

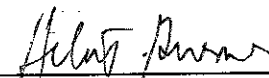
QUARTERLY PHYSICAL REPORT OF OPERATION
For the Quarter Ending 31 December 2013

DEPARTMENT OF FOREIGN AFFAIRS

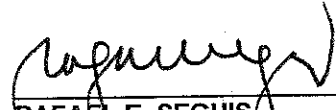
Program/Activity/Project MFO (1)	Performance Measures (2)	Physical Target (3)	Accomplishment (4)	Variance (5)	Remarks (6)
MFO 1: Foreign Policy Services					
a. Policies on National Security/National Concerns	<u>Quantity:</u> Number of policies developed and issued or updated and disseminated	800	1,123	+323	Major regional and international meetings, such as the ASEAN and APEC Summits, which were held in the 4 th quarter of 2014, contributed to the significant variance.
b. Policies on Economic Diplomacy	<u>Quality:</u> Percentage of stakeholders who rate foreign policies as good or better	90%	95%	+5%	
c. Policies on ATN	<u>Timeliness:</u> Percentage of policies that are reviewed, updated and disseminated in the last three years	90%	95%	+5%	
MFO 2: Diplomatic and Consular Services	<u>Performance Indicator Set 1:</u>				
a. Consular Services	<u>Quantity:</u> Number of consular and legal documents issued	723,353 (688,353 passports and 35,000 visas)	655,335 (616,926 passports; 38,409 visas)	-68,018	Passport issuance is demand-driven and difficult to project. Visa figures are based on partial reports from Foreign Service Posts. Decrease in number of visa applicants can be attributed to the implementation of FSC No. 90-13 on the extension of Visa-Free Entry from 21 days to 30 Days effective 01 August 2013.
	<u>Quality:</u> Percentage of clients that rate the services as good or better	90%	95%	+5%	

b. Assistance to Nationals Services	<u>Timeliness</u> : Percentage of consular and legal documents issued within the prescribed period	100%	97.5%	-2.5%	The targets were set based on the number of overseas Filipinos assisted in 2012, which was higher than usual due to developments in the Middle East which necessitated the repatriation of large numbers of OFWs. The reduction in the number of Filipinos assisted in the latter part of 2013 may be taken as a positive indication that there were fewer Overseas Filipinos in distress because of fewer crisis situations around the world.
	<u>Performance Indicator Set 2:</u>				
	<u>Quantity</u> : Number of overseas Filipinos assisted	5,000	2,500	-2,500	
	<u>Quality</u> : Percentage of Filipinos assisted who rate the DFA assistance as good or better	90%	95%	+5%	
	<u>Timeliness</u> : Percentage of requests for assistance responded to within the prescribed time period	100%	95%	-5%	

Prepared by:


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 Date: 5 February 2014

Approved by:
 For the Secretary of Foreign Affairs:


 RAFAEL E. SEGUIS
 Undersecretary for Administration
 Date: 5 February 2014

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