





## ABOUT THE COVER

The Department of Trade and Industry marked its 40<sup>th</sup> Anniversary in 2021, thus, **DTI Forty-Fired Up** its irreproachable brand of good governance to grow globally competitive and innovative industry and services sectors which contribute to inclusive growth and employment generation. Despite immense challenges, DTI under the leadership of Secretary Ramon M. Lopez, tirelessly provided services and initiatives geared toward addressing the various issues brought about by COVID-19 to the economic sector. The department intensified its programs to provide better support and assistance to workers, MSMEs, businesses, and consumers. As the country started to recover from the effects of the global health crisis, DTI remains at the forefront, working to emerge from the pandemic stronger than ever and build a lasting legacy towards the empowerment of the industry and more importantly towards nation building.

## VISION

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

## MISSION

DTI is the government's main economic catalyst that enables innovative, competitive, job-generating, inclusive business and empowers consumers

## CORE VALUES

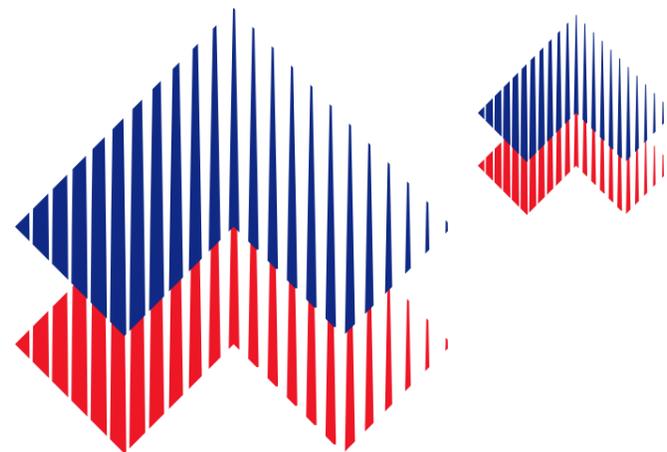
Passion, Integrity, Creativity, Competence, Synergy, and Love of Country





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## MESSAGE OF THE PRESIDENT

My warmest greetings to the **Department of Trade and Industry (DTI)** as you publish your **2021 Annual Report**.

I commend the steadfast efforts of the DTI in contributing to the nation's economic recovery as we collectively rise above the immense impact of the COVID-19 pandemic. The DTI's enormous strides to improve and innovate its services—through its push for Trabaho, Negosyo and Konsyumer—have helped restore jobs and sustained the livelihood of our countrymen, providing the needed opportunities for greater productivity and growth.

The report, aside from being a narrative of how the men and women of the DTI competently answered the call of duty with your brand of Serbisyon Higit pa sa Inaasahan, also serves as a reflection of the organization's commitment to the administration's vision of reducing inequality while we strive for a strongly rooted, comfortable, and secure life for all.

Together, let us ensure the improved welfare of our people as we propel our momentum towards fast recovery and inclusive progress for our beloved Philippines.

Congratulations and mabuhay kayong lahat!

  
RODRIGO ROA DUTERTE



## MESSAGE OF THE SECRETARY

The Department of Trade and Industry (DTI) pervaded the year 2021 with its incessant efforts for sustainable and resilient recovery. As we emerge from the significant disruptions brought about by the pandemic, we laud the unyielding passion of DTI's dedicated men and women to strengthen the department's Trabaho, Negosyo, and Konsyumer initiatives through our ever-reliable brand of good governance.

Despite the immense impact of the pandemic, the country's economic situation improved significantly with the Philippines' gross domestic product (GDP) capping an impressive 7.7% and 7.1% growth rates for the third and fourth quarters of 2021. Likewise, industry and manufacturing growth rates rebounded by 8.5% and 8.8% respectively in 2021. With DTI's attached agencies, we've transformed challenges into opportunities by seizing momentum in the evolving global value chains and by embracing the potential of digital technologies in our services. Together, we've enhanced our trade and investment relationships and regained lost opportunities, providing fruitful employment for the Filipino people.

Furthermore, as the country spent much of the year in different phases of lockdown—with much of life moving online, we deemed the importance of introducing digitalization to MSMEs and ensured easy, simple, and fast e-commerce. DTI leveraged the power of digital tools and fast-tracked our processes, facilitating ease of doing business to fight the economic restraints of the pandemic. This year, our country has been recognized as the fastest-growing internet economy in Southeast Asia, reaffirming our commitment to facilitating the digitalization of our MSMEs and fostering the growth of our startups.

Grasping this major shift also resulted in record-breaking numbers: 2.3M businesses were registered in 2021 while business name registrations reached 867,647 of which 90% are new. Having this in mind, we transitioned our 7Ms strategy to keep up with the evolving digital advancements. We adapted our local and international programs to be digitally accessible to pace our MSMEs with the progressing e-marketplace. We also extended financial assistance programs and provided livelihood kits to aid the recovery of their businesses.



Withstanding the dangers posed by the global health crisis, DTI as the prime mover of consumer welfare intensified its consumer awareness and protection. We uphold the conduct of post-audit monitoring health and safety protocols coupled with comprehensive monitoring activities to ensure the stability of prices and supply, and adherence to fair trade laws.

For the past years, the administration has proven to be the pillar of game-changing reforms and we take pride in our legacy as the government's main economic catalyst for an inclusive and prosperous Philippines. Moving forward, we continue to live up to our department's mantra of "Serbisyon Higit pa sa Inaasahan"—emerging back stronger in the wake of a better normal.

RAMON S. LOPEZ



# 2021 FACTS & FIGURES



# TRABAHO

Investment Growth | Industry Development |  
Trade/Market Access | Digitalization |  
E-Commerce | Innovation

## INVESTMENT APPROVAL

The total BOI-approved investments since the effectivity of CREATE reached a total of

**₱468B**



**₱724.7B**  
BOI-PEZA approved investments

**82,081**  
expected jobs to be generated



**FOREIGN INVESTMENTS** 2021 Net FDI at **\$10B**, up by **54.2%** over 2020; Averaging 4th rank in ASEAN for the last 5 years

## STRATEGIC INVESTMENT PRIORITY PLAN

**Corporate Recovery and Tax Incentives Law (CREATE)** was enacted and **Fiscal Incentives Review Board (FIRB)** adopted the 2020 BOI Investment Priorities Plan as the Interim SIPP



**₱110.466B**  
projects approved by the FIRB under CREATE

## TRADE AGREEMENTS

**Regional Comprehensive Economic Partnership (RCEP)** agreement signed and ratified after 8 years of negotiation **Philippines and South Korea** concluded 2-year FTA negotiations



## EXPORT RECOVERY

**US\$74.64B**  
grew by **14.5%** compared to the annual total export value earned in 2020



## INDUSTRY DEVELOPMENT

Construction industry generated an average of **4.4M** or **10%** of the country's total employment

Issued licenses to **15,925** contractors

## DIGITALIZATION OF BUSINESS

PH cited as the **fastest-growing internet economy** in Southeast Asia fueled by e-commerce and food delivery services in 2021

**Basta e-Commerce** **E-Commerce Philippines 2022 Roadmap** launched to drive industry growth by ensuring it is easy, simple, and fast.

**118K** Business Names registered related to Online Business for 2020-2021

	PSIC 47913	outside 47913
2019*	1,663	1,227
2020	88,575	1,856
2021	26,010	2,328
<b>TOTAL</b>	<b>116,248</b>	<b>5,411</b>

\*July to December 2019 data | PSIC data introduced in May 2019

## COVID-19 INITIATIVE

**33 EMPPOWER**

local manufacturers of Personal Protective Equipment set-up/assisted

**LIBRENG MASK PARA SA MASA PROJECT**  
**47M** washable face masks produced locally and distributed to poor communities

# NEGOSYO

MSME Development | Trade Promotion | Startups

## MORE BUSINESSES REGISTERED AND RENEWED

**Total Business Registrations and Renewal**  
INCREASED from **1.5M** in 2019 to **1.7M** in 2020 and **2.3M** in 2021 based on DILG consolidated report from the LGUs.

## BUSINESS NAME REGISTRATIONS

**867,647**

Sole Proprietorship



**53,713**  
Barangay Micro-Business Enterprises (BMBE) registered

## MINDSET, MASTERY, MENTORING

### NEGOSYO CENTER

**168** new Negosyo Centers established bringing the total number of NCs to **1,327**  
**907,737** clients assisted including **430,089** MSMEs  
**Negosyo Center Online Portal** launched with live chat and **11** mentors available; linked to **451** LGUs for business registration



**KMME-MME ONLINE**  
**1,736** of **1,828** mentees graduated  
**37** total batches conducted in **101** provinces and cities  
**32** additional certified mentors

## COVID-19 INITIATIVE

### MONEY



**₱6.16B**

approved loans under the **COVID-19 Assistance to Restart Enterprises (CARES)** Program for **37,224** borrowers

**₱264.92M**  
CARES for Tourism Rehabilitation and Vitalization of Enterprises and Livelihood

**₱107.04M**  
13<sup>th</sup> Month Pay Loan

**₱49.02M**  
Helping the Economy Recover through OFW Enterprise Start-ups

**₱1.90M**  
Sustaining Trade Access to Primary Food and Link to Enterprises

**Pondo sa Pagbabago at Pag-asenso**  
**₱8.71B** loans released  
**226,280** MSME borrowers  
**467** partner microfinance institutions

## MARKET ACCESS



**154**  
Go Lokal! stores nationwide  
**834**  
MSMEs assisted  
**₱466M**  
cumulative sales generated



**OTOP Next Gen**  
**19,663** MSMEs assisted  
**7,612** products  
**1,384** brands developed  
**₱2.15B** sales generated  
**23** new OTOH Hubs established

**OTOP Trade Fairs**  
**469** trade fairs conducted  
**9,454** MSMEs assisted  
**₱291.53M** sales generated



**CITEM Signature Events**  
**970** exhibitors  
**1,782** trade buyers  
**US\$1.58M** export sales generated

## Virtual National Trade Fair

**VIRTUAL NATIONAL TRADE FAIR**  
**111** MSME exhibitors  
**5,580** visitors/buyers  
**₱8.9M** generated sales



**Bagsakan Special Project**  
**42** bagsakan events conducted  
**₱25.55M** sales generated

**159** MSMEs, farm groups, fruit growers, and social cooperatives assisted

## MODELS OF NEGOSYO



**Negosyo Serbisyo sa Barangay (NSB)**  
**5,935** barangays reached  
**382,380** individuals provided livelihood trainings  
**82,040** MSMEs assisted  
**35,410** livelihood kits provided

## Bangon Marawi

Completed the distribution of **50,090** livelihood starter kits, **30** pedicabs, **18** power tools, and **8** mobile rice mills to IDPs

## Startup Venture Fund

**STARTUP VENTURE FUND**  
Launched **₱250M** Startup Venture Fund and supported **more than 100** early & growth stage local startups to help them grow and scale up

## MACHINE



**Shared Service Facilities**  
"Shared Success for Filipino MSMEs"  
**373** new SSFs worth **₱345.57M** established, including **8** Fabrication Laboratories worth **₱73.06M**  
**34,168** MSMEs and **32,679** other users assisted;  
**42,885** employment generated  
**84,745** prototypes and  
**10,222** innovation solutions developed by FabLabs



# KONSYUMER

Consumer Protection and Advocacy



## KEEPING CONSUMERS SAFE

**1,640**

Philippine Standard Mark

**1,139**

Product Testing

**31,557**

Import Commodity Clearance



## PROTECTING E-CONSUMERS

**35,615**

consumer complaints received covering both offline and online transactions

**10,582** processed thru Mediation with a resolution rate of **99.57%**

**357** processed thru adjudication with a resolution rate of **96.93%**

## ENSURING COMPLIANCE TO FAIR TRADE LAWS



**257,909** firms monitored  
**₱3.13M** total fines collected  
**₱6.57M** worth of confiscated products  
**146** show cause orders  
**207** notices of violations issued

## PHILIPPINE NATIONAL STANDARDS

**1,547** New PNS developed  
Promulgated 9 Home-grown standards with export potential

## FACILITATING FAIR BUSINESS CONDUCT

**1,797** Business Licences and Accreditations  
**25,620** Sales Promotion Permits  
**12,440** Certificate of Authority to Import

## CONSUMER CARE WEBINAR SERIES

**Consumer Care Webinar Series**

**141** Webinars Conducted  
**46,447** Participants

## KONSYUMER ATBP

**51** Episodes Conducted

**1,803,943,599** ROI



## CONSUMER HOTLINE 1-384

**3,581**

Queries Received and Processed

## BAGWIS AWARDS

**730**

Bagwis Awardees Nationwide for the year 2021



## PRESYONG RISONABLE DAPAT

**3** Retail Chain Partners  
**113** Participating Retail Outlets  
**30** Weekend Pop-up Stores

## FIGHT AGAINST FAKES

**IPOPH RISING Vision 2025**  
**264** IP Awareness/Activities  
**81** Patent Searches  
**₱24.9B** worth of seized goods

## COVID-19 INITIATIVE DISKWENTO CARAVANS

**478** Diskwento Caravan runs  
**3,030** barangays served  
**162,923** households benefitted

**3,598** participating manufacturers, distributors, and exhibitors  
**₱114.17M** sales generated

## SAFETY SEAL AND MPHS MONITORING



**Safety Seal Certification Program** launched by DTI, DOLE, DILG, DOH, and DOT

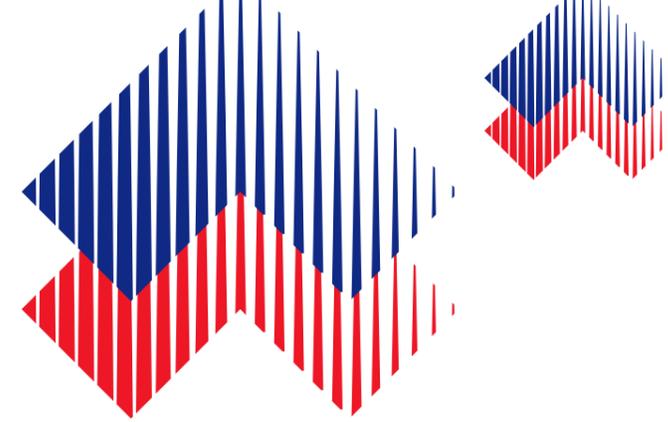
**18,543** establishments inspected for compliance with minimum public health standards

**4,960** Safety Seals issued to establishments within DTI jurisdiction



# STATUS OF FUNDS

DEPARTMENT OF TRADE AND INDUSTRY  
as of 31 DECEMBER 2021



Annex A  
(pursuant to DBM CL 2015-9)

PARTICULARS	Available Appropriations 1/	OBLIGATIONS	
	Amount	Amount	% of Available Appropriations
<b>Current Year</b>	<b>6,252,290,053.00</b>	<b>5,596,768,485.15</b>	<b>89.52%</b>
PS	2,226,650,040.00	2,220,900,120.66	99.74%
MOOE	3,286,042,093.00	2,885,201,090.49	87.80%
FinEx	2,400,000.00	2,400,000.00	100%
CO	737,197,920.00	488,267,274.00	66.23%
<b>Continuing Appropriations</b>	<b>379,967,284.81</b>	<b>314,854,847.59</b>	<b>82.86%</b>
PS	59,936,034.71	59,284,021.45	98.91%
MOOE	227,985,114.93	174,325,286.54	76.46%
FinEx	98.33	-	-
CO	92,046,036.84	81,245,539.60	88.27%
<b>SUB-TOTAL</b>	<b>6,632,257,337.81</b>	<b>5,911,623,332.74</b>	<b>89.13%</b>
<b>Accounts Payable</b>	-	-	-
PS			
MOOE			
FinEx			
CO			
<b>GRAND TOTAL</b>	<b>6,632,257,337.81</b>	<b>5,911,623,332.74</b>	<b>89.13%</b>

Disbursements 2/		
Amount	% to Allotment	% to Obligations
<b>4,816,570,911.45</b>	<b>77.04%</b>	<b>86.06%</b>
2,157,925,980.10	96.91%	97.16%
2,453,714,157.94	74.67%	85.04%
2,400,000.00	100%	100.00%
202,530,773.41	27.47%	41.48%
<b>225,355,586.06</b>	<b>59.31%</b>	<b>71.57%</b>
39,996,322.30	66.73%	67.47%
110,197,770.67	48.34%	63.21%
-	-	-
75,161,493.09	81.66%	92.51%
<b>5,041,926,497.51</b>	<b>76.02%</b>	<b>85.29%</b>
<b>635,174,687.89</b>		
31,115,908.61		
367,841,537.03		
32,424.18		
236,184,818.07		
<b>5,677,101,185.40</b>		

- Notes:
- 1/ Data on appropriation and allotment releases provided by DBM (inclusive of adjustments)
  - 2/ Data on disbursement refer to agencies actual utilization of Cash Disbursement Authorities (inclusive of Outstanding Checks)
  - 3/ Current Year includes:
    - Agency Specific Budgets
    - Charges vs. Special Purpose Funds
    - Automatic Appropriation (Retirement and Life Insurance Premium and Special Account in the General Fund)
  - 4/ Prior Year includes:
    - Continuing Allotment (released in 2020)
    - Continuing Appropriation (released in 2020)

Prepared by:

**GEMMA B. MANLANGIT**  
OIC, Budget Division

Certified Correct:

**CRISOLOGO R. RIGUNAY, JR.**  
Chief, Accounting Division

**MARIA ASUNSON H. CRUZADA**  
Director, Finance Service



*We believe that the Filipino people is our greatest value proposition, the main anchor that drives and supports our economic development. It is in this context that the Department of Trade and Industry continues to contribute to the creation of decent work and jobs for Filipinos through industry development and promotion. DTI will continue to advance responsive trade and industry policy mechanisms and reforms, and cooperation and capacity building initiatives that enhance competitiveness and facilitate knowledge and skills transfers.*



**CEFERINO S. RODOLFO, PhD**  
Undersecretary  
Industry Development and Trade Policy Group  
(IDTPG)

*Now more than ever, we need to adapt new technologies, pursue digital transformation, and focus on innovation, sustainability and resilience. As we enter the new normal, we need to tailor our production and supply systems to changing consumer behavior and increase agility in production enabled by advanced technologies. At the same time, we need to adopt new ways of working to increase workers' agility and resilience.*



**RAFAELITA M. ALDABA, PhD**  
Undersecretary  
Competitiveness and Innovation Group (CIG)



# TRABAHO

## Over 82,000 jobs to be generated from approved investments

In 2021, approved investments from the Board of Investments (BOI) and the Philippine Economic Zone Authority (PEZA) reached PhP 724.7 billion. The projects from these investments are expected to generate 82,081 jobs. Top foreign investors include Singapore, Netherlands, Japan, United Kingdom, United Arab Emirates, United States of America, China, Cayman Islands, Austria, and Taiwan. Most of the investments were in the following industries: information and communication; electricity, gas, steam, and air-conditioning supply; manufacturing, construction, and real estate activities.

Despite the global surge of COVID-19 cases brought about by the Delta variant, the BOI approved significant infrastructure projects such as telecommunication towers and renewable energy projects, Makati City subway project, among others. With the passage of the Corporate Recovery and Tax Incentives for Enterprises (CREATE) law, valuable pipeline projects, and the robust effort of the agency, the Philippines expects to attract more investors in the foreseeable future.

## Generated investment leads seen to create over 320,000 jobs

The DTI and its attached agencies have worked tirelessly to promote the Philippines as an ideal investment destination to bring in more capital to the economy, stimulate growth and generate more jobs for the Filipino people. As part of the leading agencies and units that engage in investment facilitation and promotion, the BOI and the Foreign Trade Service Corps (FTSC) registered 996 investment leads in 2021. Once realized, these generated investment leads will bring an estimated PhP 2.05 trillion to the economy and approximately 323,000 job opportunities.

## 2021 GDP growth exceeds the 5.5% mark

The Philippine Gross Domestic Product (GDP) growth exceeded the initial target of 5% to 5.6% for 2021. The impressive 7.7% growth in the fourth quarter was attributed mainly to recovery efforts from different government agencies and instrumentalities; and more relaxed COVID-19 restrictions that prompted increased business activities.

The boost in GDP was propelled by increased household consumption, public works, and government expenditure. Industries saw an augmented growth due to eased mobility restrictions in the last quarter of 2021. Arts, entertainment and recreation, accommodation, and food services ensured the most significant expansion with 30.1% and 22.8% growth.

This economic feat positions the country to a pre-pandemic state return. Moving forward, the Philippines targets a 7% to 9% GDP growth for 2022 and 6% to 7% for 2023 and 2024.

## CREATE IRR signed by DTI, DOF

DTI and DOF signed CREATE Act's Implementing Rules and Regulations (IRR) last June 21, 2021. The CREATE Act is the most extensive fiscal stimulus package for businesses in the country's history, providing private enterprises with more than PhP 1 trillion worth of tax relief over the next ten years with a significant cut on the tax rate for corporations. Micro, small and medium enterprises (MSMEs) will be the biggest beneficiaries of CREATE with the corporate income tax (CIT) rate reduction.

The law cuts the regular CIT rate by up to 10%, from 30% to 20% for domestic corporations with a taxable income of PhP 5 million and below and with total assets of not more than PhP 100 million; and 25% for big corporations with assets of above PhP 100 million. The CREATE law also introduces an enhanced incentives package that is performance-based, time-bound, targeted, and transparent.



Moreover, the law brought the Philippine corporate tax rate closer to ASEAN neighbors. It enhanced the country's fiscal incentives system, which could help in attracting more foreign direct investments (FDIs). CREATE principal law author, and economist Rep. Joey Salceda projected that the passage of such a measure would bring in PhP 12 trillion in assets, of which USD 90 billion will be from FDIs. Over the next ten years, Rep. Salceda projected an additional 1.8 million jobs.



### PH Foreign Trade Relations bolstered through the Regional Comprehensive Economic Partnership

The Philippines has taken great strides in its pursuit to join the world's biggest trading bloc. Upon the ratification of the Regional Comprehensive Economic Partnership (RCEP) Agreement on September 2, 2021, by President Rodrigo Duterte, the Agreement was immediately submitted to the Senate for their deliberation and concurrence.

Set to be the largest free trade area in terms of global trade, GDP, FDIs, and markets, RCEP accounts for 29% of international trade, 29% of global GDP, 47% of global inward FDI, 33% of global outward FDI, and an estimated 2.3 billion population or 29% of the world's total. Furthermore, it contributes 58% of 2020 FDIs in PH, 51% of PH exports, and 68% of imports. DTI sees RCEP as a formidable strategy to spur growth in Philippine industries, especially in the post-pandemic recovery stage.



### More jobs created for Filipinos through the National Employment Recovery Strategy

Signed by President Duterte in June 2021, the Executive Order (EO) No. 140 officially adopted the National Employment Recovery Strategy (NERS) 2021 – 2022 as the country's blueprint for the recovery of the labor sector. The NERS master plan expands the "Trabaho, Negosyo, Kabuhayan" (jobs, businesses, livelihood) initiative, considering the changes in the labor market caused by the COVID-19 pandemic and the quick adoption of new technologies.



The NERS Task Force (TF) chaired by the DTI and co-chaired by the Department of Labor and Employment (DOLE) and the Technical Education and Skills Development Authority (TESDA), together with other line government agencies, guaranteed stabilization of unemployment in 2021. The 20-agency strong NERS TF will continue to implement the strategy until 2022 in response to the effects of the COVID-19 pandemic.

In light of the pre-pandemic recovery of jobs, the NERS TF implemented interventions consisting of converged

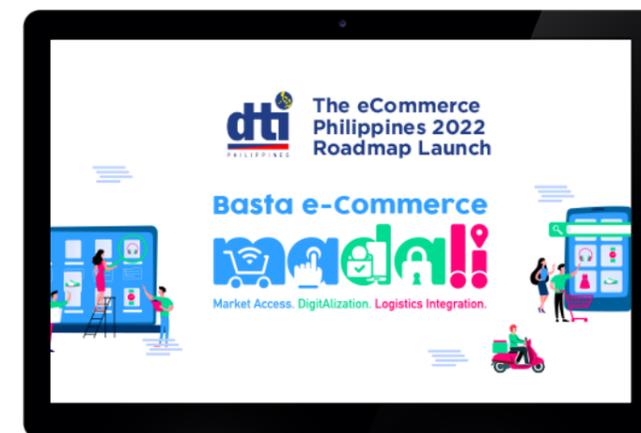
programs enrolled by member agencies. Some of these programs directly provided jobs for the youth and displaced or disadvantaged workers which generated 902,000 jobs in 2021. The NERS TF also enrolled other programs that assisted businesses and individual workers through training, cash subsidies, and employment or business facilitation. While these do not provide jobs outright, they help improve the employability of individuals and ensure that businesses stay afloat to be able to retain current jobs and even hire more.

The NERS TF partnered with the Employers Confederation of the Philippines (ECOP) in raising 1 million jobs in 2021 through the private sector. This project, which aims to immediately source Filipino talents for deployment in construction, manufacturing (particularly semiconductors and electronics), tourism and hospitality, and export industries, has already created 600,000 jobs. This figure already accounts for the contribution of the information technology and business process outsourcing sector toward employment generation.

### E-Commerce Philippines 2022 Roadmap Launched: Basta E-Commerce MADALI

As a follow-through of the Philippine e-Commerce Roadmap 2016-2020, the DTI launched the E-Commerce Philippines 2022 Roadmap on January 29, which aims to increase the contribution of e-commerce to the economic growth and improve the number of digitally skilled workers and e-commerce enterprises, and empower online consumers. The framework focuses on SPEED, SECURITY, and STRUCTURE to further increase SALES through its 20 strategies and 22 action agenda. Its strategic initiatives were consolidated from the insights and recommendations of stakeholders, government agencies, and e-commerce players, while rooted in the premise that digitalization is both an innovation and driver of growth. The Roadmap's message is simple: "Basta e-Commerce, MADALI."

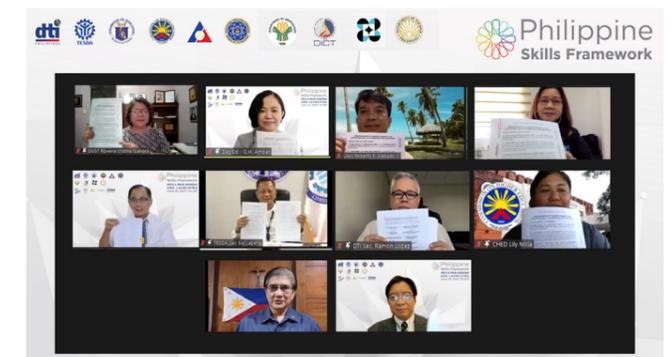
It envisions to make e-commerce synonymous with easy commerce by improving Market Access, DigitAlization, and Logistics Integration. Through the new roadmap, the potential of technology and digital platforms will be maximized as tools in boosting the economy of the country as MSMEs bounce back from the challenges brought about by the COVID-19 pandemic.



### Philippine Skills Framework Initiative launched

DTI, together with the Philippine Trade Training Center-Global MSME Academy (PTTC-GMEA) and TESDA, convened nine other government agencies to forge partnership for the Philippine Skills Framework (PSF) in June 2021. Among the government agencies that participated in the PSF is the Commission on Higher Education (CHED), Department of Education (DepEd), Professional Regulation Commission (PRC), Department of Science and Technology (DOST), Department of Agriculture (DA), Department of Tourism (DOT), National Economic and Development Authority (NEDA), DOLE, and the Department of Information and Communications Technology (DICT).

The PSF Initiative will continue efforts to grow and develop competitive and innovative Filipino enterprises. The need to reskill and upgrade the skills of our human capital and workforce remains a crucial part of the plans. It involves developing sector-specific skills frameworks that will guide the country's workers in enhancing their skills for particular job roles in the logistics and supply chain, construction, IT-BPM, creative, tourism, health and wellness, food (agriculture and fishery), and manufacturing industries. About 305 skills maps and functional skills and competencies were defined for supply chain and logistics, digital animation, and game development.



### Logistics Services sector pioneers the First Philippine Skills Framework

The DTI Supply Chain and Logistics Management Division (DTI-SCLMD) launched the first Philippine Skills Framework for Supply Chain and Logistics (PSF-SCL) in an effort to standardize the supply chain and logistics skills requirements, and develop a competitive and future-ready logistics workforce. The framework provides current information on employment, career pathways, occupations, job roles, existing and emerging skills and competencies, and relevant education and training programs for the Philippine Supply Chain and Logistics Industry. With its four initial tracks: Freight Forwarding, Warehousing, Logistics Information Technology, Supply Chain and Logistics Operations. With the development of PSF-SCL, logistics companies can now assess their logistics skills requirements and adapt or modify the standard guidelines for work performance for recruitment, selection, hiring, job rotation, and promotion.



## National Artificial Intelligence Roadmap launched

The DTI unveiled the country's Artificial Intelligence (AI) Roadmap in May 2021. The AI Roadmap will help position the Philippines into becoming an "AI Center of Excellence," which would ensure that our people will benefit from the rising AI global industry.



With the roadmap launch, we intend to guide the use of AI in maintaining the regional and global competitiveness of our local industries and in identifying key areas in both R&D and technology application for investing time and resources of the government, industry, and our broader society. The roadmap will be beneficial in recommending ways to

effectively foster a triple-helix of R&D collaboration among government, industry, and academe, which would be essential to national development and would put forward approaches for preparing the future workforce. Lastly, the roadmap aims to attract big industries to set shop in the country, which would generate more jobs for Filipinos.

Moreover, under the R&D dimension of the AI Roadmap, the DTI will establish the private sector-led National Center for AI Research (N-CAIR), which is critical to our aspiration to be an "AI Center for Excellence" in the region. The N-CAIR will serve as the country's shared hub for AI research that will be instrumental in making the Philippines an AI powerhouse.



## More Regional Inclusive Innovation Centers were established in the countryside

Among the agency's key initiatives is connecting and integrating the innovation and entrepreneurial ecosystem of the country through the Regional Inclusive Innovation Centers (RIICs). These RIICs are a network of innovation agents collaborating to commercialize market-oriented research towards the region's competitiveness. It aims to generate better employment opportunities, more entrepreneurial activities, and sustainable economic prosperity in the country's regions. These innovation agents include industries, universities, government agencies, LGUs, startups, MSMEs, R&D laboratories, S&T parks, incubators, FabLabs, and investors, among many other agents in the ecosystem.

Through the RIICs, DTI can build the local innovation ecosystem that would emerge innovation, research commercialization, new products, new services, and new business models. RIICs also address industry and societal issues—thereby generating better employment opportunities, more entrepreneurial activities, and sustainable economic prosperity in the country's regions.

In 2021, eight RIICs were established in the following areas: Cagayan Valley, Central Luzon, CALABARZON, Bicol, Cebu, Zamboanga, Cagayan de Oro, and Davao. Through these RIICs, DTI have assisted over 100 MSMEs in collaboration with more than 20 higher education institutions and initiated over 80 industry-academe R&D projects.



## DELIVER-e Project promotes new business models in agriculture



Launched in December 2020, DELIVER-e is an inclusive, transparent, and integrated end-to-end e-commerce platform for agricultural and food products. As of 2021, a total of 372 farmers/cooperatives and 16,208 farmers were registered on the platform. The project helped 1,901 farmers, transacted PhP 43,490,170 amount worth of fresh produce, mobilized 501,975 kilos of agricultural goods, and served 8,578 customers. Likewise, onboarding and learning sessions are consistently conducted for cooperatives and farmers inviting them to join the platform.

## PH Creative Industry conducted; assessing contribution to the national economy

The Philippine creative industry sector is poised to become a key driver of Philippine trade in the coming years. The Philippines ranked first in creative services exports, 5th in total creative exports, and 10th in creative goods exports in the 2020 Global Innovation Index.

Among the country's total creative trade, 83.7% were attributed to service exports, of which 81.7% were IT and computer service exports. Design products were the main contributor to the country's creative goods exports, which accounted for 16.6% of the country's total trade in 2019. This includes outputs coming from artisanal and professional industries.



The DTI Competitiveness and Innovation Group (CIG) prepared and crafted programs to provide strategic direction for its development. A forum was conducted to discuss the significant impact of the creative industry/sector and its vital role in our economy.

The event was attended by various luminaries from the Philippine Institute of Development Studies (PIDS) and the private sector. Together with Rep. Christopher De Venecia, Chairman of the House Committee on Creative Industry and Performing Arts, which focuses on the significant impact of the creative industry/sector and its vital role in our economy.





## Manufacturing remains crucial for recovery, embracing digitalization towards Industry 4.0

Despite community quarantine restrictions in the country, the DTI has successfully gathered key stakeholders from the public and private sectors for the annual Manufacturing Summit held on August 2021. The two-day Summit focused on the significance of the manufacturing sector as a major growth driver of the Philippine economy, the need to continuously build and enhance manufacturing firms' capabilities and workforce skills, and the tools and means by which enterprises can be enabled to move closer towards Industry 4.0. One of the highlights of the Summit was the induction of the DTI as a partner of the World Economic Forum's (WEF) Global Smart Industry Readiness Index (SIRI) Initiative. Through the initiative, the DTI aims to accelerate the deployment and adoption of SIRI as a recognized standard for Industry 4.0 benchmarking and transformation in the country.

## Domestic Bidders Preference Certification Program

The issuance of Domestic Bidders (DoBid) Certificate of Preference is a frontline service of the Competitiveness Bureau (CB), which assesses and certifies local growers, producers, or manufacturers. The DoBid Preference is a document that provides a domestic advantage to its holders during government bidding. Applications are assessed by their documentary requirements and physical or virtual inspection. After the applicants pass through the documentary submission, payment, and inspection, they can already receive the certificate valid for two (2) years.

The DoBid Program also seeks to innovate by automating its certification process. Moreover, it aims to use the data it gathers to come up with policy recommendations and industry analyses. In the long run, the program intends to provide inputs and policy recommendations on how the local industries could further advance and be more competitive. In 2021, the DoBid Program generated a total income of PhP 905,000 with 52 processed applications. Among the certificates issued are for medical PPEs, non-medical PPEs, military-related items, supplies, food and machines.

## Most improved country: the Philippines ranked higher in the strategic trade control implementation

From 86th place in 2020, the Philippines jumped into the 49th place in 2021 out of 200 nations to become the most improved country in 2021/2022 Peddling Peril Index (PPI) of countries implementing strategic trade controls and regulations.

As administered by the Institute for Science and International Security (ISIS), the PPI is composed of five super criteria and 105 sub-criteria. The super criteria are (1) international commitment to preventing strategic commodity trafficking; (2) legislation to regulate and oversee strategic commodity trade; (3) ability to monitor and detect strategic trade; (4) ability to prevent proliferation financing; and (5) effectiveness of enforcement against strategic commodity trafficking.

Out of these criteria, the Philippines registered more than 50% of the total possible points in four super criteria and a significant increase in the country's capacity to prevent proliferation financing, attributed to DTI-STMO's issuances and guidelines for compliance regarding the requirements of Financial Action Task Force (FATF) on the implementation of financing and brokering.

## Accreditation for Conformity Assessment Bodies

The Philippine Accreditation Bureau (PAB) offers accreditation of certification and inspection facilities, testing and calibration laboratories, and other bodies providing conformity assessment services in compliance with international standards. As of October 31, 2021, the DTI-PAB recorded a total of 245 accredited Conformity Assessment Bodies (CABs) with the following breakdown: 171 testing and 41 calibration laboratories (ISO/IEC 17025), five medical testing laboratories (ISO 15189), nine inspection bodies (ISO/IEC 17020), and 15 certification bodies for certification of management systems (ISO/IEC 17021) such as quality (ISO 9001), environment (ISO 14001), food safety (ISO/TS 22003) and four certification body for certification of products, processes, and services (ISO 17065).

## Ensuring performance excellence through the Philippine Quality Awards



Consistent with the government's thrust to improve governance, the Philippine Quality Awards (PQA) for the Public Sector was launched in 2013 to better understand the excellence framework in the public sector. It aims to harmonize the seven PQA criteria categories with the different government programs to increase efficiency, responsiveness, and innovation in government service.

Since 1998, the PQA has successfully encouraged 164 organizations to adopt the PQA framework, awarded 84 organizations for their commitment and dedication to pursuing quality and productivity, trained nearly 300 assessors, and has tapped around 30 industry experts to provide their insights and expertise in determining the award to be given to the applicant organizations. As of October 2021, the DTI through the Competitiveness Bureau accomplished 14 applicant organizations (13 public and one private) for the 24th PQA assessment cycle. Fifty-six assessors have started to conduct reviews on their assigned applicant organizations.

## Construction industry propelled amidst the pandemic

Buoyed by the government led infrastructure development program, the Construction Industry Authority of the Philippines (CIAP) recorded significant contributions to the GDP with the highest growth posted at 17% as well as employed on the average 4.4M workers, representing about 10% of the country's total employment.

The Philippine Contractors' Accreditation Board (PCAB) streamlined its processes, reducing the number of steps from 24 to 9 with the corresponding number of processing time reduced from 20 to 4 days in compliance with the Ease of Doing Business Act. A total of 15,925 contractors were licensed by PCAB in 2021 with an evident increase of 2.5% from the previous year.

The Construction Arbitration Commission (CIAC) has migrated to virtual hearings and resolved a total of forty-six (46) arbitration cases with total Sum-in-Dispute amounting

to PhP 2.837 Billion while six (6) cases with a SID of PhP 215.599 Million were settled through a compromise agreement.

In order to help ensure efficiency, quality, and safety in government construction projects, the Philippine Domestic Construction Board (PDCB) promoted the implementation of Constructors Performance Evaluation System (CPES) in government infrastructure agencies. To date, 105 of 1,828 agencies representing 5.74% of the total infra agencies are implementing CPES and evaluating contractors' performance using the NEDA approved CPES guidelines with 2,574 CPES evaluators accredited by the PDCB from all over the country.

The Construction Manpower Development Foundation (CMDf) on the other hand, implemented 148 construction human resource development programs to ensure professionals and workers are educated and trained according to the requirements of the industry and supportive of the industry's vision to be a global partner in building nations by 2030. This year the program has a total of 9,462 graduates.

The Philippine Overseas Construction Board (POCB), for its part, represented the construction industry in a number of meetings related to the country's various Free Trade Agreements. POCB has a total of 36 registered contractors in its roster as of 2021. Total export sales for the year were recorded at US\$ 631,907,719.62 while workers deployed from overseas contract projects were recorded at 7,780.

## IPOPHL makes PH the sole developing country in the Top 10 Global IP Office Innovation Ranking

The Intellectual Property Office of the Philippines (IPOPHL) jumped to 9th place in the World Trademark Review's (WTR) 2021 IP Office Innovation Ranking from 24th in the previous year, making the Philippines the only developing country to have an IP office in the top 10 out of 60 offices ranked worldwide.

At the start of the local community quarantine, IPOPHL fast-tracked its tools and protocols to allow services online, such as end-to-end registration, mediation, filing of IP violation complaints, and other official actions. IPOPHL also launched its Business Intelligence v2.0 online platform, incorporating cutting-edge machine learning to improve its big data analytics capabilities. The attached agency has also been assisting MSMEs with its Juan for the World trademark incentive package, Patent Cooperation Treaty (PCT) Filing Assistance Program, and Juana Make a Mark program.

In 2021, IPOPHL conducted 264 IP Awareness webinars. With increased digitalization, improved services, and a wider reach of IP education campaigns online, IP filings reached a total of 767 with 81 Patent Search Reports that included COVID related medicines.

DTI has always been passionate in its commitment to develop a more inclusive and prosperous Philippines. The Department strengthened its agenda of Trabaho, Negosyo, and Konyumer to cushion the impact of the COVID-19 pandemic and the recent typhoon Odette to MSMEs. With our comprehensive programs and projects designed and brought on the ground by a team focused on engaging and nurturing the MSME sector, which is the backbone of the economy, there is no doubt that the Philippines will quickly bounce back better and stronger.



**BLESILA A. LANTAYONA**  
Undersecretary  
Regional Operations Group  
(ROG)

2021 was a year of bouncing back and maintaining the course towards a more sustainable and responsible growth by looking at our business operations through the lens of development. We continue to emphasize the need to fast-track the recovery of the export industry, recognizing its role as a driving force to steer and accelerate economic rebuilding. Innovation, digital transformation, and technology-based business solutions are crucial in ensuring long-term competitiveness of Philippine exports. Thus, we continue to support and implement the DTI's over-arching thrust towards digital transformation not only to streamline our internal processes and operations but to also ensure that our MSMEs are capacitated to be able to respond to the challenges of a global digital economy.



**ABDULGANI M. MACATOMAN**  
Undersecretary  
Special Concerns and Trade Promotions Group  
(TPG)



# NEGOSYO

If people on the grassroots level are asked about what they think of DTI in the past five years, they would say that the department has been felt more under the current administration. True enough, DTI continues to extend a more grassroots approach to uplifting the lives of those on the fringes of our society, particularly the micro, small and medium enterprises. These were provided through the various programs under our 7Ms Way of Uplifting MSMEs: Mindset Change, Mastery, Mentoring, Money, Machine, Market Access, and Models of Negosyo.

## DTI continues to make business name registration convenient

In line with DTI's efforts to promote ease of doing business in the country and encourage entrepreneurs to start their success stories by registering their business names, the DTI continued implementing measures to reduce business name (BN) registration processing time. There are 867,647 BN registrations as of December 2021, consisting of 782,363 new BN registrations and 85,284 renewal BN registrations. Among the total BN registrations, 89% were processed within 15 minutes. An increase in the number of businesses shifting to e-commerce was also evident as 118,769 of the BNs were registered related to online business in 2020 and 2021.

## Gearing towards more efficient business registration with the Central Business Portal

To benefit the small and medium industries which are mostly sole proprietorships, the DTI geared towards the integration of the agency's Business Name Registration System (BNRS) with the Central Business Portal (CBP). This is in line with the department's commitment to the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or Republic Act 11032. The integration aims to facilitate and ensure that sole proprietors can complete the entire business registration processes from Business Name Registration to BIR's Taxpayer Identification Number (TIN) and Certificate of Registration (CoR), Social Security Agencies' Employer's Registration Number (ERN), and Local Government Units' Business/Mayor's Permit.

The CBP serves as a single platform for all business-related registration services, it aims to promote effective service delivery and transparency in the government by streamlining the registration of business, renewal of permits, and other activities through online transactions. This online one-stop shop will help make business transactions easier, faster, and convenient for aspiring entrepreneurs.



## MINDSET CHANGE, MASTERY, MENTORING

### Over 900,000 clients assisted by Negosyo Centers

In 2021, the DTI established 168 new Negosyo Centers (NCs) nationwide. The newly established NCs exceeded the target of 121, bringing the total number of NCs to 1,329 with a total of 907,737 clients assisted, among which 430,089 are MSMEs.

The DTI also launched the Negosyo Center Online Portal (NCOP) to strengthen the delivery and widen the reach of our services to MSMEs. The portal has a real-time live chat feature manned by business counselors nationwide, with around 364 inquiries addressed since launch. Mentors in various fields are also available in the portal, ready to provide their expertise to the public for free.

The NCOP has 451 linkages to Local Government Units (LGUs), providing MSMEs easy access to online processing of business permits. The Securities and Exchange Commission (SEC), Cooperative Development Authority (CDA), Bureau of Internal Revenue (BIR), and other social agencies such as the Social Security System (SSS), Philippine Health Insurance Corporation (PhilHealth), and





Home Development Mutual Fund (or Pag-IBIG Fund) are linked as well for easier maneuvering of the clients. The portal also has 175 learning materials that MSMEs can access and would-be entrepreneurs at any time. It also contains a monitoring and evaluation form that can be used by clients to track the growth of their businesses. As of December 2021, 719 members have already registered, with 301 creating their business profiles.

The NC registered 53,713 Barangay Micro Business Enterprises (BMBEs) to avail of the benefits under RA 9178 or the BMBE Act of 2002. A BMBE Online Registration System (BMBE-ONLINE) to automate the BMBE registration process is also being developed. It is imperative that with the said system, BMBE registration would already be integrated with the BNRS so that applicants will be able to apply, from end to end, via the internet. The BMBE-ONLINE shall also provide features available 24/7 to address ad hoc queries, monitor individual accounts through dashboards, and generate analytics for more convenient and faster processing.

Similarly, DTI upgraded the Client Profile Monitoring System to develop a fully automated/cloud-based MSME database system. It efficiently captures the profile of all DTI-assisted clients, and monitors the assistance provided and the performance of the various DTI programs and services for MSMEs.

### More than 1,700 mentees graduated from KMME-MME Online

DTI continued the implementation of Kapatid Mentor ME (KMME) - Money Market Encounter (MME) in digitized form to propel micro and small enterprises. It will assist them to survive and recover from the unprecedented setbacks that have confronted businesses of all types and sizes, especially in the previous year. Through the KMME-MME Online, in partnership with the Philippine Center for Entrepreneurship/Go Negosyo, DTI provided coaching and



mentoring on various business concepts to 1,828 mentees from the 37 batches launched in 101 provinces and cities. Of these selected mentees, 1,736 have already completed the ten modules of the KMME.

### Capacitating MSMEs to doing E-Commerce

In line with DTI's efforts to promote e-commerce to MSMEs, the department was able to assist 190,116 online entrepreneurs, capacitating them to be more equipped with knowledge through these online platforms:

► **Reboot Package for Online Enterprises** assisted MSMEs in rapidly shifting their businesses from offline to online during the pandemic. Onboarding fees of MSMEs to Lazada and Shopee were also waived through Reboot. In addition, access to loans, discounts from logistics/delivery partners, free three-month internet subscription, and online training called "CTRL + Biz: Reboot Now!" were provided to MSME participants.



► The highly successful **CTRL + Biz: Reboot Now!** Training program taught MSMEs the basics of e-commerce and how to take advantage of the digital space. The program ran six (6) online conference/webinar series, including four (4) special editions. The special editions covered tourism, logistics, Facebook, and digital marketing. A total of 6,104 MSMEs regularly participated in the series.

► The DTI ran the **CTRL + Biz Reboot Now! Phase 2.0** (Entrepreneurial/ Negosyo Skills Pathway) to promote the upskilling of MSMEs and help them identify the right strategies to build their products, brands, and market their business. DTI also conducted Digital tools and/or technology to improve and increase sales performance under a Management Certification Program wherein participants who completed their tracks received credits.

► **Go Digital ASEAN** was launched to equip micro and small enterprises and underemployed youth, particularly those in rural and isolated areas, with crucial digital skills and tools, expand economic opportunities across the ASEAN Member States, and minimize the negative impact of the COVID-19 crisis.

► **Connecting Women to Digital Economy (CWEDE)** project equips and expands Filipina entrepreneurs' market through integrated digital marketing training on online storefronts, implementing digital marketing promotions, and leveraging digital payments to access markets. This capacitated 436 women, entrepreneurs, and mentors through a 90-day Integrated Digital Marketing Training Program

► **ETAAS ang Pinay MSMEs Program** aims to empower Filipina entrepreneurs to access markets by equipping them with knowledge, tools, and skills to become effective online sellers. The program generated PHP 36 million in sales.

### PHP 2.64 billion investments generated in priority industry clusters

DTI's various initiatives were set into motion under the Industry Cluster Enhancement (ICE) program to strengthen and foster the development of the eight national priority industry clusters (bamboo, cacao, coffee, high-value coconut, palm oil, processed fruits and nuts, rubber, and wearables and home styles). For 2021, the DTI was able to generate 142,200 jobs, PhP 2.64 billion investments, USD 314.48 million export value, and PhP 8.95 billion domestic sales. It assisted a total of 62,429 MSMEs, facilitated PhP 277 million amount of loans, and conducted 3,305 trainings benefitting 51,252 MSMEs. As chair of the Coconut Enterprise Development Committee, DTI now performs oversight functions in terms of market, research, and promotion for the entire coconut product range.





### Over 1,200 Agrarian Reform communities reached

DTI's Comprehensive Agrarian Reform Program (CARP) agenda which encourages entrepreneurship in the agrarian society, resulted in the development of 274 new MSMEs, generating PhP 899.87 million investments, PhP 2 billion sales, and 86,860 jobs in 2021. Furthermore, 16,901 farmers including small landowners and 1,927 MSMEs were assisted in 1,244 agrarian reform communities.

### DTI assisted thousands of special clients through entrepreneurial interventions

As part of DTI's commitment to ensure economic opportunities among those at the bottom of the pyramid and in the countryside, various forms of assistance have been provided to indigenous peoples (IP), Overseas Filipino Workers (OFWs), Inter-agency Committee on Anti-Illegal Drugs (ICAD) beneficiaries, and KIA/WIA. Through the Strike Team for Indigenous People Project, DTI has assisted 2,250 IPs from 988 tribal groups and organizations through business seminars, marketing assistance, brand level-up, shared service facilities (SSFs), P3 loans, and facilitation of business name registration. As a result of DTI assistance, IP beneficiaries can develop and improve their products such as coffee, beadworks and accessories, abaca, bamboo, basket, rattan, coco sugar, and handicrafts, among others. These products have been exposed to marketing through the various local and international fairs and DTI marketing platforms.

Furthermore, DTI assisted 3,639 OFWs through business consultancy, attendance in seminars/webinars, NCs, and the provision of loans. DTI also assisted 167 ICAD beneficiaries by providing entrepreneurial skills training and seminars, and business registration, among others. Other recipients include 1,761 from Enhanced Comprehensive Local Integration Program (ECLIP) and 122 KIA/WIA beneficiaries of the Comprehensive Social Benefits Program (CSBP).

### More than a million Filipinos finish TESDA training

In 2021, TESDA recorded over 1,240,099 enrollees and 1,157,189 graduates in various technical and vocational education and training (TVET) qualifications. To guarantee middle-level skilled workers' productivity, quality, and global competitiveness, TESDA ensures that TVET graduates are assessed and certified. A total of 634,799 workers were subjected to competency assessment, of which 583,987 were able to get certified.

The beneficiaries of various TESDA scholarship pieces of training are composed of IPs, small business owners, the unemployed, out-of-school youth, persons with disabilities (PWD), persons deprived of liberty (PDL), women, rebel returnees, drug dependents, and OFWs.

TESDA registered 17,301 programs in tourism, agriculture and fishery, electrical and electronics, construction, social and community development, and other services, with the participation of 4,543 accredited TVET institutions nationwide.

With an increased number of beneficiaries of skills training programs through scholarships, more and more Filipinos have been empowered to find jobs or livelihood after. Being engaged in productive endeavors after training, these individuals will be able to help augment their family income and contribute to the country's economy.

### DTI celebrates Design Week Philippines

Design Center celebrates its 10th founding year with the theme "Design Connections" which highlights the impact-driven connections formed within the country's design ecosystem to create smarter MSMEs and cities, drive competitiveness and innovation, and empower designers, creatives, and entrepreneurs by using design as a problem-solving tool. The event gathered 6,269 participants with line-up activities consisting design talks, masterclasses, and workshops. At the same time, partner events featured Metrobank's Art and Design Excellence, Globe Studios, and Kickstart Ventures.

Aside from celebrating a decade of Filipino creativity and innovation, Design Week Philippines signals the beginning of another era of Philippine design. It underscores the significant role of design beyond aesthetics and form-giving. Over the years, design has been equated in a way of thinking that guides businesses and industries towards



value creation, growth, competitiveness, and resiliency—a strategic element in creating innovation policies that drive economic and social growth. In 2021, Design Center developed 459 products that were commercialized, trained 249 designers and SMEs, and provided 2,743 design services and technical assistance.



### PTTC exceeds targets in conducting quality training for MSMEs

Philippine Trade Training Center-Global MSME Academy (PTTC-GMEA) is in continuous and strengthened effort to help businesses recover from the COVID-19 aftermath. This year, PTTC-GMEA has implemented 761 virtual training sessions, exceeding its annual target by 21% and an almost 50% increase compared to last year. The event was attended by 40,533 individual participants with 3,193 aspiring entrepreneurs/start-ups across the country, which showed that the Filipino MSMEs are bravely preparing to face the challenges of the new normal, armed with the knowledge, skills, and attitude imparted by PTTC-GMEA. Through the Center's complete package of programs, projects, and activities offered for priority sectors, 765 exporters/would-be trained on international trade courses.

On top of the 16 training needs assessment conducted among MSMEs, 76 training designs, and 54 modules developed in-house, its role in the development of the Philippine Skills Framework (PSF) has been fruitful, with 325 learning documents developed, comprising career tracks, skills maps and technical skills competencies that will bring a competitive edge to the industry sectors.



## MACHINE

### Improving Competitiveness: DTI Increases productivity of MSMEs through the Shared Service Facilities

DTI continues to establish Shared Service Facilities to increase productivity and improve the competitiveness of MSMEs within the priority industry clusters by providing machinery, equipment, tools, systems, accessories, and other auxiliary items under shared system MSMEs and other SSF users. Of the total 3,157 SSFs established across the country as of December 2021, 373 SSFs worth PHP 345.57 million were established in 2021. These SSFs have served 34,168 MSMEs and 32,679 other users and generated 42,885 jobs.

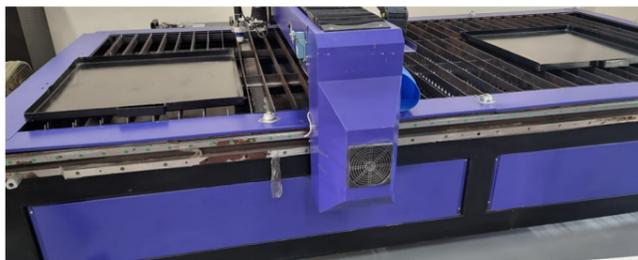




**More FabLabs upgraded and established in universities and colleges**

The DTI led the establishment of eight new Fabrication Laboratories (FabLabs) in six state universities and two private universities and colleges, amounting to PHP 56.10 million. In addition, eight existing FabLabs have been upgraded in seven state universities and a private university and college, amounting to PHP16.95 million in eight regions and BARMM.

These FabLabs are small-scale workshops offering digital fabrication, generally equipped with an array of flexible computer-controlled tools that cover several different length scales and various materials. There are now 41 FabLabs as of December 31, 2021, with an overall total cost of PHP 404.56 million. These FabLabs have also developed 84,745 prototypes and adopted 10,222 innovative solutions to address community challenges.



**MONEY**

**Approved loans over PhP 6.16 billion through the Bayanihan CARES Program to benefit 37,000 borrowers**

The DTI, through the Small Business Corporation (SB Corp.), rolled out the COVID-19 Assistance to Restart Enterprises (CARES) Program in 2020 to pump prime recovery and rehabilitation of MSMEs affected by the pandemic. The CARES Program provided financing assistance through interest-free loans. As of December 31, 2021, the SB Corp. approved PhP 6.16B loans for 37,224 borrowers.

Under the CARES, the CARES for Tourism Rehabilitation and Vitalization of Enterprises and Livelihood (CARES for TRAVEL) and the Helping the Economy Recover through OFW Enterprise Start-ups (HEROES) programs were also created to benefit the tourism sector, and displaced, repatriated, or returning Overseas Filipino Workers (OFWs), respectively. Through these programs, PhP 264.92 million worth of loans has been approved for 557 applicants under CARES for TRAVEL and PhP 49.02 million for 867 applicants under the HEROES program.

Apart from these two programs, new loan packages under CARES were also rolled out by SB Corp. First is the 13th Month Pay Loan, which seeks to aid businesses in providing 13th-month pay to their workers and has thus far approved PhP 107.04 million for 580 applicants. Then the Sustaining Trade Access to Primary Food and Link to Enterprises (STAPLES) loan product for MSMEs in the retail food market's value chain, which already approved PhP 1.90 million for 14 applicants.



## DTI continues accessible and cheap loans, helping over 226,000

### MSMEs

Since 2017, the Pondo sa Pagbabago at Pag-Asenso (P3) has been providing accessible and cheap loans with minimal approval requirements to numerous underprivileged MSMEs. An interest rate of 2 to 2.5% serves as a preferred alternative to the 20% interest rate of the infamous 5-6 lending scheme that has burdened microentrepreneurs and Filipino families. The P3 is available nationwide through 467 partner microfinance institutions and has already reached 226,280 MSME borrowers, with PHP 8.71 billion loans released.

## PHP 250 million allocated to the Philippine Startup Venture Fund

On the 19th of November 2021, the DTI, National Development Company (NDC), and QBO Innovation Hub inaugurated the Startup Venture Fund (SVF) as the closing activity of the 2021 Philippine Startup Week. The NDC, an attached agency of DTI, allocated PHP 250 million or USD 5 million venture fund in the Seed to Series B stage for innovative startups.

As part of the events, a virtual pitch contest entitled Venture Pilipinas: The Startup Venture Fund Pitch was conducted and was participated by ten startups. The participants had the opportunity to pitch their business models, be mentored by a renowned panel of venture capitalists, be invested, and be awarded the SVF's Choice Award. Ultimately, NDC General Manager Ma. Lourdes Rebueno awarded an amount of PHP 100,000 to Agro-Digital PH as the winner.



## MODELS OF NEGOSYO

### Going grassroots: DTI reaches 5,761 barangays through the Livelihood Seeding Program-Negosyo Serbisyo sa Barangay

The Livelihood Seeding Program: Negosyo Serbisyo sa Barangay (LSP-NSB), a program of the DTI, allows a broader reach of business development assistance, bringing government services closer to the people. Mainly the services of Negosyo Centers are predominantly located in the city and municipal centers through partnerships between relevant LGUs and DTI regional and provincial offices. Through the Barangay Development Councils (BDCs), the DTI helps capacitate barangay personnel to provide basic business advisory or information dissemination services to MSMEs in the locality.

The DTI has also extended the program to MSMEs affected by natural and human-induced calamities, health disasters, and those belonging to vulnerable communities. In 2021, LSP-NSB covered 5,935 barangays, providing 382,380 individuals with training or information on various livelihood opportunities. We have likewise assisted 82,040 MSMEs and provided 35,410 livelihood kits.



### Bangon Marawi livelihood kits commitment completed

The DTI supported the recovery of those gravely affected by the Marawi siege through the "Bangon Marawi" initiative. The project includes providing livelihood starter kits, marketing assistance, and interest-free loans. The 50,090 committed livelihood kits already provided to internally displaced person (IDP) beneficiaries include sewing, baking, sari-sari store, bigasan, popcorn making, and e-loading. Aside from delivering livelihood kits, DTI also completed the provision of 30 pedicabs, 18 power tools, and eight mobile rice mills to various IDP groups and associations. We likewise established the Bangon Marawi Product Store and pop-up stores where IDP beneficiaries can showcase their products and other products from Marawi.

## MARKET ACCESS

### PH exports recover despite challenges in global trade

The country's total export sales reached USD 74.65 billion in 2021, growing by 14.5% compared to 2020. Electronic products remained the country's top export in 2021, which recorded a USD 42.5 billion valuation, or an 11.95% growth compared to 2020. Strong growths were also recorded in the export of other manufactured goods and other mineral products, which grew by 25.67% and 23.58%, respectively.

With manufacturing activity in China starting to pick up, the Chinese market, including Hong Kong, topped the list of the Philippines' export market in 2021, accounting for a 28.78% share of total exports. The USA and Japan followed closely at 15.48% and 14.37% shares. According to Sec. Lopez, the positive development is attributed to the decision of the Inter-Agency Task Force on the Management of Emerging Infectious Diseases (IATF) not to disrupt exporters' operations by allowing 100% capacity even during the Enhanced Community Quarantine (ECQ) and stricter alert

levels. Thus, this boosted the sector's performance and allowed them to fulfill its commitments to the global market.

### More than 1,600 exporters assisted in 2021

Since the pandemic started, the DTI-Export Marketing Bureau (EMB) has digitally transformed its key-internal and external work programs and processes. In 2021, 188 companies were enrolled in the Regional Interactive Platform for Philippine Exporters (RIPPLES) program, with 1,010 enrollees since 2016. The program intends to expand the supply base of internationally competitive Philippine export products and services by providing intensified, purposive, and practical assistance geared towards the internationalization of MSMEs and large corporations. Assistance includes capacity building on trends, business-to-business meetings between local suppliers and overseas buyers, and actively participating in policy review and implementation.

The DTI-EMB also assisted 1,656 unique MSME exporters through various services and programs such as Doing Business in Free Trade Areas (DBFTA), Philippine Export Competitiveness Program (PECP), and RIPPLES. Specifically, 27 webinars/info sessions/training were conducted and attended by more than 3,000 MSME-exporters. We supported 33 business-to-business (B2B) activities, generating an initial USD 744.55 million in export sales. The DTI-EMB continued to support the internationalization of startups by funding the Philippine delegation to the virtual startup event – Collision 2021, with 20 PH startups and five (5) startup enablers participating.

In support of the World Trade Organization's (WTO) collective initiative to remove trade barriers for women's economic empowerment and increase women's participation in international trade, DTI-EMB, as the national host institution, and the Philippine Trade and Investment

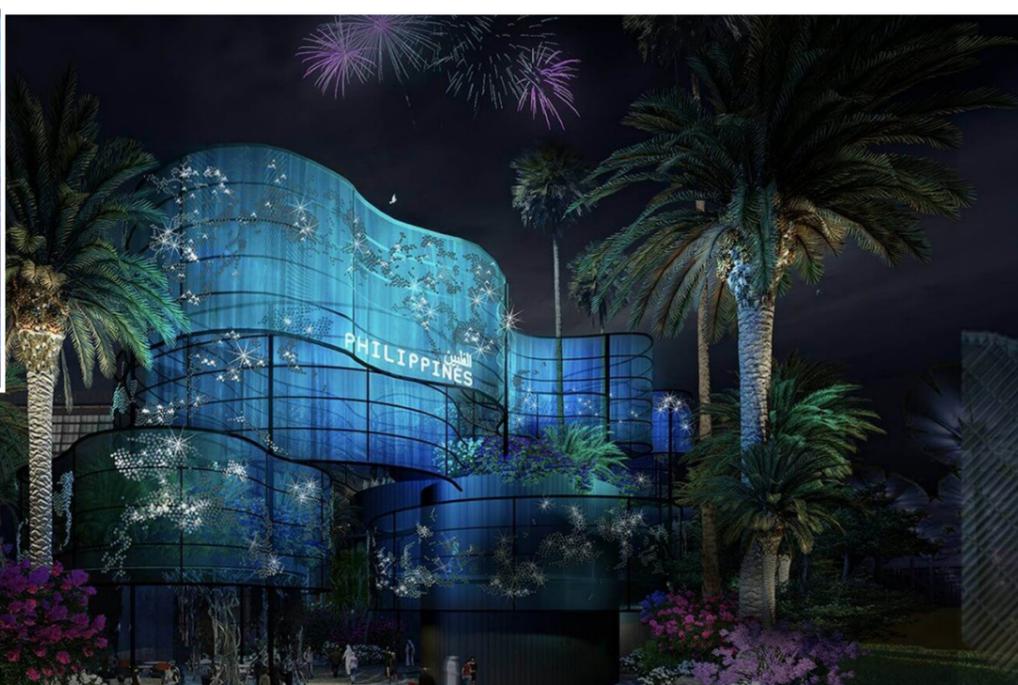
Centrer (PTIC)-Geneva has partnered with the International Trade Centre (ITC) to set up the SheTrades Philippine Hub and strengthen further our country's efforts in promoting women's economic empowerment. The SheTrades platform allows Philippine women entrepreneurs to network, sell products and services, and access e-learning programs and market tools to enhance their participation in international trade. According to the latest report of ITC, 88 women-owned businesses were registered in the SheTrades Philippines Hub; 476 participated in 10 SheTrades Activities in 2021, and 24 Philippine women entrepreneurs will have virtual exhibits at SheTrades Global through the SheTrades Philippines Hub.



### Expo 2020 Dubai

In October 2021, the Expo 2020 Dubai officially opened with 191 participating countries, including the Philippines. By virtue of AO No. 17, the Philippines' participation was launched in December 2019 in a 3,163.25 sqm plot at the Sustainability District with the theme Bang-ko-ta, or Philippine Coral Reef. Bangkóta aligns with the theme of Expo 2020 – “Connecting Minds, Creating the Future” – with a riveting image of the Philippines and its people as truly global. It was conceptualized and actualized by Architect Royal Pineda of Budji+Royal Architecture+Design and independent curator Marian Pastor Roces, collaborating with Assistant Secretary Rosario Virginia Gaetos, who also serves as Alternate Commissioner General of the Philippine Organizing Committee (POC).

The Philippine Pavilion will remain operational and open for visitors until March 31, 2022. As of December 2021, there were 434,480 Philippine pavilion visits, translating to an average of 4,774 visitors per day. The Go Lokal! and Marahuyo Retail Shop features contemporary and practical Philippine-made products designed and crafted by Philippine artists and entrepreneurs. Among the top-selling products are the Bangkota souvenir shirts, pandan fans, dried mangoes and pineapple, tote/canvas bags, purses/clutches, Common Room's “Daloy” collection, and the Marawi silk scarves which generated PhP 9 million in sales. Visitors also enjoyed authentic Philippine cuisine at the Mangrove Café, where Filipino chefs in the UAE's hospitality industry put together a traditional menu. It recorded PhP 22.4 million in total sales in 2021.



### Go Lokal! expands digital presence

Since 2016, Go Lokal! program has rolled out 154 stores nationwide with over 859 MSMEs endorsed to retail partners, 385 of which are already mainstreamed in various Go Lokal! outlets generating sales of more than Php 466 million. Aside from concept stores, pop-up stores, and in-store selling spaces, Go Lokal! is also now available in Carousell, LazMall, Shopee Mall, Shopinas, and UnionBank's GlobalLinker. The program has boarded 127 merchants as part of the DTI's initiative for the digital transformation of MSMEs. Eighty-two MSMEs are tagged as unique and counted singularly even when they have multiple presences in the different Go Lokal! online selling platforms. In 2019, the Go Lokal! program also developed the Marahuyo, an extension brand and high-end spin-off of Go Lokal!

The program enters the next phase this 2021 by expanding into inline stores or commercial storefront retail spaces, which are usually reserved for big and popular brands. These are more permanent than the usual Go Lokal! pop-up stores in mall corridors. This new retail strategy hopes to create greater awareness for the Go Lokal brand while widening the access of Go Lokal-accredited MSMEs to more market segments.

Presently, the DTI has received standing offers for free inline spaces for Go Lokal retail stores at Ayala Malls Fairview Terraces, Ayala Malls Manila Bay, Ayala Malls The 30th, and Ayala UP Town Center, Eastwood Mall, Lucky Chinatown Mall, Newport Hotel, and Venice Grand Canal Mall.



### #FlexPHridays boosts online engagement for Filipino products

As an upshot of the Buy Local Go Lokal, DTI Secretary Ramon Lopez introduced a new movement to amplify the call to support local businesses and entrepreneurs patronizing local products and services. Dubbed #FlexPHridays is a national advocacy drive that aims to further stimulate business confidence among Philippine MSMEs. The campaign leverages the rising “flex” culture online. Social media users share and showcase their purchases on their personal accounts or in different online communities spanning various industries to create consciousness and pride in buying locally. The campaign aims to make it a weekly Friday habit to inspire the purchase of local goods and express pride in supporting Filipino products.

The #FlexPHridays campaign welcomes all Filipino consumer goods and service industries, including but not limited to fashion and apparel, textiles, gift items, furniture, food and beverages, accessories and décor, houseware and fixtures, and technology. Participation of companies and personalities in this campaign allows the increase of brand visibility in the dynamic environment of the digital space.

**One Town, One Product Next-Gen developed over 7,000 products and established 23 new OTOP Hubs**

Under the One Town, One Product (OTOP) Next Generation program, DTI assisted 19,663 MSMEs, developed 7,612 products and 1,384 brands, and generated PHP 2.15 billion in sales from its OTOPpreneurs. It established 81 OTOP hubs nationwide to serve as a marketing and selling platform for OTOP MSME products; 23 launched this year. Out of the 81 OTOP hubs, 69 are physical, 2 are online hubs, and 10 are blended hubs. As of December 2021, 68 are active and operational. Thirteen of the 69 physical OTOP hubs are temporarily closed due to COVID-19 restrictions. These OTOP hubs have assisted 2,900 MSMEs and generated PHP 83.46 million in sales.



**DTI conducted 419 trade fairs under OTOP Next-Gen**

Through the OTOP Next Generation program, 469 trade fairs have been conducted or participated in by OTOPpreneurs in 2021. At various levels (from municipal to international) and forms (physical, virtual or blended), these trade fairs have assisted 9,454 MSMEs and generated sales worth PHP 291.53 million.

The DTI also launched the OTOP online store or the OTOP National Virtual Trade Fair in partnership with PLDT Home Biz in August 2021. As the priority stimulus program for MSMEs to drive inclusive growth of different localities, the OTOP online store aims to provide the MSMEs with an appropriate platform to showcase their products to a wide variety of consumers and empower them to thrive despite the health and economic crisis through digitalization and e-commerce. More than 380 MSMEs or OTOPpreneurs participated and utilized the online platform to showcase their products in the digital marketplace.



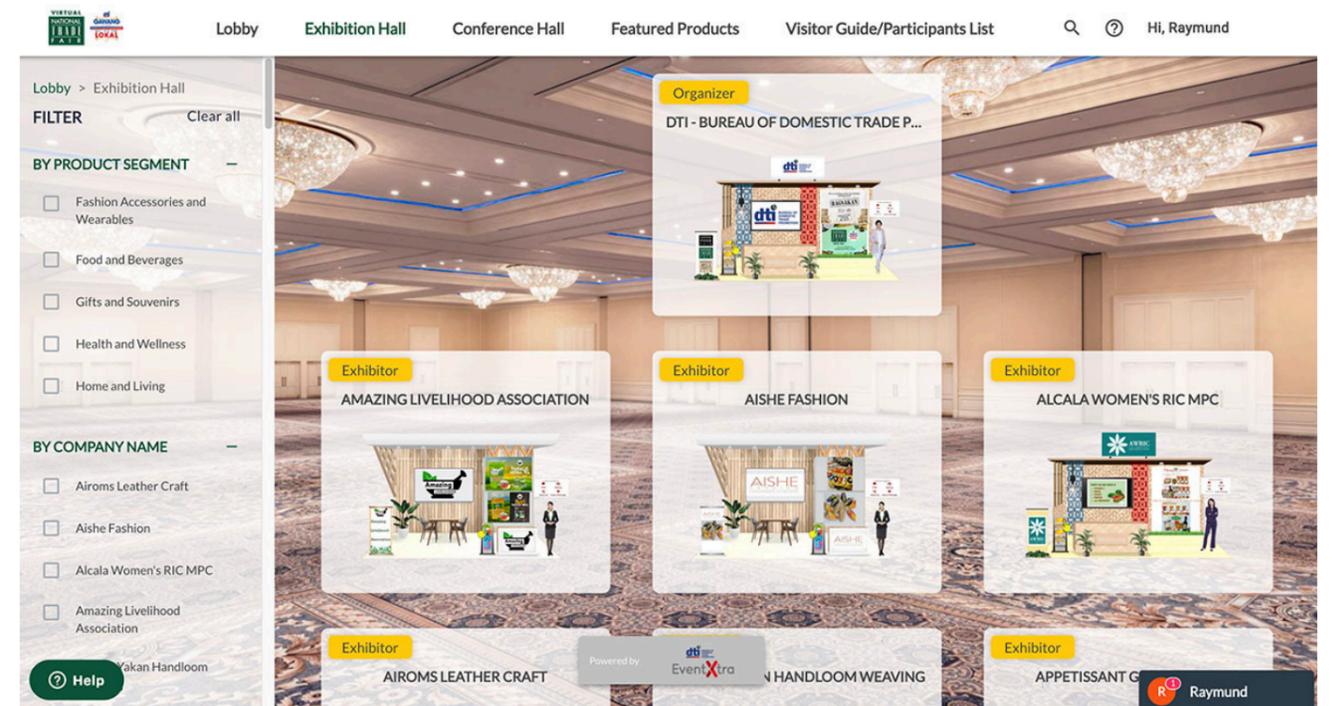
**Virtual National Trade Fair generates PHP 8 million sales**

The Bureau of Domestic Trade Promotion (BDTP), in coordination with the DTI Regional Operations Group, mounted the first-ever Virtual National Trade Fair (VNTF) from January 27 to February 2. The event featured 111 MSMEs from 13 regions in a fully interactive and immersive virtual environment.

The VNTF generated PHP 8.96 million in sales, while sales after the event are coordinated with the regions. Among the top sellers were Jhaz Footwear (Region 4A) with PHP 2.7 million sales, Crissander Enterprises (Region 7) with PHP 1.56 million sales, Tumandok Craft Industries (Region 6) with PHP 1.52 million sales, and Binuhart Arts and Crafts (CARAGA) with PHP 1.23 million sales. The initiative attracted 5,580 visitors and buyers, including 121 international visitors, mainly from the United States, Singapore, Hong Kong, UAE, Australia, South Africa, and Canada, representing major industries such as food and beverages, apparel, manufacturing, and hospitality.

The VNTF also featured ten workshops and learning sessions that focused on various stages of enhancing businesses. Speakers from the Intellectual Property Office of the Philippines (IPOPhil) and the Design Center of the Philippines (DCP) discussed the intellectual property and market trends in the post-COVID19 era, respectively. Industry experts from Unilever Philippines, ECOLAB USA, Lazada, GCash, Mr. Speedy, and coaches Chikee Tan, Jerry Ila, and Janette Toral tackled significant trends enabling entrepreneurs to improve their businesses. These sessions were well-attended, with 6,331 views on virtual conference halls and social media live streams. The webinars garnered generally positive feedback from the attendees, who remarked that the topics were interesting and helpful for those aspiring to start their own business ventures.

Overall, the VNTF achieved favorable feedback from exhibitors who claimed that the event generated leads for their business. The majority of the exhibitors also expect to join two to four VNTFs every year.





### CITEM continues signature events in digital format

The Center for International Trade Expositions and Missions (CITEM) successfully conducted the FAME+ Market Days last October 20-22, 2021. The three-day digital expo event offers interactive and immersive sourcing and buying experience online to supplement the FAME+ Digital Trade and Community Platform (DTCP). CITEM reimagined Manila Fame, the agency's signature show, through a digital expo and conference series, showcasing the country's vibrant design industry through segments on emerging design, fashion, and business trends.

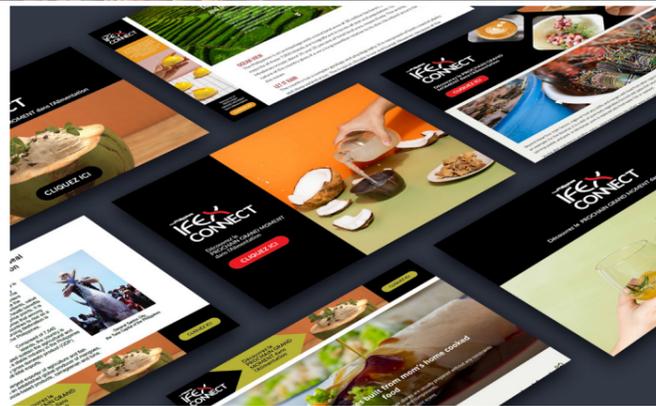
CITEM's primary digital platform FAME+ ([www.fameplus.com](http://www.fameplus.com)), a promotion and lead generation platform for the Home, Fashion, Lifestyle (HFL) industry, has onboarded a total of 262 exhibitors since its launch in October 2020. The platform also generated a total of USD 361,000 in export sales and PhP 21.02 million in domestic sales for its exhibitors. The buyer campaigns have resulted in a total of 1,064 buyer registrations into the platform. Out of the total buyers, 410 were foreign buyers, mainly from the USA, Australia, France, Japan, while 654 were local buyers.

The IFEX Digital Expo, on the other hand, successfully engaged 216 exhibitors while 245 exhibitors were onboarded into the IFEXConnect with 1,600+ SKUs uploaded into the platform. Preliminary sales recorded were USD1.191 million comprising USD70,945 booked sales and USD1.120 million under negotiation sales from 127 out of the 216 exhibitors in IFEX Digital Expo. This brings into total accomplishment for Signature Events as of 17 December 2021 in digital format to 970 exhibitors, 1,782 trade buyers, and 1,111 trade inquiries, and USD1.580 million in export sales accomplished.

### Boosting the development of cooperatives with CDA digital platforms

In response to the changing times and the challenges brought about by the COVID-19 pandemic, the Cooperative Development Authority (CDA), an attached agency of the DTI, has accelerated its operations to meet the demands and provide excellent support to its stakeholders through digital transformation, specifically its frontline services.

With CDA's streamlining efforts and intensified monitoring and coordination, the digital channels brought in 12,494 Certificates of Compliance issued to cooperatives, 7,022



cooperatives compliant with a joint administrative order, and 12,813 cooperatives inspected, and 38 cooperatives examined.

### Philippine participation in CIIE generated almost USD 600M in sales

The Philippines, through DTI-CITEM, returned for the fourth time to the China International Import Expo (CIIE), the first national-level import-themed professional trade fair in the world, held at the National Exhibition and Convention Center, Shanghai, China, from November 5 to 10, 2021.

This year's participation featured 40 exhibitors to promote the "Healthy and Natural" products under the banner of FOODPhilippines. A virtual component intended to enable companies to e-meet the buyers onsite through an online B2B platform and using the WeChat platform so that buyers can communicate directly with the Philippine Exhibitors. The Philippine delegation was represented under the FOODPhilippines signature brand of CITEM. Highlighting the Philippines as a source of healthy and organic products,

the country's pavilion housed 40 local companies that exhibited a range of tropical fruits, processed fruits and vegetables, healthy snacks, seafood and marine products, and other premium food products. A total of 758 inquiries were received from 163 trade buyers, which generated USD 23.92 million in onsite sales and over USD 565 million in sales MOU signings for the participants.

### DTI conducts Hybrid National Food Fair

In 2021, the BDTP adopted the hybrid concept of a trade fair that combines the excitement of a traditional event with the advantages and flexibility of online events. The National Food Fair (NFF) aims to promote the best Philippine food products, sustain the livelihoods of MSMEs, farmers, and fruit growers; support the economy amid the pandemic; help accelerate the digital transformation of MSMEs; reduce the carbon footprint of events.

Online National Food Fair and Digital Promotions:

- ▶ Online NFF on Shopee.Ph. On May 10-16, 2021, the Online NFF partnership with Shopee featured 278 MSMEs, including those selling in the Go Lokal! Official Store. It showcased 3,500 products such as sweets, snacks, beverages, seasonings, staple foods, baking ingredients, breakfast items, and health products. The weeklong online event generated 2,900 online orders, equivalent to PHP 1.61 million in sales.
- ▶ Online NFF on Mayani.Ph. The BDTP organized four Online NFF events featuring fresh produce in cooperation with the DTI-led Integrated Natural Resources Environmental Management Project-Livelihood Enhancement Support 2 (INREMP-LES 2) and Mayani. Ph, a farm-to-table e-commerce platform. Buyers enjoyed discounted prices for fresh vegetables, fruits, upland crops, and artisanal products from the Cordillera Administrative Region. The Online NFF events from June to September 2021 generated PhP 513,000 sales that helped farmer cooperatives and IP organizations.
- ▶ Online NFF on Lazada.Ph. The BDTP also mounted another Online NFF from August 8-12 in partnership with Lazada during the latter's 8.8 Love Local Sale, which featured 74 MSMEs. The products sold were processed food and beverages, Halal products, snacks, food packaging materials, condiments, and cooking ingredients. Highlights included Livestream cooking demonstrations conducted by Chef Oliver John Gomez. He graduated from the Center for Culinary Arts Manila, and Mukbang or Eating Sessions highlighted the food products of participating MSMEs.
- ▶ Virtual Launching of the Hybrid NFF and the NFF Digital Mall on UnionBank GlobalLinker. An important shift in the rollout of activities for the NFF primarily relied on the ongoing restrictions due to the COVID-19 pandemic. The rising number of infections from more pervasive COVID-19 variants kept the strictest quarantine in the NCR, which delayed mounting the physical fair. The BDTP thus organized the virtual launch of the Hybrid NFF and the NFF Digital Mall on September 17-26, which was live-streamed on BDTP social media pages.



BDTP has successfully mounted the Hybrid NFF Physical Show on October 15-24, 2021, at the Civic Drive, Carousel Court, and Expansion Hall of Festival Mall in Alabang, Muntinlupa City. The 10-day retail and order-taking event served as a culminating activity after the online events of the Hybrid NFF. It showcased a great selection of food products such as fresh and processed food, condiments and cooking ingredients, snacks, Halal food, fruit wines and beverages, coffee products, and delicacies from the regions. The NFF physical show featured 64 exhibitors with 213 MSMEs as virtual participants through the PINASarap Filipino Food Hub special setting. The event generated PhP 13.58 million in sales for the exhibitors.

### DTI held Export Congress; highlights ARISE theme

Recognizing the role of exports in accelerating the country's economic recovery, the theme of this year's National Exporters' Week (NEW) and the National Export Congress (NEC) centered on "ARISE Exports: Accelerate Rebuilding, Innovation, Support, and Empowerment of Philippine Exports." A total of 527 attendees attended the NEC and NEW.

The discussions emphasized the need to fast-track the recovery of the export industry and the role of exports as a driving force to steer and accelerate economic rebuilding; the importance of innovation, digital transformation, new technologies, and technology-based business solutions in ensuring the long-term competitiveness of Philippine exports; and the need to support and empower exporters to become more resilient and thrive despite global challenges.



*During the course of the pandemic, consumers have become more adaptable to technological advancement. With digitalization and the enhancement of e-commerce during this health crisis, trade and industry has grown to be more versatile especially with MSMEs. The Consumer Protection Group continues to educate consumers on being careful, critical, meticulous and aware in purchasing goods and transacting online in order to protect their rights. We have also been rallying for a more sustainable and ethical approach towards consumption. Part of being a smart consumer is being able to be kind to nature and its natural resources. The legacy of MSMEs and consumer protection rely not only on smarter approaches towards shopping and conducting trade and industry, but also on the way the planet is cared for younger and future generations of consumers to come.*



**ATTY. RUTH B. CASTELO**  
Undersecretary  
Consumer Protection Group  
(CPG)



# KONSYUMER

## Firms monitored on compliance to Fair Trade Laws

The DTI regularly monitors business establishments to ensure their continuing compliance with the relevant Fair Trade Laws. For 2021, DTI has monitored 257,909 unique firms nationwide to ensure their compliance with Fair Trade Laws such as Product Standards (RA 4190), Price Act (RA 7581), Price Tag (RA 71), Service & Repair Shops (PD 1572), and Tobacco, among others. The DTI penalized 281 unique firms with a total amount of PhP 3,137,002 fine collected.



## Sales Promotion and Import Application now processed online

The DTI rolled out its online processing of applications for Sales Promotion and Certificate of Authority to Import (CAI) through the DTI Integrated Registration and Information Systems (IREGIS). The online portal can be accessed at [iregis.dti.gov.ph](http://iregis.dti.gov.ph). A technical support chat box in the IREGIS applicant dashboard is now available from 8 AM to 5 PM on weekdays to assist the clients in navigating the said online portal.

Issuance of Sales Promotion Permit follows Article 116 of RA 7394, otherwise known as The Consumer Act of the Philippines, which requires that companies conducting sales promotion campaigns, including beauty contests that are national in character, to secure first a Sales Promotion Permit prior to the launching of such campaign. The CAI is issued for clearance of regulated used motor vehicles, used engines, parts, and components, before shipment from the country of origin into the Philippine customs territory.

In 2021, DTI processed 25,620 Sales Promotions amounting to Php 42,069,068.50 processing fees collected, 13,440 CAI amounting to Php 38,066,480.00 processing fees collected, and 1,797 Business Accreditations amounting to Php 4,069,068.50 processing fees collected.

## Ensuring quality and safe products with the new BPS facilities

The Bureau of Philippine Standards - Standards Conformity Division (BPS-SCD) have recognized and authorized the best testing laboratories to conduct product testing for purposes of product certification through the approval and implementation of the BPS Project STRIDE (Standards, Testing and Regulation for Industry Development and Enhanced Consumer Protection). By the end of the year, the BPS testing laboratory (BPS-TL) can conduct tests for 73 different products, currently the most number of products that BPS-TL or any local testing laboratories can test, which was also recognized by the BPS-SCD since its establishment. The list of products shall continue to increase as new testing equipment is delivered and installed.

The latest significant addition to the testing capability of the BPS-TL is the steel testing facility. Immediately after the installation, the BPS put it to use when the Secretary directed all concerned offices to intensify market monitoring and enforcement of steel products through market test buys. The market samples bought were then submitted to BPS-TL for testing. In 2021, the laboratory tested 170 sets of samples of which 69 showed non-conformance to the requirements of the reference standards. This free and quick verification testing shall facilitate safer and better-quality products in the long term, considering that non-conforming test results mean formal charges and penalties against erring retailers and manufacturers/importers. The same strategy shall be applied to all other products, prioritizing those that covered by the mandatory certification.

Also, the highly improved testing facilities may be used in product research and development by interested MSMEs and a training center for students and professionals interested in learning the science of product testing, both for construction, mechanical, electrical, chemical, and consumer products.



## Amidst disasters: Construction materials included in BPS product certification

With more than 645 million pieces of products certified by the BPS before it entered the Philippine market, DTI ensured that it only distributes quality products for the benefit and protection of the consumers. This year, the BPS added ceramic tiles and plywood to the list of products required to undergo mandatory certification before market distribution. This is along with the many construction materials that are very critical for safety and quality.

Likewise, the BPS strengthened its partnership with the Bureau of Customs to ensure that the importation of covered products undergoes the BPS certification process. This collaboration resulted in a record number of ICC and PS applications processed, 31,557 and 1,640 applications, respectively. In addition, strict implementation of the certification policies has resulted in the issuance of 141 Show Cause Orders, filing of five (5) formal charges, and forfeiture of nine (9) surety bonds worth PhP 1.35 million, as well as the destruction of non-conforming products worth PhP 2.5 million.

The BPS is also committed to continuously improving its certification processes in support of the ease of doing business initiatives. The processing of online applications through the Product Certification Information Management System (PCIMS) is regularly reviewed and enhanced. With PCIMS, the BPS has successfully ensured a level playing field, as shown by its processing rate of 93.27% within the prescribed period of 16 working hours. With the devastating effects of the pandemic not only on the people but also on the government's financial standing, all collections that may help finance the government's recovery programs are badly needed. To this end, the BPS generated PHP 115,834,344.67 in certification fees that go directly to the national coffers.



## Presyong Risonable Dapat offered low priced high-quality meat products

In 2018, the DTI conceptualized the Presyong Risonable Dapat Program (PRDP) in collaboration with the Department of Agriculture (DA) and the National Food Authority (NFA), this is in response to inflation concerns and rising prices of basic consumer goods. The PRDP was created to provide consumers with access to cheaper rice and sugar available in supermarkets through the cooperation of importers and retailers.

DTI and DA revived the PRDP through its PRDP Frozen Meat Edition (PRDP-FME) to address the high prices of meat products and pork shortages. The PRDP-FME provided the general public with low-cost, high-quality meat products, working together with meat importers, retail establishments, and local government units in the NCR to make this program available to all, particularly during the COVID-19 pandemic. For 2021, the CPAB held 31 PRDP-FME pop-up stores and has tied up with three (3) major retail chains to offer low priced high-quality meat products in 113 stores in NCR.





## Affordable products offered in 396

### Diskwento Caravans

During the peak of the COVID-19 pandemic, the Consumer Protection and Advocacy Bureau (CPAB) brought the DTI Diskwento Caravan closer to the National Capital Region (NCR) and conducted it more frequently.

The Diskwento Caravan is a DTI initiative in collaboration with the manufacturers of Basic Necessities and Prime Commodities (BNPCs) and local government units where the said products are offered at reduced prices to the public. The Diskwento Caravan started with three (3) focused products: BNPCs, school supplies for Balik- Eskwela, and

Noche Buena products. Through the program, the DTI has been providing high quality and low-cost goods to the general public, allowing them to make the most of their budget.

Amidst pandemic, the DTI successfully organized a total of 478 Diskwento Caravans nationwide in partnership with DA and LGUs. Diskwento Caravan was able to serve 3,030 barangays benefitting a total of 162,923 households with an estimated total sale of Php 114.17 million. Furthermore, the project was able to benefit 3,598 manufacturers and exhibitors who participated in the runs.



## 99% of consumer complaints resolved

E-commerce has become an integral part of the Filipino lifestyle in the new normal. To protect consumers as they physically or digitally add to cart products and services, DTI continued to implement a comprehensive consumer education and advocacy program to empower consumers by promptly addressing consumer complaints, strictly implementing the Fair-Trade Laws, and enhancing trade rules and standards.

In 2021, the DTI received and processed 35,615 consumer complaints. Among those complaints, 10,582 were processed through mediation, and 10,557 were resolved within ten days, having a 99.57% resolution rate. Complaints processed include violations of the Price Act; deceptive, unfair, and unconscionable sales acts or practices; and liability for products and services. The majority were endorsed to other government agencies for appropriate action.

## Campaign on consumer rights awareness continues

DTI intensified its regular consumer education radio program, *Konsyumer Atbp.* (KATBP) to increase public awareness and understanding of consumer rights and responsibilities. The radio program addresses pressing issues that directly affect consumers. In 2021, the program posted a total reach of 238,376 (33,603 higher than its closest competitor). The show recorded an average audience of 90,887 among class DE and 82,562 among broad C class. In the same year, KATBP captured the highest viewership at 35.7% share of audience in Mega Manila besting all counterparts in its time slot.

KATBP aired 51 episodes simultaneously through DZMM 630 kHz, DZMM Teleradyo, ABS-CBN social media accounts, and the Filipino Channel. The DTI now partners with GMA Network Inc.'s DZBB Super Radyo 594 kHz. Every Saturday, the KATBP airs from 10:00 to 11:00 in the morning with DZBB's Mr. Joel Reyes Zobel and DTI-CPG Undersecretary Ruth B. Castelo as anchors.

Furthermore, DTI's Consumer Care Webinar apprised the general public on various DTI issuances and other relevant topics to every Filipino consumer. For 2021, DTI conducted 141 webinars with 46,447 participants from business, academe, retail, and consumer groups; other government agencies and the LGUs; and the DTI offices.





# COVID-19 INITIATIVES

## Over 47 million cloth face masks produced to help families under the 4Ps program

DTI spearheaded the *Libreng Mask Para Sa Masa* Project to produce and distribute 47 million locally manufactured cloth face masks categorized as non-medical grade, reusable, and washable.

The project's beneficiaries are the families under the *Pantawid Pamilyang Pilipino Program (4Ps)*, particularly in areas with high COVID-19 cases. The targeted participants in the manufacture or production of face masks are various MSMEs from different regions referred by DTI, TESDA scholars, cooperatives, LGUs, and other groups. Large enterprises may also be engaged to address any gaps in supply, increase production scale, and immediately meet the required distribution targets.

By October 28, 2021, 47,047,788 pieces or 100% of the 47 million cloth face masks target, have already been produced and delivered by the participant consolidators. A total of 47,717,078 masks have been distributed to NCR, CAR, Regions I, II, III, IV-A, VI, VII, VIII, IX, and XI. The distributed total includes the donations from *Temasek Foundation*. DTI also spread an additional 266,000 pieces of masks to typhoon and calamity-stricken areas and 100,000 pieces of face masks for persons caught in violation of health protocols by PNP.



## 33 Manufacturers participate in EMPOWER PH

Enhanced Local Manufacturing Platform (*EMPOWER PH*) is a digital tool by the United Nations Development Programme (*UNDP*) in the Philippines, in partnership with DTI, as part of the COVID-19 pandemic response. The platform aims to enhance the production of protective wear by connecting manufacturers, suppliers, users, and beneficiaries while ensuring that the protective wear is safe to use and meets product quality standards. All products shown on the platform have undergone vetting. This means product samples were made with design guidance by experts and tested in terms of quality, durability,

permeability, breathability, and materials used. The platform is not a direct procurement site; instead, it is a place for businesses and individuals to post, find, and connect with others who can be of service. As of 2021, 33 manufacturers are on the platform, together with seven material suppliers and 82 buyers.

## Shifting towards supply of essential products through Repurposing Manufacturing

The DTI-BOI implemented the *Manufacturing Repurposing Program* calling for several garments, textiles, and electronics manufacturing firms to re-purpose and produce PPE, medical-grade coveralls, isolation gowns, and face masks as ventilators and infrared thermometers.

Local manufacturers were encouraged to take advantage of opportunities to supply critical/essential products and services needed in the fight against the COVID-19 pandemic. In 2021, the country's capacity increased ten-fold for medical face masks at 61.09 million pieces per month. In addition, several garments manufacturing firms have already started domestic production of medical-grade coveralls, isolation, and medical gowns, with a production capacity totaling 8.73 million pieces per month. Meanwhile, the production of ventilators is now at 5,000 pieces per month. Several major local companies also re-purposed their facilities to produce rubbing alcohol to meet the demand further; currently, they produce at least 1.453 million liters of disinfectants per month.

## Accelerating COVID-19 response with domestic production of Molnupiravir and vaccine

The DTI-BOI approved the application for registration of *Lloyd Laboratories, Inc.* as a local producer of *Molnupiravir* – an oral antiviral treatment for COVID-19.

With a potential cost of PhP 24 million and an annual capacity of one million 400-mg capsules of *Molnupiravir*, the project is expected to start production in January 2022. The project was approved upon complying with the qualification requirements for "All Qualified Activities Relating to the Fight against the COVID-19 Pandemic - Essential Goods," listing the 2020 IPP as the transitional Strategic Investment Priorities Plan (SIPP), stipulated under the Corporate Recovery and Tax Incentives for Enterprises Act (CREATE) Law. *Lloyd Laboratories* acquired a direct technology transfer of *Molnupiravir* production from *Optimus Pharma*, a prominent pharmaceutical organization in India.

The venture could decrease the price of *Molnupiravir*. The Suggested Retail Price (SRP) of the locally made *Molnupiravir* is PhP 65 per pill, much lower than its imported counterpart, which sells around PHP 100 to PHP 150 per pill, affording COVID-19 patients around PHP 35 to PHP 85 in savings per pill.

Meanwhile, the DTI-BOI is already coordinating with eight (8) local companies interested in manufacturing vaccines locally. Most of these companies are in discussions with potential foreign manufacturers and technology providers from Korea, Taiwan, India, China, and possibly Australia and USA.



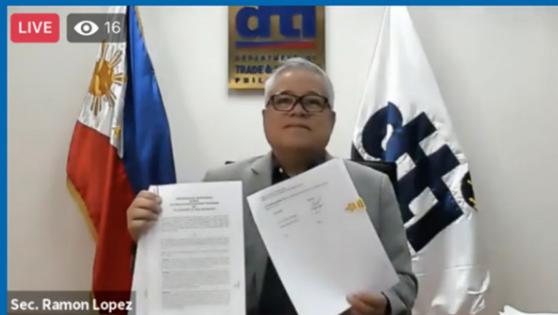
## 159 MSMEs participated in 24 Bagsakan events

First launched following the postponement of the NFF last March 12, 2020, due to Proclamation No. 922, or the declaration of a state of a public health emergency, the *Bagsakan Special Project* seeks to extend support for local MSMEs affected by the ongoing COVID-19 pandemic. It started as a one-day event featuring a limited number of MSMEs from the different regions who sell fresh produce and processed food products.

From helping mango growers of *Guimaras* sell their products in March 2020, the *Bagsakan Special Project* was strengthened as a commitment of the DTI in adherence to the "Bayanihan We Heal as One Act" to ensure the availability of food products and essential items while helping MSMEs sell their products and support the economy during the pandemic.

## DTI x UNDP MOA SIGNING

EMPOWER PH



Sec. Ramon Lopez



Selva Ramachandra



Enrico Gavaglia



Usec. Rafaelita Aldaba

This year, the BDTP conducted 42 Bagsakan events, which generated PhP 25.55 million sales and assisted 159 MSMEs, farm groups, fruit growers, and social cooperatives from 13 regions, including the NCR. Furthermore, 2021 marked a milestone for BDTP with the launching of the Online Grand Bagsakan in partnership with the DTI Region 2 and Mayani Philippines, a farm-to-table e-commerce platform. This initiative helped small-holder farmers, fruit growers, and cooperatives from the Cagayan Valley Region market to sell their products to buyers and consumers in the NCR and nearby provinces. Through the digital ordering and fulfillment system by Mayani.Ph. The Online Grand Bagsakan generated PhP 3 million sales of at least 104.38 tons of fresh produce from Region 2 for the benefit of 1,200 Cagaynon farmers.

Another breakthrough for this year is the launch of the Sisidlan digital catalog, which also showcases the products of Bagsakan Special Project MSME participants. The Sisidlan catalog is a free e-magazine conveniently downloadable on desktop and mobile. It features total pages of product photos and updated contact information of MSMEs, including their online stores on various e-commerce platforms.

### Pivot Embrace Technology: DTI launches PET Project to aid displaced individuals

The DTI launched the Pivot Embrace Technology (PET Project) Component 2 to aid displaced individuals seeking employment or wishing to adopt alternative careers in the e-commerce sector. The PET Project was a pilot project before upscaling, with the primary goal to provide work. It aims to directly benefit Filipinos, particularly students and those unemployed due to COVID-19, and business owners and their respective employees who need upskilling.

In partnership with Informatics – Xplore Philippines Incorporated, the DTI promotes e-commerce and offers technical and financial assistance certification programs through Government Financial Institutions (GFIs) to entrepreneurs, employees, and freelancers, especially internet retail and digital financial services, digital media, and ride-hailing.

Moreover, the PET2 Project anchors itself to one of the action agendas of the E-Commerce Philippines 2022 Roadmap, precisely agenda 18, "Develop a cadre of digital skill workers to support the growing e-commerce sector."

The DTI assisted the participants, also called the PET scholars, in acquiring new learning and training opportunities. Among the 18 courses offered, the top 3 basic courses include social media marketing, virtual assistant, and graphic design and top 3 advanced courses include data science, full-stack web development, and Python/Java. This initiative would allow them to use and leverage technology for their businesses and employment. One thousand participants onboarded with the project, with 23,434-course titles accessed, 456,075 instructional contents completed, and 36,531 learning hours.



### Minimum health protocols ensured Safety Seals issued

The DTI monitored 18,543 establishments from January 1 to December 31, 2021, to ensure compliance with minimum health and safety protocols. The majority of the monitored establishments are retailers (46%), followed by food establishments (20%) and barbershops and salons (14%).

On April 23, 2021, the Safety Seal Certification Program was launched. It is an inter-agency effort of the DTI, Department of Labor and Employment (DOLE), Department of Tourism (DOT), Department of Health (DOH), and the Department of the Interior and Local Government (DILG) that aims to assure the public of establishments' compliance with minimum public health standards and encourage the adoption of the StaySafe.ph and other government-recognized digital contact tracing application to strengthen the contact tracing initiative of the government so that the economy may be safely reopened.

Businesses under the DTI jurisdiction include supermarkets, groceries, convenience stores, membership shopping clubs, construction supply or hardware stores, logistics service providers, barbershops and salons, and service and repair shops. The Safety Seal issued shall be conspicuously displayed at all entrance points of the business establishment according to prescribed dimensions.

As of December 31, 2021, the DTI has approved 4,960 Safety Seal applications. Of this number, 35% were either groceries, supermarkets, or membership shopping clubs. It was followed by convenience stores (17%), barbershops and salons (15%), and construction/hardware stores (14%).

The Safety Seal is valid for six (6) months from the date of issuance and is renewable, subject to continued compliance with the eligibility requirements set forth.



### Safe Management Program developed to capacitate COVID-affected businesses

As the COVID-19 pandemic continues to threaten businesses in the country, DTI has partnered with Thames International to develop the Safe Management Program for MSMEs. The program unravels best practices in business establishments' safety management. It provides practical frameworks that entrepreneurs can adopt and integrate as they gradually reopen their businesses.

It also aimed to enhance their preparedness and response to a pandemic situation that can be a basis for a business continuity plan. The training program is composed of five modules, namely (a) Updates on COVID 19 and its variants and essential information on the vaccines available and their importance on business operations; (b) Perspectives from ILO and Singapore's experience on Safe Business Management; (c) Safe management measures in different industries; (d) 4Ks to pandemic preparedness and response: Philippine setting; and (e) Business continuity plan for the MSMEs.

### COVID-19 online information campaign expanded

With the frequent adjustment of quarantine classifications and health protocols, DTI created a platform where business entities can easily access the latest health protocols. Two microsites, namely: Matrices for On-Site Capacities of Business Establishments and/or Activities in the Alert Levels Systems ([www.dti.gov.ph/covid19/matrix/](http://www.dti.gov.ph/covid19/matrix/)) and sector-specific protocols ([www.dti.gov.ph/covid19/protocols/](http://www.dti.gov.ph/covid19/protocols/)) were included in the DTI COVID-19 site to provide business owners with up-to-date guidelines regarding their operations and industry-specific protocols that were dissected into easy-to-understand parts. At the end of 2021, the platform reached 7,082 page views made by 3,290 unique users in 4,011 sessions.

Numerous communication campaigns were released through the DTI Philippines Facebook page to boost business and consumer confidence. In total, 91 COVID-related materials were published, which generated 2.5 million impressions and 1 million reach.

### Impact assessment survey on MSMEs conducted

True to its commitment to delivering compelling, relevant, and timely programs for MSMEs during the pandemic, the DTI continued conducting the impact assessment survey. For 2021, seven rounds were conducted to determine the impact of COVID-19 on MSME stakeholders amidst varying quarantine classifications or alert levels. Surveys conducted from January to December have reached 79,486 respondents.



**IRENEO V. VIZMONTE**  
 Chief of Staff  
 Office of the Secretary (OSEC)  
 and Undersecretary  
 Management Services Group (MSG)

*We began the year 2021 with the challenge to rise above the economic disturbances brought by the pandemic by continuing and intensifying its mission as the government's main advocate for the Trabaho, Negosyo, Konsyumer agenda. Today, we look back at several milestones in which the Department fulfilled its mission of public service amidst setbacks due to the persistent threat of COVID-19. As we close this year, we are confident that, despite the pandemic, the Department is on track to achieve our Vision 2022 of "a more inclusive and prosperous Philippines with employment and income opportunities for all" since we have safely reopened the economy and allowed various business sectors to operate with public health and safety in mind.*



# GOOD GOVERNANCE

## Certification of the One DTI Quality Management System as conforming to ISO 9001:2015

The DTI has finally achieved certification of almost all of its units under the ISO 9001:2015 standard through the One DTI Quality Management System (QMS) Project. In its bid to be certified, DTI employed the services of Certification International Philippines, Inc. to assess the One DTI QMS. The audit was concluded in December 2021. As a result, all 22 identified sites, composed of 31 bureaus/offices of the Department, were recommended for certification.

As the world faces the COVID-19 pandemic, the DTI reviewed effects of the new normal on its services and adopted the best emerging practices in their processes. The review enrolled for ISO 9001:2015 certification focuses on the 12 critical functions and support services of DTI. This includes the provision of consumer advocacy, trade and industry information, business counseling, conduct of trade fair and training, business name registration, issuance of sales promo permit, accreditation of service repair enterprises, issuance of BMBE registration, monitoring and enforcement of FTLs, price monitoring, consumer complaints handling, and administrative support to the operations. The Department conducted a nationwide internal quality audit of its processes last July



to August 2021 before its certification audit. This served as a preliminary conformance audit of the One DTI QMS to the ISO 9001:2015 standard, participated by the executive offices per functional group.

DTI looks forward to including more key services in the scope of its QMS in the succeeding years, covering all of its offices and bureaus and committing to subscribe to the standard's requirements for the continual improvement of its processes and providing quality services to clients.





### DTI wins at the 2021 Freedom of Information Awards; bags recognition for 3rd straight year

In accordance with the Executive Order No. 2, issued by President Rodrigo Duterte in 2016, DTI has consistently championed transparency in public service by providing information and full public disclosure of our programs and services. For three (3) consecutive years, we have been recognized among the top requested and performing agencies in the Freedom of Information (FOI) Awards.

In 2021, the Department garnered a higher recognition for being among the top agencies with 500 to 999 requests, and at least 90% closed transactions. In addition, a total of 704 FOI requests have been received and processed by DTI through the eFOI portal with an average of 4.4 days despite the pandemic. The top requested information pertained to MSME lists (34.8%), MSME statistics (26.5%), industry/market profile (8.9%), COVID-19 (2.1%), and suppliers directory (1.7%).

Notably, the 2020 FOI Certificate of Compliance was issued to DTI on April 2021, making it four years in a row for the Department to receive such compliance, which is a requirement under Administrative Order 25, series of 2011, for the granting of the Performance-Based Bonus (PBB).

### Improving BN processing through the 2021 Business Name Retooling Program

DTI Business Name Registration Division (DTI-BNRD) developed a Skills and Competencies Framework for

BN processors to further improve public service delivery through 1) functional skills and competencies that include BN registration administration, data privacy compliance, data management and analysis, and digital skills; and 2) enabling skills and competencies such as customer orientation/relation, communication skills, process improvement, decision-making, and business and work ethics.

A total of nine sessions on customer relations, communication skills, and data management and analysis for BN processors were conducted, with 406 BN processors nationwide benefiting from these sessions.

### DTI strengthens its knowledge systems

The sustained roll-out of Knowledge Connect as the centralized repository of data and information of clients and stakeholders of DTI across numerous programs and projects, contributed to more efficient coordination, data sharing, and protection of client profiles and information. By 2021, respective program owners developed and implemented 14 new DTI Data Catalogs, bringing the total number of programs and services to 69. Among these programs, 37 are manually collected through physical or online forms. While 32 programs process and store their data through an online/automated system.

Meanwhile, the Knowledge Resource (KR) Hub, a knowledge sharing and employee collaboration platform, has been accelerated. In 2021, the platform had more than 2,500 unique users with 101,796 visits, and 29,084 viewers. In addition, 6,908 knowledge products in the library compendium and quick links folders were added in the system.

### Increasing engagement with the public through social media

DTI continues to improve its social media channels by utilizing the capacity of the internet to build meaningful relationships with its clients and by actively addressing feedback from the public. This year, the DTI website and social media channels conveyed an increase in readership/viewership:



### Continuous upskilling of the workforce through the DTI Learning Management System

The Human Resource and Administrative Service (HRAS), through the DTI Academy, officially launched the DTI Learning Management System (LMS) last October 2021, as part of its continuous learning and development innovations and digital HR transformation. The LMS is expected to benefit a minimum of 2,400 DTI employees annually through the availability of a wide range of online courses on a single platform. The system also contains readily available online modules for DTI officials and employees on essential learning opportunities and competencies, with learning sessions that may serve as an alternative method or as a supplement for synchronous sessions. The LMS will be linked with the DTI Integrated Human Resource

Information System (IHRIS) soon, which currently facilitates the administration of timekeeping and personnel benefits.

During the launch, a pilot batch of DTI officials and employees were given access to a "Learning Path," or a mix of curated and readily accessible online learning modules or content identified by the Academy, corresponding to the Department's core, leadership, and managerial competencies. Introductory digital transformation courses in the selection were also added in response to the critical need to sharpen the digital skills of the agency. To date, 511 employees could access the LMS with 201 users completing a minimum of one course. A total of 165 courses were accessed and completed by the enrolled participants.

### DTI guarantees competency and wellness of employees amidst the pandemic through online training programs

The DTI Academy continued the conduct of training programs through various virtual platforms and capacitated 1,977 regular employees out of the 2,262 unique warm bodies in 2021. The programs were attended by 5,540 participants, with 3,708 completing the competency-based programs, including Project Dalubhasa, and 1,832 in the wellness programs.

The Academy conducted various leadership, supervisory, and competency-based programs for DTI's technical staff. Relevant programs on digital transformation such as cybersecurity, sharpening technological quotient, and digital understanding quotient were also conducted. This year, 26 competency-based programs, with 66 runs and 488 training hours were conducted. An average of 94.48% client satisfaction feedback and +92.06 net promoter score were garnered for all programs.

Aside from these, the Employees' Stride to Enhance Productivity through Recreation and Individual Transformation (ESPRIT), conducted 28 programs with 77 sessions to provide support for employees in terms of their well-being. With the theme "Wellness in the New Normal," this year's wellness programs under ESPRIT were offered to consistently address various health concerns brought about by the current public health situation. Among the sessions offered were: Indak Pangkalusugan, Pinaggang Pangkasalugan, Financial Education, and Dealing with Emotions series.

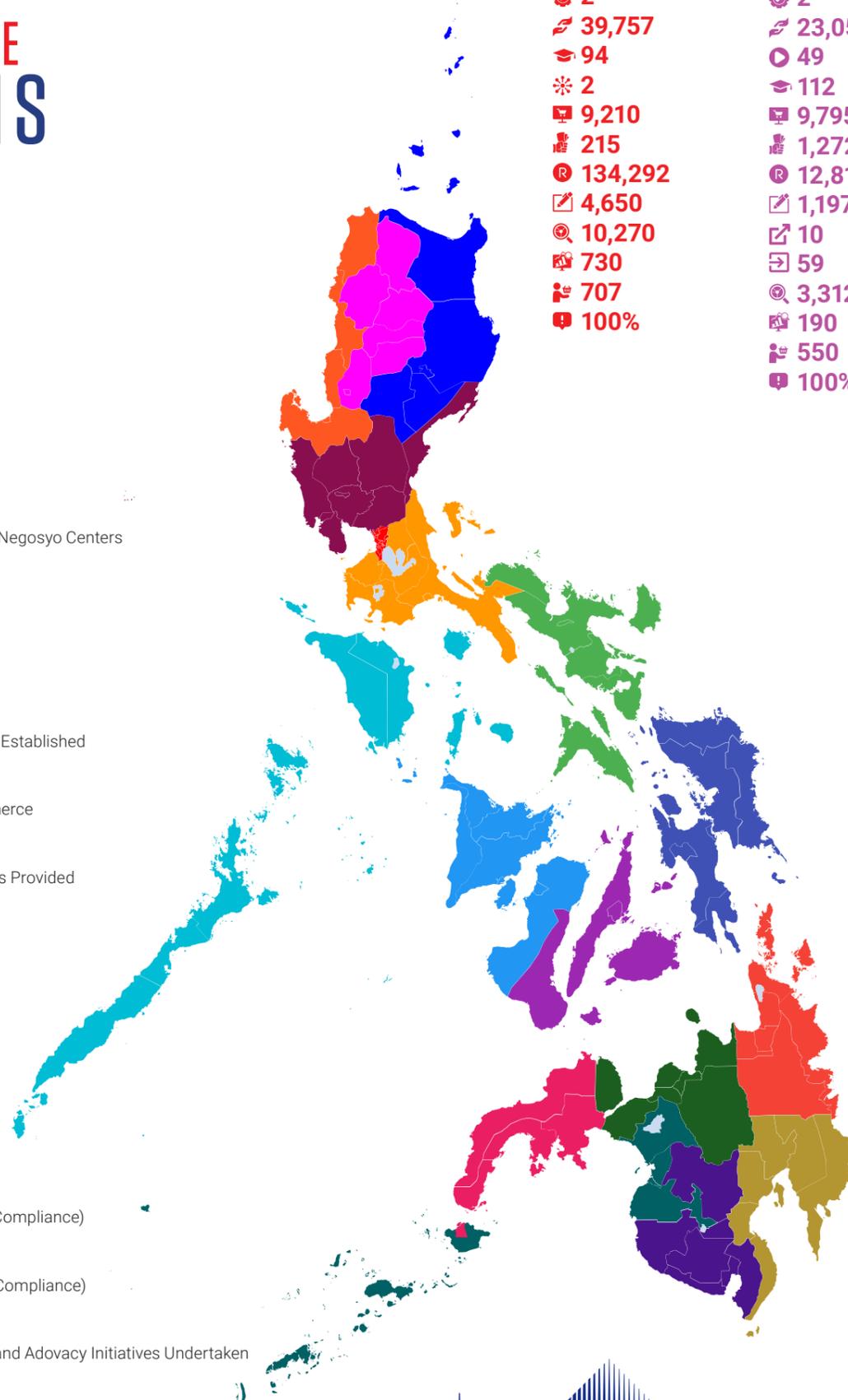




# ACROSS THE REGIONS

## TOTALS

- 440,405** MSMEs Assisted
- 168** NCs Established
- 907,737** Clients Assisted by the Negosyo Centers
- 373** SSFs Established
- 1,736** Mentee Graduates
- 23** OTOP Philippines Hubs Established
- 190,116** MSMEs Doing E-Commerce
- 33,451** LSP-NSB Livelihood Kits Provided
- 867,647** BN Registered
- 53,713** BMBE Registered
- 1,369** Exporters Assisted
- 1,653** Investors Assisted
- 57,333** Firms Monitored (FTL Compliance)
- 12,714** Firms Monitored (SRP Compliance)
- 10,849** Consumer Awareness and Adovacy Initiatives Undertaken
- 96%** Consumer Complaints Resolution Rate



### NCR

- ⊕ 26,069
- ⚙️ 2
- 👉 39,757
- 🎓 94
- ✳️ 2
- 📺 9,210
- 🏠 215
- 💰 134,292
- 📈 4,650
- 🔍 10,270
- 🏢 730
- 👤 707
- 📊 100%

### CAR

- ⊕ 19,634
- ⚙️ 2
- 👉 23,053
- 🎓 49
- 🎓 112
- 📺 9,795
- 🏠 1,272
- 💰 12,818
- 📈 1,197
- 🔍 10
- 🏢 59
- 👤 3,312
- 📊 190
- 📊 550
- 📊 100%

### REGION 1

- ⊕ 50,358
- ⚙️ 16
- 👉 53,459
- 🎓 14
- 🎓 110
- ✳️ 1
- 📺 12,169
- 🏠 1,473
- 💰 46,872
- 📈 5,008
- 🔍 36
- 🏢 91
- 🔍 2,523
- 🏢 209
- 👤 649
- 📊 100%

### REGION 2

- ⊕ 20,004
- ⚙️ 1
- 👉 22,556
- 🎓 14
- 🎓 103
- ✳️ 1
- 📺 10,724
- 🏠 1,418
- 💰 36,403
- 📈 432
- 🔍 59
- 🏢 127
- 🔍 2,078
- 🏢 100
- 👤 946
- 📊 100%

### REGION 3

- ⊕ 30,485
- ⚙️ 27
- 👉 132,800
- 🎓 28
- 🎓 96
- ✳️ 1
- 📺 14,695
- 🏠 8,811
- 💰 113,217
- 📈 3,727
- 🔍 146
- 🏢 69
- 🔍 435
- 🏢 675
- 👤 1,125
- 📊 97%

### REGION 4A

- ⊕ 31,061
- ⚙️ 22
- 👉 152,443
- 🎓 1
- 🎓 104
- ✳️ 3
- 📺 12,742
- 🏠 1,505
- 💰 171,930
- 📈 4,634
- 🔍 74
- 🏢 45
- 🔍 3,265
- 🏢 4,205
- 👤 233
- 📊 96%

### REGION 4B

- ⊕ 14,120
- ⚙️ 9
- 👉 27,963
- 🎓 6
- 🎓 70
- 📺 5,398
- 🏠 760
- 💰 23,113
- 📈 401
- 🔍 22
- 🏢 24
- 🔍 4,204
- 🏢 281
- 👤 1,283
- 📊 100%

### REGION 5

- ⊕ 21,647
- ⚙️ 13
- 👉 24,933
- 🎓 46
- 🎓 96
- ✳️ 2
- 📺 8,526
- 🏠 1,705
- 💰 35,517
- 📈 3,431
- 🔍 64
- 🏢 161
- 🔍 8,202
- 🏢 352
- 👤 469
- 📊 95%

### REGION 6

- ⊕ 30,244
- ⚙️ 16
- 👉 67,230
- 🎓 54
- 🎓 96
- ✳️ 2
- 📺 14,352
- 🏠 2,672
- 💰 49,217
- 📈 1,075
- 🔍 53
- 🏢 84
- 🔍 5,133
- 🏢 347
- 👤 619
- 📊 100%

### REGION 7

- ⊕ 47,459
- ⚙️ 13
- 👉 85,583
- 🎓 22
- 🎓 142
- ✳️ 3
- 📺 22,130
- 🏠 2,416
- 💰 56,817
- 📈 816
- 🔍 418
- 🏢 149
- 🔍 1,675
- 🏢 5,000
- 👤 692
- 📊 100%

### REGION 8

- ⊕ 25,029
- ⚙️ 31
- 👉 50,659
- 🎓 23
- 🎓 108
- ✳️ 3
- 📺 9,240
- 🏠 4,640
- 💰 26,542
- 📈 423
- 🔍 12
- 🏢 71
- 🔍 2,633
- 🏢 139
- 👤 590
- 📊 100%

### REGION 9

- ⊕ 26,812
- ⚙️ 10
- 👉 49,902
- 🎓 12
- 🎓 95
- 📺 15,221
- 🏠 1,310
- 💰 24,761
- 📈 14,180
- 🔍 45
- 🏢 147
- 🔍 5,536
- 🏢 195
- 👤 833
- 📊 99%

### REGION 10

- ⊕ 22,667
- 👉 40,743
- 🎓 12
- 🎓 121
- ✳️ 1
- 📺 9,105
- 🏠 1,362
- 💰 26,731
- 📈 687
- 🔍 43
- 🏢 126
- 🔍 3,130
- 🏢 558
- 👤 341
- 📊 100%

### REGION 11

- ⊕ 25,184
- ⚙️ 1
- 👉 32,992
- 🎓 45
- 🎓 96
- ✳️ 2
- 📺 12,265
- 🏠 1,334
- 💰 37,542
- 📈 560
- 🔍 216
- 🏢 172
- 🔍 2,587
- 🏢 114
- 👤 569
- 📊 100%

### REGION 12

- ⊕ 21,744
- 👉 52,354
- 🎓 13
- 🎓 96
- ✳️ 4
- 📺 11,650
- 🏠 1,207
- 💰 28,399
- 📈 2,168
- 🔍 134
- 🏢 221
- 🔍 649
- 🏢 213
- 👤 596
- 📊 100%

### CARAGA

- ⊕ 27,888
- ⚙️ 3
- 👉 51,310
- 🎓 17
- 🎓 145
- ✳️ 1
- 📺 12,894
- 🏠 1,351
- 💰 22,378
- 📈 9,828
- 🔍 37
- 🏢 107
- 🔍 1,701
- 🏢 136
- 👤 647
- 📊 100%

### BARMM

- 🎓 8
- 🎓 52
- 💰 10,098



# ACROSS THE GLOBE

The Department of Trade and Industry's Foreign Trade Service Corps (FTSC) is a frontline mover in advancing the country's economic interests in the global arena. To date, there are 28 trade representatives posted overseas that represent the Philippines in key markets across Asia-Pacific, Europe, the Middle East, and the Americas, supported by a Coordinating Office in Manila.

The FTSC is tasked to promote the Philippines' trade and investment interests and pursue the priorities of the Department of Trade and Industry. Despite the ongoing health crisis, our Posts have stepped up to the challenge of fulfilling their vital mandates in investment promotion, export promotion, trade policy, and commercial intelligence.



## MOSCOW

Markenbug International Foods Corporation, a Bulacan-based manufacturer of export-quality marshmallows, now sells nine of its products in some of the biggest retail chains and online stores in Russia, such as KorShop.ru, SP-Fresh.ru, and Sbermarket.ru

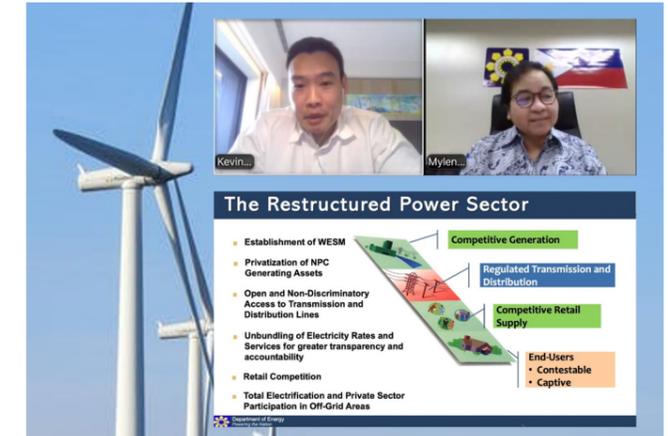
## SYDNEY

Woolworths, an Australian chain of supermarkets and grocery stores, now carries Filipino products to over 200 of its stores. PTIC-Sydney targets the inclusion of Filipino products to 500 stores in the next 2-3 years



## BERLIN

Mainstreamed Philippine coconut milk through Dr. Goerg's Organic Coconut Drink Milk, a private label available in German supermarkets. The product was also featured at Dr. Goerg's digital booth at BIOFACH eSPECIAL.



## LONDON

PTIC-London, together with Scottish Enterprise, organized a webinar on the Philippine renewable energy development program. The event discussed market and investment opportunities in the renewable sector with a special focus on offshore wind. Post invited companies in the finance, energy, consulting, and legal industries that specialize in renewable energy.

## TAIPEI

Philippine Investment Forum was attended by over 100 top Taiwanese executives, decision-makers, and business leaders who are looking for new locations to expand their manufacturing and business operations.

# 1,362

Investment Leads Generated

# 358

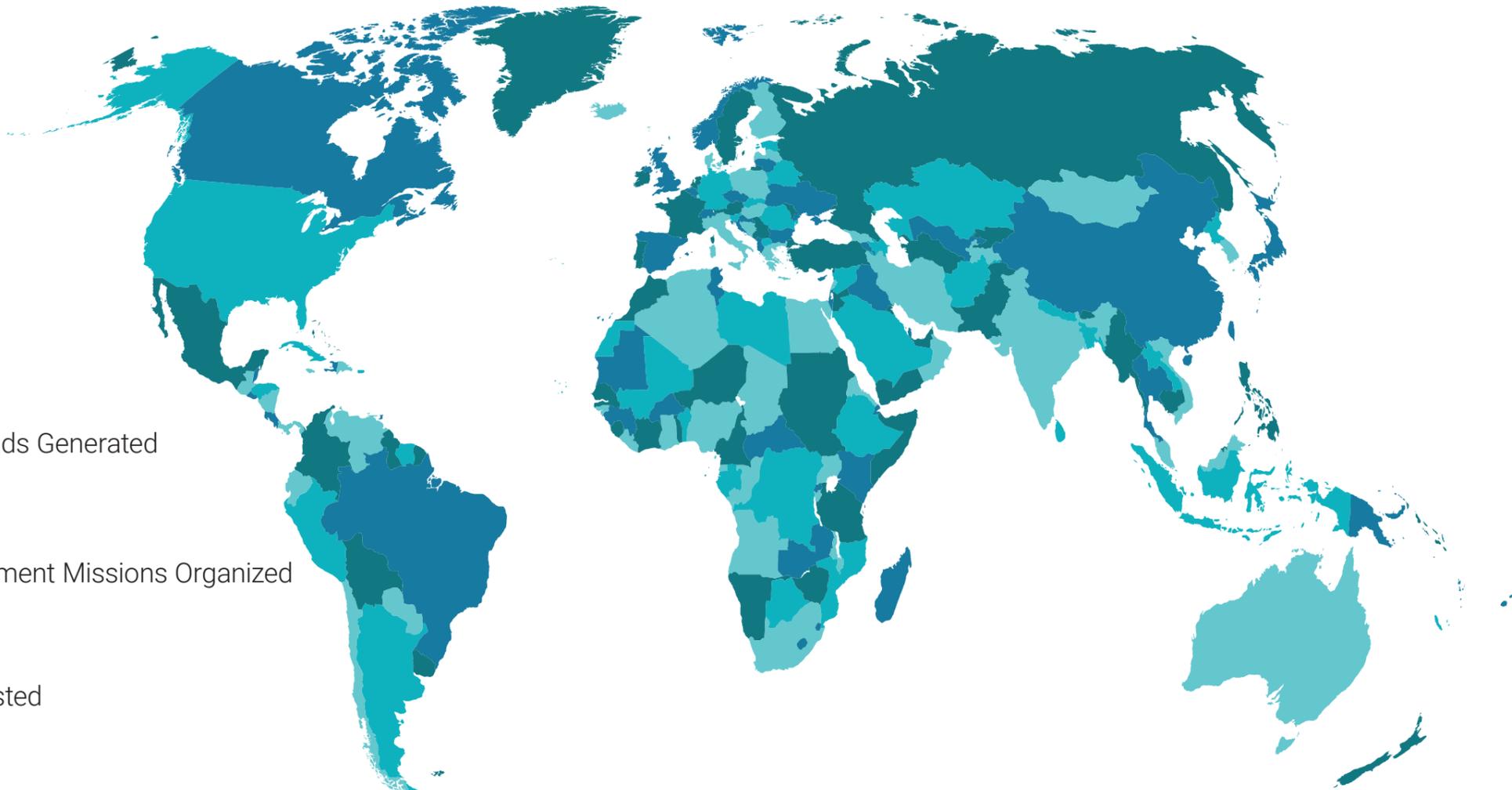
Inbound Investment Missions Organized

# 3,741

Exporters Assisted

# 1,376

Importers Sent to the Philippines



## JAKARTA

Emperor products are now available in Indonesia

## KUALA LUMPUR

Organized 2nd Philippine Investment Forum in Malaysia to promote the Philippines as an ideal investment destination under the banner "Make It Happen in the Philippines". Several government and industry resource speakers were invited to present updates on the Philippine economy and business landscape; investment opportunities in the Philippines, focusing on priority sectors for Malaysia; and discussion on the new tax and incentives regime under the Corporate Recovery and Tax Incentives for Enterprises Act (CREATE Act) of 2021.



# MILESTONES



## 2016

- ▲ Formulated the 7-point Strategy or 7Ms for enabling the country's Micro, Small, and Medium Enterprises: MINDSET CHANGE, MASTERY, MENTORING, MONEY, MACHINE, MARKET ACCESS, and MODELS OF NEGOSYO
- ▲ Convened TRABAHO, NEGOSYO, KABUHAYAN Summit to generate 7 million employment by 2022
- ▲ Fully supported the National Competitiveness Council's "Project Repeal" or the Philippines' Red Tape Challenge
- ▲ Launched new development programs such as the Kapatid Mentor ME and Go Lokal!
- ▲ Aligned stakeholders' strategies with PRRD's 6-year plans and priorities by launching various conferences such as the National MSME Summit, Philippine Construction Congress, the Manufacturing Summit, and the 2016 National Export Congress
- ▲ Facilitated ease of doing business initiatives for MSMEs, via a joint memorandum circular with DILG and DICT on the Business Process Licensing System
- ▲ Inaugurated Product Innovation Centers with Co-working Spaces in partnership with leading academic institutions, local government units, and private sector partners.

## 2017

- ▲ Arranged and facilitated almost USD 18B worth of potential investments in various presidential visits
- ▲ Chaired the ASEAN 2017 Summits, successfully presiding high-level economic meetings
- ▲ Spearheaded the 5th Annual Ease of Doing Business Summit, the first-ever Philippine Construction Human Resource Forum, and the 20th anniversary of the Philippine Quality Award
- ▲ Launched Davao-Gensan-Bitung (PH-Indonesia) RORO making trade across borders easier
- ▲ Rolled out OTOP NextGen and the Pondo sa Pagbabago at Pag-asenso (P3) nationwide
- ▲ 341 new Negosyo Centers established, more for any year prior or since
- ▲ Pushed for the signing of the Implementing Rules and Regulations (IRR) for Republic Act 10817 or the "Philippine Halal Export Development and Promotion Act of 2016"
- ▲ Initiated the Bangon Marawi program to extend support to displaced people by providing starter kits and equipment and launch a Bangon Marawi Product Store
- ▲ Improved considerably the level of professionalism in government as the DTI ranked 2nd on Career Executive Service Eligible Occupancy and obtained HR Maturity Level 2 in the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM)

## 2018

- ▲ Pushed for the enactment of the Ease of Doing Business (EODB) and Efficient Government Service Deliver Act of 2018
- ▲ Instrumental in improving the country's competitiveness (PH Ranking rose from 68th to 56th – Global Competitiveness Report 2018)
- ▲ Established, with the DA and NFA, the Presyong Risonable Dapat (PRD) program
- ▲ Tulong sa Bayan or Market on Wheels Program was established to provide direct access to agricultural and manufactured BNPCs
- ▲ Institutionalized Consumer Care - Established toll-free hotline for Globe mobile and PLDT landline subscribers: 1-DTI (1-384)
- ▲ Launched the ASEAN SME Academy with the administration of the ASEAN Small and Medium Enterprise (SME) Academy.
- ▲ Launched Pack! Pinas, a packaging roadshow, and the DTI Academy
- ▲ Online payment of licensing and registration fees for PCAB contractors made available
- ▲ Pushed forward the ROLL-IT Program

## 2019

- ▲ Approved investments of the Board of Investments (BOI) and the Philippine Economic Zone Authority (PEZA) reached Php 1.26 trillion; Php 1.14 trillion was BOI's highest haul in 52 years, while net FDI reached USD 7.65 billion
- ▲ Launched Negosyo Serbisyo sa Barangay, the Construction Industry Roadmap 2020 to 2030, SMART Program for the resurgence of Manufacturing Industry, Business Name Registration System NextGen, the Creative Economy Roadmap, P3 Hotline, Oplan Kidlat, and the RAPID Growth program
- ▲ Signed IRR for the Innovative Startup Act
- ▲ Conducted the 2nd Philippine Consumer Congress in October, featuring local initiatives for the promotion of sustainable consumption

## 2020

- ▲ Launched the CARES (COVID-19 Assistance to Restart Enterprises) financing program
- ▲ Provided livelihood kits for victims of the Taal Eruption and other calamities through the Livelihood Seeding Program
- ▲ Provided IATF IDs for businesses to ensure movement of goods during community quarantines
- ▲ Ensured consumers were protected from potential price abuse and guaranteed enough supply of essential goods
- ▲ Supported survival of businesses through grace period of rents
- ▲ Convened a DTI-COVID19 Rapid Response Team
- ▲ Launched the Bagsakan Special Project, online trade fairs, and the Buy Local, Go Lokal campaign
- ▲ Established the Helping the Economy Recover thru OFW Enterprise Start-ups (HEROES) program for repatriated Overseas Filipino Workers
- ▲ Launched Libreng Face Mask Para sa Masa
- ▲ Established EMPOWER PH platform to connect various stakeholders to facilitate and accelerate production and distribution of PPEs
- ▲ Conducted CTRL-BIZ: Reboot training seminars and promoted the digitalization of MSMEs through partnerships with Google and PLDT
- ▲ Migrated DTI services to online or virtual platforms

## 2021

- ▲ Hosted the Bangkok Philippine pavilion at ExpoDubai
- ▲ "Basta e-Commerce, MADALI!" is DTI's new battle cry for the Better Normal for encouraging digitalization of more MSMEs and LGUs nationwide (focusing on Market Access, Digitalization, and Logistics Integration)
- ▲ Launched the Safety Seal Certification Program
- ▲ PH cited as the fastest-growing internet economy in Southeast Asia fueled by e-commerce and food delivery services in 2021
- ▲ Launched Artificial Intelligence Roadmap that will establish a private sector-led Center for AI Research (CAIR)
- ▲ Established Regional Inclusive Innovation Centers (RIICs) in Cebu, Davao, CDO, Bicol, Tuguegarao, Zamboanga, Central Luzon, and CALABARZON
- ▲ Launched Php 250M Startup Venture Fund and supported more than 100 early & growth stage local startups to help them grow and scale-up
- ▲ Created Philippine Skills Framework with 305 Skills Maps and Functional Skills & Competencies defined for Supply Chain and Logistics, Digital Animation, and Game Development
- ▲ Launched Negosyo Center Online Portal

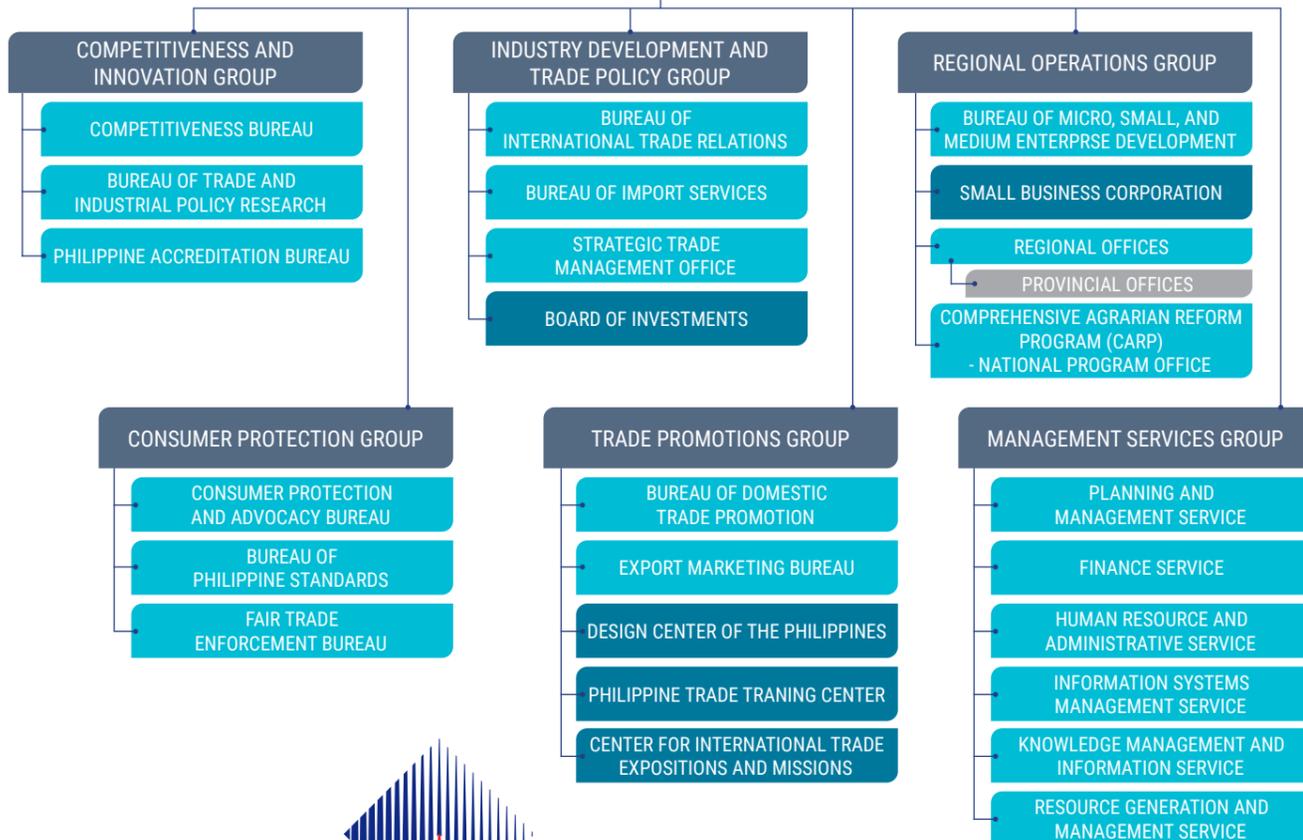
# ORGANIZATIONAL CHART



# 2021 KEY OFFICIALS



**OFFICE OF THE SECRETARY (OSEC)**  
LIAISON OFFICE FOR LEGISLATIVE AFFAIRS  
PUBLIC RELATIONS UNIT



## OFFICE OF THE SECRETARY



**Ramon M. Lopez**  
DTI Secretary



**Isidro S. Lapeña**  
Director General,  
Technical Education and Skills  
Development Authority



**Charito B. Plaza**  
Director General,  
Philippine Economic Zone Authority



**Rowel S. Barba**  
Director General,  
Intellectual Property Office of the Philippines



**Ma. Lourdes F. Rebuena**  
General Manager,  
National Development Company



**Joseph B. Encabo**  
Chairman,  
Cooperative Development Authority



**Emmie Liza Perez-Chiong**  
President & Chief Executive Officer,  
Philippine International Trading Corporation



**Benjamin de los Santos**  
President & Chief Executive Officer,  
Philippine Pharma Procurement Incorporated



**Flordelona L. Amate**  
Undersecretary,  
Office of the Secretary



**Noel Patrick S. Prudente**  
Assistant Secretary,  
Construction Industry Authority of the Philippines



**Mary Jean T. Pacheco**  
Assistant Secretary,  
Digital Philippines



**Joan Karen A. Riola**  
Assistant Secretary,  
Legal Service



**Reveree Niño C. Contreras**  
Assistant Secretary,  
Office of the Secretary



**Ameenah A. Fajardo**  
Assistant Secretary,  
Special Concerns



**Nicanor S. Bautista**  
Assistant Secretary,  
Foreign Trade Service Corps



**Doris U. Gacho**  
Executive Director,  
Construction Industry of the Philippines



**Edgar C. Herrera**  
Director,  
Internal Audit Service



## COMPETITIVENESS AND INNOVATION GROUP (CIG)



**Rafaelita M. Aldaba**  
Undersecretary,  
Competitiveness and  
Innovation Group



**Napoleon K. Juanillo Jr.**  
Assistant Secretary,  
Competitiveness and Innovation Group



**Janet S. Cuenca**  
Director,  
Bureau of Trade and Industrial Policy Research



**Lilian G. Salonga**  
Director,  
Competitiveness Bureau



**James E. Empeño**  
Director,  
Philippine Accreditation Bureau

## INDUSTRY DEVELOPMENT AND TRADE POLICY GROUP (IDTPG)



**Ceferino S. Rodolfo**  
Undersecretary,  
Industry Development and  
Trade Policy Group



**Allan B. Gepty**  
Assistant Secretary,  
Industry Development and Trade Policy Group



**Ma. Corazon H. Dichosa**  
Executive Director,  
Board of Investments



**Ma. Veronica F. Magsino**  
Executive Director,  
Board of Investments



**Bobby G. Fondevilla**  
Executive Director,  
Board of Investments



**Angelo Salvador M. Benedictos**  
Director,  
Bureau of International Trade Relations



**Maria Guiza B. Lim**  
Director,  
Bureau of Import Services



**Luis M. Catibayan**  
Director,  
Strategic Trade Management Office

## CONSUMER PROTECTION GROUP (CPG)



**Ruth B. Castelo**  
Undersecretary,  
Consumer Protection  
Group



**Ann Claire C. Cabochan**  
Assistant Secretary,  
Consumer Protection Group



**Ronnel O. Abrenica**  
Assistant Secretary, Consumer Protection Group  
Officer-in-Charge, Fair Trade Enforcement Bureau



**Neil P. Catajay**  
Director,  
Bureau of Philippine Standards



**Melquiades Marcus N. Valdez II**  
Director,  
Consumer Protection and Advocacy Bureau

## MANAGEMENT SERVICES GROUP (MSG)



**Ireneo V. Vizmonte**  
Undersecretary,  
Management Services Group  
DTI Chief of Staff



**Maria Asuncion H. Cruzada**  
Director,  
Finance Service



**Joel R. Cruz**  
Director,  
Human Resource and Administrative Service



**Patricia May M. Abejo**  
Director, Knowledge Management  
and Information Service



**Robert Alvin T. Arceo**  
Director,  
Planning and Management Service



**Lydia R. Guevarra**  
Director, Resource Generation  
and Management Service



**Rolando T. Medrano**  
Officer-In-Charge,  
Information Systems Management Service

## REGIONAL OPERATIONS GROUP (ROG)



**Blesila A. Lantayona**  
Undersecretary,  
Regional Operations Group



**Asteria C. Caberte**  
Assistant Secretary,  
Regional Operations Group



**Demphna Du-Naga**  
Assistant Secretary,  
Regional Operations Group



**Domingo R. Tolentino Jr.**  
Assistant Secretary,  
Regional Operations Group



**Rebecca M. Rascon**  
Regional Director,  
Region 6 - Western Visayas



**Ma. Elena C. Arbon**  
Regional Director,  
Region 7 - Central Visayas



**Celerina T. Bato**  
Regional Director,  
Region 8 - Eastern Visayas



**Al-Zamir I. Lipae**  
OIC-Regional Director,  
Region 9 - Zamboanga Peninsula



**Ma. Luna E. Cacanando**  
President & CEO,  
Small Business Corporation



**Jerry T. Clavesillas**  
Director, Bureau of Small and Medium  
Enterprise Development



**Emma C. Asusano**  
Project Manager,  
Negosyo Center - Project Management Unit  
Assistant Director, Bureau of Small and  
Medium Enterprise Development



**Ermedio J. Abang**  
Regional Director,  
Region 10 - Northern Mindanao



**Maria Belenda Q. Ambi**  
Regional Director,  
Region 11 - Davao Region



**Jude Constantine S. Jaugan**  
Regional Director,  
Region 12 - Soccsksargen



**Gay A. Tidalgo**  
Regional Director,  
CARAGA



**Marcelina S. Alcantara**  
Regional Director,  
National Capital Region



**Juliet P. Lucas**  
OIC-Regional Director,  
Cordillera Administrative Region



**Grace F. Baluyan**  
Regional Director,  
Region 1 - Ilocos



**Romleah Juliet P. Ocampo**  
Regional Director,  
Region 2 - Cagayan Valley



**Leonila T. Baluyut**  
Regional Director,  
Region 3 - Central Luzon



**Marilou Quinco-Toledo**  
Regional Director,  
Region 4A - CALABARZON



**Joel B. Valera**  
Regional Director,  
Region 4B - MIMAROPA  
OIC-Program Manager,  
Comprehensive Agrarian Reform Program



**Rodrigo M. Aguilar**  
Regional Director,  
Region 5 - Bicol Region

## TRADE PROMOTIONS GROUP (TPG)



**Abdulgani M. Macatoman**  
Undersecretary,  
Trade Promotions Group



**Rosario Virginia C. Gaetos**  
Assistant Secretary,  
Trade Promotions Group



**Pauline Suaco-Juan**  
Executive Director, Center for  
International Trade Expositions and Missions



**Maria Rita O. Matute**  
Executive Director,  
Design Center of the Philippines



**Nelly Nita N. Dillera**  
Executive Director,  
Philippine Trade Training Center



**Christopher Lawrence S. Arnucu**  
Director,  
Export Marketing Bureau



**Marievic M. Bonoan**  
Director,  
Bureau of Domestic Trade Promotion

## OFFICE OF THE SECRETARY

**Ramon M. Lopez**  
Secretary  
5F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3400  
Fax: (+632) 8896.1166  
Email: Secretary@dti.gov.ph

**Ireneo V. Vizmonte**  
Undersecretary and Chief of Staff

**Flordelona L. Amate**  
Undersecretary

**Reveree Niño C. Contreras**  
Assistant Secretary

**Mary Jean T. Pacheco**  
Assistant Secretary, Digital Philippines

**Noel Patrick S. Prudente**  
Assistant Secretary

**Atty. Joan Karen A. Riola**  
Assistant Secretary

## Liaison Office for Legislative Affairs (LOLA)

5F Industry & Investments Building  
385 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3240/7791.3241  
Telefax: (+632) 7791.3239  
Email: LOLA-group@dti.gov.ph

**Mary Jean T. Pacheco**  
Assistant Secretary and  
Department Legislative Liaison Officer

## Internal Audit Service (IAS)

4F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3213

**Edgar C. Herrera**  
Director

## Legal Service (LS)

2F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3300  
Email: LegalService@dti.gov.ph

**Atty. Joan Karen A. Riola**  
Assistant Secretary for Legal Matters

## Foreign Trade Service Corps (FTSC)

3F DTI International Building  
375 Sen. Gil J. Puyat Ave. Makati City Direct  
Line: (+632) 8465.3380  
Fax: (+632) 8890.5073  
Email: FTSC@dti.gov.ph

**Nicanor S. Bautista**  
Assistant Secretary

## Construction Industry Authority of the Philippines (CIAP)

5F Executive Center Bldg.  
369 Sen. Gil J. Puyat Ave. cor. Makati Ave., Makati City  
Phone: (+632) 8895.4424, 8895.6826  
(+632) 8897.9336  
Email: CIAP@construction.gov.ph  
Website: www.ciap.dti.gov.ph

**Noel Patrick S. Prudente**  
Supervising Assistant Secretary

## Cooperative Development Authority (CDA)

827 Aurora Blvd., Service Road Brgy. Immaculate Conception Cubao, 1111 Quezon City  
Phone: (+632) 8725.3764  
Email: helpdesk@cda.gov.ph  
Website: www.cda.gov.ph

**Joseph B. Encabo**  
Chairperson

## Intellectual Property Office of the Philippines (IPOP/PHL)

28 Upper McKinley Road McKinley Hill Town Center Fort Bonifacio, Taguig City  
Trunkline: (+632) 7238.6300  
Website: www.ipophil.gov.ph

**Atty. Rowel S. Barba**  
Director General

## National Development Company (NDC)

6-8F NDC Building 116 Tordesillas St. Salcedo Village, Makati City  
Phone: (+632) 8840.4838 to 47  
Fax: (+632) 8840.4862  
Website: www.ndc.gov.ph

**Ma. Lourdes F. Rebueno**  
General Manager

## Philippine Economic Zone Authority (PEZA)

8/F - 10/F Double Dragon Center West Building, DD Meridian Plaza Diosdado Macapagal Avenue, Pasay City  
Trunkline: (+632) 8551.3436-37  
Email: info@peza.gov.ph  
Website: www.peza.gov.ph

**Charito B. Plaza**  
Director General

## Philippine International Trading Corporation (PITC)

NDC Building, 116 Tordesillas St. Salcedo Village, Makati City  
Trunkline: (+632) 8818.9801  
Fax: (+632) 8892.2054  
Email: pitc@pitc.gov.ph  
Website: www.pitc.gov.ph

**Emmie Liza Perez-Chiong, DMD**  
President & Chief Executive Officer

## Philippine Pharma Procurement Incorporated (PPPI)

NDC Building, 116 Tordesillas St. Salcedo Village, Makati City  
Phone: (+632) 8840.1123/8840.3704  
Fax: (+632) 8892.1462  
Email: ppi@pitcpharma.com.ph  
Website: www.pitcpharma.com.ph

**Atty. Benjamin C. De Los Santos**  
President & Chief Executive Officer

## Technical Education and Skills Development Authority (TESDA)

E Service Rd, Taguig City  
Phone: (+632) 8893.2454  
Website: www.tesda.gov.ph

**Isidro S. Lapeña**

Director General  
Phone: (+632) 8893.2454  
Fax: (+632) 8815.3622  
Email: odg@tesda.gov.ph

## SPECIAL CONCERNS

**Abdulgani M. Macatoman**  
Undersecretary  
3F DTI International Bldg  
375 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8896.3658  
Email: AbdulganiMacatoman@dti.gov.ph

**Ameenah A. Fajardo**  
Assistant Secretary

## COMPETITIVENESS & INNOVATION GROUP (CIG)

**Rafaelita M. Aldaba, PhD**  
Undersecretary  
4F Industry & Investments Building 385 Sen. Gil J. Puyat Ave., Makati City  
Trunkline: (+632) 8897.6682 loc. 276  
Phone: (+632) 8895.3519 / 7791.3435  
Email: RafaelitaAldaba@dti.gov.ph / oucig@dti.gov.ph

**Napoleon K. Juanillo Jr.**  
Assistant Secretary

## Bureau of Trade & Industrial Policy Research (BTIPR)

5F HPGV Building  
395 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8895.3198, 8897.1243  
Fax: (+632) 8896.7889  
Email: BTIPR@dti.gov.ph

**Janet S. Cuenca, PhD**  
Director

**Abigail R. Zurita**  
Assistant Director

## Competitiveness Bureau (CB)

2F HPGV Building  
395 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8890.4861, 8895.9460  
Fax: (+632) 8899.6247  
Email: CB@dti.gov.ph

**Lilian G. Salonga**  
Director

## Philippine Accreditation Bureau (PAB)

G/F HPGV building  
395 Sen. Gil Puyat Avenue, Makati City  
Phone: (+632) 8895.3995  
Email: PAB@dti.gov.ph

**James E. Empeño**  
Director

**Ernani M. Dionisio**  
Assistant Director

## CONSUMER PROTECTION GROUP (CPG)

**Atty. Ruth B. Castelo**  
Undersecretary  
3F Trade and Industry Bldg.  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3295  
Email: RuthCastelo@dti.gov.ph

**Ronnel O. Abrenica**  
Assistant Secretary

**Atty. Ann Claire C. Cabochan**  
Assistant Secretary

## Bureau of Philippine Standards (BPS)

3F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3124  
Email: BPS@dti.gov.ph  
Website: www.bps.dti.gov.ph

**Neil P. Catajaj**  
Director

**Ferdinand L. Manfoste**  
Assistant Director

## Consumer Protection and Advocacy Bureau (CPAB)

2F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3335  
Fax: (+632) 8890.4949  
Email: CPAB@dti.gov.ph

**Atty. Melquiades Marcus N. Valdez II**  
Director

**Atty. Cheryl G. Carbonell**  
Assistant Director

## Fair Trade Enforcement Bureau (FTEB)

1-2F UPRC Building  
315 Sen. Gil J. Puyat Ave., Makati  
Telefax: (+632) 7215.1165  
Email: FTEB@dti.gov.ph

**Ronnel O. Abrenica**  
Assistant Secretary and Officer-in-Charge

**Atty. Marimel D. Porciuncula**  
Assistant Director

## INDUSTRY DEVELOPMENT & TRADE POLICY GROUP (IDTPG)

**Ceferino S. Rodolfo, Ph.D.**  
Undersecretary  
4F Industry and Investments Building 385 Sen. Gil J. Puyat Ave., Makati City  
Trunkline: (+632) 8897.6682 locs.248, 296  
Phone: (+632) 8896.8485, 7791.3433  
Telefax: (+632) 8895.3512  
Email: CeferinoRodolfo@dti.gov.ph

**Atty. Allan B. Gepty**  
Assistant Secretary

## Bureau of Import Services (BIS)

3F Tara Building  
389 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8896.4430  
Email: BIS@dti.gov.ph

**Maria Guiza B. Lim**  
Director

**Raymond L. Cajayan**  
Assistant Director

## Bureau of International Trade Relations (BITR)

4F DTI International Building  
375 Sen. Gil J. Puyat Ave., Makati City  
Trunkline: (+632) 8465.3300 loc. 439  
Fax: (+632) 8890.5149, 3659.5740  
Email: PMS@dti.gov.ph

**Angelo Salvador M. Benedictos**  
Director

## Strategic Trade Management Office (STMO)

3F Tara Building  
389 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8896.4430  
Email: STMO@dti.gov.ph

**Atty. Luis M. Catibayan**  
Director

**Janice S. Dimayacay**  
Assistant Director

## Board of Investments (BOI)

Industry & Investments Building  
385 Sen. Gil J. Puyat Ave., Makati City  
Trunkline: (+632) 8897.6682  
Website: www.boi.gov.ph

**Ceferino S. Rodolfo, Ph.D.**  
Undersecretary

**Atty. Bobby G. Fondevilla**  
Executive Director

**Ma. Corazon H. Dichosa**  
Executive Director

**Ma. Veronica F. Magsino**  
Executive Director

## MANAGEMENT SERVICES GROUP (MSG)

**Ireneo V. Vizmonte**  
Undersecretary  
5F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3244  
Fax: (+632) 8890.4870  
Email: Ireneovizmonte@dti.gov.ph

## Finance Service (FS)

4F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3185  
Fax: (+632) 7751.3216  
Email: FMS@dti.gov.ph

**Ma. Asuncion H. Cruzada**  
Director

## Human Resource and Administrative Service (HRAS)

4F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3199  
Fax: (+632) 7751.3253  
Email: HRAS@dti.gov.ph

**Joel R. Cruz**  
Director

## Information Systems Management Service (ISMS)

5F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3222  
Telefax: (+632) 7751.3138  
Email: ISMS@dti.gov.ph

**Rolando T. Medrano, Jr.**  
Officer-in-Charge

## Knowledge Management and Information Service (KMIS)

5F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3234  
Telefax: (+632) 8895.6487  
Email: KMIS@dti.gov.ph

**Patricia May M. Abejo**  
Regional Director

## Planning and Management Service (PMS)

5F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3158  
Fax: (+632) 8890.4954  
Email: PMS@dti.gov.ph

**Robert Alvin T. Arceo**  
Director

## Resource Generation and Management Service (RGMS)

2F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3411  
Fax: (+632) 7976.5712  
Email: RGMS@dti.gov.ph

**Lydia R. Guevarra**  
Director

## REGIONAL OPERATIONS GROUP (ROG)

**Blesila A. Lantayona**  
Undersecretary  
6F Trade & Industry Building  
361 Sen. Gil Puyat Ave., Makati City  
Phone: (+632) 7791.3285  
Fax: (+632) 8890.4685  
Email: BlesilaLantayona@dti.gov.ph

**Asteria C. Caberte**  
Assistant Secretary

**Demphna Du-Naga**  
Assistant Secretary

**Domingo R. Tolentino Jr.**  
Assistant Secretary

**Emma C. Asusano**  
Director

## Bureau of Small & Medium Enterprise Development (BSMED)

2F Trade & Industry Building  
361 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 7791.3310  
Fax: (+632) 8896.7916  
Email: BSMED@dti.gov.ph

**Jerry T. Clavesillas**  
Director

**Emma C. Asusano**  
Assistant Director

## DTI-Comprehensive Agrarian Reform Program Management Office (DTI-CARP PMO)

3F Oppen Building  
349 Sen. Gil J. Puyat Ave., Makati City  
Email: CARP@dti.gov.ph

**Joel B. Valera**  
OIC Program Manager

## REGIONAL OFFICES

### Cordillera Administrative Region (CAR)

2F Pine Lake View Building, No. 9 Otek St. cor Rizal Park 2600, Baguio City  
Telefax: (+6374) 620.5542  
Fax: (+6374) 442.5688  
Mobile: (0920) 963.1606/(0917) 597.3067  
Email: CAR@dti.gov.ph

**Juliet P. Lucas**  
OIC Regional Director

### Region 1 - Ilocos Region

4F Juanita Bldg., Quezon Ave. San Fernando City, La Union  
Phone: (+6372) 607.1297  
Fax: (+6372) 607.1095  
Email: R01@dti.gov.ph

**Grace F. Baluyan**  
Regional Director

**Grace R. Lapastora**  
OIC Assistant Regional Director

### Region 2 - Cagayan Valley Region

11 Dalan na Pappabalo Regional Gov't. Center, Carig Sur Tuguegarao City, Cagayan  
Telefax: (+6378) 396.9865  
Email: R02@dti.gov.ph

**Romleah Juliet P. Ocampo**  
Regional Director

**Ruben B. Diciano**  
Assistant Regional Director

### Region 3 - Central Luzon

Malikhain St., cor. Maagap St. Diosdado Macapagal Government Center Maimpisi City, San Fernando, 2000 Pampanga  
Phone: (+6345) 625.9290  
Fax: (+6345) 625.9607  
Email: R03@dti.gov.ph

**Leonila T. Baluyut**  
Regional Director

**Brigida T. Pili**  
Assistant Regional Director

### Region 4-A (CALABARZON)

3F Marcelita Bldg. Brgy. Real, Calamba City, Laguna  
Phone: (+6349) 545.6169  
Fax: (+6349) 545.7573  
Email: R04A@dti.gov.ph

**Marilou Quinco-Toledo**  
Regional Director

**Marissa C. Argente**  
Assistant Regional Director

### Region 4-B – MIMAROPA

5F Oppen Building  
349 Sen. Gil J. Puyat Ave., Makati City  
Phone: (+632) 8890.1712  
Fax: (+632) 8899.0900  
Email: R04B@dti.gov.ph

**Joel B. Valera**  
Regional Director

**Rodolfo J. Mariposque**  
Assistant Regional Director

### Region 5 - Bicol Region

Regional Centre Site, Rawis Legazpi City  
Phone: (+6352) 742.0513/742.6791  
201.9908  
Telefax: (+6352) 480.5749  
Mobile: (0918) 905.6255  
(0917) 564.8355  
Email: R05@dti.gov.ph

**Rodrigo Aguilar**  
Regional Director

**Edna S. Tejada**  
OIC Assistant Regional Director

### Region 6 – Western Visayas

3F DTI Building  
J.M. Basa & Gen. Macario Peralta Sts. Iloilo City  
Phone: (+6333) 335.0548/335.1980  
Fax: (+6333) 335.0083  
Email: R06@dti.gov.ph

**Rebecca M. Rascon**  
Regional Director

**Ermelinda P. Pollentes**  
Assistant Regional Director

### Region 7 - Central Visayas

3F Rm. 311 WDC Bldg., Osmeña Blvd. Cebu City  
Phone: (+6332) 255.0036-37/412.1989  
Fax: (+6332) 253.7465  
Email: R07@dti.gov.ph

**Ma. Elena C. Arbon**  
Regional Director

**Esperanza Transfiguracion L. Melgar**  
Assistant Regional Director

### Region 8 - Eastern Visayas

Pawing, Palo, Leyte  
Phone: (+6353) 323.4082/323.7360  
Telefax: (+6353) 323.5611  
Email: R08@dti.gov.ph

**Celerina T. Bato**  
Regional Director

**Ma. Delia M. Corsiga**  
Assistant Regional Director

### Region 9 - Zamboanga Peninsula

4F VHW Bldg., Veterans Ave. Zamboanga City  
Phone: (+6362) 991.3237/991.3238  
Fax: (+6362) 991.3232  
Email: R09@dti.gov.ph

**Al-Zamir I. Lipae**  
OIC-Regional Director

### Region 11 - Southern Mindanao

3F Mintrade Bldg., Monteverde Ave. cor. Sales St., Davao City  
Phone: (+6382) 224.0511  
Fax: (+6382) 221.4952  
Email: R11@dti.gov.ph

**Maria Belenda Q. Ambi**  
Regional Director

**Delia M. Ayano**  
OIC Assistant Regional Director

### Region 12 – Soccsksargen



# EDITORIAL BOARD

## **EDITOR-IN-CHIEF**

Undersecretary Ireneo V. Vizmonte

## **MANAGING EDITOR**

Engr. Robert Alvin T. Arceo

## **PROJECT COORDINATOR**

Timmy Joy R. Lomarda

## **CONTRIBUTORS**

Alfreid Gaines P. Antonio

Dane Marvic B. Palencia

Mary Francis R. Sierra

Ma. Theresa G. Montemayor

Milagros C. Manrique

Pat Anthony M. Padua

Thea Beatris B. Santos

## **PHOTO CREDITS**

Board of Investments

Competitiveness and Innovation Group

Consumer Protection Group

Industry Development and Trade Policy Group

Management Services Group

Office of the Secretary

Presidential Communications Operations Office

Regional Operations Group

Trade Promotions Group





-  DTI.Philippines
-  DTI\_Philippines
-  DTIPhilippines
-  DTI.Philippines
-  ask@dti.gov.ph
-  www.dti.gov.ph
-  1-DTI (1-384)