

PHILIPPINE CROP INSURANCE CORPORATION
Performance Scorecard

	Component			Target 2016	PCIC Submission		GCG Validation		Supporting Documents	Remarks																												
	Objective/Measure	Formula	Wt.		Actual	Rating	Score	Rating																														
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers																																				
	SM 1	Amount of Cover (P M)	Absolute Amount	15%	40,000.000	38,427.218	14.41%	37,132.307	13.92%	<ul style="list-style-type: none"> • 2016 Executive Summary (as of 17 Feb 2017) • Details per line item on the summary <table border="1"> <tr> <td colspan="2">The following is the breakdown of the amount of cover per fund source:</td> </tr> <tr> <td>RSBSA</td> <td>17,598.163</td> </tr> <tr> <td>Yolanda</td> <td>0</td> </tr> <tr> <td>APCP</td> <td>1,172.351</td> </tr> <tr> <td>DA Rice Program</td> <td>1,554.635</td> </tr> <tr> <td>Regular (PCIC)</td> <td>16,807.158</td> </tr> <tr> <td colspan="2">Breakdown per program:</td> </tr> <tr> <td>Rice</td> <td>12,817.177</td> </tr> <tr> <td>Corn</td> <td>2,905.274</td> </tr> <tr> <td>High Value Crops</td> <td>5,321.150</td> </tr> <tr> <td>Livestock</td> <td>3,030.371</td> </tr> <tr> <td>Non-Crop</td> <td>837.845</td> </tr> <tr> <td>Fisheries</td> <td>84.738</td> </tr> <tr> <td>Term Insurance Package (TIP)</td> <td>12,135.752</td> </tr> </table>	The following is the breakdown of the amount of cover per fund source:		RSBSA	17,598.163	Yolanda	0	APCP	1,172.351	DA Rice Program	1,554.635	Regular (PCIC)	16,807.158	Breakdown per program:		Rice	12,817.177	Corn	2,905.274	High Value Crops	5,321.150	Livestock	3,030.371	Non-Crop	837.845	Fisheries	84.738	Term Insurance Package (TIP)	12,135.752
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CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured																																				
	SM 2	Stakeholders' Satisfaction Rating	Survey Rating > 90 = 100 80-89 = 90 70-79 = 80 60-69 = 70 < 59 = 0	8%	≥90%	99.24%	8%	100% (Average Satisfaction Rating of 99.16%)	8%	<ul style="list-style-type: none"> • Stakeholder Satisfaction Survey for PCIC Final Report <table border="1"> <tr> <td>Customer</td> <td>99.01%</td> </tr> <tr> <td>Coop, underwriters, solicitors</td> <td>97.65%</td> </tr> <tr> <td>Intermediaries</td> <td>100%</td> </tr> <tr> <td>NGAs & LGUs</td> <td>100%</td> </tr> </table>	Customer	99.01%	Coop, underwriters, solicitors	97.65%	Intermediaries	100%	NGAs & LGUs	100%																				
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				2016	Actual	Rating	Score	Rating																										
SM 3	Number of Subsistence Farmers Enrolled	Number of eligible farmers enrolled	15%	665,715	674,403	15%	653,742	14.73%	<ul style="list-style-type: none"> Details per line item on the summary PCIC Executive Summary as of 31 Dec 2016 generated on 17 Feb 2017 	<p>These farmers are enrolled in the following programs:</p> <table border="1"> <tr><td>RSBSA</td><td>606,722</td></tr> <tr><td>APCP</td><td>19,307</td></tr> <tr><td>Sikat Saka</td><td>13,553</td></tr> <tr><td>HYTA</td><td>3,074</td></tr> <tr><td>WARA</td><td>11,086</td></tr> <tr><td>Total</td><td>653,742</td></tr> </table> <p>• Most of the farmers availed the fully subsidized insurance.</p> <p>The farmers are categorized as follows:</p> <table border="1"> <tr><td>Fisheries</td><td>55</td></tr> <tr><td>NCIP</td><td>1,548</td></tr> <tr><td>Livestock</td><td>10,689</td></tr> <tr><td>HVCR</td><td>2,137</td></tr> <tr><td>CLTIP</td><td>281,151</td></tr> <tr><td>Total</td><td>295,580</td></tr> </table>	RSBSA	606,722	APCP	19,307	Sikat Saka	13,553	HYTA	3,074	WARA	11,086	Total	653,742	Fisheries	55	NCIP	1,548	Livestock	10,689	HVCR	2,137	CLTIP	281,151	Total	295,580
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a. Fully subsidized	7%	120,000	94,525	5.51%	92,723	5.41%																												
b. Partially subsidized (rice and corn)	5%	225,000	309,538	5%	295,580	5%																												
c. Other lines																																		
SM 4	Percentage of complaints resolved	(Resolved complaints within 10 working days / Total no. of complaints)*100 > 90 = 100 80-89 = 90 70-79 = 80 60-69 = 70 < 59 = 0	5%	≥90%	100%	5%	70% (69% complaints resolution)	3.89%	<ul style="list-style-type: none"> Monitoring report per regional office Sample complaints from Regions II, III, IX, and X <p>Based on sampling of Regional Offices submissions</p>																									

CUSTOMERS / STAKEHOLDERS

CUSTOMERS / STAKEHOLDERS	Component		Wt.	Target 2016	PCIC Submission		GCG Validation		Supporting Documents	Remarks												
	Objective/Measure	Formula			Actual	Rating	Score	Rating														
SM 5	Number of farmers attended the training seminar/workshop on PCIC insurance programs	Absolute number	a. Existing	2.5%	35,000	130,611	2.5%	130,611	2.5%	<ul style="list-style-type: none"> Monitoring report per regional office Attendance sheet of regions I, III, VII, and IX Submitted figures are assumed to approximate the actual accomplishment given that the variances observed in the validation of consolidated figures and regional breakdown were insignificant. In addition, non-farmers are observed to be included in the list when in fact, they should not be counted for this indicator.												
			b. Potential	2.5%	35,000	103,548	2.5%	103,548	2.5%													
	Sub-total			45%			43.51%		42.03%													
FINANCE																						
SO 3	Increase Revenue Generation																					
SM 6	Percentage of utilized Government Premium Subsidy for farmers (P M)	Utilized Budget / GPS received	10%	≥90% of 1,600.00	100%	10%	100% (1,600.00)	10%	<ul style="list-style-type: none"> Summary of GPS as of Dec 31, 2016 GPS Utilization per Region Board Resolution No. 2016-075 (dated 28 Nov 2016) 	Total RSBSA premium subsidy/discount recorded for the year amounted to P1.79 Billion, augmented using Corporate Fund amounting to P400 Million (Board Resolution No. 2016-075).												
SM 7	EBITDA	Absolute amount	5%	251.457 (Subject to force majeure events)	53.797	3.92%	53.797	1.07%	<ul style="list-style-type: none"> Depreciation Schedule Consolidated Statement of Comprehensive Income, as submitted to COA 	<table border="1"> <tr><td>Net Income</td><td>P 45,117</td></tr> <tr><td>Interest</td><td>0</td></tr> <tr><td>Tax</td><td>0</td></tr> <tr><td>Depreciation</td><td>8,680</td></tr> <tr><td>Amortization</td><td>0</td></tr> <tr><td>EBITDA</td><td>53,797</td></tr> </table>	Net Income	P 45,117	Interest	0	Tax	0	Depreciation	8,680	Amortization	0	EBITDA	53,797
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Subtotal			15%			13.92%		11.07%														

INTERNAL PROCESS	Component		Wt.	Target 2016	PCIC Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula			Actual	Rating	Score	Rating		
SO 4	Improve Efficiency and Effectiveness of Systems and Procedures for Implementing the Agricultural Insurance Programs									
SM 8	Claims response time after submission of complete documents	Average number of days of claims processing 1-20 days = 100 21-30 = 95 31-40 = 90 41-50 = 85 51-60 = 80 61 days and above = 0	10%	≤20 days	25.60	9.5%	95% (25.60 days)	9.5%	<ul style="list-style-type: none"> Monitoring Report per Region Notice of loss Notice of Claims Investigation Assignment Compliance of Deficiency Report of Approved Claims 	It was noted that some regions manually record their monitoring of the claims processing and such practice makes it hard for evaluators to cross-check the dates of relevant documents. Claims processing being one of the major function of PCIC, the automation of the whole process is highly encouraged.
SO 5	Enhance Existing and Develop Client Responsive Corporate Policies									
SM 9	Percentage of acted enhancements and new corporate policies	(No. of Acted Requests within two (2) months/ Total number of Requests) *100	5%	≥90%	100%	5%	100%	5%	<ul style="list-style-type: none"> Quarterly Reports Actuarial Research and Product Valuation Department and Business Development and Marketing Department 	Period from receipt of request to the signing of the board resolution is measured using calendar days.
		Subtotal	15%			14.5%		14.5%		

LEARNING AND GROWTH	Component		Wt.	Target 2016	PCIC Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula			Actual	Rating	Score	Rating		
	SO 6	Enhance the Human Resource Management and Quality Management System								
SM 10	Establishment of a competency framework	Competency framework established by the end of CY 2016	5%	Competency Framework established by the end of 2016	Competency Framework established	5%	Competency Framework established	5%	<ul style="list-style-type: none"> Competency Framework signed by Management 	It is recommended that a Competency Framework (graphical representation) be crafted and submitted as well.
SM 11	ISO 9001 Certification	ISO Audit	5%	Surveillance Audit: PASS	Surveillance Audit: PASSED	5%	Certification issued	5%	<ul style="list-style-type: none"> Certificate issued by TÜV Rheinland 	ISO 9001:2008 certification valid from 29 Sep 2016 until 14 Sep 2018.
		<i>Sub-total</i>	10%			10%		10%		
		TOTAL	100%			96.34%		91.52%		