



Philippine Crop Insurance Corporation
MONITORING REPORT OF PERFORMANCE TARGETS

Component				Baseline	2021		
Objective / Measure		Weight	Rating Scale	2020	Annual Target	3rd Qtr. Actual Accomplishment	
SOCIAL IMPACT	SO 1	Protect Agricultural Investments by Farmers, Fisherfolk and other Agricultural Stakeholders					
	SM 1	Amount of Cover (PM)	15%	Actual/Target	94,591.589	79,450.000	76,543.700
	Subtotal		15%				
CUSTOMERS/ STAKEHOLDERS	SO 2	Expand the Number of Farmers, Fisherfolk and the other Agricultural Stakeholders Insured					
	SM 2	Share of small farmers and fisherfolk with agricultural insurance from PCIC to total number of farmers and fisherfolk increased (in percent)	0%	Actual/Target	20.55% (2,243,302)	26.70%	N/A
	SM 3	Number of Subsistence Farmers Enrolled		Actual/Target			
		a.Subsidized (NG)	20%				
		b.Partial/Non-subsidized	10%		804,032	550,000	575,623
	SO 3	Raise Satisfaction Level for Insurance Products and Services Among Its Clients					
	SM 4	Percentage of Satisfied Customers	10%	(Actual/Target) x Weight 0% = If less than 80%	83.83%	92.00%	N/A
	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 (%)	0%	Actual/Target	95%	95%	95.40% (1430/1499)	
Subtotal		40%					

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FINANCE	SO 5	Increase Revenue					
	SM 6	Percentage of utilized Government Premium Subsidy for farmers (PM)	15%	90% and above 100 80% - 89% 90 70% - 79% 80 69% and below 0	138% (4,824.048)	100% (3,500.000)	91.40% (3,199.012)
	SM 7	EBITDA (PM)	5%	Actual/Target	805.831 Million	569.23	N/A
	SM 8	Policy on Reinsurance	2.5%	All or Nothing	N/A	Board-Approved Policy on Reinsurance	N/A
Subtotal		22.5%					
INTERNAL PROCESS	SO6	Improve the Efficiency and Effectiveness of the Systems and Procedures for Implementing the Agricultural Insurance Programs					
	Number of Documented Procedures Revised						
	SM9	a. PCIC Manual of Operations	2.5%	All or Nothing	N/A	Board-Approved Revised PCIC Manual of Operations	N/A
		b. Procedure on Handling Complaints	2.5%	All or Nothing	N/A	Board-Approved Revisited Procedure on Handling Complaints	N/A
		c. Procedure on Processing of Claims	2.5%	All or Nothing	N/A	Board-Approved Revisited Procedure on Processing of Claims	N/A
	SM10	Percentage of complaints resolved within the prescribed timeline*	2.5%	Actual/Target	86.73%	100%**	93.58%
	SM11	Percentage of claims processed within the prescribed timeline*	7.5%	Actual/Target	70.26%	100%	70.62%
	SM12	ISO 9001 Certification	2.5%	Actual/Target	Passed Surveillance Audit	ISO Recertification	N/A
Subtotal		20%					
LEARNING AND GROWTH	SO7	Enhance the Human Resource Management					
	SM13	Percentage of employees with required competencies met	2.5%	All or Nothing	53.06% of employee met the required competencies from	55%	N/A
Subtotal		2.5%					
Total Weight		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.

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