

13 March 2023

MR. BENJAMIN E. DIOKNO

Secretary, DOF and PCIC Chairperson

ATTY. JOVY C. BERNABE

President

PHILIPPINE CROP INSURANCE COMMISSION (PCIC)

*7th Floor, Building A, National Irrigation Administration (NIA) Complex,
EDSA, Diliman Quezon City*

SAC —

**RE: TRANSMITTAL OF 2023 CHARTER STATEMENT AND
STRATEGY MAP, AND PERFORMANCE SCORECARD**

Dear Secretary Diokno and President Bernabe,

We respectfully furnish you the SIGNED 2023 PCIC Charter Statement and Strategy Map (**Annex A**) and Performance Scorecard (**Annex B**).

Your compliance with GCG M.C. No. 2012-007 and GCG M.C. No. 2023-01 will be highly appreciated.

Very truly yours,

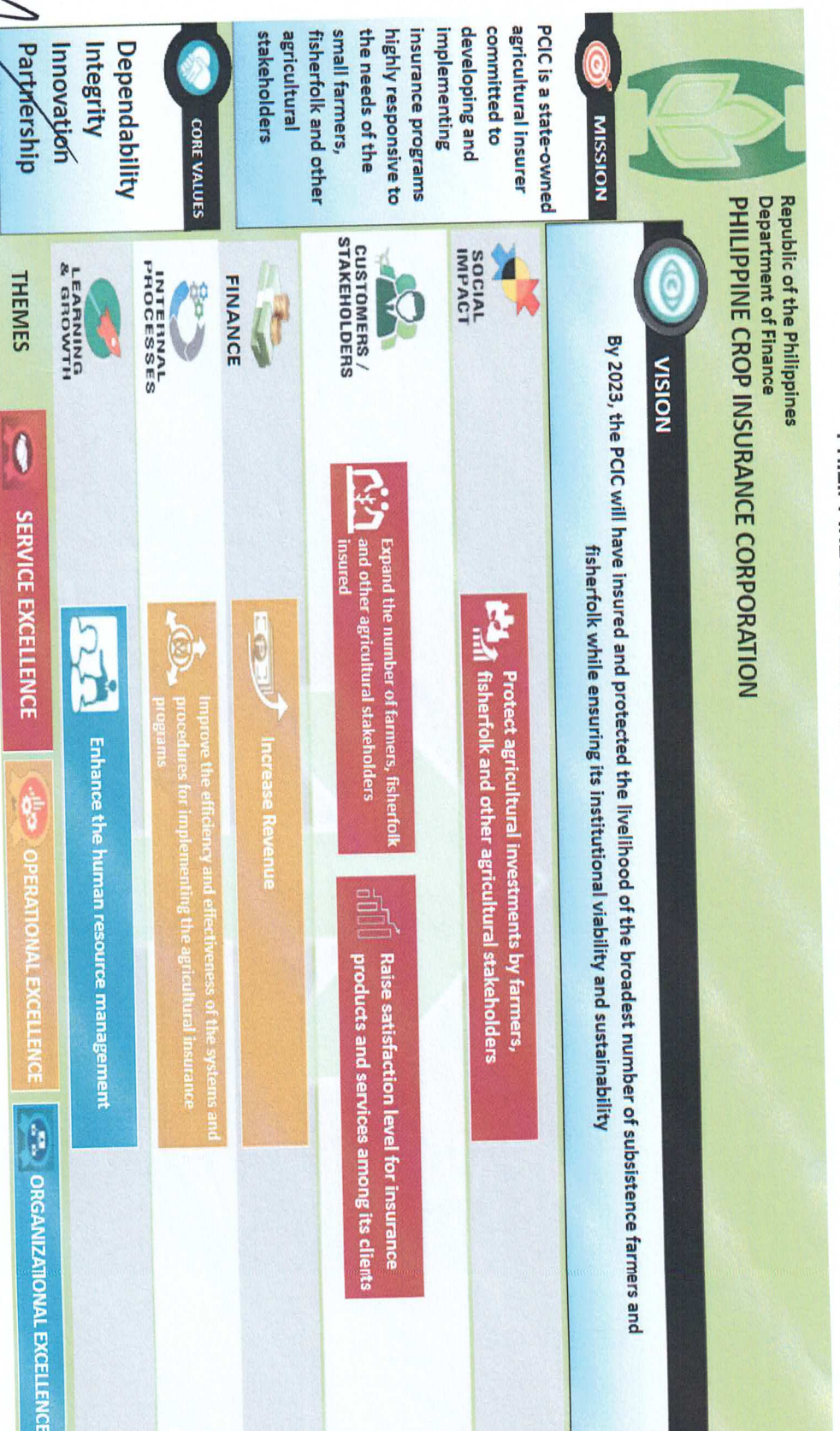
Justice **ALEX L. QUIROZ (ret.)**
Chairperson



cc: PCIC Employees' Association/Union

2023 CHARTER STATEMENT AND STRATEGY MAP (Annex A)

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)



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2023 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

Component				Baseline Data				Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023		
SOCIAL IMPACT									
SO 1		Protect Agricultural Investments by Farmers, Fisherfolk and other Agricultural Stakeholders							
SM 1	Amount of Cover (P Million)								
	a. Fully Subsidized	Actual Accomplishment	5%	(Actual/Target) x Weight	P79,473.41	P 110,095.79	P 154,985,443	P90,330.50	
	b. Partially Subsidized		5%					P329.25	
	c. Non-Subsidized		5%					P66,512.14	
	Sub-Total		15%						
SO 2		Expand the number of farmers, fisherfolk and other agricultural stakeholders Insured							
SM 2	Share of small farmers and fisher with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled / Total number of farmers and fisherfolk listed in RSBSA	0%	(Actual/Target) x Weight	16.06%	30.80%	30.80%	36%	
	SM 3								
	Number of Subsistence Farmers Enrolled								
SM 3	a. Fully Subsidized	Actual Accomplishment	15%	(Actual/Target) x Weight	1,753,144	2,458,588	2,457,074	2,521,54	
	b. Partially Subsidized		6.25%		804,032	853,870	1,291,996	18,081	
	c. Non-Subsidized		6.25%					1,305,240	

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Component					Baseline Data			Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023	
Raise Satisfaction Level for Insurance Products and Services Among its Clients									
SO 3									
SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least satisfactory rating / Total number of respondents	5%	(Actual over Target) x Weight 0% = If less than 80%	83.83%	93.01%	92%	92%	
	Sub-Total		32.5%						
SO 4	Increase Revenue								
SM 5	Budget Utilization								
	a. Percentage of utilized Government Premium Subsidy (P-Million)	Amount of Utilized Budget / GPS Received	5%	(Actual/Target) x Weight	100%	100%	100%	100%	100%
	b. Disbursement Rate of Internally Generated Fund	(Actual Disbursement – PS Cost) / (Total COB – PS Cost)	5%	(Actual/Target) x Weight	N/A	N/A	90%	90%	
SM 6	Return on Asset (ROA)	Net Income / Average Assets	5%	(Actual/Target) x Weight	N/A	N/A	1%	6%	
SM 7	Return of Equity (ROE)	Net Income / Average Equity	5%	(Actual/Target) x Weight	N/A	N/A	3%	16%	
	Sub-Total		20%						
SO 5	Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs								
SM 8	Percentage of systems developed under the 2023 ISSP	Number of 2023 deliverables completed / Total number of 2023 Deliverables per ISSP submitted to DICT	5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%	accomplishment of the ISSP target deliverables

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
SM 9 Percentage of complaints resolved within the prescribed timeline ¹	Number of complaints resolved within the prescribed timeline / Total number of complaints received with complete documents	5%	(Actual/Target) x Weight		86.73%	93.68%	100%	100%
SM 10 Percentage of claims processed within the prescribed timeline ²	Number of claims settled within the prescribed timeline / Total number of complaints received with complete documents	5%	(Actual/Target) x Weight		70.26%	67.77%	100%	100%
SM 11	Number of Documented Procedures Revised							
	a. Risk Management Framework	Actual Accomplishment	2.5%	Milestone ³	N/A	N/A	N/A	Board-Approved Risk Management Framework
	b. Product Governance Framework	Actual Accomplishment	2.5%		N/A	N/A	Board-Approved Product Governance Framework	Board-Approved Product Governance Framework

¹ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

² Ibid.

³ See Appendix A.

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Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
c. Review and Reprice Insurance Products	Actual Accomplishment	2.5%			N/A	N/A	Board-Approved reprice insurance products	Board-Approved Review and Reprice Insurance Products
SM 12 ISO Certification 9001	Actual Accomplishment	5%	All or nothing		Passed Surveillance Audit	ISO Recertification	Passed 1st Surveillance Audit	Passed 2nd Surveillance Audit on the provision of agricultural insurance protection
Sub-Total					27.5%			
SO 7 Enhance the Human Resource Management								
SM 13 Improvement on the Competency Level	Actual Accomplishment	5%	All or nothing		53.06%	84%	60%	Establish Competency Baseline ⁴
Sub-Total					5%			
TOTAL					100%			

⁴ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\sum_{b=1}^B \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\sum_{a=1}^A (\text{Required Competency Level})}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel


profiled

B

For GCG:


Justice ALEX L. QUIROZ (ret.)
Chairperson

For PCIC:


ATTY. JOY C. BERNABE
President

SM 11: NUMBER OF DOCUMENTED PROCEDURES REVISED

MILESTONES	WEIGHT
1. Management Committee approval of the Documentation	1.25%
2. Board approval of the Documentation	1.25%
Total	2.50%

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