

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
MFO 4: REGULATORY SERVICES

PLAN & ACCOMPLISHMENT FOR THE CY 2015

Field Office: I
Prepared by: LEAH MYLEN L. LUCERO (SGD)
Position: SWO IV/Head, Standard Unit

(SGD)
Reviewed and Approved by: MARCELO NICOMEDES J. CASTILLO
Position: REGIONAL DIRECTOR

PERFORMANCE INDICATORS	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	1	2	0	1	1	no applicant	3	4
1.2	No. of SWDAs Registered	1	1	1	2	0	1	1	no applicant	3	4
2.	No. of SWAs assessed and licensed										
2.1	No. of SWAs assessed	4	3	4	5	4	7	3	3	15	18
2.2	No. of SWAs licensed	2	1	3	3	3	6	2	1	10	11
3.	No. of SWAs assessed and endorsed										
3.1	No. of SWAs assessed	7	8	7	8	8	7	6	19	28	42
3.2	No. of SWAs endorsed	5	2	5	6	6	7	4	18	20	33
4.	No. of Service Providers assessed and Endorsed										
4.1	No. of PMC assessed	2	no applicant	3	no applicant	3	4	2	5	10	9
4.2	No. of SWMCC assessed	2	2	3	no applicant	3	no applicant	2	8	10	10
4.3	No. of PMC endorsed	2	no applicant	3	no applicant	3	4	2	5	10	9
4.4	No. of SWMCC endorsed	2	2	3	no applicant	3	no applicant	2	8	10	10
5	DCC/DCW assessed/accredited										
5.1	DCC/DCW assessed	170	228	75	0	101	52	100	23	446	303
5.2	DCC/DCW accredited	30	123	20	123	25	47	25	5	100	298
6	Solicitation Permit Application Assessed/Issued/Monitored										
6.1	No. of solicitation permit applications assessed	3	2	3	1	4	1	5	5	15	9
6.2	No. of solicitation permit issued	2	2	2	0	3	1	4	5	11	8
6.3	No. of solicitation permit applications endorsed to SB	ANA	no applicant	ANA	no applicant	ANA	no applicant	ANA	no applicant		
6.3	No. of issued solicitation permit monitored	10	20	5	4	5	1	5	2	25	27
7.	No. of Duty Free requests assessed/endorsed/monitored										
7.1	No. of Duty Free requests assessed	ANA	no applicant	ANA	no applicant	ANA	no applicant	ANA	no applicant		
7.2	No. of assessed Duty Free requests endorsed to SB-Central Office	ANA	no applicant	ANA	no applicant	ANA	no applicant	ANA	no applicant		
7.3	No. of Duty Free applications endorsed to DoF monitored	ANA	no applicant	ANA	no applicant	ANA	no applicant	ANA	no applicant		
8.	No. of complaints received and acted upon										
8.1	No. of complaints received	ANA	1 complaint	ANA	(1)	ANA	no complaint received	ANA	no complaint received		1
8.2	No. of complaints acted upon	ANA	1 complaint	ANA	(1)	ANA	no complaint received	ANA	no complaint received		1
8.3	% of complaints received acted upon	ANA	100%	ANA	100	ANA	no complaint received	ANA	no complaint received		100%
8.4	% of complaints received acted upon within seven (7) working days	ANA	acted within 3 days (issuance of SO for the Fact Finding Team)	ANA	Issued FORC recommendation 5 days after last hearing and issued decision 10 days after the hearing	ANA	no complaint received	ANA	no complaint received		

Based on the refined MFOs and Pls

Item 3.2 was revised based on the actual date of submission pre-accreditation report to CO - Standards Bureau.