



DTI – Region 3

2018

Annual Report





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Vision

**A more inclusive and prosperous
Philippines with employment and
income opportunities for all**

Mission

**DTI is the main economic catalyst
that enables innovative,
competitive, job generating,
inclusive business, and empowers
consumers**

Values

**Passion, Integrity, Creativity,
Competence, Synergy, Love of
Country**



One DTI Quality Policy



We, the Department of Trade and Industry,
commit to develop a more inclusive and prosperous Philippines.

We shall endeavor to promote globally competitive,
innovative and inclusive businesses,
and foster empowered and informed consumers.

We embrace the agency's core values of
Passion, Integrity, Competence, Creativity, Synergy, and Love of Country
and commit to comply with the appropriate regulatory and statutory requirements.
We shall strive for the continual improvement of our Quality Management System
to meet the expectations of our clients.





MESSAGE FROM THE REGIONAL DIRECTOR

Seven key words define the ways DTI has made to uplift the Micro Small and Medium Enterprises in the country – Mindset, Mastery, Mentoring, Model, Marketing, Money and Machines. In Central Luzon, these 7Ms showed in the timely and sufficient interventions implemented by DTI Region 3 in 2018.

It is not by chance that these 7Ms are integrated in the programs and projects of the DTI. Last year, the MSME Development Plan 2017-2022 was approved by the President through Executive Order No. 50 with these strategies as indispensable parts of the Plan. The 10-point socio-economic agenda aimed to broaden the gains of economic development and reduce poverty through sufficient support to entrepreneurship, thereby achieving inclusive growth.

2018 was a banner year for the Department of Trade and Industry Region III. The 7Ms were the underlying focus in our programs that helped us support the growth of MSMEs, and ultimately, economic activity in the countryside. The year was also significant for us in responding to issues such as the supply and prices of goods, particularly rice and food products. The past year's accomplishments showed how DTI-3 played a significant role in hosting and organizing several activities of national and international importance that impact on the trade and industry sector in the region.

In terms of Mindset, Mentoring and Mastery, the Kapatid Mentor Micro Enterprises (KMME), now on its third year, has graduated 141 entrepreneurs all over Central Luzon in 2018. These microenterprises are expected to level up on many aspects of their respective operations as the previous KMME graduates are also expected to serve as Models of the new batches of mentees. A total of 233 SMERA sessions were also held last year to capacitate MSMEs in many aspects of entrepreneurship and business operation.



In terms of “Market”, 2018 was indeed a significant year as 167 Central Luzon participant entrepreneurs in the Likha ng Central Luzon Trade Fair held on October 10-14 earned an unprecedented Php 63.5 Million in sales. Aside from these earnings, many of the new participants gained market linkages. Client MSMEs also benefitted from the OTOP Next Gen sessions which helped in innovating MSME products while exposing them to the mainstream market through Go Lokal, OTOP Hub, trade fairs and market matching activities.

In terms of “Machine,” and under the Shared Service Facilities (SSF) program, DTI-3 was able to procure varied equipment for its cooperators in the amount of Php 30.30 Million in 2018. Among the SSF projects of note are the upgrades of the Fabrication Laboratories at the Don Honorio Ventura State University and at the Philippine Science High School – Central Luzon Campus. Another notable SSF project in 2018 was the printing and labeling facility for a Muslim Cooperative in Bulacan. Despite the tight schedule, the procurement team was able to evaluate and get suppliers to provide the best facilities for our clients.

The region was also more active in promoting and supporting the Pondo sa Pagbabago at Pag-Asenso or P3 program to our client MSMEs, as part of another M – “Money”. For 2018, a total of 4,380 borrowers had access to Php 139.72 Million of loans administered by the Small Business Corporation through 20 Microfinance institutional conduits.

Consumers were in the mainstream of DTI-3’s efforts last year. Aside from the 7Ms, there were 3Ks - “Karapatan ng Konsyumer para sa Kalidad na Produkto at Pamumuhay.” In total, DTI-3 continued to have a 98.44% percent resolution rate of consumer complaints despite the increase of complaints received from 668 in 2017 to 769 in 2018. To improve partnership with consumer organizations, DTI-3 facilitated capability building sessions with officers and members of the Federation of DTI-3 Accredited Consumer Organizations (FEDACOR). The Fedacor officers were invited to attend meetings of the National Price Coordinating Council at the Head Office.



Another highlight of DTI-3's past year was the region's hosting of the National MSME Summit in Clark Freeport on July 10-11, 2018. The Summit was attended by more than 1,500 MSMEs from the different parts of the country, MSME experts and mentors, national government agency and local government officials. No less than President Rodrigo R. Duterte served as guest of honor and speaker in the Summit, further boding well on the importance of MSMEs in the administration's agenda. DTI Region 3 also assisted in the launching and conduct of the Aeromart Summit, a convergence of the major aerospace related industry players from different parts of the world. The summit was held in Clark Freeport Zone and was attended by at least 500 aerospace stakeholders from more than 20 countries. The event presented a challenge and an opportunity for regional stakeholders like DTI Region 3 in its bid to increase investment, increase employment and participate in the aerospace industry – an industry laden with great opportunities.

2018 was also a significant year in recognizing the outstanding efforts of DTI-3 in terms of consumer advocacy and MSME development in the countryside. Its regular radio program “Ang Mamimiling Pinoy” on DWRW was awarded by the Kapisanan ng Mga Brodkaster ng Pilipinas (KBP) with the prestigious “Golden Dove Award for Best Public Affairs Program – Provincial Category”, the first for any DTI regional office. The region was also awarded by the CARP NPO with the Best CARP award during its national conference. Aside from these, the DTI Regional Office was randomly audited, and evaluated, by the Department of Energy (DOE) as having five-star rating in terms of energy conservation practices.

The Civil Service Commission awarded DTI Region 3 with a Level II PRIME-HRM Bronze Accreditation in the regional and national level for obtaining Maturity Level 2 in the four core areas of Human Resource Development. The award is the first for any national agency in Region 3.

Last year was also memorable as Republic Act No. 11032 or the Ease of Doing Business Act was signed into law. This puts DTI and its offices in the special roles of serving as its initial secretariat and in disseminating information as the law is starting its implementation.



DTI – REGION 3

2018 Annual Report

This Annual Report of DTI Region 3 for 2018 contains the past year's highlights of the meaningful and continuous growth of our programs to help enable inclusive growth and business, and foster empowered consumers.

As we move on to the task of making 2019 another milestone filled year, let me take this opportunity to thank our agency leaders led by Secretary Ramon M. Lopez for guiding us and providing us the needed support and inspiration to push on and make a difference in the businesses and lives of our MSMEs and consumers.

Enjoy browsing through the report and please advise us on how we can further improve our tasks here in DTI. Together with my team of dedicated associates from DTI Central Luzon, rest assured that we will continue to provide Serbisyon Higit Pa Sa Inaasahan!


JUDITH P. ANGELES
Regional Director



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FOREWORD

Helping achieve inclusive growth by enabling innovative, competitive and inclusive businesses and helping in empowering informed consumers. These missions of DTI were exhibited in its accomplishments in 2018. The assistance which the DTI offices in Region 3 provided was more than just numbers. The admirable assistance of the men and women of DTI Region 3 was done with careful planning, integrated approach and with the clients in mind. The 7Ms strategic framework provided the priority areas in the assistance provided by DTI to its stakeholders.

The past year was noteworthy for MSMEs with the introduction and implementation of the MSME Development Plan 2017-2022. The plan charts an integrated course for government intervention to help MSMEs capture the best opportunities in business and contribute to inclusive and sustainable growth. Three focus areas are included in the plan: 1) Business Environment, 2) Business Capacity and 3) Business Opportunities. This plan is to be implemented with the 7Ms in mind: Mindset, Money, Mastery, Market, Machines, Mentoring and Model.

The economy in which MSMEs played in the past year was promising. GDP growth in the past two years was consistent. From 2016-2017, the GRDP growth rate of Central Luzon was 9.3%, way ahead of the national average of 6.7%. The total GRDP of the region is Php 1.46 Trillion or 9.2% of the national total. This means that the region is also third contributor to the Philippine GDP. Aside from the electronics industry, the construction and real estate industry in the region are also promising. Central Luzon had the fourth highest Gross Value Added in Construction, growing from 91.7 Billion in 2015 to 124.1 Billion in 2017. For Real Estate, Gross Value Added grew from Php 99.65 Billion in 2015 to Php 119.66 Billion in 2017.

In terms of investments, records of the Bureau of Trade and Policy Research showed that Central Luzon posed as the top investment destination in the country from January to May, 2018 with Php 82.2 Billion in approved investments, much higher than Mimaropa's PPhp 75.7 Billion and NCR's PPhp 47.1 Billion.



All of these indicators present a rosy picture for Central Luzon as opportunities for the growth of local MSMEs. This also presents a great challenge to level up and to the standards by the increasing competition given by a more global economy.

Nevertheless, several challenges were also faced by the trade and industry sector, as well as the consumers of Central Luzon in 2018. The past year saw a rising peso-dollar exchange rate, which affected many importers in the region. This situation did not help the trend that total imports have already decreased from US\$ 9.1 billion in 2016 to US\$ 7.4 billion in 2017. Another challenge faced by the economy in the past year was a very significant increase in inflation rate. While the region registered the lowest inflation rate among all regions for the whole year, Central Luzon still registered a rate of 2.0 percent in January to 4.0 percent in December. Related to this inflationary pressure is the inadequate supply of rice during the year, as well as the rise in prices of crude oil, diesel and gasoline.

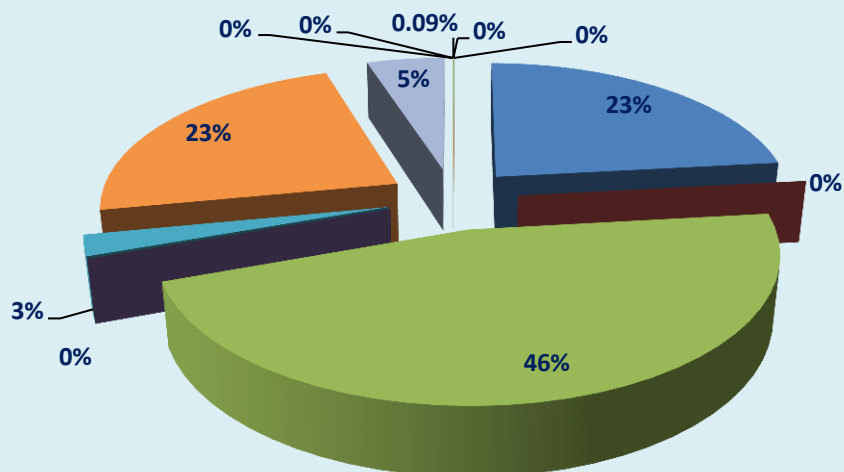
For consumers, complaints filed with the DTI offices were on the rise in 2018. A total of 769 consumer complaints were received and processed by the provincial and regional offices. Cellphone related complaints remained the highest subject of these complaints, while complaints about defective appliances were rising.

These realities were the everyday opportunities for DTI to take part in improving the lives of its clients and help its stakeholders. This report provides a glimpse of how the hardworking men and women of DTI Region 3 took part in nation building.



DTI-3 Scorecard

MSMEs Assisted in DTI Priority Industries



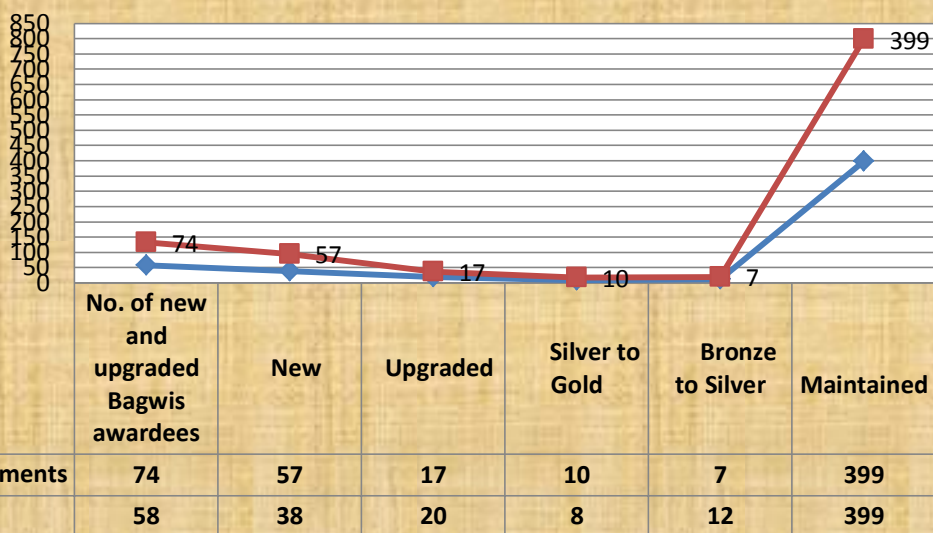
- Electronic manufacturing services
- Automotive and auto parts
- Aerospace parts
- Chemicals
- Shipbuilding
- Furniture, Garments, GDH
- Tool and die
- Agribusiness
- IT-BPM
- Transport and Logistics

Industry	MSMEs Assisted
Electronic manufacturing services	-
Automotive and auto parts	5
Aerospace parts	-
Chemicals	-
Shipbuilding	-
Furniture, Garments, GDH	1,321
Tool and die	-
Agribusiness	2,642
IT-BPM	-
Transport and Logistics	134
Tourism	1,316
Construction	284
Total	5,702



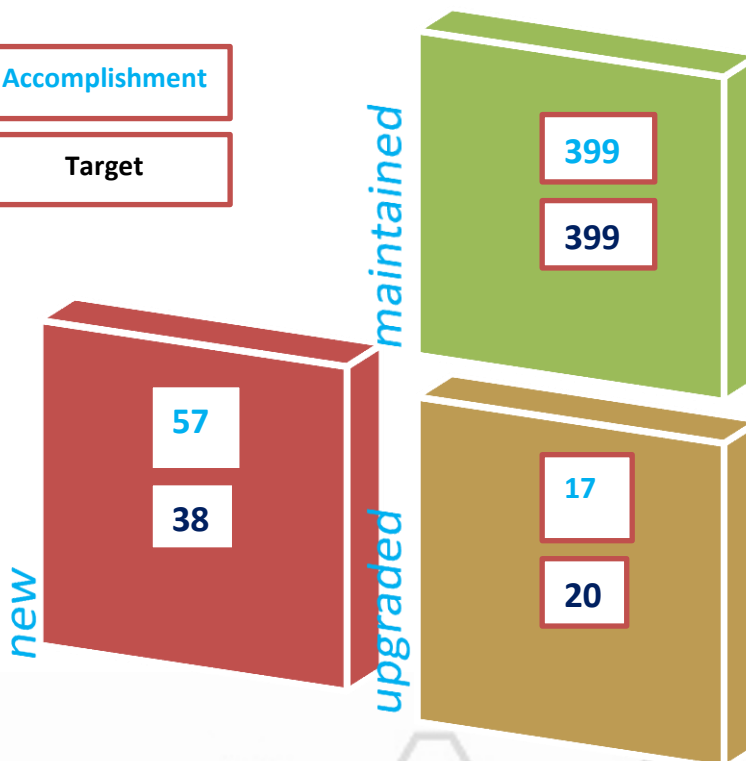
Bagwis Awards

Certified Establishments



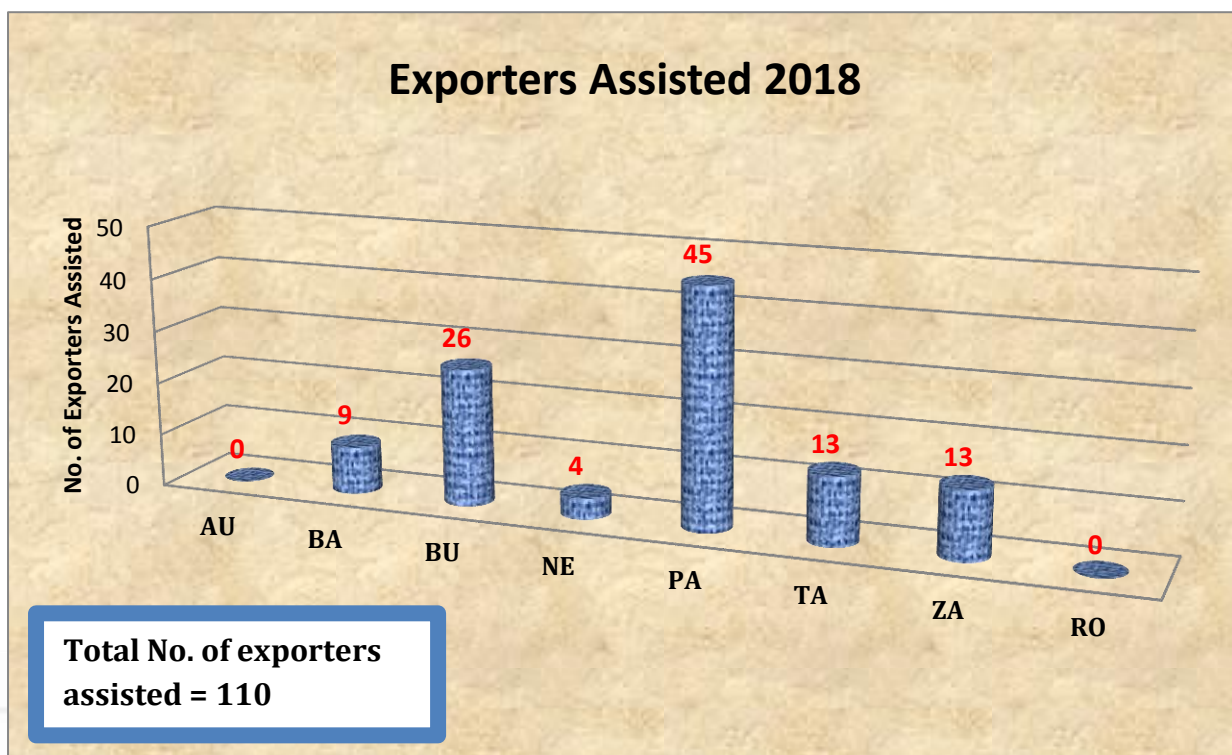
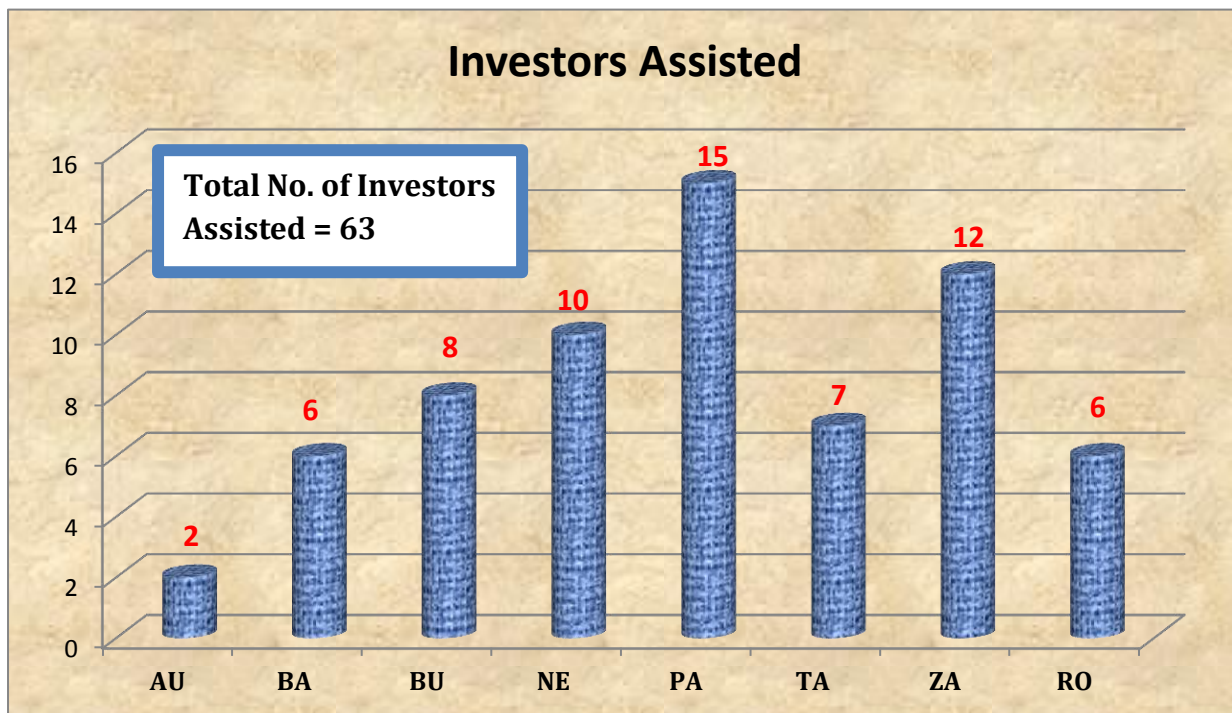
Accomplishment

Target



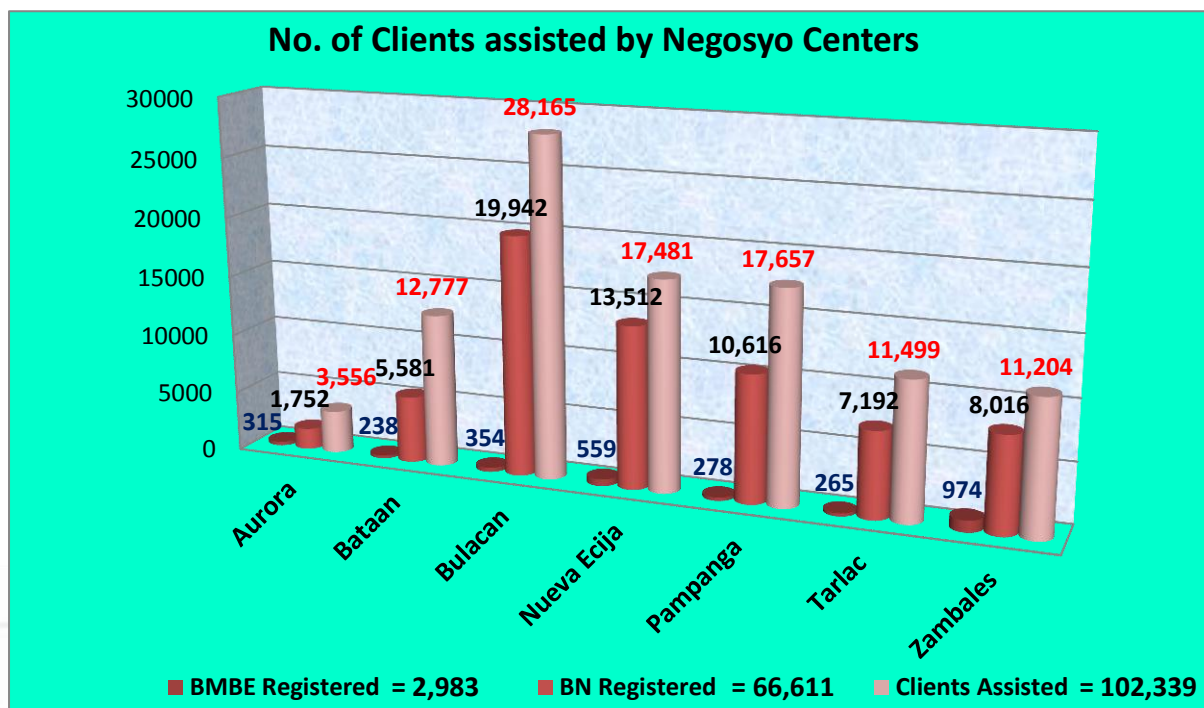
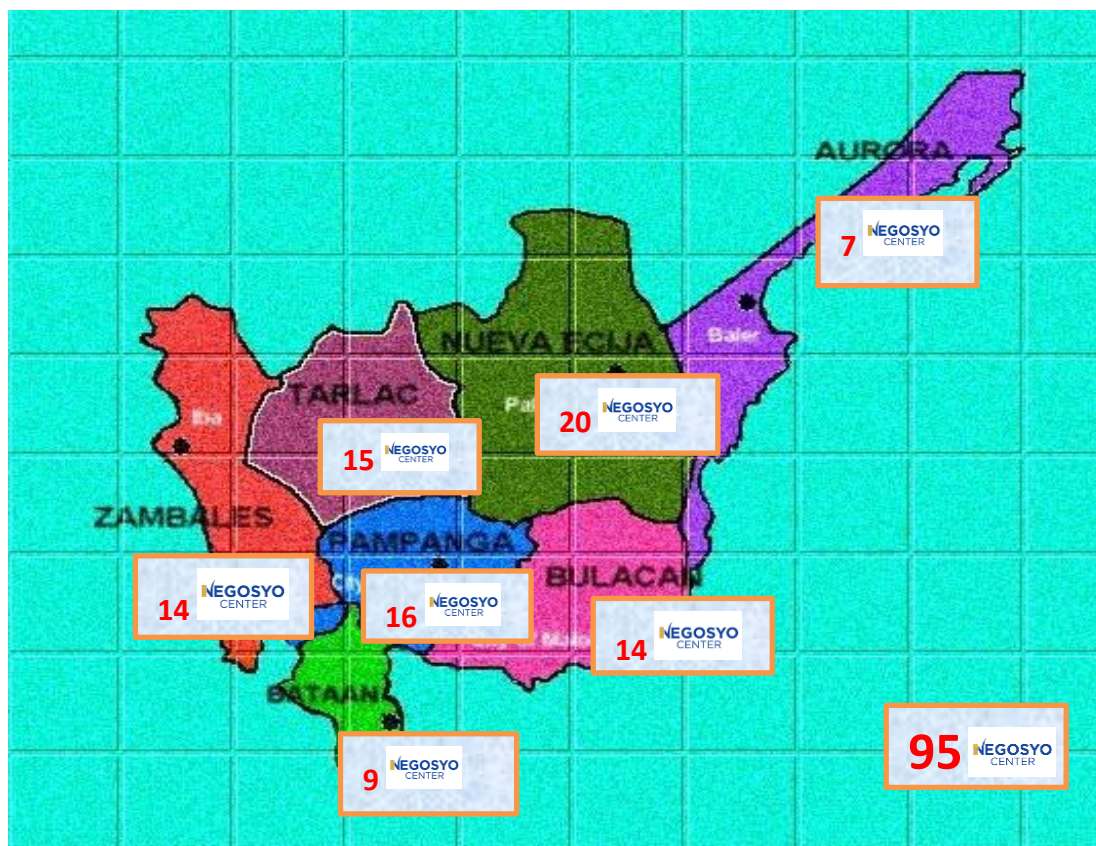


Investors and Exporters Assisted





Negosyo Centers Established & Maintained





KAPATID MENTOR MICRO ENTERPRISES (KMME) PROGRAM



NO. OF GRADUATES **141**



AURORA

20



BATAAN

20



BULACAN

20



NUEVA ECIJA

20



PAMPANGA

21



TARLAC

20



ZAMBALES

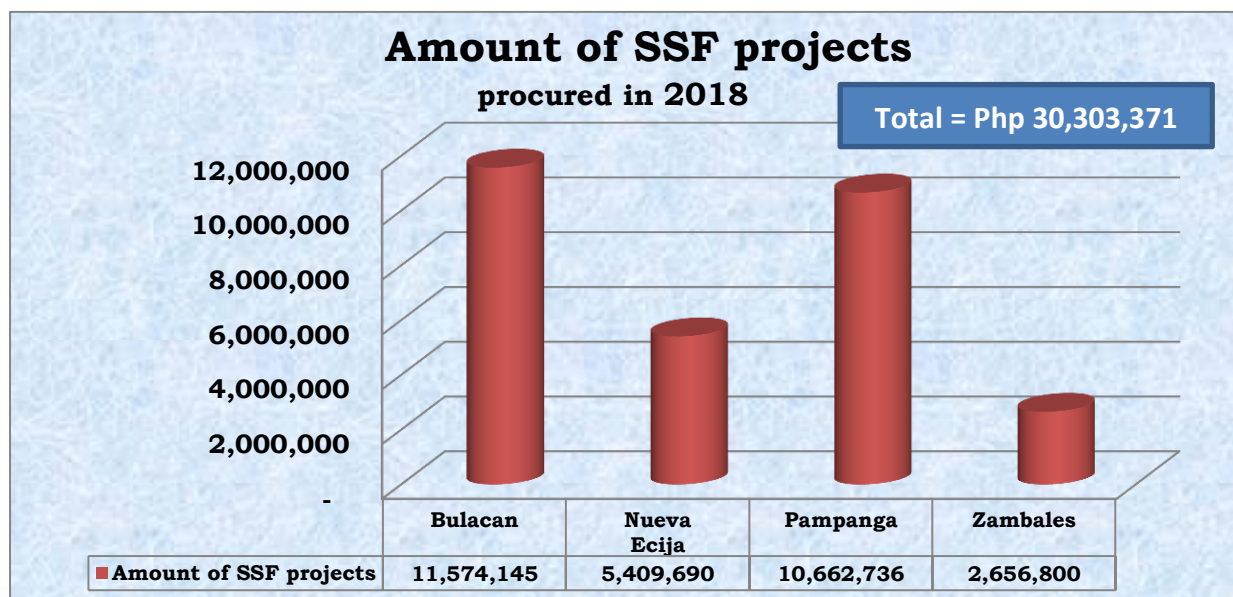
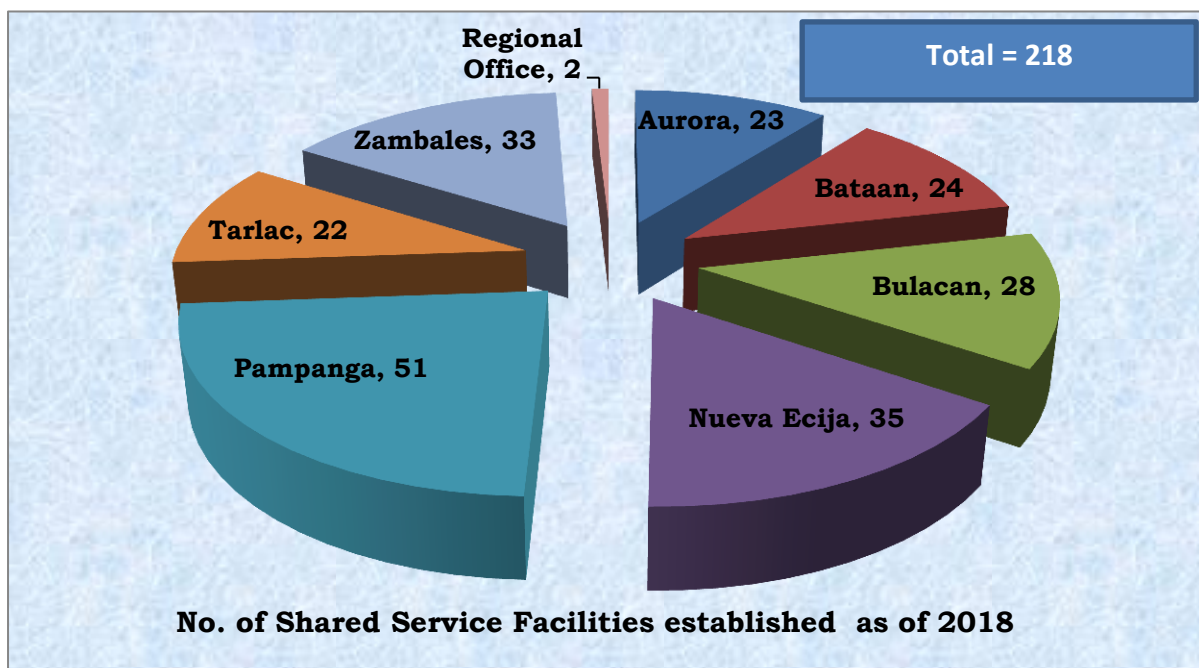
20



IN PARTNERSHIP WITH GO NEGOSYO



Shared Service Facilities





Prototypes Developed

PROTOTYPES DEVELOPED

DTI REGION 3

863

OTOP NEXT GEN

104

OTHER PRODEV
ACTIVITIES

10

FABLAB



AURORA
BATAAN
BULACAN
N. ECIJA
PAMPANGA
TARLAC
ZAMBALES

OTOP
PHILIPPINES
ONE TOWN, ONE PRODUCT



Intellectual Property

INTELLECTUAL PROPERTY APPLICATIONS

IPO SATELLITE OFFICE REGION 3

JUANA MAKE A MARK

AURORA

7



BATAAN

4

BULACAN

6



NUEVA ECIJA

17

PAMPANGA

64



TARLAC

17



TOTAL

115

INTELLECTUAL PROPERTY APPLICATIONS

IPO SATELLITE OFFICE REGION 3

REGULAR APPLICATIONS

BATAAN

19



BULACAN

52

NUEVA ECIJA

1



PAMPANGA

111



TARLAC

8

ZAMBALES

1



TOTAL

192

INTELLECTUAL PROPERTY
OFFICE OF THE PHILIPPINES

INTELLECTUAL PROPERTY
OFFICE OF THE PHILIPPINES

Source: Intellectual Property Satellite Office



MSMEs Doing E-Commerce





Permits, Licenses and Accreditations

4,195

Total No. of licenses, permits
and accreditations issued
within prescribed time

1,271

Repair Shop
Accreditations

1,919

Sales Promo
Permits

58

Private
Emission
Testing
Centers

92

Philippine
Standards
Mark

841

PPCAB /
CIAP
Window

14

Truck
Rebuilding
Centers



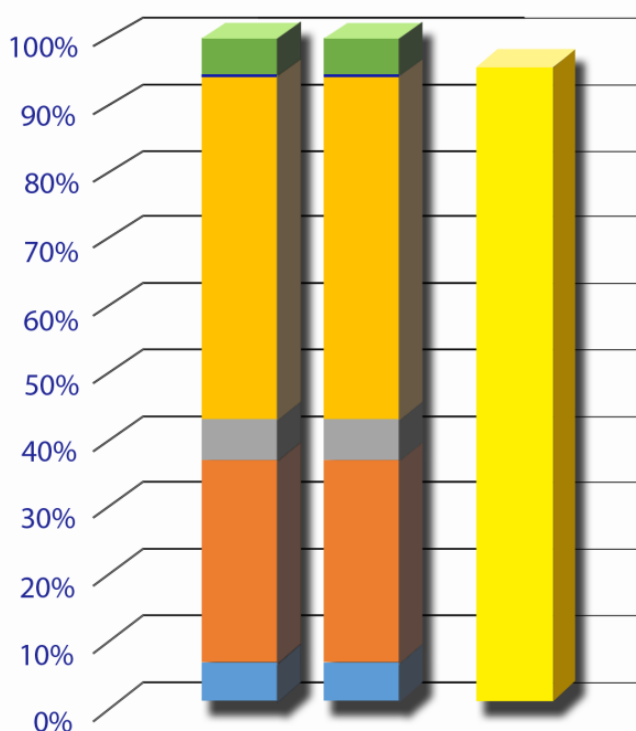
Client Satisfaction Feedback



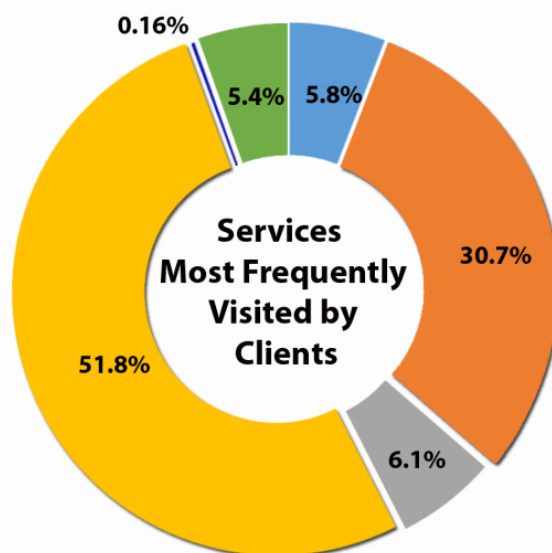
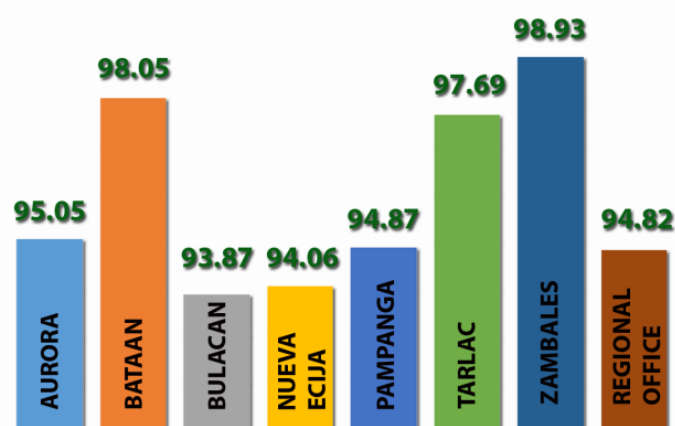
99.99%

95.56%

115,986 **115,979** **110,835**
Surveyed Clients Satisfied Clients Very Satisfied Clients



VERY SATISFIED % RATINGS per DTI 3 Unit/Office



- Financial and Administrative Services
- Investment Promotion Services
- Business Name Registration
- Consumer Protection & Business Regulation Services
- SME Devt Services
- PACD



7 Ms Way of Uplifting MSMEs



M1: Mindset

The right and positive entrepreneurial attitude that will carry the MSME through a vibrant entrepreneurial journey. Initiatives that will infuse an entrepreneurial mindset that is success- and innovation-driven, collaborative, and proactive will be pursued.



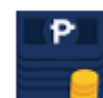
M2: Mastery

The mastery of know-how and how-to's of entrepreneurship – from setting up a business, basic rules of spotting market opportunities, finding the right product positioning and differentiation, product and market development, basic business finance and preparation in developing a system for continuous innovation – will be provided.



M3: Mentoring

Continuous business guidance in partnership with the private sector will be afforded. Experience coaching and mentoring of industry experts and large corporations on different aspects of business operations will be engaged.



M4: Money

Funding whether through microfinance or from alternative sources will be explored, to help out in financing business requirements.



M5: Machine

MSMEs will be equipped not only with the must-have knowledge on equipment and right tool to ensure quality production. Through these, MSMEs can level up production and increase productivity.



M6: Market

Assistance in promoting products through trade fairs in major malls and internationally recognized exhibits will be provided. Linking MSMEs with big companies or to the government to supply their requirements will be sought.



M7: Models

New and innovative business ideas will be developed and provided to MSMEs to help them get into business. MSMEs need to have ties with bigger businesses to create synergies which are essential in matching and innovating products and services.





MARKET

IMPROVING LOCAL MARKET PRESENCE

DTI-3 ASSISTED CENTRAL LUZON MSMEs IN TERMS OF MARKET BY PROMOTING THEIR PRODUCTS THROUGH TRADE FAIRS IN MAJOR STORES AND IN EXHIBITS. THEY WERE ALSO LINKED WITH BIGGER ENTERPRISES AS WELL AS SERVE THE NEEDS OF GOVERNMENT



IN 2018, A TOTAL OF 2,148 MSMEs FROM CENTRAL LUZON WERE ASSISTED BY DTI IN PARTICIPATING IN 173 PROVINCIAL, REGIONAL AND NATIONAL TRADE FAIRS. IN ADDITION, DTI ORGANIZED A GO LOKAL ENCOUNTER WHERE 71 CL MSMEs MET WITH GO LOKAL OUTLETS

IMPROVING LOCAL MARKET PRESENCE



IN 2018, DTI OPENED ITS FIRST ONE TOWN ONE PRODUCT (OTOP) HUB IN MALOLOS BULACAN. EACH HUB PUTS DIFFERENT PRODUCTS FROM ALL PARTS OF THE COUNTRY IN ONE STORE. PRESIDENTIAL LEGAL COUNSEL SALVADOR PANELO, BULACAN GOV. WILLY ALVARADO AND DTI USEC. IRENEO V. VIZMONTE LED THE OPENING OF THE OTOP HUB.



MARKET

International Fair Participation



DTI-3 and the Provincial Government of Tarlac participated in the International Furniture Fair Tokyo 2018. Ambassador Jose Laurel V assisted the Philippine delegation. Along with MSMEs from Tarlac, the delegation was led by Gov. Susan A. Yap and by RD Judith P. Angeles from DTI Region 3 (top). DTI-3 also assisted MSMEs in the China Asean Expo 2018 (left). In 2018, DTI -3 assisted 42 MSMEs who participated in 10 International Trade Fairs with a total sales of Php 33.19 Million





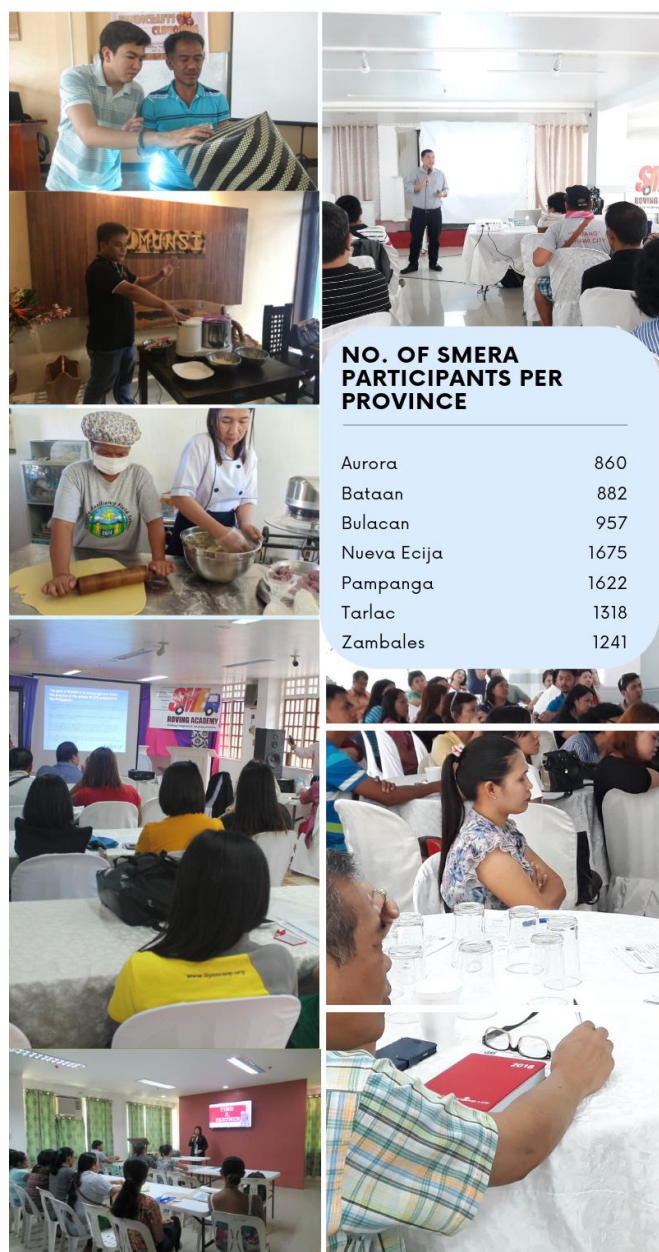
MINDSET, MENTORING, MASTERY

KMME

A TOTAL OF 141 MSMES WERE
ABLE TO PARTICIPATE IN THE
KMME PROGRAM OF DTI-3 IN 2018

SMERA

A TOTAL OF 233 SMERA
SESSIONS WERE PARTICIPATED
IN BY 8,555 MSMES IN 2018



NO. OF SMERA PARTICIPANTS PER PROVINCE

Aurora	860
Bataan	882
Bulacan	957
Nueva Ecija	1675
Pampanga	1622
Tarlac	1318
Zambales	1241



MONEY

P3

The Negosyo Centers of DTI-3 served as promotion and information dissemination centers for the P3 program. Financing forums and financial literacy programs were provided to potential P3 borrowers. Likewise, Business Counsellors explain to P3 availers the terms of the loan. More than 4,500 borrowers in Region 3 have availed of the program.

PONDO SA PAGBABAGO AT PAG- ASENSO

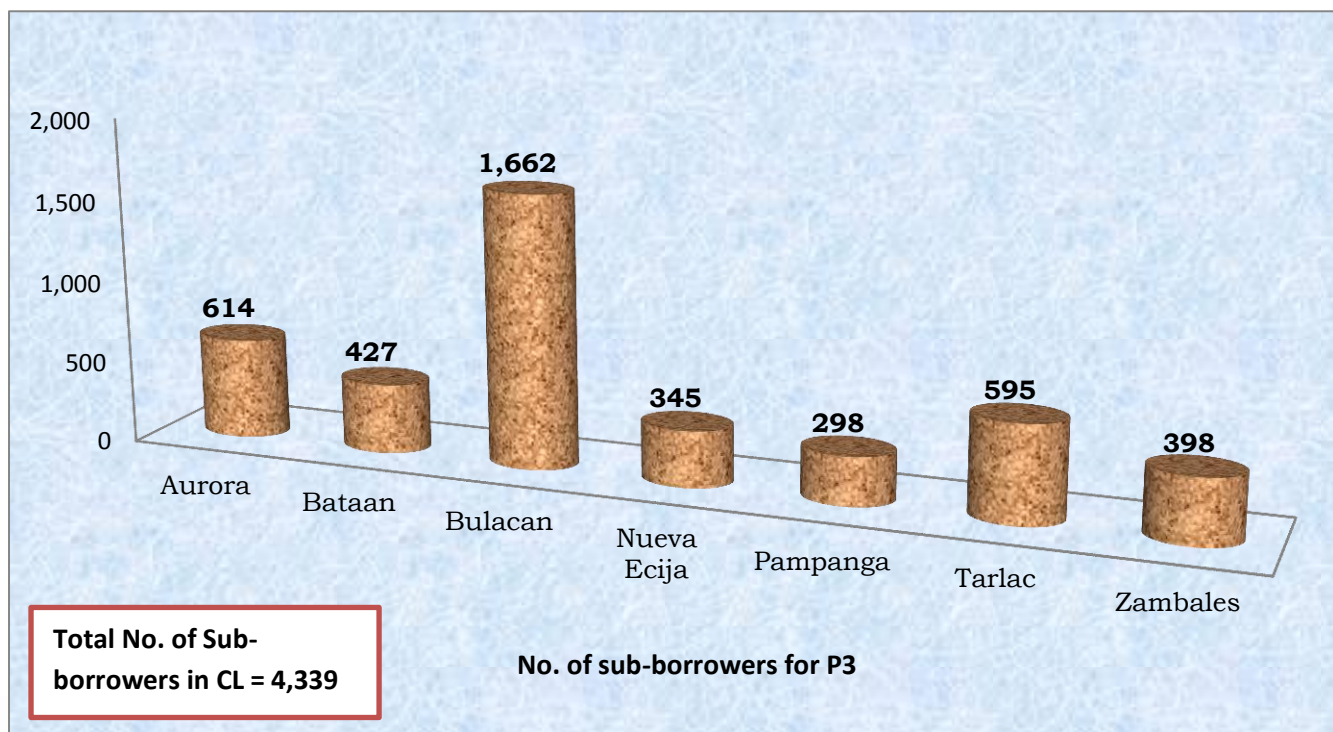
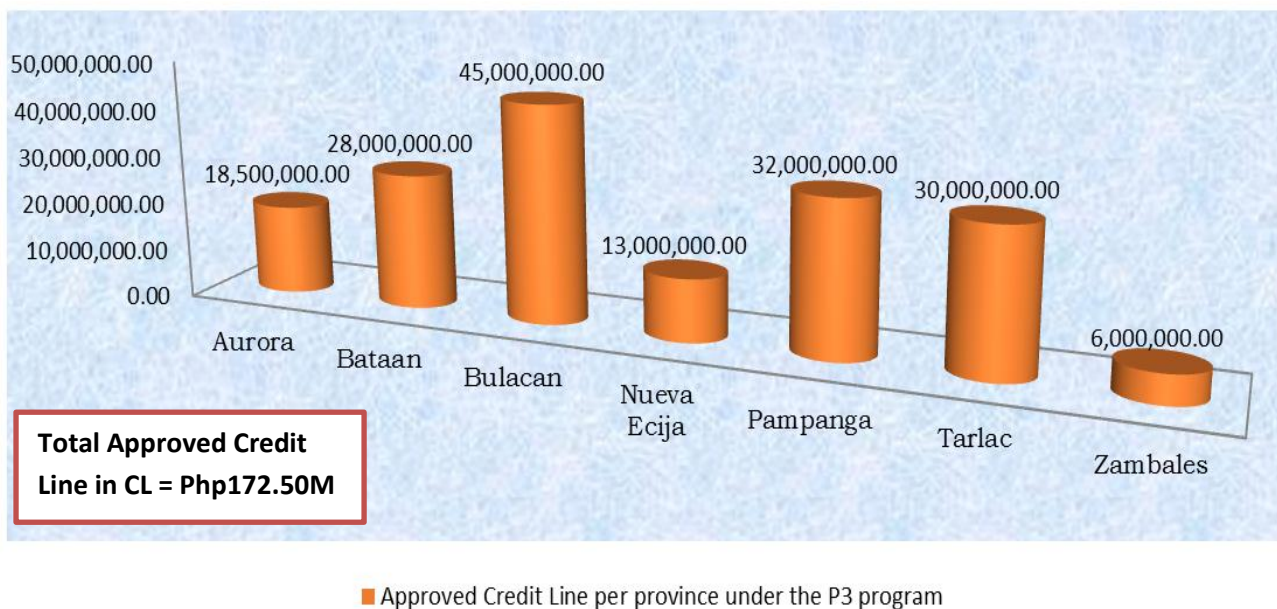


Ruth Roxas of SB Corp discusses P3 during the Negosyo Hour and Negosyo Serbisyo sa Barangay





MONEY



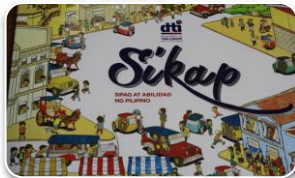
Source: Small Business Corporation, Pampanga Office



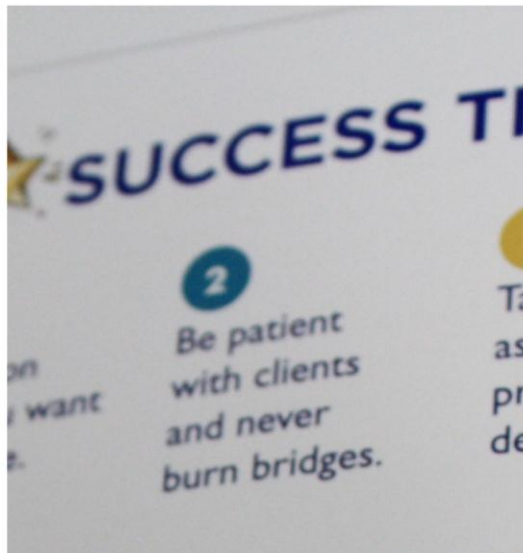
MACHINE



A total of Php30.30Million SSF equipment were given to 17 cooperators in 2018. These bring the total SSF established to 240 projects throughout the region. These new projects include printing and labeling equipment for a Muslim Cooperative in Bulacan, food processing facilities, pottery in Pampanga and in Zambales and embroidery facilities, honey bee processing for indigenous peoples and 2 Fablab upgrades for PSHS-Central Luzon Campus and the Don Honorio Ventura Technological State University.



MODELS

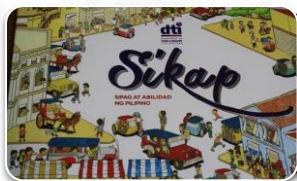


New and Innovative business ideas to help MSMEs get into business Success stories of other MSMEs serve as models to inspire growing entrepreneurs in the region



Region 3's success stories

Served as living testimonials on how DTI helped MSMEs grow with synergies and by following tested success formulas. Edelyn's Homemade Nuts, Orient Gear Bags, Gapan City Shoemakers Cooperative were featured last year in many publications, media outlets and received various awards for being model MSMEs.



MODELS



Region 3's success stories

Are also modeled after the business ideas brought by mentors and successful entrepreneurs, cooperators and groups which helped MSMEs grow from success formulas. Among these models are Myrna Bituin's rags to riches story of Betis Crafts, Jorge Wieneke's Potato Corner, the Dueg Upland Farmers MPC of Tarlac and the Yellow Ladies of Mandasig in Candaba, Pampanga



GREEN MODELS



The Department of Trade and Industry – Region 3 conducted on April 30, 2018 a Regional Green Economic Development (GED) Forum at the Kingsborough International Convention Center in the City of San Fernando, Pampanga with more than 100 MSMEs and government officials in attendance. The Forum was aimed at educating MSMEs on the possible contribution of their business operations to climate change and to create awareness about GED and to influence more MSMEs in Region 3 to implement environment friendly and climate- smart and inclusive growth strategies and measures. Some of the Green MSME models who shared their journey and successes in greening their operations were Ms. Virgin Mary Nicolas of Las Paz Prime Foods, Ms. Edelyn Canero of Edelyn's Peanuts, Ms. Myrna Bituin of Betis Crafts and Ms. Ma. Concepcion Arcega of Mills Enterprises.



AWARDS AND RECOGNITIONS

DTI-3 had a fair share of important awards and recognition in 2018. Notably, DTI Zambales received the SPRINTS Heroic Service Award and the CSC Pag-asa Award, aside from being recognized as an outstanding partner by the BSP and RP Energy Corporation. DTI Bataan likewise received the Red Orchid Award from DOH and a recognition as an outstanding partner of BSP.



AWARDS AND RECOGNITIONS



DTI Region 3's accomplishments were not left unnoticed as it was recognized as Best Public Affairs Program – Provincial Category during the prestigious 26th KBP Golden Dove Awards for its radio program on DWRW "Ang Mamimiling Pinoy."



DTI Region 3's was also awarded by the Civil Service Commission as the first among National Government Agencies in Central Luzon to merit the PRIME HRM Bronze Award for achieving Level II Maturity in Four HR Management Systems. DTI-3 was awarded during the Regional Awarding Ceremony in Cagayan De Oro City (above photo) and during the National Awarding Ceremony in Davao City in July 2018 (right).





AWARDS AND RECOGNITIONS



90.2%, 5-Star Rating, Grade A
Department of Energy:
Government Management
Program Energy Audit Report
*** Highest among audited**
government offices at the
Regional Government Center

DEPARTMENT OF ENERGY GOVERNMENT ENERGY MANAGEMENT PROGRAM ENERGY AUDIT REPORT	
Name of Government Office: Department of Trade and Industry Region III	
Address: Regional Government Center, Marikina, San Francisco, Marikina	
Date & Time of Spot-check: November 28, 2018 (10:30am)	
Result: 90.2% (5 Stars) Grade A	
Office Policy	
1. 4.0	1.3 Designation of Energy Officer
1. 5.0	1.3 Office Insurance on energy conservation
Best Practices for Electricity Conservation	
1. 4.0	1.3 Use of efficient lighting lamps such as LED, CFL, Slim type Fluorescent and others
1. 4.0	1.3 Use of efficient equipment such as appliances with Inverter Technology, LED displays and others
2. 2.0	1.3 Utilizing daylight whenever possible
2. 4.0	1.3 Room temperature not lower than 21°C
2. 4.0	1.3 Aircon operations are scheduled from 9:00 AM to 4:00 PM
2. 5.0	1.3 Keeping the air conditioned room sealed from air infiltration
2. 5.0	1.3 Setting the AC at "Fan Mode" during lunch break between 12:00 NN to 1:00 PM
2. 5.0	1.3 Turning off lights, computers, appliances, and other equipment when not in use
2. 5.0	1.3 Using stairs instead of elevator when going up or down one (1) floor
Recorded Records for Electricity Conservation	
1. 4.0	1.3 Inventory list of Lighting, ACs and other office equipment
1. 4.0	1.3 Monthly Electricity Consumption Report of 2015 up to the present year with the latest copy of electricity bill
Best Practices for Fuel Conservation	
10. 10.0	1.3 Implementation of Fuel Conservation Program
1. 5.0	1.3 Performing Preventive Maintenance Schedule (PMS) of official service vehicles
1. 5.0	1.3 Avoiding idling of engine while waiting and/or parking
Recorded Records for Fuel Conservation	
1. 5.0	1.3 Inventory list and assignment of government service vehicles to a particular official
1. 5.0	1.3 Monthly Fuel Reconciliation Report in 2015 up to the present year
1. 5.0	1.3 Records of daily entry and dispatch of service vehicles from inventory
1. 5.0	1.3 Records of Trip Tickets for each service vehicle
Energy Audit Team: _____ Received by: Ms. Jocelyn B. Rivera Subject Officer (S) _____ Date: November 28, 2018 (10:30am)	

DTI Region-3's CARP Unit was awarded as the best CARP unit among the regions and for operationalizing 88 SSF projects in 98 Agrarian Reform Communities, the most number nationwide. DTI-3 was also given a Five-Star rating during the DOE's energy audit.



The 3Ks: KARAPATAN, KONSYUMER AT KALIDAD

CONSUMER PROTECTION

KARAPATAN, KONSYUMER AT KALIDAD

2018 brought consumers to the forefront of the race as DTI-3's efforts ran on three fronts: Karapatan, Konsyumer at Kalidad. This meant intensified product standards and price monitoring, established Sukiing Tindahan in all provinces and ensured supply of basic needs and prime commodities





CONSUMER PROTECTION

KARAPATAN

INTENSIFIED. DTI-3 made sure that the rights of Central Luzon consumers were protected by regularly and intensively monitoring the prices and supply of basic commodities especially in the face of limited supply of some goods in 2018.





CONSUMER PROTECTION

KARAPATAN



ENFORCEMENT ASSISTANCE.
DTI-3 assisted the enforcement activities of the Consumer Protection Group led by Usec. Ruth Castelo in supermarkets, hardware stores, appliance stores and groceries in Central Luzon to ensure consumer rights are protected.



CONSUMER PROTECTION

KONSYUMER

ACTIVE CONSUMER PARTNERS.

Partnerships with consumer organizations under the Fedacor were strengthened by building their capacities to participate in the advocacies of DTI-3. Siking Tindahan were also established all over the region in partnership with businesses and LGUS





CONSUMER PROTECTION

KALIDAD

PRODUCT STANDARDS is a priority in the goal of DTI to protect consumers from uncertified products. DTI-3 regularly conducted Product Standards forums, consultation with stakeholders. Product and quality auditors also regularly inspected PS and ICC licensees



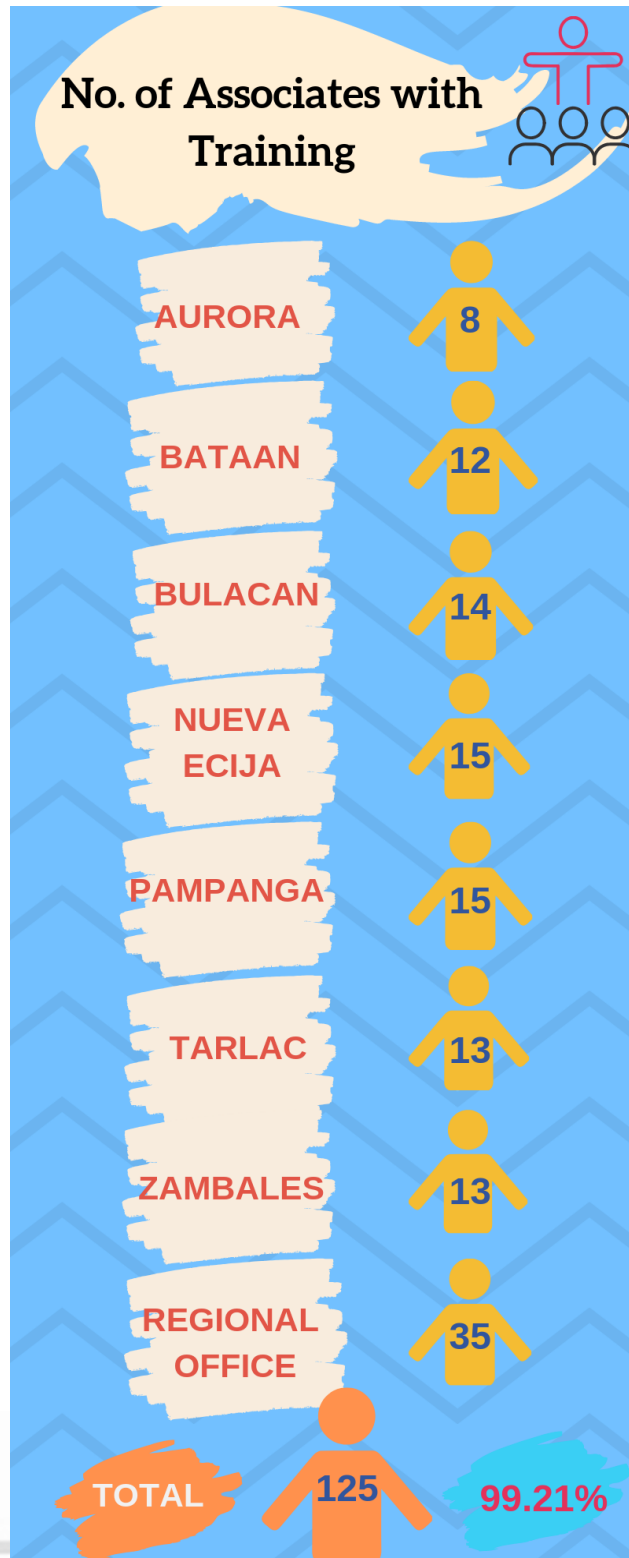


ORGANIZATIONAL DEVELOPMENT

Personnel Complement as of Dec. 31, 2018



No. of Associates with Training





ORGANIZATIONAL DEVELOPMENT



Team Strengthening





UNITED. The DTI-3 associates gather for the Annual Mid-year General Assembly to get direction, share best practices, insights, and talents, and build rapport with other associates from diverse backgrounds. Usec. Ireneo V. Vizmonte shared in the occasion.

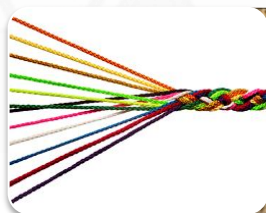


FHRAPIK Conference



Representatives from the Finance, HR, Admin, Planning, IT and KM functional groups of DTI-3 attended the FHRAPIK Conference from August 1-3, 2018 in Iloilo City to share best practices and receive direction from the DTI Secretary Ramon M. Lopez

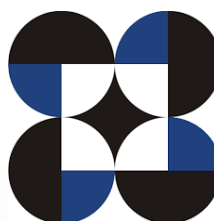




CONVERGENCE

CONVERGENCE OF EFFORTS PRODUCED BETTER RESULTS

These highlighted activities show how the efforts of DTI-3 were significantly helped by the convergence of efforts and partnership with other organizations. Believing in a multi-sectoral and whole government approach, better results were produced in 2018 because of the convergence of efforts of DTI and its partner institutions and individuals.





Regional Halal Congress



DTI-3 participated in the Regional Halal Congress organized by the Department of Tourism Regional Office III and held at Quest Hotel Clark Freeport on Nov. 7-8, 2018. DTI invited MSMEs to attend the two-day event and participate in the business matching sessions. The Congress intends to orient stakeholders on the development of the Halal Market



Cities and Municipalities Competitiveness Index



25 local government units from Central Luzon were recognized during the 6th Regional Competitiveness Summit for ranking within the top ten rank of competitiveness. Pura in Tarlac bagged the top rank overall for 3rd to 6th class municipalities. It also ranked first in Economic Dynamism, Government Efficiency and in the Infrastructure categories. Mabalacat was also ranked #1 in the Most Improved LGU Category.



Regional MSMEDC Conference



DTI-3 held the Central Luzon MSMED Councils Conference on February 20, 2018. DTI ROG Undersecretary Zenaida C. Maglaya served as the guest speaker for the conference attended by more than 115 members of the MSMEDC in the region. She explained the importance of the recently signed MSME Development Plan 2017-22. Best practices were also shared during the conference.



The Philippines, for the first time, hosted the Aeromart Summit in June, 2018. The event gathered Aerospace Industry stakeholders from around the world to exchange ideas, look for investment and business opportunities, match their business and share best practices in a growing industry where MSMEs can take advantage of. Representatives of the airline industry, support services like IT software and hardware for airlines participated in the Summit held at the Quest Hotel in Clark Freeport, Pampanga. No less than Trade Secretary Ramon M. Lopez led the launching of the Summit



Streamlining Awards 2018



Outstanding LGUs implementing the Streamlining of the Issuance of Business Permits and Licenses are recognized during the Streamlining Awards held at the Diwa ng Tarlak Convention Center in Tarlac City on June 22, 2018. The awards were given with the support of the Central Luzon Growth Corridor Foundation Inc., headed by Tarlac Governor Susan A. Yap. Awards include Most Outstanding LGU in the Implementation of Streamlining, Customer Service, IT and Institutionalization of BPLS



National MSME Summit





ROLL - IT

ROLL IT PROJECTS IN REGION 3 (GAA 2018)

Area/District	No. of projects	Amount 'Php 000	Status
Bataan 2nd Eng. District	4	213,000	Completed
Bulacan 1st Eng. District	3	127,000	On-going
Bulacan 2nd Eng. District	1	180,000	On-going



Roads Leveraging Linkages of Industry and Trade. The convergence of efforts of the different government agencies and private sector to build infrastructure based on the needs of trade and industry in the region is rolling and bearing fruit in 2018. Stakeholders met in 2018 to assess infrastructure projects to be implemented under the program.



DTI-3, sitting as part of the Regional Cacao Industry Council, supported activities to promote and develop cacao and its by-products. During the Cacao Congress in November 2018, different stakeholders gathered to share best practices and create linkages to further capacitate Cacao farmers, traders and experts. Organizations like Kapampangan Development Foundation, CIDAMI of Davao and the Department of Agriculture fully supported the Congress.



Bamboo Cluster Bottomlines

Performance Indicators	2018 Accomplishment
Investments Generated	P5,337,703
Sales Generated– <i>Direct Impact</i>	P13,254,381
Export Sales generated	\$321,033
Jobs Generated	245
MSMEs Assisted	85
Farmers Assisted	615
Amount of loans facilitated	1,500,000
Training Programs Conducted	31
Beneficiaries Trained	698
Monitored Sales	P803,950

In 2018, DTI-3 was able to support bamboo stakeholders to market their innovative products. Among the highlights of the assistance to the development of the bamboo industry is the Bamboo-Extreme showcase and Bamboo 360 at the Manila FAME exhibit on October 19 to 21, 2018. Ten designers from the Design Center of the Philippines partnered with the Pampanga Furniture Industries Association in showcasing innovative bamboo based products. The showcase was made by DCP, and co-funded by the association of mining companies - PNIA, Marcventures, CTP Construction and Mining, Platinum Group and Carrascal Nickel - who are now into bamboo propagation in mined out areas all over the country.



GAD Activities



DTI-3 associates participated in activities to promote a Violence Against Women Free Community. This included Lantern Parade and Dance Competition at the Regional Government Center. The agency also actively participated in the Regional Technical Working Group on Population and Development to help promote responsible parenthood.



2018 Accomplishments



Trainings and Seminars

280



Studies Man-months of
24 Consultancy **15.51**



Product Development
149



Trade Fairs Selling Mission
167 **0**

Market Matching **492**
Promo Collaterals **113**



ARCs Served **171**
NON ARCs Served **15**



ARBs Served
19,942

MSMEs Assisted
658

MSMEs Developed
135



INVESTMENT
162,762,071



SALES
301,644,458.34



JOBS
13,694

PROVINCE	INVESTMENTS		SALES		JOBS	
	ACCOMP	% CONTRIBUTION	ACCOMP	% CONTRIBUTION	ACCOMP	% CONTRIBUTION
AURORA	11,696,901.00	7%	16,577,292.00	5%	1,235	9%
BATAAN	15,001,000.00	9%	24,485,684.00	8%	1,409	10%
BULACAN	19,609,500.00	12%	90,748,000.80	30%	2,305	17%
NUEVA ECIJA	52,719,220.00	32%	52,403,008.00	17%	2,605	19%
PAMPANGA	30,346,330.00	19%	64,089,962.54	21%	2,995	22%
TARLAC	20,990,000.00	13%	30,281,920.00	10%	1888	14%
ZAMBALES	12,399,120.00	8%	23,058,691.00	8%	1,257	9%
TOTAL	162,762,071.00	100%	301,644,458.34	100%	13,694	100%



NEW NEGOSYO CENTERS





NEW NEGOSYO CENTERS





DTI AURORA

Edna D. Dizon
Provincial Director

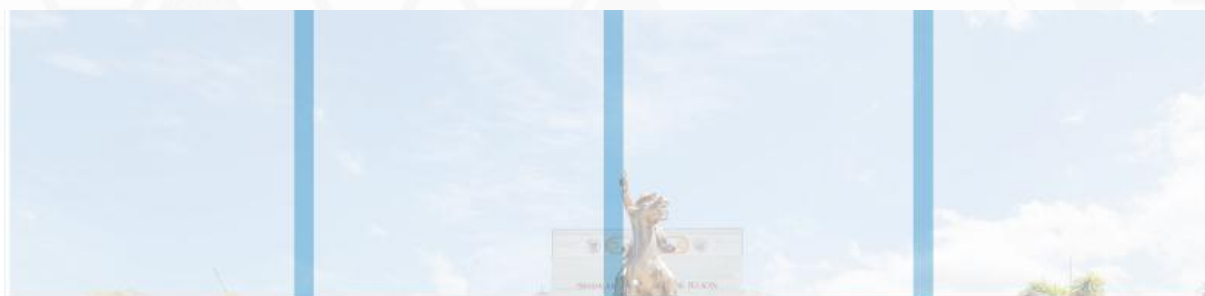


DTI BATAAN

Nelin O. Cabahug
Provincial Director



DTI – REGION 3 2018 Annual Report



DTI BULACAN

Zorina D. Aldana
Provincial Director



DTI NUEVA ECIJA

Brigida T. Pili
Provincial Director



DTI PAMPANGA

Elenita R. Ordonio
OIC Provincial Director



DTI TARLAC

Agnes B. Ramirez
Provincial Director



DTI ZAMBALES

Leonila T. Baluyut
Provincial Director



DTI REGIONAL OFFICE III

Judith P. Angeles
Regional Director

ANNEXES


PERFORMANCE GOVERNANCE SCORECARD: CY 2018
Regional Operations Group (ROG)
Regional Office: 3

P	#	Objectives	#	Measure	2018 Target	2018 Accomplishment	% Accomplishment
External Stakeholders	A	Provide customized interventions for Micro- and SMEs for countryside development	1	MSMEs assisted in the priority industries	4,820	5,702	118%
				<i>Electronic manufacturing services</i>		-	
				<i>Automotive and auto parts</i>	5	5	100%
				<i>Aerospace parts</i>		-	
				<i>Chemicals</i>		-	
				<i>Shipbuilding</i>		-	
				<i>Furniture, Garments, GDH</i>	1,136	1,321	116%
				<i>Tool and die</i>		-	
				<i>Agribusiness</i>	2,592	2,642	102%
				<i>IT-BPM</i>		-	
				<i>Transport and Logistics</i>	126	134	106%
				<i>Tourism</i>	815	1,316	161%
				<i>Construction</i>	146	284	195%
	B	Partner with critical private business organizations to promote ethical business practices	2	No. of recognized consumer organizations	1	1	100%
			3	Number of partner private business organizations		-	
			4	No. of new and upgraded Bagwis awardees	58	74	128%
				<i>New</i>	38	57	150%
				<i>Upgraded</i>	20	17	85%
				<i>Silver to Gold</i>	8	10	125%
				<i>Bronze to Silver</i>	12	7	58%
				<i>Maintained</i>	399	399	100%
	C	Undertake targeted and more aggressive investment and export promotion for priority industries	5	No. of investors assisted	64	63	98%
			6	No. of exporters assisted	108	110	102%
Core process	D	Implement fully the Go Negosyo Act	7	Number of Negosyo Centers established and maintained	88	95	108%
				<i>Established</i>	24	31	129%
				<i>Maintained</i>	64	64	100%
			8	Percentage of businesses registered within 15 days (Sec. 5, a.3)	100%	100%	100%
				<i>Total number of NC clients who obtained business license or permit within 15 days</i>	15,750	20,752	132%
				<i>Total number of business license or permit applied thru NCs</i>	15,750	20,752	132%


PERFORMANCE GOVERNANCE SCORECARD: CY 2018
Regional Operations Group (ROG)
Regional Office: 3

P	#	Objectives	#	Measure	2018 Target	2018 Accomplishment	% Accomplishment
Core process	D	Implement fully the Go Negosyo Act	9	Percentage of BMBE Certificates issued within the prescribed time	90%	100%	111%
				<i>BMBE Certificates issued within prescribed time</i>	2,304	2,983	129%
				<i>BMBE certification application received</i>	2,560	2,983	117%
			10	Number of LGUs submitting list of business permits issued annually	130	130	100%
	E	Increase the number of MSMEs assisted and facilitate transition from the informal to the formal economy	11	Number of MSMEs and other clients assisted	19,800	29,443	149%
				Number of MSMEs assisted	19,800	25,919	131%
				<i>Registered New MSMEs assisted</i>	4,307	11,391	264%
				<i>Unregistered New MSMEs assisted</i>	1,588	17	1%
				<i>Registered Existing MSMEs assisted</i>	13,905	14,491	104%
				<i>Unregistered Existing MSMEs assisted</i>		20	
				Other clients assisted		3,524	
			12	Percentage of registered MSMEs assisted by the DTI	95%	99.86%	105%
				<i>No. of registered MSMEs assisted</i>		25,882	
				<i>No. of MSMEs assisted (registered and unregistered)</i>		25,919	
	F	Modernize MSME human capital development initiatives i.e., training facilities, technology-enabled platforms for e-learning	13	Number of Mentees	140	141	101%
				% of mentees who graduated	100%	99%	99%
				<i>Total number of mentees who graduated</i>	140	140	100%
				<i>Total mentees enrolled</i>	140	141	101%
	G	Promote new, innovative technologies and standards to meet market requirements	14	Percentage of operational SSFs	90%	85.32%	95%
				<i>Number of Operational SSF</i>	202	186	92%
				<i>Number of SSF Established</i>	222	218	98%
			15	Number of prototypes developed	721	977	136%
				<i>FabLabs</i>	10	10	100%
				<i>OTOP Next Gen</i>	711	863	121%
				<i>Other ProDev Activities</i>		104	
	H	Pursue internationalization of MSMEs by being part of the global value chain, developing global brands, and promoting e-commerce	16	Number of IP applications filed	70	90	129%
			17	Number of MSMEs doing e-commerce	121	362	299%


PERFORMANCE GOVERNANCE SCORECARD: CY 2018
Regional Operations Group (ROG)
Regional Office: 3

P	#	Objectives	#	Measure	2018 Target	2018 Accomplishment	% Accomp
Core process	I	Create a more client-friendly environment to ensure a speedy, better, efficient service, resulting to delighted clients	18	Percentage of applications for permits/accreditation/licenses/authorities (renewal) processed within the prescribed time	96%	100%	104%
				<i>No. of permits/ accreditation/ licenses/ authorities issued within prescribed time</i>	3,375	4,195	124%
				<i>Repair Shop Accreditation</i>	972	1,271	131%
				<i>Sales Promo</i>	1,650	1,919	116%
				<i>PETC</i>	52	58	112%
				<i>PS Mark</i>	67	92	137%
				<i>PCAB</i>	623	841	135%
				<i>TRC</i>	11	14	127%
				<i>Total applications received</i>	3,515	4,195	119%
				<i>Repair Shop Accreditation</i>	1,012	1,271	126%
				<i>Sales Promo</i>	1,718	1,919	112%
				<i>PETC</i>	54	58	107%
				<i>PS Mark</i>	70	92	131%
				<i>PCAB</i>	649	841	130%
				<i>TRC</i>	12	14	117%
	J	Ensure that SRPs reflect reasonable prices using commodity supply chain studies for all basic necessities and prime commodities	19	Number of firms monitored (Price Trending)	621	621	100%
	K	Establish and utilize alternative modes for a more efficient and effective handling of complaints	20	Percentage of consumer complaints resolved through mediation and arbitration within the prescribed time	93%	98.44%	106%
				<i>No. of mediation complaints resolved within 10 working days</i>		756	
				<i>No of arbitration complaints resolved within 20 working days</i>		2	
				<i>Total no. of consumer complaints received for mediation</i>		769	
				<i>Total no. of consumer complaint received for adjudication after notice of failure of mediation</i>		1	
			21	Number of private sector led consumer redress mechanisms in place		-	


ORGANIZATIONAL OUTCOMES

Department of Trade and Industry - 3

CY 2018 Accomplishments

Organizational Outcomes (OOs)/Performance Indicators (PIs)	2018 Target	2018 Accomplishment	% Accomp.
OO2: Industries developed			
Industry Development Program			
Output Indicators			
No. of localization activities, conferences, workshops consultative sessions, capacity building sessions conducted	8	8	100%
OO3: MSMEs assisted and developed			
MSME Development Program			
Outcome Indicators			
% of MSMEs assisted to the total number of MSMEs in manufacturing, retail trade, construction, and service sectors	16%	26%	160%
<i>Number of MSMEs assisted by DTI</i>	19,800	25,919	131%
<i>Total population of MSMEs in manufacturing, retail trade, construction and services sector</i>	101388	101,388	100%
Output Indicators			
No. of MSMEs assisted	19,800	25,919	131%
No. of clients assisted by the Negosyo Centers	59,900	102,339	171%
% of MSMEs assisted who rate DTI assistance as satisfactory or better	96%	99.99%	104%
<i>Number of MSMEs assisted by DTI who rate DTI assistance as satisfactory or better</i>		49,086	
<i>Total number of MSMEs who rated DTI assistance</i>		49,091	
OO4: Consumer welfare enhanced			
Consumer Protection Program			
Outcome Indicators			
Consumer complaints resolution rate	95%	98.57%	104%
<i>Number of consumer complaints resolved</i>		759	
<i>Total number of consumer complaints received</i>		770	
% of consumer complaints resolved through mediation and arbitration within prescribed time	93%	98.44%	106%
<i>Percentage of consumer complaints resolved through mediation within 10 working days after filing</i>		98.31%	106%
<i>Number of consumer complaints resolved by mediation within 10 working days after filing</i>		756	
<i>Total no. of consumer complaints received for mediation</i>		769	
<i>Percentage of consumer complaints resolved through arbitration within 20 working days if failed by mediation</i>		200%	215%
<i>Number of consumer complaints resolved by arbitration within 20 working days if failed by mediation</i>		2	
<i>Total number of complaints received for arbitration</i>		1	



ORGANIZATIONAL OUTCOMES

Department of Trade and Industry - 3

CY 2018 Accomplishments

Organizational Outcomes (OOs)/Performance Indicators (PIs)	2018 Target	2018 Accomplishment	% Accomp.
% of applications for permits, accreditation, licenses, authorities processed within prescribed time	96%	100%	104%
<i>Number of applications for permits/accreditation/licenses/authorities processed within the prescribed time upon receipt of complete application</i>	3,375	4,195	124%
- Repair Shop Accreditation	972	1,271	131%
- Sales Promo	1650	1,919	116%
- PETC	52	58	112%
- PS Mark	67	92	137%
- PCAB	623	841	135%
- TRC	11	14	127%
<i>Total number of complete applications for permits/accreditation/licenses/authorities processed</i>	3,515	4,195	119%
- Repair Shop Accreditation	1,012	1,271	126%
- Sales Promo	1,718	1,919	112%
- PETC	54	58	107%
- PS Mark	70	92	131%
- PCAB	649	841	130%
- TRC	12	14	117%
Number of Price Monitoring Reports submitted within prescribed time	120	120	100%
Consumer Education and Advocacy Program			
Outcome Indicators			
Level of consumer awareness increased	85%	70%	82%
Output Indicators			
No. of consumer awareness and advocacy initiatives undertaken	717	824	115%
No. of consumer education information materials produced		-	
% of clients who rate the DTI advocacy initiatives as satisfactory or better	95%	100%	105%
<i>Number of clients who rate the DTI initiatives as satisfactory or better</i>		4,830	
<i>Total number of clients who rated the initiative</i>		4,830	



DTI - Region 3

2018 Annual Report

THE 2018 ANNUAL REPORT TEAM

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