



DEPARTMENT OF TRADE AND INDUSTRY
NATIONAL CAPITAL REGIONAL OFFICE

2020

ANNUAL REPORT



The DTI-National Capital Regional Office (DTI-NCRO), under the DTI-Regional Operations Group (ROG), aims to contribute in realizing the country's goal of having globally competitive and innovative industries and service sectors that leads to inclusive growth and employment generation in Metro Manila.

DTI-NCRO has five area offices that are mandated to implement various programs, activities and projects that support the agency's mandate, especially in ensuring continuous MSME development, and in monitoring and assessing trade performance.

The 5 area offices are as follows:

Area 1: Manila, Parañaque, and Pasay;

Area 2: Pasig, Taguig, Pateros, Las Piñas, Makati, and Muntinlupa;

Area 3: Quezon City, Mandaluyong, and San Juan;

Area 4: Caloocan, Malabon, Navotas, and Valenzuela; and Center for Innovation and Technology for Enterprises (CITE): Marikina



The Department of Trade and Industry – National Capital Regional Office (DTI-NCRO), the operations arm of the Regional Operations Group for the MSME development in the 16 cities and 1 municipality of Metro Manila, was able to assist 21,522 MSMEs versus its 20,200 target, or 107% accomplishment this FY 2020. 64% of these MSMEs assisted, or 13,684 MSMEs were classified under the DTI's 12 priority industries.



FROM THE **REGIONAL DIRECTOR'S** DESK

It is beyond a hint of doubt that 2020 is a year unlike any other: It is the year where our perseverance has been put in the spotlight; our endurance challenged; our resolve tested like never before. Last year is the year where our lives changed forever.

The hardship that this event has caused all of us is indeed unprecedented. Never in our lives did we experience anything remotely similar to this. But despite the unfamiliarity with the circumstances, many of us pressed on with our lives notwithstanding the difficulties thrown our way.

Our case here in DTI-NCRO is nothing different. Like most of us, we endured hardships and challenges in delivering the mandate entrusted to us. Like many of us, we despaired in the loss of our people's business and income. We saw the desperation and the helplessness that each one of us experienced during this troubling and uncertain time. We took these things as a call to action—a challenge for us to rise in the occasion. Bearing this in mind, we persevered and carried on.

In the face of all the challenges, DTI-NCRO has accomplished many things. Despite the limitations on physical gatherings we, nevertheless, expanded our customer base through our different programs and services. This we did through a combination of hard work and the exploitation of available technologies.

Last year, we were also able to launch three new Shared Service Facilities (SSF). These include those in the food processing and packaging centers as well as the expansion of the Footwear SSF in Marikina. These new centers along

with the existing ones were instrumental in helping us respond to the needs of our front liners by helping in the production of facemasks and face shields.

In last year's Competitiveness Summit, NCR topped the Cities and Municipalities Competitiveness Index with the City of Manila besting cities across the nation as the most competitive city. This is a testament to the resilience and potential of the capital region which is helped shepherded by the DTI.

On the trade front, due to many restrictions, NCRO, like many other regions, was prevented from holding its annual trade fair as usual. This did not deter us, however, and instead moved everything online. Despite some glitches, the online fair is a resounding success.

Through the Livelihood Seeding Program-Negosyo Serbisyo sa Barangay and the Pangkabuhayan sa Pagbangon at Ginhawa programs, we were able to provide assistance to the most vulnerable sectors of our society. These programs provided them with livelihood and a source of income during the lockdowns which helped sustain them during the said period. These are but a few of the things we have accomplished throughout last year. There are many more, the details of which one can view in the contents of this report. I am therefore inviting everyone to peruse these pages with a healthy dose of curiosity.

I now write this message in triumph as it means that despite everything, we were able to accomplish so many things. For this, I would like to give credit and devote this report to all the men and women of DTI-NCRO who gave their all to accomplish every target assigned to us. Surely, without their hard work and dedication, it would have been impossible for us to have accomplished all of these things.

In closing, allow me to dedicate these accomplishments to our MSMEs who have gone through so much last year. These pages are a testament to their hard work, dedication, and for their individual and collective sacrifices.

These are their story.

Marcelina S. Alcantara

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NCR LGUs Top the 2020 Cities and Municipalities Competitiveness Index

For another year in a row, Local Government Units (LGU) from the National Capital Region topped the list of the most competitive cities in the Philippines in the recently released Cities and Municipalities Competitiveness Index ranking.

Leading the pack, the City of Manila garnered the highest overall score, thus being hailed as most competitive, among the highly urbanized cities in the country. It ranked number one in two of the four pillars - Infrastructure and Government Efficiency while landing third on Economic Dynamism, and Resiliency pillars.

Coming in at third place is the City of Pasay which was hailed as the most economically dynamic after it landed in the first place of that pillar. Makati came in at fourth place while Muntinlupa joining the top five which is also ranked number one in the Resiliency pillar.

Completing the top ten are the cities of Pasig, Valenzuela, Caloocan, and Paranaque at sixth, eighth, ninth, and tenth place respectively. With this, NCR captured eight of the top 10 slots with only Davao and Cagayan de Oro at numbers two and seven coming from outside the region.

In 2019, Quezon City topped the list of the most competitive LGU in the country. Although absent in this year's ranking it was nevertheless recognized as a Hall of Fame Awardee for its consistent showing in the past CMCI rankings.

The CMCI is an annual competitiveness ranking developed by the National Competitiveness Council through the Regional Competitiveness Committees (RCCs) and with the assistance of the United States Agency for International Development. It ranks CMCI local government units across the country based on four pillars namely, economic dynamism, government efficiency, infrastructure, and resilience.



Photo credit: <https://cmci.dti.gov.ph/>



Awarding of Plaques

To award the Plaques of Recognition to the City Government of Manila, DTI-NCRO headed by Regional Director Marcelina Alcantara personally went to the Manila City Hall where she met with Mayor Francisco “Isko Moreno” Domagoso last February 23, 2021. She was joined by Assistant Secretary Dominic Tolentino Jr, Assistant Secretary Demphna Du-Naga, Dir. Lydia Guevara, and DC Corona Olivia Rivera among others.

The DTI officials congratulated the city chief executive and all its officials and employees for the strong showing in this year’s CMCI. The mayor, on the other hand, expressed his gratitude to the DTI for recognizing the efforts of the city to improve its overall competitiveness.



The logo for the Negosyo Center, featuring a stylized 'N' composed of vertical bars of varying heights, followed by the words 'NEGOSYO' and 'CENTER' in a bold, blue, sans-serif font.

NEGOSYO CENTER

The Negosyo Centers (NCs) are responsible for promoting ease of doing business and facilitating access to services for Micro, Small, and Medium Enterprises.

A large, metallic, three-dimensional sign for the 'NEGOSYO CENTER' mounted on a wall. The letters are bold and blocky, with a brushed metal finish.

NEGOSYO CENTER

A large, metallic, three-dimensional sign for the 'NEGOSYO CENTER' mounted on a wall. The letters are bold and blocky, with a brushed metal finish.

OF MANILA



17 NEGOSYO CENTERS



65,886

Clients Assisted



2,763

BMBE certificates issued



37,758

Business Names registered

NEGOSYO CENTER

SERVICES

1. Business Name Registration: The Negosyo Center Business Counsellors or NC BCs facilitate processing of Business Name Registrations and documentation of paper requirements necessary for the establishment of micro, small, and medium enterprise (MSMEs).

2. Business Advisory: NC BCs provide MSMEs advisory services tailored according to their business needs through one on one consultation, focus group discussion, and coaching/mentoring.

3. Business Information and Advocacy: Conducts training, seminars and dialogues to increase MSMEs productivity and efficiency, such as but not limited to product development; access to market; access to finance; entrepreneurial, managerial, and skills training.

4. Trade Promotion: Disseminates trade-related materials; (ii) Scouts for exhibitors for the trade fairs; (iii) Matches their clients with buyers using the information made available on-line or other available databases.

5. Financing Facilitation: (i) Disseminates information to clients on financing facilities/programs available for MSMEs; and, (ii) Matches / link micro-small enterprises with local financing institutions.

6. Investment Promotion: In coordination with the LGU, (i) Identifies investment opportunities; (ii) Invites local investors to participate in investment-related activities; (iii) Disseminates investment-related information; and, (iv) Invites local proponents to participate in the organized missions and matching.

Negosyo Center Testimonial Makati



Amor B. Revestual

FEBRUARY 26, 2020

NEGOSYO CENTER
DTI MAKATI

AKO SI AMOR B. REVESTUAL, 40 TAON GULANG, NAKATIRA SA STA. ANA MANILA AT NAGPUNTA SA DEPARTMENT OF TRADE AND INDUSTRY UPANG MAG-RENEW NG AKING BUSINESS NAME AT BMBE. BILANG RESPONDE NG AHENSIYA SA AKING ISINAGAWANG TRANSAKSYON AY MASASABI KONG KAAYA-AYA NAMAN SA KADAHILANANG MABILIS ANG PAGTANGGAP SA AKIN AT SA PAG-PROSESO NG MGA DOCUMENTO. IDAGDAG PA ANG MGA NGITI NG MGA EMPLEYADO. SANA SA LAHAT NG AHENSIYA NG GOBYERNO AY GANITO PARA MAWILI AT MAGAAN SA LOO NG TAO ANG PAGPUNTA PARA SA PAGKUHA NG MGA BN AT BMBE KAHIT ITO'Y MAY KAAKIBAT NA BAYARAN.

Amor B. Revestual

Ako po si Amor B. Revestual, 40 taon gulang. Nakatira sa Sta. Ana Manila at nagpunta sa Department of Trade and Industry upang mag-renew ng aking Business Name at BMBE. Bilang responde ng ahensya sa aking isinagawang transaksyon ay masasabi kong kaaya-aya naman sa kadahilanang mabilis ang pagtanggap sa akin at sa pag-proseso ng Business Name at BMBE na aking kinuha. Itinuro at iwinasto ang tamang pagsulat at tamang pag-gabay sa pag fill-out ng mga dokumento. Idagdag pa ang mga ngiti ng mga empeyado. Sana sa lahat ng ahensya ng gobyerno ay ganito para mawili at magaan sa loo ng tao ang pagpunta para sa pagkuha ng mga BN at BMBE kahit ito'y may kaakibat na bayaran.

Negosyo Center Testimonial Mandaluyong



Mr. Paul Anthony P. Pascual

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MANGO SYSTEM CONSULTING SERVICES

I am very grateful to be one of the participants of Accounting for Non-Accountants (AFNA) program of DTI Negosyo Center Mandaluyong. It made me realize my financial accountability and organize transactions in my company.

It is a great venue for start-up companies to learn the fundamentals of accounting and share the best practices and struggles that each of us is facing particularly on daily financial transactions.

DTI is our key partner for opening the door for a big market. We were able to meet professional accountants who persistently assisting and always believing on us. I am also thankful to all their partner institutions in providing such excellent program.

The government is truly doing their job in uplifting the lives of every Filipino also through DTI. I am hoping that more entrepreneurs will also enjoy the

privileges I am currently receiving with DTI.

I would also like to thank Kevin Unlayao and his group for continuously assisting us. They keep us posted on the DTI schedule of seminars and trainings.

Again, keep it up DTI, touch more lives, we will create a ripple effect for the better Philippines!



A partnership program with the Philippine Center for Entrepreneurship (PCE) that promotes coaching and mentoring as an approach for MSME development. Mentees need to undergo ten modules and present their Business Improvement Plan before they can be considered a graduate.

In compliance with the restrictions in place due to the COVID-19 pandemic, the implementation of KMME was transitioned online and was called KMME MME Online.

STRATEGIC MEASURE	TARGET	NUMBER	PERCENTAGE
No. of Mentees Enrolled	84	84	100%
% of Mentees Graduated	90%	82	98%
No. of Batches	2	8	100%

Two batches of KMME were launched for NCR for FY 2020, as follows:

BATCH	DATE	NO. OF MENTEES ENROLLED
Batch 1 (Area 1,2, & CITE)	August 04, 2020	42
Batch 2 (Area 3,4, & CITE)	October 07, 2020	42

As the culmination of the ten-module program, the mentees presented their Business Improvement Plans followed by their graduation ceremonies, scheduled as follows:

BATCH	DATE	NO. OF GRADUATES
Batch 1	October 20, 2020	42
Batch 2	December 16, 2020	42

KMME ONLINE

TV GUESTINGS

3 KMME Mentees were invited as guests in the Bawal Judgmental segment of Eat Bulaga last January 3, 2020, featuring MSMEs. Coordination was done by PCE GoNego through DTI National Capital Regional Office.



"Nag-increase sa on line inquiries and dumami din po walk-in customers. Tsaka po mas trusted na nila kami since nakita nila sa Eat Bulaga."

ANNE CHUA

BOS Shoes and Bags Repair Shop
KMME Marikina 2019 Graduate



"From zero inquiries up to 25-50 inquiries a day and 5-10 closed on line deal a day – 3 Outdoor stores ang kumuha ng 50 pairs up. Hindi na po ako nahirapan magmarket dahil madali nila akong nakikilala at madali silang nagtitiwala dahil nakita nila ako sa Eat Bulaga."

ALEJANDRO DAJAC

Abby Shoes Manufacturing/ Roadtrip Sandals
KMME Marikina 2019
Graduate



"You start small.. If you have the vision, i-break-down nyo yun into small steps, you will get there"

KATHLEEN CHARMAINE RAGOS RAMIREZ

Juan's Budbod and Coffee
KMME Manila 2017 Graduate

KMME Success Story:

ABBY SHOES MANUFACTURING

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For the Dajac siblings, putting up Abby Shoes Manufacturing in 2002 was a family decision to financially support the needs of their aging matriarch. Mr. Alejandro “Ajie” Dajac, the 7th of 11 siblings, was decided to be the enterprise’s registered business owner since he had prior working experience as an artist, and then as a pattern maker for two shoe manufacturers.

Abby Shoes Mfg. originally planned to manufacture shoes, but with the influx of China-made shoes back then, Ajie decided to shift into slippers/sandals production. It started as a struggling company that sold its products mainly in Baclaran until it bagged an exclusive subcontract with a leading local brand in the first quarter of 2017. Its competitive edge - truck tires as soles for its slippers and sandals.

Ajie dreams of becoming a successful entrepreneur and he always welcomes every learning opportunity that comes his way. Thus he was very thankful when KMME “called” him.

Before joining KMME Marikina 2019, Ajie admitted that he lacked self-confidence, never entrusted tasks even to his most capable employees, and always tended to micromanage. As the KMME Program progressed, Ajie learned to delegate tasks down the line and even promoted a staff to a supervisory position. In so doing, he noticed that wastage was lessened on the shop floor and thus, production costs were reduced. His workload has become lighter leaving him with more time to focus on product development.

After KMME, Ajie still enriched himself with knowledge by joining activities sponsored by DTI. Worth-mentioning was the Metro Fiesta held in December 2019 which paved

the way for the establishment of his brand: Roadtrip Sandals. This served as his fallback after his exclusive contract with the leading local brand came to an end.

KMME also made him realize the importance of online presence in today’s very powerful social media. He created his Roadtrip Sandals Facebook page in January 2020 and this has become his primary marketing and selling platform accounting for about 99% of his sales. Roadtrip Sandals is also in Shopee and Lazada.

His guesting in the January 3, 2020 episode of Eat Bulaga’s Bawal Judgmental featuring local entrepreneurs (the stint was coordinated by PCE GoNeg and DTI NCRO) boosted online sales inquiries which, to date, still translated into products sold.

As a way of giving back to the community, Ajie makes it his advocacy to train/hire jobless/inexperienced individuals under his employ which has doubled in number since KMME. He also formed the Facebook group, PHILIPPINES SANDALS, SLIPPERS, AND LEATHERCRAFTS MANUFACTURER AND RESELLER, to create an avenue for the local businesses to share ideas, promote their products, and network with each other all for the success of the local footwear and leather craft industry.

Roadtrip Sandals showcases its extensive product line at its physical store located at 91 E. Dela Paz St., San Roque, Marikina City. It wholesales and retails ultra-durable hiking/trekking sandals and slides that are at par with the market leaders minus the expensive price tags.

KMME Success Story:

LEAVEN NUTS TRADING

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Having a serious illness can make one lose his/her zest for life. For Vengelyn Carillo of Leaven Nuts Trading, recovering from open-heart surgery became a life-changing moment.

Born and raised to a family of farmers from Ormoc, Leyte, peanuts have always been a part of her childhood. Vengelyn remembers helping her father plant and harvest peanuts from their farm. Fiestas also have a special place in her life, as she joined her relatives in selling their produce in bazaars during fiestas in their province.

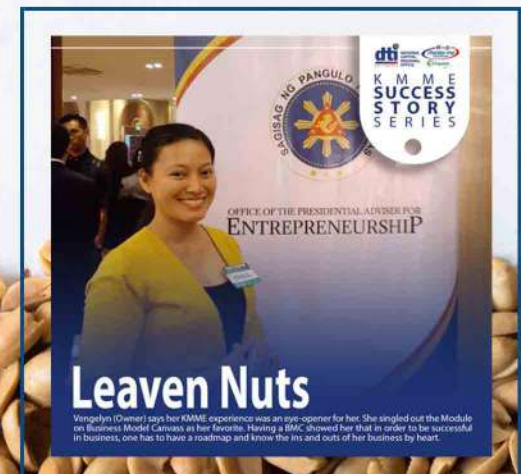
She was employed in the private sector before she ventured into the business of selling nuts. In 2010, she underwent open-heart surgery for congenital disease. As a token of gratitude to those who helped her in her recovery, she gifted nuts to her doctors, nurses, therapists, etc. They must have loved the peanuts she gave as they started ordering from her, to be able to share her products with their friends and relatives.

In 2014, she formed Leaven Nuts Trading. Wanting to expand her knowledge in running a business, she went to different government agencies in Malabon to learn how to set up her business. She remembers going to the Mayor's office and BIR when she was just starting. She even went to DTI Makati to know about the department's programs for entrepreneurs like her. She also remembers attending an Accounting for Non-Accountants seminar sponsored by DTI and Malabon LGU. Her search led her to our Negosyo Center in Malabon City, where she registered her business name and applied to be part of the Kapatid Mentor ME program of DTI. As fate would have it, she was part of the 2019 batch of KMME mentees from CAMANAVA.

Vengelyn says her KMME experience was an eye-opener for her. She singled out the Module on Business Model Canvass as her favorite. Having a BMC showed her that to be successful in business, one

has to have a roadmap and know the ins and outs of her business by heart. She also learned the value of always providing high-quality products. She also learned how she can innovate her products to reach a wider market.

After graduating from KMME and applying the lessons to her business, she has increased her production days from twice a week to daily. She also explored tie-ups with restaurants and other establishments to have a wider market. Her co-mentees became her business partners, either as a supplier or as a distributor. She also acquired a loan under SB Corporation's P3 program to increase her equity. From her KMME mentors, she fondly remembers Mr. Dennis Orlina who instilled in her the need to stay positive, keep smiling and help other people with pure intentions.





"Being part of the KMME-MME program allowed us to view our business holistically. It's not enough that your sales are good and people are buying your product. You have to make sure that the business is sustainable. This starts with identifying your target market and knowing their needs. This is followed by correct costing of everything (direct and indirect) and pricing your product based on your market. It is also important to adapt and listen to customer feedback as it allows you to further improve your product. Lastly, it is also important to look inward - know the needs of your employees. How can you empower them to become better not only in their work but also as better individuals? The speakers and mentors that taught us were top-notch. They were truly experts in their respective fields and were able to genuinely help the mentees through their presentations and Q&A sessions.

KMME also allowed me to be part of a community of like-minded business people who are in the same situation as mine. This showed me that "I am not alone" in the hardships of managing a business and there are other people I can seek advice from whenever necessary. It also allowed for partnerships to form, allowing both businesses to thrive. Amidst the ongoing challenges brought about by the pandemic, DTI in partnership with Go Negosyo still made this mentorship program possible. They have opened for us multiple opportunities to survive and even grow during these trying times. We wish you more power to DTI and Go Negosyo."

KMME Success Story:

Sid Cardenas

Lovelots Cakes, Quezon City

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KMME Success Story:

Mary Grace Teves

Co-owner of Calen Café

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"I am Mary grace Teves, a Seafarer on cruise ships by profession, and Co-Owner of Calen Café (milk tea business). Being an OFW for almost 15 years, we were able to establish a small business. We chose to be a franchisee of milk tea as it was on high demand. Though we do not have any formal education on business management, we were able to run it.



Our job on the cruise ship was hit very badly by the pandemic. However, because of this situation, I was able to educate myself with the help of government agencies who relentlessly help businesses especially the micro and small ones. I became part of DTI NCRO KMME Program 2020. It taught me a lot of things, not only how to run my business properly, but also gave me the opportunity to know who and which government agency to ask for help especially when it comes to compliance of my business. It made me aware of the many government programs and services available for MSMEs like me and I just needed to be more pro-active.

KMME made me realize that being an OFW who lost my job during this time is not the end but rather a new embrace - embrace new opportunities, create and put into action your new ideas, to be open to new learnings. Since my KMME program, I was able to attend more webinars from PTTC-GMEA, DTI, financial institutions, DOST and more. These trainings enhanced my ability and gave me confidence to start anew even in the midst of the pandemic.

Our milk tea business is still operational and we were able to find new ways to help us tide over these difficult times - from marketing strategies to financial aid. We also started our garment business. Likewise, we are looking into new business opportunities relative to the dried fish industry.

Pandemic has made us stop and re-think our lives, our priorities but it has also given me a fresh start -made me to continue learning and brought my ideas to life. All we need is a little help and courage to make it happen."





A continuous learning program to help MSMEs or would-be entrepreneurs to better set-up their operations and improve competitiveness.



184

SMERA Trainings
(mostly webinars)

6,727

Clients Assisted

26

Trainings were intended for
capacity building on
e-commerce



The SME Roving Academy has been a vital contributor in helping affected businesses get back on track towards recovery and their long-term aspirations. Through the program, a total of 184 SMERA runs were conducted by NCR, mostly through webinars. The different training programs that were implemented had provided insights and guidance to existing micro and small businesses searching for ways to cope with the operational stress brought about by the pandemic, while other trainings had helped repatriated OFWs to become entrepreneurs.

SMERA TESTIMONIALS



Cherry Mae Roca

Owner of Kuya Denz Chiken Inasal
San Juan City

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“The seminar on meal management and safe food handling conducted last December 07, 2020 is somewhat a refresher course on my part as I was able to acquaint myself with the different methods and processes that will help me mitigate food hazard and maintain safety standards in the kitchen.”



Cherry Mae San Pedro

Owner of Caewayan Ph
Mandaluyong City

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“The seminar on How to e-start your own business conducted by DTI-NCRO-Area-3 last August 20, 2020 is a great help to my existing online business as I learned how to create facebook and google adds including new marketing tips. After applying what I learned from the seminar my sales had increased during last quarter of 2020 compared to the same period last 2019 even if it is pandemic.”



One Town, One Product (OTOP) Philippines is a priority stimulus program for Micro and Small and Medium-scale enterprises (MSMEs) as government's customized intervention to drive inclusive local economic growth. The program enables localities and communities to determine, develop, support, and promote culturally-rooted products or services where they can be the best at or best renowned for.



The program has two major components and are generally defined below:

01

OTOP Next Gen: These are the product development initiatives, trainings, market matching, and other activities with the goal of leveling up the products in the areas of design, quality, volume, etc.

Activities:

- a. Assessment, Consultation, and Triage (ACT) Session
- b. Food Connect Program or Food Certification Program on Food Safety, cGMP, and HACCP
- c. Webinars
- d. Virtual Regional Trade Fair: Metro Fiesta 2020 E-Store
- e. Outbound Business Mission (USA, Canada, Germany)
- f. Trade Fairs and Expos (Regional)

02

OTOP Hub: This provides the physical and online channels of market access platform where OTOP products are showcased on a day-to-day basis. For NCR, we have OTOP Hubs in Makati, Pasay City and Marikina.





OTOP Philippines is part of an ecosystem of current entrepreneurship programs intended as a branding and marketing platform and with product development as its primary instrument of assistance. It offers a comprehensive assistance package through a convergence of services from local government units (LGUs), national government agencies (NGAs), and the private sector with the end of mind of alleviating poverty and promoting profitable goods and services thereby developing MSMEs, creating jobs, and stimulating both local and international trade. This includes:



Product Development -The Regional Operations Group (ROG) takes the lead in product development and employs the assistance of support and resource functional groups and units including the Design Center of the Philippines (DCP) to work on the Product Development/Technology, Packaging and Labeling, Technology Updating Workshops, Technology Consultation and Product Development Seminars.



Access to Finance – One of the most critical factors affecting the success of MSMEs is their access to financing. Vulnerable MSMEs, even with a good product, are unable to qualify for bank loans due to lack of credit history and even collateral. Without capital, MSMEs may not start up properly and even if they could, they may find it very hard to expand and/or sustain their business. Lack of funds and/or lack of access to finance is detrimental to the success of a business. As such, OTOP Next Generation endeavors to make this available to MSMEs.



Capacity Building/Training – OTOP Next Generation will endeavor to provide more training opportunities, focusing on the human aspect of OTOP as well as business counseling on product packaging and labeling. Master classes and highly customized training initiatives are in order.



Marketing/Promotion – Sustainability and entrepreneurial success shall be ensured via program and product promotion through multimedia advocacy campaign, conduct of trade fairs, establishment of OTOP Philippines Hub, market matching, investment, trade, and selling missions and/or development/production of promo collaterals. The Department shall also endeavor to capacitate suppliers with the end view to push their products online through an online store.



Standards Development/ Compliance and Geographical Indication – MSMEs would be advised to observe the standards if necessary, handheld through compliance to other agencies (BFAD, etc.) requirements . A monitoring and evaluation scheme shall be maintained to ensure that products carrying the OTOP Next Generation logo conforms to prescribed standards.

OTOP Next Gen Project:

The supply side of the One Town, One Product program that provides product development initiatives, trainings and other assistance with the goal of leveling up the quality of products of the MSMEs.

215 MSMEs

were assisted through the various programs and activities conducted under the OTOP Next Gen.

2 OTOP Hubs

are being maintained in NCR located at the DTI Main Office, Makati City and Lakbay Museo, Pasay City. The 2 hubs were able to generate total sales amounting to Php 1,870,879.40.



ASSESSMENT, CONSULTATIONS, AND TRIAGE

(A.C.T) Session



The Assessment, Consultations, and Triage (ACT) Session is a product development program under the OTOP Next Gen Program to help MSMEs come up with new or improved packaging and labeling designs to help them increase the marketability of their products.

116

prototypes developed by
NCR MSMEs from the ACT
sessions.

169

prototypes from other product
development initiatives.

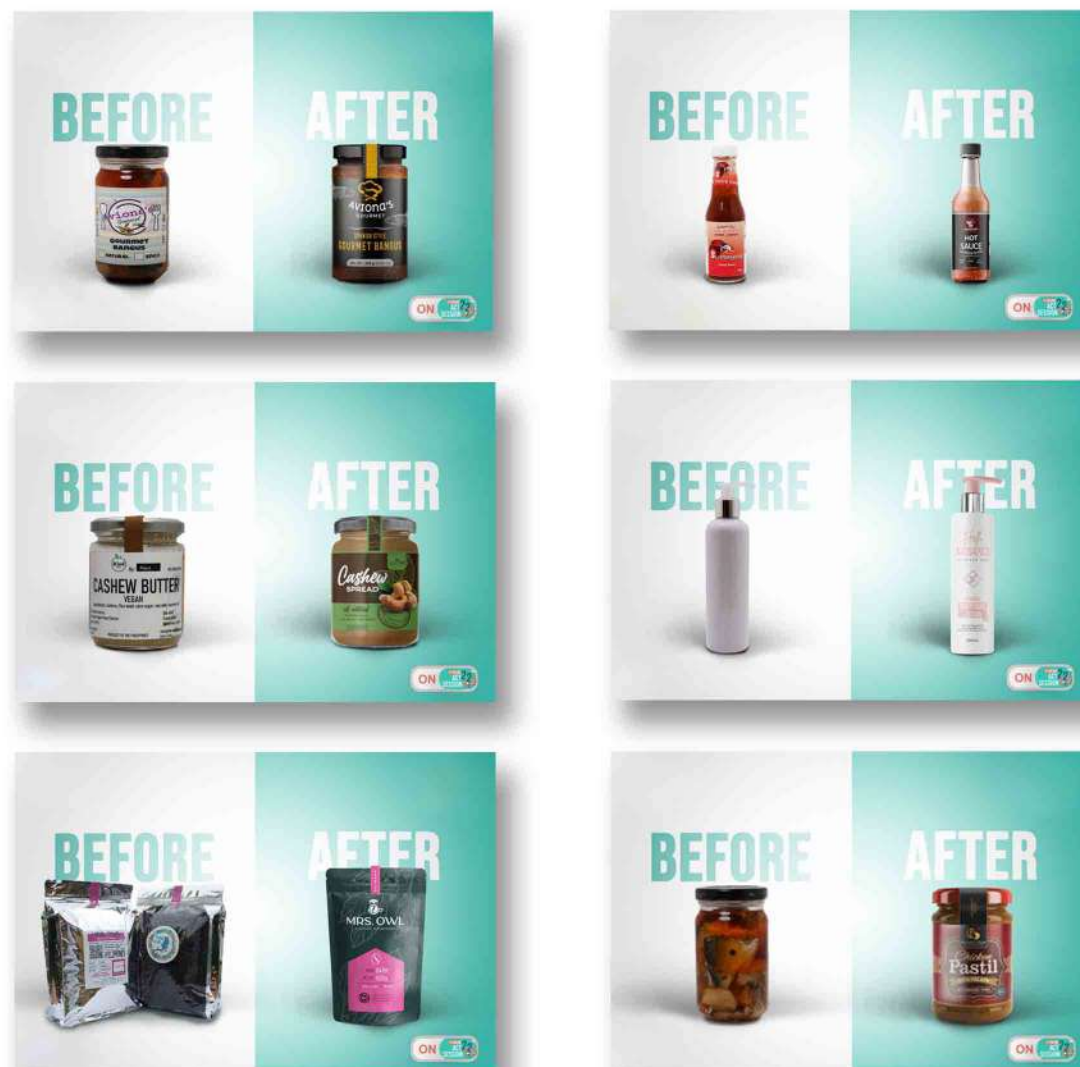
Consultants for food and non-food products were hired to assess the MSMEs' existing products and provide new and innovative designs and prototypes for their possible adoption. It run from August 20, 2020 and will end on November 20, 2020, assisting 75 MSMEs.

The ACT Session 2020 Online Consultations were conducted via Zoom with the Consultant, MSME and DTI-NCRO Trade Promotion Officers. The consultant interviewed the MSMEs about their companies and the branding paths that they want to yield for the company.

The raw materials used for the products were also tackled during the one-on-one consultations. The consultant also asked the MSMEs on their capability and willingness to execute the designs. After the consultation, the Consultant provided three Design Proposals per MSME and the MSME will choose only one from the deck. MSMEs are allowed up to three revisions and these can be relayed via email or online consultations as well.

These new designs or prototypes are required to be executed by the MSMEs, because these new prototypes will be featured and highlighted at the Online Regional Trade Fair: Metro Fiesta 2020.

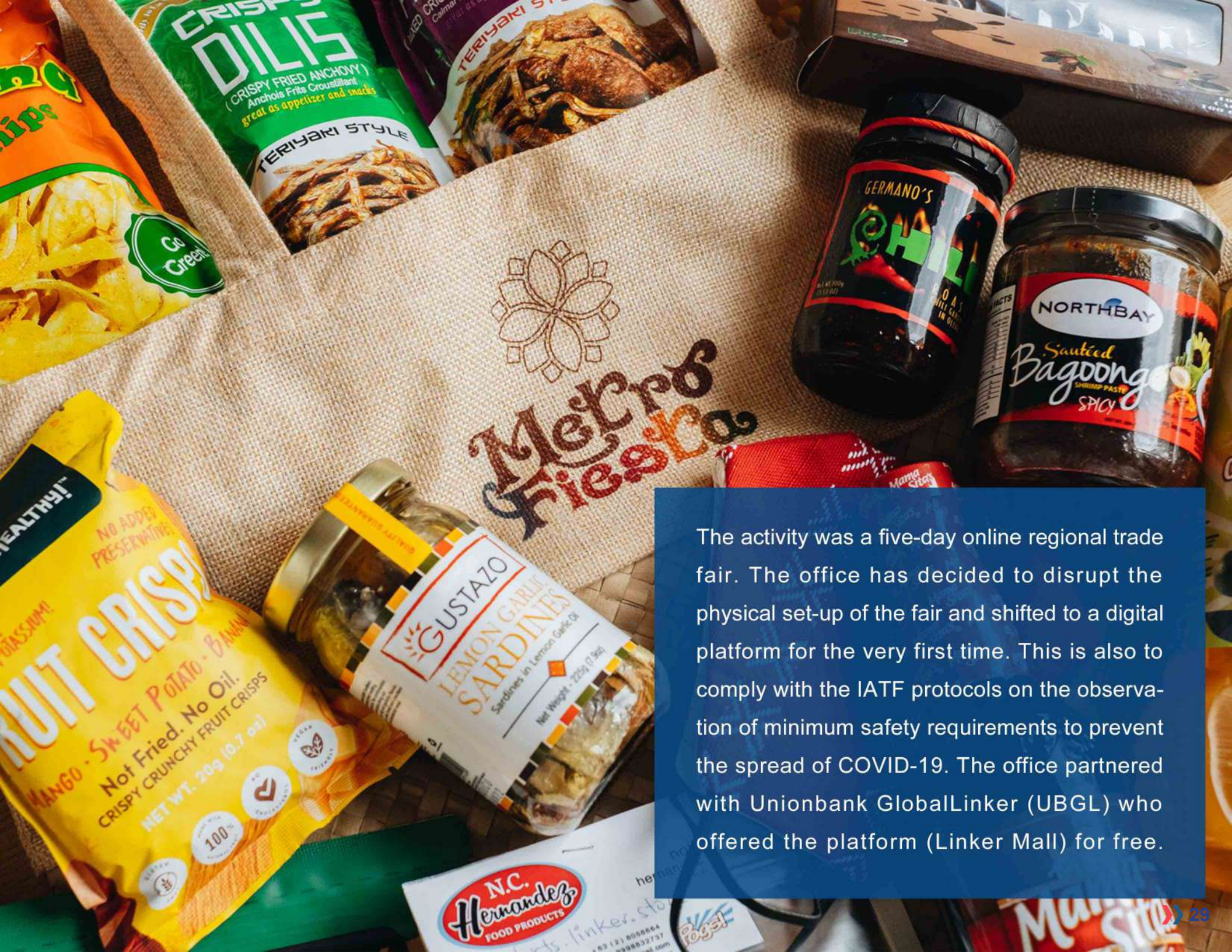
Below are some of the before and after photos from the 75 Final Design from the ACT



Metro Fiesta

A culminating activity for MSMEs assisted under the OTOP Program to showcase their best and finest products, featuring the processed food, wearable and home décor sector of MSMEs in NCR. This features the actual products, prototypes, and packaging which features new labels and design that underwent intensive product development. It is a venue to boost the visibility of the products to increase the market assisted MSMEs.





The activity was a five-day online regional trade fair. The office has decided to disrupt the physical set-up of the fair and shifted to a digital platform for the very first time. This is also to comply with the IATF protocols on the observation of minimum safety requirements to prevent the spread of COVID-19. The office partnered with Unionbank GlobalLinker (UBGL) who offered the platform (Linker Mall) for free.

METRO FIESTA ONLINE FAIR 2020



(70) FOOD



(27) GIFTS & HOME
DECOR



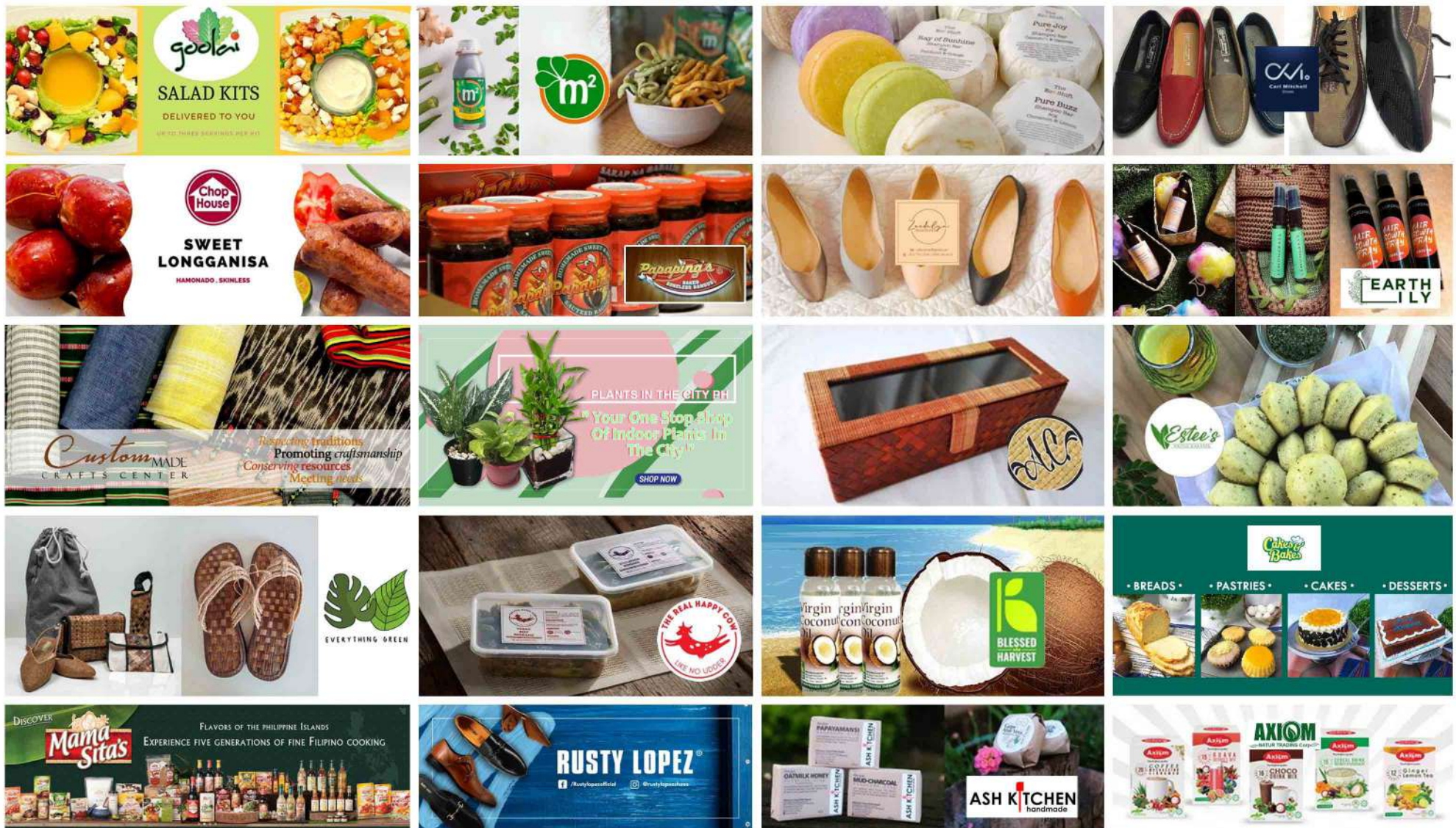
(43) WEARABLES



(16) HEALTH &
WELLNESS

156 MSMEs participated in the Metro Fiesta Online Fair. MSMEs under the food sector comprised the biggest percentage of the total number of participants. MSMEs under the wearables sector came second for their number of participants. 58% (90 out of 156 MSMEs) are existing MSMEs, while 42% (66 out of 156 MSMEs) are newly assisted MSMEs that has undergone several DTI-NCRO programs such as Kapatid Mentor Me Program, ACT Session, entrepreneurial trainings and seminars.

The five-day event generated a total amount of **Php 3.3 million pesos**.

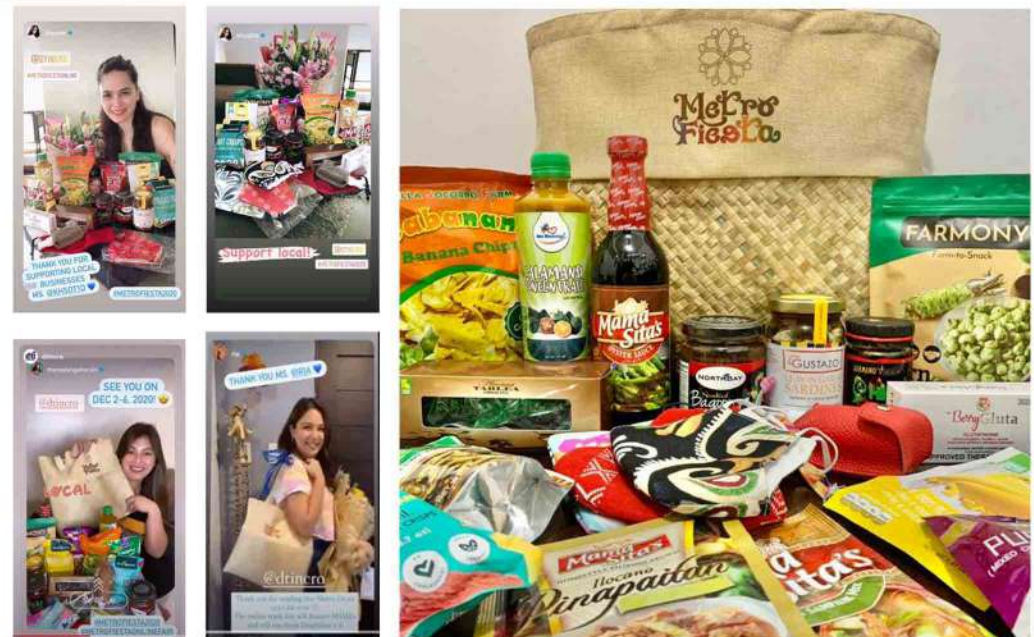


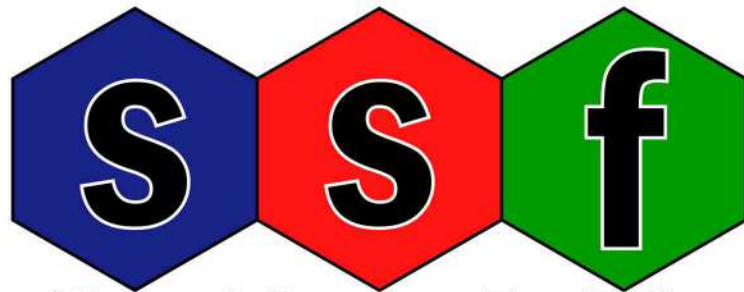
Through the Metro Fiesta Online Fair, online exhibitors were given a chance to create their own linkersites/websites via Unionbank GlobalLinker's platform for free. These linkersites may also serve as their product catalogues that would better help them present their products and services to their clients/target customers.



To compliment the online fair, a series of webinar was scheduled and was streamed live via DTI-NCRO's Facebook Page. Different topics were covered and were conducted to attract buyers and visitors.

The webinar sessions created exposure and promotion of newly assisted MSMEs. The launching of the website created the highest number of viewers that was streamed live at the DTI-NCRO FB Page. The distribution of promotional kits to vloggers and influencers also enhanced and reached a wider market introducing food and non-food items of the participating MSMEs.





Shared Service Facilities

"Shared Success for Filipino MSMEs"

SSF Project is meant to improve MSME competitiveness by providing machinery, equipment, tools, systems, accessories and other auxiliary items, skills and knowledge under a shared system.



SHARED SERVICE FACILITIES

The image shows a spacious, well-lit industrial kitchen or food processing facility. In the foreground, a stainless steel cart holds several large, silver, high-pressure cooking pots. To the right, there are various pieces of industrial equipment, including what appears to be a large mixer or grinder. The room has a polished floor that reflects the overhead lights. The walls are white and feature several windows, some of which are small and square, while others are larger and rectangular. The overall atmosphere is clean and professional.

- The various NCR SSFs were able to cater 355 MSMEs and generated 100 employments.
- 136 prototypes were developed by NCR MSMEs through the FabLabs.

BUSINESS PLANNING WORKSHOP

Last March 3-4, 2020, NCRO conducted a Business Planning Workshop for the SSF cooperators. It was a two-day write shop with the cooperators of the 2018 approved SSFs for the improvement of their business plans. It was participated by 30 participants consisted of representatives from each 2018 SSF and DTI personnel assigned in SSF works. The result of this activity was the submission of enhanced business plans of the participating SSFs.



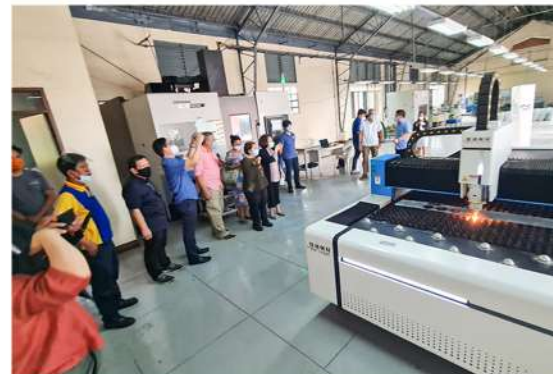
CAPACITY BUILDING on VALUE CHAIN APPROACH

DTI-NCRO conducted a 4-day Capacity Building on Value Chain Approach for the Staff of DTI-NCRO and Selected Sectoral Representatives in NCR which upskilled and honed their knowledge and skills specifically in Value Chain Analysis.

The workshop was conducted through Zoom Conferencing App and was consisted of module discussions and workshops for the participants wherein the outputs are produced after each session/module. A total of 27 participants were able to attend this activity.

6 NEW SSFs WERE LAUNCHED LAST DECEMBER 2020

- a. December 15 - Marikina Polytechnic College
- b. December 16 - Polytechnic University of the Philippines- Sta. Mesa
- c. December 18 - Philippine Trade Training Center
- d. December 21 - Pateros LGU
- e. December 28 - Philippine Footwear Federation Inc, Marikina (3rd tranche)
- f. December 29 - Bagong-Buhay Multi-purpose Cooperative, Caloocan City



The coronavirus pandemic has provided a tough test in operating the 3 Shared Service Facilities (UP-Fablab, SPARK Inc., GHD and Wearables and CMCCI Sewing, Bag Making, and Product Finishing Facilities) located in Area-3. To help the facilities stay relevant in these trying times, the DTI-NCRO together with its existing cooperators had pushed for the redesigning of the operations model of the SSFs. The existing SSFs had shifted to PPE-making such as facemask, PPE gowns/suits, and face shields to meet current market demands and provide steady income to their beneficiaries.

Through this effort, 26 jobs were sustained and 10 micro-enterprises were assisted. A total of 554 face shields were donated to PGH by the UP-FABLAB. The SSF-cooperators, indeed have proven their resilience and readiness to meet the challenges posed by COVID-19.



SSF FOR HIGH VALUE CUSTOM-MADE FOOTWEAR AND LEATHER GOODS

(Footwear Shared Service Facility)

The SSF for High-Value Custom-Made Footwear and Leather Goods located inside the DTI-NCRO Marikina (CITE) Compound, 36 Russet St., SSS Village, Marikina City began its operation in the last quarter of 2015. Co-operated by the Philippine Footwear Federation Inc., the SSF caters to footwear manufacturers and other MSMEs that requires the SSF equipment to fulfill their production requirements.

In 2020, the SSF serviced 245 MSMEs. Likewise, 516 SSF services were provided and these translated to Php 1,095,442.00 in gross sales. Its bestselling services include: Custom-made Metal Stamp, Custom-made Shoelast, Laser Engraving, Pattern Grading, and Custura.





Mr. Sergio Ramos is one of the pioneer sapateros in Marikina who decided to work abroad (in China) in search of better opportunities. Mr. Ramos, an OFW returnee then, decided to stay for good and establish his own shoemaking business. Hence, the birth of SJR Shoes in 2017. He is now a full time sapatero. Shoe making is his only source of income and he sells his footwear products online, through Facebook and Instagram.

In Mr. Ramos' own words, "I am just a micro enterprise and I do not have enough capital to buy new machineries for shoe making. But through Shared Service Facility (SSF) for High Value Custom-made Footwear and Leather Goods, my manufacturing requirements for metal stamps, custom-made shoelasts, and laser engraving are always served. These are of utmost importance in order to produce and timely deliver quality footwear products. I am very thankful for the SSF Program of DTI in Marikina. It was really a big help to me and to all micro enterprises in the footwear industry."



Mr. Sergio Ramos

Pioneer Sapatero in Marikina

✉ sjr_china@yahoo.com

☎ +63 928 288 2727



"The SSF Program has been very helpful in increasing our production of uniforms due to the sewing machines provided to us. Aside from that, we have gained knowledge through trainings on how to improve our business. During the pandemic, through the SSF facility, we were able to produce face masks and other PPEs. This became our source of income. I appreciate all the help that the SSF program has been providing us as this has helped us improve our standard of living. We hope DTI will continue the SSF program as it is a big help to a lot of MSMEs. I am deeply grateful for this kind of program and hope that more people and business sectors will benefit from it. God bless DTI!"

Myrna Belmonte

SSF-Beneficiary

Payatas, Quezon City

+63 906 5293 572

"Since the establishment of SSF-hub in Barangay Sto.Cristo last 2019, the "Lipad Pinay" members in the barangay were given an opportunity to earn an extra income as we now have access to the much needed high speed sewing machines. I am very thankful that even during the pandemic the facility has helped me sustain my source of income as I was able to continue producing rugs, eco bags and even PPEs as we were given an opportunity by the DTI-NCRO to hone our sewing skills last CY-2020 thru the free trainings they provided on pattern making and sewing techniques with special focus on PPE making. The facility has helped me increase my income and learn new techniques in sewing even during pandemic. Thank you DTI for the assistance you have extended and we are hoping that you will continue to assist us."

Lorna M. Manubay

SSF-Beneficiary

SSF-Barangay Sto.Cristo, Quezon City

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YOUTH ENTREPRENEURSHIP PROGRAM



The Youth Entrepreneurship Program (YEP) NCR targets to help would-be and existing youth entrepreneurs to explore their full potential to become successful entrepreneurs, with a specific focus in e-commerce, and empower innovative youth entrepreneurs.

Under Section 9 of the Republic Act No. 10679 or the Youth Entrepreneurship Act of 2015, the MSME Development Council (MSMEDC) and the Department of Trade and Industry (DTI) are designated as the responsible agencies for integrating youth entrepreneurship promotion into the national policies and programs in support of micro, small, and medium enterprise development. The same Act provides for the formulation of a national program to promote youth entrepreneurship development.

As a response, the MSMEDC launched the Youth Entrepreneurship Program (YEP) on 14 December 2018 in Quezon City as likewise part of the MSME Development Plan 2017-2022 priorities to support youth entrepreneurs and double the number of entrepreneurs by 2022. YEP is a focused program to address the young demographics of the country to become productive individuals through entrepreneurship. It will help young Filipinos develop their entrepreneurial skills by offering them a comprehensive package of interventions. It is an initiative intended to harness public and private resources and direct these resources to the development of youth entrepreneurship.

To advance the promotion of inclusive growth and innovative entrepreneurship by introducing the program among the youth, YEP island and regional roadshows were rolled out. Alongside the mentioned goal, the roadshow is a purposeful platform to involve local cooperators to support the implementation of the program and the realization of its goal.



An Essential Guide to eCommerce for Young Entrepreneurs

yep!

YOUTH ENTREPRENEURSHIP PROGRAM

Clearly, favorable demographics like having a young population could be imperatives for breakthrough economic growth, but never an adequate condition. The Youth will not be able to invest their skills on productive economic activities that will eventually translate into better quality of life if they constantly struggling to be employed based on the available supply of jobs in the labor market. Entrepreneurship is a concrete opportunity for young people to improve their economic and social lot. Especially with the K to 12 Basic Education Program, students of the new system will graduate at the age of 18 and is now qualified to continue college education, be ready for employment, or engage in business and be an entrepreneur.

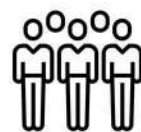
The onset of the 4th Industrial Revolution sparks off innovative business models and digitalization in doing local and cross border business, which may present opportunities for the youth as new drivers of innovation. As the young entrepreneurs become part of the startup ecosystem, there are special considerations that the Philippines should take note of, e.g., guidance to adjust and prepare them for new trends in the business landscape which should be tendered for them including the developments in the 4th industrial revolution. With the strength in our demographics for young and innovative talents, there is a need to create a supportive innovation ecosystem for youth startups. Particularly, in the National Capital Region which is the home of the largest chunk of the youth throughout the country accounting to about 15% (3,385,012) of the total youth population (23,391,130) in 2015.



yep! YOUTH ENTREPRENEURSHIP PROGRAM

An Essential Guide to eCommerce for Young Entrepreneurs

via 



1,387

Clients
Participated



194

Consisted
MSMEs



1,197

Potential
Entrepreneurs

All registrants received reminders and information materials they can refer to in support of their entrepreneurial journeys. These 1,387 MSMEs and Other/Potential Clients were sent their own Young Entrepreneur Starter Kit, which was composed of the Resource Speakers' presentation materials, Business Plan templates, and the DTI-NCRO Programs Animated Video Explainers.



PANGKABUHAYAN SA PAGBANGON AT GINHAWA

This is a resilience program for persons who were affected by fire incidents and other natural disasters. Entrepreneurial mindset training for MSMEs and would-be entrepreneurs were conducted, and livelihood kits (in form of gift certificates) were also provided for those victims whose businesses were compromised by the natural disasters.



DTI-NCRO has implemented the Pangkabuhayan sa Pagbangan at Ginhawa Program in the National Capital Region. For 2020, the office has catered to the needs distressed MSMEs from different parts of the region. These include fire victims from Manila to the flood victims of Marikina. Also included are MSMEs affected by the pandemic, as well as from other priority areas of the national government. In total, some **2,884 MSMEs** were provided with livelihood kits under the program along with **172 trainings** conducted.

PPG PROJECT IN MARIKINA CITY

The project, under the Livelihood Seeding and Entrepreneurship Development Program for the microenterprises, prioritizes areas affected by fire and other calamities. It entails the delivery of a package of business development assistance to micro entrepreneurs.

In 2020, 500 Marikina-based microenterprises affected by COVID-19 pandemic and Typhoon Ulysses benefitted from the Pangkabuhayan sa Pagbangon at Ginhawa Project. The project cost, amounting to Four Million One Hundred Thirty Nine Thousand and Eight Hundred Eighty Pesos (Php 4,139,860.00), consisted of gift vouchers and entrepreneurial training courses.

Cha Cha Sari-Sari Store: A soft heart with a strong faith to survive

Known in their area as Aling Cha, Rosario Santos, 64 years old, is the owner of Cha Cha Sari-Sari Store located at #9 Lopez Jaena St., Barangay Tañong, Marikina City.

Aling Cha and her farmer-husband migrated from Bulacan to Marikina in 1975 wherein her husband hopped from one job to another as a factory worker, security guard and maintenance man. To augment their family income/support their growing family, they put up a sari-sari store in 1986. This micro business prospered over time, and has become their chief source of income that, likewise, enabled them to send their two children to college.

For more than 30 years, Cha Cha Sari-Sari Store has thrived and maintained a loyal clientele in their community since it is known for selling relatively the cheapest-priced goods.

In Mrs. Santos' own words, "Talagang maraming bumibili sa aking tindahan kasi alam ng mga taga-lugar namin na mura lang ang mga paninda ko. Hindi ako mataas magpatong ng

presyo. Madalas mahaba nga ang pila at sunud-sunod ang mga bumibili. Masaya ako kahit sa kaunting tubo ay nakakaraos naman kami sa araw-araw.

Kahit may pandemya ay bukas ang aming tindahan. Pero ang Typhoon Ulysses, nilubog halos lahat ng aming paninda. Tatlong linggo makalipas ang bagyo ay sarado pa ang aming tindahan. Gulong-gulo ang aking isip ng mga panahon na iyon."

Desperately needing help, Mrs. Santos visited Negosyo Center Marikina on the last day of screening for PPG beneficiaries but she missed the cut-off. The NC-Marikina people, nonetheless, asked for her contact details for future assistance. Moments after she got back home, a DTI personnel got in touch with her, informing that a potential PPG beneficiary was not able to meet the requirement and got disqualified and that, she (Mrs. Santos) was qualified to take on the vacated slot.

"Sobra-sobra ang pasasalamat ko sa pagkakataong ito.

Hindi ko na napigilan ang aking emosyon at halos maiyak na sa tuwa. Ang laki ng pasasalamat ko sa DTI sa tulong na naibigay nila sa akin. Naipamili ko agad ng mga paninda ko ang Php 8,000 voucher na aking natanggap. Napapaikot ko na ang dagdag-puhunan at ngayon ay unti-unti ng nakakabawi sa pagkakalugi."



PPG Testimonials



“Malaki ang naitulong sa akin ng Programang Pangkabuhayan sa Pagbangon at Ginhawa dahil noon ay namomoblema ako sa pagdagdag sa aking puhunan ngunit ng ako ay mapili bilang beneficiary ng programa, hindi na ako namoblema sa dagdag puhunan. Dumami din ang order ko ng cakes, umaabot na ngayon ng 5-10 cakes per week na dati rati ay 1-3 cakes lamang o kadalasan wala pa.

Masasabi ko na ang programang ito ay may magandang hangarin na tulungan ang mga tao na gipit pero gusto magnegosyo. Maraming Salamat po dahil isa ako sa inyong napili, Nawa ay marami paang inyong matulungan.”

Penelope Shane Leonero

PS Love Cakes
Batasan Hills, Quezon City



“Ako po si Shiela Marie Sumcad, isa sa mga naging beneficiary ng DTI sa proyektong Pangkabuhayan sa Pagbangon at Ginhawa (PPG) noong Sep 2020.

Lubos po akong nagpapasalamat sa livelihood assistance [gift cheques] na aking natanggap dahil napakalaking tulong po nito sa mga kagaya namin na may maliliit na negosyo, na lubhang naapektuhang ng pandemya na ating nararansan ngayon.

Agad ko po itong binili ng mga pangunaging pangangailangan ng aking tindahan. At nagpapasalamat po ako ng lubos sa mga ganitong programa ng gobyerno at sa tulong rin po ng Dios at unti unting nakabalik ang aming hanapbuhay.”

Shiela Marie Proprietress

Proprietress, Goto Moto Food Station
Mandaluyong City



“Ako po ay isang benepisyaryo ng Pangkabuhayan sa Pagbangon at Ginhawa (PPG) program ng DTI. Malaki ang naitulong sa akin ng programa dahil nadagdagan po ang aking mga paninda sa tulong ng dagdag puhunan na sya naming nag resulta sa pag taas ng aking benta at kita ngayong pandemya.”

Cendy C. Januan

Sari-Sari Store Owner
Brgy. Holy Spirit, Quezon City

NEGOSYO SERBISYO sa BARANGAY



The Livelihood Seeding Program – Negosyo Serbisyo Sa Barangay (LSP-NSB) is a program of DTI that allows a wider reach of business development assistance by bringing government services closer to the people through partnerships between relevant local government units and DTI officials.



214 MSMEs Assisted



12 Conducted
Trainings



44 Distributed
Livelihood Kits



LIVELIHOOD SEEDING PROGRAM NEGOSYO SERBISYO SA BARANGGAY

This program intends to provide a package of assistance including a livelihood kit, amounting to at least Php5,000 up to Php8,000, and business advisory services to MSMEs affected by natural and human-induced calamities including health disasters.

The LSP-NSB Guidelines was revised to align and make it more responsive to the government directives on the COVID-19 situation. The coverage of the program was expanded to give priority assistance to MSMEs affected by health disasters arising from epidemics and pandemics in every municipality, regardless of the class, which is why DTI-NCRO was now included in the implementation starting this year.



The Pondo sa Pagbabago at Pag-asenso (P3) Program is a funding program that will provide an alternative source of financing for micro entrepreneurs that is easy and quick to access. The program is seen to give boost to the micro enterprises sector, which comprise the bulk of the micro, small and medium enterprises (MSMEs) sector in the country.

CARES

P3 Covid-19 Assistance to Restart Enterprises Program

The Department launched the P3-CARES Program to help entrepreneurs affected by the COVID-19 pandemic get back on their feet. Affected businesses may borrow a minimum of P10,000.00 up to P3,000,000.00, free of interest. A total of 156 MSMEs from Area-3 were endorsed to SB Corp for loan assistance under the program.



"My business is one of the many businesses that was forced to close due to the pandemic last March 2020. The stop in our operation resulted to no income during the lockdown. Fortunately, DTI-NCRO had helped me avail its P3-CARES program and I was granted a loan. Through this, I was able to resume my operation, improve my production area and purchase the much needed supplies for my business. Our production of bottled flakes had increased, from 20 bottles to 40-50 bottles a day. With this, I was able to deliver my pending orders and doubled our sales. This had also helped me pay for the renewal of my permits and licenses. I hope DTI will continue this kind of program for MSMEs like us. It is a big help for us to sustain our small business."

Michelle Andrea Tancioco

Mishees Event Services
Quezon City

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HEROES

Helping the Economy Recover Thru OFW-Enterprise Start-Ups

The HEROES Program is a component program of the Pondo para sa Pagbabago at Pag-asenso Program. It is a 100 million loan facility that aims to assist repatriated OFWs by providing opportunity to become entrepreneurs. Under the program, a total of 22 repatriated OFWs were assisted by Area-3 and were endorsed to SB Corporation for possible loan assistance.



“Malaking tulong po and HEROES Program ng DTI lalo po ang loan component nito dahil nakapag-start po ako ng online food business. Dito na po kami kumukuha ng pambayad ng gastusin at pagkain sa pang araw-araw. Sana mapalago ko pa po ito”

Reynaldo Perez

OFW from Saudi Arabia
Owner of Treats Online Business
Quezon City

+63 933 439 0733

NCRO Portal Hub

A total of

28,678

MSMEs are in the hub
from Aug. 2020 - Dec. 2020

NCRO Portal hub is a web application project expected to provide a user-friendly, real-time interface that captures the MSME and other clients' personal and business information, their level in the development path, and the corresponding DTI interventions/assistance provided to them. The development of this project started on August 17, 2020 and it has officially launched on December 10, 2020.

In the long-run, it will enable easy access to information on the aforesaid information to aid DTI-NCRO in determining the type of follow-through assistance appropriate for each client to ensure holistic MSME development.



ICE PROGRAM **INDUSTRY** **CLUSTER** **ENHANCEMENT**

A priority stimulus program for Micro, Small, and Medium Enterprises (MSMEs) as government's customized intervention to drive local and economic growth. The Program enables localities and communities to determine, develop, support, and promote culturally-rooted products or services where they can be best at or best renowned for.

Industry Cluster Enhancement PROGRAM

● REVISED STRATEGIES

● ACCOMPLISHMENTS

● Database Development and Material Inventory

● Updated ICE MSME assisted database as of December 31, 2020

● Capacity Building and Skills Development

● SMERA webinars held for the wearables sector conducted:

Title of Event	Date Conducted	MSMES		Others		Total Attendees
		Male	Female	Male	Female	
Footwear Making 101	Dec. 09	3	8	15	20	46
Footwear Sketching	Dec. 12	1	2	6	11	20
Footwear Designing	Dec. 19	1	2	6	6	15
Footwear Costing & Projection	Dec. 28	3	3	8	16	30

Industry Cluster Enhancement PROGRAM

● REVISED STRATEGIES

● ACCOMPLISHMENTS

● Improved Access to Market

● BDTP Bagsakan Trade Fair Participation

Date of Event	Venue	Number of Exhibitor MSMEs (Wearables & GDH)	Sales Generated
December 1-3	Greenhills, San Juan	7	P63,000.00
December 1-3	Fairview Terraces	8	P37,984.00
December 4-6	Festival Mall, Alabang	5	P171,100.00
December 11-13	Festival Mall, Alabang	5	P134,600.00
December 16-20	Festival Mall, Alabang	8	P155,445.00

● NCRO' s 2020 Metro Fiesta Virtual Trade Fair

Sales generated of MSMEs under the Wearables & GDH Cluster = P360,112 of the total P3,379,928 sales

Number of Exhibitor MSMEs (Wearables & GDH) = 74 out of the 160 NCR based MSMEs

REGIONAL PROGRAM FOR CAPACITATING EMPLOYEES



TECHNICAL WRITING TRAINING

DTI-NCRO Employees

The four-day extensive online training enlightened the participants on the basic knowledge about technical writing. It built the strength and confidence of each participant in preparing documents. As group activity goes along, the participants were able to minimize the blatant errors they commit in preparing communication writings.

The training was conducted through the online platform, the participants were logged and joined through zoom meeting link provided beforehand. Lectures, discussion, and group work presentation were the method used by the learning service provider, Dr. Anacleta M. Cabigao—Retired Chief Curriculum Implementation Division in a city schools division of DepEd-Calabarzon.



Number of Participants:	No. of Female	No. of Male	Total
November 23, 2020	29	15	44
November 24, 2020	24	14	38
November 26, 2020	27	16	43
November 27, 2020	23	15	38

2020 TECHNICAL WRITING TRAINING

Dr. Cabigao explained the difference between Technical Writing, Business Letters, Project Proposals and Memorandums. She further discussed the proper usage of language in taking down notes for meetings, formatting Project Proposals, and coming up Success Stories. She was able to give pointers on how to improve the skills needed in technical writing. Most of what she shared were invaluable because most came from her experience in being a linguistics expert.

Overall, online training was generally successful because the participants were able to understand, appreciate and freshen their knowledge on the topics discussed during the webinar specifically on preparing technical writing documents. The resource speaker's style of sharing her expertise was simple yet very effective based on the output of the participants during the group work presentation. To cement the new skills they had just acquired, participants were encouraged to put into practice what they have learned by preparing reports, minutes of the meeting, and memorandums on a more regular basis.

Photo Documentation:



2020 YEAR-END ASSESSMENT

RD Marcelina S. Alcantara's discussion focused on strategic measures and the cumulative achievements of 2020. Part of the year-end assessment objective was to deliberate the Organizational Outcome Report Card (OORC), and the Performance Governance System (PGS) accomplishments. These were essential for the calibration of the strategic approach to reach the incoming year's goals.

Aside from the summary of the successes of the past year, employees were also given an overview of what to expect as the office transitions to a new normal of conducting business.

Finally, target dates were set for the submission of Dashboard 2021, documentary requirements needed in the preparation of purchase requests, and settlement of all payables.



The webinar was conducted through Zoom platform.
Topics covered during the year-end assessment are as follows:



NCRO Performance Governance
System (PGS) Accomplishment as of
Dec. 18, 2020



NCRO Organizational Outcome Report
Card (OORC) as of
Dec. 18, 2020



FY 2021 Proposed Organizational
Outcome (OO3) Targets



Budget Presentation NEP 2020
vs. NEP 2021



Summary of Dashboard
2019

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