

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

		Component			Baseline Data			Target	
		Objective/Measure	Formula	Weight	Rating System ^{a/}	2016	2017	2018	2019
SOCIAL IMPACT	SO 1	Stabilize the Income of Agricultural Producers							
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	Actual / Target	37,132.307	58,479.151	65,000.000	72,000.000
	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	5.41%	9.63%	14.40%	16.00%
	Sub-total			15%					
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%	(Actual / Target) x Weight 0% = If less than 80%	-	92.64%	90%	90%
	SM 4	Number of subsistence farmers enrolled							
		a. Subsidized	Number of eligible farmers enrolled / No. of farmers targeted	20%	Actual / Target	653,742	1,105,932	1,600,000	1,830,000
		b. Non-Subsidized		10%		295,580	491,244	375,000	500,000
Sub-total			40%						

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FINANCE	SO 3 Increase Revenue Generation								
	SM 5	Percentage of utilized Government Premium Subsidy for farmers (P M)	Utilized Budget / GPS received	15%	Actual / Target	100% (1,600.00)	100% (3,060.00)	100% (4,000.00)	100% (4,400.00)
	SM 6	EBITDA (P M)	Absolute Amount	5%	Actual / Target	53.797	347,759	236.243	255.6223
	Sub-total			20%					
INTERNAL PROCESS	SO 4 Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs								
	SM 7	Percentage of complaints resolved within 10 days*	Resolved complaints within 10 working days over Total number of complaints received	5%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0	69%	93.60%	90%	90%
	SM 8	Percentage of claims processed within 20 days*	Number of claims settled within 10 days over Total number of claims received with complete documents	10%	90 and above 100 80 – 89 90 70 – 79 80 60 – 69 70 59 and below 0	71.98%	72.52%	90%	90%
	SM 9	ISO 9001 Certification	Milestone	5%	All or Nothing	Certification Issued	Surveillance Audit: PASS	ISO 9001:2015 Certified	Passed Surveillance Audit
	Sub-total			20%					

* Subject to compliance with the Ease of Doing Business Act (R.A. 11032).

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LEARNING AND GROWTH	SO 5	Enhance Human Resource Management							
	SM 10	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	All or Nothing	Competency framework established	-	Improvement from Established Baseline	Improvement from 2018 score
	Sub-total			5%					
	TOTAL			100%					

a/ But not to exceed the weight assigned per indicator.