

## D. NATIONAL TELECOMMUNICATIONS COMMISSION

## STRATEGIC OBJECTIVES

## SECTOR OUTCOME

Private sector-led through enabling regulatory environment that ensures competition for the provision of Information and Communications Technology (ICT) infrastructure and services.

## ORGANIZATIONAL OUTCOME

Access to telecommunications developed or enhanced.

## PERFORMANCE INFORMATION

## KEY STRATEGIES

1. Improve organizational performance through systems improvement and in the conduct of NTC's regulatory and enforcement services, including consumer welfare and protection, financial stewardship, and internal processes, to increase NTC's productivity and organizational effectiveness.,
- 2) Enhance technical and administrative capability of personnel through various capacity building activities and interventions, including leadership and management, to improve individual employee efficiency and welfare.,
- 3) Upgrading of physical assets of Central and Regional Offices to support attainment of the major final outputs of NTC.,
- 4) Pursue strategic linkages, cooperation and collaboration with other regulatory and enforcement entities on matters pertaining to NTC's mandate.,
- 5) Enhance consumer and stakeholder involvement in the formulation of rules affecting consumer welfare and protection to promote participatory governance.,
- 6) Institutionalize compliance with good governance requirements to promote transparency and accountability.,
- 7) Strengthen support on disaster risk reduction and management through acquisition of Rapid Deployment Communication Systems for Central and Regional Offices.

## ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)

## BASELINE

## 2017 TARGETS

Access to telecommunications developed or enhanced.

Increased access to reliable telecom service providers at just and reasonable rates

CMTS coverage = 99.38%  
Broadband connection = 60.90%

1. All municipalities and barangays are covered with CMTS service
2. All municipalities and barangays have broadband connection
3. All public high schools have broadband connection
4. 22.23% of public elementary schools have broadband connection

Increased broadband speed at just and reasonable rates

ASEAN Average Speed = 12.4 Mbps  
Global Average Speed = 17.5 Mbps

Minimum broadband speed of 15 Mbps (download) and 10 Mbps (upload)

## MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

## 2017 Targets

## MFO 1: REGULATORY AND ENFORCEMENT SERVICES

## Licensing

Percentage of licenses, permits, registrations and certificates processed rated good or better	100%
Percentage of licenses, permits, registrations and certificates issued within prescribed time	100%
Number of licenses, permits, registrations and certificates issued	2, 256, 000

## Monitoring

Number of frequency channel assignments made	26, 000
Percentage of complaints received against frequency channel assignments made	<2%
Percentage of frequency channel assignments made within prescribed time	100%

## Enforcement

Number of authorization cases disposed	360
Number of administrative cases disposed	1, 670
Percentage of disputes received against cases disposed	<3%
Percentage of administrative cases disposed	>89%
Percentage of authorization cases disposed within the prescribed time	100%
Percentage of administrative cases disposed within the prescribed time	100%
Number of radio stations inspected	136, 500
Percentage of improvement in radio stations inspected over last year	>5%
Percentage of inspection reports submitted within twenty-four (24) hours after inspection	>89%