



Philippine Crop Insurance Corporation
PERFORMANCE SCORECARD 2019

	Component				Baseline		CY 2019 Targets	CY 2019 Accomplishment	Rating	
	Objective / Measure	Formula	Weight	Rating Scale	2017	2018				
SOCIAL IMPACT	SO1	Stabilize the income of agricultural producers								
	SM1	Amount of Cover (PM)	Absolute amount	15%	Actual/Target	58,479.150	79,823.923	72,000.000	112,110.084	15%
	SM 2	Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	Total number of unique farmers and fisherfolk enrolled/ total of farmers and fisherfolk listed in RSBSA	0%	Actual/Target	9.63% (10,195,180)	15.74% (10,195,180)	16.00%	19.49% (2,127,407)	N/A
	Subtotal of Weights:			15%						15%
CUSTOMERS/STAKEHOLDERS	SO2	Expand the number of farmers and other agricultural stakeholders insured								
	SM3	Percentage of satisfied customers	Percentage of respondents rating/answering at least "Satisfactory"	10%	(Actual/Target) x Weight 0% = if less than 80%	92.64%	95.49%	90%	96.46%	10%
	SM4	Number of subsistence farmers enrolled a.Subsidized	Number of eligible farmers enrolled/Number of farmers targeted	20%	Actual/Target	1,206,922	1,704,861	1,830,000	2,296,463	20%
				10%	Actual/Target	491,244	562,651	500,000	850,403	10%
	Subtotal of Weights:			40%						40%
FINANCE	SO3	Increase revenue generation								
	SM5	Percentage of utilized Government Premium Subsidy for farmers (PM)	Utilized budget/GPS received	15%	90 and above = 100 80 – 89 = 90 70 – 79 = 80 60 – 69 = 70 59 and below = 0	122.56% (3,064.000)	115% (4,584.394)	100% (4,400.000)	124.73% (5,488.291)	15%
	SM6	EBITDA	Absolute amount	5%	Actual/Target	340.648 Million	348.17 Million	255.6223 Million	907.515 Million	5%
Subtotal of Weights:			20%						20%	

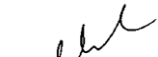


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INTERNAL PROCESS	SO4	Improve efficiency and effectiveness of systems and procedures for implementing the agricultural insurance programs								
	SM7	Percentage of complaints resolved within 10 days	Number of complaints resolved within 10 working days over Total number of complaints received	5%	90 and above = 100 80 – 89 = 90 70 – 79 = 80 60 – 69 = 70 59 and below = 0	93.60% of complaints received	49.8% of complaints received	90%	96.28%	5%
	SM8	Percentage of claims processed within 20 days	Number of claims settled within 20 days over Total number of claims received with complete documents	10%	90 and above = 100 80 – 89 = 90 70 – 79 = 80 60 – 69 = 70 59 and below = 0	72.52% of claims were settled within 20 days	67.34% of claims were settled within 20 days	90%	70.46%	7%
	SM9	ISO 9001 Certification	Milestone	5%	All or Nothing	Passed the Surveillance Audit, April 24-28, 2017	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit (September 16 - 18, 2019)	5%
			Subtotal of Weights:	20%						17%
LEARNING AND GROWTH	SO5	Enhance Human Resource Management								
	SM10	Percentage of employees with required competencies met	Incumbents meeting required competency over Filled plantilla	5%	All or Nothing	77.95% of the employees are at least above the baseline of 4.00	Established Baseline (95.15%)	Improvement for established competency baseline	Created New Competency Framework	5%
			Subtotal of Weights:	5%						5%
Total Weight				100%						97%

Figures as of June 25, 2020

Certified Correct:


SEM H. CORDIAL
 PMIO

_____ Date

Noted by:


NOMER D. VIRAY
 Finance

_____ Date

Approved by:


ATTY. JOVY C. BERNABE
 President

_____ Date


CRISOLOGO D.P. IGNACIO
 Acting Chairman, Board of Directors

_____ Date