

PERFORMANCE COMMITMENT

Prompt, efficient, effective and quality service from eight o'clock in the morning to five o'clock in the afternoon, Monday to Friday, and even beyond the regular schedule of work when the exigencies of the service so demand.

Claims Settlement Response Time (CSRT) of twenty (20) working days from receipt of Notice of Loss to issuance of indemnity check especially for rice and corn claims.

Incessant efforts at finding ways to further improve the services of the corporation through strengthening of feedback mechanism, capability enhancement of its employees and inculcation of moral values into the corporate culture and governance.

Consistent adherence to and strict compliance with established service standards to safeguard the rights and interests of the PCIC publics, clientele, program partners and other stakeholders.

FEEDBACK, COMPLAINTS AND REDRESS MECHANISMS

1. Filing of requested for reconsideration (R.A 8175)
 - Request for reconsideration of PCIC decisions on insurance claims settlement shall be submitted in writing to the PCIC Regional Office within 30 days after receipt of either indemnity payment or notification of disapproval;
 - If claimant is not satisfied with the decision, he/she may elevate the matter to the President of the Corporation;
 - If aggrieved by the decision, order or ruling of the PCIC President, he/she may appeal the decision, order or ruling to the PCIC Board of Directors.
2. Meetings/dialogues with farmers, cooperatives, lending institutions/ conduits, LGUs, DA and attached agencies, Agriculture and Fishery Councils and other stakeholders.
3. For any concern, complaint or feedback, please visit/contact PCIC through any of the following:
 - a. Public Assistance Desk/Officer of the Day
 - PCIC Head Office
7/F, NIA Bldg. A, NIA Complex EDSA, Diliman, Quezon City
Tel. No. (02)441-1325 to 28
 - PCIC Regional Offices
 - RO 1- S & P North Bldg., Nancayasan, Urdaneta, Pangasinan. Tel.(075)632-27-87
 - 2-2/F, LBP Bldg., San Gabriel Village,Tuguegarao , Cagayan. Tel. (078)844-1940
 - 3- ZMP Bldg., Villa Corazon, San Agustin, San Fernando City, Tel. (045)961-5717
 - 3a-2/F, CBNE Bldg., Maharlika Highway, Cabanatuan City, Tel. (044)600-2080
 - 4-2/F, Kristine Business Ctr,Chipeco-P. Burgos Sts.,Calamba City, Tel (049)545-5943
 - 5- 2/F DBP Bldg., Dinagaan, Quezon Ave., Legaspi City. Tel. (052)480-6095
 - 6-12 Dept.Of Agriculture Fort San Pedro, Iloilo City. Tel. (033)333-2650
 - 7- 2/F, DBP Bldg., Osmena Blvd., Cebu City. Tel. (032)412-3443
 - 8-3/F, F.Mendoza Realty Complex, 141 Sto. Nino St., Tacloban City. Tel. (053)321-3013
 - 9- Regional Complex, Pajares ave., Pagadian City. Tel. (062)214-1737
 - 10-3/F,One Montecarlo Bldg., Hayes-Corrales St., Cagayan de Oro City.
Tel. (088)857-2983
 - 11-2/F SCGCC Bldg., Alunan Ave., Koronadal City.South Cotabato. Tel. (083)228-2556
 - 12-2/F, Plaza Madonna Bldg. NDMC Compound, Quezon Ave. Midsayap,Cotabat
Tel.(064)521-0817
 - b. E-mail at pcicadmin@yahoo.com
4. For more information about PCIC, please visit its website at www.pcic.da.gov.ph

THE PCIC CORPORATE CREED

I believe in PCIC and the Vision of life for which it stands

- where Filipino farmers work with peace of mind under the protective mantle of crop insurance
- where the agricultural system provided the Filipino people the opportunity to partake of the bounty of the land.

I shall uphold its norms of conduct

- to serve with utmost professionalism, integrity and efficiency
- to manage the resources of the corporation effectively and economically
- to subordinate my personal interest in favor of public welfare.

I am proud to be part of this noble institution and under its policy of justice and sincerity.

I dedicate myself wholeheartedly to the realization of the corporate vision under the guidance of the Almighty.

