



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Department of Trade and Industry	DEPARTMENT BUDGET FY 2015 (in million)	OVERALL RESULTS ASSESSMENT				RATING
		PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2015 TARGET	FY 2015 ACTUAL ACCOMPLISHMENT	
MAJOR FINAL OUTPUTS						
Pursuant to Executive Order No. 133, the Department of Trade and Industry shall be the primary coordinative, promotive, facilitative and regulatory arm of government for the country's trade, industry and investment activities. It shall act as catalyst for intensified private sector activity in order to accelerate and sustain economic growth through: (a) a comprehensive industrial growth strategy, (b) a progressive and socially responsible liberalization and deregulation program, and (c) policies designed for the expansion and diversification of trade, both domestic and foreign.	Trade and Industry Policy Services	Number of plans and policies updated, issued and disseminated	59 plans and policies	31 plans and policies	43 plans and policies	139%
		Average percentage of stakeholders who rate the plans and policies as satisfactory or better	94%	90%	96%	107%
		Percentage of policies issued and disseminated within the deadline	95%	90%	84%	93%
	Technical Advisory Services	Number of MSMEs assisted		100,084 MSMEs	109,950 MSMEs	110%
		Percentage of MSMEs assisted who rate DTI assistance as satisfactory or better	97%	90%	95%	106%
		Percentage of requests that were responded to within the deadline	93%	90%	95%	106%
	Trade and Investment Promotion Services	Number of exporters assisted	3,175 exporters	3,250 exporters	3,831 exporters	118%
		Percentage of exporters who rate DTI assistance as satisfactory or better	96%	95%	90%	95%
		Percentage of business requests for assistance responded within three (3) days	100%	95%	90%	95%
		Number of investors assisted	3,306 investors	1,100 investors	1,209 investors	110%
		Percentage of investors who rate DTI assistance as satisfactory or better	93%	95%	90%	95%
		Percentage of business requests for assistance responded within three (3) days	92%	95%	90%	95%
	Consumer Protection Services	Number of advocacy initiatives undertaken	3,706 advocacy	3,987 advocacy	5,472 advocacy	137%
		Percentage of clients who rate DTI advocacy initiatives as satisfactory or better	73% clients	75% clients	99% clients	132%
		Percentage of advocacy initiatives implemented as programmed and on schedule	97% advocacy	93% advocacy	104% advocacy	112%
		Number of complaints processed and resolved	7,141 complaints	5,000 complaints	7,634 complaints	153%
		Percentage of participants in complaint hearings who rate the fairness of the process as satisfactory or better	97% participants	90% participants	98% participants	109%
		Percentage of processed consumer complaints resolved within prescribed time by mediation within 10 working days after filing and arbitration within 20 working days if failed by mediation	81% processed consumer complaints	78% processed consumer complaints	87% processed consumer complaints	112%
	Business and Trade Regulatory Services	Licensing and Registration				
		Number of business name applications processed	318,198 applications	367,241 applications	351,795 applications	96%
		Percentage of clients who rate the service as satisfactory or better	98%	90%	99%	110%
		Percentage of business names registered within fifteen (15) minutes	98%	96%	98%	102%
		Number of applications for business licenses, permits, registrations, authorities processed	45,394 applications	38,920 applications	53,485 applications	137%
Percentage of clients who rated DTIs licensing/ accreditation system as satisfactory or better			90%	97%	108%	
Percentage of license/ accreditation applications acted upon within the prescribed time	100%	90%	100%	111%		



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Department of Trade and Industry	OUTPUTS	DEPARTMENT BUDGET FY 2015 (in million)	OVERALL RESULTS ASSESSMENT				
			SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2015 TARGET	FY 2015 ACTUAL ACCOMPLISHMENT	RATING
<p>Pursuant to Executive Order No. 133, the Department of Trade and Industry shall be the primary coordinative, promotive, facilitative and regulatory arm of government for the country's trade, industry and investment activities. It shall act as catalyst for intensified private sector activity in order to accelerate and sustain economic growth through:</p> <p>(a) a comprehensive industrial growth strategy, (b) a progressive and socially responsible liberalization and deregulation program, and (c) policies designed for the expansion and diversification of trade, both domestic and foreign.</p>	Business and Trade Regulatory Services		Monitoring				
			Number of compliance inspections carried out	23,994 compliance	18,024 compliance	33,102 compliance	184%
			Percentage of inspections carried out that result in a notice of violations		5%	5%	100%
			Percentage of license or authorized entities inspected within effectivity of license		90%	90%	100%
			Enforcement				
			Number of firms monitored	62,519 firms	55,798 firms	59,492 firms	107%
		Percentage of violating firms penalized	88%	90%	93%	103%	
		Percentage of violating firms penalized complying with the penalty within prescribed time as contained in the decision	95%	90%	91%	101%	
	STO and GASS						
		SUPPORT TO OPERATIONS		Posting of Quality Management System: ISO 9001:2001 Certificate or Agency Operations Manual	100%	100%	100%
				Client satisfaction rating	95%	96%	101%
		GENERAL ADMINISTRATIVE SUPPORT SERVICES		Budget Utilization Rate			
			Obligations BUR Ratio of total obligations against all allotments for FY 2015.	83%	85%	90% Php4,313,701,000 Php4,816,744,000	105%
			Disbursements BUR Ratio of total disbursement to total obligations.	94%	95%	86% Php2,608,733,000 Php3,019,939,000	91%
			Public Financial Management reporting requirements of COA and DBM				
			Budget and Financial Accountability Reports (BFARs)	100%	100%	100%	100%
			Report on Ageing Cash Advance	100%	100%	100%	100%
			COA Financial Reports	100%	100%	100%	100%
			APCPI		100%	100%	100%
		Submission of APP		100%	100%	100%	

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