



Philippine Crop Insurance Corporation  
**INTERIM PERFORMANCE SORECARD 2014**

Performance Measures				Baseline Data				CY 2014 Targets	CY 2014 Accomplishment	Rating
Description	Formula	Weight	Data Provider	2010	2011	2012	2013			
<b>MFO 1 : Agricultural Insurance</b>										
Quantity 1: Number of subsistence farmers (palay and corn crops) enrolled	$\Sigma$ Palay and corn farmers enrolled	20%	Regional Offices / Operations Group	97,438	121,551	156,366	232,549	361,575	463,809	20.00%
Quantity 2: Number of farmers enrolled in other insurance programs	$\Sigma$ Farmers (other crops) enrolled	5%	Regional Offices / Operations Group	-	-	-	222,595	195,800	362,669	5.00%
Quantity 3: Number of Hectares /Heads /Policies	$\Sigma$ Hectares / Heads / Policies	20%	Regional Offices / Operations Group	154,669	182,103	213,758	409,034	478,784	1,405,928	20.00%
Quantity 4: Amount of Cover (PhpM)	$\Sigma$ Amount of Cover	15%	Regional Offices / Operations Group	3,253.339	3,826.370	4,365.237	22,286.808	18,750.130	30,919.886	15.00%
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	$\Sigma$ Linkages established	5%	Regional Offices / Operations Group	1,293	1,515	2,057	3,547	3,154	5,794	5.00%
Quantity 6: Number of conducted competence training and awareness /customer communication	$\Sigma$ competence training and awareness conducted	5%	Regional Offices / Operations Group	1,398	1,529	1,791	2,224	2,932	2,260	3.85%
Quality 1: Customer Satisfaction on Underwriting Processing: Number of received/filed complaints shall be at 10% of the insurance applicants only	$\frac{\text{No. of complaints}}{\text{Total no. of insurance applicants}} \leq 10\%$	5%	Regional Offices / Operations Group	-	-	-	0.02%	$\leq 10\%$	0.08%	5.00%
Quality 2: Customer Satisfaction on Claims Processing: Number of received/filed complaints shall be 10% of the filed insurance claims only	$\frac{\text{No. of complaints}}{\text{Total no. of insurance claims}} \leq 10\%$	5%	Regional Offices / Operations Group	-	-	-	1.95%	$\leq 10\%$	1.46%	5.00%
Timeliness: Claims Response Time: Average claims processing shall be at 20 days	$\frac{\text{Total no. of days of claims processing}}{\text{Total no. of filed claims w/ complete document}} \leq 20 \text{ days}$	10%	Regional Offices / Operations Group	17.49 days	17.85 days	16.74 days	17.42 days	$\leq 20 \text{ days}$	22.15 days	9.00%
Financial: Utilized Government Premium Subsidy for farmers (PhpM)	$\Sigma$ Amount utilized	10%	Regional Offices / Operations Group / Finance Dept.	188.672	219.448	282.349	1,224.686	1,183.771	2,296.970	10.00%
<b>TOTAL OF WEIGHTS</b>		<b>100%</b>								<b>97.85%</b>

January 8, 2015

Certified Correct:

**ALLAN E. RETAMAR**  
 PMIO

2-23-2015

Date

**NOMER D. VIRAY**  
 Finance

2-23-15

Date

Approved by:

**ATTY. JOY C. BERNABE**  
 President

2-24-2015

Date

**DIOSCORO A. GRANADA**  
 Chairperson, Board of Directors

2-26-2015

Date