

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Protect Investments in Farming and Fishing by Farmers, Fisherfolk and other Agricultural Stakeholders							
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	Actual over Target	79,823.923	107,435.54	70,326	79,450
	Sub-total			15%					
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and the 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 over Total number of farmers and fisherfolk listed in RSBSA	0%	Actual over Target	15.74%	14.94%	22.60%	26.70%
	SM 3	Number of Subsistence Farmers Enrolled							
		a. Fully Subsidized	Actual number of subsistence farmers	20%	Actual over Target	1,704,861	2,239,065	1,800,144	2,126,192
	b. Partial / Non-Subsidized	10%		562,651		850,403	666,687	550,000	
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 over Total number of respondents	10%	Actual over Target 0% = If less than 80%	95.49%	96.46%	92%	92%	

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CUSTOMERS / STAKEHOLDERS	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 over Total number of LGUs	0%	Actual over Target	-	-	-	95%
	Sub-total			40%					
FINANCE	SO 5	Increase Revenue Generation and Ensure Financial Stability							
	SM 6	Percentage of utilized Government Premium Subsidy for farmers (₱ M)	Utilized Budget over GPS Received	15%	Actual over Target	115% (4,584.394)	122.76% (5,401.603)	100% (3,500.00)	100% (3,500.00)
	SM 7	EBITDA (₱ M)	Absolute Amount	5%	Actual over Target	348.17	929.287	344.960	569.230
	SM 8	Policy on Reinsurance	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Policy on Reinsurance
	Sub-total			22.5%					
INTERNAL PROCESS	SO 6	Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs							
	SM 9	Number of Documented Procedures Revised							
		a. PCIC Manual of Operations	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revised PCIC Manual of Operations

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	b. Procedure on Handling Complaints	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revisited Procedure on Handling Complaints
	c. Procedure on Processing of Claims	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revisited Procedure on Processing of Claims
	SM 10 Percentage of complaints resolved within the prescribed timeline*	Number of complaints resolved within the prescribed timeline over Total number of complaints received with complete documents	2.5%	Actual over Target	49.8%**	96.30%**	100%**	100%
INTERNAL PROCESS	SM 11 Percentage of claims processed within the prescribed timeline*	Number of claims settled within the prescribed timeline over Total number of complaints received with complete documents	7.5%	Actual over Target	67.34%	70.46%	100%	100%

* The processing times must be in accordance with the processing times prescribed in Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, its IRR, and relevant issuances by the Anti-Red Tape Authority (ARTA).

** Based on a prescribed period of ten (10) working days.

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	SM 12	ISO 9001 Certification	Milestone	2.5%	All or Nothing	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit	ISO Recertification
	<i>Sub-total</i>			20%					
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 over Total Employees	2.5%	All or Nothing	-	17.89%	Improvement from 2019 baseline	55%
	<i>Sub-total</i>			2.5%					
TOTAL			100%						

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