

**PHILIPPINE CROP INSURANCE CORPORATION (PCIC)
Revalidation Result of the 2021 Performance Scorecard**

	Component				Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Objective/Measure	Formula	Weight	Rating System	2021	Actual	Rating	Score	Rating			
SOCIAL IMPACT	SO 1	Protect Investment in Farming and Fishing by Farmers, Fisherfolk and Other Agricultural Stakeholders										
	SM 1	Amount of Cover (P M)	Absolute Amount	15%	(Actual / Target)	79,450	110,095.79	-	110,095	15%	a. 2021 Executive Summary b. 2021 Highlights of Regional Operations per Insurance Lines and per Program for CY 2021	Target exceeded.
		Subtotal			15%					15%		
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and Other Agricultural Stakeholders Insured										
	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%	(Actual / Target)	26.70%	30.8%	-	30.80%	0%	a. 2021 Executive Summary b. 2021 Highlights of Regional Operations per Insurance Lines and per Program for CY 2021	For reporting purposes only.
	SM 3	Number of Subsistence Farmers Enrolled										
		a. Fully Subsidized	Actual number of subsistence farmers	20%	(Actual / Target)	2,126,192	2,458,588	-	2,458,588	20%	a. 2021 Executive Summary b. 2021 Highlights of Regional Operations per Insurance Lines and per Program for CY 2021	Target exceeded

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b. Partial / Non-subsidized		10%			550,000	898,952	-	853,870	10%	a.2021 Executive Summary b.2021 Highlights of Regional Operations per Insurance Lines and per Program for CY 2021	Target exceeded
SO 3 Raise Satisfaction Level for Insurance Products and Services Among its Clients											
SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating/Total number of respondents	10%	(Actual / Target) 0% = if less than 80%	92%	93.01%	-	93.01%	10%	a.2021 PCIC CSS Final Report b.15 Samples of Accomplished Survey Questionnaires	Acceptable.
SO 4 Expand partnership for Agricultural Insurance											
SM 5	Proportion of LGUs with established partnerships for the implementation of agricultural insurance to the total number of LGUs (%)	Number of LGUs with established partnership for the implementation of agricultural insurance / Total number of LGUs	0%	(Actual / Target)	95%	90.45% (148/1634)	-	90.41%	0%	List of LGUs that Provided Services to, vis-a-vis the total number of LGUs from the Philippine Statistics Authority (PSA)	For monitoring purposes only.
Subtotal			40%						40%		

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FINANCE	SO 5	Increase Revenue Generation and Ensure Financial Stability										
	SM 6	Percentage of utilized Government Premium Subsidy for farmers	Utilized Budget / GPS Received	15%	(Actual / Target)	100%	100% (3,500.00)	-	100% (3,500.00)	15%	Statement of Allotment Obligations, Disbursements, and balances (SAODB) Quarter Ending 31 December 2021	Acceptable
	SM 7	EBITDA (P M)	Absolute Amount	5%	(Actual / Target)	569.23	387.396	-	331.82	4.28%	2021 COA Audit Report	Target not met.
	SM 8	Policy on Reinsurance	Milestone	2.5%	Conduct of study/ research and stakeholders' consultation = 1.25%; Approval by the PCIC Board of Directors = 1.25%	Board-Approved Policy on Reinsurance	Policy on reinsurance drafted, ready for presentation to the Board	-	Policy on reinsurance drafted, ready for presentation to the Board	1.25%	a. PCIC Board Resolution No. 2021-036 b. Reinsurance Treaty for Non-Crop Agricultural Asset insurance with National Reinsurance Corporation of the Philippines c. Email Conversation with the National Reinsurance Corporation of the Philippines (NatRe) d. Minutes of the meeting review on 28 December 2021 e. Minutes of the meeting with the Committee on Governance on 14 January 2022	The request for reconsideration is APPROVED . Based on the evaluation of the representations and submitted supporting documents of PCIC, the Governance Commission notes that the Policy on Reinsurance was reported to the Management in 2021.
	Subtotal								20.53%			

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SO 6 Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs											
SM 9 Number of Documented Procedures Revised											
INTERNAL PROCESS	a. PCIC Manual of Operations	Milestone	2.5%	<u>Conduct of study/ research and stakeholders' consultation = 1.25%;</u> <u>Approval by the PCIC Board of Directors = 1.25%</u>	Board-Approved Revised PCIC Manual of Operations	Revised PCIC Manual of Operations for Rice and Corn approved by the Board, drafted Manual of Operations for High Value Crops, Livestock, Fisheries, Non-Crop Insurance and Credit and Life Term Insurance	-	<u>Conducted Technical Working Group meetings and Regional Office consultations to amend the Manual;</u> <u>Submitted the Manual to the Insurance Commission for review</u>	1.25%	a. <u>Chronology of Events on the updating of the PCIC Operations Manual</u> b. <u>Draft Manual of Operations on (a) Credit and Lifetime Insurance, (b) Fisheries Insurance, (c) High-Value Crops, (d) Livestock, (e) non-crop insurance, (f) Rice and Corn</u> c. <u>Minutes of the Meeting Committee on Governance on 02 December 2021</u> d. <u>Board Resolution Nos. 2022-02, 2022-05, 2022-06, 2022-10, 2022-11, and 2022-12</u>	<u>The request for reconsideration is APPROVED.</u> <u>Based on the evaluation of the representations and submitted supporting documents of PCIC, the Governance Commission notes the substantial groundwork done for the revision of the manual within 2021.</u> <u>For future targeted Board-approved outputs, PCIC is reminded to include in its project planning sufficient time for the Board to review and approve the required output before the year ends.</u>

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective/Measure	Formula	Weight	Rating System	2021	Actual	Rating	Score	Rating			
b. Procedure on Handling Complaints	Milestone	2.5%	<p><u>Conduct of study/ research and stakeholders' consultation = 1.25%;</u></p> <p><u>Approval by the PCIC Board of Directors = 1.25%</u></p>	Board-Approved Revisited Procedure on Handling Complaints	Procedure on Handling Complaints drafted, ready for presentation to the Board	-	<p><u>Procedure on Handling Complaints drafted, ready for presentation to the Board</u></p>	1.25%	<p>a. <u>Chronology of Events on the updating of Procedure on Handling of Complaints</u></p> <p>b. <u>Draft Procedures on Handling Complaints</u></p> <p>c. <u>Minutes of the meeting dated 15 March 2022, and 17 March 2022</u></p> <p>d. <u>PCIC's Citizen Charter Manual as submitted to ARTA</u></p>	<p>The request for reconsideration is APPROVED.</p> <p>Based on the evaluation of the representations and submitted supporting documents of PCIC, the Governance Commission notes the substantial groundwork done for the revision of the procedure within 2021.</p> <p>For future targeted Board-approved outputs, PCIC is reminded to include in its project planning sufficient time for the Board to review and approve the required output before the year ends.</p>	

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Objective/Measure	Formula	Weight	Rating System	2021	Actual	Rating	Score	Rating			
c. Procedure on Processing of Claims	Milestone	2.5%	<u>Conduct of study/ research and stakeholders' consultation = 1.25%;</u> <u>Approval by the PCIC Board of Directors = 1.25%</u>	Board-Approved Revisited Procedur on Process-ing of Claims	Procedure on Processing of Claims drafted, ready for presentation to the Board	-	<u>Conducted Technical Working Group meetings and Regional Office consultations to amend the procedure;</u> <u>Submitted the procedure to the Insurance Commission for review</u>	1.25%	a. <u>Manual of Operations on (a) Credit and Lifetime Fisheries Insurance, (b) High-Value Crops, (c) Livestock, (e) non-crop insurance, (f) Rice and Corn</u> b. <u>Minutes of the Meeting Committee on Governance on 02 December 2021</u> c. <u>Board Resolution Nos. 2022-02, 2022-05, 2022-06, 2022-10, 2022-11, and 2022-12</u>	<p>The request for reconsideration is APPROVED.</p> <p>Based on the evaluation of the representations and submitted supporting documents of PCIC, the Governance Commission notes the substantial groundwork done for the revision of the manual within 2021.</p> <p>For future targeted Board-approved outputs, PCIC is reminded to include in its project planning sufficient time for the Board to review and approve the required output before the year ends.</p>	

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Objective/Measure	Formula	Weight	Rating System	2021	Actual	Rating	Score	Rating			
SM 10	Percentage of complaints resolved within the prescribed timeline	Number of complaints resolved within the prescribed timeline/ Total number of complaints received with complete documents	2.5%	(Actual / Target)	100%	93.68%	-	93.68%	2.34%	PCIC Quarterly Monitoring Report per Regional Office	Target not met. A total of 326 out of 348 complaints were resolved within the prescribed timeline
SM 11	Percentage of claims processed within the prescribed timeline	Number of claims settled within the prescribed timeline / Total number of complaints received with complete documents	7.5%	(Actual / Target)	100%	67.77%	-	67.77%	5.08%	PCIC Quarterly Monitoring Report per Regional Office	Target not met. A total of 346,063 out of 510,656 claims were processed within the prescribed timeline
SM 12	ISO 9001 Certification	Milestone	2.5%	All or Nothing	ISO Recertification	ISO Recertification	-		2.5%	a.ISO 9001:2015 for offices in NCR and Regions I to XII b.Audit Report from the third-party	Acceptable
Subtotal			20%						13.67%		

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LEARNING AND GROWTH	SO 7	Enhance the Human Resource Management										
	SM 13	Percentage of employees with required competencies met	Number of incumbents meeting the required competencies/ Total employees	2.5%	All or Nothing	55%	78.01%	-	84.00%	2.5%	a.Executive Summary of Competency Assessment for CY 2021 b.Computation of the competency level per Office c.Samples of self & supervisor assessment d.PCIC Competency-Based HR Systems Manual e.Competency Evaluation	161 out of 191 plantilla personnel met the required competencies of their respective positions.
		Subtotal		2.5%						2.5%		
		Total		100%						91.70%		