


Department of Trade and Industry (DTI)
Office of the Secretary
Central Office
2.2001E+11
SUBMITTED

[illegible]

Particulars	UACS CODE	Current Year's Accomplishment			Physical Target (Budget Year)						Variance	Remarks
		Actual Jan.1-Sept.30	Estimate Oct.1-Dec.30	Total 5=3+4	Total 6=7+8+9+10	1st Quarter 7	2nd Quarter 8	3rd Quarter 9	4th Quarter 10	11=6-5		
1 OO : Consumer welfare enhanced CONSUMER PROTECTION PROGRAM	2 3.401E+14	3	4	5=3+4	6=7+8+9+10	7	8	9	10	11=6-5	12	
Outcome Indicator(s)												
1. Consumer resolution rate		98%	98%	98%	95%	95%	95%	95%	95%	-3%		
Output Indicator(s)												
1. Percentage of consumer complaints through mediation and arbitration within the prescribed time		96%	96%	96%	93%	93%	93%	93%	93%	-3%		
2. Percentage of applications for permits/ accreditation/licenses/authorities processed within the prescribed time		99%	90%	95%	96%	96%	96%	96%	96%	-1%		
3. Number of Price Monitoring Reports within the prescribed time		579	177	756	2,972	743	743	743	743	2216		
CONSUMER EDUCATION AND ADVOCACY												
Outcome Indicator(s)												
1. Level of consumer awareness increased		80%	80%	80%	79%	79%	79%	79%	79%	-1%		
Output Indicator(s)												
1. Number of consumer awareness and initiatives undertaken		4,269	752	5,021	14,028	1178	1,579	1,685	1,322	743		
2. Number of consumer education information produced		174	67	241	3,308	77	101	89	80	106		
3. Percentage of clients who rate the DTI initiatives as satisfactory or better		98%	94%	96%	95%	95%	95%	95%	95%	-1%		

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In coordination


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