

DEPARTMENT OF FOREIGN AFFAIRS

QUARTERLY PHYSICAL REPORT OF OPERATION  
For the Quarter Ending 31 March 2014

BAR NO. 1

Program/Activity/Project MFO (1)	Performance Measures (2)	Physical Target (3)	Accomplishment (4)	Variance (5)	Remarks (6)
<p>MFO 1: Foreign Policy Services</p> <p>a. Policies on National Security/National Concerns</p> <p>b. Policies on Economic Diplomacy</p> <p>c. Policies on ATN</p>	<p><u>Quantity: Number of policies developed and issued or updated and disseminated</u></p> <p><u>Quality: Percentage of stakeholders who rate foreign policies as good or better</u></p> <p><u>Timeliness: Percentage of policies that are reviewed, updated and disseminated in the last three years</u></p>	<p>800</p> <p>90%</p> <p>90%</p>	<p>1065</p> <p>90%</p> <p>100%</p>	<p>+265</p> <p>0</p> <p>+10%</p>	<p>More policy recommendations were generated than expected because of the high number of official visits exchanged and bilateral consultations conducted.</p>
<p>MFO 2: Diplomatic and Consular Services</p> <p>a. Consular Services</p>	<p><u>Performance Indicator Set 1:</u></p> <p><u>Quantity: Number of consular and legal documents issued</u></p> <p><u>Quality: Percentage of clients that rate the services as good or better</u></p>	<p>791,005 (696,005 passports and 95,000 visas)</p> <p>90%</p>	<p>881,105 (782,310 passports And 98,795 visas)</p> <p>90%</p>	<p>+90,100</p> <p>0%</p>	<p>Since they are demand-driven, the number of those applying for consular services is difficult to predict accurately. The expansion of the Department's consular network and outreach services may have contributed to the significantly higher than expected number of passports issued.</p>

<p>b. Assistance to Nationals Services</p>	<p><u>Performance Indicator Set 2:</u>  <u>Quantity:</u> Number of overseas Filipinos assisted  <u>Quality:</u> Percentage of Filipinos assisted who rate the DFA assistance as good or better  <u>Timeliness:</u> Percentage of requests for assistance responded to within the prescribed time period</p>	<p>100%</p>	<p>92.5% (85% for passports, 100% for visas)</p>	<p>-7.5%</p>	<p>As with consular services, ATN services are demand-driven, and a decrease in the number of those assisted signifies a lower number of Filipinos in distress who seek the help of the Department and its network of FSPs.</p>
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