

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)
Performance Scorecard

	Component			Target	Submission		CGO-B Validation		Supporting Documents	Remarks																									
	Objective/Measure	Formula	Wt.	2015	Actual	Rating	Score	Rating																											
SOCIAL IMPACT	SO 1	Stabilize the income of agricultural producers																																	
	SM 1	Amount of Cover (P M)	Absolute Amount	20%	24,297.000	39,273.824	20%	41,078.8	20%	<ul style="list-style-type: none"> 2015 Executive Summary (as of 29 March 2016) Details per line item on the summary 	PCIC's scorecard submission was based on the data exported last 19 January 2016. GCG validation used the final data exported on 29 March 2016. Following is the breakdown of the amount of cover per fund source: <table border="1"> <tr> <td>RSBSA</td> <td>16,244.22</td> </tr> <tr> <td>Yolanda</td> <td>5,030.28</td> </tr> <tr> <td>APCP</td> <td>1,033.14</td> </tr> <tr> <td>DA Food Self-Sufficiency Program (FSSP)</td> <td>1,890.73</td> </tr> <tr> <td>Regular (PCIC)</td> <td>16,880.42</td> </tr> </table> Breakdown per program: <table border="1"> <tr> <td>Rice</td> <td>13,003.77</td> </tr> <tr> <td>Corn</td> <td>3,078.06</td> </tr> <tr> <td>High Value Crops</td> <td>4,945.90</td> </tr> <tr> <td>Livestock</td> <td>3,805.38</td> </tr> <tr> <td>Non-Crop</td> <td>973.07</td> </tr> <tr> <td>Fisheries</td> <td>103.50</td> </tr> <tr> <td>Term Insurance Package (TIP)</td> <td>15,169.11</td> </tr> </table>	RSBSA	16,244.22	Yolanda	5,030.28	APCP	1,033.14	DA Food Self-Sufficiency Program (FSSP)	1,890.73	Regular (PCIC)	16,880.42	Rice	13,003.77	Corn	3,078.06	High Value Crops	4,945.90	Livestock	3,805.38	Non-Crop	973.07	Fisheries	103.50	Term Insurance Package (TIP)	15,169.11
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		<i>Sub-total</i>	20%			20%		20%																											

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Objective/Measure	Formula	Wt.	2015	Actual	Rating	Score	Rating													
SO 2 Expand the number of farmers and other agricultural stakeholders insured																				
SM 2	Customer Satisfaction Rating	Survey Rating > 90 = 100 80-89 = 90 70-79 = 80 60-69 = 70 < 59 = 0	8%	≥90%	97.40%	8%	97.40%	8%	• Customer Satisfaction Survey Report	Dimensions surveyed for the service quality index (satisfaction survey rating) are: (i) quality and reliability, (ii) access and facilities, (iii) timeliness and responsiveness, (iv) integrity, (v) staff, and (vi) outcome.										
SM 3	a. Fully subsidized	Number of eligible farmers enrolled	10%	528,000	784,411	10%	821,794	10%	<ul style="list-style-type: none"> PCIC Executive Summary as of 31 Dec 2015 generated on 29 Mar 2016 Details per line item on the summary 	These farmers are enrolled in the following programs: <table border="1"> <tr><td>RSBSA</td><td>589,534</td></tr> <tr><td>Yolanda IP</td><td>156,072</td></tr> <tr><td>APCP</td><td>19,298</td></tr> <tr><td>DA FSSP</td><td>56,890</td></tr> <tr><td>Total</td><td>821,794</td></tr> </table>	RSBSA	589,534	Yolanda IP	156,072	APCP	19,298	DA FSSP	56,890	Total	821,794
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Total	821,794																			
b. Partially subsidized (rice and corn)	7%	96,000	83,777	6.11%	85,810	6.26%	<ul style="list-style-type: none"> Farmers were fully subsidized instead of only partial. This is composed of 68,391 rice farmers and 17,419 corn farmers. 													
c. Other lines	5%	204,000	279,693	5%	287,328	5%	These farmers are categorized as follows: <table border="1"> <tr><td>Fisheries</td><td>51</td></tr> <tr><td>NCIP</td><td>1,822</td></tr> <tr><td>Livestock</td><td>6,985</td></tr> <tr><td>HVCR</td><td>3,092</td></tr> <tr><td>CLTIP</td><td>275,378</td></tr> <tr><td>Total</td><td>287,328</td></tr> </table>	Fisheries	51	NCIP	1,822	Livestock	6,985	HVCR	3,092	CLTIP	275,378	Total	287,328	
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Total	287,328																			
SM 4	Percentage of complaints resolved	(Resolved complaints within 10 working days / Total no. of complaints)*100	5%	≥90%	84.26%	4.5%	80.365%	4.46%	• Monitoring report per regional office	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of resolved complaints</th> </tr> </thead> <tbody> <tr><td>1st</td><td>93.67</td></tr> <tr><td>2nd</td><td>64.47</td></tr> <tr><td>3rd</td><td>66.86</td></tr> </tbody> </table>	Quarter	Percentage of resolved complaints	1 st	93.67	2 nd	64.47	3 rd	66.86		
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Component				Target	Submission		CGO-B Validation		Supporting Documents	Remarks																			
Objective/Measure		Formula	Wt.	2015	Actual	Rating	Score	Rating																					
		> 90 = 100 80-89 = 90 70-79 = 80 60-69 = 70 < 59 = 0								<table border="1"> <tr> <td>4th</td> <td>96.46</td> </tr> <tr> <td>Average</td> <td>80.37</td> </tr> </table>	4 th	96.46	Average	80.37															
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Average	80.37																												
CUSTOMERS / STAKEHOLDERS	SM 5	Number of farmers attended the training seminar/workshop on PCIC insurance programs	Absolute number	2.5%	10,000	80,623	2.5%	80,623	2.5%	<ul style="list-style-type: none"> Monitoring report per regional office 	The trainings were spread out during the year and the breakdown per quarter is as follows: <table border="1"> <thead> <tr> <th>Period</th> <th>Existing</th> <th>Potential</th> </tr> </thead> <tbody> <tr> <td>1st Q</td> <td>15,997</td> <td>14,088</td> </tr> <tr> <td>2nd Q</td> <td>26,643</td> <td>18,236</td> </tr> <tr> <td>3rd Q</td> <td>18,086</td> <td>16,762</td> </tr> <tr> <td>4th Q</td> <td>19,897</td> <td>19,140</td> </tr> <tr> <td>Total</td> <td>80,623</td> <td>68,226</td> </tr> </tbody> </table>	Period	Existing	Potential	1 st Q	15,997	14,088	2 nd Q	26,643	18,236	3 rd Q	18,086	16,762	4 th Q	19,897	19,140	Total	80,623	68,226
	Period	Existing		Potential																									
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Total	80,623	68,226																											
	a. Existing		2.5%	10,000	68,226	2.5%	68,226	2.5%																					
	b. Potential		2.5%	10,000																									
Sub-total			40%			38.61%		38.72%																					
FINANCE	SO 3	Increase Revenue Generation																											
	SM 6	Amount of Utilized Government Premium Subsidy (GPS) for farmers (P M)	Absolute amount	10%	1,300.000	2,338.602	10%	2,399.991	10%	<ul style="list-style-type: none"> Summary of GPS as of December 31, 2015 generated on 29 March 2016 	GPS were distributed to different programs as follows: <table border="1"> <tbody> <tr> <td>Regular Program</td> <td>195.52</td> </tr> <tr> <td>RSBSA</td> <td>1,625.00</td> </tr> <tr> <td>DA FSSP</td> <td></td> </tr> <tr> <td>• LBP Sikat Saka</td> <td>132.467</td> </tr> <tr> <td>• DA-Weather Adverse Rice Areas</td> <td>46.514</td> </tr> <tr> <td>• HYTA</td> <td>7.468</td> </tr> <tr> <td>Yolanda Rehabilitation</td> <td>278.781</td> </tr> <tr> <td>APCP</td> <td>113.454</td> </tr> <tr> <td>Total</td> <td>2,399.991</td> </tr> </tbody> </table>	Regular Program	195.52	RSBSA	1,625.00	DA FSSP		• LBP Sikat Saka	132.467	• DA-Weather Adverse Rice Areas	46.514	• HYTA	7.468	Yolanda Rehabilitation	278.781	APCP	113.454	Total	2,399.991
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	Objective/Measure		Formula	Wt.	2015	Actual	Rating	Score			Rating													
FINANCE	SM 7	EBITDA	Absolute amount	5%	178.062 Subject to force majeure events	424.015	5%	80.371	2.26%	<ul style="list-style-type: none"> Consolidated Statement of Comprehensive Income, as submitted to COA. Depreciation Schedule <table border="1"> <tr><td>Net Income</td><td>₱ 73,112,495</td></tr> <tr><td>Interest</td><td>127,151</td></tr> <tr><td>Taxes</td><td>0</td></tr> <tr><td>Depreciation</td><td>7,131,440</td></tr> <tr><td>Amortization</td><td>0</td></tr> <tr><td>EBITDA</td><td>₱ 80,371,086</td></tr> </table>	Net Income	₱ 73,112,495	Interest	127,151	Taxes	0	Depreciation	7,131,440	Amortization	0	EBITDA	₱ 80,371,086		
	Net Income	₱ 73,112,495																						
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EBITDA	₱ 80,371,086																							
Subtotal			15%			15%		12.26%																
INTERNAL PROCESS	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 = 90 31-40 = 80 41-50 = 70 > 51 = 0	10%	≤20 days	26.31 days	9%	26.01 days	9%	<ul style="list-style-type: none"> Monitoring Report per Region <table border="1"> <tr><td colspan="2">PCIC's claims response time was computed as follows:</td></tr> <tr><td>Quarter</td><td>Ave. no. of days (Claims response time)</td></tr> <tr><td>1st</td><td>25.38</td></tr> <tr><td>2nd</td><td>27.79</td></tr> <tr><td>3rd</td><td>25.98</td></tr> <tr><td>4th</td><td>24.89</td></tr> <tr><td>Average</td><td>26.01</td></tr> </table>	PCIC's claims response time was computed as follows:		Quarter	Ave. no. of days (Claims response time)	1 st	25.38	2 nd	27.79	3 rd	25.98	4 th	24.89	Average	26.01
	PCIC's claims response time was computed as follows:																							
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Average	26.01																							
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 <ul style="list-style-type: none"> Forty-four requests were acted upon on an average of 20.25 days. 															
Subtotal			15%			14%		14%																

	Component			Target	Submission		CGO-B Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Wt.	2015	Actual	Rating	Score	Rating			
LEARNING AND GROWTH	SO 6 Enhance the human resource development initiatives of PCIC										
	SM 10	Percentage of trainings/seminars attended	(Number of training/seminar attended over Number of trainings identified in TNA)*100	2.5%	≥90%	100%	2.5%	100%	2.5%	<ul style="list-style-type: none"> PCIC Quarterly Monitoring Report on trainings and seminars attended Special Orders on Training and Workshops Attended Trainings / workshops identified in Training Needs Analysis (TNA) 	PCIC authorized selected employees to attend ten (10) TNA-identified trainings/seminars, which is over the target of six (6) for 2015.
	SM 11	ISO 9001 Certification	ISO Audit	5%	Surveillance Audit: PASS	Surveillance Audit: PASSED	5%	Surveillance Audit: PASSED	5%	<ul style="list-style-type: none"> Initial Audit Report dated 19-20 March 2015 	
	SO 7 Implement an improved merit-based performance, recognition, and reward system										
	SM 12	Percentage of employees with ratings of Very Satisfactory and Outstanding in SPMS	No. of employees with Very Satisfactory and Outstanding rating in SPMS over Total no. of employees > 90 = 100 80-89 = 90 70-79 = 80 60-69 = 70 < 59 = 0	2.5%	≥90%	100%	2.5%	100%	2.5%	<ul style="list-style-type: none"> PCIC SPMS Summary Sample SPMS Evaluation 	PCIC rated all of its 209 employees for 2015 as Very Satisfactory (VS).
	Sub-total			10%			10%		10%		
	TOTAL			100%			97.61%		94.98%		