



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Professional Regulation Commission	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
MAJOR FINAL OUTPUTS							
The Professional Regulation Commission administers, implements, and enforces the regulatory laws and policies of the country with respect to the regulation and licensing of the various profession and occupations under its jurisdiction, including the enhancement and maintenance of professional and occupational standards and ethics and the enforcement of the rules and regulations relative thereto.	Regulation of Professional Services	Licensing and Registration					
		Number of license registration and certification applications acted upon	191,596 applications	168,204 applications	217,734 applications	129%	
		Percentage of licensed professionals with 1 or more complaints in the last 3 years	0.0009%	0.0022%	0.00075%	166%	
		Percentage of applications acted upon within 2 days of filing	100% 439,318 applications	100%	100% 457,500 applications	100%	
		Monitoring					
		Number of investigations of complaints	1,874 investigations	1,847 investigations	1,919 investigations	104%	
	Number of licensed, registered or certified professionals with 3 or more recorded complaints or breaches over the last 3 years as a percentage of the total number of professionals with 1 or more recorded breaches or complaints	0%	0%	0%	100%		
	Percentage of complaints against professionals responded to within 2 days after filing of complaint	100% 409 complaints	100%	100.00% 659 complaints	100%		
	Percentage of cases resolved within 3 months	4%	3.5%	5.25%	150%		
	STO and GASS						
	SUPPORT TO OPERATIONS		Posting of Quality Management System: ISO 9001:2001 Certificate or Agency Operations Manual		100%	100%	100%
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Budget Utilization Rate					
		Obligations BUR Ratio of total obligations against all allotments for FY 2015.			90%	86.33% Php572,678,209 Php663,391,855	96%
Disbursements BUR Ratio of total disbursement to total obligations.				100%	95.04% Php755,708,069 Php795,142,087	95%	
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-HDS

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