



Philippine Crop Insurance Corporation
INTERIM PERFORMANCE SORECARD 2013

Description	Performance Measures		Data Provider	Baseline Data			CY 2013 Targets	CY 2013 Accomplishment	Rating
	Formula	Weight		2010	2011	2012			
MFO 1 : Agricultural Insurance									
Quantity 1: Number of subsistence farmers (palay and corn crops) enrolled	Σ Palay and corn farmers enrolled	20%	Regional Offices / Operations Group	97,438	121,551	156,366	231,981	232,549	20.00%
Quantity 2: Number of farmers enrolled in other insurance programs	Σ Farmers (other crops) enrolled	5%	Regional Offices / Operations Group	-	-	-	178,000	222,595	5.00%
Quantity 3: Number of Hectares /Heads /Policies	Σ Hectares / Heads / Policies	20%	Regional Offices / Operations Group	154,669	182,103	213,758	366,580	409,034	20.00%
Quantity 4: Amount of Cover (PhpM)	Σ Amount of Cover	15%	Regional Offices / Operations Group	3,253.339	3,826.370	4,365.237	16,016.000	22,286.808	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	Σ Linkages established	5%	Regional Offices / Operations Group	1,293	1,515	2,057	2,100	3,547	5.00%
Quantity 6: Number of conducted competence training and awareness /customer communication	Σ competence training and awareness conducted	5%	Regional Offices / Operations Group	1,398	1,529	1,791	2,309	2,224	4.82%
Quality 1: Customer Satisfaction on Underwriting Processing: Number of received/ filed complaints shall be 10% of the insurance applicants only	$\frac{\text{No. of complaints}}{\text{Total no. of insurance applicants}} \leq 10\%$	5%	Regional Offices / Operations Group	-	-	-	$\leq 10\%$	0.02%	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	-	-	-	$\leq 10\%$	1.95%	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	≤ 20 days	17.42 days	10.00%
Financial: Utilized Government Premium Subsidy for farmers (PhpM)	Σ Amount utilized	10%	Regional Offices / Operations Group / Finance Dept.	188.672	219.448	282.349	850.000	1,224.686	10.00%
TOTAL OF WEIGHTS:		100%							99.82%

Certified Correct:

ALLAN E. RETAMAR
 Officer-in-Charge, PMIO

2-14-2014
 Date

NOMER D. VIRAY
 Officer-in-Charge, Finance

2-14-2014
 Date

Approved by:

ATTY. GOVY C. BERNABE
 President

2-14-14
 Date

DIOSCORO A. GRANADA
 Chairperson, Board of Directors

2-17-14
 Date