

2020 Annual Performance Report

DTI DAVAO REGION



Vision

By 2040, the Philippines will be a prosperous, predominantly middle-class society where no one is poor, our people will live long and healthy lives, be smart and innovative, and will live in a high-trust society.

Mission

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

Values

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



Director's MESSAGE

A handwritten signature in white ink, appearing to read 'M. Ambi'.

MARIA BELENDA Q. AMBI, CESO III
Regional Director

The year 2020 was a very challenging time for all of us. The COVID-19 pandemic caught everyone unprepared and was initially unable of handling its adverse socio-economic effects on the country and its population.

We experienced and witnessed a global economic slowdown during this period, and the country was in recession. The total and partial closure of some business establishments led to increased unemployment and underemployment, and decreased income.

Under such conditions, DTI 11, as a team, had to navigate through the operational restrictions and challenges encountered. We needed to undertake more responsive programs to address the pressing needs of our clients - both the consumers and businesses - to hurdle and recover from the prevalent socio-economic setbacks that the pandemic was causing.

Amid these difficulties, we were able to adjust, explore, innovate, and learn new ways of doing things to sustain our development efforts and continuously provide "serbisyon higit pa sa inaasahan".

Together with our Central Office Bureaus and partners from the public and private sector, we reinvented our interventions to respond to the call of time. The Kapatid Mentor ME (KMME) program shifted to online mentorship and coaching so that the development of micro-enterprises will not be hampered.

We likewise accommodated and undertook other activities that maximize virtual platforms, such as online seminars, training, trade fairs, consultations, monitoring, and other hybrid capability-building initiatives. These were necessary interventions to ensure that clients were capacitated on new ways of doing business and in maintaining their connections with their backward and forward linkages.

We facilitated the granting of financial assistance to support the distressed MSMEs through the Small Business Corporation's (SBC) Pondo sa Pagbabago at Pag-asenso (P3) Cares program. We are glad to note that at the end of 2020, SBCorp approved a total of 1,023 loan applications, valuing Php61.08M.

On providing discounted basic commodities and necessities to consumers in marginalized areas, DTI partnered with the Department of Agriculture (DA) 11 and various LGUs to conduct 214 Presyo Diskwento Caravans, reaching 94 barangays and benefitting 28,231 households.

Further to consumer protection, DTI strengthened its hybrid monitoring activities (physical and virtual methods) to ensure the stability of prices and supply of basic necessities and prime commodities. Fair trade laws and product standards were strictly enforced and upheld. An aggregate of 833 monitoring activities were made, covering 357 establishments for the basic necessities and prime commodities, FTL, and standards monitoring.

In the meantime, DTI 11 was part of 21 joint monitoring activities which were done together with the DOH, FDA, NBI, CIDG, DA, and LGUs, to inspect standards adherence and prices of personal protective equipment (PPE) and agricultural products. These resulted in the arrest of 11 violating individuals.

Meanwhile, DTI 11 visited 1,531 establishments to check their compliance with the minimum health and safety protocols in workplaces. To increase the production of PPE, the DTI 11, through the DigiHub FabLab hosted by the University of Southeastern Philippines, produced various PPE products, particularly 3,585 face shields and 36 intubation boxes. These were given to government offices and the DOH. At the same time, some of our assisted MSMEs, who were provided with sewing machines, shifted to washable face masks production.

Indeed, it is during these times of crisis that we realize our capacity to be resilient, innovative, and creative to discover new ways of doing things, overcome challenges in our work environment, and sustain our momentum to do our job in the service of our clients - the MSMEs, consumers and the Filipino people as a whole. The full story of our performance journey is contained in this DTI 11 2020 Annual Report.

For all that we have accomplished in this difficult, challenging but fulfilling journey, we extend our gratitude and appreciation to all our partners and collaborators, both private and public.

Mabuhay tayong lahat! To God be the glory forever!



DTI 11 PERFORMANCE GOVERNANCE SCORECARD

OUR PERFORMANCE

Despite the uncertainty brought by the pandemic, DTI 11 has remained steadfast in its delivery of services to the public.

The agency successfully delivered its target for the year and was able to intensify its interventions to the public.



Exports and Investments Development



166

exporters assisted in the priority industries

104% of its 160 target for 2020



154

investors assisted in the priority industries

118% of its 130 target for 2020

MSME Development



23,627

MSMEs assisted

107% of its 22,018 target for 2020

19,878

MSMEs assisted in the priority industries

135% of its 14,700 target for 2020

NEGOSYO
CENTER

52

Negosyo Centers established and maintained

Established NC Sta. Maria last July 2020



9,621

businesses registered within 15 days applied through Negosyo Center



624

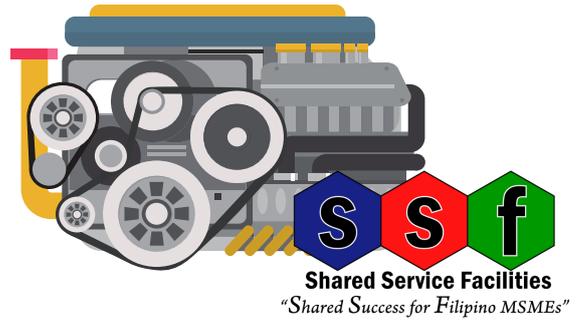
BMBE Certificates issued within prescribed time



95%

80 mentees graduated out of 84 mentees enrolled in the Mentor ME Program

106% of the 90% target for 2020



97%

121 operational SSF out of 125 SSFs established

102% of the 95% target for 2020



4,173

MSMEs doing e-commerce

102% of the 4,096 target for 2020



485

 prototypes developed

142% of the 342 target for 2020



65

 IP applications filed

130% of the 50 target for 2020

Consumer Protection and Advocacy



150 firms monitored
for price trending

100% of the 150 target for 2020



100%

1,451 out of 1,452
permits/accreditation/
licenses/authorities processed
within the prescribed time



100%

all 2 violating firms penalized complied
with the penalty within the prescribed
time as contained in the decision



11 MOAs/MOUs forged with private org/entities

183% of the 6 target for 2020

25 new and upgraded Bagwis awardees

109% of the 23 target for 2020



99%

404 complaints resolved out of 406 complaints received



312

consumer complaints resolved immediately



81

consumer complaints resolved by mediation within 10 working days after filing



11

consumer complaints resolved by arbitration within 20 working days after filing

Governance



96%

Obligation Utilization Rate (OBUR)

Php 115.85M was obligated from the Php 120.48M that was appropriated

92%

Disbursement Utilization rate (DBUR)

Php 106.20M was disbursed from the Php 115.85M fund that was obligated



100%

All 99 employees were capacitated



98%

client satisfaction feedback rating



HTTPS File Server

Paperless system implemented and maintained



Internal Document Tracking System & Purchase Request Voucher Tracking

Document tracking system developed and maintained



Maintained its Enhanced Level 2 Accreditation under the PRIME-HRM



**COVID-19
RESPONSE
INITIATIVES**

The enactment of Republic Act 11469 or the Bayanihan to Heal as One Act on 23 March 2020 placed the entire Philippines under national health emergency because of the COVID-19 pandemic. This was signed after President Duterte declared a State of Public Health Emergency through Proclamation No. 922 on 08 March 2020.

The uncertainty and danger brought by the global pandemic have taken a huge toll on the welfare of our MSMEs and consumers. During the implementation of the Enhanced Community Quarantine in April 2020, a total of 48,701 businesses in the Davao Region were affected and seized their operation during the period. Of which, 98% were small and medium enterprises.

Table 1 - Business Establishments Affected by COVID-19 in Davao Region
As of December 2020

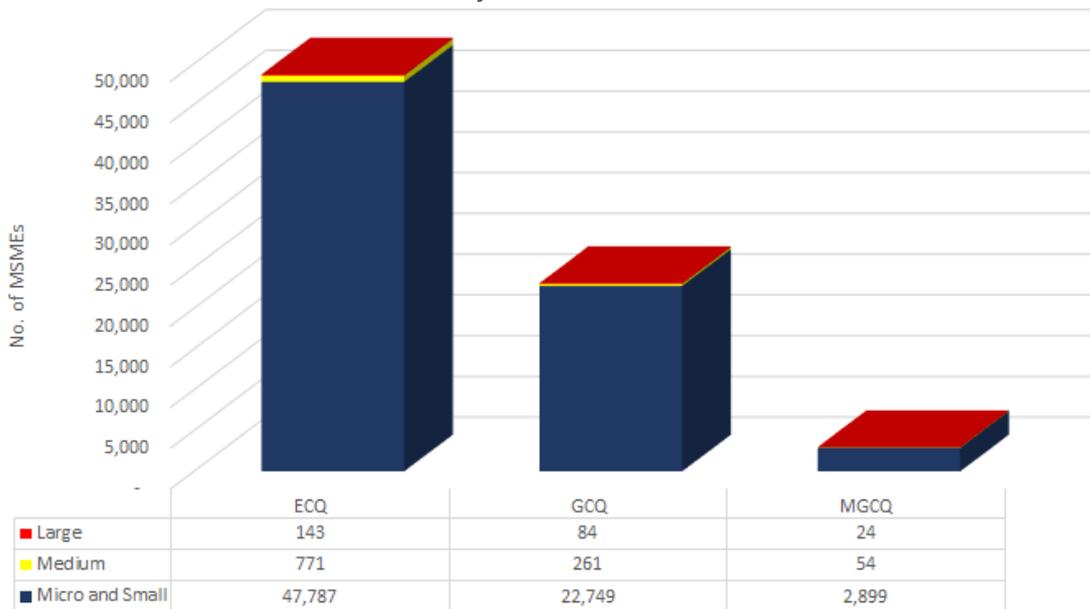
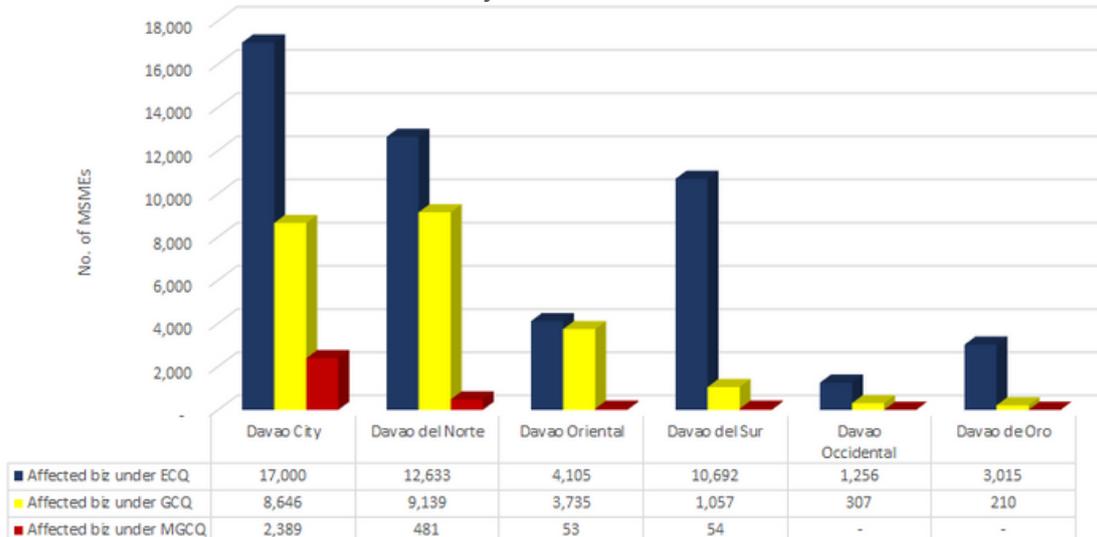


Table 2 - Businesses Affected by COVID 19 per Provinces
As of December 2020





With the crisis and the urgent need to respond accordingly, the Department of Trade and Industry (DTI) was given a crucial role, together with other government agencies. They were directed to implement programs and interventions to mitigate the transmission of COVID-19 and ensure that there was sufficient supply of food at the right prices.

DTI 11 immediately implemented the directive by intensifying its price and supply monitoring of basic necessities and prime commodities (BNPCs) to ensure that prices and supply are stable. The coverage was expanded to include PPEs, medical supplies and agricultural products in collaboration with the LGUs and concerned agencies.



833
monitoring
activities
conducted



357
establishments
monitored
region-wide



Apart from ensuring that there was enough supply of BNPCs in the region, and that prices of these goods were stable, various business establishments were monitored to continuously assess their compliance with the COVID-19 health protocols and other supplemental guidelines related to the prevention and control of the said disease.

It intensified its monitoring covering a total of 1,531 barbershops, salons, and dine-in restaurants.



676
Dine-in Restaurants



304
Barbershops/
Salons



8
BPO Companies



543
other establishments



The number of Presyo Diskwento Caravans conducted in 2020 dipped by 70% compared to 2019 because of the restrictions. Nevertheless, DTI 11 partnered with other government agencies and some LGUs in coming up with other initiatives similar to the PDCs.



The Kadiwa on Wheels of the Department of Agriculture (DA) and Palengke Bound to Barangay (PBB) of Davao de Oro LGU were the major partnerships that enabled DTI to reach more consumers despite the pandemic as there were 214 of these initiatives during the year.



Likewise, DTI 11, through its Digihub Fabrication Laboratory, initiated the production of various personal protection equipment (PPE) to aid in the scarcity of supplies during the early phase of the quarantine. Moreover, the linkage between SSF cooperators and MSMEs in the Wearables and Homestyle industry was established to help in the production of washable facemasks and other PPEs.



Financial assistance was also extended to MSMEs in these trying times. In partnership with Small Business Corporation (SBC), the Pondo sa Pagbabago at Pag-asenso or P3 Cares Program was launched to support MSMEs affected by the economic impact of COVID 19 in the country.





EXPORTS AND INVESTMENTS DEVELOPMENT

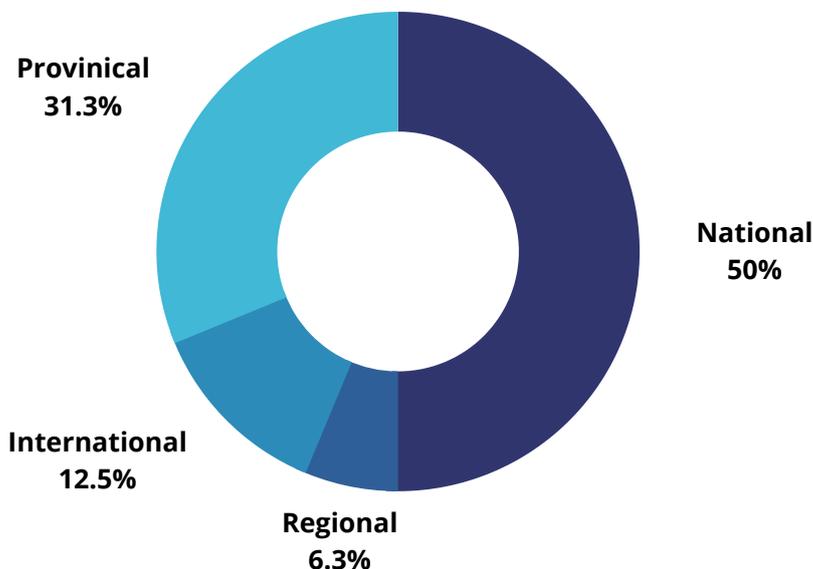


Trade Promotion

This year, virtual trade fairs and online product displays are the “new normal.” Since the beginning of the pandemic, mass gathering and physical events were restricted in most areas of the country, including the Davao Region.

16 out of 25 fairs were conducted in 2020
▼ **36%** compared to last year

329 MSMEs/exhibitors participated
▼ **47%** compared to last year

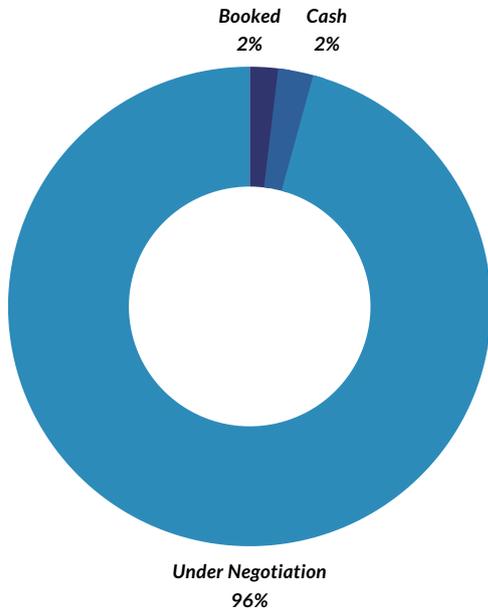


Of the 16 conducted/participated trade fairs in Figure 1, the majority or **50% (8 fairs)** were held at the national level, followed by the provincial level at **31% (5 fairs)**, next was the international level at **13% (2 fairs)**, and lastly, was the regional level at **6% (1 fair)**.

FIGURE 1 - Frequency of Trade Fairs per Level

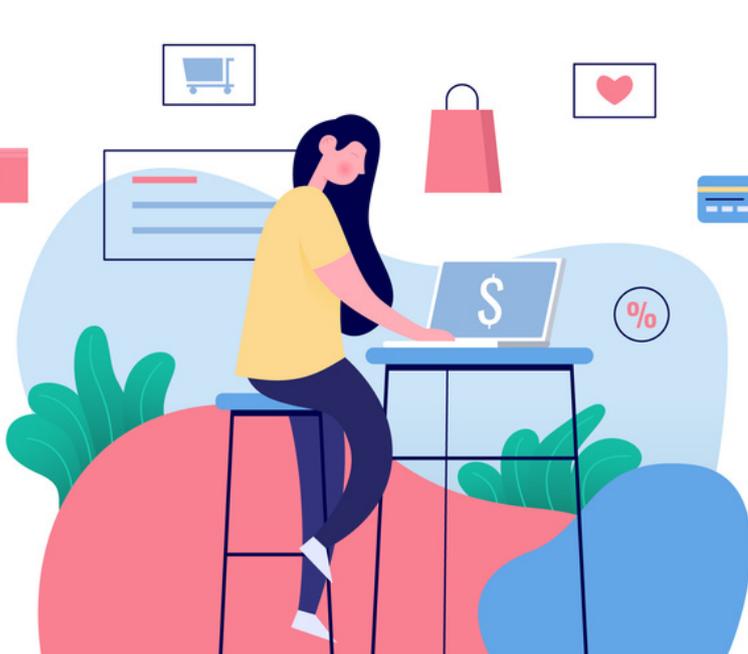


Amid the health crisis, trade fair sales were also affected. In 2020, a total of Php 72.64M worth of sales were generated from the 16 fairs conducted. It declined by 55% compared to 2019's Php 161.94M



In terms of the classification of sales in Figure 2, the highest sales were recorded to be under negotiation at 96%, while booked and cash sales were both documented at 2%.

FIGURE 2 - Classification of Trade Fair Sales



4,540

clients availed of webinars, training, and were provided with information on e-commerce

92%

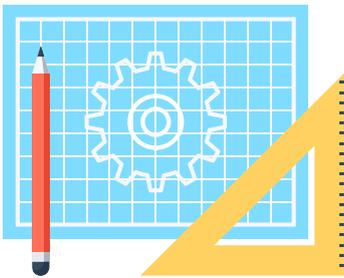
adopting various e-commerce channels such as the use of email, social media, and/or free online platforms to transact business or reach potential customers

11%

implementing different payment facilities or cashless transactions and/or have been engaged with third-party delivery services

Product Development and Promotion

The DTI 11 Provincial Offices conducted a series of activities to respond to the design needs and requirements of MSMEs. These aimed to improve the local product's quality and market position against the competitors in the domestic and global markets.



485 prototypes developed

297 Produced through the implementation of One Town One Product (OTOP) Next Gen activities

188 Outputs of other product development activities





OPERATIONAL OTOP Hubs

NEWLY LAUNCHED

OTOP HUB - Davao del Norte

Space 326, Level 3, Robinsons Place, Tagum City
Launched January 30, 2020



NEWLY LAUNCHED

Cacao City - Davao City

DCIPC Building, Palma Gil Street, Davao City
Launched November 4, 2020



NEWLY LAUNCHED

OTOP HUB - Davao Occidental

Balay Pahalipay Pasalubong Center, Ocampo's Food House, Brgy. Pob, Sta. Maria, Davao Occidental
Launched November 20, 2020



MAINTAINED OTOP HUBS ESTABLISHMENTS



FOOD PAD - Davao City
2/F Davao International Airport, Davao City



OTOP HUB - Davao del Sur
Diversion Road, Cogon, Digos City

OTHER ACTIVITIES



OTOP Special Program for Acceleration and Recovery of Kababayans (SPARK)

June 29, 2020

A six-day virtual training program to assist the OTOpreneurs cope with and survive in the new normal. This was participated by **12 MSMEs**.



One Town One Product (OTOP) Manlilikha Designer's Course

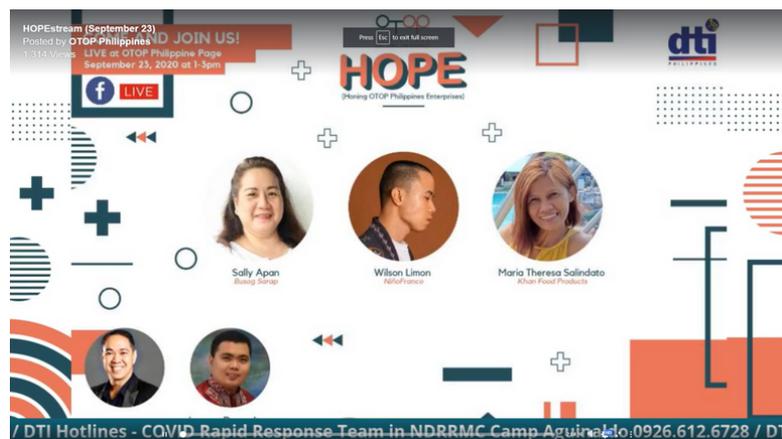
September 29-October 27, 2020

An online course to produce a pool of young designers and experts in product design and development who may collaborate with the OTOpreneurs in the future in creating new, enhanced, and innovative product prototypes and packages. This was participated by **11 Davao-based designers**.



Provincial Brand Equity Development Program (BrED)

This program helped MSMEs from the food and non-food sectors improve brand logos and design. A total of **78 OTOpreneurs** participated in the said activity.



Honing OTO Philippines Enterprises (HOPE)

A weekly live streams to empower MSMEs across the country in providing a platform for discussion, insights, and inspiring content.

Investment Promotion

The DTI 11, in coordination with the Board of Investment and various local government units (LGUs) in the region, held several investment/business meetings and capability-building training for various stakeholders to address the region's economic challenges following the pandemic. Significant highlights include the following:

Davao de Oro Province's First Virtual Investment Forum

September 3, 2020

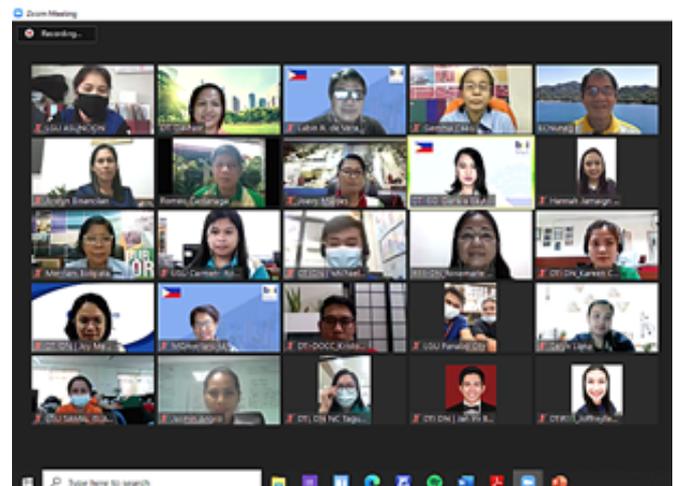
Presented the province's current economic situation and discussed relevant topics such as doing business in a pandemic, new investment opportunities, and some business operation strategies to evolve one's business in the new normal.



Webinar on Investment Counselling/Briefing

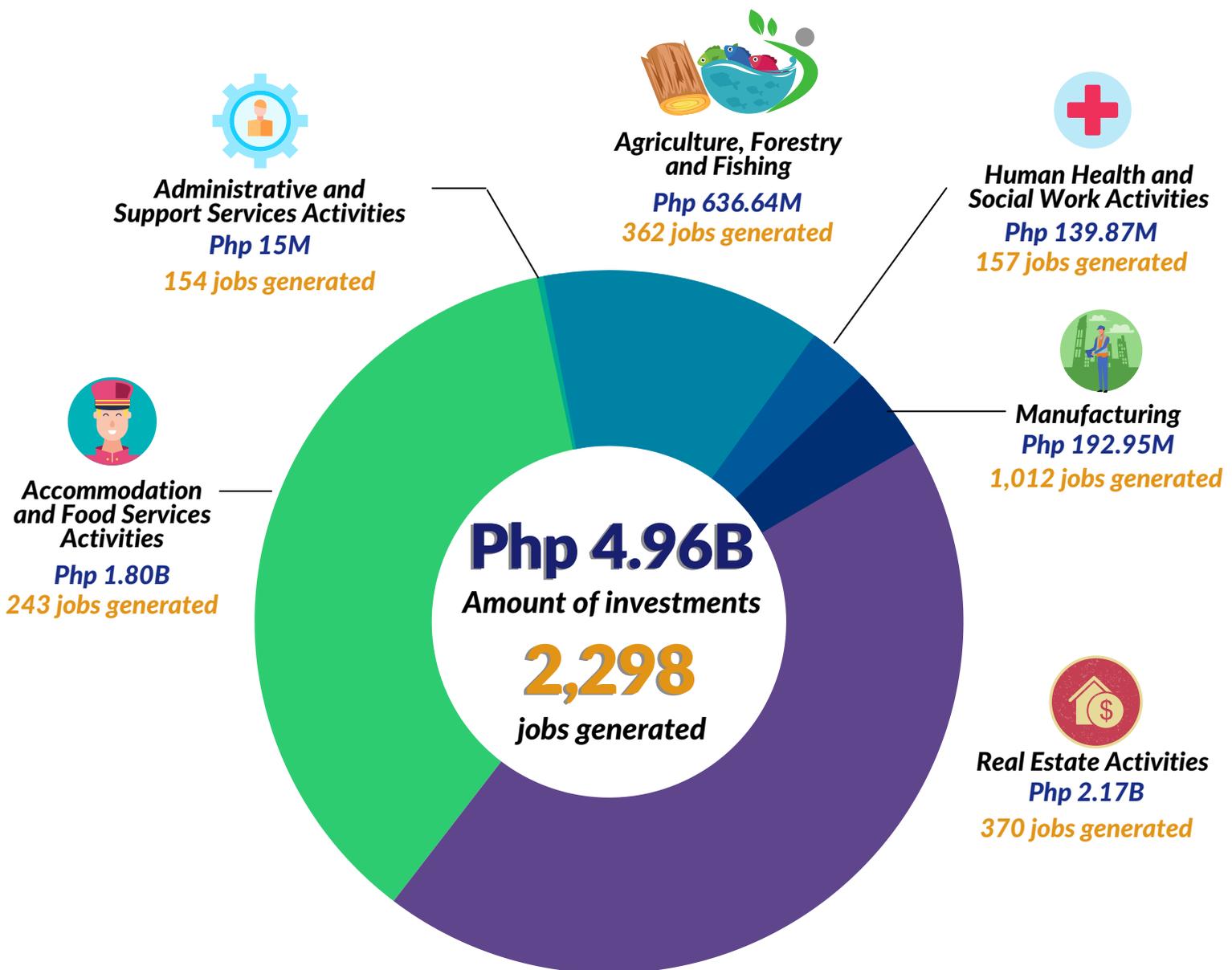
October 14, 2020

It capacitated the 22 investment promoters of the Local Government Units in Davao del Norte with the support of the Mindanao Development Authority (MINDA). The event was in collaboration with BOI-Makati.





Registered Projects in Davao Region in 2020



BIMP-EAGA Promotion

Brunei-Indonesia-Malaysia-Philippines East ASEAN Growth Areas



BIMP-EAGA SME Development Working Group Special Meeting

August 13, 2020

- Presided by DTI Davao del Norte Provincial Director Romeo L. Castañaga and Chair of the BIMP-EAGA SME Development Working Group
- Assessed impact of COVID-19 pandemic to SMEs
- Proposed collaboration on the operationalization of BIMP-EAGA economic corridors, as well as the revival of Davao-Bitung shipping services and Davao-Manado airlink. The possible collaboration with the ASEAN for COVID-19 initiatives was also considered during the meeting



BIMP-EAGA Trade and Investment Facilitation (TIF) Cluster Special Meeting

October 28, 2020

- Presided by DTI 11 Regional Director Maria Belenda Q. Ambi, Chair of BIMP-TIF Cluster
- Assessed the impact of COVID-19 on the trade facilitation sector and the strategic responses needed in the region
- Presented status/updates of implementation of projects from its three working groups, namely:
 - SME Development,
 - Customs, Immigration, Quarantine and Security (CIQS), and
 - Statistics and Database as part of the commitment under the BIMP-EAGA Vision 2025

Webinar on COVID-19 Recovery Support to BIMP-EAGA SMEs

June 29, 2020

- Promoted a better understanding of policy options available for governments to support SMEs in mitigating COVID-19 impact and recovery in the aftermath of the crisis
- Disseminated global best practices and lessons on how SMEs could bounce back better from the pandemic
- Provided a platform for BIMP-EAGA policymakers, academe, and SMEs to share knowledge and collaboratively identify actions to accelerate regional cooperation in SMEs development during and after the pandemic





100

**INDUSTRY
DEVELOPMENT**



Industry Cluster Development and Promotion

BOTTOMLINES



2,518
MSMEs assisted
113% of its 2,231 target

311
MSMEs created
150% of its 207 target



13,762
jobs generated
113% of its 12,157 target



271
training conducted
135% of its 201 target

4,169
beneficiaries
74% of its 5,668 target



Php 312 M
Investments facilitated
120% of its Php 260.65M target



Php 508 M
Domestic Sales generated
117% of its Php 433.80M target



Php 26 M
Loans facilitated
120% of its Php 18.85M target



US\$ 192 M
Export sales generated
67% of its US\$ 286.50M target

The pandemic has caused setbacks in the implementation of the work and financial plans of the region's priority industry clusters.

Some of the major activities such as conferences, fora, benchmarking, and those that require travel and physical interaction scheduled in the second to third quarters of the year were canceled.

Cacao Industry Cluster

Industry Cluster Plan

- Participated in the revision of the Philippine National Standard (PNS) for Philippine tablea
- Participated in the preparation of the CY 2020 Davao Oriental Cacao Industry Cluster Plan



Industry Cluster councils/associations

- Facilitated the creation/organization of the Kiblawan Food Processors Association in Davao del Sur

Training/Capacity Building Activities

- Conducted two trainings on cacao post-harvest technology application and two seminars on post-harvest processing for tablea and chocolate
- Conducted two trainings on cacao production and good agricultural practices (GAP)
- Conducted one skills training on tablea making with a brief orientation on good manufacturing practices (GMP)
- Conducted 11 trainings and seminars on cacao growing, production and loan and marketing assistance with PCA & KFI Inc., tablea processing, and farm planning and cacao farm establishment using the sloping agricultural land technology (SALT)
- Conducted intensive training on cacao processing, bean trading, and cacao economics
- Conducted one webinar series on different food and non-food by-products of cacao
- Conducted product development training on cacao leaf fossilization handicrafts making
- Assisted PUM Netherlands, a non-government organization based in The Hague, Netherlands, that provides consultancy and technical assistance for MSMEs in underdeveloped and developing countries in the conduct of cacao brand enhancement workshop cum one-on-one consultation on product development.

Beneficiaries

- 17 staff of the Kapalong Cooperative assigned in the fermentary facility in Kapalong, Davao del Norte
- 30 cacao farmers of the Island Garden City of Samal Agri-Growers and Producers Association (SIAGPA)
- 40 cacao farmers/growers and members of Farmers’ Development Cooperative (FARDECO) in Davao City
- 11 women/housewives/men representing different barangays in Kiblawan; 14 cacao farmers associations in Kiblawan, Davao del Sur; and farm leaders of Malawanit Farmers Marketing Cooperative (MAFAMCO) and Kiblawan Multi-purpose Cooperative (KMPC)
- 21 cacao farmers in Maragusan, Davao de Oro
- Seven cacao farmer organizations and 228 cacao farmers and stakeholders from Davao Oriental
- 40 stakeholders in Davao City and Davao de Oro, most of whom were 4Ps engaged in cacao farming

Other initiatives

- Established the Cacao City-OTOP Hub, a specialized store selling nine of the best chocolate brands in the region. It is located on the ground floor of the DCIPC Building, Palma Gil Street, Davao City
- Signed various Commercial Partnership Agreements with Puentespina Farms and CNT Trading as anchor firms and with supported agri-enterprises, including MAFAMCO and KMPC
- The DTI Cacao Industry Cluster submitted one entry for the GREAT Women Project Product Brochure. The featured products came from the enrolees assisted by the project. The Cacao Culture of Mr. Kenneth Reyes-Lao was the Davao Region cacao industry cluster entry.
- Facilitated the distribution of the DOST-PCIEERD Survey on cacao and chocolate processing via email to 20 cacao-MSMEs in Davao City. It aims to support the DOST Research and Development (R&D) initiative for the Philippine chocolate industry and provide information on the R&D needs for the downstream processing of cacao.
- Generated \$ 3,640 export sales for supply of dried cacao beans from Davao Oriental



Coffee Industry Cluster

Industry Cluster Plan

- Participated in the preparation of the CY 2020 Action Plan of Davao del Norte Coffee Cluster
- Participated in the preparation of the Strategic Plan for Marayag Coffee and Rubber Farmers Association (MACORFA)
- Reviewed the Davao del Sur Coffee Council (DDSCC) three-year strategic plan

Industry Cluster councils/associations

- Facilitated the re-organization of the Davao del Norte Coffee Council
- Facilitated the creation/organization of Panabo City Coffee Farmers Association (PACICOFA)
- Formulated the registration of Davao del Sur Coffee Council (DDSCC)
- Spearheaded the conduct of Davao Region Coffee Industry Planning
- Conducted the Davao del Sur Investment and Entrepreneurial Forum for Coffee
- Conducted the Davao del Sur Coffee Industry Stakeholders Convergence cum Recognition of Participants to the Philippine Coffee Quality Competition (PCQC) 2020
- Spearheaded the conduct of the 1st Quarter Meeting of the Davao Oriental Coffee Industry Council

Training/Capacity Building Activities

- Facilitated the webinar sessions on coffee investment opportunities, food safety, GMP and FDA application process, and organizational strengthening of coffee industry farmers
- Conducted six skills training on coffee production and post-harvest handling, roasting, and cupping; market matching; cacao bean selection; corn-coffee processing; coffee nursery establishment and business plan making; and seminar on strategic planning
- Provided two GMP consultancy services support and manualization, and audit of coffee roasting facility for the Balutakay Coffee Farmers Agricultural (BACOFA) Cooperative
- Conducted six trainers' training on GAP, coffee farm planning and establishment, sustainable coffee production, pruning and rejuvenation, and coffee rehabilitation



Beneficiaries

- 82 Coffee farmers from Brgy. Malativas, Brgy. Cacao, Brgy. Mabunao, and Brgy. Sta. Cruz of Panabo City
- 13 farmer leaders of the Talaingod Coffee Growers Association (TACOGA) in the municipality of Talaingod, Davao del Norte. Out of the 13 participants, seven were IPs who have been honed to become coffee mentors in their community
- 10 coffee farmers who are members of the Solidarity Famers Association (SOFA) in Malita, Davao Occidental
- 25 coffee growers in Maragusan, Davao de Oro and four farmers' associations with 10 coffee farmers and 10 officers and members of the 4H organization in Maco, Davao de Oro
- 102 coffee farmers and stakeholders from Davao Oriental
- Members of the Tibolo Farm Workers Association (TIFWA) in Tibolo, Sta. Cruz, Davao del Sur

Other initiatives

- Gathered and submitted green coffee bean (GCB) samples from coffee farmers who wish to participate in the PCQC 2020. Farmers from Davao de Oro, Davao del Sur, members of Balutakay Coffee Farmers Agriculture Cooperative (BACOFA-Coop), and Bagobo Tagabawa Farmers Association of Managa (BAFATAMA) had submitted
- Participated in the coffee cupping activity for GCB samples to assess and check the quality of GCB samples from coffee farmers who will be joining the PCQC 2020. All samples were graded as specialty coffee, except for one sample graded as non-specialty because of the presence of quakers in the sample beans
- Signed various Commercial Partnership Agreements with Balutakay Coffee Farmers Cooperative (BACOFA COOP) as anchor firm and with supported agri-enterprises including TIFWA and Alegre Vegetables and Growers Association (AVAGA)
- Coffee representatives from Davao Region had attended the meeting to promote Philippine coffee in Scandinavia (Norway, Denmark, and Sweden). The group agreed to gather Arabica and Liberica beans nationwide and send these to Ms. Lalet of PTIC Norway, to be given a sample for roasters and brewers in the area, to open possibilities for partnership and eventual exporting
- Assisted investors from Tagum City on their visit to Davao City for a coffee investment meeting
- Assisted ACDI/VOCA, PhilCafe Project of USDA to access radio stations in Mati City for their on-air learning program for coffee farmers in the province



Coconut Industry Cluster

Industry Cluster Plan

- Reviewed the Regional Coconut Roadmap to align with the PAPs of the national government agencies (NGAs)
- Assisted in the preparation of the Coco Coir and Coconut Industry Cluster Situation Report of Davao Oriental under the pandemic

Training/Capacity Building Activities

- Conducted business consultancy, entrepreneurial mindset orientation, and organizational management training
- Conducted three skills training on coco coir production; coco coir processing; twinning, rugs, pots, and geonet making; product enhancement; and coconut by-product utilization cum Negosyo Center services
- Conducted a series of orientation cum profiling and needs assessment activities for the coconut clusters of New Corella, Asuncion, and San Isidro, Davao del Norte. A total of five cooperatives/associations and 26 farmers were profiled in these activities.

Industry Cluster councils/associations

- Participated in the conduct of the Davao del Sur and Davao Oriental Coconut Industry Cluster Stakeholders Fora
- Participated in the Regional Coconut Stakeholders Forum
- Participated in the Coco Husk Stakeholders Forum, organized by the Integrated Rural Development Foundation, Inc. (IRDFI)

Beneficiaries

- Coco coir twine producers and members of the Talomo Riverside Multi-Purpose Cooperative (TARIMCO) in Davao City and more than 20 members of the Tungkalan Coco Farmers Organization in Dumoy Toril, Davao City
- 24 members of DARFACOCO-Matutungan Coconut Farmers in Brgy. Matutungan, Sta. Cruz, Davao del Sur, and nine farmer organizations who are mostly located in Magsaysay, Davao del Sur
- 14 members of the Maco Small Coconut Farmers Organization Federation (MASCOFFED) in Davao de Oro
- Coconut farmer members of the New Corella Federation of Coconut Farmers Association, the Doña Andrea Agrarian Reform Beneficiaries Multi-Purpose Cooperative (DAARBMCO), and 10 associations of coconut farmers in San Isidro, Davao del Norte



Other initiatives

- Conducted the Regional Strategic Investment Plan (RSIP) – Detailed Investment Plan (DIP) Workshop for the Biogrow coconut chain, a multinational company located in France producing agriproducts using sustainable and innovative technologies. It is envisioned that farmer organizations in Davao del Sur and North Cotabato provinces would be able to turn their wasted coconut husks into profitable business to be sold to BioGrow
- Conducted the RSIP – DIP Workshop for the Franklin Baker coconut chain. Farmer organizations from different municipalities in Davao del Sur participated in the workshop and have identified their investment needs in order to produce good quality coconuts for Franklin Baker. Apart from investment needs such as farm-to-market roads and post-harvest processing facilities, capacity building on quality control and supply management was identified as a priority to attain sustainable business partnerships between Franklin Baker and farmer organizations
- The Bulacan Coconut Farmers Multi-purpose Cooperative (BUCOFA) participated in the trade fair during Coco Week. Sold 10 dozen coco coir pots and rugs and a buyer from Davao City ordered 45 rolls of geonet for the Midsayap-based project.
- Granted the Coco Fiber Making Machine to TARIMCO who was able to sell Php 154,000 worth of twined coco fiber hangs and sealed a deal to supply 5,000-10,000 hangs per client pick up.
- Assisted the market matching session linking the Oriental Green Coconut Inc. and the coconut farmers of Davao Oriental
- Facilitated the invitation of Mindanao coconut industry players during the zoom breakout session for Mindanao: assessment of organic certification in the virgin coconut oil value chain in the Philippines
- Attended the online Seminar on Coconut Industry Briefer, Supply and Value Chain, Situation, and Moving Forward
- Developed three products during skills training such as coconut water vinegar, coconut oil, and coco lumpia



Wearables and Homestyle Industry Cluster

Training/Capacity Building Activities

- Conducted 77 trainings on the product development of fossilized cacao leaves, skills training on abaca weaving and product development on banana fiber weaved textile, bamboo craft, social media management, and marketing and e-commerce workshop, product development with product collections cum pricing and costing seminar, among others
- The Davao City designers' participated in the online workshops and consultations with DTI-PTTC Ripples Series; 9th Winternational event - The Winternational Virtual Marketplace in Washington DC; and FAME+, Manila FAME's new Digital Trade Community Platform which went online in October 2020



Beneficiaries

- 697 individuals/MSMEs were trained

Other initiatives

- The creation of an FB Business Page for Nasabeka (MACOEMADDACI Brand Name) as well as enrolment of their organization to Shopee and Lazada platforms were outputs of the eCommerce workshop
- To provide opportunities for new or higher value market access, MSMEs under the cluster attended eight trade fairs for the year generating Php 33.34M in sales
- Facilitated the market matching of the Cooperative Handicraft Industry of Nabunturan (CHAIN) to Delmira Couture of Davao City for the possible supply of Habing Nabunturan material to the said fashion shop
- Forged a partnership between the San Isidro Loom Weavers Association and BAWORDO Dressmakers in Tarragona, Davao del Norte for the production of the Masks of K'agan, a fashionable and washable face mask.
- Linked the seven beneficiaries of the SSF project on garments production and two MSMEs in the Wearable and Homestyle Industry Cluster with buyers in need of face masks and other PPE. Also, the said manufacturers were linked with the suppliers of raw materials such as cloth, thread, garter, etc. for the production of face masks and other PPE

Processed Fruits and Nuts Industry Cluster

Industry Cluster Plan

- Participated in the preparation of the Davao Oriental CY 2020 Processed Fruits and Nuts Industry Cluster Plan

Training/Capacity Building Activities

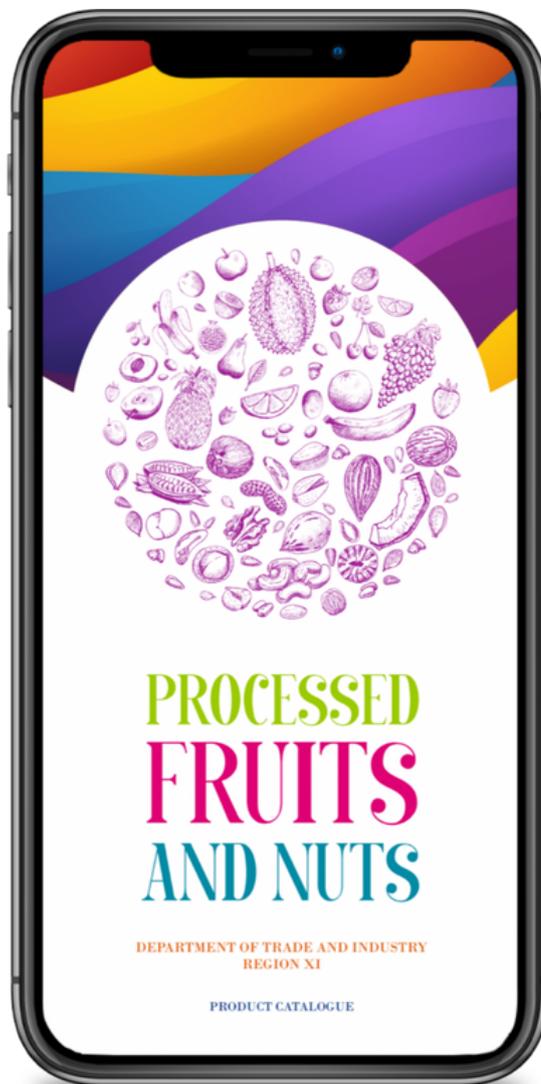
- Conducted trainings such as Business Continuity Plan, Banana Chips Processing, Peanut Butter Making, and Food Safety through the Negosyo Centers
- 5 PFN Processors participated in the OTOP Branding Activity resulted in improved packaging and labelling and market promotion.

Beneficiaries

- 626 training participants nationwide

Other initiatives

- Spearheaded the production of AVP and e-Magazine for the PFN Cluster in the region that will benefit 70 MSMEs with more than 90 products. The E-catalogue is scheduled to be released in January 2021.
- Forged a market linkage between the rubber farmers and FARMA Rubber Industry Inc
- Participated in Digital e-Trade Fairs such as OTOP Ng!/ PLDT KaAsenso Trade Fair and OTOP Pasinaya 2020



Banana Industry Cluster

Industry Cluster Plan

- Participated in the preparation of the Davao Oriental CY 2020 Banana Industry Cluster Plan

Industry Cluster councils/associations

- Participated in the Davao de Oro Banana Stakeholders' Meeting

Rubber Industry Cluster

Industry Cluster Plan

- Participated in the preparation of the Davao Region Rubber Industry Cluster Plan 2020
- Participated in the preparation of Strategic Plan for Marayag Coffee and Rubber Farmers Association (MACORFA)

Training/Capacity Building Activities

- Conducted one GAP Seminar during the Rubber Industry Forum

Beneficiaries

- 80 rubber farmers and stakeholders from the region

Industry Cluster councils/associations

- Participated in the Region-wide Rubber Industry Stakeholders Forum

Other initiatives

- Forged a market linkage between the rubber farmers and FARMA Rubber Industry Inc.



Mango Industry Cluster

Industry Cluster councils/associations

- Participated in the Davao del Sur Mango Industry Cluster Stakeholders Meeting

Training/Capacity Building Activities

- Conducted one Skills Training on Peach Mango Pie Making cum orientation of GMP

Beneficiaries

- Women Sector of Barangay Zone 1, Digos City, Davao del Sur

Other initiatives

- Attended the zoom meeting with New Zealand Ambassador Peter Kell which discussed the G2G Mango Project between the governments of the Philippines and New Zealand. The latter put up a fund to develop the mango industry of the country and help farmers cope up with the export standards and requirements for mango

Aquaculture Industry Cluster

Industry Cluster Plan

- Crafted the Davao de Oro's 2-year Aquaculture Industry Cluster Plan

Training/Capacity Building Activities

- Conducted two skills training on bangus deboning and bangus siamai processing with orientation on GMP

Beneficiaries

- 13 women participants trained from Brgy. Bato and Brgy. Tagabuli, held at Brgy. Tagabuli, Sta. Cruz, Davao del Sur
- At least 60 fishpond operators and 20 other players from the fish vendors' association in Davao de Oro

Industry Cluster councils/associations

- Facilitated the Davao de Oro Annual Aquaculture Stakeholders' Convergence

Other initiatives

- Participated in the conduct of Field Validation on inland fish farms in Maragusan, Davao de Oro. Three big fishpond areas were visited, validated, and assessed to improve their production practices and increase their market reach.
- Conducted a profiling of seaweed growers in Punta Biao area, Sta. Cruz, Davao del Sur

Tourism Industry Cluster

Other initiatives

- Prepared and disseminated the investment opportunity brochures to guide potential investors on the many thriving industries in Davao Oriental
- Mounted six tourism billboards in the municipalities of Lupon, Boston, Caraga, Manay, Gov. Generoso, and Baganga in Davao Oriental to assist tourists

Halal Industry Cluster

Other initiatives

- Participated in the drafting of the MOU on the establishment of the Electronic Halal Club Trade Facilitation Platform, a facility that will connect Davao City MSMEs to sell Halal products online. Fusionex International shall provide the overall solution for this initiative and will work in collaboration with the other partners

ICT Industry Cluster

Other initiatives

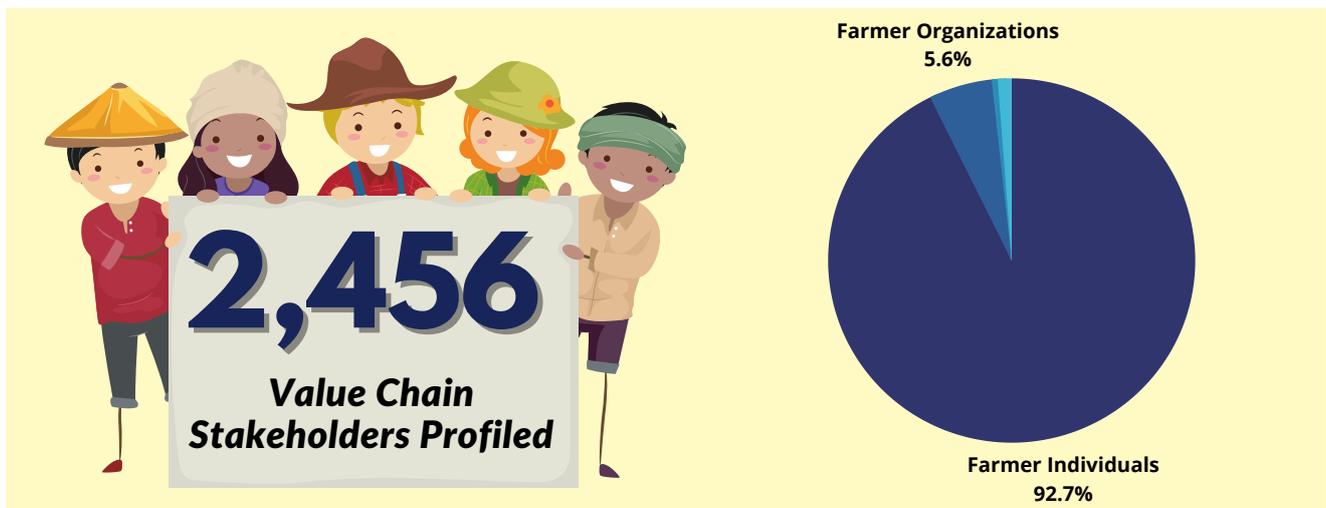
- The ICT-Davao Inc., in partnership with DTI-11, DICT-11, and DCCCII conducted the online Triage Application Generator (TAG) System Demonstration on September 29, 2020. The system works to automate the process of filling in a health declaration form every time an individual enters an establishment. It is also intended to be rolled-out in all establishments in Davao City. It is currently being developed by Segworks Inc., a local IT company

RAPID Growth Project

Rural Agro-enterprise Partnership for Inclusive Development Growth Project

The RAPID Growth project is a value chain-based and market-driven agri-development project which intends to provide strategic business development interventions across the selected agricultural sector (Cacao, Coffee, Coconut and Processed Fruits and Nuts). It has the development goal of increasing the income level of smallholder farmers, unemployed rural women and men, and MSMEs across these selected industries.

The project is implemented by the Department of Trade and Industry (DTI), the Philippine Government, and the International Fund for Agricultural Development (IFAD).



Industry Distribution of profiled stakeholders

58% Cacao



17% Coconut



19% Banana



7% Coffee



Capacity Building Initiatives



59 Productivity*/Techno-transfer Training Activities

1,261 Farmer participants

**Productivity includes Good Agricultural Practices, Integrated Nutrient Management for Crops, Crop Rehabilitation and Rejuvenation, Sloping Agricultural Land Technology (SALT), Planting and Nursery Management, Farm Planning among others. These interventions were mostly conducted in partnership with ACDI/VOCA as the technical resource.*

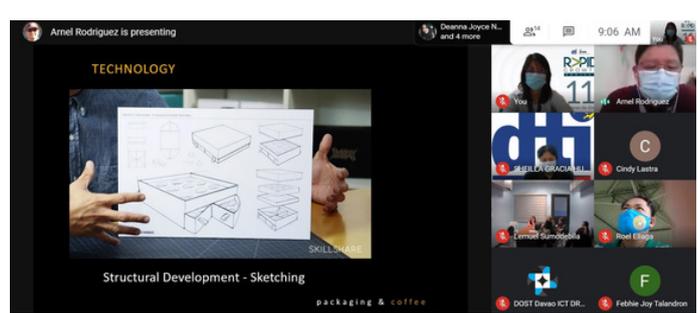


9 Product Development Interventions

27 Farmer organizations/MSMEs assisted

8 Product Quality and Standards Compliance

147 Farmer organizations/MSMEs assisted



Capacity Building Initiatives



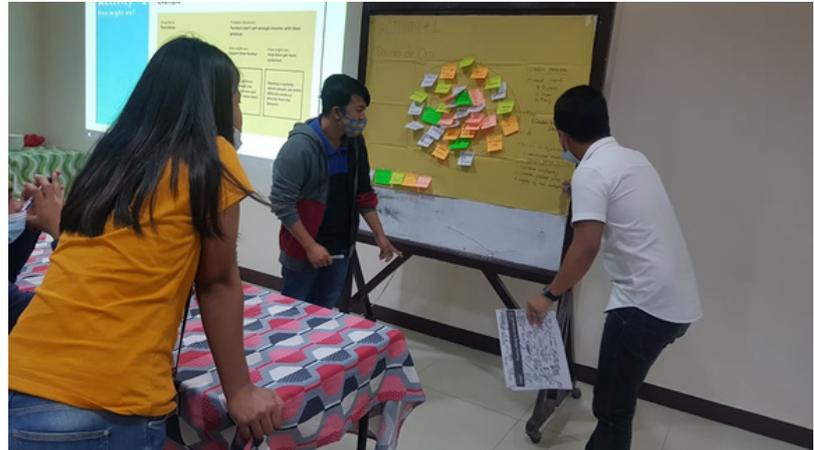
15 Enterprise Development Training conducted

41 Farmer organizations/MSMEs participated

391 Farmer participants

1 Youth Entrepreneurship Training Conducted

20 Youth participants



13 Institutional Development Training

26 Farmer organizations

6 Financial Management Trainings

22 Farmer organizations

3 Risk Mitigations: Agricultural Insurance Orientations

Market Development and Promotions

3

Regional Trade Fairs Participated

65

MSME exhibitors facilitated

57

products promoted

Php 783,000 Cash Sales/Bookings Generated

Commercial Partnerships



60

Commercial Partnership Agreements signing facilitated

12

Anchor firms engaged

60

farmer organizations benefitted

12

Market brokering sessions facilitated

Firm-level Consultancy Services

12 Firm-level assessments facilitated
in preparation for the processing of FDA- LTO, HACCP, Energy Audit and Good Manufacturing Practices certifications

Farm-to-Market Infrastructure

3 Farm-to-Market Infrastructure Rehabilitation Projects Endorsed to RTWG

Value Chain Governance

4 Value Chain Development Training to LGU
4 Regional Industry Council Engaged

10 Regional Industry Council Engaged
2 Regional Industry Council Strategic Planning Facilitated

Innovation Initiatives

Timeline of Activities



Consultative Meeting and Action Planning for the Creative Sector

January 22, 2020 | Davao City

Significant agreements forged during the activity include the formation of the digital creatives group or council in the region, strengthened partnership between the academe and industry through the alignment of curriculum with industry needs in consultation with the Commission on Higher Education (CHED) 11, and collaboration of fashion design and digital creatives to push for innovation and design highlighting heritage and culture.



Signing of MOU on the Regional Inclusive Innovation Center (RIIC)

January 29, 2020 | Davao City



Photo by DOST 11

Branded as Innovation through Science & Technology and Risk Resilient-based Initiatives toward Knowledge Economy or iSTRIKE Davao, the RIIC harnesses the region's thriving innovation ecosystem composed of government agencies, academic institutions, and dynamic industry players in developing innovative products and services for processed fruits and functional food sectors.

The MOU also formalized the appointment of the DCCCII as the anchor organization of the Davao RIIC.



Planning Session and Consultation with DTI and TESDA Regional Directors

March 11, 2020 | Davao City



Gathered inputs, and share best practices in rolling out RIIC initiatives in the Philippine regions, particularly in the four pilot areas: Bicol, Cagayan de Oro, Cebu, and Davao. This activity strengthened the collaboration between DTI and TESDA in terms of innovation initiatives, such as the establishment of innovation hubs, retooling and re-skilling facilities, and conduct of Industry 4.0 trainings.



Industry-Academe Market Research Webinar

July 03, 2020 | Davao City

Launched the Industry-Academe Market Research project, which tackled the basics of market research innovation. Mr. Juan Paolo Gonzales, Vice President for Marketing of Republic Biscuit Corporation (Rebisco), shared his professional experience in transforming firms through innovation, making them ready to adopt and adjust to the requirements of Industry 4.0. It capacitated 105 industry players in market research innovation and identified six (6) MSMEs to form part of pilot batch for the Industry-Academe Market Research Project.



Industry-Academe Market Research Project

October 16, 2020 | Davao City

Ms. Donna Vida Abrina, Marketing Consultant and Program Chairperson of the Ateneo de Davao University Marketing Department, facilitated the workshop which officially launched the Industry-Academe Market Research Project last 16 October 2020. It discussed the basics of market research, its components, and the format of the hybrid market research developed by Ms. Abrina in partnership with USAID STRIDE to orient industry-academe teams on the format of the market research plan, discuss strategies on how to proceed with the market research study, and level off expectations between industry and academe prior to the actual market research engagement.



Innovation for Business Recovery (IBR) Project Batch 1

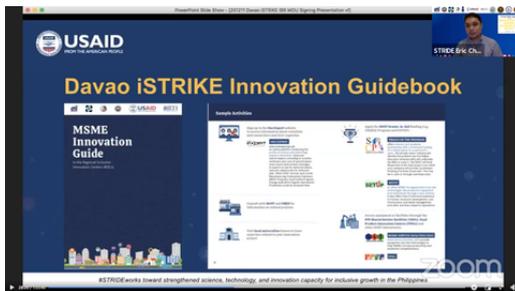
November, 2020 | Davao City

The iSTRIKE Davao RIIC undertook the first batch of the Innovation for Business Recovery Project or IBR, which provides direct-to-MSME consultancy and guidance service to help MSMEs re-think and make informed business pivots to mitigate the impact of the pandemic. Under this project, six (6) enterprises were partnered with faculty from the UP Mindanao School of Management, namely: As&Rs Food Products, D’ Farmers Market, Healthy Sweets Mindanao Corporation, King’s Baked Foods, Malagos Farmhouse, and Nutricient Corp. The teams are now in the finalization stages of the project.



Signing of the Memorandum of Understanding (MOU) for the Innovation for Business Recovery Project

December 11, 2020 | Davao City



The signed Memorandum of Understanding (MOU) for the Innovation for Business Recovery Project formalized the support of the members of the Davao RIIC to the Innovation for Business Recovery project through the allocation and sharing of resources, capabilities, and expertise to achieve the project’s goal of helping MSMEs survive the pandemic through provision of scientific-based studies in partnership with the academe. the pandemic.

The RIIC is onboarding six (6) MSMEs in partnership with UP Mindanao School of Management, and four (4) MSMEs with Ateneo de Davao University to develop enterprise-specific IBRs.

Competitiveness

Three LGUs in the region particularly LGU-Davao City, LGU- Tagum City, and LGU- Province of Davao del Norte received top awards in the 8th Regional Competitiveness (RC) Summit that was virtually held last 16 December 2020.



DAVAO CITY

**2nd Overall Most Competitive
Highly Urbanized City**



TAGUM CITY

**2nd Overall Most Competitive
Component City**



PROVINCE OF DAVAO DEL NORTE

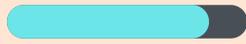
**2nd Overall Most Competitive
Province**

The RCC is the annual awarding of LGUs based on their rankings/score in terms of competitiveness on four pillars; namely economic dynamism, government efficiency, infrastructure, and resiliency. These rankings are the result of the Cities and Municipalities Competitiveness Index (CMCI) Survey which was conducted from July to August this year.

ROLL IT

Roads Leveraging Linkages for Industry and Trade

84%



Completion rate

FY 2018 Funding

16 out of 19
approved projects



Php 1.707B

Total approved project cost

97%



Completion rate

FY 2019 Funding

31 out of 32
approved projects



Php 0.764B

Total approved project cost

FY 2020 Funding

45 Funded Road Projects

4 new approved projects from Davao de Oro, while the 41 projects were existing (initial funding provided in 2018 and 2019).

These existing projects were considered under multi-year appropriations by the DPWH in 2020-2022 or until the whole proposed road sections will be completed.

76%



Completion rate

34 out of 45 approved projects



Php 0.818B

Total approved project cost



303

MSME DEVELOPMENT



Livelihood Seeding Program - Negosyo Serbisyo sa Barangay

Intending to maximize the potentials of barangays to become economically independent and make them more effective partners in the attainment of the national goal, the DTI 11 Provincial Offices implemented the revised version of the Negosyo Serbisyo sa Barangay (NSB) to include the Indigenous Peoples (IPs), Local Communist Armed Conflict-affected areas, MSMEs affected by the pandemic, and refugees of persons of concerns.



Province	Barangay	MSMEs assisted	LSP Kits distributed	Individuals provided with info
Davao City	17	916	122	2,047
Davao del Norte	20	942	220	2,000
Davao Oriental	20	1,840	176	2,059
Davao del Sur	23	1,249	306	2,115
Davao Occidental	13	680	190	680
Davao de Oro	22	402	177	2,041
TOTAL	115	6,029	1,191	10,942

A total of 115 NSB caravans were conducted to identified disadvantaged barangays.

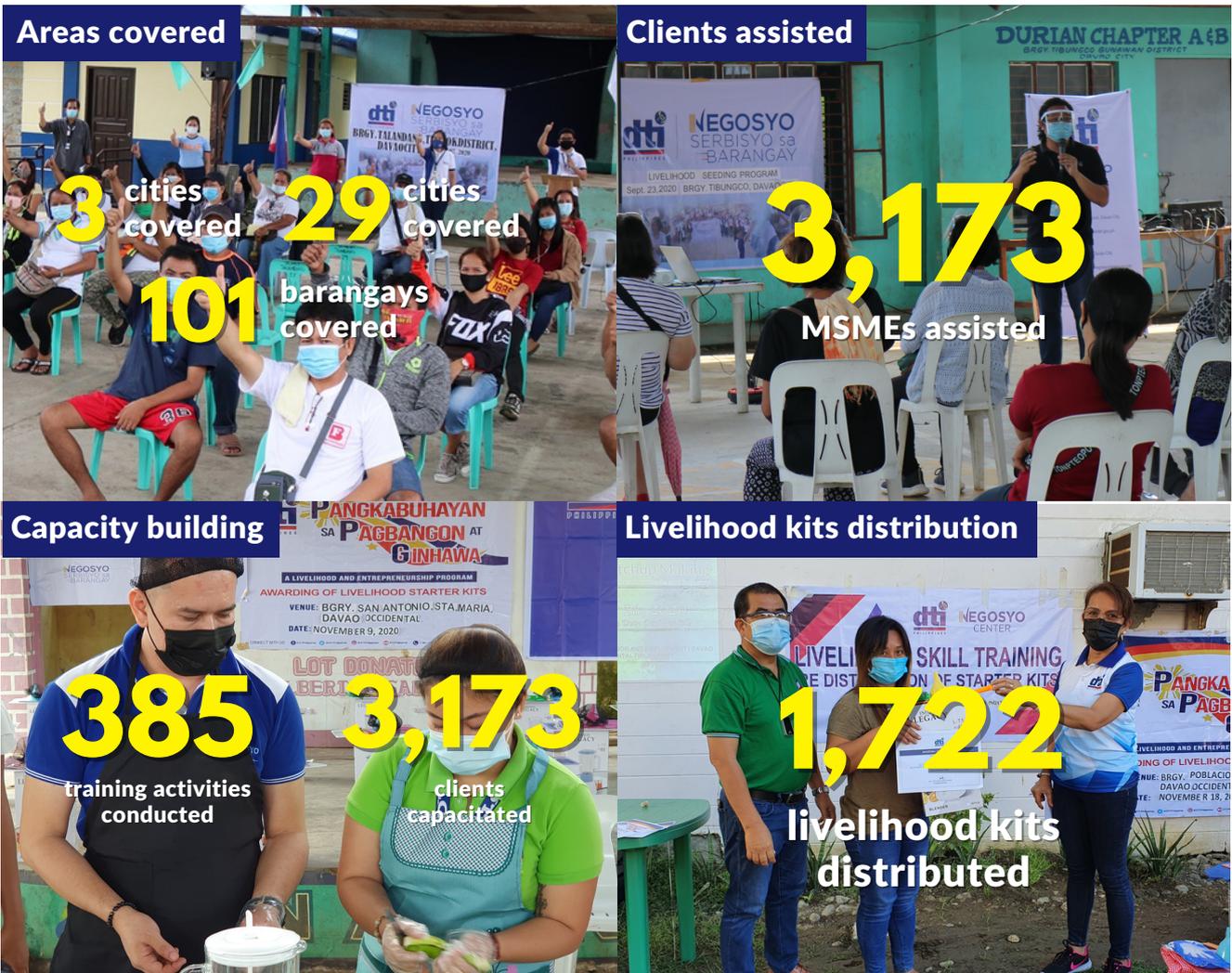
Various DTI services such as the orientation of the Livelihood Seeding Program-NSB and Negosyo Center, business registration assistance and business consultation, entrepreneurial mind-setting seminar, livelihood and skills training, and other info dissemination activities were availed by a total of 10,942 clients/participants, of which, 6,029 were MSMEs.

Likewise, 1,191 livelihood kits (tools and supplies) worth Php 2,000 to Php 8,000 each were distributed during the said caravan.



Pangkabuhayan sa Pagbangon at Ginhawa (PPG)

It is a livelihood seeding and entrepreneurship development program for micro enterprises, prioritizing areas affected by fire incidents and other calamities, including health disasters such as pandemics, and individuals and enterprises who have voluntarily moved to identified rural areas under the Balik Probinsya Program for the purpose of establishing or relocating a microenterprise.



Province	Barangay	MSMEs assisted/ participants	LSP Kits distributed	Training activities conducted
Davao City	12	201	201	35
Davao del Norte	13	153	168	34
Davao Oriental	18	436	436	46
Davao del Sur	23	1,398	511	133
Davao Occidental	24	745	181	60
Davao de Oro	11	240	225	77
TOTAL	101	3,172	1,722	385

The DTI 11 Provincial Offices distributed 1,722 negosyo kits to MSMEs, and conducted 385 trainings which benefitted 3,173 MSMEs/participants in 101 barangays in the region.

These MSMEs/participants were mostly victims of natural and man-made calamities or those affected by the pandemic, among others. The said negosyo kits include sari-sari store business, e-load retailing kits, rice retailing, home service salon business, etc.

The starter kits were prepared based on the needs identified in the assessment and validation process with the beneficiaries through the City/Municipal Government’s Social Services Development Office.



Kapatid Mentor ME-Money Market Encounter (KMME-MME) Online

The KMME is a 10-module mentorship program that aims to boost the entrepreneurial capacity of MSMEs through improved access to mentorship, money & market (i.e., the 3Ms).

For the year, the KMME Money Market Encounter Online was rolled out as a mechanism to propel microenterprises to survive and thrive despite the unprecedented setbacks confronting almost all of the businesses.

Province	Enrolled Mentees (2020)	Graduated Mentees (2020)	Turnout Rate
Davao City	21	19	90%
Davao del Norte	21	21	100%
Davao Oriental	13	13	100%
Davao del Sur	14	14	100%
Davao Occidental	5	4	80%
Davao de Oro	10	9	90%
TOTAL	84	80	95%



Shared Service Facilities (SSFs)

Since the SSF project started in 2013, a total of 176 unique projects were established by the DTI 11 Provincial Offices. The ownership of the 125 projects have remained with DTI-11, 46 were already transferred to the cooperators, while five were unserviceable/disposed.

Of the 125 projects, 97% or 121 projects are still operational.

Province	No. of SSFs established (2020)	Total Cost of Project (2020)
Davao City	7	Php 3,469,250.00
Davao del Norte	7	Php 2,811,572.00
Davao Oriental	5	Php 1,091,999.00
Davao del Sur	2	Php 517,200.00
Davao Occidental	5	Php 1,305,585.00
Davao de Oro	6	Php 3,498,611.00
TOTAL	32	Php 12,694,217.00

531 MSMEs assisted

1,356 beneficiaries

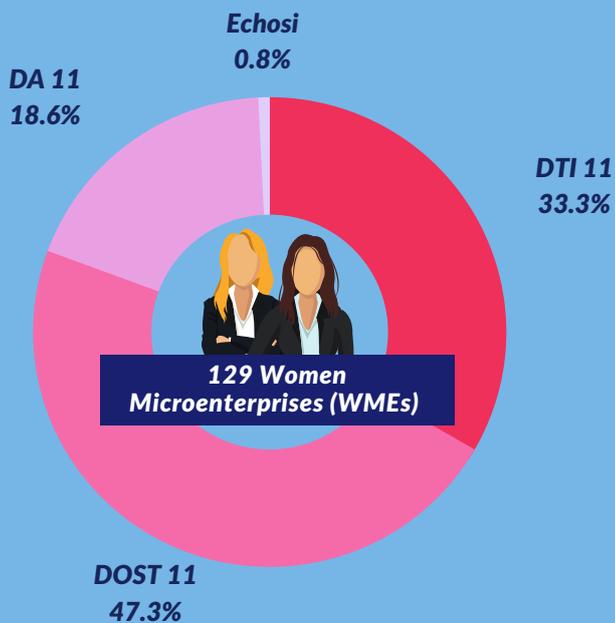
2,067 jobs generated

Some of the facilities provided were on food, meat, and, fish processing facility, cacao processing, coco vinegar production, bakery production, garments making, tribal garments production facility, among others.

GREAT Women Project 2

Supporting Women's Economic Empowerment in the Philippines

The GREAT Women Project 2 is project funded by the Government of Canada which aims to improve the economic empowerment of women microenterprises (WMEs) and their workers by improving their competitiveness and sustainability and improving the enabling environment.



A total of 129 WMEs in Davao region are enrolled to the project, 43 of which are enrollees from DTI-11, and the rest are from DOST-11, DA-11, and ECHOsi Foundation, Inc.

GWP2 beneficiaries fall under the four priority industry clusters:



On its 2nd year of implementation, WEE Project was met with various challenges due to the delayed fund download and the onset of COVID-19 pandemic. Nevertheless, DTI 11 was able to surpass its annual target of 50 WMEs for having assisted a total of 71 WMEs (142%) through various capacity development interventions and other initiatives.



Technical Assistance in Packaging and Labelling for WMEs

November 10-December 15, 2020

A total of 25 WMEs were given assistance in product development via this three-part activity which consisted of (1) webinars on “FDA Unified Licensing: Requirements and Procedures”, “Food Safety Amidst COVID-19 Pandemic”, and “Fundamentals of Branding, Logo and Packaging Design”, (2) one-on-one online consultations on packaging and labelling, and (3) printing/ provision of improved product labels.



Digital Exhibit of GWP2 Products in Region 11

December 14-18, 2020

A total of 25 WMEs were given assistance in market development and expansion through development of product videos that were promoted via DTI 11’s Facebook page and Great Women Project’s Instagram account. By leveraging on the influence of said platforms, the activity helped increase the online presence of WMEs as a way to expand their market reach

Various measures supporting WMEs amidst COVID-19 pandemic

Aside from the planned interventions under WEE, DTI 11 also provided additional support to WMEs through the following measures:



Endorsement to Small Business Corporation for the financial assistance under COVID-19 Assistance to Restart Enterprises (CARES) program



Participation in DTI’s virtual trade fairs and online capacity development seminars/trainings;



Endorsement of product photos for the WEE Product Brochure



Participation in Roundtable Discussions with Stakeholders from Cacao, PFN, W&H, and coffee



Development of digital ads as part of a marketing collaboration with Ateneo de Davao University.

Study on the Immediate Effects of COVID-19 to WMEs

Results of the study showed that majority of the WMEs stopped business operations during the implementation of Enhanced Community Quarantine in Davao region from April to May.

Identified challenges



Sales



Delivery or transport of goods



Selling of products with short shelf-life



Ability to travel



Ability to socialize in the community

Helpful resources



Access to financing



Product assessment and development



Trade fairs, market matching activities, and branding workshops



Access to affordable and efficient food certification services



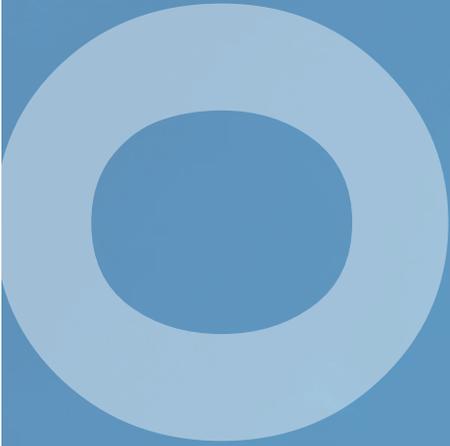
e-commerce training

Monitoring of WMEs



DTI 11 was able to monitor 58% or 25 of its enrolled WMEs using alternative modalities such as phone interviews, videoconferencing, emails, etc.

The WMEs were administered the Outcome Monitoring Tool and WEE Tool to determine changes in their capacity, behavior, practice, and performance and to note the positive outcomes resulting from programs/services availed under the WEE Project.



CONSUMER PROTECTION



Monitoring and Enforcement

In spite of the mobility restrictions due to the pandemic, this did not hamper DTI 11's implementation of its mandate to protect consumers against substandard products and unscrupulous business practices. It regularly conducted surveillance and enforcement of the Philippine Standards Law and Price Act.



An increase of 2,018% in the number of establishments monitored for mandatory certification from 2019 to 2020 can be noted. This remarkable jump can be attributed to the intensified monitoring activities to protect consumers from unwarranted price increases, not only in BNPCs but also in PPE and agricultural products.

Meanwhile, DTI 11 did not focus on its regulatory function alone as it likewise helped establishments in meeting the requirements when operating under the new normal. Thus, there was a decrease in the number of establishments penalized in 2020 compared to 2019.

Likewise, it was part of the team that inspected the standards and prices of personal protective equipment (PPE) and agricultural products, together with the Department of Health (DOH), Food and Drugs Administration (FDA), National Bureau of Investigation (NBI), Criminal Investigation and Detection Group (CIDG), Department of Agriculture (DA) and LGUs.



21 joint operations launched



11 individuals arrested

Permits and Licenses

The agency, particularly the Provincial Offices, continued with their commitment to assist MSMEs in gaining a legal identity through business name registration. At the same time, they issued permits and accreditation certificates to qualified entrepreneurs to ensure that the mandatory standards as well as the other necessary regulatory requirements were met.

For this year, there was no significant change in the number of permits and licenses processed except for the sales promotion permits, which declined by 54% based on the 2019 data. The declaration of the Public Health Emergency, lockdown and restrictions due to COVID-19 greatly affected the business establishments. They had to cancel their planned sales promotion activities. Meanwhile, the business name registration showed an increase of 1% due to the emergence of home-based businesses that thrived during the pandemic.

Permits and Licenses	
Business Name Registration	22,967
Philippine Contractors' Accreditation Board License	640
Sales Promotion Permit	429
Certificate of Exemption	148
Service Repair Shop	241
BMBE Certificates	624
PETC Accreditation	22
Truck Rebuilding	3
TOTAL	25,074

Consumer Complaints

A total of 406 consumer complaints were received and resolved during the year. Majority of these were related to consumer products and service warranties, unconscionable sales acts, deceptive sales practices, unreasonable prices, among others. In addition, a total of 13 consumer complaints relative to the commercial and residential rents for MSMEs were received and assisted.

22% *increase in the number of consumer complaints from 2019 to 2020.*

This trend was mainly because of the complaints on the overpriced alcohol and facemask during the first few months of the COVID-19 pandemic.



99% 404 complaints resolved out of 406 complaints received

.....
312 consumer complaints resolved immediately

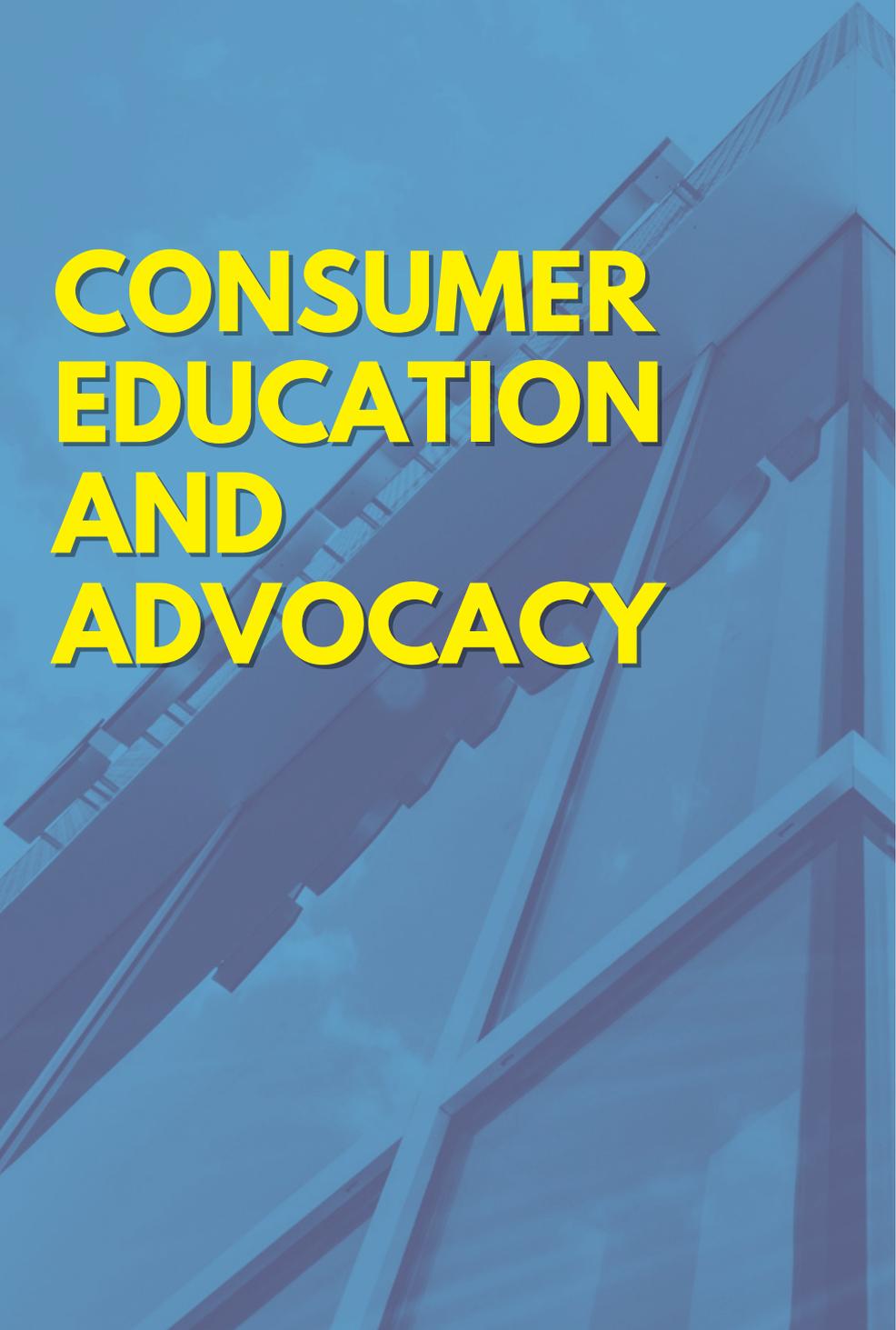
81 consumer complaints resolved by mediation

11 consumer complaints resolved by arbitration



0042

**CONSUMER
EDUCATION
AND
ADVOCACY**



Bagwis

The Bagwis Award is a DTI program that gives due recognition to establishments that uphold the rights of consumers while practicing responsible business ethics where consumers get the best value for money. This year, a total of 25 business establishments from Davao Region were accredited and awarded with Bagwis seals



25

business establishments were accredited and awarded with Bagwis seals



New Bronze Awardees



New Gold Awardees



Upgraded from Silver to Gold

Despite the limited mobility because of the quarantine protocols and restrictions, the DTI 11 Provincial Offices still continued with their commitment to protect consumers. They visited various business establishments to assess their status and validate if they passed the Bagwis Award criteria. In 2020, Davao Region only registered 25 Bagwis awardees, showing a drop of 54% compared to 2019's 57.

Consumer Corner

To continuously educate and empower consumers, DTI 11 partnered with business establishments. The latter provided a space where the agency can set up a corner where consumers can easily access the DTI-produced information materials.



Gaisano Mall in Nabunturan, Davao de Oro

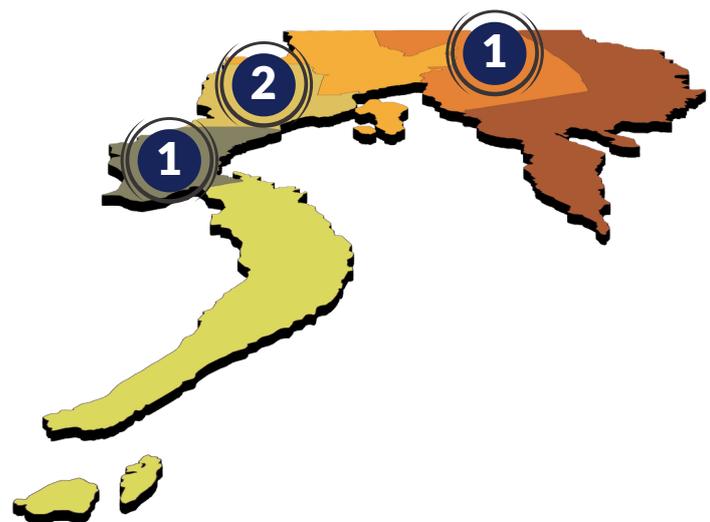


Gaisano Grand Mall in Digos City, Davao del Sur



4

consumer corners installed region-wide



Consumer Awareness and Advocacy Initiatives

519

Consumer education and advocacy activities conducted regionwide



Virtual consumer education seminars



Capability building activities



Social media posting and other online initiatives

Consumer Welfare Month

In celebration of this year's Consumer Welfare Month and Philippine Standards Week, DTI 11 held several activities, mostly virtual, to remind consumers to exercise their rights and responsibilities and promote sustainable consumption, as encouraged by the 2020 theme "Sustainable Consumer in the New Normal."



2 Memoranda of Agreement forged

- Roll out of the “Negosyo, Konyumer, Atbp.” with Z Radio in Davao de Oro
- Launching of Consumer Care Corner in Gaisano Grand Mall of Digos (Davao del Sur)



- Rolled out new and innovative activities, such as the e-Comics contest, spoken poetry competition, “Tiktok” challenge, and Zoomba.



- Conducted the e-Consumer Congress



2 Presyo Diskwento Caravans conducted

- Gaisano Grand Mall of Digos (Davao del Sur) last October 16 and 17, which generated Php 47,647.65 in total sales and benefitted 2,254 consumers
- Davao Central Warehouse Club (Agdao, Davao City) last October 30 and 31, which generated Php 2,450,000.00 in total sales and benefitted 2,998 consumers



- Set up a Product Standard Showcase inside the big malls in the provinces



- Conducted various consumer education seminars/orientations to mall employees, Sangguniang Kabataan (SK) Federation members, barangay officials, and employees.



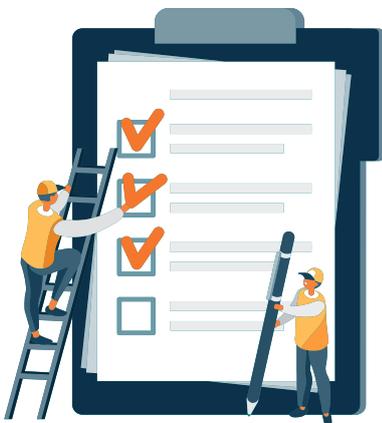
GOVERNANCE

Quality Management System

System Improvements



The ***DTI 11 Procurement Procedure, Policies, and Guidelines*** is a documented procedure on the office's procurement process and a compendium of government procurement laws and regulations. It aims to make the procurement process easier to understand for the procuring parties to facilitate efficient procurement and ensure conformity to existing statutory and regulatory requirements.



The ***DTI 11 Supplier's Evaluation*** was enhanced to comply with the One DTI ISO requirements and provide an evaluation system that is fair and beneficial both to the suppliers and DTI 11.

Knowledge Management Initiatives

Pasa-Love Awards

The DTI 11's entry "Hingpit Nga Adlaw," a video on non-food/fashion industry won two major awards. It was recognized as Best in Cinematography and 2nd Best AVP in the DTI Pasa-Love Awards last December 14, 2020.

A total of 8 MSMEs were included in the said video project.



The 'Pasa-Love' Campaign is a marketing initiative spearheaded by the DTI-Reginal Operations Group. Local products from the regions were promoted through videos, which were launched on the DTI Youtube channel. With such, everyone was encouraged to buy and patronize Philippine-made products as gift, especially during special occasions, including Christmas. The campaign ran from November 3 until December 18, 2020.

Human Resource Updates

Maintenance of the DTI 11 Human Resource Information System (HRIS)

Several systems improvements and maintenance measures were implemented in the DTI 11 Human Resource Information System (HRIS) since its development in 2017 until December 31, 2020. Some of these are the following:



Reduced cost and time spent on manual consolidation of employees' attendance, leave administration, and other big data



Improved accessibility of general information, advisories, standard forms, and other similar publications



Added feature on information and analysis on employees' availed training and compliance with the Learning Action Plan (LAP)



Availability of employee's progress/performance report for easy analysis of coaching/mentoring requirements, which the Division Chiefs/supervisors can look into



Linking of the Learning and Development and Performance Management with the Recruitment, Selection and Placement as inputs to the agency's succession planning. Likewise, the payroll reports were linked with the monthly budget and accounting reports



Automatic recognition of employees with perfect attendance each month. The sending of a system-generated message was made possible by linking the attendance management with Rewards and Recognition

Human Resource Updates

Online Performance Management System



The roll-out of DTI 11's online Performance Management System (PMS) was in full swing in 2020. This was anchored on the DTI HRIS, which the Regional Office - Human Resource and Planning Units developed.

Features



Automation of the accomplishments, activities, and outputs of each staff in the Monthly Performance Output Report (MPOR)



Online generation of personnel's individual dashboard forms Z (target), X6 (mid-year performance), and X12 (year-end performance)



Initial assessment by the supervisors/Division Chief are undertaken

DIRECTORY OF DTI 11 KEY OFFICIALS



MARIA BELENDA Q. AMBI
Regional Director

 3/F Mintrade Building, Monteverde St.
corner Sales St., Davao City

 (082) 224-0511 loc 305

 r11@dti.gov.ph



DELIA M. AYANO
OIC Assistant Regional Director

 4/F Mintrade Building, Monteverde St.
corner Sales St., Davao City

 (082) 224-0511

 DeliaAyano@dti.gov.ph



ATTY LUCKY SIEGFRED M. BALLEQUE
Provincial Director, Davao de Oro

 Agoncillo St., Jienos Bldg., Poblacion
Nabunturan, Davao de Oro

 (084) 817-0023

 r11.davaodeoro@dti.gov.ph



ROMEO L. CASTAÑAGA
Provincial Director, Davao del Norte

 Government Center, Mankilam, Tagum
City, Davao Del Norte

 (082) 216-2390

 r11.davaodelnorte@dti.gov.ph



RACHEL S. REMITIO
City Director, Davao City

 2/F Mintrade Building, Monteverde St.
corner Sales St., Davao City

 (082) 224-0511 loc 208

 r11.davaocity@dti.gov.ph



MA. JOYCELYN F. BANLASAN
Program Office Manager, Davao Occidental

 Door 2, Mutya & Matt Bldg., Goveroal
St., Malita, Davao Occidental

 0917-311-2857

 r11.davaooccidental@dti.gov.ph



MARIA VICTORIA R. PLACER
OIC Provincial Director, Davao del Sur

 2/F Medic Pharma Bldg., corner Dona
Aurora & Corregidor Sts., Digos City,
Davao del Sur

 (082) 553-2507/272-0534

 r11.davaodelsur@dti.gov.ph



SYLVIA R. ORDIZ
OIC Provincial Director, Davao Oriental

 2/F Valles Bldg., Rizal St., Mati, Davao
Oriental

 (087) 388-3735, 811-4072

 r11.davaooriental@dti.gov.ph

EDITORIAL BOARD

Editor-in-chief

Maria Belenda Q. Ambi

Associate Editors

Delia M. Ayano, Lucky Siegfred M. Balleque, Romeo L. Castañaga, Rachel S. Remitio, Ma. Joycelyn F. Bansalan, Maria Victoria R. Placer, Sylvia R. Ordiz, Marilou D. Laguting, Deolly L. Roque, Marie Anne J. How, Arriel N. Nengasca, Roselle D. Diez, Jenny Grace Mendoza

Contributors

Marie Lou G. Magtrayo, Rachel Ann T. Funtilar, Juan Basilio T. Espinoza



Department of Trade and Industry 11

3F Mintrade Bldg., Monteverde corner
Sales Sts., Davao City

 (082) 224-0511  (082) 221-4952

 r11@dti.gov.ph  DTI Region 11

 dti.gov.ph/regions/region-11/