



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

DEPARTMENT OF TRADE AND INDUSTRY	OUTPUTS	DEPARTMENT BUDGET FY 2013 (in million)	OVERALL RESULTS ASSESSMENT					
			SERVICE/ PRODUCT RESULTS					
			PERFORMANCE INDICATORS	FY 2012 ACTUAL ACCOMP	FY 2013 TARGET	FY 2013 ACTUAL ACCOMP	RATING	
MAJOR FINAL OUTPUTS								
The Department of Trade and Industry (DTI) serves as the primary coordinative, promotive, facilitative, and regulatory arm of government for the country's trade, industry, and investment activities. It acts as a catalyst for intensified private sector activity to accelerate and sustain economic growth through a comprehensive industrial growth strategy, a progressive and socially responsible liberalization and deregulation programs, and policies designed for expansion and diversification of both domestic and foreign trade.	Trade and Industry Policy Services		Number of plans and policies updated, issued and disseminated	8 plans/policies	17 plans/policies	28 plans/policies	165%	
			Average percentage of stakeholders who rate the plans and policies as good or better	n/a	90%	100%	111%	
			Percentage of policies issued and disseminated within the deadline	n/a	90%	100% (13 out of 13)	111%	
	Technical Advisory Services			Number of technical assistance/advisories provided to MSMEs	108,574 assistance	81,308 assistance	88,188 assistance	108%
				Percentage of clientele assisted who rated DTI assistance as good or better	97%	97%	99% (47,130 MSMEs out of 47,797 MSMEs)	102%
				Percentage of requests for technical assistance/ advisory that were responded to within the deadline	99%	90%	99% (86,216 out of 86,908 requests)	110%
	Trade and Investment Promotion Services			Performance Indicator Set 1				
				Number of exporters assisted	2,500 assisted	2,750 assisted	2,840 assisted	103%
				Percentage of exporters who rated DTI assistance as good or better	98%	97%	99% percent (131 out of 132 respondents)	102%
				Percentage of business requests for assistance responded within deadline	n/a	95%	100% (459 reports)	105%
				Performance Indicator Set 2				
				Number of investors assisted	7,495 assisted	3,300 assisted	4,941 assisted	150%
				Percentage of investors who rated DTI assistance as good or better	100%	97%	96% (117 out of 122 investors)	99%
	Percentage of business requests for assistance responded within three (3) days	n/a	90%	89.98% (4,446 out of 4,941 requests)	99.98%			
	Consumer Protection Services			Number of consumer complaints processed and resolved	5,144 complaints	3,500 complaints	4,453 complaints	127%
				Percentage of participants in consumer complaints hearings who rate the fairness of the process as good or better	n/a	85%	98% percent (1,614 out of 1,652 respondents)	115%
Percentage of processed consumer complaints resolved by arbitration within 20 working days after filing and mediation within 7 working days after filing				78%	75%	72% (4,394 out of 6,109 complaints)	96%	
Business and Trade Regulation Services			Number of business name application processed	329,320 application	289,863 application	335,266 application	116%	



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			Percentage of business names registered within 15 minutes	76%	80%	96% (317,743 out of 329,858 registered)	120%	
	STO and GASS							
	Support to Operations		Percentage of DTI offices with ISO certifications acquired and maintained	39%	45%	49% (25 out of 51 offices)	109%	
			Processing of financing claims within prescribed time (simple-24 hrs: complex-48hrs)	75%	80%	74% (11,707 out of 15,798 claims)	93%	
	General Administration and Support Services		Budget utilization rate	86%	80%	87%	109%	
			Submission of financial statements to COA within mandated time	100%	100%	100%	100%	