ENABLING BUSINESS, EMPOWERING CONSUMERS

DEPARTMENT OF TRADE & INDUSTRY CENTRAL LUZON

ANNUAL REPORT 2016

TRANSITION

TRANSFORM

TRANSCEND

Vision and Quality Policy

DTI Vision

'A more prosperous Philippines by 2016'

DTI-3 Quality Policy

We, the DTI Region-3 Team,
commit to champion business and consumers.

We shall help build an enabling environment,
for business to grow and for consumers to get best value for money,
as we foster professionalism, integrity and conscientiousness among
ourselves in DTI.

We shall continually improve
our Quality Management System
to deliver better, faster and efficient services to our clients

MESSAGE

Helping others help themselves – this is what we do at the Department of Trade and Industry. As a catalyst for development, we should be efficient and effective in helping others improve. Developing partners for their very own development – that is the ultimate goal of a public institution like DTI. To bring meaningful change that will enhance the wellbeing of its clientele – MSMEs, consumers, investors, local government units, associations and groups of people who have decided to engage with us. For us in government service, we know that their development is our responsibility. The quality and depth of the services we provide are the impetus, the basis even, of this improvement.

The famous scientist Marie Curie said "*You cannot hope to build a better world without improving the individuals. To that end, each of us must work for his own improvement and, at the same time, share a general responsibility for all humanity, our particular duty being to aid those to whom we think we can be most useful.*"

Recalling the past year, 2016 was a year of building a better Philippines - by transitioning, transforming and transcending.

Change – and working with it, is part and parcel of the year that was for the DTI-3 associates. At the start of the year, DTI-3 started with a transition of leadership. A new DTI Secretary was on hand to lead us with immediate, yes, Quick Wins for the first semester of the year. The next semester saw another transition in leadership, not only in the department, but also in the whole government. This saw many new plans and policy directions that we, as associates must be ready to adopt and implement. By the last quarter of the year, DTI-3 was on another new journey of change, while retaining its vision and mission of contributing to the development of the country. It transferred to a new home – its very own new building.

Partnering for change and development has its challenges. "*Kites rise highest against the wind, not with it,*" said the British statesman Winston Churchill. We did not have gargantuan resources to effect a great amount of assistance for each one of the

partners we intended to help. We did not have the luxury of time that while a great amount of change was happening in and out of DTI. We still have to implement immediately as the financial resources are in our hands for utilization, not for storage. We did not have the liberty to ascertain firsthand their capacity to implement our programs. Nevertheless, we pushed on to effect these *transformations* because we have been tasked to do them. We pushed on because we had the best resources that can be utilized to successfully execute our plans – the dedicated DTI associates. We pushed on to transform the lives of our MSME clients.

The crucial step in effecting development in a year of transitions is to bring together partners and make them continue – to work effectively for common goals. It was helpful that our stakeholders knew firsthand how serious we work, how sincere we are in engaging their help to make our services deliverable. It is perhaps not a secret that our motto – *Serbisyong Higit Pa Sa Inaasahan* – is essentially how we continually work. Our work is transcending beyond just compliance, beyond just completing. Our work is to deliver excellent service beyond what is expected.

Among the highlights of the past year were partnerships forged in our programs. The establishment and operation of all 29 Negosyo Centers throughout the region was made possible because of the cooperation of our legislators, notably Senator Bam Aquino, local government officials, cooperatives, chambers of commerce and the support of our local Micro Small and Medium Enterprises. The Shared Service Facilities were also a product of our linkage with local entrepreneurs who want to avail of these facilities and improve the productivity of their respective enterprises. The SSF program has now matured since its implementation in 2013. The challenge now is how to improve the operationalization and the increased utilization of the facilities. The challenge is to revitalize the program in its totality.

Let us recall that these achievements are not just the facilities and centers we help build. With their dedication and hard work, the men and women of DTI Region 3 are indeed the key to enhancing our service delivery. With the core values firmly embedded in their work attitude, providing the necessary solutions to the challenges we faced was easier.

Leading the associates to excellent public service delivery was an honor for me for this year. True, there were painful, difficult and immediate decisions that needed to be taken. These were absolutely necessary. The late US President Theodore Roosevelt said, "*In any moment of decision, the best thing you can do is the right thing. The worst thing you can do is nothing.*" Nonetheless, the biggest of challenges in our work with businesses and consumers were no match for the synergy that we have created from our

joint actions and the fact that we were working in the same direction. This is the beauty of the convergence of our efforts, dedication and commitment.

I salute every DTI associates and partners who have worked for the excellent results of this convergence. I hope that in the coming years, we shall continue to partner for change and development. May God be with us all!

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FOREWORD

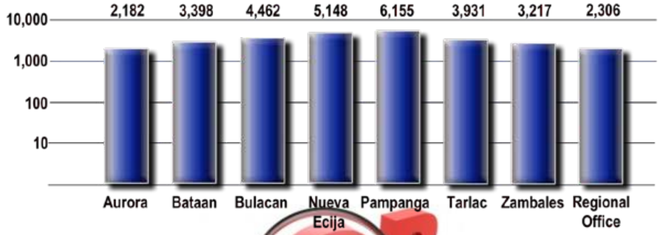
In 2016, the Department of Trade and Industry Regional Office III pursued its mandates while in the processes of transitioning, transforming and transcending the service it had to provide to its stakeholders.

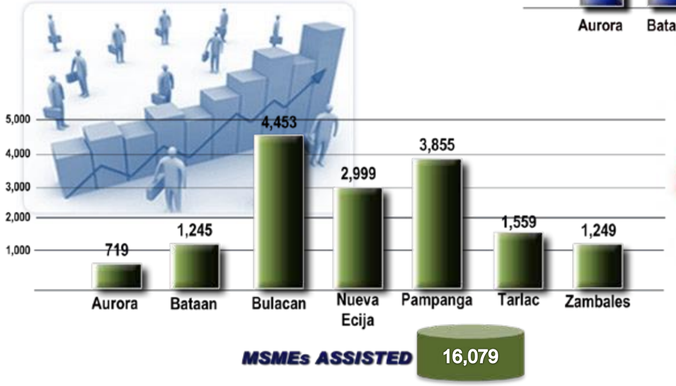
TRANSITIONING. As the leadership of the agency transferred from Secretary Gregory L. Domingo to Secretary Adrian S. Cristobal Jr., and then to the present Secretary Ramon M. Lopez, DTI-3 still continued with the programs of each leadership in the agency. For the second semester of 2016, many new programs like Kapatid Mentor Me program were introduced and ably implemented along the advocacy and vision of the new leadership. In the same vein, while this transition was ongoing, DTI-3 conducted its Negosyo Konsyumer At Iba Pa, a big ticket event that showcased the ability of the agency to bring to one roof all of its services. Another transition that DTI Regional Office managed is its smooth transfer of office from Angeles City to the Regional Government Center in San Fernando, Pampanga. Aside from the physical transfer of all its facilities to the new building, the agency had to continue with its scheduled activities of programs and projects. One of the challenges it had to face was the interregnum when telecommunications facilities were still being transferred. No transaction was disrupted while all these adjustments and transfers were happening.

TRANSFORMING. In itself, a developmental agency like DTI should be transforming. In 2016, the opening of 29 more Negosyo Centers in the region as key frontline stations is a transformation in itself. The Negosyo Centers functioned not only as business counseling centers. The centers also served BMBE applications. They also serve as helpdesks for Overseas Filipino Workers wishing to enter the Enterprise Livelihood Program. For BMBE, policy direction was now carefully defined under Department Administrative Order No. 16-1 issued on April 22, 2016, where the issuance of Certificate of Authority now rests on DTI. With this and the continuous promotion of BMBE, the number of BMBE registrations in Central Luzon increased from 14 in 2015 to 683 in 2016.

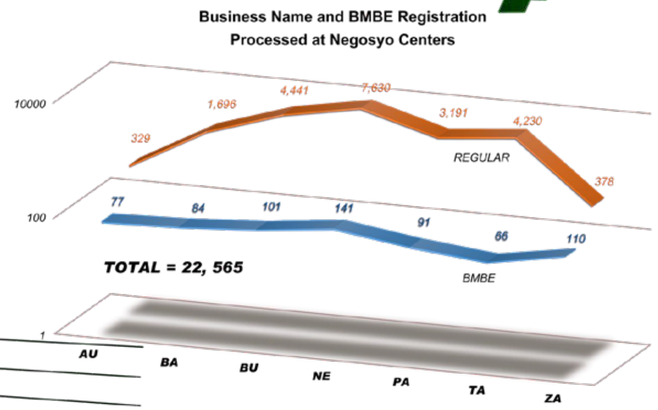
TRANSCENDING. DTI-3's performance in 2016 is defined by the character of its people – transcending in their service delivery, going beyond the call of duty, accomplishing what is more than expected, challenges and resources, notwithstanding.

BOTTOMLINES



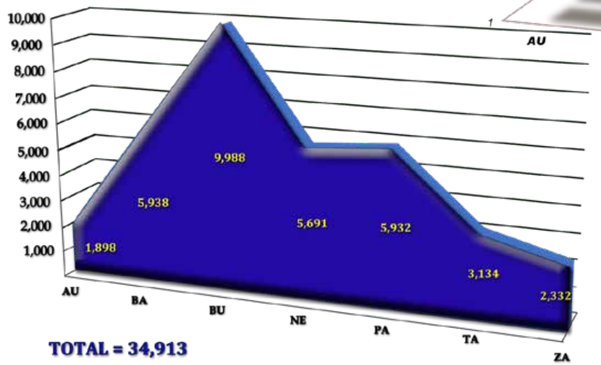


NEGOSYO CENTER



TOTAL = 22, 565

Clients Assisted by Negosyo Centers



TOTAL = 34,913

NEGOSYO CENTER

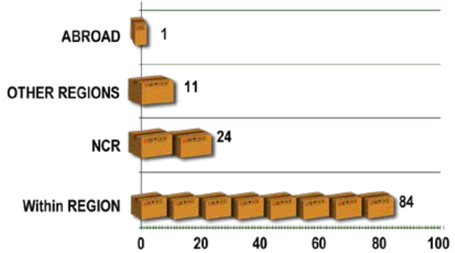
CENTRAL LUZON NEGOSYO CENTERS ESTABLISHED IN 2016					
#	PROVINCE	LOCATION		TYPE	LAUNCH DATE
		Partner	City/Municipality		
1	Aurora (1)	LGU	**San Luis**	B	26-Sep
2	Bataan (1)	LGU	**Hermosa**	B	15-Mar
3	Bulacan (5)	LGU	**San Rafael**	B	27-Jun
4		LGU	**Plaridel**	B	27-Jun
5		LGU	**Calumpit**	B	8-Sep
6		DTI	**Malolos City (DTI-PO)**	A	8-Sep
7		Mall	**Malolos City (Robinson's Place)**	B	8-Sep
8	Nueva Ecija (4)	LGU	**Gapan**	B	26-Sep
9		LGU	**San Jose City**	B	28-Oct
10		LGU	**Cabiao**	B	21-Mar
11		LGU	**Palayan City**	B	2-Dec
12	Pampanga (4)	LGU	**Angeles City (Robinson)**	B	7-Dec
13		LGU	**Pampanga Provincial Government**	A	29-Jun
14		DTI	**DTI-PO**	A	Sept. 30
15		LGU	**Minalin**	B	Dec. 14
16	Tarlac (2)	LGU	**Moncada**	B	29-Apr
17		LGU	**Capas**	B	27-Aug
18	Zambales (1)	DTI	**Iba**	B	3-Mar

Services provided by Negosyo Centers

- **Business Name/BMBE Registration**
- **Product Development**
- **Market Linkage**
- **Assistance in Acess to Finance**
- **Trainings and Seminars**
- **MSME Database**

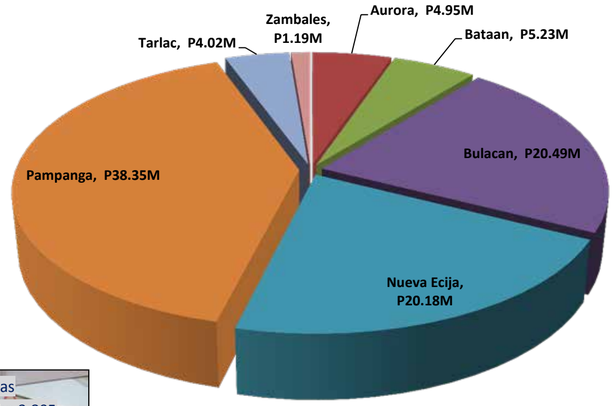
TRADE FAIRS

Venue of Trade Fairs



Trade Fair Sales for 2016 - Php94.41M

Per Province (In PhpM)

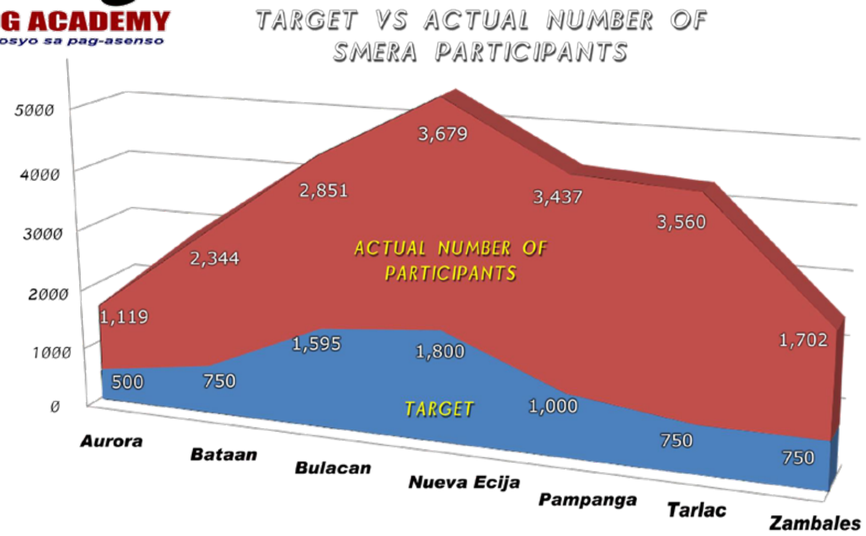


Six (6) major Provincial Trade Fairs were conducted in 2016. This was participated in by 196 Central Luzon exhibitors earning a total of Php 3.805 Million

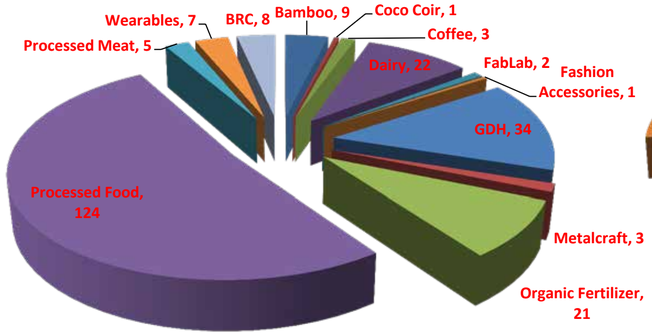
SME ROVING ACADEMY
Gabay-negosyo sa pag-asenso

Province	TARGET			ACCOMPLISHMENT		
	No. of Trainings	No. of Target Towns	No. of Participants	No. of Trainings	No. of Towns Covered	No. of Participants
Aurora	20	8	500	20	7	1,119
Bataan	30	12	750	55	12	2,344
Bulacan	56	24	1,595	61	24	2,851
Nueva Ecija	48	26	1,800	54	32	3,679
Pampanga	40	22	1,000	49	22	3,437
Tarlac	30	18	750	84	18	3,560
Zambales	30	5	750	55	14	1,702
Total	254	115	2,750	378	129	18,692

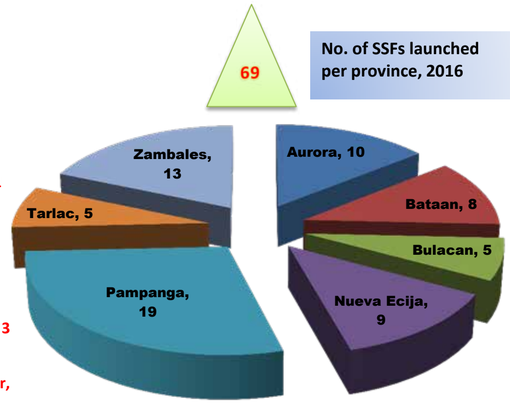
SME ROVING ACADEMY
Gabay-negosyo sa pag-asenso



Shared Service Facilities (SSF)

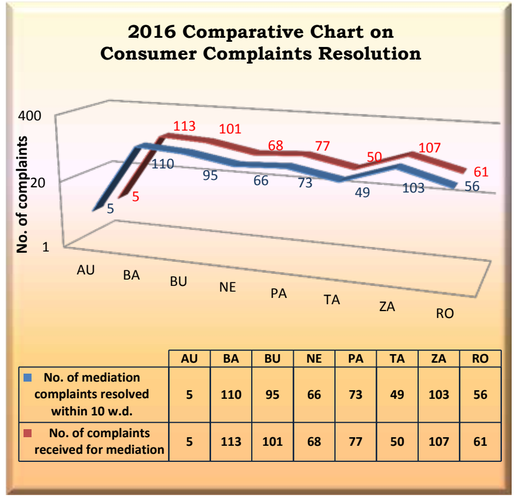


No. of SSFs by Industry Cluster
As of December, 2016

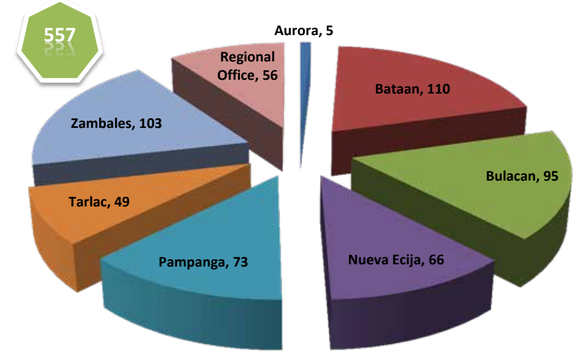


No. of SSFs launched per province, 2016

Consumer Protection and Business Regulation

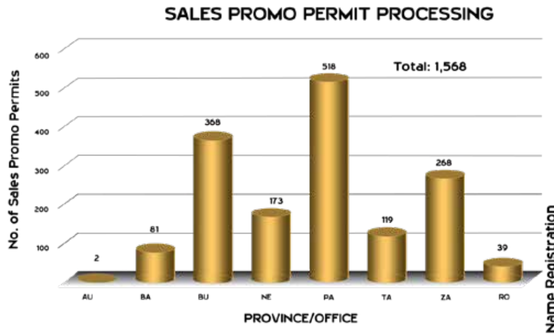


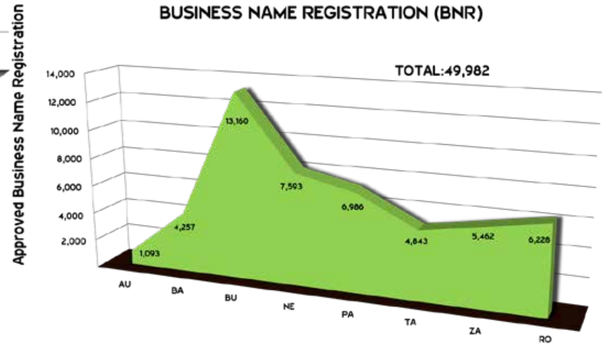
	AU	BA	BU	NE	PA	TA	ZA	RO
No. of mediation complaints resolved within 10 w.d.	5	110	95	66	73	49	103	56
No. of complaints received for mediation	5	113	101	68	77	50	107	61



No. of mediation complaints resolved within 10 working days, per province

Consumer Protection and Business Regulation





Consumer Protection and Business Regulation

Truck Rebuilding Centers Accreditation, 2016

Province	No. of TRCs accredited
Bulacan	5
Pampanga	2
Zambales	2

Total : 9

CL CIAP Window Services 2014-16

No. of processed transactions

Transaction	2014	2015	2016
New License	79	36	60
Renewal	152	184	241
Upgrading of Category	2	7	15
ARCC Registration	66	94	115
Special License/JV	2	6	5
License Amendments	2	4	9
TOTAL	303	331	445

2016 Repair Shop Accreditation

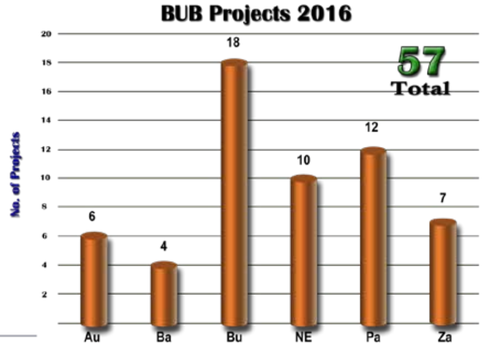
No. of Accreditations

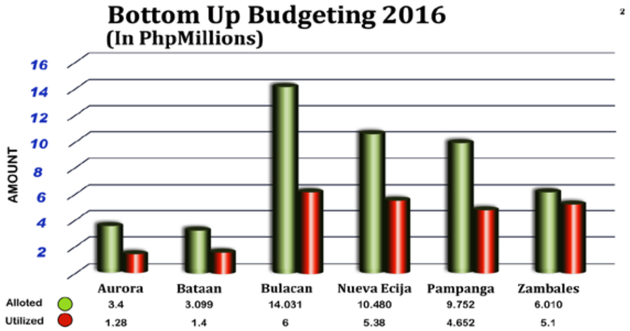
New	Renewal
189	723

Private Emission Testing Center (PETC) Accreditation

Transaction	No.of Transactions
New	14
Renewal	53
Total	67

BOTTOM–UP BUDGETING
Budget ng bayan sa kamay ng taumbayan.





Comparative Summary on BuB Fund 2015-2016

	2015	2016
No. of Projects	76	57
Ongoing and Completed	73	23
Total Allocation (Php "000)	61,437	46,802
Total Funds Released (Php "000)	61,437	23,812
Percentage Released	100%	50.88%

From the Old site in Nepomart Angeles City. . .

UNDER CONSTRUCTION

The new DTI -3 Regional Office building at the regional government center in the City of San Fernando, Pampanga

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NEW HOME. The new DTI -3 Regional Office at the regional government center in the City of San Fernando, Pampanga opened its doors to its clients on October 2016

DTI carried on from Sec. Cristobal's "One DTI Services" in January 2017 in Bulacan . . . . .

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. . . . . to the staging of the Negosyo Konsyumer Atbp with Sec. Ramon M. Lopez in July 2017 at Clark Freeport Zone

Highlighting the results of excellent service

Negosyo Centers launched

Sen. Bam Aquino leads the opening of the Negosyo Center in Iba, Zambales with Vice Governor Ramon Lacbain, Iba Mayor Rundstedt Ebdane, RD Judith P. Angeles and other officials

Pampanga Vice Governor Dennis Pineda joins Asec Blesila A. Lantayona in opening the Pampanga Negosyo Center in July 2016

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Hermosa, Bataan Negosyo Center with Mayor Danilo Malana and local officials

Angeles City Negosyo Center's opening was led by City Mayor Ed Pamintuan, city couniclors,, RD Judith Angeles,,SMEDC Chair Teresa Carlos and other officials

Cabiao Negosyo Center's opening with Mayor Gloria Congco and other officials

San Luis, Aurora Negosyo Center's opening was led by Mayor Mariano Tangson, RD Judith Angeles and other local officials

Awarding transformed LGUs in *"Enabling Business"*

DTI Secretary Adrian S. Cristobal, Jr. was joined by Usec. Ceferino Rodolfo, RD Judith Angeles, RD Florita Dijan and Renato Romero in awarding the **Most Successful LGU in Implementing BPLS Reforms** to Mayor Edwin D. Santiago of San Fernando, Pampanga at the Streamlining Awards ceremony held in April 2016 at Clark Freeport

Secretary Cristobal, Jr. (center), Gov. Victor Yap. RD Judith Angeles and Usec. Ceferino Rodolfo awarded the **Most Outstanding LGU in Customer Relations** Awards to Mayor Analisa Tangson of San Luis, Aurora at the Streamlining Awards ceremony

Recognition of SSF cooperators

OUTSTANDING SSF Cooperators. DTI Undersecretary Ceferino S. Rodolfo led the awarding of outstanding DTI cooperators held in May 2016 at the Subic Convention Center. BSMED Director Jerry Clavesillas joined Usec. Rodolfo, RDJudith Angeles and PD Edna Dizon in awarding Best SSF Cooperator Awards

SMERA 2016. Transforming Entrepreneurial Mindset.

Seminar on Basic Financial Literacy San Fernando, Pampanga

Footwear Training, Gapan, Nueva

Waterlily Treatment and Dying Training, Talavera, Nueva Ecija

Transforming through trade fairs & *exhibits*

Highlighting the Products of Tarlac at the OTOP Showroom in Makati

Transforming traditional products to valuable sales potential for MSMEs. Tarlac products were showcased in the OTOP Showroom at DTI Main Office in Makati City

Shared Service Facilities as agents of transfromation

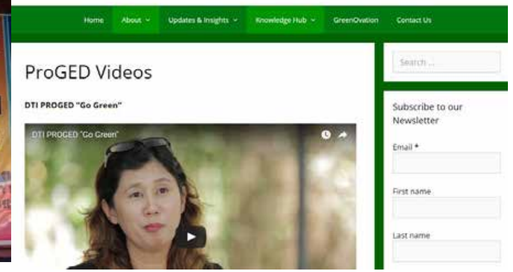
Transforming facilities.

DTI-3 continues to provide appropriate and modern SSF facilities like the (clockwise) **FabLab in PSHS-CLC**, the **Computerized Embroidery Machine in Mariveles** and **shoe making equipment for Gapan** footwear makers, **food processing equipment in Tarlac,** among others. These SSFs have transformed and enhanced MSME productivity.

Transforming MSMEs towards Green Economic Development

The German Cooperation Agency GIZ supported the Promotion of Green Economic Development project for MSMEs in Region III. More than 30 green champion MSMEs from the region pledged their symbolic "leaf of commitment" to the Green Tree during a ProGED In-Phasing event held in the City of San Fernando on October 7, 2016.

Documenting Green Champions. DTI-3 created an AVP presenting the benefits of green economic development and the best practices of Region 3 entrepreneurs.



Transforming MSMEs to *Green* MSMEs

Central Luzon Green Awardees

- Maria Vilma Mayores - 777 Organic Farm
- Florentino Mercado, Jr. – King Merbi
- Jomar L. David – NutriDelight Delicacies
- Jonathan Andrew Z. Tiglao – Zati Farm
- Maria Concepcion M. Arcega – Mills Enterprises
- Gene Nicolas - La Paz Prime Foods
- Riclina Ocampo - R.P. Ocampo Fine Foods

Green MSMEs like La Paz Prime Foods, RP Ocampo and other champion MSMEs have green practices like waste segregation, waste water facility, organic fertilizer and LED lighting. Their efforts have been recognized and awarded in many events.

Transforming linkages to media partnerships

KAPIHAN. Timely, regular and meaningful exchanges of information on the programs and projects of the DTI during the Kapihan and in the NKATBP Media Conference in 2016 have made productive partnerships with media outlets.

Enhancing competitivenes in business

ENHANCING COMPETITIVENESS FOR MSMEs. The different programs of DTI like this (top photo), Investment Briefing at the NKATbp was given to the manufacturers of Central Luzon to guide them in their growth and participation in the bigger market. At left, an Export Forum was held in April 2016 to discuss export information and export opportunities for Central Luzon entrepreneurs. The forum's resource persons included EMB Director Senen Perlada and EDC Executive Director Emmarita Mijares

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Transforming competitiveness in business permits and licensing

DTI Assistant Secretary Arturo Boncato, Jr was the keynote speaker at the CLAB Convention of Officers

COMPETITIVE MSMEs through ease of doing business. The Central Luzon Association of BPLOs (CLAB) held the Regional Convention of Business Permits and Licensing Officers (BPLOs) on November 16, 2016 at the Heroes Hall, City of San Fernando, Pampanga. With the theme "Empowering BPLOs Towards a Competitive Region," the regional convention drew 114 LGUs out of the 130 in Region 3 and made history by being the first big gathering of BPLOs in the region and in the country. RD Florita Dijan led the oathtaking ceremony

Transforming Consumer Protection through partnerships

BSP Director Ma. Farah Angka outlined the programs of the BSP and conveyed its support to consumer protection and financial literacy.

RECOGNIZING GOOD PARTNERS IN CONSUMER PROTECTION. DTI-3 celebrated the Consumer Welfare Month by partnering with the Bangko Sentral ng Pilipinas who shared their knowledge on financial literacy. The Bagwis Gold Awardees from Region 3 also received their seals during the CWM event held in October 2016.

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Transforming Consumer Protection through partnerships

TRANSFORMING ACTIVE PARTNERS IN CONSUMER PROTECTION. DTI Aurora partnered with the local government and the Baler Consumer Affairs Council in conducting "Operation Timbangan" in public markets, to check if the weighing scales used are calibrated and working properly.

PARTNERS IN STANDARDS EDUCATION. The DTI Regional Office partnered with the different supplier organizations to educate sellers of mandatory products in checking compliance with Philippine National Standards. At right, a representative of the Bulacan Hardware Association raises an issue for discussion regarding

MSME Stories of Transformation

Earning millions from coconut waste
Looking back, moving forward, living the legacy

One turnip at a time

A livelihood for the rebel returnees
From bullets to mushrooms, a social metamorphosis

From waste to grace

MSME Stories of transformation. The DTI Regional Office documented and published the stories of perseverance, resourcefulness, openness to assistance and their eventual transformation into productive livelihood partners. DTI-3 contributed nine (9) stories to the RAMDAM Magazine.

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Transcending Service Delivery as "*One DTI* "

Transforming Entrepreneurial Mindset. Secretary Ramon M. Lopez in his speech during the opening of the Negosyo, Konsyumer, At Iba Pa caravan held at Fontana Convention Center, Clark Freeport, explained the seven Ms he would advocate for the agency's stakeholders. A trade fair, SSF exhibit and a Consumer blitz were also held in the NKATBP event.

DTI Secretary Ramon M. Lopez formally cuts the ribbon to open the NKATBP run for DTI-3 held in July, 2016 at the Fontana Convention Center, Clark Freeport Zone.

Likha ng Central Luzon 2016

TRANSCENDING TO THE BIGGER MARKET. The Likha ng Central Luzon 2016 Trade Fair held at the Glorietta Activity Center in Makati was participated in by more than 100 MSMEs from the region. The fair was able to draw a total sales of P 31 Million pesos. The ribbon cutting for the event was led by Bulacan Gov. Willy Alvarado, DTI Usec. Zeny Maglaya, Palayan City Mayor Adrienne May Cuevas, RD Judith P. Angeles and Malou Balano of Philexport R3

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Transcending capability building through innovations

MENTORING FOR GLOBALLY COMPETITIVE MSMEs. The Kapatid Mentor ME Program was launched in September, 2016 in Tarlac City. Asec. Bles Lantayona and Asec Cristopher Naga led the thumbs up event to start the mentoring sessions for Central Luzon MSMEs.

All 20 Mentees successfully completed the program.

Transcending service delivery during calamities

ENSURING SUPPLIES OF GOODS AT AFFORDABLE PRICES. A few days After floods hit Dinalupihan and Hermosa, Bataan in August, DTI Bataan immediately organized a Diskwento Caravan – that traversed each of the 29 barangays that were inundated by floods. The caravan ran through all the villages in the town.

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Transcending through Organizational Development

ENABLE COMPETENT EMPLOYEES
Trainings on topics like Procurement, Online Price Monitoring System, QMS 101: Understanding and Appreciating ISO 9001:2015 Training Workshop, Comprehensive Internal Audit, SBCC help DTI-3 associates transcend to deliver excellent services.

TEAM STRENGTHENING BY TEAMBUILDING ACTIVITIES. For 2016, Structured and Unstructured teambuilding activities were done to ensure that the DTI-3 family's bond is strong and able to synergize and transcend excellent service.

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Quality service awards and certification

RECOGNTION AND AWARDS FOR COMPLIANCE AND QUALITY SERVICE. For 2016, DTI-3 was audited and re-certified as ISO 9001:2008 by Certification International Philippines. It was also awarded as the Most Compliant region to Reportorial Requirements and garnered the First Place awards for the Best Audio Video Presentation at the National SSF Awards 2016.

Transcending community convergence

CONVERGING TO TRANSCEND. As part of its community responsibility, DTI-3 personnel joined the activities of the community of public and private institutions like inter-agency fora, cultural events, nationwide earthquake drills and community bazaars

Transcending human resource development

"Without continual growth and progress, such words as improvement, achievement, and success have no meaning". Benjamin Franklin

215
Total personnel complement

121
Total regular personnel

14
Total vacant positions filled up

47
Total no. of trainings

6
Total no. of foreign trainings

Employee Welfare Enhancement

HOLISTIC EMPLOYEE LIFE ENHANCEMENT. Regularly celebrating masses on First Friday, recollection and church visits during the Lenten season to enhance the spiritual well-being of DTI-3 employees. The activities of the DTI-3 CARES Multi-Purpose Cooperative also provide the associates with other benefits. DTI-3 associates are also provided the opportunity to celebrate special occasions.

DTI-3 FAMILY

REPUBLIC OF THE PHILIPPINES

ENABLING BUSINESS. EMPOWERING CONSUMERS

TRANSITION TRANSFORM TRANSCEND

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ANNEXES

PERFORMANCE GOVERNANCE SCORECARD: 2016

		Objectives		Measure	2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
EXTERNAL Stakeholders	A	Improved productivity and efficiency	1	Jobs Generated	27,000	30,799	114%	2,182	3,398	4,462	5,148	6,155	3,931	3,217	2,306
			a	Investment Facilitation	1,141	1,725	151%	-	439	-	-	515	-	771	-
			b	SME Development	16,041	17,932	112%	1,280	2,497	3,068	3,330	4,193	2,387	1,177	-
			c	PBR/LGU Registration	9,818	11,142	113%	902	462	1,394	1,818	1,447	1,544	1,269	2,306
	B	Empowered consumers	2	Consumer Welfare Index (rights, price, safety)	62%	61%	98%	61%	61%	61%	61%	61%	61%	61%	61%
INTERNAL PROCESSES	C	Implement strategic MSME development and promotion program, and networks	3	No. of MSMEs assisted	15,612	16,079	103%	719	1,245	4,453	2,999	3,855	1,559	1,249	-
			a	No. of new MSMEs assisted	3,982	4,475	112%	276	348	1,902	388	554	503	504	-
			b	Existing (in database) MSMEs assisted	11,630	11,604	99.78%	443	897	2,551	2,611	3,301	1,056	745	-
			4	No. of SSFs established and maintained	240	240	100%	29	28	27	39	56	26	35	-
			a	SSF established (new)	69	69	100%	10	8	5	9	19	5	13	-
			b	SSF maintained	171	171	100%	19	20	22	30	37	21	22	-
			5	BuB implementation rate	60%	72.18%	120%	69.23%	84.62%	46.43%	77.78%	79.31%	100.00%	76.47%	#DIV/0!
			a	Number of approved BuB projects	-	133		13	13	28	27	29	6	17	-
			b	Number of on-going BuB projects	-	41		7	5	6	8	6	-	9	-
			c	Number of completed BuB projects	-	55		2	6	7	13	17	6	4	-
			6	No. of Negosyo Centers established	12	18	150%	1	1	5	4	4	2	1	-
			a	NC established (new)	12	18	150%	1	1	5	4	4	2	1	-
			b	NC maintained	11	11	100%	2	2	1	1	2	2	1	-
			7	Amount of domestic sales Php M	1,342.769	1,521.972	113%	31.780	36.167	217.636	164.012	988.678	57.708	25.991	-
				Sales generated from DTI initiated events	1,342.769	1,510.611	112%	31.780	36.167	217.636	164.012	977.317	57.708	25.991	-
				-Trade Fairs	77.505	94.409	122%	4.952	5.228	20.491	20.177	38.345	4.022	1.192	-
				-Selling Mission	-	2.361		-	-	2.361	-	-	-	-	-
				-Market Matching	1,195.638	1,337.279	112%	20.980	26.483	158.819	142.040	915.317	50.714	22.925	-
				-Pasalubong Centers	69.626	76.562	110%	5.848	4.456	35.965	1.794	23.654	2.971	1.874	-
				-Financing Facilitation	-	-		-	-	-	-	-	-	-	-
				Monitored Sales	-	11.361		-	-	-	-	11.361	-	-	-
			8	No. of exporters assisted	91	103	113%	-	9	24	3	44	12	11	-

PERFORMANCE GOVERNANCE SCORECARD: 2016

		Objectives		Measure	2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
INTERNAL PROCESSES	D	Increase MSMEs access to financing	9	No. of MSMEs who availed of loans	118	124	105%	15	13	16	19	47	8	6	-
	E	Ensure reasonable prices through SRPs and adherence by establishments to the Price Act	10	No. of firms monitored (Price Trending)	560	621	111%	45	67	112	130	124	62	81	-
	F	Intensify product safety standards monitoring and enforcement	11	No. of firms monitored (FTLs)	3,033	3,153	104%	88	293	837	469	568	451	367	80
			12	% of violating firms penalized within prescribed time as contained in the decision (FTLs)	90%	100%	111%			100%					
			a	No. of violating firms penalized within prescribed time	-	21		-	-	21	-	-	-	-	-
			b	No. of firms found violating	-	21		-	-	21	-	-	-	-	-
	G	Act expeditiously on all kinds of consumer complaints	13	% of consumer complaints resolved within the prescribed time	85%	96%	113%	100%	97%	94%	97%	95%	98%	96%	96%
			a	No. of mediation complaints resolved within 10 working days	360	557	155%	5	110	95	66	73	49	103	56
			b	No of arbitration complaints resolved within 20 working days	-	24		-	-	-	-	-	-	-	24
			c	Total no. of consumer complaints received for mediation	423	582	138%	5	113	101	68	77	50	107	61
			d	Total no. of consumer complaint received for arbitration	-	22		-	-	-	-	-	-	-	22
	H	Disaster response measures undertaken immediately after a disaster/calamity hits the area	14	% of Diskwento Caravan rolled out within 3 to 7 days after occurrence of a disaster	100%	100%	100%	100%	100%	-	-	-	-	-	-
	I	Rationalize business regulation procedures and documentary requirements	15	PBR/WEBNRS transaction rate	35%	39%	112%	39%	47%	35%	39%	40%	35%	44%	39%
			a	No. of PBR transactions	13,062	16,878	129%	365	1,623	3,990	2,752	2,439	1,458	2,091	2,160
			b	No. of new e-BNRs transaction	37,347	43,224	116%	926	3,487	11,312	6,978	6,122	4,148	4,732	5,519

PERFORMANCE GOVERNANCE SCORECARD: 2016

		Objectives		Measure	2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
INTERNAL PROCESSES	I	Rationalize business regulation procedures and documentary requirements	16	% of BNR registered within 15 minutes	99%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%
			a	No. of BN registered w/n 15 mins.	43,837	49,982	114%	1,093	4,257	13,160	7,953	6,986	4,843	5,462	6,228
			b	Total no. of approved BNR	44,277	49,982	113%	1,093	4,257	13,160	7,953	6,986	4,843	5,462	6,228
PEOPLE AND ORGANIZATION	J	Ensure employee satisfation	17	Employee Engagement Rating		92.60%									
	K	Reinforce DTI image as an "Agency of Choice"	18	No. of media pick-ups and guesting	800	1,020	128%	101	128	101	154	108	101	101	226
			19	Client Satisfaction Rating	90%	93%	103%	91%	94%	93%	96%	92%	96%	90%	90%
			a	Number of clients who rated the services as Very Satisfactory	-	87,838		3,836	10,137	18,110	14,514	13,964	11,111	6,545	9,621
			b	Total number of respondent	-	94,501		4,215	10,800	19,565	15,177	15,184	11,601	7,262	10,697
			20	Non-Compliance Rate (Tardiness, Undertime, and Flag Ceremony)	0%	0.72%		1.22%	0.18%	1.02%	0.56%	0.36%	0.40%	1.29%	0.74%
	L	Maximizing technology to make available accurate information in real time	21	Knowledge Management Index											
	M	Adopt a quality management system and secure certification	22	ISO certification obtained/maintained	1	1	100%	1	1	1	1	1	1	1	1
RESOURCES & FINANCE	N	Strengthen and leverage partnership with government agencies, private organizations and dev't partners	23	Amount of additional support generated from external sources (PhP M)	4.078	5.431	133%	0.895	0.370	0.595	1.812	0.630	0.801	0.327	-
	O	Exercise fiscal prudence to optimize use of resources	24	% of financial claims processed within prescribed time	99%	99%	100%	100%	100%	100%	100%	100%	100%	98%	99%
			a	Number of financial claims	-	2,949		643	337	557	332	219	1,283	369	2,949
			b	Number of financial claims processed within prescribed time	-	2,920		643	337	557	332	219	1,283	361	2,920
			25	Obligation BUR	90%	97%	107%	0%	0%	0%	0%	0%	0%	0%	97%
				Disbursement BUR	90%	95%	106%	92%	82%	81%	87%	90%	85%	90%	95%
			a	Total obligations	-	195,963,237.81		-	-	-	-	-	-	-	195,963,237.81

PERFORMANCE GOVERNANCE SCORECARD: 2016

		Objectives		Measure	2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
RESOURCES & FINANCE	O	Exercise fiscal prudence to optimize use of resources	b	Total Allotment	-	202,691,496.68		5,615,408.00	6,024,753.00	7,333,046.00	10,319,170.00	9,962,372.00	6,755,932.00	4,557,966.00	202,691,496.68
			c	Total disbursements (excluding PS)	-	108,144,904.66		5,156,174.00	4,946,089.00	5,906,121.00	8,964,406.00	8,923,031.00	5,734,471.00	4,091,510.00	108,144,904.66
			d	Total obligations for MOOE and CO	-	113,366,633.57		-	-	-	-	-	-	-	113,366,633.57
			26	Percent of COA recommendations fully implemented	90%	100%	111%	-	-	-	-	-	-	-	100%
			a	Number of COA recommendations	-	5		-	-	-	-	-	-	-	5
			b	Number of COA recommendations fully implemented	-	5		-	-	-	-	-	-	-	5

MAJOR FINAL OUTPUTS (MFOs)/PROGRAMS, ACTIVITIES, AND PROJECTS (PAPs) with PERFORMANCE INDICATORS		2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
MFO 1: Trade and Industry Policy Services												
Quantity	No. of plans and policies updated, issued and disseminated	7	8	114%	1	1	1	1	1	1	2	-
Quality	Ave. % of stakeholders who rate the plans and policies as good or better	90%	100%	111%	100%	100%	100%	100%	100%	100%	100%	-
	No. of stakeholders who rate satisfactory or better	-	72		15	1	1	1	1	19	34	-
	Total number of respondents	-	72		15	1	1	1	1	19	34	-
Timeliness	% of policies issued and disseminated within the deadline	90%	100%	111%	100%	100%	100%	100%	100%	100%	100%	-
	Policies issued or disseminated within the deadline	-	8		1	1	1	1	1	1	2	-
	Total number of policies	-	8		1	1	1	1	1	1	2	-
MFO 2: Technical Advisory Services												
Quantity	Number of technical assistance/advisories provided	20,146	27,960	139%	3,041	2,453	7,967	3,431	3,858	2,314	2,289	2,607
	No of MSMEs assisted	15,612	16,079	103%	719	1,245	4,453	2,999	3,855	1,559	1,249	2,607
Quality	% of MSMEs assisted who rate DTI assistance as satisfactory or better	90%	99.99%	111%	100%	100%	100%	100%	100%	100%	100%	99.88%
	No. of MSMEs assisted who rate the DTI assistance as satisfactory or better		35,356		2,912	5,046	5,088	6,388	7,165	4,940	2,107	1,710
	Total number of respondents		35,358		2,912	5,046	5,088	6,388	7,165	4,940	2,107	1,712
Timeliness	% of requests that were responded to within the deadline	90%	100%	111%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of requests that were responded within the deadline	-	27,960		3,041	2,453	7,967	3,431	3,858	2,314	2,289	2,607
	Total no. of requests	-	27,960		3,041	2,453	7,967	3,431	3,858	2,314	2,289	2,607
MFO 3: Trade and Investment Promotion Services												
P1												
Quantity	No. of exporters assisted	91	103	113%	-	9	24	3	44	12	11	-
Quality	% of exporters who rate DTI assistance as satisfactory or better	95%	100%	105%	#DIV/0!	100%	100%	100%	100%	100%	100%	-
	No. of exporters who rate the DTI assistance as satisfactory or better	-	128		-	10	34	3	49	21	11	-
	Total number of respondents	-	128		-	10	34	3	49	21	11	-

Physical Report of Operation : 2016 MARC and PARC

MAJOR FINAL OUTPUTS (MFOs)/PROGRAMS, ACTIVITIES, AND PROJECTS (PAPs) with PERFORMANCE INDICATORS		2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
Timeliness	% of business requests for assistance responded within 3 days	95%	100%	105%	#DIV/0!	100%	100%	100%	100%	100%	100%	-
	No. of business requests that were responded within three days	-	128		-	10	34	3	49	21	11	-
	Total number of business requests	-	128		-	10	34	3	49	21	11	-
P2												
Quantity	No. of investors assisted	51	56	110%	2	7	7	8	13	3	12	4
Quality	% of investors who rate DTI assistance as satisfactory or better	95%	100%	105%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of investors who rate the DTI assistance as satisfactory or better	-	61		2	12	7	8	13	3	12	4
	Total number of respondents	-	61		2	12	7	8	13	3	12	4
Timeliness	% of business requests for assistance responded within 3 days	95%	100%	105%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of business requests that were responded within three days	-	61		2	12	7	8	13	3	12	4
	Total number of business requests	-	61		2	12	7	8	13	3	12	4
MFO 4: Consumer Protection Services												
P1												
Quantity	No. of advocacy initiatives undertaken	373	595	160%	48	138	52	88	71	67	47	84
Quality	% of clients who rate DTI advocacy initiatives as satisfactory or better	85%	100%	118%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of clients who rate DTI advocacy initiatives as satisfactory or better	-	3,024		300	828	654	112	391	302	186	251
	No. of respondent	-	3,024		300	828	654	112	391	302	186	251
Timeliness	% of advocacy initiatives implemented within one day of original schedule	95%	100%	105%	100%	100%	100%	100%	100%	100%	100%	100%
	number of advocacy initiatives implemented within the day of original schedule	-	595		48	138	52	88	71	67	47	84
	number of enrolled initiatives with definite schedules undertaken	-	595		48	138	52	88	71	67	47	84

MAJOR FINAL OUTPUTS (MFOs)/PROGRAMS, ACTIVITIES, AND PROJECTS (PAPs) with PERFORMANCE INDICATORS		2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
P2												
Quantity	No. of consumer complaints process and resolved	360	581	161%	5	110	95	66	73	49	103	80
Quality	% of participants in consumer complaints hearings who rate the fairness of the process as satisfactory or better	95%	100%	105%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of clients who rate the fairness of the process as satisfactory or better	-	389		5	73	53	56	75	43	53	31
	Total no. of respondents	-	389		5	73	53	56	75	43	53	31
Timeliness	% 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	85%	96%	113%	100%	97%	94%	97%	95%	98%	96%	96%
	No. of processed consumer complaints resolved within prescribed time by mediation w/n 10 working days after filing and arbitration w/n 20 working days if failed by mediation	360	581	161%	5	110	95	66	73	49	103	80
	Total no. of consumer complaints received for mediation and arbitration	423	604	143%	5	113	101	68	77	50	107	83
MFO 5: Business and Trade Regulation Services												
P1.a Licensing and Registration												
Quantity	No. of business name application processed	44,277	49,982	113%	1,093	4,257	13,160	7,953	6,986	4,843	5,462	6,228
Quality	% of clients who rated the service as satisfactory or better	95%	100%	105%	100%	100%	100%	100%	100%	100%	100%	100%
	Number of clients who rated the services as satisfactory or better	-	51,534		1,087	5,018	13,238	8,336	7,353	5,387	4,820	6,295
	Total number of respondents	-	51,534		1,087	5,018	13,238	8,336	7,353	5,387	4,820	6,295
Timeliness	% of business name registered within fifteen (15) minutes	99%	100%	101%	100%	100%	100%	100%	100%	100%	100%	100%
	No of BN registered w/in 15 minutes	43,837	49,982	114%	1,093	4,257	13,160	7,953	6,986	4,843	5,462	6,228
	Total no. of approved BNR	44,277	49,982	113%	1,093	4,257	13,160	7,953	6,986	4,843	5,462	6,228

MAJOR FINAL OUTPUTS (MFOs)/PROGRAMS, ACTIVITIES, AND PROJECTS (PAPs) with PERFORMANCE INDICATORS		2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
P1.b Licensing and Registration												
	No. of applications for business licenses, permits, registrations, authorities processed	2,854	3,112	109%	4	212	603	288	858	241	380	532
	PCAB	260	445	171%	-	-	1	-	-	-	-	445
	PETC	45	67	149%	1	5	13	3	28	11	6	5
	Truck Rebuilding	5	9	180%	-	-	5	-	2	-	2	-
	PS Mark	102	111	109%	-	-	64	5	-	-	-	42
	ICC	-	4		-	-	2	-	-	-	1	1
	Repair Shops	929	912	98%	1	130	150	107	310	111	103	-
	Sales Promo	1,513	1,564	103%	2	77	368	173	518	119	268	39
Quality	% of clients who rated DTI's licensing/accreditation system as satisfactory or better	90%	99.96%	111%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of clients who rated DTI's lincensing system as satisfactory or better	-	2,324		1	175	395	282	719	196	271	285
	Total number of respondents	-	2,325		1	175	396	282	719	196	271	285
Timeliness	% of license/accreditation applications acted upon within the prescribed time	90%	100%	111%	100%	100%	100%	100%	100%	100%	100%	100%
	No. of License/accreditation applications acted upon within prescribed time upon receipt of complete application	-	3,216		4	212	612	288	862	241	380	617
	Total no. of complete license/ accreditation applications acted upon	-	3,216		4	212	612	288	862	241	380	617
P2. Monitoring												
Quantity	No. of compliance inspections carried out	1,308	2,240	171%	-	303	276	282	665	240	348	126
Quality	% of inspections carried out that result in a notice of violations	5%	0.89%	560%	-	0%	3%	0%	1%	0%	2%	0%
	No. of Notice of Violations issued	-	20		-	-	9	-	4	-	7	-
	No. of inspections carried out	-	2,240		-	303	276	282	665	240	348	126

Physical Report of Operation : 2016 MARC and PARC

MAJOR FINAL OUTPUTS (MFOs)/PROGRAMS, ACTIVITIES, AND PROJECTS (PAPs) with PERFORMANCE INDICATORS		2016 Target	2016 Accomp.	% Accomp.	Aurora	Bataan	Bulacan	Nueva Ecija	Pampanga	Tarlac	Zambales	Regional Office
Timeliness	% of license or authorized entities inspected within effectivity of license	90%	100%	111%	-	100%	100%	100%	100%	100%	100%	100%
	No. of license or authorized entities inspected with valid license	-	2,240		-	303	276	282	665	240	348	126
	No. of license or authorized entities with valid license	-	2,240		-	303	276	282	665	240	348	126
P3. Enforcement												
Quantity	No. of firms monitored	3,033	3,153	104%	88	293	837	469	568	451	367	80
Quality	% of violating firms penalized	90%	100%	111%	-	-	100%	-	-	-	-	-
	No. of violating firms penalized	-	21		-	-	21	-	-	-	-	-
	No. of Firms Found Violating (based on the decision)	-	21		-	-	21	-	-	-	-	-
Timeliness	% of violating firms penalized complying with the penalty within prescribed time as contained in the decision	90%	100%	111%	-	-	100%	-	-	-	-	-
	No. of Violating firms Penalized within Prescribed Time as contained in the Decision	-	21		-	-	21	-	-	-	-	-
	No. of violating firms penalized	-	21		-	-	21	-	-	-	-	-
PRIORITY PROGRAM ACCOUNTABILITY REPORT CARD (PARC)												
Diskwento Caravan	Number of Diskwento caravans conducted	7	17	243%	3	3	3	2	2	2	2	-
	Number of consumers benefited	10,500	22,053	210%	3,380	4,557	2,600	2,707	1,959	2,500	4,350	-
	Amount of sales generated	7,000,000	10,299,607	147%	1,541,423	1,689,803	1,344,326	1,354,229	1,009,889	1,187,745	2,172,191	-
	Number of Sellers	70	433	619%	58	88	78	34	65	76	34	-
SMERA	Number of SMERA Conducted	248	378	152%	20	55	61	54	49	84	55	-
	Number of participants	6,200	18,692	301%	1,119	2,344	2,851	3,679	3,437	3,560	1,702	-

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RD Judith P. Angeles
Editorial Adviser

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Enabling Business, Empowering Consumers

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