 claims filed were processed within the prescribed period.																				
	SM 9	ISO 9001 Certification	Milestone	5%	ISO 9001:2015 Certified	Upgraded from ISO 9001:2008 to 9001:2015	5%	ISO 9001:2015 Certified	5%	<ul style="list-style-type: none"> ISO 9001:2015 Certification 	Certificate issued on 12 Dec 2018 is valid until 27 Dec 2021.																				
	Subtotal			20%			17%		15.25%																						

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Objective/Measure		Formula	Wt.	2018	Actual	Rating	Score	Rating			
LEARNING AND GROWTH	SO 6	Enhance the Human Resource Management									
	SM 10	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	Improvement from Established Baseline	92.72% of the employees are above baseline (Revised: 95.63% based on a submission dated 16 May 2019)	5%	Established Baseline (95.15%)	5%	<ul style="list-style-type: none"> Competency Framework Executive Summary of Competency Ratings for CY 2018 Competency Assessment Result per Region 	196 out of 206 employees met their required competencies
	<i>Sub-total</i>			5%			5%		5%		
TOTAL			100%				97%		95.25%		