

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
MFO 4: REGULATORY SERVICES

PLAN FOR THE CY 2015

Field Office: I
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Position: SWO IV/Head, Standard Unit
Date: December 29, 2014

Reviewed and Approved by: MARCELO NICOMEDES J. CASTILLO
Position: REGIONAL DIRECTOR
Date: December 29, 2014

PERFORMANCE INDICATOR	UNIT OF MEASURE	Q1		Q2		Q3		Q4		TOTAL	
		Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual	Plan	Actual
1.	No. of SWDAs assessed and registered										
1.1	No. of SWDAs assessed	1		1		0		1		3	
1.2	No. of SWDAs Registered	1		1		0		1		3	
2.	No. of SWAs assessed and licensed										
2.1	No. of SWAs assessed	4		4		4		3		15	
2.2	No. of SWAs licensed	2		3		3		2		10	
3.	No. of SWAs assessed and endorsed										
3.1	No. of SWAs assessed	7		7		8		6		28	
3.2	No. of SWAs endorsed	5		5		6		4		20	
4.	No. of Service Providers assessed and Endorsed										
4.1	No. of PMC assessed	2		3		3		2		10	
4.2	No. of SWMCC assessed	2		3		3		2		10	
4.3	No. of PMC endorsed	2		3		3		2		10	
4.4	No. of SWMCC endorsed	2		3		3		2		10	
5.	DCC/DCW assessed/accredited										
5.1	DCC/DCW assessed	170		75		101		100		446	
5.2	DCC/DCW accredited	30		20		25		25		100	
6.	Solicitation Permit Application Assessed/Issued/Monitored										
6.1	No. of solicitation permit applications assessed	3		3		4		5		15	
6.2	No. of solicitation permit issued	2		2		3		4		11	
6.3	No. of solicitation permit applications endorsed to SB	ANA		ANA		ANA		ANA			
6.3	No. of issued solicitation permit monitored	10		5		5		5		25	
7.	No. of Duty Free requests assessed/endorsed/monitored										
7.1	No. of Duty Free requests assessed	ANA		ANA		ANA		ANA			
7.2	No. of assessed Duty Free requests endorsed to SB-Central Office	ANA		ANA		ANA		ANA			
7.3	No. of Duty Free applications endorsed to DoF monitored	ANA		ANA		ANA		ANA			
8.	No. of complaints received and acted upon										
8.1	No. of complaints received	ANA		ANA		ANA		ANA			
8.2	No. of complaints acted upon	ANA		ANA		ANA		ANA			
8.3	% of complaints received acted upon	ANA		ANA		ANA		ANA			
8.4	% of complaints received acted upon within seven (7) working days	ANA		ANA		ANA		ANA			

Based on the refined MFOs and Pls