



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Energy Regulatory Commission	OUTPUTS	DEPARTMENT BUDGET FY 2012 (In Million PhP)	OVERALL RESULTS ASSESSMENT		
			SERVICE / PRODUCT RESULTS		
			PERFORMANCE INDICATORS	FY 2011 ACTUAL ACCOMPLISHMENT	FY 2012 TARGET
<p>The Energy Regulatory Commission (ERC) ensures the adequate promotion of consumer interests and customer choice; promotes competition, encourages market development, and penalizes abuse of market power. It is also responsible for enforcing the implementing rules and guidelines of the EPIRA.</p>	<b>MAJOR FINAL OUTPUTS</b>				
	Regulatory and Market Operations Services	PhP27.59	Number of permits and licenses issued within the prescribed processing time	4,313 permits and licenses	2,670 permits and licenses
			Percentage of rules promulgated that are accessible and compliant with standards set	100 percent	100 percent
	Adjudication Services	PhP41.40	Percentage of contested cases decided within 90 days from submission for resolution	70 percent	61.5 percent
			Percentage of Decisions promulgated that are accessible	100 percent	100 Percent
			Number of audit activities conducted to verify compliance to the rules and regulations of the ERC	45 audit activities	314 audit activities
	Consumer Welfare, Protection & Education Services	PhP42.26	Percentage of complaints resolved at pre-hearing stage	73 percent	75 percent
			Number of frontline services rendered within the prescribed time	4,258 frontline services	4,812 frontline services
			Number of watt-hour meters (new and in-service) tested and calibrated (including reference standards and tampered meters monitored)	1,767,462 watt-hour meters	5,521,339 watt-hour meters
	<b>STO and GASS</b>				
	Support to Operations	PhP11.66	Summary of actions taken during the Commission Meeting submitted to the Executive Director within two (2) days from date of the Commission Meeting	75 percent	91 percent
			Percentage of efficiency and reliability in management of information system (11 hours / 5 days a week)	0 percent	95 percent
	General Administration and Support Services	PhP90.81	Percentage of accurate and complete services on cash advances were delivered upon request without delay	80 percent	85 percent
			Percentage of requests acted upon within the prescribed processing time	80 percent	82.5 percent