



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

DEPARTMENT OF FOREIGN AFFAIRS	OUTPUTS	DEPARTMENT BUDGET FY 2013 (in million)	OVERALL RESULTS ASSESSMENT				RATING
			SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2012 ACTUAL ACCOMP	FY 2013 TARGET	FY 2013 ACTUAL ACCOMP	
<b>MAJOR FINAL OUTPUTS</b>							
Foreign Policy Services			Number of policies developed and issued or updated and disseminated	3,450 policy recommendations	3,385 policy recommendations	4,035 policy recommendations	119%
			Percentage of stakeholders who rate foreign policies as good or better	N/A	90%	94% 3,818 out of 4,035	104%
			Percentage of policies that are reviewed, updated and disseminated in the last three (3) years	N/A	90%	95%	106%
Diplomatic and Consular Services			Performance Indicator Set 1				
			Number of consular and legal documents issued	3,019,481 Passports and Visas issued	3,018,000 passports issued	3,204,991 Passports and Visas issued (2,773,858 passports and 431,133 visas)	106%
			Percentage of clients that rate the services as good or better	N/A	90%	93.45% 59,256 out of 63,410	104%
			Percentage of consular and legal documents issued within the prescribed period	N/A	100%	97.5% (average) 2,635,165 out of 2,773,858 PASSPORTS and 431,133 VISAS	98%
			Performance Indicator Set 2				
			Number of overseas Filipino assisted	19,879 overseas Filipino assisted	20,000 overseas Filipino assisted	20,629 overseas Filipino assisted	103%
			Percentage of Filipinos assisted who rate the DFA assistance as good or better	N/A	90%	95%	106%
		Percentage of requests for assistance responded within the prescribed period of time	N/A	100%	95%	95%	
<b>STO and GASS</b>							
Support to Operations			Number of support services rendered	N/A	5,630 support services rendered	6,934 support services rendered	123%
			Percentage of support services delivered within the required time period	N/A	90%	95.8% 6,643 out of 6,934	106%
General Administration and Support Services			Budget Utilization Rate (with passport project)	N/A	93%	73%	78% *
			Submission to of financial statements and all reports and documents within the mandated time required by rules and regulations	N/A	100%	100%	100%

**Note:**

Unpaid creditors (amounts to PhP390.552M) – the amount for the payment of suppliers/contractors/creditors was obligated in 2013 but disbursement was not made because some of the requirements of the procurement process have to be complied with. Even with these goods were already delivered to the DFA, payment cannot be made because they lack supporting documents. DFA provided a list of unpaid suppliers/contractors/creditors and has significantly reduced the undisbursed amount to PhP190M (per eNGAs) as of April 10, 2014.

DFA Building Retrofitting Project (PhP371.993M) – The DFA's technical limitations in procuring, implementing and managing large scale infrastructure project eventually led to the delay of this project.

Building of Berlin Philippine Embassy's (Berlin PE) Chancery and Official Residence – The stringent law, and the difficulties and challenges of applying them in Germany which also has its own construction laws, the absence of interested bidders and negotiations with prospective contractors contributed to the delay of the project. The awarding of project consultancy service for the construction of the Chancery and Official Residence was concluded on 15 October 2013 only.

Budget Utilization Rate excluding passport booklet is 65%