



01 October 2021

MR. CARLOS G. DOMINGUEZ

Chairperson and DOF Secretary

ATTY. JOVY C. BERNABE

President

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

7/F, Building A, NIA Complex, EDSA,
Diliman, Quezon City

RE : TRANSMITTAL OF 2021 PERFORMANCE SCORECARD

Dear Sec. Dominguez and Pres. Bernabe,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**), and 2021 Performance Scorecard (**Annex B**) of PCIC. The same is to be posted in PCIC's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PCIC's proposed Performance Scorecard submitted through its letter dated 28 September 2020² was **MODIFIED** based on the discussions made during the online technical panel meeting (TPM) held on 10 November 2020 and evaluation of supporting documents submitted through its letters dated 23 November 2020,³ 11 June 2021⁴ and 27 July 2021,⁵ as well as the recommendations of the Insurance Commission (IC) through its letter dated 30 September 2021 addressed to the Governance Commission.

We take this opportunity to remind PCIC that Item 5 of GCG M.C. No. 2017-02⁶ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. PCIC is thus requested to submit its revised Quarterly Targets based on the attached Scorecard upon submission of the 3rd Quarter Monitoring Report for 2021.

Finally, under GCG M.C. No. 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2021 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

FOR PCIC'S COMPLIANCE.

Very truly yours,

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 29 September 2020.

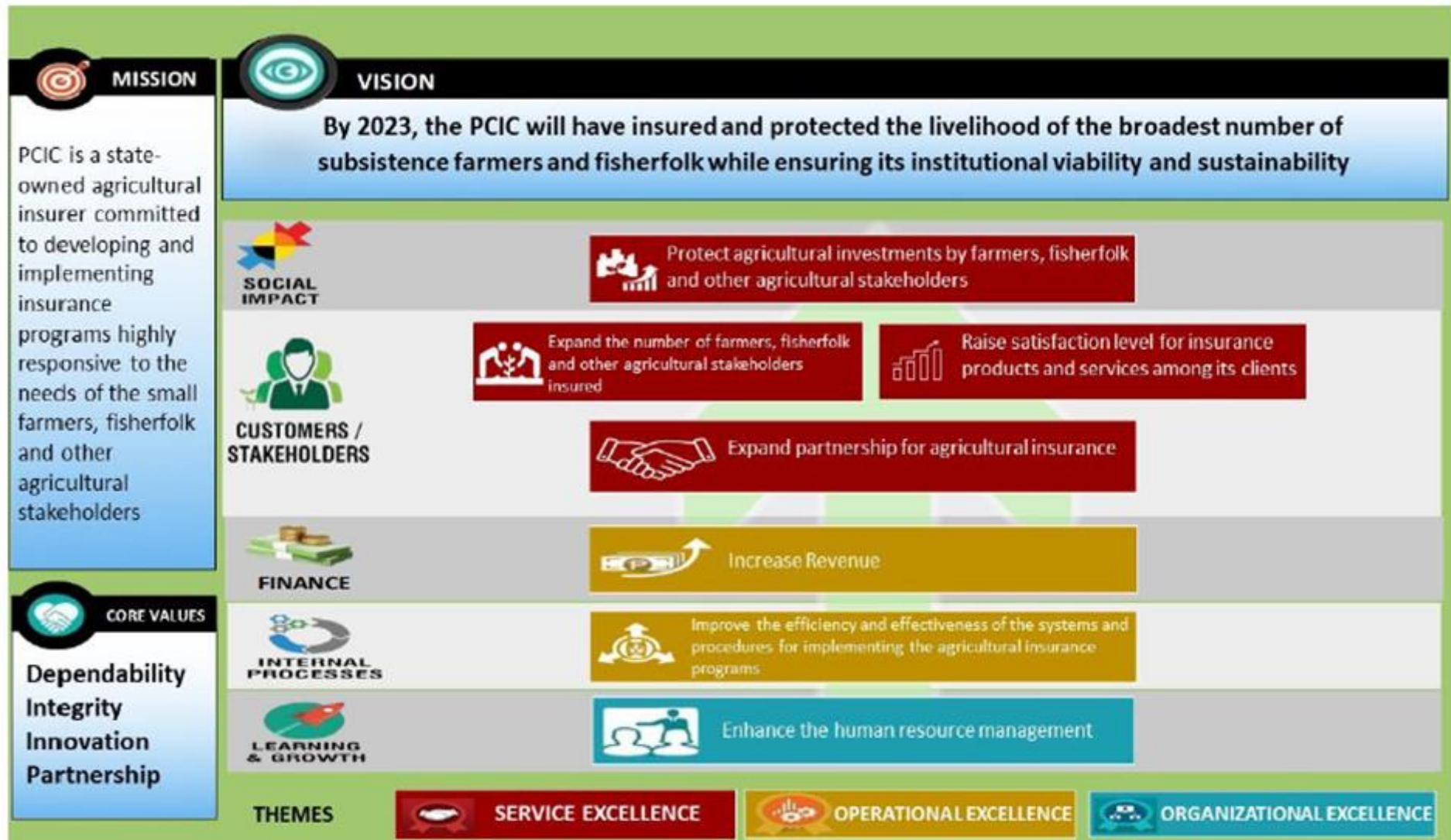
³ Officially received by the Governance Commission on 25 November 2020.

⁴ Officially received by the Governance Commission on 11 June 2021.

⁵ Officially received by the Governance Commission on 27 July 2021.

⁶ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

PHILIPPINE CROP INSURANCE CORPORATION (PCIC)



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Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Protect Investments in Farming and Fishing by Farmers, Fisherfolk and other Agricultural Stakeholders							
	SM 1	Amount of Cover (₱ M)	Absolute Amount	15%	Actual over Target	79,823.923	107,435.54	70,326	79,450
	Sub-total			15%					
CUSTOMERS / STAKEHOLDERS	SO 2	Expand the Number of Farmers and the Other Agricultural Stakeholders Insured							
	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 over Total number of farmers and fisherfolk listed in RSBSA	0%	Actual over Target	15.74%	14.94%	22.60%	26.70%
	SM 3	Number of Subsistence Farmers Enrolled							
		a. Fully Subsidized	Actual number of subsistence farmers	20%	Actual over Target	1,704,861	2,239,065	1,800,144	2,126,192
	b. Partial / Non-Subsidized	10%		562,651		850,403	666,687	550,000	
SO 3	Raise Satisfaction Level for Insurance Products and Services Among Its Clients								
SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating over Total number of respondents	10%	Actual over Target 0% = If less than 80%	95.49%	96.46%	92%	92%	

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2018	2019	2020	2021	
CUSTOMERS / STAKEHOLDERS	SO 4	Expand partnership for Agricultural Insurance							
	SM 5	Proportion of LGUs with established partnerships for the implementation of agricultural insurance to the total number of LGUs (%)	Number of LGUs with established partnership for the implementation of agricultural insurance over Total number of LGUs	0%	Actual over Target	-	-	-	95%
	Sub-total			40%					
FINANCE	SO 5	Increase Revenue Generation and Ensure Financial Stability							
	SM 6	Percentage of utilized Government Premium Subsidy for farmers (₱ M)	Utilized Budget over GPS Received	15%	Actual over Target	115% (4,584.394)	122.76% (5,401.603)	100% (3,500.00)	100% (3,500.00)
	SM 7	EBITDA (₱ M)	Absolute Amount	5%	Actual over Target	348.17	929.287	344.960	569.230
	SM 8	Policy on Reinsurance	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Policy on Reinsurance
	Sub-total			22.5%					
INTERNAL PROCESS	SO 6	Improve Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs							
	SM 9	Number of Documented Procedures Revised							
		a. PCIC Manual of Operations	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revised PCIC Manual of Operations

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2018	2019	2020	2021
	b. Procedure on Handling Complaints	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revisited Procedure on Handling Complaints
	c. Procedure on Processing of Claims	Milestone	2.5%	All or Nothing	N/A	N/A	N/A	Board-Approved Revisited Procedure on Processing of Claims
	SM 10 Percentage of complaints resolved within the prescribed timeline*	Number of complaints resolved within the prescribed timeline over Total number of complaints received with complete documents	2.5%	Actual over Target	49.8%**	96.30%**	100%**	100%
INTERNAL PROCESS	SM 11 Percentage of claims processed within the prescribed timeline*	Number of claims settled within the prescribed timeline over Total number of complaints received with complete documents	7.5%	Actual over Target	67.34%	70.46%	100%	100%

* The processing times must be in accordance with the processing times prescribed in Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, its IRR, and relevant issuances by the Anti-Red Tape Authority (ARTA).

** Based on a prescribed period of ten (10) working days.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2018	2019	2020	2021	
	SM 12	ISO 9001 Certification	Milestone	2.5%	All or Nothing	ISO 9001:2015 Certified	Passed Surveillance Audit	Passed Surveillance Audit	ISO Recertification
	<i>Sub-total</i>			20%					
LEARNING AND GROWTH	SO 7	Enhance the Human Resource Management							
	SM 13	Percentage of employees with required competencies met	Number of Incumbents meeting the required competencies over Total Employees	2.5%	All or Nothing	-	17.89%	Improvement from 2019 baseline	55%
	<i>Sub-total</i>			2.5%					
TOTAL			100%						

a/ But not to exceed the weight assigned per indicator.