
 DEPARTMENT OF TRADE AND INDUSTRY PHILIPPINES	MFO ACCOUNTABILITY REPORT CARD (MARC-1)						
	OUTPUTS	DEPARTMENT BUDGET FY 2014 (In million)	OVERALL RESULTS ASSESSMENT				
			PERFORMANCE INDICATORS	FY 2013 ACTUAL ACCOMPLISHMENT	FY 2014 TARGET	FY 2014 ACTUAL ACCOMPLISHMENT	RATING
SERVICE/ PRODUCT RESULTS							
Department of Trade and Industry	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	28 plans/policies	62 plans/policies	75 plans/policies	121%	
		Average percentage of stakeholders who rate the plans and policies as satisfactory or better	100%	90%	94%	104%	
		Percentage of policies updated over the last 3 years	100%	90%	95%	106%	
	Technical Advisory Services	Number of MSMEs assisted	88,188 MSMEs	90,570 MSMEs	107,283 MSMEs	118%	
		Percentage of MSMEs assisted who rate DTI assistance as good or better	99%	90%	93%	103%	
		Percentage of request for technical assistance/advisory that were responded to within 3 days	99%	90%	93%	103%	
	Trade and Investment Promotion Services	Number of exporters assisted	2,840 exporters	3,000 exporters	3,175 exporters	106%	
		Percentage of exporters who rate DTI assistance as satisfactory or better	99%	90%	96%	107%	
		Percentage of business requests for assistance responded within 3 days	100%	90%	100%	111%	
		Number of investors assisted	4,941 investors	3,588 investors	3,306 investors	92%	
		Percentage of investors who rate DTI assistance as satisfactory or better	96%	90%	93%	103%	
		Percentage of business requests for assistance responded within 3 days	90%	90%	92%	102%	
	Consumer Protection Services	Number of advocacy initiatives undertaken		951 initiatives	3,706 initiatives	390%	
		Percentage of the public that is aware of DTI consumer advocacy initiatives		72%	73%	101%	
		Percentage of advocacy initiatives implemented within 1 day of original schedule		93%	97%	104%	
		Number of complaints processed and resolved	4,453 complaints	4,181 complaints	7,175 complaints	172%	
		Percentage of participating in complaint hearings who rate the fairness of the process as satisfactory or better	98%	90%	97%	108%	
		Percentage of processed complaints resolved by arbitration within 20 working days after filing and by mediation within 7 working days	72%	75%	87%	116%	
	Business and Trade Regulatory Services	Licensing and Registration					
		Number of business name application processed	335,266 applications	308,344 applications	318,198 applications	103%	
		Percentage of clients who rate the services as satisfactory or better	99%	90%	98%	109%	

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			Number of application for business licenses, permits, registration, authorities processed		33,110 applications	45,394 applications	137%	
			Percentage of approved business entities violating one or more of the authorization conducted in the last 3 years		5%	3%	140%	
			Percentage of license application acted upon within 7 days form receipt of complete applications		90%	100%	111%	
		Monitoring						
			Number of compliance inspection carried out		18,067 inspection	23,994 inspection	133%	
			Percentage of inspection carried out resulting to the issuance of a formal charge		60%	100%	167%	
			Percentage of license or authorized entities inspected more than once in the last 3 years		87%	91%	105%	
		Enforcement						
			Number of firms monitored		49281 firms	40,320 firms	62,519 firms	155%
		Percentage of violating firms penalized		98%	90%	88%	98%	
		Percentage of violating firms penalized within prescribe time as contained in the decision		74%	90%	95%	106%	
	STO and GASS							
		SUPPORT TO OPERATIONS		Percentage of DTI offices with ISO certifications acquired and maintained	0%	55%	50%	91%
		GENERAL ADMINISTRATIVE SUPPORT SERVICES	Budget Utilization Rate					
			Obligations BUR Ratio of total obligations to total release.		82%	90%	85%	94%
							Php3,565,096,000 Php4,196,378,000	
			Disbursements BUR Ratio of total disbursement to total obligations.		91%	82%	94%	115%
							Php3,353,710,000 Php3,565,096,000	
			Submission to COA					
	Financial Statements for FY 2013 (per PD 1445)			100%	100%	100%	100%	
	Report on ageing of Cash Advances (cut-off date November 15, 2014)			100%	100%	100%	100%	
	Percentage of vacant positions (rank and file) processed		100%	100%	100%	100%		
	Client Satisfaction rating		92%	95%	92%	97%		
	Percentage of vacant positions (rank and file) filled-up within the prescribed time (2.5 months)		71%	75%		0%		

Source: Agency Form A/A-1: Assessment of DBM BMB-A