

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)
Interim Performance Scorecard

Indicator	Weight	Targets	Accomplishment		CGO-B Validation		Supporting Documents	Remarks												
	2014	2014	Actual	Rating	Score	Rating														
MFO 1 – Agricultural Insurance																				
Quantity 1: Number of subsistence farmers (palay and corn crops) enrolled	20%	361,575	463,809	20%	501,215	20%	<ul style="list-style-type: none"> 2014 Executive Summary (as of 10 April 2015) Details per line item on the summary (onsite) Sample list of beneficiaries extracted from PCIC automated base system 	<ul style="list-style-type: none"> PCIC's scorecard submission was based on the data exported last 12 January 2015. GCG validation used the final data exported on 10 April 2015 as follows: <ul style="list-style-type: none"> Rice Farmers – 396,415 Corn Farmers – 104,800 Deviations in the validated amounts from submitted figures (Quantities 1-4) were caused by timing differences in the reports. It is recommended that PCIC require its regional offices to finalize its figures and input the same to the database on an earlier date. 												
Quantity 2: Number of farmers enrolled in other insurance programs	5%	195,800	362,669	5%	416,599	5%	<ul style="list-style-type: none"> 2014 Executive Summary (as of 10 April 2015) Details per line item on the summary (onsite) Sample list of beneficiaries extracted from PCIC automated base system 	<ul style="list-style-type: none"> The number of beneficiaries enrolled in each insurance program other than rice and corn, are as follows: <table border="1"> <tr> <td>High Value Crops</td> <td>84,418</td> </tr> <tr> <td>Livestock</td> <td>99,185</td> </tr> <tr> <td>Non-Crop</td> <td>11,882</td> </tr> <tr> <td>Fisheries</td> <td>588</td> </tr> <tr> <td>Term Insurance Package (TIP)</td> <td>220,526</td> </tr> </table> 	High Value Crops	84,418	Livestock	99,185	Non-Crop	11,882	Fisheries	588	Term Insurance Package (TIP)	220,526		
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Quantity 3: Number of Hectares/Heads/Policies	20%	478,784	1,405,928	20%	1,513,208	20%	<ul style="list-style-type: none"> 2014 Executive Summary (as of 10 April 2015) Details per line item on the summary (onsite) Sample list of beneficiaries extracted from PCIC automated base system 	<ul style="list-style-type: none"> The composition of the total number of hectares/heads/policies of all insurance programs is as follows: <table border="1"> <tr> <td>Rice</td> <td>530,548</td> </tr> <tr> <td>Corn</td> <td>132,603</td> </tr> <tr> <td>High Value Crops</td> <td>129,057</td> </tr> <tr> <td>Livestock</td> <td>691,995</td> </tr> <tr> <td>Non-Crop</td> <td>9,583</td> </tr> <tr> <td>Fisheries</td> <td>322</td> </tr> </table> 	Rice	530,548	Corn	132,603	High Value Crops	129,057	Livestock	691,995	Non-Crop	9,583	Fisheries	322
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								Term Insurance Package (TIP)	19,100													
Quantity 4: Amount of Cover (Php M)	15%	18,750.13	30,919.87	15%	35,620.64	15%	<ul style="list-style-type: none"> 2014 Executive Summary (as of 10 April 2015) Details per line item on the summary (onsite) Sample list of beneficiaries extracted from PCIC automated base system 	<ul style="list-style-type: none"> The coverage provided for 2014 is as follows: <table border="1"> <tr> <td>Rice</td> <td>12,394</td> </tr> <tr> <td>Corn</td> <td>3,317</td> </tr> <tr> <td>High Value Crops</td> <td>5,621</td> </tr> <tr> <td>Livestock</td> <td>2,117</td> </tr> <tr> <td>Non-Crop</td> <td>1,597</td> </tr> <tr> <td>Fisheries</td> <td>114</td> </tr> <tr> <td>Term Insurance Package (TIP)</td> <td>10,461</td> </tr> </table> 	Rice	12,394	Corn	3,317	High Value Crops	5,621	Livestock	2,117	Non-Crop	1,597	Fisheries	114	Term Insurance Package (TIP)	10,461
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Quantity 5: Number of established linkages with the lending institutions, rural banks, cooperatives, provincial governments, LGUs, farmer's/fisherfolk's groups/organizations and government agencies	5%	3,154	5,794	5%	5,794	5%	<ul style="list-style-type: none"> Summary Report of Submissions from Regional Offices Individual submissions of Regional Offices 	<ul style="list-style-type: none"> Linkages are partnerships forged with various organizations and personalities to delineate responsibilities of entities and assist in the implementation of programs to promote the welfare of farmers and fishermen. 														
Quantity 6: Number of conducted competence training and awareness/customer communication	5%	2,932	2,260	3.85%	2,260	3.85%	<ul style="list-style-type: none"> Summary Report of Submissions from Regional Offices Individual submissions of Regional Offices 															
Quality 1: Customer Satisfaction on Underwriting Processing: Number of received/filed complaints shall be at 10% of the insurance applicants only	5%	≤10%	0.08%	5%	0.08%	5%	<ul style="list-style-type: none"> Summary Report of Submissions from Regional Offices Individual submissions of Regional Offices 	<ul style="list-style-type: none"> Of the 977,390 insurance applicants, 810 or 0.08% filed a complaint. 														
Quality 2: Customer Satisfaction on Claims Processing: Number of received/filed complaints shall	5%	≤10%	1.48%	5%	1.46%	5%	<ul style="list-style-type: none"> Summary Report of Submissions from Regional Offices Individual submissions 	<ul style="list-style-type: none"> Of the 118,548 insurance claims filed, 1,732 or 1.46% filed a complaint or reconsideration. 														

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be at 10% of the filed insurance claims only							of Regional Offices	
Timeliness: Claims Response Time: Average claims processing shall be at 20 days	10%	≤20 days	22.15 days	9%	22.15 days	8.75%	<ul style="list-style-type: none"> Summary Report of Submissions from Individual submissions of Regional Offices Regional Offices 	<ul style="list-style-type: none"> Most regional offices were able to process their claims within 20 days except for Regions 6 and 7 with an average of 21.92 and 73.25 days, respectively. <p>The regional manager of Region 7 explained that they were really constrained in processing claims in 2014 because of the three typhoons that devastated their region.</p>
Financial: Utilized Government Premium Subsidy for farmers (P Million)	10%	1,183,771	2,296,970	10%	2,436,113	10%	<ul style="list-style-type: none"> 2014 Executive Summary (as of 10 April 2015) 2014 Utilization Report 	<ul style="list-style-type: none"> The ₱1,183.771 M target only considered the Government Premium Subsidies (GPS) from the Registry System on Basic Sectors in Agriculture (RSBSA) program. However, the submitted and validated score are higher due to the inclusion of additional funding received from the Department of Agriculture (DA) and Agricultural Credit Policy Council (ACPC) as well as infusion of PCIC Corporate Fund to provide premium subsidy to farmers.
TOTAL WEIGHTS	100%			97.85%		97.60%		