

QUARTERLY PHYSICAL REPORT OF OPERATION
As of 2017 September 30

Department: Department of Trade and Industry (DTI)
 Appropriations: Current Year Appropriations
 Agency: Office of the Secretary
 Operating Unit: Central Office
 Organization Code (UACS): 220010100000
 Report Status: SUBMITTED

Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance as of September 30 2017	Remarks
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12=(8+9+10+11)	13	14
Part A													
I. Operations													
MFO 1: TRADE AND INDUSTRY POLICY SERVICES	3010000000												
Quantity													
No. of plans and policies updated, issued and disseminated		11	6	15	10	42	4	6	24		34	2	
Quality													
Ave. % of stakeholders who rate the plans and policies as satisfactory or better					92%	92%							Report in Q4
Timeliness													
% of policies issued and disseminated within deadline		90%	90%	90%	90%	90%	100%	100%	100%		100%	10%	
MFO 2: TECHNICAL ADVISORY SERVICES	3020000000												
Quantity													
No. of MSMEs assisted		26758	30248	32575	26758	116,339	38061	59003	38061		135125	45544	
Quality													
% of MSMEs assisted who rated DTI assistance as satisfactory or better		92%	92%	92%	92%	92%	99%	99%	99%		99%	7%	
Timeliness													
% of requests that were responded to within the deadline		92%	92%	92%	92%	92%	100%	99%	99%		99%	7%	
MFO 3: TRADE AND INVESTMENT PROMOTION SERVICES	3030000000												
Quantity													
No. of exporters assisted		700	735	980	1085	3,500	1343	640	109		2092	-323	
Quality													
% of exporters who rated DTI assistance as satisfactory or better					95%	95%		100%	100%		100%	5%	
Timeliness													
% of business requests for assistance responded within three (3) days					95%	95%		100%	100%		100%	5%	
Quantity													
No. of investors assisted		321	321	321	322	1,243	754	684	596		2034	1071	
Quality													
% of investors who rate DTI assistance as satisfactory or better			95%		95%	95%		100%	100%		100%	5%	
Timeliness													
% of business requests for assistance responded to within three (3) days			95%		95%	95%		100%	100%		100%	5%	

MFO 4: CONSUMER PROTECTION SERVICES	3040000000												
Quantity													
No. of advocacy initiatives undertaken		1067	1358	1358	1067	4,849	1280	1930	2328	5538	1755		
Quality													
% of clients who rated DTI advocacy initiatives as satisfactory or better		84%	84%			80%	96%	98%	99%	98%	14%		
Timeliness													
% of advocacy initiatives implemented as programmed and on schedule		95%	95%	95%	95%	95%	100%	100%	99%	100%	5%		
Quantity													
No. of complaints processed and resolved		1084	1084	1084	1084	4,337	1174	932	1287	3393	141		
Quality													
% of participants in complaint hearings who rate the fairness of the process as satisfactory or better		95%	95%	95%	95%	95%	95%	97%	99%	96%	1%		
Timeliness													
% of processed consumer complaints resolved within prescribed time by mediation within 10 working days after filing and arbitration within 20 working days if failed by mediation		89%	89%			82%	94%	95%	96%	95%	6%		
MFO 5: BUSINESS AND TRADE REGULATORY SERVICES	3050000000												
Licensing and Registration													
Quantity													
No. of business name applications processed		94299	94299	94299	94299	377,197	182644	98379	125874	406897	124000		
No. of applications for business licenses, permits, registrations, authorities processed		12762	12762	12762	12762	51,048	17436	14635	16101	48172	9886		
Quality													
% of clients who rated the service as satisfactory or better		95%	95%	95%	95%	95%	98%	98%	98%	98%	3%		
% of clients who rated DTI's licensing/accreditation system as satisfactory or better		95%	95%	95%	95%	95%	99%	98%	94%	97%	2%		
Timeliness													
% of business names registered within 15 minutes		96%	96%	96%	96%	96%	99%	99%	92%	97%	1%		
% of license/accreditation applications acted upon within the prescribed time		94%	94%	94%	94%	94%	100%	99%	99%	99%	5%		
Monitoring													
Quantity													
No. of compliance inspections carried out		9216	9216	9216	9215	36,863	17609	21527	25709	64845	37197		
Quality													
% of inspections carried out resulting to the issuance of a notice of violation		5%	5%	5%	5%	5%	2%	2%	1%	1%	4%	lower is better	
Timeliness													
% of license or authorized entities inspected within effectivity of license			91%		91%	91%		97%	99%	97%	6%		
Enforcement													
Quantity													
No. of firms monitored		13766	13766	13766	13766	55,064	19701	18098	21793	59592	18294		
Quality													
% of violating firms penalized			91%		91%	91%		86%		86%	-5%	Report in Q4	
Timeliness													
% of violating firms penalized complying with the penalty within prescribed time as contained in the decision			90%		90%	90%		98%		98%	8%	Report in Q4	