

**PHILIPPINE CROP INSURANCE CORPORATION (PCIC)  
Validation Result of 2022 Performance Scorecard**

	Component				Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
SOCIAL IMPACT	SO 1	<b>Protect Agricultural Investments by Farmers, Fisherfolk and Other Agricultural Stakeholders</b>										
	SM 1	Amount of Cover (P M)	Absolute Amount	15%	Actual over Target	154,985.443	128,729.592	-	128,729.592	12.46%	2022 Executive Summary 2022 Highlights of Regional Operations per Insurance Lines and per Program	Target not met.
	<b>Sub-total</b>			<b>15%</b>						<b>12.46%</b>		
CUSTOMERS / STAKEHOLDERS	SO 2	<b>Expand the Number of Farmers, Fisherfolk and the Other Agricultural Stakeholders Insured</b>										
	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	30.80%	35.22%	-	35.17%	0%	2022 Executive Summary 2022 Highlights of Regional Operations per Insurance Lines and per Program	For monitoring purposes only.

<sup>1</sup> Officially received by the Governance Commission on 28 April 2023.

Component				Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
SM 3	Number of Subsistence Farmers Enrolled										
	a. Fully Subsidized	Number of Farmers, Fisherfolks, and Other Agricultural Producers Enrolled	13%	Actual over Target	2,457,074	2,704,797	-	2,704,797	13%	2022 Executive Summary 2022 Highlights of Regional Operations per Insurance Lines and per Program	Target exceeded.
b. Partial/ Non-subsidized	13%		1,291,996		1,134,388	-	1,134,388	11.41%	2022 Executive Summary 2022 Highlights of Regional Operations per Insurance Lines and per Program	Target not met.	
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%	92%	88.00%	-	87.65%	9.74%	2022 PCIC Customer Satisfaction Survey (CSS) Final Report Ten (10) Samples of Accomplished Survey Questionnaires	Target not met.



	Component				Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
FINANCE	<b>SO 4 Expand Partnership for Agricultural Insurance</b>											
	SM 5	Percentage 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	100%	96.02% (1569/1634)	-	96.02%	0%	2022 Summary of Linkages	For monitoring purposes only.
	<b>Sub-total</b>			<b>36%</b>						<b>34.15%</b>		
FINANCE	<b>SO 5 Increase Revenue</b>											
	Budget Utilization											
SM 6	a. Percentage of utilized Government Premium Subsidy (P M)	Amount of Utilized budget over GPS Received	2.5%	Actual over Target	100%	100% (4,500.000)	-	100%	2.50%	Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAObDB) 2022 Commission on Audit (COA) Annual Audit Report (AAR), Notes to the Financial Statement - Note 30	Target met.	

Component					Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
b. Disbursement Rate of internally Generated Fund	(Actual Disbursement – PS Cost) over (Total COB – PS Cost)	2.5%	Actual over Target	90%	86.11%	-	79.25%	2.20%	2022 COB BUR Computation 2022 COA AAR, Statement of Cash Flows DBM-approved 2022 COB	Target not met.	
SM 7 Return on Asset (ROA)	Net Income / Average Assets	5%	Actual over Target	1%	1%	-	1.72%	5%	2022 COA AAR, Statement of Financial Position Computation of ROA	Target exceeded.	
SM 8 Return on Equity (ROE)	Net Income / Average Equity	5%	Actual over Target	3%	3%	-	6.52%	5%	2022 COA AAR, Statement of Financial Position Computation of ROE	Target exceeded.	
SM 9 Number of Board-approved policy on reinsurance	Absolute Number	2%	Actual over Target	6 Board-Approved Policy on Reinsurance	Policy on Reinsurance for Non-Crop Insurance extended (1/6)	-	Policy on Reinsurance for Non-Crop Insurance extended	Measure excluded	PCIC Memorandum Circular No. 2021-11 PCIC Board Resolution (BR) No. 2021-0136 Email confirmation from National Reinsurance Corporation of the Philippines on the extension of PCIC's Fire Surplus Treaty until 31 December 2022	This measure is excluded in view of the PCIC's Board policy direction to defer the policy on reinsurance for Non-Crop Insurance.	



	Component				Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
										Copy of the minutes of the meeting of the Board of Directors dated 14 September 2022		
		<b>Sub-total</b>	<b>17%</b>						<b>14.70%</b>			
	<b>SO 6 Improved Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs</b>											
INTERNAL PROCESS		Number of Documented Procedures Revised										
	SM 10	a. PCIC Manual of Operations	Milestone	2%	All or Nothing	Board-Approved Revised PCIC Manual of Operations	Revised PCIC Manual of Operations for Rice and Corn, High Value Crops, Livestock, Fisheries, Non Crop Insurance and Credit and Life Term Insurance approved by the Board (6/6)	-	Board-Approved Revised PCIC Manual of Operations for all the insurance lines	2%	Secretary's Certificates for the following Board Resolutions: BR No. 2022-02 BR No. 2022-05 BR No. 2022-06 BR No. 2022-10 BR No. 2022-11 BR No. 2022-12 Copy of the revised manual	Target met.
		b. Procedure on Handling Complaints	Milestone	2%	All or Nothing	Board-Approved Revisited Procedure on Handling Complaints	Procedure on Handling Complaints approved by the Board	-	Board-Approved Revisited Procedure on Handling Complaints	2%	Secretary's Certificate dated 05 May 2022 for Board Resolution No. 2022-07	Target met.

Component					Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
c. Procedure on Processing of Claims	Milestone	2%	All or Nothing	Board-Approved Revisited Procedure on Processing of Claims	Procedure on Processing of claims approved by the Board (6/6)	-	Board-Approved Revisited Procedure on Processing of Claims	2%	The Processing of Claims is incorporated in the Manual of Operations and was reflected in the ARTA Manual after the approval of the Board	Target met.	
d. Product Governance Framework	Milestone	2%	<u>Conduct of study/ research and stakeholders' consultation = 1%;</u> <u>Approval by the PCIC Board of Directors = 1%</u>	Board-Approved Product Governance Framework	Study by Insurance Commission (IC) accredited actuary ongoing	-	Engagement of a consultant and consultant's issuance of reports to PCIC	1%	Copy of the draft framework Timeline of events Transmittal letter of ActuarialExponents, Inc.	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 2022. It is also noted that the two (2) target outputs were approved by the Board in June 2023.  <u>Full score of 2% each was not granted given the importance of obtaining the Board approval for the outputs' efficacy.</u>  For future targeted Board-approved outputs, PCIC is reminded to include in its project planning sufficient time for the Board to review and	
e. Review and Reprice Insurance Products	Milestone	2%	<u>Conduct of study/ research and stakeholders' consultation = 1%;</u> <u>Approval by the PCIC Board of Directors = 1%</u>	Board-Approved Repriced Insurance Products	Study by IC accredited actuary ongoing	-	Engagement of a consultant and consultant's issuance of reports to PCIC	1%	Copy of the draft framework Timeline of events Transmittal letter of ActuarialExponents, Inc.		



Component					Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
											approve the required output before the year ends. In addition, PCIC is advised to enjoin consultants to strictly adhere to project timelines and committed deliverables.
f. Actuarial Valuation of Reserve Accounts	Milestone	2%	All or Nothing	Board-Approved Actuarial Valuation of Reserve Accounts	Valuation for 2019, 2020, and 2021 done and used to compute for Board-approved financial statements	-	Board-Approved Actuarial Valuation of Reserve Accounts	2%	Secretary's Certificate through Board Resolution no. 2022-08	Target met.	
SM 11	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 5%	Actual over Target	100%	94.83%	-	94.83%	4.74%	PCIC Monitoring Report Regional Office Samples Consolidated Complaints Database	Target not met. Per PCIC, a total of 495 out of 522 complaints were resolved within the prescribed timeline. PCIC is reminded to regularly update its consolidated complaints database.	
SM 12	Percentage of claims processed within the prescribed timeline	Number of claims settled within the prescribed timeline over Total number of 5%	Actual over Target	100%	87.12%	-	87.12%	4.36%	PCIC Monitoring Report Regional Office Samples	Target not met. Per PCIC, a total of 533,803 out of 612,754 claims were	

	Component				Target	Submission <sup>1</sup>		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating System	2022	Actual	Rating	Actual	Rating			
		complaints received with complete documents									processed within the prescribed timeline.  PCIC is reminded to update its systems so as to readily generate a consolidated claims database, with information on the transaction's unique identifier, processing start time, and processing end time.	
	SM13	ISO 9001 Certification	Milestone	5%	All or Nothing	Pass 1 <sup>st</sup> Surveillance Audit	Surveillance Audit: Passed	-	Passed 1 <sup>st</sup> Surveillance Audit	5%	ISO 9001:2015 Certificate Surveillance Audit Report	Target met.
	<b>Subtotal:</b>		<b>27%</b>						<b>24.10%</b>			
<b>LEARNING &amp; GROWTH</b>	<b>SO 7</b>	<b>Enhance the Human Resource Management</b>										
	SM 14	Percentage of employees with required competencies met	Number of incumbents meeting the required competencies over Total Employees	5%	Actual over Target	60%	1.33 (Based on submitted metrics)	-	78.65%	5%	2022 Competency Assessment Ten (10) samples of self & supervisor assessment Computation of the competency level per region	Target exceeded.
	<b>Sub-total</b>		<b>5%</b>							<b>5%</b>		
<b>TOTAL</b>		<b>100%</b>								<b>90.41% out of 98% or 92.26% out of 100%</b>		

*Asr*