

**QUARTERLY PHYSICAL REPORT OF OPERATION**  
As of 31 December 2017

Department: Department of Foreign Affairs (DFA)  
 Appropriations: Current Year Appropriations  
 Agency: Office of the Secretary  
 Operating Unit: Home Office  
 Organization Code (UACS): 120011300085  
 Report Status: SUBMITTED

Particulars	UACS CODE	Physical Targets					Physical Accomplishments					Variance as of 31 Dec 2017	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=(3+4+5+6)	8	9	10	11	12=(8+9+10+11)	13	14
Part A													
I. Operations													
MFO 1: FOREIGN POLICY SERVICES	3010000000												
Quantity													
No. of policies developed and issued or updated and disseminated		1746	1746	1746	1746	6,982	2852	1462	2170	1934	8,418	1,436	The 2017 target of 6347 was based on the total targets of all MFO 1 offices of the Department.
Quality													
Percentage of stakeholders who rate foreign policies as good or better		90%	90%	90%	90%	90%	100%	92%	100%	96%	97%	7	In view of the absence of a formal stakeholder mechanism to have its foreign policy services rated by external clients, the DFA currently relies on estimates based on informal mechanisms/proxy measures, such as opinion surveys, written or verbal feedback, media coverage, etc.

<b>Timeliness</b>														
Percentage of policies that are reviewed, updated and disseminated in the last three years		90%	90%	90%	90%	90%	100%	93%	100%	98%	98%	8	The Department is in the process of refining its indicator in order to better assess the timeliness of its policy services, including their relevance and responsiveness.	
<b>MFO 2: DIPLOMATIC AND CONSULAR SERVICES</b>	3020000000													
<b>Quantity</b>														
No. of consular and legal documents issued		1072500	1072500	1072500	1072500	4,290,000	1194547	1127883	1151142	1,027,970	4,501,542	211,542		
No. of overseas Filipinos assisted		5000	5000	5000	5000	20,000	3578	2731	8,658	12,904	27,871	7,871		
<b>Quality</b>														
Percentage of clients that rate the services as good or better		90%	90%	90%	90%	90%	100%	100%	100%	100%	100%	10		
Percentage of Filipinos assisted who rate the DFA assistance as good or better		90%	90%	90%	90%	90%	95%	95%	100%	99%	97%	7		

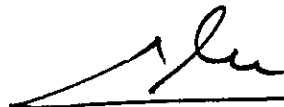
Timeliness													
Percentage of consular and legal documents issued within the prescribed period		100%	100%	100%	100%	100%	100%	98%	100%	100%	99.50%	-0.5	Timeliness for consular and legal documents issued within the prescribed period has 100% for the three quarters except for the 2nd Quarter which is 98%. Delays in passport released during the 2nd Quarter were experienced due to new Automated Fingerprint Identification System (AFIS) of the consular office which increased the hits of assumed identify cases among passport applicants.
Percentage of requests for assistance responded to within the prescribed period		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	ATN timeliness depend heavily on conditions in the host country as well as the complexity of cases (eg. repatriation of our nationals in certain countries in the Middle East require release papers from the local employers and exit visas from the host government).

Prepared by:




DENIS YAP LEPATAN  
Assistant Secretary  
Office of Policy Planning and Coordination  
Date: 31 January 2018

In coordination with:



ALEX G. CHUA  
Assistant Secretary  
Office of Fiscal Management Services  
Date: 31 January 2018

Approved by:



LINGLINGAY F. LAKANLALE  
Undersecretary for Administration  
(By Authority of the Secretary of Foreign Affairs)  
Date: 31 January 2018