

Republic of the Philippines
Office of the President
NATIONAL TELECOMMUNICATIONS COMMISSION
Regional Office No. 3

PERFORMANCE MEASURES AND TARGETS

PERFORMANCE MEASURES	2011		2012		2013	2014
	Target	Actual	Target	Actual	Target	Target
<i>MFO 2 - ENFORCEMENT AND MONITORING SERVICES</i>						
1. No. of Licenses/Permits and Certificates Issued	5,100	16,794	5,202	19,376	5,306	5,412
2. No. of Frequency Assignments Made	41	88	42	43	42	43
3. Percentage of total number of permits, licenses, and certificates issued within the prescribed time	90%	90%	90%	90%	90%	90%
4. No. of Inspections/Investigations Conducted	4,080	13,088	4,162	16,226	4,245	4,330
5. No. of Frequency Channels Monitored	3,162	10,160	3,225	10,411	3,290	3,356
6. Percentage of Administrative Cases disposed	70%	58%	75%	46%	75%	80%
7. Percentage of filed cases disposed within the prescribed time	70%	58%	75%	46%	75%	80%
<i>MFO 3 - CONSUMER WELFARE AND PROTECTION SERVICES</i>						
1. Percentage of Complaints acted upon within standard time vis-à-vis total no. of complaints received	90%	90%	90%	95%	95%	95%
2. Percentage of client satisfaction Rating	90%	90%	90%	95%	95%	95%