



Philippine Crop Insurance Corporation
MONITORING REPORT OF PERFORMANCE TARGETS

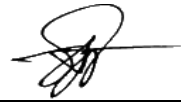
Component				Baseline	2020	
Objective / Measure	Weight	Rating Scale	2019	Annual Target	4th Qtr. Actual Accomplishment	
			SOCIAL IMPACT			
SO1	Stabilize the income of agricultural producers					
SM1	Amount of Cover (PM)	15%	Actual/Target	112,110.084	70,326.000	94,591.589
SM 2	Share of small farmers and fisherfolk with agricultural insurance to total number of farmers and fisherfolk increased (in percent)	0%	Actual/Target	19.49% (2,127,407)	22.60%	20.55% (2,243,302)
Subtotal		15%				
CUSTOMERS/STAKEHOLDERS						
SO2	Expand the number of farmers and other agricultural stakeholders insured					
SM3	Percentage of satisfied customers	10%	(Actual/Target) x Weight 0% = If less than 80%	96.46%	92%	83.83% (Tentative Score)
SM4	Number of subsistence farmers enrolled	20%	Actual/Target	2,296,463	1,800,144	2,286,219
	a.Subsidized (NG)					
	b.Partial/Non-subsidized	10%		850,403	666,687	804,032
Subtotal		40.0%				
FINANCE						
SO3	Increase revenue generation					
SM5	Percentage of utilized Government Premium Subsidy for farmers (PM)	15%	Actual/Target	124.73% (5,488.291)	100% (3,500.00)	138% (4,824.048)
SM6	EBITDA	5%	Actual/Target	907.515 Million	344.960 Million	805.831 Million
Subtotal		20%				

Component				Baseline	2020		
Objective / Measure	Weight	Rating Scale	2019	Annual Target	4th Qtr.		
					Actual Accomplishment		
INTERNAL PROCESS	SO4	Improve efficiency and effectiveness of systems and procedures for implementing the agricultural insurance programs					
	SM7	Percentage of complaints resolved within the prescribed timeline	5%	Actual over Target	96.28%	100%	86.73%
	SM8	Percentage of claims processed within 20 days	10%	Actual over Target	70.46%	100%	70.26%
	SM9	ISO 9001 Certification	5%	All or Nothing	Passed Surveillance Audit	Passed Surveillance Audit	Passed Surveillance Audit (October 27, 2020)
Subtotal		20%					
LEARNING AND GROWTH	SO5	Enhance existing and develop client responsive corporate policies					
	SM10	Percentage of employees with required competencies met	5%	All or Nothing	Created the Competency Framework Manual	Establish Baseline (17.89%)	53.06% of employee met the required competencies from
Subtotal		5%					
Total Weight		100%					

* All data based on HRO as of March 16, 2021



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