



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Energy Regulatory Commission	OUTPUTS	DEPARTMENT BUDGET FY 2012 <i>(in Million Php)</i>	OVERALL RESULTS ASSESSMENT				
			SERVICE / PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2011 ACTUAL ACCOMP	FY 2012 TARGET	FY 2012 ACTUAL ACCOMP	RATING
MAJOR FINAL OUTPUTS							
<p>The Energy Regulatory Commission (ERC) ensures the adequate promotion of consumer interests and customer choice; promotes competition, encourages market development, and penalizes abuse of market power. It is also responsible for enforcing the implementing rules and guidelines of the EPIRA.</p>	Regulatory and Market Operations Services	Php27.59	Number of permits and licenses issued within the prescribed processing time	4,313 permits and licenses	812 permits and licenses	2,550 permits and licenses	314%
			Percentage of rules promulgated that are accessible and compliant with standards set	100 percent	100 percent	100 percent	100%
	Adjudication Services	Php41.39	Percentage of contested cases decided within 90 days from submission for resolution	70 percent	60 percent	72.93 percent	122%
			Percentage of Decisions promulgated that are accessible	100 percent	100 percent	100 percent	100%
			Number of audit activities conducted to verify compliance to the rules and regulations of the ERC	45 audit activities	300 audit activities	464 audit activities	155%
	Consumer Welfare, Protection & Education Services	Php42.27	Percentage of complaints resolved at pre-hearing stage	73 percent	70 percent	80.87 percent	116%
			Number of frontline services rendered within the prescribed time	4,258 frontline services	2,526 frontline services	8,139 frontline services	322%
			Number of watt-hour meters (new and in-service) tested and calibrated (including reference standards and tampered meters monitored)	1,767,462 watt-hour meters	4,300,000 watt-hour meters	4,426,354 watt-hour meters	103%
	STO and GASS						
	Support to Operations	Php11.66	Summary of actions taken during the Commission Meeting submitted to the Executive Director within two (2) days from date of the Commission Meeting	75 percent	90 percent	91.8 percent	102%
			Percentage of efficiency and reliability in management of information system (11 hours/5 days a week)	N/A	90 percent	100 percent	111%
	General Administration and Support Services	Php90.81	Percentage of accurate and complete services on cash advances were delivered upon request without delay	80 percent	80 percent	93 percent	116%
			Percentage of requests acted upon within the prescribed processing time	80 percent	80 percent	86 percent	108%