No. of investors assisted 4,419
% of investors who rate DI assistance as satisfactory or better 95%
% of business requests for assistance responded to within three (3) days 95%

**MFO 4: CONSUMER PROTECTION SERVICES**

No. of advocacy initiatives undertaken 3,987
% of clients who rate DI advocacy initiatives as satisfactory or better 75%
% of advocacy initiatives implemented as programmed and on schedule 93%

No. of complaints processed and resolved 5,000
% of participants in complaint hearings who rate the fairness of the process as satisfactory or better 90%
% of processed consumer complaints resolved within prescribed time by mediation within 10 working days after filing and arbitration within 20 working days if failed by mediation 78%

**MFO 5: BUSINESS AND TRADE REGULATORY SERVICES**

**Licensing and Registration**

No. of business name applications processed 367,241
% of clients who rate the service as satisfactory or better 90%
% of business names registered within fifteen (15) minutes 90%
No. of applications for business licenses, permits, registrations, authorities processed 38,920
% of clients who rated DIIs licensing/accreditation system as satisfactory or better 90%
% of license/ accreditation applications acted upon within the prescribed time 90%

**Monitoring**

No. of compliance inspections carried out 18,024
% of inspections carried out that result in a notice of violations 90%
% of license or authorized entities inspected within effectivity of license 90%

**Enforcement**

No. of firms monitored 55,798
% of violating firms penalized 90%
% of violating firms penalized complying with the penalty within prescribed time as contained in the decision 90%

NOTE: Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

### B. BOARD OF INVESTMENTS

**STRATEGIC OBJECTIVES**

**Mandate**

The Board of Investments (BOI) is the primary agency in charge of developing globally-competitive industries and services sector as well as promoting investments in the country. Specifically, it is mandated to develop an effective industrial development and investment promotion strategy for the country: build effective partnerships to promote the growth of industries/sectors; formulate policies to provide a business-friendly environment; target, anticipate and generate investments by applying effective marketing tools and approaches; and facilitate investment services to meet clients' needs.

**Vision**

It envisions a country with competitive industries providing stable job opportunities by 2016.

**Mission**

Provide investors with opportunities for investments, comprehensive business support services and fair, predictable and consistent industry policies.
KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

1. Improved business environment
2. Increased productivity and efficiency

ORGANIZATIONAL OUTCOME

1. Competitive industries developed towards realizing the country’s industrialization strategy
2. Investments increased

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Linkage of industry development and trade policy
2. Implementation of the Comprehensive National Industry Strategy (CNS)
3. Focused investment marketing and promotion strategy
4. Improvement of investment facilitation services
5. Rational and competitive incentives
6. Modernization of BOI

ORGANIZATIONAL OUTCOMES (OOS) / PERFORMANCE INDICATORS (PIs)  

<table>
<thead>
<tr>
<th></th>
<th>BASELINE</th>
<th>2015 TARGETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competitive industries developed towards realizing the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>country's industrialization strategy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>% share of manufacturing to GDP</td>
<td>23.00%</td>
<td>23.50%</td>
</tr>
<tr>
<td>% increase in employment generated in manufacturing sector</td>
<td>3,185,000</td>
<td>1.10% (3,220,035)</td>
</tr>
</tbody>
</table>

Investments increased

|                                                                 |          |              |
| % increase in the amount of BOI-approved investments            | Php 491.05 B | 10% (Php 540.15 B) |
| No. of employment generated by BOI-approved companies           | 42,000   | 46,000       |

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MFO 1: INDUSTRY DEVELOPMENT AND INVESTMENT POLICY SERVICES</td>
<td></td>
</tr>
<tr>
<td>1. No. of plans and policies updated, issued and disseminated</td>
<td>31</td>
</tr>
<tr>
<td>2. Ave. % of stakeholders who rate the plans and policies as</td>
<td>90%</td>
</tr>
<tr>
<td>satisfactory or better</td>
<td></td>
</tr>
<tr>
<td>3. % of policies updated over the last three (3) years</td>
<td>90%</td>
</tr>
<tr>
<td>4. No. of incentive applications processed</td>
<td>3,500</td>
</tr>
<tr>
<td>5. % of complete staff work in all incentive applications</td>
<td>90%</td>
</tr>
<tr>
<td>6. % endorsement to the Bureau of Internal Revenue (BIR) within</td>
<td>90%</td>
</tr>
<tr>
<td>the agreed timeframe</td>
<td></td>
</tr>
<tr>
<td>MFO 2: INVESTMENT PROMOTION AND FACILITATION SERVICES</td>
<td></td>
</tr>
<tr>
<td>1. No. of investors assisted</td>
<td>5,295</td>
</tr>
<tr>
<td>2. % of investors assisted who rate the assistance as</td>
<td>90%</td>
</tr>
<tr>
<td>satisfactory or better</td>
<td></td>
</tr>
<tr>
<td>3. % of investors' requests for assistance responded to within</td>
<td>90%</td>
</tr>
<tr>
<td>the three (3) days</td>
<td></td>
</tr>
</tbody>
</table>
C. CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES

STRATEGIC OBJECTIVES

MANDATE

The Construction Industry Authority of the Philippines (CIAP) promotes, accelerates and regulates the growth and development of the construction industry in conformity with national goals.

VISION

By 2016, the CIAP envisions a construction industry that has attained a respectable position in the international community.

MISSION

To promote, accelerate, and regulate the Philippine construction industry, enabling it to become a catalyst for national development.

KEY RESULT AREAS

Rapid, inclusive and sustained economic growth

SECTOR OUTCOME

A world-class Philippine construction industry

ORGANIZATIONAL OUTCOME

1. Professionalism in the construction industry ensured
2. Competitiveness of the construction industry increased

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Industry Policy Development
2. Contractors Licensing and Registration
3. Construction Services Export Development
4. Domestic Construction Development
5. Construction Contract Dispute Resolution

ORGANIZATIONAL OUTCOMES (OOS) / PERFORMANCE INDICATORS (PIs)  BASELINE  2015 TARGETS

Professionalism in the construction industry ensured

% increase in the number of licensed contractors 6,500  8% (7,020)

% increase in the number of contractors with ISO certifications 70 (1.08%) out of 6,500 licensed contractors 2% (130)