



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Philippine Overseas  
Employment  
Administration

OUTPUTS	DEPARTMENT BUDGET  FY 2016 (in million)	OVERALL RESULTS ASSESSMENT				
		SERVICE / PRODUCT RESULTS				
		PERFORMANCE INDICATORS	FY 2015 ACTUAL ACCOMPLISHMENT	FY 2016 TARGET	FY 2016 ACTUAL ACCOMPLISHMENT	RATING

## MAJOR FINAL OUTPUTS

<b>Overseas Employees Welfare Services</b>	Php119.250	Number of workers monitored	1,822,694 workers	2,227,217 workers	2,004,498 workers	<b>90%</b>
		Number of overseas Filipino workers provided with assistance	12,386 OFW	8,757 OFW	17,710 OFW	<b>202%</b>
		Percentage of overseas workers who rate support services of POEA as good or better	90% 699 out of 774 overseas workers	90%	95%	<b>105%</b>
		Percentage of requests for assistance acted upon within 24 hours	100% 10,606 requests acted upon	100%	100% 17,754 requests acted upon	<b>100%</b>
<b>Overseas Employment Regulation Services</b>	Php90.203	<b>Licensing Program</b>				
		Number of license, registration and accreditation applications acted upon	36,373 applications	36,722 applications	40,554 applications	<b>110%</b>
		Number of overseas Filipino workers contracts reviewed	2,343,657 OFW	2,777,667 OFW	2,551,826 OFW	<b>92%</b>
		Percentage of licensed, registered and accredited agencies with one or more recorded complaints or licensing/accreditation breaches over the past 2 years	8% 100 out of 1,201 complaints or breaches	30%	14% 167 out of 1,201 complaints or breaches	<b>154%</b>
		Percentage of applications processed within five (5) days	100% 311 applications	100%	100% 374 applications	<b>100%</b>
		<b>Monitoring</b>				
		Number of inspections and assessments undertaken	1,592 inspections and assessments	1,561 inspections and assessments	1,611 inspections and assessments	<b>103%</b>
		Percentage of inspections that result in one (1) or more detected violations	5% 69 out of 1,448	10%	2%	<b>180%</b>
		Percentage of licensed, registered and accredited agencies subject to two (2) or more inspections in the last two (2) years	98% 1,181 out of 1,201 agencies	90%	95% 1,139 out of 1,201 agencies	<b>105%</b>
		<b>Enforcement</b>				
		Number of enforcement cases undertaken	427 cases	529 cases	480 cases	<b>91%</b>
		Number of licensed, registered or accredited agencies with three (3) or more recorded complaints or breaches over the last three years as a percentage of the total number of agencies with one or more recorded breaches or complaints	17.67% 41 out of 232 complaints or breaches	30%	11.89% 44 out of 370 complaints or breaches	<b>160%</b>
		Percentage of enforcement cases that result in a favorable judgement	100% 479 cases	100%	100% 480 cases	<b>100%</b>
Percentage of enforcement cases resolved within 90 days	100% 479 cases	100%	100% 480 cases	<b>100%</b>		

## STO and GASS

<b>SUPPORT TO OPERATIONS</b>		Posting of Quality Management System ISO 9001:2008 Certificate or Quality Manual and Quality Procedures/ PAWIM	100%	100%	100%	<b>100%</b>
<b>GENERAL ADMINISTRATIVE SUPPORT SERVICES</b>	Php180.693	<b>Budget Utilization Rate</b>				
		Obligations BUR Ratio of total obligations against all allotments.	99.45% Php388,023,873 Php390,180,461	100%	94% Php518,159,864 Php548,863,662	<b>94%</b>
		Disbursements BUR Ratio of total disbursement to total obligations.	75.42% Php130,232,268 Php172,678,828	100%	64% Php175,969,718 Php276,237,738	<b>64%</b>

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		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%	100%
		Submission of APP	100%	100%	100%	100%

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