

**QUARTERLY PHYSICAL REPORT OF OPERATION  
As of December 31, 2020**

Department: Department of Labor and Employment (DOLE)  
 Agency: National Wages and Productivity Commission  
 Organization Code: 16 006 0000000

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	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	8	9	10	11	12	13	14
<b>ENTERPRISE PRODUCTIVITY IMPROVEMENT PROGRAM</b>	<b>31010000000000</b>												
OO : Capacity of MSMEs to implement productivity													
<b>Outcome Indicators</b>													
1. Percentage of trained MSMEs with productivity improvement program/action plan		-	10%	25%	15%	50%	1.12%	0.28%	27.11%	62.53%	62.53%	32.53%	<b>Reformulated Target: 30% of trained MSMEs with productivity improvement program/action plan</b>  Q1: 5 out of 445 (1.12%) Q2: 2 out of 718 (0.28%) Q3: 565 out of 2,084 (27.11%) Q4: 1,110 out of 2,690 (62.53%)  Total: 62.53% or 1,110 out of 2,690 MSMEs trained with productivity improvement program/action plan implemented - based on reformulated target
2. Percentage of MSMEs assisted on productivity pay advisory with productivity incentive schemes		-	2%	4%	4%	10%	-	1.15%	16 policy advocacy sessions	9 policy advocacy sessions	25 policy advocacy sessions	9 policy advocacy sessions	<b>Reformulated Target: 16 policy advocacy sessions on PBIS conducted:</b>  Accomplishments based on reformulated targets: - 25 policy advocacy sessions conducted - 28 MSMEs assisted with PBIS installed - 22 MSMEs assisted with PBIS implemented
<b>Output Indicators</b>													
1. Number of MSMEs trained/oriented		2,400	3,600	3,600	2,400	12,000	2,844	1,276	5,600	1,848	11,568	3,120	<b>Reformulated Target: 8,448 MSMEs trained/oriented</b>  A total of 11,568 (137%) MSMEs oriented/ trained - based on reformulated target
2. Percentage of clients who rated training/technical services as satisfactory or better		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100% of the respondents rated services as satisfactory or better
3. Number of MSMEs provided with technical assistance on designing productivity based incentive schemes		-	100	200	500	800	159	189	109	176	633	285	<b>Reformulated Target: 348 MSMEs provided with technical assistance on designing productivity based incentive schemes</b>  A total of 633 (182%) MSMEs provided with technical assistance on designing productivity based incentive schemes - based on reformulated target

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>WAGE REGULATORY PROGRAM</b>	<b>32010000000000</b>												
OO : Fair and reasonable minimum wages in accordance													
<b>Outcome Indicators</b>													
1. Percentage of wage rates above the poverty threshold		-	-	-	-	-	100%	100%	100%	100%	100%	-	<b>Reformulated Target: 40.80% of wage rates above the 2018 poverty threshold</b>  Accomplishment: - 100% or 93 out of 93 minimum wage rates above the 2012 poverty threshold 98.44% or - 63 out of 64 minimum wage rates above the 2015 poverty threshold - 45.31% or 29 out of 64 minimum wage rates above the poverty threshold
2. Percent of appealed cases on wage orders/exemption cases resolved within the reglementary period/process cycle time of 60 days		-	-	-	-	98%	-	-	-	-	-	-	One (1) appeal on exemption was filed from RB-XII. Received on December 2020, still within the 60-day reglementary period for appeals resolution.
<b>Output Indicators</b>													
1. Number of clients reached thru advocacy services		54,000	81,000	54,000	81,000	270,000	79,399	59,730	128,328	95,578	357,795	87,795	A total of 357,795 (133%) clients reached thru advocacy services
2. Number of wage orders issued, as necessary		as necessary	as necessary	as necessary	as necessary	as necessary	3	-	-	-	3	N/A	1 regular wage order issued (RB II) and 2 wage orders for domestic workers issued (RBs II and XII)
3. Percentage of wage cases resolved within forty-five (45) days upon receipt of application		-	-	-	-	98%	100%	100%	100%	100%	100%	-	56 out of 56 applications for wage exemption disposed

This report was generated using the Unified Reporting System on 20/10/2020 18:19

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QUARTERLY PHYSICAL REPORT OF OPERATIONS  
as of 31 December 2020

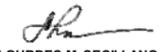
FM-NWPC-PID-06  
Revision 0  
17 August 2015

Department of Labor and Employment  
Agency National Wages and Productivity Commission  
Operating Unit Central Office  
Organization Code (UACS) 16 006 01 00000

Particulars	UACS CODE	Physical Targets					Physical Accomplishments				Remarks as of 31 December 2020
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
1	2	3	4	5	6	7 = (3+4+5+6)	8	9	10	11	12
<b>ORGANIZATIONAL OUTCOME 1: Capacity of MSMEs to implement productivity improvement program enhanced</b>	301000000										
1. Productivity Toolbox (ISTIV PAP, ISTIV Bayanihan, ISTIV Plus SIB, Service Quality, 5S/7S, Lean Management, Retail Service, Green Productivity and other orientations) to improve workers' capacity and enterprise competitiveness		> 1,690	> 2,534	> 2,534	> 1,690	> 8,448 MSMEs oriented/trained	> 2,844 MSMEs were provided productivity orientations/training (33.6%)	> 1,276 MSMEs were provided productivity orientations/training (15%)	> 5,600 MSMEs were provided productivity orientations/training (66%)	> 1,848 MSMEs were provided productivity orientations/training (22%)	> 11,568 MSMEs were provided productivity orientations/training (137%)
		> 1,248	> 1,872	> 1,872	> 1,248	> 6,240 MSMEs oriented	- 2,399 MSMEs benefitted from productivity orientations with 3,064 participants (38.4%)	- 1,003 MSMEs benefitted from productivity orientations with 1,167 participants (16%)	- 4,234 benefitted from productivity orientations with 4,932 participants (68%)	- 1,242 benefitted from productivity orientations with 1,328 participants (20%)	- 8,878 benefitted from productivity orientations with 10,491 participants (142%)
		> 442	> 662	> 662	> 442	> 2,208 MSMEs trained	- 445 MSMEs benefitted from productivity trainings with 893 participants (20%)	- 273 MSMEs benefitted from productivity trainings with 299 participants (12%)	- 1,366 benefitted from productivity training with 1,570 participants (62%)	- 606 benefitted from productivity training with 689 participants (27%)	- 2,690 benefitted from productivity training with 3,451 participants (122%)
		-	-	> 400	> 263	> 30% of MSMEs trained with PIP/action plans implemented	> 1.12% or 5 out of 445 MSMEs trained with PIP/action plans implemented	> 0.28% or 2 out of 718 MSMEs trained with PIP/action plans implemented	> 27% or 565 out of 2,084 MSMEs trained with PIP/action plans implemented	> 41% or 1,110 out of 2,690 MSMEs trained with PIP/action plans implemented	> 63% or 1,682 out of 2,690 MSMEs trained with PIP/action plans implemented
		> 100%	> 100%	> 100%	> 100%	> 100% of clients who rated technical advice as satisfactory or better on training/orientation	> 100% of 888 respondents rated course content, materials, and trainer as satisfactory or better	> 100% of 299 respondents rated course content, materials, and trainer as satisfactory or better	> 100% of 1,568 respondents rated course content, materials, and trainer as satisfactory or better	> 100% of 673 respondents rated course content, materials, and trainer as satisfactory or better	> 100% of 3,428 respondents rated course content, materials, and trainer as satisfactory or better
Technical Assistance on designing productivity performance-based incentive schemes (Tier 2)		> 35	> 139	> 139	> 35	> 348 MSMEs provided with technical assistance on designing productivity based incentive schemes	> 159 MSMEs provided with technical assistance on designing productivity-based incentive schemes (46%)	> 189 MSMEs provided with technical assistance on designing productivity-based incentive schemes (54%)	> 109 MSMEs provided with technical assistance on designing productivity-based incentive schemes (31%)	> 176 MSMEs provided with technical assistance on designing productivity-based incentive schemes (51%)	> 633 MSMEs provided with technical assistance on designing productivity-based incentive schemes (182%)
				> 8	> 8	> 16 policy advocacy sessions on PBIS conducted (1 per RB)			> 17 policy advocacy sessions on PBIS conducted (106%)	> 9 policy advocacy sessions on PBIS conducted (56%)	> 26 (163%) policy advocacy sessions on PBIS conducted (CO-1, RBs-25)
2. Development and Delivery of Online Courses on Productivity											
a. Development of Webinar Courses						> Seven (7) Webinar Courses developed	> Four (4) modules developed/upgraded: 1. Productive Worker (July 29) 2. 7S for BOSH 3. Basic Productivity Concept for Labor Inspectors (upgraded) 4. Workplace Organization and Waste Management for LLCOs	> Two (2) modules developed: 1. 7S of Good Housekeeping: Setting the Pathway to A Safe Workplace in the Period of Pandemic (June 18) 2. Work Ethics of a Productive Worker (June 29)	> Four (4) modules developed/upgraded: 1. Work Life Balance: Productive Work from Home (October 27) 2. Improving Productivity through Social Media Marketing: Tips on Creating Viral Posts (October 28) 3. Service Quality: Building a Pandemic-Proof Customer Relations Service (November 05)	> Three (3) modules developed/upgraded: 1. Green ME (My Enterprise) in the New Normal (October 27) 2. Improving Productivity through Social Media Marketing: Tips on Creating Viral Posts (October 28) 3. Service Quality: Building a Pandemic-Proof Customer Relations Service (November 05)	> Thirteen (13) modules developed/upgraded
1. Work Life Balance											
2. 7S of Good Housekeeping: Setting the Pathway to A Safe Workplace in the Period of Pandemic											
3. Leaner Management in the New Normal											
4. Guide to Starting & Growing Your Online Business											
5. Work Ethics of a Productive Worker											
6. BCP for MSMES											
7. Green Productivity											
b. Conduct of Webinars						> Seven (7) webinars conducted		> Four (4) webinars conducted: 1. Setting Up and Conducting a Zoom Webinar (June 10) 2. 7S of Good Housekeeping: Setting the Pathway to A Safe Workplace in the Period of Pandemic (June 23) 3. Unlocking Workforce Productivity Amid Disruption Series 1: Business Continuity in Times of Disruption (May 28) 4. Unlocking Workforce Productivity Amid Disruption Series 2: BCP at Work Challenges and Lessons Learned (June 26)	> Four (4) run through webinars conducted with RBs: 1. Work Life Balance: Productive Work from Home (August 10) 2. Guide to Starting and Growing Your Online Business: Tips for More Productive Online Shops (August 10) 3. Work Ethics of a Productive Worker (August 12) 4. Leaner Management in the New Normal (August 12)	> Four (4) run through webinars conducted with RBs: 1. Business Continuity Planning and Management: Driving Productivity in the New Normal (October 06) 2. Service Quality: Building a Pandemic-Proof Customer Relations Service (November 11) 3. Improving Productivity through Social Media Marketing: Tips on Creating Viral Posts (November 19) 4. Green ME (My Enterprise) in the New Normal (December 03)	> Five (5) webinars conducted/organized > Eight (8) training of trainers conducted
1. Work Life Balance											
2. 7S of Good Housekeeping: Setting the Pathway to A Safe Workplace in the Period of Pandemic											
3. Leaner Management in the New Normal											
4. Guide to Starting & Growing Your Online Business											
5. Work Ethics of a Productive Worker											
6. BCP for MSMES											
7. Green Productivity											
c. Business Continuity Planning and Management									> Conducted workshop for NWPC directors and division chiefs on Public Sector Continuity Planning (July 06, 08, and 17)	> Conducted three (3) batches of pilot run on October 19, 20, and 22	> Conducted three (3) batches of pilot run on October 19, 20, and 22
									> Conducted BCPM for MSMEs in partnership with ILO: Philippines Master Classes - Supporting SMEs during COVID-19 (September 03, 08, 10, 15, 17)	> Submitted evaluation report on pilot run	> Submitted evaluation report on pilot run
										> Soft launched of the BCPM with AVP on November 05	> Soft launched of the BCPM with AVP on November 05
										> Signed MOU with BLE on mainstreaming productivity in the Jobstart, GIP, and CGAP Programs of BLE	> Signed MOU with BLE on mainstreaming productivity in the Jobstart, GIP, and CGAP Programs of BLE
										> Signed TOR with ILO on provision of technical assistance and capacity building on the development of the BCPM for MSMEs	> Signed TOR with ILO on provision of technical assistance and capacity building on the development of the BCPM for MSMEs
										> Drafted NWPC-CDA MOA incorporating productivity cooperatives' strategic plan and providing technical service in the implementation of PIPs among cooperatives	> Drafted NWPC-CDA MOA incorporating productivity cooperatives' strategic plan and providing technical service in the implementation of PIPs among cooperatives
3. Learning Sessions on Wages and Productivity											
a. Learning Sessions		> 2 Learning Sessions conducted	> 4 Learning Sessions conducted	> 3 Learning Sessions conducted	> 3 Learning Sessions conducted	> 12 Learning Sessions on wages, productivity, and labor market-related topics/concerns conducted	> 2 Learning Sessions conducted benefitting 145 participants from 72 companies (32 male and 113 female)	> 1 Learning Session conducted benefitting 955 participants	> 1 Learning Session conducted benefitting 955 participants	> 1 Learning Session conducted benefitting 955 participants	> 13 Learning Session conducted
b. 2020 National Productivity Conference (Webinar Series)			> Concept note approved	> Conference conducted	> Report prepared		> Concept note prepared and presented to directorate > Contract with suppliers for the event finalized and signed	> Concept for online webinar series approved by the directorate > Letters to speakers sent to DOLE for Secretary's signature	> NPC Webinar Series conducted on the following dates: 1. Recharge Phils with Usec. Rosemarie G. Edilon of NEDA as resource speaker on September 03 with 520 Zoom participants 2. Automating Workplaces in a Better Normal with Usec. Rafaelita M. Aldaba of DTI on September 02 with 961 Zoom participants 3. Technology-Enabled Solutions: Mitigation to Recovery with Exec. Director Enrico C. Paringit of DOST-PCIEERD on September 17 with 801 Zoom participants 4. Future of Work in a Healthier and More Resilient Environment with Mr. Hideki Kagohashi of ILO-Manila on September 24 with 986 participants	> NPC Webinar Series conducted on the following dates: 5. Employment Outlook Transitioning to a Better Normal with Mr. Sangheon Lee of ILO on October 01 with 915 Zoom participants 6. Actionable Intelligence: Results Amid Uncertainty with Mr. Keith Carter of NUS on October 08 with 812 Zoom participants 7. Business Reconfiguration: Leading Practices Transitioning to the New Normal with Ms. Jazmine Flores of Leadworks Business Solutions on October 15 with 668 participants 8. Employee Engagement: Leading Practices Transitioning to the New Normal with Mr. Sean Zantua J&J on October 22 with 790 Zoom participants 9. Automation: Leading Practices Transitioning to the New Normal with Ms. Illoisa Romaraog of Session Groceries on November 05 with 575 Zoom participants	> NPC Webinar Series conducted on the following dates: > Contract with suppliers for the event finalized and signed > Nine (9) webinar series conducted from September 03 to November 05, 2020 > Initial reports prepared and submitted

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c. Coaching and Mentoring Program (An initiative project of the speaker, Ms. Jazmine Flores)											> Conducted coaching and mentoring program: - Setting Up of Goals on November 06 - Marketing on November 20 - Human Resource on November 27 - Finance on December 12	> A program offered/initiated by Ms. Jazmine Flores
d. 2020 ASEAN Business Award											> Involvement in the 2020 ASEAN Business Award a. On Combating COVID-19 - Bagoio-Benguet Community Credit Cooperative (CAR) b. On Family Business - Wellmade Motors and Development Corporation (Region VII) c. On SME Excellence - Motorline Trading, Inc. (Region II) - 3D Container and Packaging Phils. Inc. (Region IV-A) - Wellmade Motors and Development Corporation (Region VII)	> 4 winners out of 10 PO winners joined the competition > NWPC was invited/requested by the Philippine Center of Entrepreneurship to submit PO winners for 2020 ASEAN Business Award
<b>ORGANIZATIONAL OUTCOME 2: Fair and reasonable minimum wages in accordance with law ensured</b>												
1. Tier 1												
a. Review/monitoring of socio-economic situation in the region		> 1 report prepared	> 4 reports prepared	> 1 report prepared (4th Quarter of 2019)	> 1 report drafted (1st Quarter of 2020)	> 1 report drafted (2nd Quarter of 2020)	> 1 report drafted (3rd Quarter of 2020)	> 1 report drafted (3rd Quarter of 2020)	> 4 reports drafted and submitted > 4th Quarter report due in January 2021			
b. Conduct of wage consultations public hearings/ board deliberations						> 32 wage consultations/public hearings board deliberations conducted, as necessary	> 6 public hearings/consultations conducted with 271 participants (112 male and 159 female)	> No public hearings/consultations conducted	> No public hearings/consultations conducted	> No public hearings/consultations conducted	> No public hearings/consultations conducted	> 6 public hearings/consultations conducted with 271 participants (112 male and 159 female) > The conduct of public hearings/consultations was deferred due to the pandemic protocols.
c. Issuance of Wage Orders (WOs)/ Implementing Rules and Regulations (IRRS)						> Wage Order issued (as necessary)	> 1 wage order issued (RB II)	> no wage order issued	> 1 wage order issued (RB II)	> 1 wage order issued (RB II)	> 1 wage order issued (RB II)	> 1 wage order issued (RB II)
> 100% of wage rates above the 2012 poverty threshold						> 100% of wage rates above the 2012 poverty threshold but not exceeding the average wage levels	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold	> 93 out of 93 rates or 100% of wage rates above the 2012 poverty threshold
> 98% of wage rates above the 2015 poverty threshold based on 78 MWRs (as of December 2019)						> 98% of wage rates above the 2015 poverty threshold but not exceeding the average wage levels	> 70 out of 71 rates or 98.59% of wage rates above the 2015 poverty threshold	> 70 out of 71 rates or 98.59% of wage rates above the 2015 poverty threshold	> 69 out of 70 rates or 98.57% of wage rates above the 2015 poverty threshold	> 63 out of 64 rates or 98.44% of wage rates above the 2015 poverty threshold	> 63 out of 64 rates or 98.44% of wage rates above the 2015 poverty threshold	> 63 out of 64 rates or 98.44% of wage rates above the 2015 poverty threshold
> 40% of wage rates above the 2018 poverty threshold						> 40% of wage rates above the 2018 poverty threshold but not exceeding the average wage levels	> 29 out of 71 rates or 40.84% of wage rates above the 2018 poverty threshold	> 29 out of 71 rates or 40.84% of wage rates above the 2018 poverty threshold	> 29 out of 70 rates or 41.43% of wage rates above the 2018 poverty threshold	> 29 out of 64 rates or 45.31% of wage rates above the 2018 poverty threshold	> 29 out of 64 rates or 45.31% of wage rates above the 2018 poverty threshold	> 29 out of 64 rates or 45.31% of wage rates above the 2018 poverty threshold
d. Minimum wage for domestic workers						> Wage order for domestic workers issued (as necessary)	> 2 wage orders for domestic workers issued (RBs: II & XII)		> 2 wage orders for domestic workers issued (RBs: II & XII)	> 2 wage orders for domestic workers issued (RBs: II & XII)	> 2 wage orders for domestic workers issued (RBs: II & XII)	> 2 wage orders for domestic workers issued (RBs: II & XII)
2. Tier 2												
a. Issuance of Wage Advisories						> as necessary	> No wage advisory issued	> No wage advisory issued	> No wage advisory issued	> No wage advisory issued	> No wage advisory issued	> No wage advisory issued
3. Facility Evaluation (FE)/ Time and Motion Studies (TMS)		> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of 13 FE applications/requests from firms with complete documents acted upon - 12 out of 13 or 92.3% FE orders issued	> 100% of 1 FE application/request from firms with complete documents acted upon - No FE orders issued	> 100% of 2 FE applications/request from firms with complete documents acted upon - 1 out of 2 or 50% FE orders issued	> 100% of 1 FE application/request from firms with complete documents acted upon - No FE orders issued	> 100% of 14 FE application/request from firms with complete documents acted upon - 13 FE orders issued	> 100% of 13 TMS applications/requests from firms with complete documents acted upon - 13 TMS orders issued
4. Part-Fixed and Part-Performance Based Compensation Scheme in the PUB Industry		> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of requests with complete supporting documents acted upon	> 100% of 64 applications/requests with complete documents acted upon - 61 orders issued, 1 returned due to non-compliance - 1 of 64 was received in December 2019 but was handled in January 2020	> 100% of 4 applications/requests with complete documents acted upon - 6 orders issued (2 of which were handled in March)	> 100% of 23 applications/request with complete documents acted upon - 22 orders issued (1 awaiting approval)	> 100% of 27 applications/request with complete documents acted upon - 20 orders issued - 1 returned - 6 pending approval	> 100% of 118 applications/request with complete documents acted upon - 110 orders issued - 2 returned - 6 pending approval (as of Dec 2020)	
5. Resolution on Wage Exemption Cases												
a. Cases resolved within the 45 days from receipt of application for exemption filed with the Regional Boards						> 98% disposition rate	> 100% disposition rate (2 out of 2 applications for wage exemption disposed)	> 100% disposition rate (23 out of 23 applications for wage exemption disposed)	> 100% disposition rate (51 out of 51 applications for wage exemption disposed)	> No applications for wage exemption received	> 100% disposition rate (56 out of 56 applications for wage exemption disposed)	
b. Appeals on Wage Order/ Exemption cases filed with the Commission						> 98% disposition rate	> No appeal on wage order and exemption received for the period	> No appeal on wage order and exemption received for the period	> No appeal on wage order and exemption received for the period	> One (1) appeal on exemption was filed from RB-XII. Another appeal was filed from RTWPB-XII but it was an appeal on execution of judgment.	> Received on December 2020, still within the 60-day reglementary period for appeals resolution.	
6. Tamang Kaalaman sa Kita at Kakayahan (TKK)		> 54,000	> 81,000	> 81,000	> 54,000	> 270,000 clients reached thru advocacy services	> 79,399 or (29%) clients reached thru information advocacy services on the following: - 4,365 public information assistance - 13,289 IEC materials - 4,306 wage clinics/seminar/public fora - 57,439 mass media	> 59,730 or (22%) clients reached thru information advocacy services on the following: - 3,987 public information assistance - 9,775 IEC materials - 4,75 wage clinics/seminar/public fora - 45,493 mass media	> 128,328 or (47%) clients reached thru information advocacy services on the following: - 3,267 public information assistance - 51,310 IEC materials - 9,781 wage clinics/seminar/public fora - 63,970 mass media	> 95,578 or (35%) clients reached thru information advocacy services on the following: - 2,140 public information assistance - 15,980 IEC materials - 3,911 wage clinics/seminar/public fora - 73,637 mass media	> 357,795 or (133%) clients reached thru information advocacy services on the following: - 13,759 public information assistance - 90,264 IEC materials - 18,833 wage clinics/seminar/public fora - 234,939 mass media	
> 100% of clients who rated technical advice as satisfactory or better on Information and Technical Assistance (walk-in clients/ Learning Sessions)		> 100%	> 100%	> 100%	> 100%	> 100% of clients who rated technical advice as satisfactory or better on Information and Technical Assistance (walk-in clients/ Learning Sessions)	> 100% of 1,543 respondents rated satisfactory or better from the information and technical assistance provided	> 100% of 132 respondents rated satisfactory or better from the information and technical assistance provided	> 100% of 3,333 respondents rated satisfactory or better from the information and technical assistance provided	> 100% of 2,844 respondents rated satisfactory or better from the information and technical assistance provided	> 100% of 7,852 respondents rated satisfactory or better from the information and technical assistance provided	
> 100% of request for legal advice acted upon within 5 days from receipt of requests						> 100% of request for legal advice acted upon within 5 days from receipt of requests	> 100% of 29 requests for legal advice acted within 5 days from receipt of request	> 100% of 10 requests for legal advice acted within 5 days from receipt of request	> 100% of 43 requests for legal advice acted within 5 days from receipt of request	> 100% of 41 requests for legal advice acted within 5 days from receipt of request	> 100% of 123 requests for legal advice acted within 5 days from receipt of request	
a. Development, Production and Dissemination of IEC Materials												
1. Press conference/briefings		> 4	> 4	> 4	> 4	> 16 press conference/briefings conducted	> 3 press conferences/briefings conducted	> 1 press conference/briefing conducted	> No press conferences/briefings conducted	> 1 press conferences/briefings conducted	> 5 press conferences/briefings conducted	
3. Radio/TV guestings/interviews						> 100% of requests attended	> 100% of 43 requests attended	> 100% of 21 requests attended	> 100% of 28 requests attended	> 100% of 13 requests attended	> 100% of 105 requests attended	
4. Good News/News Releases		> 9	> 9	> 9	> 9	> 36 good news submitted	> 25 good news/news releases submitted	> 23 good news/news releases submitted	> 27 good news/news releases submitted	> 26 good news/news releases submitted	> 101 good news/news releases submitted	
5. News bulletin		> 3	> 3	> 3	> 3	> 12 news bulletins	> 3 news bulletins prepared/disseminated	> 3 news bulletins prepared/disseminated	> 3 news bulletins prepared/disseminated	> 3 news bulletins prepared/disseminated	> 12 news bulletins prepared/disseminated	
6. Corporate giveaways				X	X	> 3 corporate giveaways	> Concept note approved	> Designs for corporate giveaways approved > Procurement process conducted	> Procurement process conducted	> 2 corporate giveaways delivered	> Increased Facebook likes to 143,387 as of December 2020 > Launched NWPC Chatbot on July 08 > Launched NWPC YouTube Channel on August 27	
b. Social Media												



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		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter		
Public Service Continuity Plan												
<b>GENERAL ADMINISTRATION AND SUPPORT</b>												
1. Quality Management Systems (QMS) Implementation and QMS Audit							> Monitoring of compliance to the agreed corrections/corrective actions on audit findings conducted	> 1st quarter progress report submitted to May 12, 2020	> 2nd quarter progress report submitted to FMS on September 15, 2020			> 3rd and 4th quarter reports submitted to FMS on January 20, 2021 > Maintained the ISO 9001:2015 Certification after passing the 1st Surveillance Audit conducted on June 25 (remote audit) and August 20 (on-site audit) with a total of 6 positive findings, 14 OFIs, and no NC
2. Planning and Management Information System							> CO-RB planning conducted on 12-13 February at the Diamond Hotel Manila	> Mid Year Performance Assessment with all RBs conducted via Zoom on 11 August 2020				
a. CorPlan/ MYPA/ YEPA		> Corporate planning conducted										
b. Implementation of the 2020 NWPC ISSP		> Procurement recommendation prepared	> Bidding docs prepared				> Ongoing bid for early procurement - Anti-virus - Internet - Firewall - Adobe	> Implemented Chatbot > Purchase Zoom application (for CO only)	> Ongoing bid for the remaining early procurement - Firewall - Adobe - Convergence System > Preparation for bid of Asset & Inventory System > Procured development of Asset & Inventory System	> Implemented Converge System > Ongoing development of Asset & Inventory System > Procured items: - Monitor, webcam, memory, external HDD - Canva - Additional Zoom license > PS-DBM ongoing procurement - desktop, laptops, MS Office licenses		
3. Administrative Services												
a. Human Resource Development												
1. Staff Development Program		> Trainings/seminars facilitated conducted	> Trainings/seminars facilitated conducted	> Trainings/seminars facilitated conducted	> Trainings/seminars facilitated conducted		> 2 local trainings availed and organized at Central Office  a. 1 internal training organized benefitting 38 participants (6 male and 32 female) b. 1 external training attended/participated by 3 employees (1 male and 2 female)  > No foreign training availed within the covered period  > On going BAC deliberation for the conduct of annual physical examination	> 18 local trainings availed and organized at Central Office  a. 5 internal training organized benefitting 264 participants (74 male and 190 female) b. 13 external training attended/participated by 30 employees (2 males and 28 female)  > No foreign training availed within the covered period	> 21 local trainings availed and organized  a. 5 internal training organized benefitting 461 participants (118 male and 343 female) b. 16 external trainings attended/participated by 39 employees (17 male and 22 female)  > No foreign-based trainings availed within the covered period	> 56 local trainings availed and organized at Central Office:  a. 9 internal training organized benefitting 457 participants (146 male and 311 female) b. 47 external training attended/participated by 117 employees (26 male and 91 female)  > No foreign-based trainings availed within the covered period due to travel restrictions during the quarantine period  > Held annual physical examination with the Asia Pacific Medical Diagnostics on November 17-18 > Held medical consultation on the results of APE on December 02 > Held pneumonia vaccinations for employees and their dependents on October 08, 09, 12	> 97 local trainings availed and organized at Central Office:  a. 20 internal training organized benefitting 457 participants (146 male and 311 female) b. 77 external training attended/participated by 117 employees (26 male and 91 female)  > No foreign-based trainings availed within the covered period due to travel restrictions during the quarantine period	
2. Health, Safety and Welfare Program									> Conducted webinar on "Building Emotional and Mental Resilience" on July 03 with Dr. Margarita Holmes as resource speaker	> Conducted webinar on "Tranquility @ the Workplace and @ the Home" on November 23 with Dr. Margarita Holmes as resource speaker		> Conducted two (2) webinars on mental health amidst the pandemic  > Conducted five (5) employees' engagement/teambuilding activity
Employees Benefits/Awards/Incentives							> 36 NOSI prepared/disseminated					
b. Personnel Management Services							> 19 appointments processed/issued		> 4 appointments processed/issued			
c. PRIME-HRM									> PRIME-HRM Level 2 Bronze awarded by CSC on 20 Sept. 2020 (CSC Res. No 1901094)			
4. Financial Management												
a. Financial Management		> Workshop conducted					> Financial workshop on closing of books conducted on 20-24 January 2020 at the Golden Phoenix Hotel in Manila					> Received "Unqualified Opinion" from COA for 2019
b. Allotment Utilization		> 25%	> 30%	> 30%	> 15%	> 100% fund utilization	> Allotment utilized as of March 2020 - PS: 21% - MOOE: 18% - CO: 0% - Total: 20%	> Allotment utilized as of June 2020 - PS: 47% - MOOE: 35% - CO: 0% - Total: 43%	> Allotment utilized as of September 2020 - PS: 68% - MOOE: 52% - CO: 0% - Total: 64%	> Allotment utilized as of December 2020 - PS: 97% - MOOE: 100% - CO: 98% - Total: 98%		
c. Cash Utilization		> 100% of NCA for the quarter > Reports submitted	> 100% of NCA for the quarter > Reports submitted	> 100% of NCA for the quarter > Reports submitted	> 100% of NCA for the quarter > Reports submitted	> 100% cash utilization	> 86% cash utilization  > Monthly Flash Performance Reports submitted to DOLE-FMS  > 1st quarter BFAR submitted on 29 April 2020	> 84% cash utilization  > Monthly Flash Performance Reports submitted to DOLE-FMS  > 2nd quarter BFAR submitted	> 83% cash utilization  > Monthly Flash Performance Reports submitted to DOLE-FMS  > 3rd quarter BFAR submitted on 30 October 2020	> 89% cash utilization  > Monthly Flash Performance Reports submitted to DOLE-FMS		> 4th quarter report is due for submission on or before the 30th of January 2021
Prepared by:		In coordination with:				Approved by:						
 LOURDES M. SECILLANO Chief, Planning and Information Division		 EDITHA M. SAUS Chief, Financial Management Division				 MARIA CRISELDA R. SY Executive Director						
												24 February 2021

In: Planning/Agency Per. Reports 2021 Physical Report of Oper