



Ingenuity Despite Adversity

2020 ANNUAL REPORT

About the Cover

2020 has been a difficult year. But despite the dark days, Filipinos' ingenuity and resilience continue to shine through. From adjusting to the changes around them to finding smart ways to cope, they remained optimistic and hopeful for better days. Despite the challenges of unemployment and reduced income, many Filipinos managed to get by — from setting up online businesses to honing their skills and promoting their services on the Internet. To address the hazards of going out, they adjusted to doing transactions digitally — from grocery shopping and banking to pursuing education and working from home.

To boost Filipinos' enterprising and resourceful spirit, the Department of Trade and Industry (DTI) rolled out various initiatives that contributed to maintaining the competitiveness of the industry and services sectors during the pandemic and beyond. The agency is also continuously securing investments that will kindle employment opportunities for Filipinos. Whatever adversity life may bring, DTI remains committed to supporting our entrepreneurs, workers, and consumers to bring inclusivity and shared prosperity for all.

Vision

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

Mission

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

Core Values



Passion



Integrity



Creativity



Competence



Synergy



Love of Country

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Message of the President

My warmest greetings to the **Department of Trade and Industry (DTI)** as it publishes its **2020 Annual Report**.

The past year proved to be very challenging as we faced unprecedented challenges brought by the COVID-19 pandemic. Despite all these, DTI has been at the forefront of providing the necessary services that will enable our people and industries to overcome such uncertain times.

May this publication chronicle the efforts of the agency in creating economic opportunities, promoting the growth of businesses, and protecting consumers as we deal with this health crisis. Let this publication be a testament not only to the hard work and competence of the men and women of DTI, but also to the ingenuity and resilience of the Filipino nation.

As we brave the pandemic, I trust that you will continue to work with various sectors to assure the continued supply and stable prices of basic necessities and prime commodities. Together, let us march towards the road to recovery and promote inclusive growth for a better future for all.

I wish you the best in your endeavors.


Rodrigo Roa Duterte



Message of the Secretary

With the setbacks brought about by the pandemic, 2020 was full of challenges. As we adapt to the "New Normal," the Department of Trade and Industry (DTI) remains at the forefront of public service in taking the tough task of balancing health and the economy while creating a "Better Normal."

When Luzon was placed under Enhanced Community Quarantine (ECQ), DTI immediately ensured unimpeded movement of important cargo like food, medicine, Personal Protective Equipment (PPE), and other essentials in ports and throughout the country across quarantine control points. We also ensured the movement of people and unhampered passage of workers in essential industries.

To ensure the availability of important medical supplies and equipment for our healthcare frontliners, DTI pushed to repurpose manufacturing capacity through our Shared Service Facilities Fabrication Laboratories (SSF FabLabs) in

coming up with the innovative production of face masks, face shields, sanitizers, and aerosol boxes.

DTI also helped businesses – especially Micro, Small, and Medium Enterprises (MSMEs) – adapt to the new business environment, from providing an extended grace period on payments for residential and commercial rents to setting minimum health protocols for establishments that were allowed to operate while gradually increasing their operating capacity to help them increase revenue and income.

To aid Filipino entrepreneurs recover from business losses, DTI extended financial assistance programs like the Small Business Corporation's (SB Corp) COVID-19 Assistance to Restart Enterprises (CARES) Program for MSMEs and Helping the Economy Recover thru OFW Enterprise Start-ups (HEROES) program for repatriated Overseas Filipino Workers (OFWs). We also provided livelihood kits and business advisory assistance through the Livelihood Seeding Program - Negosyo Serbisyo sa Barangay (LSP-NSB).

To help MSMEs remain competitive in an evolving e-marketplace, DTI provided various webinars to train them while also partnering with the private sector to onboard them to online platforms for free. We also adapted our programs to be digitally accessible, from the Go Lokal! Digital Mall to the FAME+ virtual storefront.

And despite the pandemic, DTI intensified its monitoring and enforcement of prices and Fair Trade Laws for our consumers. Furthermore, we worked with the Philippine National Police (PNP) to go after those who take advantage of the health crisis to hoard and overly profit from basic necessities.

These great feats would not have been possible without the men and women of DTI who continue to go above and beyond the call of duty amid the challenges of the pandemic. Despite the hurdles, you have embodied the spirit of Bayanihan and continued to push for innovative methods to address the growing needs in this rapidly changing environment.

We laud the courageous employees who volunteered in the country's mega swabbing facilities, as well as those who served as the skeletal workforce to ensure that our regular programs adapt to these trying times. We likewise commend those who work long hours from their homes to ensure that the agency's operations continue to run in service of the general public. Indeed, in these trying times, each and every one of you have lived up to DTI's mantra of *"Serbisyon Higit pa sa Inaasahan."*

As we face the year ahead, we continue to take the road less traveled, one that will require us to continue to exemplify President Rodrigo Roa Duterte's thrust for Tapang at Malasakit. And as civil servants, our countrymen expect no less from us. Let us continue to uphold the values of honesty, integrity, and accountability as we rebuild a brighter economy for a "Better Normal." Together, we will not only heal as one but also recover as one.

Ramon M. Lopez

2020 FACTS & FIGURES

COVID-19 RESPONSE

DTI FabLabs



81,619 face shields



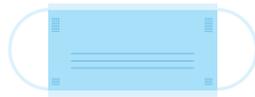
1,872 medical gowns



3,996L ethyl alcohol



253 aerosol boxes



59,026 face masks



1,319 hospitals, health, and other frontline units benefited

- 14 Notices of Violation for allegedly selling BNPCs above the Price Freeze issued in NCR
 - 12 Notices of Violation turned to formal charges
- 6,029 Price Act-related consumer complaints processed
- 281 enforcement activities conducted by the NBI/PNP-CIDG on **Anti-Hoarding and Anti-Profiteering of DTI-DOH-DA Basic Necessities** during the Price Freeze certified
 - 455 individuals apprehended
 - P118.09M worth of paraphernalia confiscated

- 634,324 IATF IDs issued
- COVID-19 Rapid Response Team established; 4,070 issues and concerns handled
- DTI partnered with CONWEP to produce medical-grade PPEs locally
- Repurposing Manufacturing initiated
- 5.975 million face masks delivered through **Face Masks para sa Masa**
- EMPOWER.PH launched

Launched financial assistance programs

- COVID-19 Assistance to Restart Enterprises (CARES) Program
 - 16,567 approved loans released amounting to P1.20 billion under **Bayanihan I**
 - 1,125 approved loans released amounting to P189.05 million under **Bayanihan II**
- Helping the Economy Recover thru OFW Enterprise Start-ups (HEROES) program

DTI Bagsakan

- 29 events
- 200 MSMEs assisted
- P18.73M sales generated
- 27 provinces and NCR assisted

- 19,962 establishments monitored on compliance with minimum health protocols
 - 5,414 barbershops/salons
- 11,913 dine-in food establishments
- 2,635 other establishments

Policies and Issuances

MARCH

- MC 20-07: Anti-Hoarding and Anti-Panic Buying
- MC 20-08: Ensuring Unhampered Movement of Cargo and Transit of Personnel of Business Establishments Allowed to Operate During the ECQ of Luzon
- MC 20-09: Pagpapahalaga sa mga Senior Citizen
- MC 20-10: Supplemental Anti-Hoarding and Anti-Panic Buying
- MC 20-11: Prescribed Guidelines for Additional Business Activities Allowed to Operate in ECQ to Ensure the Steady Supply of Food and Medical Supplies

APRIL

- MC 20-12: Guidelines on the Concessions on Residential Rents; Commercial Rents of MSMEs
- MC 20-14: Ensuring Enhanced Operations for BPO Companies and Export Enterprises, and their Service Providers, throughout the ECQ Period
- MC 20-15: Extension of Operating Hours for Retail Establishments Authorized to Operate During ECQ
- MC 20-16: Allowing Other Essential Business Activities
- MC 20-20: Prescribing the Guidelines on the Interruption of the Periods Related to Filing of Appeals before the Office of the Secretary and Suspension of Rendition of Judgment and Other Actions

MAY

- DTI and DOLE Interim Guidelines on Workplace Prevention and Control of COVID-19
- MC 20-22: Business Establishments or Activities Allowed to Operate in Areas Declared Under ECQ and GCQ
- Institutionalized the **Balik Probinsya, Bagong Pag-Asa Program**
- MC 20-23: Advisory on the Interruption of Reglementary Periods for the Commencement of Actions and Claims, Filing of Pleadings, Promulgation, and Rendition of Orders, Judgments and Resolutions for the Duration of the ECQ in all DTI Offices including Regional and Provincial Offices

MC 20-24: Guidelines on the Extension of the Filing and Validity, and the Suspension of Penalties and Fees, of Barangay Micro Business Enterprise Certificates of Authority Expiring During the Community Quarantines

JUNE

- MC 20-29: Supplemental Guidelines on the Concessions on Residential and Commercial Rents
- MC 20-30: Guidelines on Refund of Payments Made for Events Affected by the State of Public Health Emergency
- MC 20-36: Lifting the Quantity Limits of Products set by the "Anti-Hoarding and Anti-Panic Buying"
- MC 20-37: Guidelines on the Implementation of Minimum Health Protocols for Dine-in Services of Restaurants and Fastfood Establishments

JULY

- RA 11494: An Act Providing for COVID-19 Response and Recovery Interventions and Providing Mechanisms to Accelerate the Recovery and Bolster the Resiliency of the Philippine Economy, Providing Funds therefor, and for Other Purposes
- MC 20-39: Increasing the Operating Capacity of the Dine-in Food Establishments, Amending for the Purpose DTI Memorandum Circular no. 20-37, Series of 2020

AUGUST

- MC 20-44: Prescribing the Recategorization of Some Business Activities from Category IV to Category III, Additional Services Allowed for Barbershops and Salons, Adjustment of Operating Hours, and Amendment of the IATF Negative List

OCTOBER

- MC 20-54: Lifting the Quantity Limits of Products covered by MC 20-36
- MC 20-55: Easing of Control Measures in Malls and Commercial Centers Upon Strict Implementation of the Seven Commandments
- MC 20-57: Increased the Allowable Operational Capacity of More Business Establishments or Activities Under Category III

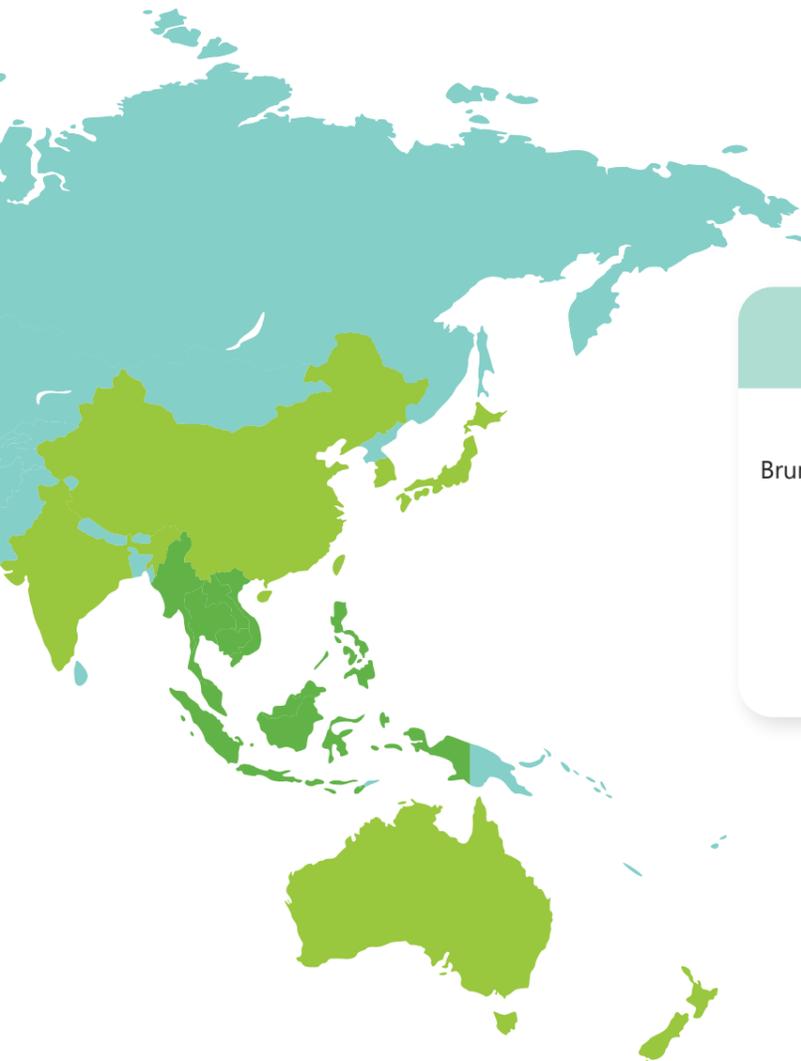
NOVEMBER

- EO 118: Ensure Accessibility and Affordability of COVID-19 Tests and Test Kits
- MC 20-59: Providing the Rules on Gym/Fitness Center and Sports Facility Royalty Fees and Membership Fees During the Period the Establishments Were Temporarily Not Allowed to Operate Due to the COVID-19 Pandemic



TRABAHO

Investment Growth | Industry Development | Trade/Market Access
| Competitiveness and Ease of Doing Business



RCEP signed with ASEAN and 5 Trade Partners

Member states of ASEAN

Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Vietnam

ASEAN FTA Partners

Australia, China, India, Japan, Korea, and New Zealand

Investment Approval



P949.61B
BOI-PEZA approved
investments
(Jan-Nov 2020)



117,001 jobs
generated

Cities and Municipalities Competitiveness Index

- **1,518 LGUs covered** (145 cities and 1,373 municipalities) by CMCI
- **8th Regional Competitiveness Summit** held
- **CMCI Data Analytics Platform** launched



Regional Inclusive Innovation Centers

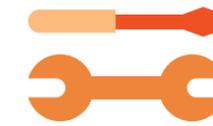
launched in CALABARZON, Cagayan, Zamboanga

NEGOSYO

Trade Promotion | MSME Development



US\$33.77B
merchandise exports
(Q3 2020)



US\$22.95B
service exports
(Q3 2020)



916,163 business names registered
in 2020, up by 44% from 2019

MINDSET, MASTERY, MENTORING



Negosyo Center

49 new Negosyo Centers established
1,159 DTI Negosyo Centers nationwide
905,845 clients assisted
361,537 MSMEs assisted



Kapatid Mentor ME Program (KMME)

KMME Money Market Encounter (KMME-MME) Online launched
35 KMME-MME runs
1,452 of 1,538 mentees graduated



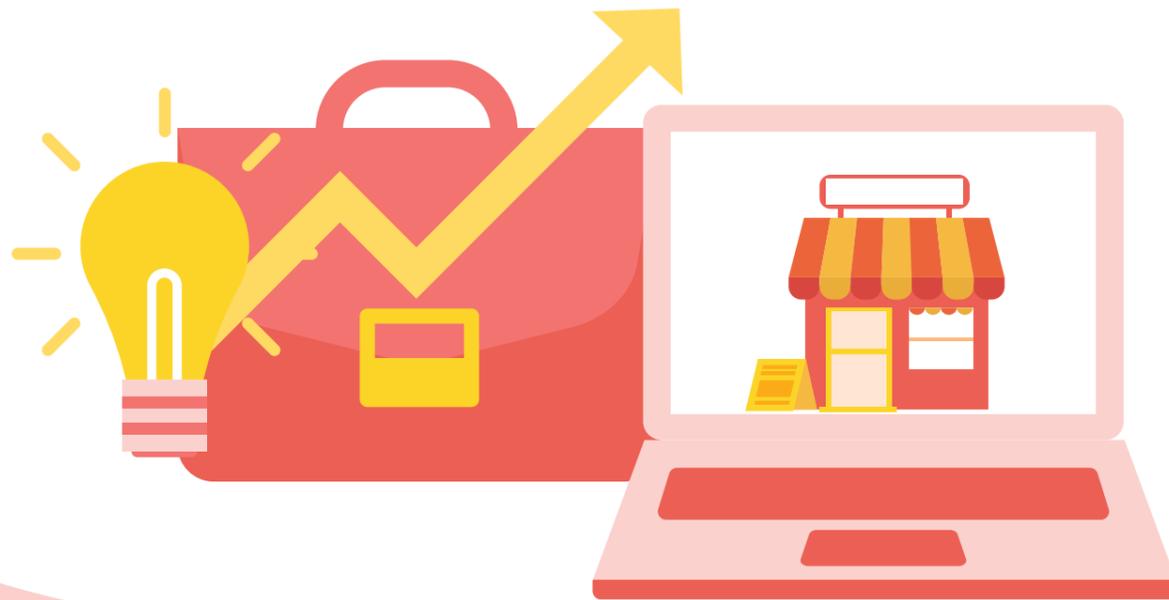
Youth Entrepreneurship Program

10,807 youth beneficiaries
115 local cooperators engaged
138 youth who joined entrepreneurial organizations



Negosyo Serbisyo sa Barangay

5,747 barangays covered
54,042 MSMEs assisted
365,089 individuals provided with information/
training on various livelihood opportunities
23,338 livelihood kits provided



MARKET ACCESS

Digitalization of MSMEs

<p>7 Digital Events</p> <ul style="list-style-type: none"> •Maison&Objet Digital Fair •CIIE Hybrid Event •Manila FAME Plus •CAEXPO •Design Week •Design Conference •Design Talks 	<p>2 Digital Stores (powered by UB GlobalLinker)</p> <ul style="list-style-type: none"> •National Trade Fair Digital Store •Go Lokal Digital Store 	<p>8 E-Commerce Partnership</p> <ul style="list-style-type: none"> •Local (Shopee, Lazada, UB GlobalLinker, Shopinas, Carousell) •Overseas (Amazon, Ebay, Etsy) 	<p>35,605 MSMEs onboarded in e-commerce platforms</p> <ul style="list-style-type: none"> •Local (34,945 MSMEs, 509 BDTP Live Sellers, 88 Go Lokal Live Sellers) •Overseas (63 EMB Live Sellers)
<p>200 Content Creation for MSMEs</p> <p>quality images with product narratives and company profiles to support the digital transformation initiatives of MSMEs</p>	<p>350 Training on Demand</p> <p>2,482 MSMEs and 24 business owners trained</p>	<p>239 Design on Demand</p> <p>regional MSMEs provided with design service</p>	<p>2 OTOP Next Gen national online trade fair/expo</p> <ul style="list-style-type: none"> •PASINAYA OTOP Market Showroom and Online Trade Platform (413 MSMEs and P29.92 million actual sales) •OTOP-PLDT KaAsenso Virtual Trade Expo (715 MSMEs and P10.72 million actual sales)



- 127 Go Lokal! stores** nationwide
- 183 MSMEs introduced** to concept store and retail partners
- 36 MSMEs mainstreamed** with retail partners
- P65.83M sales** generated

Buy Local, Go Lokal! campaign launched

- 18 major media partnerships
- 5 major supermarkets partnerships
- 9 private sector partnerships



- 22 additional OTOP hubs** established
- 55 OTOP hubs** nationwide
- 14,367 MSME OTOPpreneurs** assisted
- 6,677 products** developed
- P1.81 billion sales** generated

MACHINE



- 162 additional SSFs** established
- 2,751 SSFs nationwide**
- 91,411 MSMEs** served
- 55,919 other users**
- 38,743 employment** generated

MONEY



- P1.33 billion loans** released
- 38,786 microenterprise** borrowers
- 438 partner microfinance institutions** nationwide

MODELS OF NEGOSYO

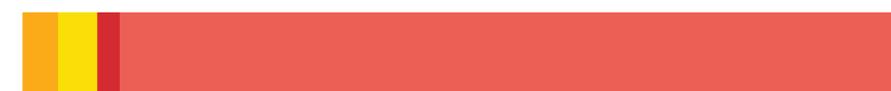


- 3,167 trainings** conducted
- 20,742 livelihood kits** provided
- 23,729 clients** assisted

INTELLECTUAL PROPERTY



23,169
IP Grants & Registrations



- 930 Patents**
- 975 Utility Models**
- 586 Industrial Designs**
- 20,678 Trademarks**

KONSYUMER
Consumer Protection



81%
Consumer
Awareness Level

- 51 Consumer Care webinars conducted, almost 26,000 participants
- 39 Konysumer Atbp. episodes aired
- Konysumer Atbp. now at DZBB Super Radyo 594 kHz
- 8 Konysumer Assembly sa Barangay conducted
- Consumer e-Congress held



Products and Safety

- Philippine Standardization Strategy published
- 98.57% ICC Processing Rate within 16 working hours
- 85.39% PS Processing Rate within 16 working hours
- 96.56% Product Testing Rate within prescribed time



Implementation of Fair Trade Law

- 130,105 firms monitored
- P2.5M penalty fines collected

1,123

Diskwento Caravan runs conducted



5,449 barangays served



578,379 households benefited



9,165 participating manufacturers



P350.32 million sales generated

INTELLECTUAL PROPERTY



650.5M amount of seized goods



190 reported IP violation



4 verified complaints

STATUS OF FUNDS

As of September 2020

PARTICULARS	Available Appropriations ¹		Allotment Releases ¹		Obligations		Disbursements ²	
	Amount	Amount	% to Available Appropriations	Amount	% to Allotment	Amount	% to Allotment	% to Obligations
Current Year	7,124,985	4,982,830	70%	3,513,366	71%	2,738,939	55%	78%
PS	1,973,217	1,866,153	95%	1,385,035	74%	1,310,517	70%	95%
MOOE	4,266,952	2,968,327	70%	2,098,408	71%	1,410,810	48%	67%
FinEx	2,400	2,400	100%	1,037	43%	332	14%	32%
CO	882,416	145,950	17%	28,886	20%	17,280	12%	60%
Continuing Appropriations	691,325	674,599	98%	219,304	33%	156,775	23%	71%
PS	31,533	48,083	152%	34,009	71%	30,405	63%	89%
MOOE	423,238	387,022	91%	161,401	42%	113,983	29%	71%
CO	236,554	239,494	101%	23,894	10%	12,387	5%	52%
SUBTOTAL	7,816,310	5,657,429	72%	3,732,670	66%	2,895,714	51%	78%
Accounts Payable						114,530		
PS						19,673		
MOOE						87,460		
CO						7,397		
GRAND TOTAL	7,816,310	5,657,429	72%	3,732,670	66%	3,010,244		

Notes:

1. Data on appropriations and allotment releases shall be provided by DBM.
2. Data on disbursements shall refer to agencies' actual utilization of Cash Disbursement Authorities (Inclusive of Outstanding Checks)
3. Current Year Allotment includes:
 - Agency Specific Budgets
 - Charges vs. SPFs
 - Automatic Appropriation (RLIP and SAGF)

Prepared by:

Certified Correct:

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COVID-19 RESPONSE

As the country endeavors to recover from the adverse impact of the pandemic, DTI carried out initiatives that aim to safeguard consumers and help businesses bounce back.



During the pandemic, our production and selling had to stop. Because of the Bagsakan project of DTI, we had an opportunity to sell, distribute, and release items from our stocks despite the pandemic. Presently, we are slowly recovering with the assistance of the Bagsakan Special Project, which is really a huge aid for us.

Elvie Moneda

Owner of Jhaz Footwear
Region 4A - Laguna



Ensuring Consumer Protection amid the Pandemic



Protecting consumers from potential price abuse

DTI signed a joint memorandum regarding the nationwide price freeze on basic necessities to protect consumers from possible abusive price increase during the pandemic. As mandated in the DTI-Department of Agriculture (DA)-Department of Health (DOH) Joint Memorandum Circular (JMC) No. 2020-01, the prices of all agricultural and manufactured basic goods, essential medicines, and medical supplies were frozen at their prevailing prices for 60 days from the declaration of the State of Calamity on 16 March 2020, unless sooner lifted by the President.

alcohol, hand sanitizer, disinfecting liquids, wipes or towelettes, bath soap, toilet paper, face mask, toothpaste, mouthwash, canned pork, canned beef, cooking oil, and dried fish. There were no reported non-compliance from firms during the implementation and enforcement of the said policies.

Ensuring enough supply of goods for Filipino consumers

As lockdown announcements sparked panic buying in the country, DTI proactively set a limit in buying food and non-food products. Under the DTI Memorandum Circulars 20-07, 20-10, and 20-25, all series of 2020, DTI monitored the retailers' compliance with the purchase limits of basic necessities. Under these policies, DTI set quantity purchase limits to the following goods: locally produced instant noodles, sardines, detergent soap, condiments, canned regular milk, instant coffee in sachet, mineral water, loaf bread, disinfectant



Helping Businesses Thrive in the New Normal

Responding to consumer complaints related to Price Act

DTI took action on the 6,029 Price Act-related consumer complaints in response to the Price Freeze and subsequent Suggested Retail Price (SRPs) issued by the DTI, DOH, and DA. 11% or 678 of these complaints endorsed to the National Bureau of Investigation (NBI) or the Philippine National Police (PNP) were related to Facebook Marketplace sellers. 29% or 1,760 were endorsed to the Food and Drug Administration and 60% or 3,591 were acknowledged inquiries.



Safeguarding consumers through monitoring of price and supply of basic needs and prime commodities

DTI conducted price and supply monitoring of Basic Needs and Prime Commodities (BNPCs) on 667 supermarkets and grocery stores in the National Capital Region (NCR), which were major distribution channels of goods.

Through a combination of monitoring strategies (physical, online, telephone, email), DTI composed daily Market Situation Reports on the price and supply stability of BNPCs. DTI intensified monitoring and enforcement activities in compliance with the Price Freeze from March to May, wherein a total of 14 Notice of Violations (NOVs) for allegedly selling BNPCs above the Price Freeze were issued in NCR. Of the 14 NOVs issued, 12 ripened to Formal Charges.

DTI also certified a total of 281 enforcement activities nationwide conducted by the NBI/PNP-Criminal Investigation and Detection Group (CIDG) on Anti-Hoarding and Anti-Profitteering of DTI-DOH-DA Basic Necessities during the Price Freeze period. This resulted to the apprehension of 455 individuals who violated the Price Act. Paraphernalia amounting to P118,091,875 were confiscated.

Protecting consumers and businesses by implementing health and safety protocols in various business establishments

As businesses are allowed to operate again in the new normal, DTI implemented protocols that will enable entrepreneurs to continue their business operations without sacrificing the health and safety of their customers and employees. The Department released Memorandum Circulars that set the minimum health protocols to be followed by salons and barbershops, dine-in establishments, and other businesses under Category III when reopening their businesses.

The Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases authorized the DTI to establish post-audit mechanisms to assess the compliance of barbershops and salons, as well as dine-in food establishments, with prevailing guidelines. From 15 June to 31 December 2020, a total of 19,962 establishments (5,414 barbershops/salons; 11,913 dine-in food establishments; 2,635 other establishments) had been monitored.



Supporting the survival of businesses through grace period on rents

As many Micro, Small and Medium Enterprises (MSMEs) were affected by the implementation of certain restrictions during the quarantine, DTI provided supplemental guidelines for the mandatory grant of certain concessions relating to residential rents and commercial rents.

DTI issued Memorandum Circular 20-29 and 20-31, supplementing 20-12 or the Guidelines on the Concessions on Residential Rents and Commercial Rents of MSMEs. Under the guidelines, a thirty (30)-day grace period applies to rent which due date falls within the declared community quarantine, whether Enhanced Community Quarantine (ECQ), Modified Enhanced Community Quarantine (MECQ), or General Community Quarantine (GCQ). The guidelines on the grace period for rent were enforced through the issuance of demand letters against the respondents of the 421 complaints received by the Fair Trade Enforcement Bureau. DTI issued a total of 9 Notices of Violation due to non-compliance with the issued DTI Demand Letters.



Providing over 630,000 IATF IDs for businesses during the quarantine

Following the IATF for the Management of Emerging Infectious Diseases' direction, DTI facilitated the issuance of a total of 634,324 IATF IDs to 10,166 critical establishments in Luzon that are allowed to operate. These include manufacturing establishments, retailers, logistics and delivery service providers, and other enterprises supplying essential services. These IDs ensure unhampered passage of workers belonging to essential industries through checkpoints. As a result, the inventory levels for major categories of food were maintained, creating a stable supply, inventory, and delivery of goods.



Establishing global connections for a strong COVID-19 response

Through the Foreign Trade Service Corps, DTI provided timely and regular information on border closures, quarantine guidelines, industry reports/updates and development of vaccines, and medical equipment in their country of posting. It also monitored, analyzed, and reported on government strategies to restart economic

activity. To help in policymaking, DTI also shared lockdown guidelines and protocols from other countries. To cope with the increasing demand for PPE and other medical supplies, DTI connected with over 700 verified foreign suppliers and facilitated 2.3 million donations including face masks given to public hospitals in NCR, Luzon, Visayas, and Mindanao. The donations also included face shields, PPEs (hazmats, scrubs), ventilators, medicines, low protein rice, Echigo Rice and Gohan Rice to the Philippine General Hospital. DTI likewise linked the Department of Health and Philippine companies such as Unilab, Ayala, and Lloyds to vaccine trials, licensing/distribution agreements, and possible manufacturers such as Avigan, Favirapir, Remdivisir, and Kalentra. DTI likewise identified vaccine developers, storage, and logistics providers.

Helping entrepreneurs selling COVID-related products by providing free Philippine National Standards

To support the national government's efforts in dealing with the COVID-19 crisis, DTI's Bureau of Philippine Standards (DTI-BPS) provided free Philippine National Standards (PNS) to all Medical Personal Protective Equipment (PPE) and other emergency response-related essentials to any interested entity or stakeholder. A copy of PNS is available upon request for protective clothing, medical gloves, face masks/respiratory protective device (RPD), eye protection, security and resilience/risk management, anaesthetic and respiratory

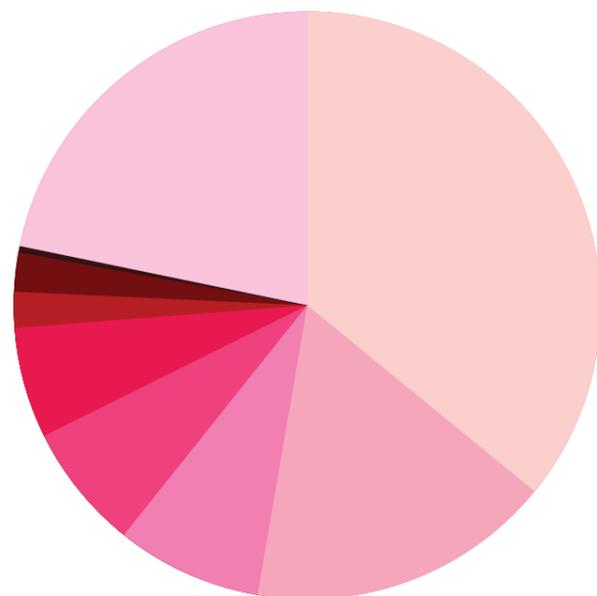
equipment, biological evaluation of medical devices, quality management system for medical devices, biotechnology, and medical electrical equipment.

Addressing consumer and business concerns through DTI COVID-19 Rapid Response Team

When the President placed the entire Luzon under Enhanced Community Quarantine (ECQ), DTI established a COVID-19 Rapid Response Team (RRT) to answer queries from the public and facilitate the movement of cargoes among quarantine control points. From March 2020 until the end of the RRT operations on 31 May 2020, when most of Luzon were already under General Community Quarantine, a total of 4,070 issues and concerns were received and responded to through the DTI's COVID-19 Rapid Response Team Hotlines. Issues and concerns included RapidPass inquiries, issuance of IATF IDs, Quarantine Control Points, consumer complaints, SME concerns and inquiries, shipments/supply chain and logistics concerns, complaints and inquiries on social amelioration, special economic zones concerns, and other issues and concerns.

Loan programs assisted MSMEs and repatriated OFWs affected by COVID-19

DTI, through the Small Business Corporation (SB Corp), launched a P1 billion enterprise rehabilitation financing facility under the Pondo sa Pagbabago at Pag-Asenso (P3) called the COVID-19 Assistance to Restart Enterprises (CARES) Program. The loan assistance aims to help businesses recover from



Issues handled by DTI COVID-19 Rapid Response Team Hotline

- 36% RapidPass concerns and inquiries
- 17% issuance of IATF IDs
- 8% issues on Quarantine Control Points
- 7% complaints or inquiries by consumers
- 6% concerns and inquiries of SMEs
- 2% shipments/supply chain and logistics concerns
- 2% complaints and inquiries on social amelioration
- 0.15% special economic zones concerns
- 22% other issues and concerns



Most of the people I know who have businesses chose to take the easy way out and closed down. I could have done that myself. But my conscience cannot take it. I cannot live thinking there are people I will be letting down. We need to find a way to remain open for our people. My bank asked me why borrow from SB Corp and not from them. I asked them why can't you lend like SB Corp if you really want to help me? With the one-year grace period, SB Corp has allowed me to breathe. That is what I'm most grateful for. Thank you for allowing me to breathe.

Dr. Vivian S. Sarabia

Optometrist

Owner, Sarabia Optical



their losses. It allows micro and small enterprises operating for at least a year prior to 16 March 2020 and with assets not exceeding P15 million avail of loans.

Under the CARES Program, SB Corp also established the Helping the Economy Recover thru OFW Enterprise Start-ups (HEROES) program, a P100 million loan facility for repatriated Overseas Filipino Workers (OFWs) affected by the COVID-19 pandemic. The loan facility is aimed at helping repatriated OFWs to become entrepreneurs. OFWs may borrow a minimum of P10,000 up to a maximum of P100,000 free of interest and collateral. However, a service fee will be charged depending on the loan term, between 4% for a 1-year term to 7.5% for a 3-year term. The same applies to all CARES loans.

With the enactment of R.A. 11494 or the Bayanihan to Recover as One Act, P10 billion was allocated to further expand the CARES Program to also cover MSMEs, cooperatives, hospitals, tourism, and OFWs affected by the COVID-19 pandemic. The P6 billion

fund allocated for the tourism sector is aimed to be extended to Department of Tourism (DOT)- and Local Government Unit (LGU)-accredited tourism-related enterprises through the program "CARES for Tourism Rehabilitation and Vitalization of Enterprise and Livelihood" or CARES for TRAVEL.

The maximum loan amount that an enterprise can borrow is 15% of sales and 20% of the enterprise's asset size. From a minimum loan amount, an MSME may borrow higher loan amounts, subject to the submission of a written plan on how to restart or improve its business model or show proof of retention or rehiring of a significant number of workers for even higher loan amounts.

As of 31 December 2020, a total of 16,567 approved loans under the P3 CARES (Bayanihan I) amounting to P1.20 billion have been released in the National Capital Region and 79 provinces. Meanwhile, 1,125 approved loans under the Bayanihan II CARES amounting to P189.05 million have been released in NCR and 71 provinces.



Providing effective marketing platform for MSMEs through Bagsakan Special Project

With the need to sell Guimaras mangoes due to a postponed National Food Fair, DTI came up with the Bagsakan project, which went viral on social media and was able to sell out all the products in a matter of hours. In coordination with DTI Regional and Provincial Offices, the Bureau of Domestic Trade Promotion (BDTP) continued to conduct the Bagsakan project to assist MSMEs, local farmers, fruit growers, and cooperatives in selling their fresh produce and processed food products.

The Bagsakan Special Project evolved into a key component of DTI's Bayanihan We Heal as One efforts to sustain the supply of food and essential products while supporting the local economy amid the pandemic. To date, 29 Bagsakan activities aided 200 MSMEs from NCR and 27 provinces generating more than P18.73 million sales.



We are very thankful that we were given an opportunity to sell our products in DTI's Bagsakan. In March 2020, we prepared a high volume of products for the National Food Fair. Then the pandemic happened and we did not know where and how to sell our products. We had the chance to join the Bagsakan in DTI Head Office where we sold different products and we gained several patrons. In every Bagsakan we participated in, we meet new resellers. We are very thankful to the DTI for helping us.



Gloria Pantaleon
Owner of Gloria's Delicacies,
Region 3 Bataan

Ensuring food security through an improved logistics and supply chain

DTI led the Sub Task Group on Food Value Chain and Logistics (STGFVCL), under the IATF's Task Group on Food Security, in crafting policies and implementing new programs that helped ensure food security through efficient logistics and supply chain. In addressing the long-standing issue of high logistics cost, the DTI spearheaded a high-level dialogue with the Department of Transportation (DOTR), Philippine Ports Authority, Maritime Industry Authority, Department of Agriculture (DA), and Office of the Executive Secretary. This dialogue led to the signing of three DOTr issuances: (1) DO 2020-08 prescribing the creation of the Shippers Protection Office; (2) DO 2020-07 directing private cargo space allocation for Agri and food products; and (3) DO 2020-09 prescribing free time period of 8 days for ships unloading in the international shipping lines.

To stop the pass-through fees imposed at the LGU level, DTI also pushed for the issuance of the Department of Interior and Local Government (DILG) Advisory on the Reiteration of DILG Memorandum 2018-133 on the suspension of LGU imposition and collection of illegal fees and taxes relative to the transport of goods and products. DTI likewise pushed for the issuance of DILG Advisory on Reiteration of IATF Guidelines on Movement of Cargoes, their Drivers and Helpers and Authorized Persons Outside Residence (APOR) under Executive Order 112 s. 2020. Through DTI consultations, Philippine Economic Zone Authority (PEZA) reduced the documentary requirements from 19 to 9 documents for Letter of Authority (LOA). LOA is required for trucking companies to render services to PEZA registered enterprises.

The following programs were implemented:

- **DEmand-supply PLanning and Optimization System (DEPLOY)** - a web-based model for essential products, particularly on canned sardines, instant noodles, instant coffee, rice, corn, onion, garlic, selected vegetables, and chicken. Embedded models are supply-demand gap analysis, scenario planning, and supply allocations for optimized total distribution cost. DTI commissioned the UP Diliman to develop the models.



- **DELIVERe Project** - an inclusive, transparent, and integrated end-to-end e-commerce platform for agricultural and food products. Launched in December 2020, the DELIVERe platform was designed to increase the income of farmers, initially in Cordillera Administrative Region, Region 2, Region 3, and Region 5, by selling their products directly to consumers. Even at the proof-of-concept stage, the platform was able to sell 260 metric tons of vegetables and fruits. The platform later on sold 4 tons of oranges and watermelon produced by farmers in Region 2. A dialogue is ongoing regarding the possible onboarding of the Go Lokal companies into the DELIVERe platform, as well as the onboarding of agri-processors from the E-KADIWA of DA.

- **Warehousing Initiative** - DTI conducted an inventory of all warehouses in the country. In 2020, total warehouse data gathered was 3,049 (191 from private companies, 1,497 from Board of Investments, 1,197 from DTI, 164 from Bureau of Customs). The data was forwarded to DA for inclusion in the Agricultural and Biosystems Engineering Management Information System (ABEMIS).

- **Google MyBusiness Project** - DTI invited a total of 1,197 companies engaged in warehousing to try Google My Business. There were 85 companies that responded to the survey.



As the country faced COVID-19, Google worked closely with the Department of Trade and Industry toward our mutual goal of digitalizing small businesses so they can cope with the pandemic. We are thankful for our strong collaboration with them on the use of technology and beyond including the CTRL + BIZ : Reboot Now training series, Google My Business, Search ad credits grant, and YouTube. Google is committed to our partnership with the DTI in supporting their e-Commerce roadmap, programs, and initiatives in enabling our Filipino business owners to bounce back leading to economic recovery.



Bernadette Nacario
Country Director, Google Philippines



Assisting MSMEs in going digital through Reboot Program

To help MSMEs shift their business from offline to online during the pandemic, DTI launched Reboot Program for online enterprises. The program consists of waiving of onboarding fees, access to loans, discounts from logistics/delivery partners, free 3-month internet subscription for PLDT new subscribers, and online training called CTRL+BIZ Reboot Now! With the participation of a total of 23 e-commerce platforms or enablers, CTRL+BIZ Reboot Now! produced six online conference/webinar series. For this project, DTI collaborated with the DOT, the Philippine Trade Training Center (PTTC), and EnjoyPH. Total number of registered participants in Zoom reached 42,351 with 19,307

unique viewers. Total reach in Facebook was recorded at 1,082,749 with 476,708 views.

COVID-19 measures recognized by ISO

The following COVID-19 initiatives by the DTI-BPS were recognized by the International Organization for Standardization (ISO) in a webinar conducted in Geneva, Switzerland:

- Promulgation of 58 Philippine National Standards (PNS) on Personal Protective Equipment (PPE) and other essential products, which were made free to all interested stakeholders
- Creation of the Business Continuity Plan
- Issuance of Memorandum Circulars to ensure business continuity of stakeholders

Helping produce more medical-grade PPEs for the country

DTI, through its investments promotion arm, the Board of Investments (BOI), worked with the Confederation of Wearable Exporters of the Philippines (CONWEP) in the local production of medical-grade PPEs. BOI worked with CONWEP in coming up with sample fabrics that would pass as a material for medical-grade PPEs. Sample fabrics were submitted to DTI, DOH/PGH, and DOST for approval based on requirements and standards for medical-grade PPEs. DTI-BOI assisted in the licensing, accreditation, and logistics needs.

Encouraging local manufacturers to supply essential products through Repurposing Manufacturing

DTI-BOI also championed the Repurposing Manufacturing initiative during the start of the COVID-19 lockdowns in April 2020. 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 2020, the country had the capacity to locally produce over 3.2 million pieces of medical grade coveralls, 56 million pieces of N88 face masks, 2.4 million pieces of N95 face masks and 6,000 units of ventilators per month.

Producing more PPEs for healthcare workers, frontliners

Through the 28 Shared Service Facility (SSF) Fabrication Laboratories (FabLabs), DTI immediately mobilized its resources to contribute to the needs of frontliners by producing and distributing 81,619 fabricated face shields, 253 fabricated aerosol boxes, 1,872 medical gowns, 59,026 fabricated face masks, and 3,996L of ethyl alcohol nationwide as of 31 December 2020. These benefited 1,319 hospitals, health units, and other essential institutions doing frontline work.



Local Capacity for Internationally-certified, Medical-grade PPEs

Product	Previous Capacity (Pre-COVID)	Current Capacity (August 2020)
Coveralls	0	3.2 million pcs/ month
N95	0	2.4 million pcs/ month
Ventilators	0	6,000 units/ month
N88 surgical masks	6 million pcs/ month	56 million pcs/ month
Meltblown (filter for face mask)*	0	20 tons per month
Spunbond non-woven polypropylene fabric (coverall raw material)**	0	40 tons per month

*Within 2020 **by December 2020

Establishing EMPOWER PH, a collaborative platform to meet increasing PPE demands

In partnership with the United Nations Development Programme (UNDP) Philippines, DTI established and launched the Enhanced Manufacturing of Protective Wear and Equipment for COVID-19 Response in the Philippines (EMPOWER PH) platform, a digital collaborative platform to connect various stakeholders to facilitate and accelerate production and distribution of personal protective equipment (PPE). In line with the national government's agenda in managing COVID-19, EMPOWER PH helped manage the impact of the pandemic in the country while strengthening and supporting the national health system. The initiative provided a collaborative platform to meet the increasing demand for PPEs, ensure product quality standards, democratize knowledge and resources, provide livelihood opportunities, and facilitate an effective supply chain. Together with various stakeholders including the Department of Health (DOH), the Food and Drug Administration (FDA), and the Philippine Disaster Resilience Foundation (PDRF), the platform created a vetting process for local manufacturers to ensure the quality of non-medical grade products.



In 2020, there were 23 registered suppliers and manufacturers in the platform contributing to a total of 21 products already available on the platform. These products underwent the EMPOWER PH vetting process using the patterns and videos included in the resource center.



Providing face masks and livelihood through Face Masks Para sa Masa

The Libreng Face Masks Para sa Masa – Community Face Mask Project was launched to provide over 6 million poor families and 35 million individuals with free face masks that will help prevent the spread of the COVID-19 virus in the country. The project so far has provided livelihood to at least 5,000 Filipinos coming from MSMEs, cooperatives, and community members who were displaced from their work during the pandemic. The initiative has already produced and delivered 5.975 million pieces of face masks. In addition, the Confederation of PPE Manufacturers of the Philippines (CPMP) and Temasek Foundation SG has donated 890,000 and 1,042,900 pieces of cloth face masks respectively. Together with DSWD, the project has distributed a total of 3,243,800 cloth face masks to 16 cities and municipalities in the National Capital Region and the provinces of Cavite, Rizal, Laguna, Bulacan, including the calamity stricken Region 2.



Revitalizing Businesses, Investments, Livelihoods and Domestic Demand through Rebuild PH!

With the plan to move towards recovery, DTI introduced REBUILD PH!, which stands for Revitalizing Businesses, Investments, Livelihoods, and Domestic Demand. This program features the DTI BOI's Industry Protection and Development Plan to Rebuild the Economy after COVID-19. Its goal is to promote the Philippines' economic growth performance, low and stable inflation, strong fiscal position, highest credit rating in the range of BBB+ to A+, and lowest unemployment and underemployment.

REBUILD PH! rests on two broad strategies: revitalizing the demand of households and businesses boosted by government spending; and empowering local industries to capture that demand. Through this, DTI aims to create a cycle of sustained and growing economic activity with strong domestic linkages.

To spur the demand on investments, the DTI-BOI:

- Undertook initiatives to improve the investment climate, including incentives (thru Bayanihan 2, 2020 IPP, and CREATE), accelerate structural reforms and infrastructure development
- Launched an aggressive international investment promotion campaign on 24 November 2020 – the Make It Happen Campaign

- Implemented strategic stockpiling initiatives to boost demand for local manufacturers of COVID-19 critical products
- Maximized utilization of trade preferences under our various free trade agreements and generalized system of preferences in developed markets
- Strengthened trade promotion to deepen integration in global value chains
- Strictly enforced standards to ensure high quality of products offered in the market; and
- Used appropriate trade remedy measures to ensure a level playing field for manufacturers located in the country.

The industry promotion initiatives on priority areas and demand-side interventions were supplemented with other strategic supply-side strategies. This ensured companies located in the Philippines to capture the demand. It also encouraged firms to embark on digital transformation and integrate anti-COVID measures in their operation to secure business continuity.

The DTI-BOI also liberalized its policies under the current Investment Priorities Plan (IPP) in response to the COVID 19 Pandemic. In general, these policies encourage investments in new business projects and/or expansion of existing businesses. In turn, new businesses and expanded businesses will generate employment and adopt health and safety measures to be able to continue operations.

TRABAHO

DTI lights up various initiatives that contribute to maintaining the competitiveness of the industry, ensuring the ease of doing business in the country, and securing investments. By being competitive and providing convenient services, it is easy to attract local and foreign investments that will kindle employment opportunities for many Filipinos.



Thru the initiative of DTI, we were able to have a common platform to discuss, propose and push for needed reforms to help reduce logistics costs, upgrade service quality standards, enhance ease of doing business, and prepare a future-ready workforce.

Ms. Marilyn Alberto
President

Philippine Multimodal Transport and Logistics Association Inc.



Securing Investments

Bringing in employment opportunities through P950 billion worth of investments

To help Filipinos secure jobs in the new normal, it is important to secure investments that will yield employment opportunities in the country. From January to November 2020, the Board of Investments and Philippine Economic Zone Authority approved P949.61 billion worth of investments, a slight decrease from P1.233 billion recorded in the same period in 2019. Local investments accounted for 89.5% of the total approved investments with P850.35 billion. Some 117,001 employment opportunities are expected once the projects are at full operation. Major foreign sources of these investments are USA, China, Singapore, Japan, and Taiwan.

Attracting more investments by providing information on non-tariff measures through ASEAN Trade Repository

With the implementation of the World Trade Organization (WTO) Trade Facilitation Agreement and the work under ASEAN Trade Facilitation Framework, the Philippines recognized the importance of a more trade facilitating business environment and reducing the cost of doing business in the country to attract more investments and leveraging more domestic enterprises to access international markets. In line with this, the Philippines together with the ASEAN Member States are working hard to provide information on non-tariff measures through the ASEAN Trade Repository (ATR). The ATR is set to be a single repository

of trade-related information, including non-tariff measures. To further achieve competitive, efficient, and seamless movement of goods within the region, the full operationalization of the ATR is part of the ASEAN Trade Facilitation Strategic Action Plan for 2025.

To assist ASEAN in this work, the EU ARISE Plus is helping the PNTR Secretariat review the trade regulations of Philippine Trade Regulatory Government Agencies (TRGAs) identify, classify, package and upload Non-Tariff Measures (NTMs) onto the NTR and the ATR. Aside from the NTM workshop conducted that trained our focal points in identifying their agencies' trade regulations and measures, a line-by-line review was likewise conducted which facilitated the validation of these measures.



We are thankful that we have [DTI's] support during these challenging times so we can also support our country's export earnings and provide uninterrupted work and income to our employees. In turn, our employees can then provide for their families.

Romeo B. Bachoco
Chief Finance Officer
Philex Mining Corporation

Lighting Up the Industry



As a result of this collaborative work with the TRGAs, several Sanitary and Phytosanitary (SPS) and Technical Barriers to Trade (TBT) measures were already uploaded to the ATR thereby fostering transparency and regional integration among businesses, traders, and exporters.

Boosting foreign economic partnerships through Regional Comprehensive Economic Partnership Agreement with ASEAN and trade partners

Part of maintaining competitiveness is boosting foreign partnership ventures. Thus, the Philippines, led by the DTI, joined other Member States of the Association of Southeast Asian Nations (ASEAN) and its five trade partners — Australia, China, Japan, Korea, and New Zealand — in the signing of the Regional Comprehensive Economic Partnership (RCEP) Agreement in November 2020 during the RCEP Leaders' Summit.

The RCEP is an ASEAN-led process that envisions a modern, comprehensive, high-quality, and mutually beneficial economic partnership between the 16 Participating Countries that would boost equitable economic growth through the expansion of regional trade, services, and investment linkages. The RCEP Agreement is comprehensive in nature, covering 20 Chapters. It incorporates new and emerging trade areas in the field of Intellectual Property, Electronic Commerce, Government

Procurement, and Small and Medium Enterprises, among others. The Agreement seeks to provide stability and predictability on trade rules and regulations, promote growth and development of PH businesses particularly MSMEs, and foster economic cooperation. It also improves on existing mechanisms to address issues on Non-Tariff Barriers as well as to enhance the participation of Micro, Small, and Medium Enterprises (MSME) in the global and regional value chains.

Strengthening the construction industry through the 4th Philippine Construction Industry Congress

In attracting more investments for the Philippines, the government's *Build, Build, Build* program plays a vital role. Moreover, the construction industry currently employs 3.9 million people, and this number is projected to grow to 7.1 million by 2030. Thus, strengthening the construction industry is one way to create more employment opportunities. To tackle development plans for the construction industry, DTI held the 4th Philippine Construction Industry Congress in January 2020. During the event, industry stakeholders from the government and private sectors discussed the action plans in the implementation of the Philippine Construction Industry Roadmap 2020-2030. With the roadmap's full implementation, the construction industry is expected to grow by P130 trillion by 2030, compared to only P43 trillion without the roadmap.



Generating better employment opportunities through establishment of more Regional Inclusive Innovation Centers

As one of the key recommendations of the Inclusive Filipinovation and Entrepreneurship Roadmap, the Regional Inclusive Innovation Centers (RIICs) were established in various regions across the country. The RIICs are a network of innovation agents that collaborate to commercialize market-oriented research towards the competitiveness of the region. These centers aim to generate better employment opportunities, more entrepreneurial activities, and sustainable economic prosperity in the country's regions. RIIC's innovation agents include industries, universities, government agencies, local government units, startups, MSMEs, Research and Development laboratories, Science and Technology parks, incubators, FabLabs, investors, among many other agents in the ecosystem.

In the pilot site Cagayan De Oro, the RIIC features the Optimizing Regional Opportunities for Business Excellence through Science, Technology, and Innovation (OROBEST). The OROBEST program consolidates the available innovation and entrepreneurial activities in Region 10 to promote stronger industry-academe partnerships.

A virtual Memorandum of Understanding (MOU) signing ceremony was held in July to formally launch the OROBEST Business Recovery Innovation for Development and Growth of Enterprises (BRIDGE) initiative, which sought to provide support to MSMEs in Cagayan de Oro particularly in rethinking strategies in light of the COVID-19 pandemic. It also sought to guide MSMEs in implementing their specific action plans, monitoring

their progress and linking them with the right partners who can provide technological and technical solutions.

Promoting future-proofing and resiliency in the industry through Manufacturing Summit 2020

Committed to reinforcing industry competitiveness, DTI held the Manufacturing Summit 2020 to create a venue to discuss the future of the Philippine manufacturing industry. The three-day virtual gathering of key stakeholders from the government, academe, industry, and various development partners focused on three main topics: Resiliency, Future-proofing, and Innovation.

Gearing for innovation at the Inclusive Innovation Conference 2020

With the theme *Advancing Filipinovation for Economic Resilience, Digital Transformation, and National Competitiveness*, DTI held the Inclusive Innovation Conference (IIC) in October 2020. During this annual gathering, stakeholders of the Philippine innovation and entrepreneurship ecosystem discussed the progress of government innovation programs, current challenges to advancing innovation in the country, and ways to address these challenges towards achieving inclusive growth and sustainable development.



Advancing Filipinovation for Economic Resilience, Digital Transformation, and National Competitiveness

Recognizing competitive cities and municipalities at the 8th Regional Competitiveness Summit

To encourage competitiveness in the industry, DTI annually recognizes cities, municipalities and provinces that excel in terms of Economic Dynamism, Government Efficiency, Infrastructure, and Resiliency. DTI, through the Competitiveness Bureau, conducted the 8th Annual Regional Competitiveness Summit in December 2020 via live streaming on the Cities and Municipalities Competitiveness Index (CMCI) Facebook page. Albeit online, this allowed DTI to reach a wider audience to not only feature the most competitive cities and municipalities, but also to give the local citizens, businesses, members of the academe and policymakers an opportunity to be informed of the available resources and updates on the CMCI, which is not possible during a physical gathering.

The overall winners were Manila (Highly Urbanized Cities); Antipolo, Rizal (Component Cities); Cainta, Rizal (Class 1-2 Municipalities); Mambajao, Camiguin (Class 3-4 Municipalities); and Roxas, Zamboanga (Class 5-6 Municipalities). The summit likewise recognized Rizal as the Most Competitive Province and the following as the Most Innovative Cities and Municipalities: (in no particular order) Lugait, Misamis Oriental; Dolores, Quezon; and Bogu, Cebu.

Apart from the awards and recognition, the summit served as a forum to highlight the achievements of the CMCI Program including the launch and demonstration of the new CMCI Data Analytics Platform. It also featured the partnerships forged through the signing of: (1) Memorandum of Understanding between DTI and Livable Cities Philippines on data sharing; and (2) Joint Memorandum Circular between DTI and the Department of the Interior Local Government (DILG) on facilitating the submission of the lists of businesses.

Connecting MSMLs with startups or digital enterprises through SMART Link program

The highlight of DTI's Slingshot Conference during the 2020 Philippine Startup Week was the signing of the Memorandum of Understanding (MOU) between DTI and 500 Startups, a global venture capital and startup accelerator based in Silicon

Overall Winners

Highly Urbanized Cities	Manila
Component Cities	Antipolo, Rizal
Class 1-2 Municipalities	Cainta, Rizal
Class 3-4 Municipalities	Mambajao, Camiguin
Class 5-6 Municipalities	Roxas, Zamboanga

Valley. The MOU covers the collaboration for the implementation of the Strategic Micro, Small, Medium & Large Enterprise (MSMLE) and Startup (or SMART) Link Program.

The SMART Link Program aims to connect MSMLs with startups or digital enterprises that can provide digital solutions for their operations, such as e-payments, chatbots for customer management, human resource and payroll management, among other digital services. This is expected to facilitate the digital transformation of MSMLs while promoting the growth of local startups. The program will be implemented in partnership with local enablers, business chambers, and industry associations, especially in the Regional Inclusive Innovations Centers.

Easing the trade of strategic goods in the country through MOA on Trade Facilitation

In December 2020, DTI Strategic Trade Management Office signed the Memorandum of Agreement (MOA) on Trade Facilitation of Strategic Exports with Bureau of Customs, Philippine Economic Zone Authority, Authority of the Freeport Area of Bataan, Clark Development Corporation, Subic Bay Metropolitan Authority as a member of Technical Working Group on Trade Facilitation. The Subcommittee on Enforcement Inter-agency Mechanism Guideline sets out the activities and duties that member agencies must perform in



relation to the functions of the subcommittee on enforcement. This document will serve as a guide for all members to effectively and efficiently enforce the Strategic Trade Management Act (STMA). Further, the Inter-agency Protocols for the Subcommittees on Technical Reachback and Risk Assessment were approved during the 5th National Security Council – Strategic Trade Management Committee Meeting in January. Said documents outline the inter-agency mechanisms on the registration and authorization of the trade in strategic goods.

Maintaining international recognition of Philippine Accreditation Bureau

DTI Philippine Accreditation Bureau (DTI-PAB), the national accreditation body of the Philippines, received a reaffirmation of its signatory status to the Asia Pacific Accreditation Cooperation Mutual Recognition Arrangement (MRA) in May 2020. The Asia Pacific Accreditation Cooperation (APAC) evaluation team conducted a document review in compliance with International Accreditation Forum (IAF) instruction and found that DTI-PAB is compliant with ISO/IEC 17011:2017, an international standard that specifies requirements for competence, consistent operation, and impartiality of accreditation bodies assessing and accrediting conformity assessment bodies.

DTI-PAB offers accreditation of certification body, inspection body, testing and calibration laboratories and other bodies offering conformity assessment

services against international standards. DTI-PAB is recognized internationally through its membership to the IAF, APAC, International Laboratory Accreditation Cooperation (ILAC), Association of South East Asian Nations Consultative Committee on Standards and Quality (ACCSQ), Working Group on Accreditation and Conformity Assessment (WG2), and International Halal Accreditation Forum (IHAF). Most APAC MRA signatories are also recognized under the international IAF Multilateral Arrangement (MLA) and ILAC MRA. This extends the mutual recognition of accredited conformity assessment results beyond the Asia Pacific to encompass most parts of the world.



Maintaining the accreditation of Conformity Assessment Bodies

As of December 2020, the Philippine Accreditation Bureau (PAB) has accredited 247 Conformity Assessment Bodies (CABs). These include: 172 testing and 44 calibration laboratories (ISO/IEC 17025); 4 medical testing laboratories (ISO 15189); 9 inspection bodies (ISO 17020); 15 certification bodies for certification of management systems (ISO 17021), such as quality (ISO 9001), environment (ISO 14001), food safety (ISO/TS 22003); and 3 certification bodies for certification of products, processes and services (ISO 17065). The agency also maintained 6 MRA/MLA signatory statuses.

NEGOSYO

Even during the darkest days, a spark of determination was enough for Filipinos to explore and expand their income opportunities. Whether they lost their jobs or their current business got affected by the pandemic, many Filipinos managed to get by through setting up online enterprises or innovating their traditional businesses. To help entrepreneurs start or grow their business, DTI carried out an extensive development and promotion program for micro, small, and medium enterprises (MSMEs).



Our heartfelt thanks to DTI's Go Lokal for giving us this great opportunity to be one of your accredited suppliers. Thank you for doing the best you can in uplifting the lives of Filipinos by supporting the MSMEs that contribute to our country's economy. Thank you for the online seminars that help us so much. Thank you for inspiring us to continue doing our part and giving our share for the progress of our beloved Philippines.

Teresita Alacar Tan

Chairman and CEO of Right Harvest & Resources International, Inc.
(supplier of beauty and wellness products from Quezon)



Paving the Way for a Brighter Future

Making business name (BN) registration convenient for entrepreneurs; 44% increase in registered BNs

Filipino entrepreneurs took the first step towards the success of their business by having their business names registered. Promoting ease of doing business in the country, DTI's web-based portal Business Name Registration System (BNRS) Next Gen made it possible for sole proprietors to conveniently register their business names during the pandemic. BNRS Next Gen allows end-to-end registration of business name for sole proprietors. In 2020, the number of business names registered rose to 916,163, up by 44% compared with the 637,690 transactions in 2019. Gross registration revenues amounted to P525.3 million for 2020, a 53% increase from the 2019 total. There are currently 3,119,614 active business names registered in the BNRS. The increase in business names registered is largely attributable to the end-to-end business name registration process launched by the DTI in September 2019.

Tracking trending business activities through PSIC listing

To aid in policy formulation and program response during the pandemic, DTI monitors trending business activities based on the Philippines Standard Industrial Classification (PSIC) list. In 2018, the

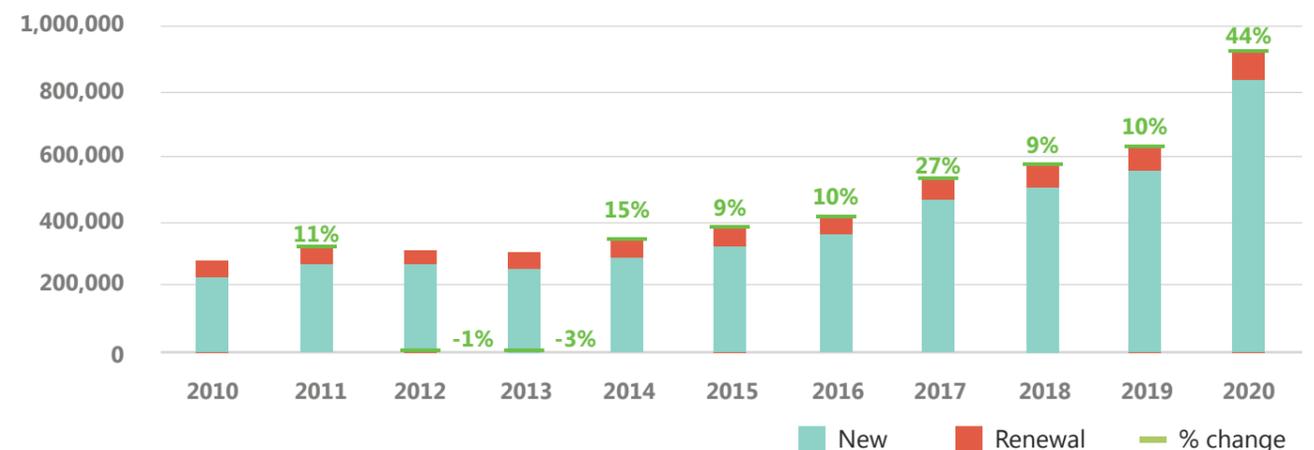
BNRS adopted the PSIC listing, which codified a wide range of business activities. In the new normal, online retail is the trend. From an average monthly rate of registration in the low 600s in the first quarter of 2020, retail sales via internet spiked to 43,350 in May and June, with the total number of business names related to online retail reaching 88,574 for 2020. This is a 4,853% increase from the pre-COVID period (January to 15 March 2020).

Helping MSMEs recover through sessions at the National MSME Week

To celebrate the National MSME Week, the online sessions with the theme "MSMEs' Recovery to Resilience" were held to discuss the response of both the public and private sectors in order to minimize the negative impacts of the COVID-19 pandemic. In partnership with the Philippine



Numbers of Business Names Registered from 2010 to 2020





Pre-COVID Period	
January-March 15	1,753
COVID Period	
March 16 to December 28	86,821
TOTAL	88,574
↑ 4,853%	

Trade and Training Center, DTI conducted five e-forum sessions to help Micro, Small, and Medium Enterprises (MSMEs) to recover from the impacts of the pandemic. The event also tackled topics such as business operations continuity, protection of workers' rights, and innovative market-based approaches. Likewise, it covered solutions to promote the participation of MSMEs in economic activities.

Creating more livelihood opportunities through establishment of 49 more Negosyo Centers

Seeking to strengthen MSMEs to create more livelihood opportunities in the country, DTI continued to establish more Negosyo Centers. Negosyo Centers provide MSMEs and other clients with the following services depending on the type of center: (1) Business Name and Barangay Micro Business Enterprise (BMBE) registration; (2) business

advisory; (3) business information and advocacy; (4) product development; (5) trade promotion; (6) financing facilitation; and (7) investment promotion.

As of 2020, there are 1,159 Negosyo Centers nationwide, which include the 16 centers in the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM). Despite the non-release of the allocated budget for the establishment of new Negosyo Centers due to Covid-19 response measures, 49 of these Negosyo Centers were established this year. Regional and provincial offices either used their continuing 2019 appropriation or partnered with local government units to establish the Negosyo Centers. Moreover, even with challenges brought about by the pandemic, services were unhampered and were augmented through the adoption of digital strategies such as virtual trainings, consultations and webinars. A total of 905,845 clients inclusive of 361,537 MSMEs were assisted in 2020.

Over 16,000 MSMEs benefit from the P3 Program

The Department, through the Small Business Corporation, continued to provide P3 loans to assist microenterprises raise capital at low interest rates of 2% - 2.5%. In 2020, P1.20 billion of loans were released to 16,567 microenterprise borrowers. P3 is now accessible by borrowers from NCR and 81 provinces through 438 accredited



credit delivery partners. Through P3, DTI reaches out to entrepreneurs at the grassroots and the marginalized communities and assist them start or grow their business.

Improving MSMEs' access to finance through partnership with TransUnion

DTI signed a data sharing agreement with TransUnion Philippines, the country's largest credit bureau. In the agreement signed on 29 January 2020, DTI will provide TransUnion its Publicly Available Data of business enterprises. From the data, TransUnion will develop a "firm bureau database" that will expand distribution of its credit information not only to individuals but also to firms. This will enhance MSMEs' access to finance as this criterion is measured by the World Bank in their Doing Business (DB) Report under its "depth of credit information index." Additionally, the data provided by DTI will be processed to help in the determination of borrowers' credit worthiness, which may increase the bank's efficiency in processing loan applications.

Assisting victims of calamities through Livelihood Assistance Program

To support victims of fire incidents and other natural and man-made calamities, including the Taal Volcano eruption and the COVID-19 pandemic, in restarting their businesses, DTI reconfigured one of its livelihood assistance programs, the Pangkabuhayan sa Pagbangon at Ginhawa (PPG) in 2020. Under the program, DTI will provide financial assistance of P10,000 and educational materials after profiling and giving business training to

existing micro-entrepreneurs. In 2020, DTI has conducted 3,167 trainings and provided 20,742 livelihood kits that assisted 23,729 clients.





Providing MSMEs with machines and equipment through SSF

The Shared Service Facilities (SSF) Project is a joint project between DTI and private cooperators to enhance productivity and competitiveness of MSMEs within the priority industry clusters through the provision of machinery, equipment, systems, and other auxiliary items under a shared system. As of December 2020, there were 2,751 SSFs established nationwide, of which 162 were established in 2020. These SSFs served 91,411 MSMEs and other beneficiaries with machines and equipment, and generated 38,743 employment.

Intensifying DTI services in the barangays

To bring the services to the grassroots, DTI continued to beef up its Negosyo Serbisyo sa Barangay (NSB) program. Launched in 2019, the NSB sought to bring DTI services initially to barangays in 4th to 6th income class municipalities. In 2020, the program focused instead on assisting MSMEs and potential entrepreneurs in priority areas greatly affected by the pandemic. From January to 31 December 2020, DTI reached out to 54,042 MSMEs. Likewise, 365,089 individuals were provided with information and training on various livelihood opportunities in 5,747 barangays nationwide. There were also 23,388 livelihood kits given.

Participants in the NSB were provided with orientation on programs for MSME development and services for consumer protection and advocacy. There was also matching of participants' needs with partner agencies involved in the economic improvement of barangays and their constituents. Specific DTI services administered in the NSB Program include one-on-one business consultancy, entrepreneurial mind setting sessions, orientation on R.A. 9178 or the Barangay Micro Business Enterprise Act of 2002, business registration assistance, assistance in filling out Program application forms, and skills training like bead working and weaving. A total of 14,902 Negosyo cliquing activities, and 4,506 entrepreneurship seminars were conducted.



Going digital

Digitalizing MSMEs through partnerships with Google Philippines, PLDT

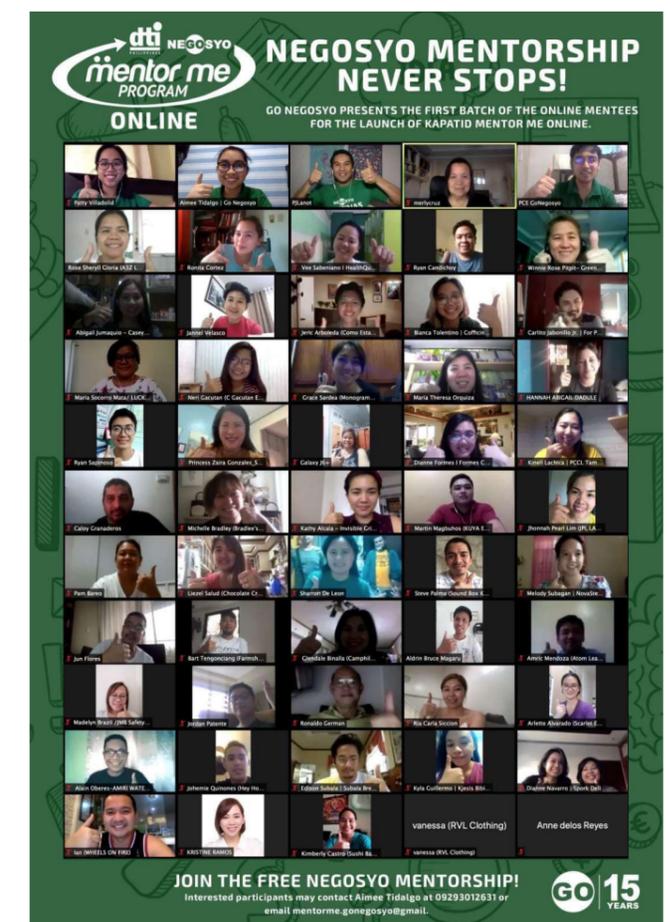
With e-commerce trending nowadays, it is important for the MSMEs to make an online presence in order to grow their business. To help upgrade MSMEs through digitalization, DTI partners with Google Philippines for initiatives that will allow MSMEs to reach more buyers and generate more sales. The partnership covers Google's MSME Caravan, which conducted training sessions for MSMEs nationwide. The Caravan provided MSMEs with information on the digital landscape, as well as the latest consumer insights and tools. Additionally, MSMEs were introduced to Google My Business, a free online listing on Google Maps and Search that can help MSMEs connect with more consumers in the digital space. Over 2,780 MSMEs in over 20 cities across eight regions nationwide have been trained to date.



Similarly, DTI collaborated with PLDT for KaAsenso project, which allowed MSMEs to do business in an online platform through the Virtual Trade Expo, a livelihood caravan. The Virtual Trade Expo enabled Filipino MSMEs and other entrepreneurs to sell products through an accessible and comprehensive digital platform, virtualtradeexpoph.com. Furthermore, the partnership intends to improve and promote the existing online One Town, One Product (OTOP) Store application via mobile and otopstore.ph. The online OTOP Store will help bring end-to-end digital solutions for MSMEs.

Mentoring MSMEs through Online Kapatid Mentor ME

To mentor micro and small entrepreneurs as they confront business setbacks during the pandemic, DTI continued to implement its Kapatid Mentor ME (KMME) program albeit in a virtual or digitalized form. KMME is a coaching and mentoring approach where large corporations teach MSMEs on different aspects of business operations. To make the KMME program more relevant in the new normal, the Kapatid Mentor ME Money Market Encounter (KMME-MME) Online was developed. This online program is a practical delivery mechanism of the regular KMME program and the Money Market Encounter, a program wherein experts mentor KMME graduates in terms of financial management. In KMME-MME, MSMEs learn from the entrepreneurial journey of the



mentors online. In 2020, there were 35 KMME-MME runs with 1,538 selected mentees. The program had a total of 734 mentors composed of accomplished business owners and practitioners in different functional areas of entrepreneurship. A total of 1,452 online mentees graduated from the program.

Supporting the growth of MSMEs through PTTC trainings

Training entrepreneurs has always been the main program of the Philippine Trade Training Center (PTTC) to support the growth of MSMEs. While the pandemic may have put some training sessions in the backburner, PTTC still managed to accomplish 350 training sessions this 2020. 93,112 individuals and 3,071 unique MSMEs benefited from PTTC's programs in 2020. The number of individual learners registered a 401% YoY increase.

Learners came from MSMEs at 14,492, while learners from the government stood at 7,124 followed by those from the private sector/students at 2,743. The number of unique enterprises also increased by 254% from last year's 867. It also marked a 135% increase from the target number of 1,307. Women made up a majority of the learners at 57,801, while 112 represented the LGBTQ+ community. Furthermore, PTTC had 32 MSMEs that acquired certifications, ready to enter the domestic and export market. Additionally, 121 MSMEs took part in export market penetration courses.

Promoting products of Filipino entrepreneurs through online trade fairs

Through the Bureau of Domestic Trade Promotion (BDTP), DTI boosted the competitiveness of Filipino products through MSMEs' digital innovation, support for MSMEs amid the pandemic, and strong campaigns for Philippine products. Through its pioneering online National Food Fair with Shopee that showcased 29 MSMEs, DTI's thrust on digital transformation brought 509 unique MSMEs as live sellers across e-commerce platforms such as Lazada, UB GlobalLinker, Shopinas, and Carousell.

DTI's digital campaigns namely Biz-Ability Online Fair and Gawang Pinay Digital Store, plus its groundbreaking Virtual National Trade Fair and National Trade Fair Digital Mall were genuine testaments of innovations for inclusive economic growth. Biz-Ability Online gave Persons with

Disabilities (PWD) entrepreneurs the initial exposure and experience to sell their products online through Facebook. There were 19 PWD MSMEs who displayed fashion accessories, bags, face masks, foods, gifts, home décor, and houseware. Moreover, DTI's OTOP Next Generation Program also launched the PASINAYA OTOP Market Showroom and Online Trade Platform, which assisted 413 MSMEs and generated P29.92 million actual sales, and the OTOP-PLDT KaAsenso Virtual Trade Expo, which assisted 715 MSMEs and generated P10.72 million actual sales.



Supporting Filipino MSMEs through Buy Local, Go Lokal National Advocacy

To encourage consumers to support Filipino MSMEs, DTI launched the national advocacy campaign "Buy Local, Go Lokal". This advocacy reinforced the government's aspiration to promote awareness of Philippine-made products and inculcate a love of homegrown brands among Filipinos. In 2020, Go Lokal had a network of 127 outlets with 20 retail partners. It also helped 81 MSMEs migrate to online platform. DTI successfully promoted the local businesses and products using both traditional and digital advertising, specifically free television commercials, print ads, in-store collaterals, outdoor



This year of the pandemic was a challenging one for many businesses. Most people were encouraged to stay home, and numerous shops closed and so my sales naturally went down. In October of this year, DTI and Go Lokal asked me to submit Christmas packages for their DTI store. I had prepared my stocks and raw materials but I didn't expect to receive hundreds of orders. Go Lokal offered their store as a venue for packing such a big volume. There were other big orders that helped increase my sales, thanks to the referrals of DTI. I am truly grateful for all the support that DTI and Go Lokal gave me.

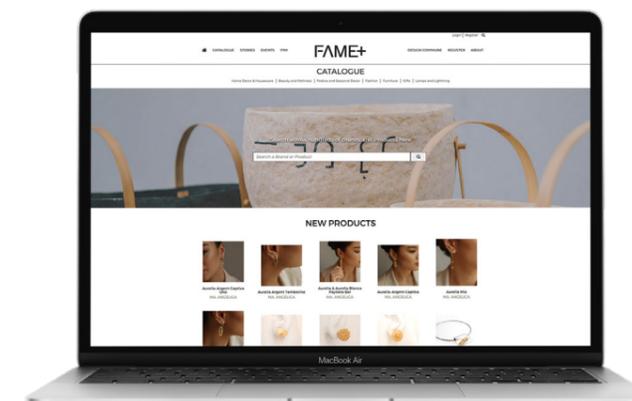
Cecilia Roco Natividad

Owner of Mama Cili Enterprises
(Makers of bottled *bangus* from Anda, Pangasinan)

billboards, and digital marketing. In promoting the campaign, DTI also collaborated with media partners, malls, supermarkets, local government units, e-commerce platforms, manufacturers, and industry associations.

Boosting MSMEs through online international trade fairs

DTI, through the Center for International Trade Expositions and Missions' (CITEM), led four physical overseas trade fairs across three countries/markets in the Food & Beverage (F&B) and Home, Fashion and Lifestyle (HFL) Industries including Gulfood (UAE), Biofach (Germany), Chococ (Netherlands) and Ambiente (Germany). The Agency also led hybrid participation in China International Import Expo and China-ASEAN Expo, as well as managed the Philippine pavilion for the China International Fair for Investment & Trade. Likewise, CITEM also organized its first participation in Maison&Objet's Digital Fair on 4-18 September 2020.



To help MSMEs during the time of pandemic, CITEM initiated its Content Amelioration Program, which aims to provide photos and text to strengthen the online promotion and searchability of Philippine companies. The Content Amelioration Program assisted 200 Philippine companies from the HFL and F&B industries, which are being promoted on CITEM-led digital platforms, such as FAME+, a digital community platform for the HFL industry. As part of its digitization strategy, CITEM launched FAME+ (www.fameplus.com) as a virtual storefront, that aims to build a community of exhibitors, buyers and stakeholders. CITEM also organized six webinars to strengthen the capabilities of its stakeholders on foreign markets, branding, and business models. Its webinars reached over 89,500 people with 8,906 people engaged. For 2020, CITEM generated over US\$608.5 million export orders from 2,730 trade buyers, and assisted 327 Philippine companies in its physical, hybrid, and digital trade fair participations. Likewise, it onboarded 186 companies on its digital trade platforms.

Promoting Filipino MSMEs overseas

DTI, through the Foreign Trade Service Corps (FTSC) helped Philippine businesses promote their products and services overseas or expand into overseas markets. DTI also connected Philippine businesses to foreign pre-screened buyers. In Asia and the Pacific, DTI conducted the first Philippine-Korea Creative Industry Cooperation Forum in a Business-to-Business (B2B) session,

and a Memorandum of Understanding signed between the Animation Council of the Philippines and the Korea Animation Producers Association on Promoting Exchanges and Cooperation in the animation industry of both countries.



Meanwhile, DTI participated in major in-store promotions and food fairs at two major supermarket chains in Taipei. This resulted in the mainstreaming of 52 distinct food and consumer product brands. In Sydney, DTI mounted a four-month campaign featuring an online B2B, a series of cooking videos showcased in various social media channels, an in-store promotion in selected organic and wholefoods outlets, and the promotion of carefully curated Christmas gift boxes. Moreover, DTI led the Philippine participation in the following events: 3rd China International Import Expo (CIIE) in Shanghai, China; China ASEAN Expo (CAExpo), China International Fair for Trade in Services (CIFTIS), and the 15th time at the Gulf Food Hotel and Equipment Exhibition and Salon Culinaire (GULFOOD) 2020.

Additionally, DTI released in Silicon Valley the "Something from the Philippines" Care and Wellness Box, a project designed to promote products already available in the US and in online platforms during the pandemic. Furthermore, DTI forged business cooperation agreements between Philippine and Russian companies, resulting in more processed Philippine food products in the mainstream Russian market. Thus, 15 new healthy, organic ethically harvested coconut food products are now mainstreamed through Russia's retail supermarkets and online retail marketplaces.

Through DTI's foreign posts, the Department has assisted 2,509 exporters, mainstreamed 121 companies, sent 1,349 foreign buyers to Philippine Trade Shows/Fairs, and generated estimated sales of \$574.28 million.

Developing Filipino youth's entrepreneurial skills

With the end goal of improving national development, DTI's Youth Entrepreneurship Program (YEP) continued to offer the youth sector with a comprehensive package of interventions despite the limitations brought about by the pandemic. Through the program, a total of 10,807 youth beneficiaries were assisted in the development of their entrepreneurial skills in 2020. It also engaged 115 local cooperators and identified 138 youth who joined business organizations.



Improving products of Filipino entrepreneurs through OTOP Next Gen Program

Through the extensive product development offered under its OTOP Next Gen Program, DTI introduced 6,677 new and/or improved products with globally competitive packaging designs. OTOP Next Gen is DTI's program that helps level up Filipino entrepreneurs' products and services. Additionally, DTI also assisted a total of 14,367 MSME OTOPreurs and generated P1.81 billion in sales. In 2020, 22 OTOP.PH retail stores were also established to provide space where MSMEs can sell their OTOP products, making the total number of OTOP hubs reach 55. A number of these hubs successfully digitalized and onboarded to cashless transactions like PayMaya, GCash and UnionBank.

Providing assistance to Philippine exporters

To better understand the concerns of Philippine exporters, DTI's Export Marketing Bureau surveyed the impact of the global pandemic to 235 Philippine exporters. The survey identified the major export concerns such as access to flexible finance, supply chain disruptions, i.e. uncoordinated policies on

the movement of goods and people; and negative performance of Philippine exports due to the scaling down of operations. 1,524 MSME-exporters were given assistance through various services and programs. Specifically, 74 webinars/information sessions/trainings were conducted on DBFTA, PECP, RIPPLES, PEDP, and Halal. These webinars covered sectors such as food and beverage, beauty and personal care, electronics and ITBPM services. The online events were attended by 10,254 MSME-exporters and generated US\$13.2M export sales from its 24 B2B activities, which were conducted with PTICs and Philippine Embassies.



Furthermore, 203 new companies were enrolled in the Regional Interactive Platform for Philippine Exporters (RIPPLES) program, which aims to expand the supply base of internationally competitive Philippine export products and

services by extending strategic company-level interventions that enhance their export capacity and competitiveness. With the new companies enrolled in 2020, the total number for the RIPPLES program reached 882. In addition, initiatives on Halal were continued by funding a content development project and conducting 24 market-driven capacity buildings/trainings.

Likewise, DTI's Tradeline Philippines, a virtual business matching platform, recorded a total of 2,393 registered exporters. The platform served as an avenue for posting updated market reports which enabled DTI to reach over 3,000 subscribers. Moreover, DTI facilitated the participation of 100 MSMEs in cross-border e-commerce platforms, i.e., Amazon, eBay, and Etsy through its partnership with a local startup. To date, a total of 63 companies are live on the said platforms with 236 product listings.

Encouraging digitalization among exporters at the 2020 National Exporters Week

With the theme "Digitalization Boost: Invigorating Export in the New Normal", DTI-Export Marketing Bureau's (DTI-EMB) spearheaded the National Exporters Week (NEW) in December 2020, giving recognition to the Top Philippine Exporters of 2019. NEW kicked off with the conduct of Usapang



The challenges we met during the lockdown, no. 1 we lost our local market and we also lost some people and also the limitation for us to do export. DTI helped us by creating the B2B – it's composed of buyers and manufacturers. The buyers are already pinpointed to the type of products they want to buy and the manufacturers are compliant with the cross-border requirement of each destination like Egypt, Europe, and even in Japan. All you need is translation assistance.

Nandy Esguerra

President

Good Sense Food and Juices Corporation

Exports, a four-day online session that tackled exporting during and after COVID-19. As part of the NEW's culminating activity, DTI-EMB also conducted the first-ever virtual edition of the National Export Congress 2020. Consistent with the theme for this year, speakers and panelists tackled digitalization in several fields.

DTI-EMB also launched the first-ever Export Enablers' Exhibit, which showcased export-related services of government agencies, financing institutions, startups, other export trade-related organizations, and the SheTrades PH Hub. An initiative for economic empowerment of women, SheTrades PH Hub aims to help Filipino women entrepreneurs increase their international competitiveness and connect them to national, regional, and global markets.

Generating over 100,000 jobs in priority industry clusters

As a result of various initiatives in promoting and fostering industry development nationwide, the eight national priority industry clusters which are predominantly agro-based industries (bamboo, cacao, coco coir, coffee, palm oil, processed fruits & nuts, rubber, and wearables & homestyles) had contributed significant outcome in terms of bottom-line indicators. In 2020, DTI, through the Industry Cluster Enhancement Program, was able to generate 132,124 jobs, P3.07 billion investments, P8.89 billion domestic sales, and US\$279 million export sales. It assisted 45,380 MSMEs and conducted 2,649 trainings that benefitted 40,297 MSMEs.



Increasing income for 78,000 households by 60% with RAPID

DTI continued to champion for agro-enterprise development in the rural areas through its

Rural Agro-enterprise Partnership for Inclusive Development and Growth (RAPID Growth) Project. With the goal of increasing the income level of small farmers and unemployed rural women and men across selected agri-based value chain, the RAPID Growth project continued to execute collaborative action plans and build commercial partnerships that will sustain the growth of agri-based MSMEs based on the strong backward linkages to farmers.

Through the RAPID Growth program, there were 78,000 households that increased their income by 60%. The program also generated 31,000 direct jobs and 155,000 indirect jobs. Likewise, it engaged some 107 farmer organizations and 9,365 smallholder farmers.

Agrarian Reform Communities reached

The DTI Comprehensive Agrarian Reform (CARP) Program's primary agenda is to promote and develop MSMEs in the countryside. All of the initiatives under CARP are intended to contribute to the government's thrust for economic development and poverty alleviation. In 2020, 1,097 Agrarian Reform Communities (ARCs) were served and 105,633 Agrarian Reform Beneficiaries (ARBs) were assisted, with 138 new MSMEs developed and 1,753 MSMEs assisted. The program also generated P898 million investments, P1.90 billion sales, and 87,418 jobs.



Integrating upland communities' livelihood to value chain promotion

Aiming to integrate a more productive source of livelihood for rural communities in upland river basins, DTI implemented the Integrated Natural Resources and Environmental Management Project – Livelihood Enhancement Support 2 (INREMP-LES 2). To help the

communities specifically located in the Cordillera Administrative Region (CAR), Regions 7 and 10, this initiative created favorable conditions that will sustainably increase the sales from commodities produced by upland farmers, smallholders, and micro-enterprises. This was done through the introduction of value-adding, entrepreneurial skills, and market linkage services.

The Regional LES 2 Implementation Units (RLIUs) supported upland communities through various enterprise development trainings and services to develop their commodities into marketable and environmentally compliant products. Furthermore, the livelihood enhancement interventions were aimed at focusing on more environmentally sound activities. Under its Institutional Strengthening component, the project was able to train 38 Peoples Organizations (POs) through various value chain development seminars and organizational and entrepreneurial development coaching for project enablers. In 2020, 55 product development activities were accomplished, 28 market linkages established with Php 1.653M cash sales generated, and 17 SSFs delivered. Adjusting to the mobility restrictions brought by the COVID-19, RLIUs successfully conducted majority of the trainings online and established social media marketplace platforms to promote and sell LES 2 products.

Strengthening MSMEs' disaster resilience through geotagging

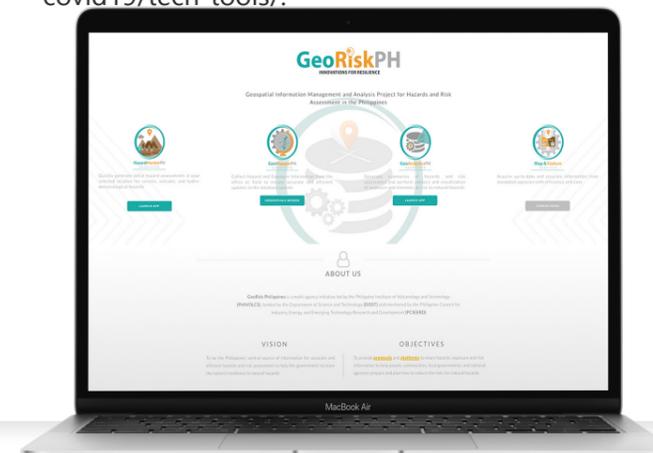
To help boost the MSME's resiliency against disasters and risks, DTI made use of the Department of Science and Technology (DOST)'s GeoRisk Philippines initiative in geotagging DTI-assisted MSMEs. Geotagging, the process of adding geographical information to various media in the form of metadata, helps ensure infrastructure resilience. This undertaking is part of the Enhancing MSME General and Disaster Risk Data, a thematic area of the National Roadmap on Strengthening MSME Disaster Resilience. Moreover, the MSME Guide to Disaster Resilience was finalized, printed, and distributed. An electronic copy was also disseminated to the DTI Regional, Provincial, and Satellite Offices and Negosyo Centers. Majority (2,434) of the print copies were provided to DTI offices, while 566 copies were distributed to DTI's development partners.

Future-proofing Philippine MSMEs, designers and creatives

DTI, through Design Center of the Philippines (DCP), focused on future-proofing MSMEs, designers and creatives towards the great reset by transforming its programs. It generated a call to action on how to pivot and capture new growth opportunities through community-building (Design Promotion), skills-building (Design Learning), enterprise-building (Design Services), innovation-building (Design Innovation), and design-culture-building (Design Policy). Through this program reset and transformation, DCP provided 540 design assistance, assisted 434 MSMEs, conducted 239 design seminars and 94 design talks. It also trained 95 designers, design-led entrepreneurs, and creative professionals.

TechTools Developed for MSMEs

To proactively address the early effects of COVID-19 pandemic on MSMEs, the Bureau of Small and Medium Enterprise Development (BSMED) developed the website TechTools for MSMEs: Reinvent Your Business during COVID-19 Crisis. It was launched in April 2020 through Google Site, and it was transferred to DTI website in June 2020. This site provides information to MSMEs on the different technology tools, applications, platforms, and resources available in coping with the challenges and disruptions brought by the community quarantine. From June to 15 December 2020, the page received 21,441 views from the Philippines, as well as from the UAE, India, USA, China, Hong Kong, Italy, Saudi Arabia, Singapore, among others. The top subpages with highest page views include E-Payment, E-Commerce, Digital Marketing, Logistics, Webinars/Videos, and useful articles for MSMEs during COVID-19. These online resources are available at <https://www.dti.gov.ph/covid19/tech-tools/>.



KONSYUMER

As going to physical stores became limited in the new normal, Filipinos made e-commerce part of their adjusted lifestyle. 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. Likewise, it empowered consumers by promptly addressing consumer complaints, strictly implementing the Fair Trade Laws, and enhancing trade rules and standards.



With your kind and benevolent assistance, our 1SANMATEO Rolling Palengke Kadiwa on Wheels and DTI Diskwento Caravan brought not only convenience but also offered basic commodities and supplies of much cheaper prices to our people in the midst of this global health pandemic.

Mayor Cristina C. Diaz
San Mateo, Rizal



Enlightening the Filipino Consumers



Educating more consumers (Consumer Awareness up by 21%)

An informed consumer is vital in keeping a healthy economy. When consumers are educated about their rights and duties, they make better purchasing decisions and create more demand for goods and services. Thus, DTI endeavors to educate as many Filipino consumers as possible through its Consumer Education and Advocacy Program.

Based on the Pulse Asia Ulat ng Bayan Survey for the last quarter of 2020, 81% of Filipino consumers are aware of their rights and responsibilities. This reflects a 21% increase in the level of consumer awareness, compared to the 60% result of the September 2019 survey. This is the outcome of DTI's regular cascading of information to socioeconomic classes C, D, and E through the following education and advocacy initiatives:

- **Consumer Care Webinar Series.** DTI conducted Consumer Care Webinars at least twice a week via Zoom to inform the general public of the various consumer-related policies and issuances. The

webinar series also covered DTI's advocacies and other information related to COVID-19 mitigating measures and government initiatives. In 2020, DTI conducted 51 Consumer Care Webinars participated by almost 26,000 consumers.

- **Konsyumer Atbp.** To increase public awareness and understanding of consumer rights and responsibilities, DTI continued airing its regular aggressive consumer education radio program, Konsyumer Atbp. (KATBP). The radio program addressed pressing issues that directly affect consumers. In 2020, 39 episodes were aired simultaneously through DZMM 630 khz, DZMM Teleradyo, ABS-CBN social media accounts, and the Filipino Channel, covering Seasons 57-59. To broadcast the KATBP's new season starting December 2020, the DTI partnered with GMA Network Inc.'s DZBB Super Radyo 594 kHz. The KATBP airs every Saturday from 10:00 to 11:00 in the morning with DZBB's Mr. Joel Reyes Zobel and DTI-Consumer Protection Group (CPG) Undersecretary Ruth B. Castelo as anchors.

Empowering the Filipino Consumers

• **Diskwento Caravan.** DTI continued to increase the public's consumer awareness of products in the Basic Necessities and Prime Commodities (BNPCs) list through its Diskwento Caravan. This nationwide initiative also offered consumers the BNPCs at discounted prices. In partnership with 9,165 participating manufacturers of BNPCs, the Department of Agriculture and local government units, DTI conducted a total of 1,123 Diskwento Caravans in 2020. A total of 5,449 barangays were served, from which 578,379 households benefited, and P350.32 million sales were generated.



• **Konsyumer Assembly sa Barangay and Business Education Activities.** Prior to the onslaught of COVID-19, the Consumer Protection and Advocacy Bureau (CPAB) held consumer education activities in the barangays. Likewise, the CPAB led education activities on consumer-related laws for business establishments. From January to February 2020, a total of eight assemblies and education activities for barangays and business groups were conducted.



Promoting consumers' role in sustainable consumption at Consumer e-Congress

In line with the celebration of the 2020 Consumer Welfare Month, DTI conducted the fourth Consumer Congress, but for the first time, virtually. With the theme "Sustainable Consumer in the New Normal," the event aimed at educating the general public and stakeholders on the importance of responsible consumption especially now that the country and the world are adjusting to the new normal. It highlighted the important role of consumers in sustainable consumption and production programs of the country. Furthermore, the congress tackled ways on how to be a sustainable consumer, as well as the significance of sustainable consumption and production to counter climate change in the Philippine setting.

Upholding consumer safety through improving standardization

DTI emphasized the importance of standards in upholding the Filipino consumers' right to safety through the National Standards Week (NSW), held every 8-14 October annually. With the theme "Protecting the planet with standards" in 2020, the NSW highlighted how standards cover all aspects of energy savings, water, and air quality. The use of standards helps reduce the environmental impact of industrial production and processes, facilitates the reuse of limited resources, and improves energy efficiency.

As part of the celebration, the Department conducted the Standards Stakeholders Conference 2020, which gathered relevant stakeholders to discuss important issues and developments in standardization towards trade and industry growth, sustainable development, and consumer protection. The conference featured informative and interactive sessions showcasing standards that contribute to sustainability of products and services. It also discussed the best practices of established industries in integrating standards into their processes.

99% of consumer complaints resolved

In 2020, DTI received and processed 63,081 consumer complaints. Of the 15,978 under its jurisdiction, 15,858 or 99.19% were resolved. Complaints processed include: violations of the Price Act; deceptive, unfair, and unconscionable Sales Acts or Practices; and liability for products and services. Majority were endorsed to other government agencies for appropriate action.

Ensuring compliance of over 130,100 firms to protect consumers

To ensure consumers' protection, DTI, through FTEB and its regional and provincial offices, monitored compliance of 130,105 unique firms on Fair Trade Laws, such as Product Standards, Price Act, Price Tag, Service and Repair Shops, Tobacco, and others. Some 103 firms were penalized, with fines collected reaching P2.5 million. There were 187 cases filed, 152 of which have been resolved.

Wet markets, groceries, supermarkets, flour firms, and hardware stores for construction materials were likewise monitored by the DTI to ensure that these do not sell basic necessities and prime commodities above the Suggested Retail Price. Letters of Intent were issued to firms with notices of selling products above SRP. The average firms monitored per month is 387.



Protecting consumer welfare through Philippine Standardization Strategy

Aiming to protect the welfare and interest of the consumers and help businesses become more competitive in the years ahead, DTI came up with a standardization strategy that addresses the market demands for a more globally and domestically competitive quality products and services. In 2020, DTI published the Philippine Standardization Strategy for 2021-2023. With the goal of achieving the greatest social and economic benefits for the country, the strategy provides direction for a more focused, coherent and coordinated approach towards the development of standards either by the Bureau of Philippine Standards (BPS) or its recognized Standards Development Organizations.



99.19%
consumer complaints
received and processed

15,323

were resolved **within 10 working days** through mediation

148

within 20 working days through adjudication

63,081

consumer complaints received and processed

Implementing Standards and Technical Regulation in the New Normal

The COVID-19 pandemic brought to life a “new industry” of essential products, such as the different types of Personal Protective Equipment (PPEs). The same triggered the development of 58 Philippine National Standards (PNS) on PPEs, face masks, and other essential products. Likewise, 272 PNS were distributed for free to 27 institutions.

Moreover, coping with the new normal, the Bureau of Philippine Standards (BPS) issued Memorandum Circular (MC) Nos. 20-18 and 20-46 on the conduct of virtual inspections and audit, respectively. These enabled the conduct of remote inspection to 252 shipments and remote audit to 220 Philippine Standard (PS) Licenses.

Likewise, MC No. 20-34 was issued to automatically renew local PS licenses to assist the local manufacturing companies resulting to 58 PS Licenses automatically renewed.



These endeavors, together with the issuance of the Business Continuity Guide, were recognized by the International Organization for Standardization (ISO) during a webinar hosted by the ISO main office in Geneva, Switzerland.

Ensuring product safety and quality with intensified product certification activities

In 2020, stricter regulations for construction materials were implemented. Technical regulations for plywood, ceramic tiles, steel sheets and steel bars were issued and strengthened to ensure that only safe and quality construction materials are distributed in the local market. Likewise, the regulation for cement was amended to ensure level playing field. To ensure consistent compliance, monitoring of companies applying for Import Commodity Clearance (ICC) and Philippine Standard (PS) was intensified. This led to issuance of 74 Show Cause Orders and 11 Formal Charges to address possible violations. As a result, 17 surety bonds amounting to P12,654,340.94 were forfeited and 7 companies were adjudged to pay administrative fines amounting to P1,111,250. Likewise, non-conforming products with total estimated value of



We are very pleased with the auto-renewal/recertification process. The procedures can be easily followed and if there were inquiries, the team was very responsive and helpful. Overall, our company is very grateful for this option provided by the Government. It is a big help to us, especially now in the time of COVID-19, wherein we are all still adjusting our business processes and recovering from the financial/economic loss it has brought.

Lydia P. Soriano
General Manager
St. Dominic Industries



We are thoroughly satisfied with the efficiency and speed of the inspections that we have had remotely with the BPS. The inspections are done professionally and in a manner that is easy for our staff to adapt and adjust to. The inspectors were hand in hand with us as we found the best way possible to conduct the remote inspections - from messenger video, to Viber to Zoom. I believe that the department has done a very quick shift to suit the needs of the time and this method of inspecting also goes a long way in promoting the ease of doing business. Thank you very much for giving us this avenue to safely have our goods inspected and for helping companies like ours, whose goal is to provide quality products to the public, to do business.

Kaira Chatlani

AVP-Admin and Logistics
Roshan Commercial Corporation

P176.7 million were destroyed. Additionally, the ICC Verification System was also launched at the Apple Store, making the ICC Verification App available to the Android and iOS platforms, allowing more consumers to verify the authenticity of the ICC stickers.

These strengthened product certification activities resulted to issuance of 14,417 ICC certificates and 912 PS Licenses with the processing rate of 97.87% and 82.54% within 16 working hours. Likewise, 582 of 590 (98.64%) products were tested within the prescribed period. Overall, the BPS services generated a total amount of P72,912,820.08.

Participating in international, regional and national activities to strengthen standards regulation

The Philippines, through the BPS Technical Committee (BPS/TC 76) on Bamboo and Rattan, actively participated in the meetings of ISO/TC 296 and its working groups in the development of International Standards on Bamboo and Rattan. The Philippines currently holds convenorship of two working groups of ISO/TC 296. Likewise, the BPS is currently the chair of the Joint Regulatory Advisory Committee (JRAC) on electrical and electronic equipment. The JRAC is a body established by APEC to be the official sub-group under the Sub-Committee on Standards and Conformance (SCSC) intended to promote and facilitate regulation-to-regulation dialogue, cooperation, and info-sharing on EEE sector.

In addition, the BPS encouraged the active participation of Standards Development Organizations (SDOs) through the issuance of the Philippine Standardization Strategy, which provides direction for a more focused, coherent, and coordinated approach towards the development of standards. In line with this, three organizations, namely Development Academy of the Philippines – Productivity and Development Center (DAP-PDC), Department of Energy – Oil Industry Management Bureau (DOE-OIMB) and Underwriters Laboratory (UL) were recognized as a Standards Development Organization.

Further, BPS provided significant contributions in crafting the PH inputs to the Standards Technical Regulation and Conformity Assessment Procedures (STRACAP) Chapter of the RCEP Agreement. The STRACAP Chapter will facilitate and promote trade in goods between the 10 ASEAN and 5 of their Free Trade Agreements (FTA) partners — Australia, China, Japan, New Zealand, and South Korea — through the application of STRACAP consistent with the WTO-Technical Barriers to Trade (WTO-TBT) Agreement. The Chapter will also promote mutual understanding of each party's STRACAP through information exchange and cooperation. Finally, the BPS maintained active participation in various Free Trade Agreement / Bilateral negotiations related to STRACAP by attending to all on-going relevant bilateral, regional, and international meetings through videoconferencing platforms.

GOOD GOVERNANCE

Striving to turn the tide of the pandemic, people look for jobs or start an online enterprise. As they trudge towards the brighter side, Filipino entrepreneurs, workers, and consumers count on public services that make transactions more convenient. Being the government's main economic catalyst in enabling job-generating businesses, DTI promotes good governance to provide the efficient and responsive services deserved by every Filipino.



The Department of Trade & Industry encourages private sector engagement in advocating good governance and a sound regulatory environment in the supply chain and logistics industry. The ongoing public-private dialogue helps in creating an atmosphere of consultation and collaboration, fostering trusted relationships, and building a facilitation mindset in continuously improving the Philippine logistics sector.

Samuel Bautista
President and Chief Learning Officer
Academy of Developmental Logistics, Inc.



Processing Business Name registration in 8 minutes

With many Filipinos doing online business transactions during the pandemic, DTI ensured that Business Name registration is as fast and convenient as possible for every budding entrepreneur. In 2020, more than half of the applications for business names and other related transactions were processed within eight (8) minutes. The quick and convenient business registration process is applicable for both online end-to-end application and over-the-counter transactions at DTI Regional/Provincial Offices or Negosyo Centers.

Expanding e-payment options for Business Name registration

To make the process of business name registration and renewals more convenient for the public, DTI expanded its list of online payment options. With e-payment, registrants can complete their Business Name registration or renewal through their mobile phones anywhere, anytime.

In the third quarter of 2020, payment options for Business Name registration were expanded with the full implementation of LandBank Link. BizPortal in the Business Name Registration System (BNRS) NextGen. Registrants may now pay their registration fees through 7-Eleven convenience stores and Bayad Centers nationwide. They also have access to the Philippine Clearing House Corporation PayGate platform, which allows payments to be made to BNRS directly from the registrant's bank account.

The LandBank Link.BizPortal is one of the many online payment channels available to applicants.

Other online payments made via GCash, PayMaya, credit/debit cards, and cash via DTI tellers remain in operation. This development enhances the accessibility of the business registration platform to Micro, Small, Medium Enterprises and represents a major step towards furthering the ease of doing business in the country.

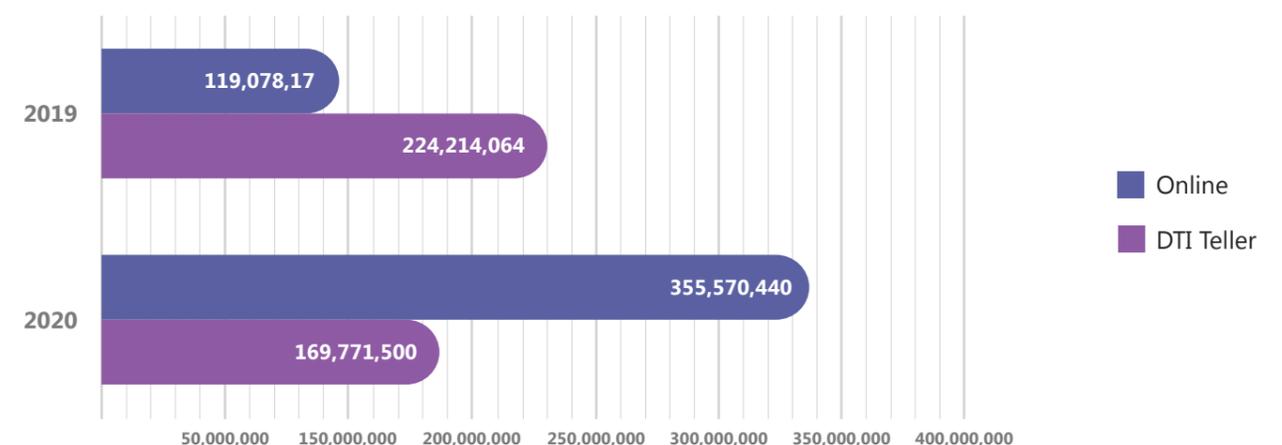
In 2020, the DTI saw Business Name registration payments shift from over-the-counter to online payments, with the latter accounting for 68% of payment transactions for the period in comparison to only 35% in 2019.



Integrating Business Name registration with other government systems

Paranaque City became the first local government unit to connect with DTI for online business name registration. The interconnection allows the local government to determine in real time the validity of business name registrations as they are now directly linked to the DTI's BNRS NextGen. Under this arrangement, DTI and the city government of Paranaque agreed to implement a system whereby the city may access BNRS to verify business name

Payment Amount 2019 vs 2020



registrations issued by DTI. This interconnection allowed the city government to reduce the documentary requirements involved in business permit applications.



To promote the integrity of the eProcurement process, DTI collaborated with PhilGEPS, the single, centralized electronic portal that serves as the primary and definitive source of information on government procurement. DTI works with PhilGEPS in facilitating the veracity of bidding documents submitted to government agencies by suppliers and vendors. Providing agencies access to the BNRS NextGen will expedite the validation process, curb red tape and corruption, and help improve the overall transparency of the bidding process.

Automating payments for contractor's license issuance and renewal

The Construction Industry Authority of the Philippines (CIAP), in coordination with DTI, Bureau of the Treasury (BTr), and LandBank of the Philippines signed an agreement with PayMaya Philippines, Inc. to automate payments of the issuance and renewal of contractor's license through the portal pcbagovph.com. The web portal serves around 15,000 contractors all over the country. The service of PayMaya is an additional digital payment option for contractors aside from the existing LandBank Link.BizPortal.

Keeping DTI employees competent in the new normal through online training programs

To ensure the delivery of efficient services, DTI made sure that its employees remain competent in the new normal. Thus, DTI Academy, the strategic competency-building program for DTI officials and employees formally launched the 2020 online training programs to continuously promote employee learning and growth amidst the pandemic. In July 2020, the first two online

programs, *Introduction to Virtual Learning* and *Virtual Learning Etiquette* were conducted. These online training sessions aimed to address the learning needs of DTI employees and proper decorum online.

Other programs conducted were Change Management, Making Virtual Teams Work, The Art of Virtual Presentation, Digital Facilitation, and Project Management, among others. Leadership programs were also administered for supervisors and managers. Personal Mastery, Competency-based Interviewing Techniques, Leadership in the Time of Change, and new and refresher programs on Coaching and Mentoring were among those that were offered for leaders. Additionally, DTI Academy-Project Dalubhasa's Trade and Investment Program conducted its Level 3 sessions, which carried out topics to improve knowledge and skills on trade negotiations.

Aside from the competency-based training programs, the "Employees' Stride to enhanced Productivity through Recreation and Individual Transformation (ESPRIT)" program, which carries the wellness programs of the Department were conducted to provide timely support for the employees. With the theme, "Wellness, Embodiment, and Wholeness in the New Normal or WE-Winn", this year's wellness programs were offered to specifically address various health concerns brought about by the current public health situation.



To ensure the overall wellness of employees, DTI implemented physical wellness activities, mental and psychological sessions, financial sessions, as well as spiritual sessions. Capping off the DTI Academy programs in 2020 was the Wellness Summit, which targeted to provide a holistic sense of well-being through activities conducted in one week.

A total of 53 competency-based and wellness sessions were conducted from July 21 to December 11, with a total of 1,475 unique participants from the Head Office and Regional and Provincial Offices. Each program had its pre- and post-assessments to evaluate learning outcomes. The overall net promoter score for all programs is +81.20.

Securing client data and information through Knowledge Connect repository

DTI, through the Knowledge Management and Information Service, sustained the rollout of Knowledge Connect, the centralized repository of data and information of clients and stakeholders of the Department across various programs and projects. From January to November 2020, a total of 15 DTI data catalogues were formulated and signed by its respective program owners. Prior to the signing of the DTI data catalogue, series of consultation meetings were carried out to understand data requirements of program owners. These consultations became valuable inputs to the formulation of the data catalogue and encoding template, which collects clients' profile. For this period, a total of 16 forms were aligned based on the DTI Catalogue as prescribed by the Memorandum Order No. 18-4843, Series of 2018.

Meanwhile, to support the continuous and efficient delivery of meaningful services amidst the implementation of alternative work arrangement within the Department, DTI's Human Resource Administrative Service and Information Systems Management Service held a week-long event dubbed as "The Virtual Adoption Caravan" in partnership with Microsoft Philippines. The five-day event featured resource speakers that talked about Work from Home situations; the reality of working

in the modern work setup; the best practices that allow people to manage productivity; fostering a culture of knowledge sharing and collaboration through the KR Hub, among others. Of the total 484 respondents of the client satisfaction feedback, 97% or 469 agreed to recommend the course to colleagues.

Improving communications with the public through a rebranded DTI Social Media and YouTube Channels

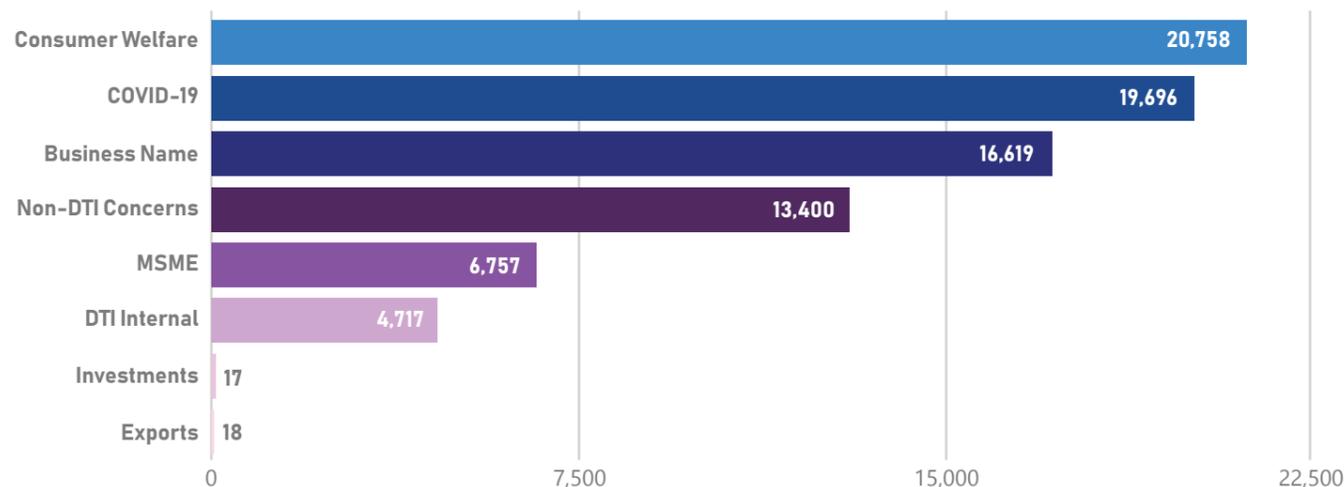
Harnessing the power of social media to build meaningful relationships with beneficiaries and address feedback from the public, DTI rebranded its Social Media Channels. The rebranding was furthered through the relaunch of the DTI YouTube channel in August 2020, with the main objective of raising public awareness of DTI programs, activities, and initiatives.

For the DTI Philippines Facebook page, two milestones were achieved this year. The first milestone was achieved in August when the Facebook page reached 200,000 likes, while the second milestone was achieved in November after reaching 300,000 likes.



Nature of Queries Received by DTI Contact Center

January-November 2020



Ensuring prompt and reliable public assistance through the DTI Contact Center

The DTI Contact Center received a total of 82,012 inquiries in 2020. Almost a quarter of this or 19,696 (24.02%) are information assistance related to the COVID-19 pandemic.

Queries related to consumer welfare were the highest concerns (25.31%), followed by business name (20.26%), non-DTI concerns (16.34%), MSME (8.24%), DTI Internal (5.75%), exports (0.06%) and investments (0.02%).

Notably, most queries on MSME concerns were about the financial assistance being extended by DTI through Small Business Corporation's (SBCorp) COVID-19 Assistance to Restart Enterprises (CARES) Program under the Bayanihan to Recover as One Act or Republic Act 11494.

Providing more convenient services through development of information systems

DTI developed several information systems to provide a more convenient and more efficient service to its clients and stakeholders. These systems aim to ease the processing of applications or certificates for its external stakeholders and help improve internal processes that will allow DTI personnel to adapt better to the new normal.

• Business Name Registration System Next Generation (BNRS NextGen)

This is an online business registration system that allows an end-to-end sole proprietorship for new and renewal business registrations. Applicants may submit their applications, pay the registration fee, and download the certificate of their registration

anytime, anywhere using their mobile devices connected to the Internet.

• IREGIS (Integrated Registration Information System)

The IREGIS is an online system that provides support to the frontline services of the Fair Trade Enforcement Bureau. It enhances operations related to processing of application documents on the issuance of permits meant for a better and transparent public service delivery. IREGIS Phase II covered the processing of Certificate of Authority to Import.

• Accreditation for Conformity Assessment System (PAB-ACAS)

PAB-ACAS is an online information system for the registration and application for frontline business processes for the Philippine Accreditation Bureau (PAB). It enhances the operations related to processing of application documents on accreditation and issuance of certification permits.

• DTI PASS (Online Forms for COVID-19 Tracing)

DTI Pass is an online information system for business-associated process related to Health Clearance, Mobility History Declaration, and Health Declaration of Employees and Visitors of DTI. The DTI Tracing Platform was designed to assist the office security/administration in creating/displaying QR Codes for Personnel/Visitor Entry, tracking entry/exit through QR scanning timestamps, and conducting daily healthcare survey to monitor user condition.

• DTI Travel Management Information Systems (TIMS)

DTI TIMS is an information system on the application, workflow, authorization process, data management and the generation of relevant reports, statistics and analytics relative to the Department's Foreign Travel Policy. It aims to rationalize and streamline the processes of DTI's online information systems for foreign travel-related business processes such as Travel Application Process, Pre-travel Workflow Process, Post-travel Workflow Process, Queries, Reports and Analytics Generation, Calendar of Foreign Travel Process, and Administrative Processes.

• Customer Relationship Management (CRM) System for the Foreign Trade Service Corps (FTSC)

CRM provides a central database of Investment and Trade Leads and related data to effectively manage the activities of the Posts and the FTSC. It will also provide the top management with effective management tool and indicators that are useful in policy formulation, strategic planning, and decision-making.

• DTI Financial Facility System (FIANA)

FIANA is a web-based information system that handles the financial business process requirements and operations of the DTI Provident Fund. It is a platform for database recording and inputting of employee's contributions, creation and management of loans, and generation of reports for the management.

• Online DTR System for Work-From-Home (WFH) Employees

This is an online system tool used to log the employee's time-in and time-out. Using the system, supervisors can view the staff's daily time record (DTR). Likewise, data from this system can be used as input in printing of the DTR.

• Payroll System (Excel) of the Construction Industry Authority of the Philippines (CIAP)

This is an automatic computation of payroll data using Excel worksheets designed for CIAP employees.

• Online Payment System (DTI Pay)

DTI Pay will provide an end-to-end payment modality for DTI public transactions without face-to-face meetings, adhering to the "No Contact" policy of RA 11032.

Shifting to remote audit

During the current COVID-19 outbreak and lockdown measures, DTI's Internal Audit Service (IAS) continues to perform audits by doing them remotely. In 2020, DTI conducted remote audits on the payroll processing and recruitment process of the DTI Central Office; financial management (cash receipts process) of Regions 3, 4A and 7; and procurement process of the Construction Industry Authority of the Philippines. In addition, the IAS volunteered and submitted around 441 reports to assist Fair Trade Enforcement Bureau in its online price monitoring activity. With the worldwide pandemic, the IAS finds an opportunity to boost its agility and resiliency in delivering value-added audits for the years ahead.

Updating legislative measures; participation in congress engagements improved

DTI Liaison Office for Legislative Affairs (DTI-LOLA) spearheaded the formulation of the Department's priority legislative agenda for the 18th Congress, dubbed as LEGIS18C, through a two-day workshop in June 2019. Thereafter, results of the workshop were presented to the DTI Executive Committee. Based on the deliberation and approval of the Executive Committee, 19 legislative measures were adopted as LEGIS18C.

With the developments and events that happened in the country including the COVID-19 pandemic, several legislative measures were considered as "urgent" and "necessary" to respond to current needs. As such, six additional priority legislative measures were added to the existing LEGIS18C, making the total number of DTI priorities into 25.

Meanwhile, attendance to Congress engagements in 2020 improved significantly. Overall participation rate in the Senate increased from 93.6% in 2019 to 98.2% in 2020. In the House of Representatives, attendance rose from 92.9% in 2019 to 95.3% in 2020.

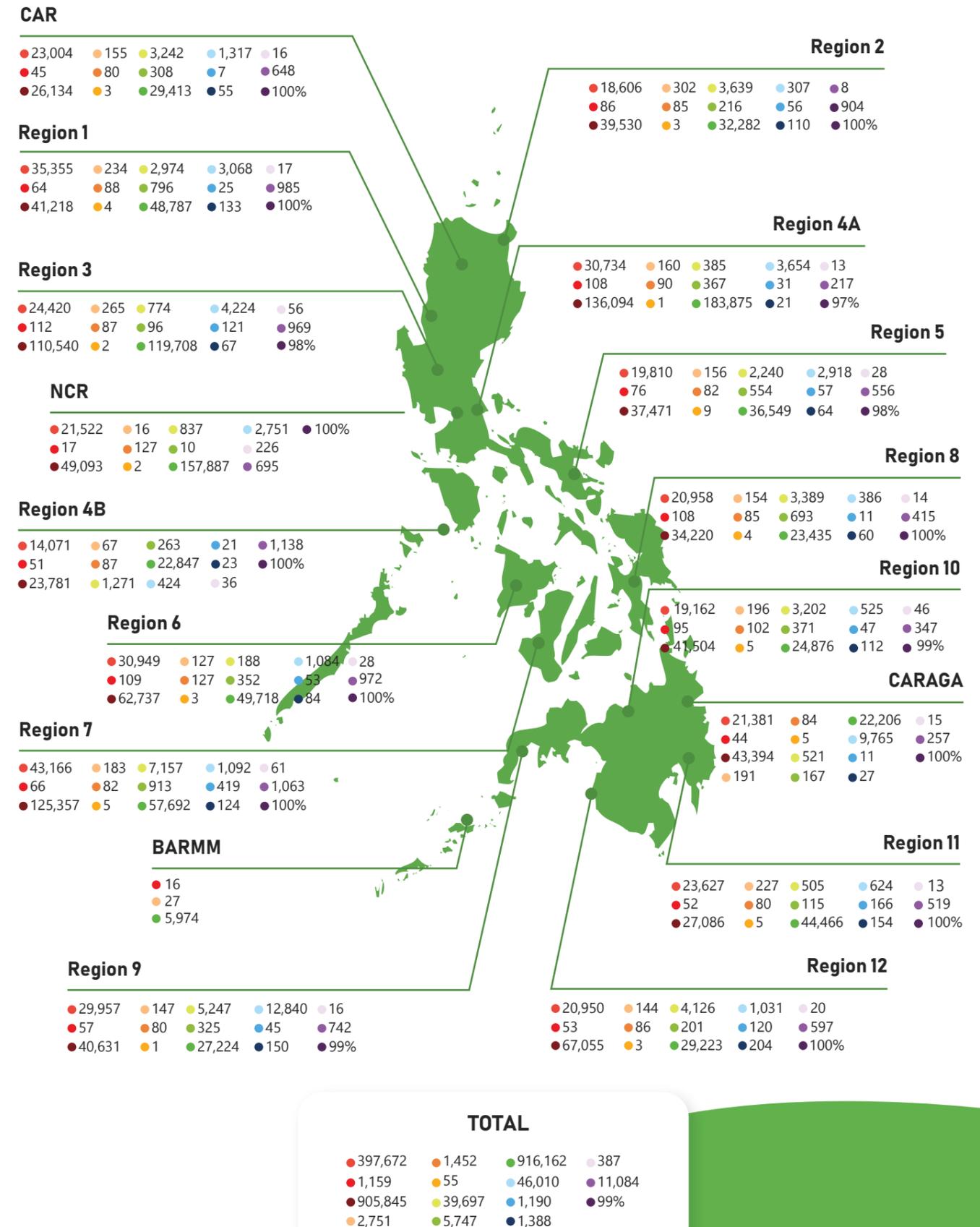
Across the Regions

Despite the limitations brought by the COVID-19 quarantine measures, DTI continued to deliver the needed services of consumers, workers, and entrepreneurs all over the Philippines. DTI's head office situated in NCR, together with its field offices composed of 16 regional offices and 81 provincial/city offices, ensured the ease of doing business in the country and assisted Micro, Small, and Medium Enterprises (MSMEs). DTI field offices also played a vital role in promoting consumer protection in the countryside and in generating exports, investments, and jobs for Filipinos.

In 2020, almost 400,000 MSMEs received assistance from the field offices through services tailored according to their business needs, from product development, financing facilitation to SME counseling, trainings and seminars and government assistance programs. The field offices facilitated registration applications of MSMEs in the Philippine Business Registry and Barangay Micro Business Enterprise (BMBE). For this year, there were more than 900,000 new Business Names (BNs) registered and over 40,000 BMBEs registered. Furthermore, DTI assisted more than 5,000 exporters and 2,585 investors.

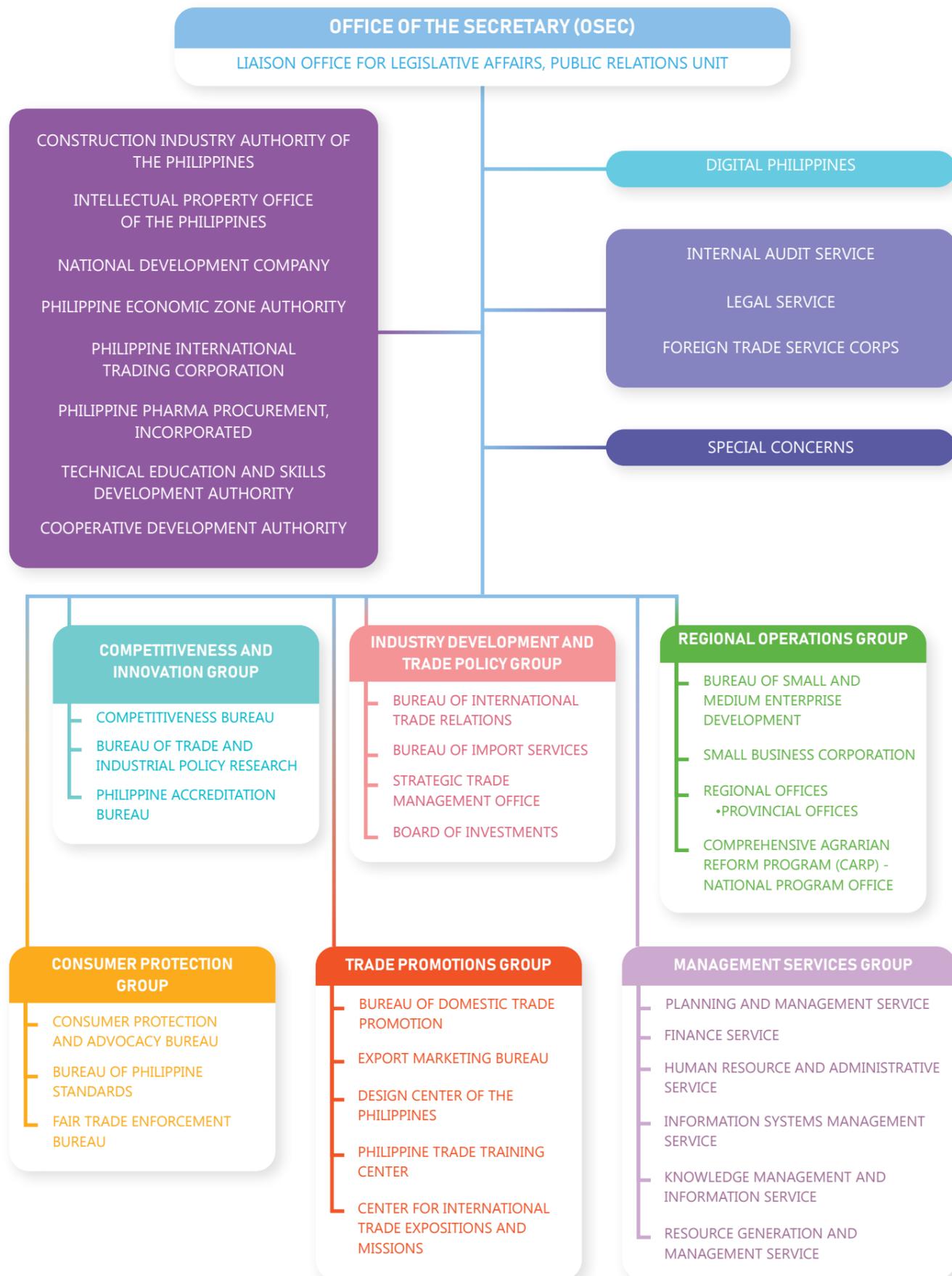
To ensure the protection of the consuming public, DTI carried out over 11,000 consumer awareness and advocacy initiatives and monitored an average of 387 firms monthly for price trending. For 2020, DTI satisfactorily processed and resolved 99% of consumer complaints.

Legend		
● MSMEs Assisted	● MSMEs Enrolled in E-Commerce Platforms	● Investors Assisted
● Negosyo Centers Established	● Barangays Covered	● Average Firms Monitored per Month (Price Trending)
● Clients Assisted by the Negosyo Centers	● BN Registered	● Consumer Awareness and Advocacy Initiatives Undertaken
● SSFs Established	● BMBE Registered	● Consumer Complaints Resolution Rate
● Mentee Graduates	● Exporters Assisted	
● OTO.PH Established		



DTI ORGANIZATIONAL STRUCTURE

As of December 2020



2020 KEY OFFICIALS



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Secretary

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Management Services Group
(Chief-of-Staff)



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Ceferino S. Rodolfo
Industry Development and Trade Policy Group



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Flordelona L. Amate
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Reveree Niño C. Contreras
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Ray R. Elevazo
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