

PHYSICAL AND FINANCIAL REPORT OF OPERATIONS

PROFESSIONAL REGULATION COMMISSION (PRC)

MAJOR FINAL OUTPUTS/ PERFORMANCE INDICATORS		BASELINE 2013	2014 PHYSICAL PERFORMANCE			2014 FINANCIAL PERFORMANCE		
			ANNUAL TARGET	1 ST QUARTER ACCOMPLISHMENT	%	ANNUAL ALLOCATION	1 ST QUARTER UTILIZATION	%
MFO1 -: REGULATION OF PROFESSIONAL SERVICES								
1	Number of license registration and certification applications acted upon	New indicator	642,465	191,967	30%	27,506	12,722	46%
2	Percentage of licensed professionals with one or more complaints in the last three years	New indicator	.0022%	3,853/3,705,549	.0010%			
3	Percentage of applications acted upon within two (2) days of filing	New indicator	100%	100% of applications filed (65,429)	100%	104,190	25,575	25%
4	Number of investigations of complaints	1,113	892	278	31%	38,066	8,650	23%
5	Number of licensed, registered or certified professionals with three (3) or more complaints recorded complaints or breaches over the last three years as a percentage of the total number of professionals with one or more recorded breaches or complaints	New indicator	0%	0%	0%			
6	Percentage of complaints against professionals responded to within two (2) days after filing of complaint	New indicator	100%	100% of 137 complaints received, filed and docketed	100%			
7	Percentage of cases resolved within three (3) months	New indicator	3.5%	96 out of 3,949 cases resolved	2.4%			

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JANE R. SEVESES
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TERESITA R. MANZALA
Chairperson

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FMS + 7/07/2014

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PROFESSIONAL REGULATION COMMISSION (PRC)

MAJOR FINAL OUTPUTS/ PERFORMANCE INDICATORS		BASELINE 2013	2014 PHYSICAL PERFORMANCE			2014 FINANCIAL PERFORMANCE		
			ANNUAL TARGET	ACCOMPLISHMENT As of June 30, 2014	%	ANNUAL ALLOCATION	UTILIZATION As of June 30, 2014	%
MFO1 -: REGULATION OF PROFESSIONAL SERVICES								
1	Number of license registration and certification applications acted upon	New indicator	642,465	301,693*	47%	42,506	36,171	85%
2	Percentage of licensed professionals with one or more complaints in the last three years	New indicator	.0022%	(3,855)/(3,784,053)	.0010%			
3	Percentage of applications acted upon within two (2) days of filing	New indicator	100%	100% of applications filed (244,501)*	100%	94,190	48,673	52%
4	Number of investigations of complaints	1,113	892	750	84%	38,066	17,816	46%
5	Number of licensed, registered or certified professionals with three (3) or more recorded complaints or breaches over the last three years as a percentage of the total number of professional with one or more recorded breaches or complaints	New indicator	0%	0%	0%			
6	Percentage of complaints against professionals responded to within two (2) days after filing of complaint	New indicator	100%	100% of 314 complaints received, filed and docketed	100%			
7	Percentage of cases resolved within three (3) months	New indicator	3.5%	240 out of 3,855 cases resolved	6%			

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