



**REGION**

**2021 ANNUAL REPORT**





## **Vision**

*By 2040, the Philippines will be a prosperous, predominantly middle-class society where no one is poor, our people will live long and healthy lives, be smart and innovative, and will live in a high-trust society.*

## **Mission**

*DTI is the main economic catalyst that enables innovative, competitive, job-generating, inclusive business, and empowers consumers.*

## **Values**

**Passion, Integrity, Creativity, Competence, Synergy, Love of Country**

# MESSAGE

**MARIA BELEND A Q. AMBI**  
*Regional Director*



2021 was a defining year for all of us. We may have already adjusted to the ways of doing things a year into the global pandemic, but we were still faced with mobility restrictions, and economies across the world have not yet fully reopened. Operational challenges persisted for micro, small, and medium enterprises (MSMEs) that comprise majority of businesses in the region, and consumers were faced with looming inflation and unstable supply of goods and services.

Given these pressing concerns, the DTI 11, as a team, intensified its response through more proactive implementation of programs, and services that aided in business recovery and transition into the post-pandemic operational environment, and ensured that consumers have access to a stable supply of basic necessities, and prime commodities at affordable prices. We also continued to innovate the way we do things to ensure sustainability, and continuous development in the delivery of **"Serbisyon Higit Pa Sa Inaasahan"**.

Regular interventions were implemented on a hybrid setup— through online platforms and face-to-face sessions, to maximize impact and guarantee unhampered provision of services despite the changing policies and guidelines primarily caused by fluctuations in the number of COVID-19 cases, and vaccination progress.

As a result of these efforts, DTI 11 was able to assist 25,184 MSMEs, 86% of which come from the priority industries, through regular programs such as the Kapatid Mentor ME (KMME) and trade fairs, tailor-fit interventions by the Negosyo Centers, capability-building initiatives, and industry-academe collaborations such as the Innovation for Business Recovery Plan project of the Innovation through Science, Technology, and Risk-resilient based Initiatives toward Knowledge Economy Davao Regional Inclusive Innovation Center (iSTRIKE Davao RIIC) where the DTI 11 serves as a secretariat, and one of its key member agencies.

We facilitated financial assistance primarily through the Small Business Corporation's Pondo sa Pagbabago at Pag-asenso (P3) Cares program to enable MSMEs to have access to additional capital for operational improvements, expansions, and adjustments in preparation for rebound and integration post-pandemic.

We are glad to note that in 2021, we have been instrumental in the release of 1,919 loans, aggregately worth Php 285.12 Million. 2,217 livelihood kits were also distributed to beneficiaries in 179 barangays through the Livelihood Seeding Program- Negosyo Serbisyo sa Barangay to contribute to poverty alleviation efforts by maximizing the barangays' economic empowerment, and income potential.

Augmenting these interventions, and driven by our mission to be the main economic catalyst for innovative, competitive, and inclusive businesses, the DTI 11 ascertained holistic value-chain development through continued efforts in exports, and investment promotion, with 215 exporters, and 172 investors assisted in the priority industries that collectively broadened product and service reach, and increased income and job potential in Davao Region. E-commerce initiatives were likewise implemented to help the online transition of enterprises, with 12,265 MSMEs onboarded to various digital platforms.

Consumer protection was likewise intensified through price trending of 114 firms across the region, and formalization of 11 partnerships with private organizations, and consumer groups to help monitor compliance to pertinent laws and regulations. A total of 21 firms were conferred with the Bagwis Award in recognition of their efforts to uphold the rights of consumers through responsible business ethics, while those found to be in violation were penalized accordingly. Enhancements in our complaint resolution system were also introduced, and we are happy to note that as a result, we were able to resolve all of the 384 complaints received regionwide.

The Rural Agro-enterprise Partnership for Inclusive Development and Growth (RAPID Growth) Project, funded by the International Fund for Agricultural Development (IFAD) was mobilized to link the small farmers, farmer organizations with institutional markets and mainstream them in the priority agri-based value chains. As of 2021, the project benefitted 4,961 farmers and MSMEs in the region through interventions such as upskilling, product upgrading, capacity building, and technology onboarding. 19 Commercial Partnership Agreements were also signed to formalize said market and production partnerships.

In our desire to contribute to DTI's overall goal to become the **"Agency of Choice"**, we made sure to uphold the highest standards of integrity and competence in administrative operations, and performance of duties. This allowed us to accomplish a 98% utilization rate for the year, garnering a very satisfied rating of 96% from our clients. We also placed a premium in the lifelong learning and continued development of the DTI 11 team in recognition of their individual efforts that contributed to the sustained excellent performance through creative incentive and recognition programs and competency-building activities, with all of the employees effectively capacitated through several learning, and enhancement programs.

It is indeed in these challenging times that we realize the value of inclusive collaboration with stakeholders from the public, and private sector. Alone, we can only do so much, but as a result of our combined efforts, we were able to bounce back from the effects of the pandemic. The journey has been difficult, but it certainly was fulfilling, and we extend our utmost thanks and appreciation to all of our partners, and collaborators.

As you read through our performance journey in this DTI 11 2021 Annual Report, keep in mind that our story is one of resilience and recovery; of how we are able to come together in the pursuit of innovation and creativity to overcome challenges and be able to do our job as excellently as possible, in the service of the Filipino people, and all for the greater glory of God.

***Mabuhay tayong lahat!***



SCORECARD

# BOTTOMLINES

# EXPORTS & INVESTMENTS DEVELOPMENT



Assisted **216** exporters in the priority industries



Assisted **172** investors in the priority industries

# MSME DEVELOPMENT



Assisted **25,184 MSMEs**. Of which **21,685** are from the priority industries



Established and maintained **53 Negosyo Centers** nationwide



Facilitated **8,538** business registrations applied through the Negosyo Center within 15 days



Processed and issued **560** BMBE certificates within the prescribed time



Graduated **96 mentees** out of 100 mentees enrolled in the KMME Program



Maintained **96 operational SSFs** out of the **99 SSFs established**



Assisted **12,265 MSMEs** doing ecommerce



Developed **577** prototypes

# MSME DEVELOPMENT



Facilitated the filing of **93** IP applications

# CONSUMER PROTECTION & ADVOCACY



Monitored **114** firms for price trending



Processed **1,962** permits and licenses within the prescribed time



Penalized **4** violating firms within the prescribed time



Forged **11** MOA/MOUs with private organizations



Processed **34** applications for new and upgraded Bagwis Awardees



Resolved all **384** complaints received regionwide

# GOVERNANCE



**98%**

**Obligation Utilization Rate (OBUR)**

*Php 134.38M was obligated from the Php 136.93M appropriated*

**93%**

**Disbursement Utilization rate (DBUR)**

*Php 124.50M was disbursed from the Php 134.38M fund obligated*



**100%**

All 111 employees were capacitated

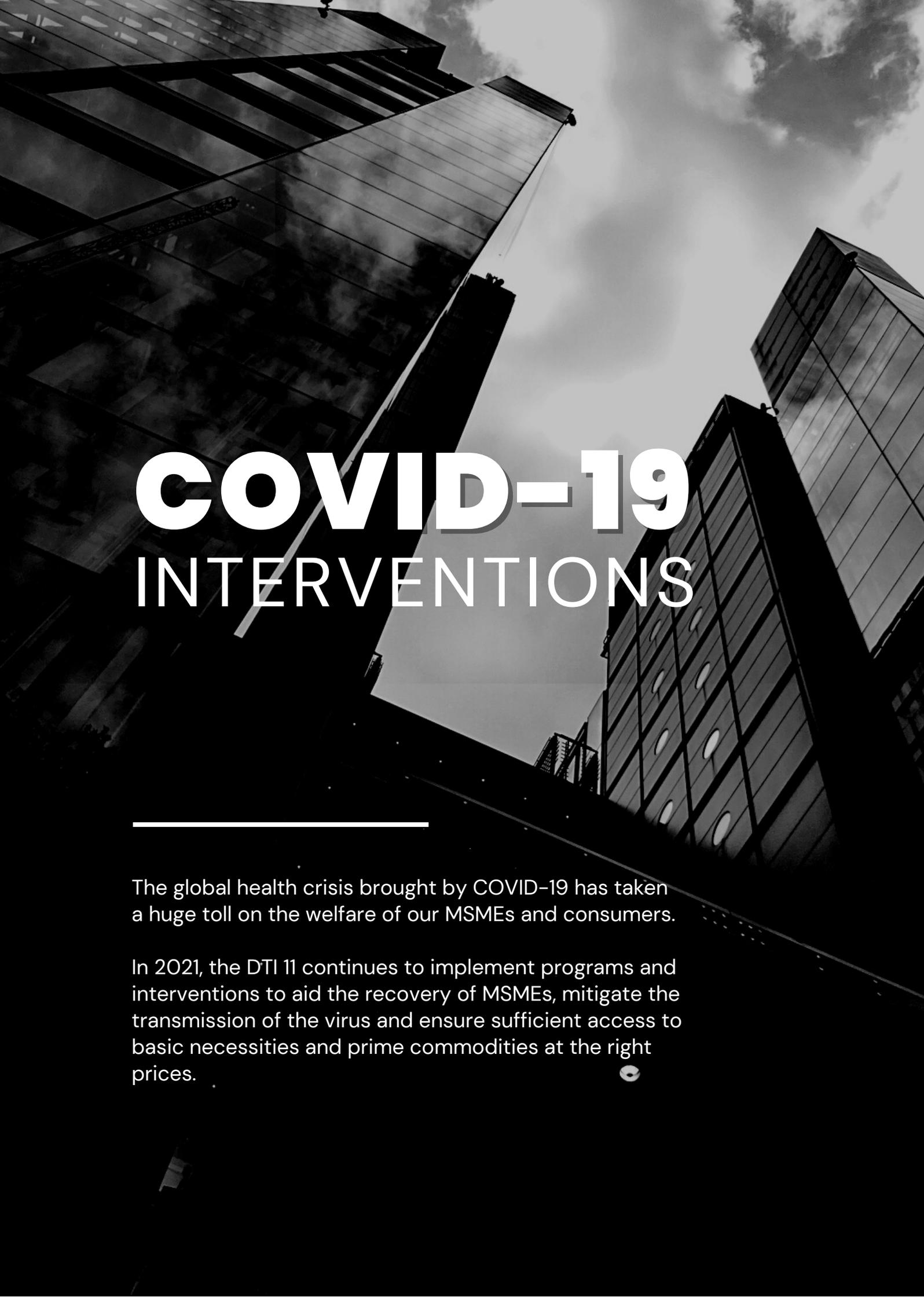


**95.79%**

client satisfaction feedback rating



**Maintained its Enhanced Level 2 Accreditation under the PRIME-HRM**



# COVID-19 INTERVENTIONS

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The global health crisis brought by COVID-19 has taken a huge toll on the welfare of our MSMEs and consumers.

In 2021, the DTI 11 continues to implement programs and interventions to aid the recovery of MSMEs, mitigate the transmission of the virus and ensure sufficient access to basic necessities and prime commodities at the right prices.

# Monitoring of Establishments

DTI 11 continues to commit in its role to ensuring that consumers and the general public are protected against the spread of the COVID-19 virus.

Together with the Department of Labor and Employment (DOLE) 11, the agency intensified its monitoring of business establishments to check their compliance with the **minimum public health standards (MPHS)**.



1,421  
workplaces  
monitored

533 barbershops,  
salons, and food  
establishments  
monitored



The non-compliant establishments were endorsed to the concerned LGUs for appropriate action.





# Safety Seal Certification

Meanwhile, to support the existing efforts in curbing the spread of the disease, the Inter-Agency Task Force (IATF) directed several concerned government agencies, including DTI, to implement the Safety Seal Certification program. This aims to ensure that public places strictly comply with the minimum public health standards and other related protocols and requirements to operate safely.

The agency is responsible for the approval of applications and the monitoring of the following establishments:



groceries, supermarkets, and membership shopping clubs



convenience stores



outlets of logistics service providers



barbershops and salons



construction supply/hardware stores



service and repair shops

In 2021, a total of **165 applications** were received from these establishments. Of which, **101 establishments were approved**, **22 were for inspection**, and **two were approved for renewal**.

The remaining **40 applications** were denied since these establishments were not under the jurisdiction of the agency based on the program's guidelines.





# Presyo Diskwento Caravan

To aid consumers in these trying times, the agency made basic goods available at affordable prices through its Presyo Diskwento Caravan.

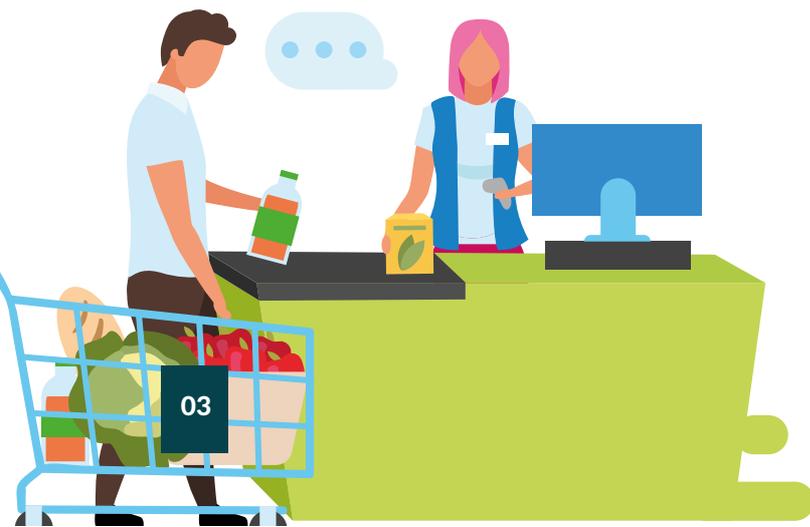
The basic necessities and prime commodities (BNPCs) are offered at discounted prices or much lower than the SRP



**8** caravans conducted nationwide

*The office partnered with the Department of Agriculture's Kadiwa Program and the LGUs in half of these caravans.*

These reached a total of **6,687 households** in **35 barangays** and generated **Php 3.833 million** in sales.



# NEGOSYO SERBISYO sa BARANGAY

Aside from consumers, DTI 11 also assisted the micro-enterprises affected by the pandemic through the Negosyo Serbisyo sa Barangay (NSB). The program aims to maximize the barangays' potential to become economically independent and more effective partners in attaining national goals.

**179**

identified disadvantaged  
barangays

**3,302**

MSMEs assisted

**12,646**

individuals participated in the  
information dissemination  
activities





**566**  
capacity-building  
activities

**5,277**  
clients participated



**2,271**  
beneficiaries

*The kits included packages for a sari-sari store, egg retailing, food processing, and farming.*

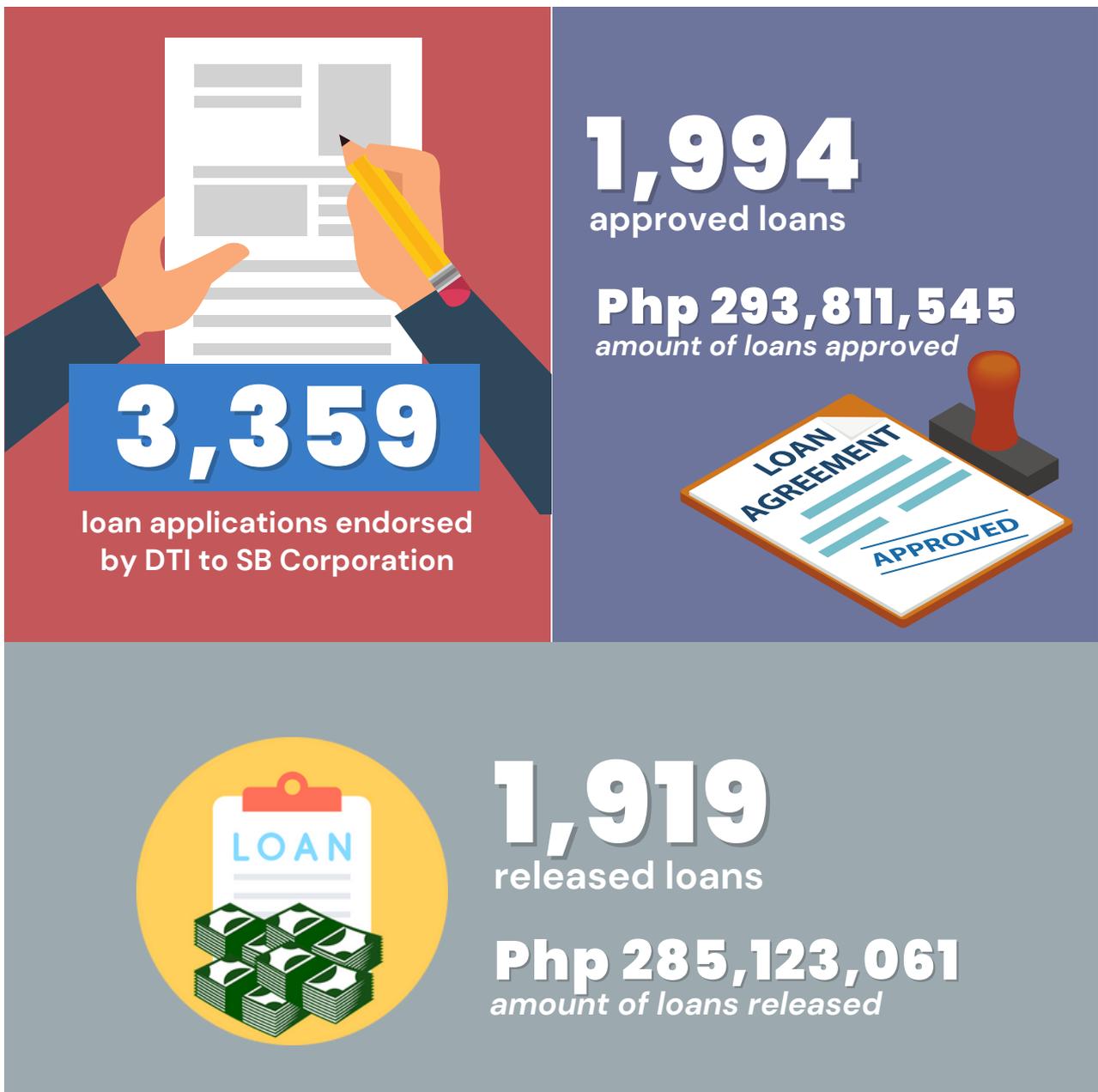


# Facilitation of Financial Assistance

The DTI 11 also extended financial assistance to MSMEs, through its financing arm, the Small Business Corporation.

The office endorsed **3,359 loan applications** for the Pondo sa Pagbabago at Pag-aseño Covid-19 Assistance to Restart Enterprises (P3 CARES) Program.

Of these, **1,994 loans** were approved, amounting to **Php 293,811,545**. Meanwhile, **1,919 loans** were released, in the sum of **Php 285,123,061**.





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# EXPORTS & INVESTMENTS

# TRADE Promotion

Resiliency, creativity, and flexibility in providing and facilitating virtual and physical interventions resulted to the participation and facilitation of **31 trade fairs in 2021**.

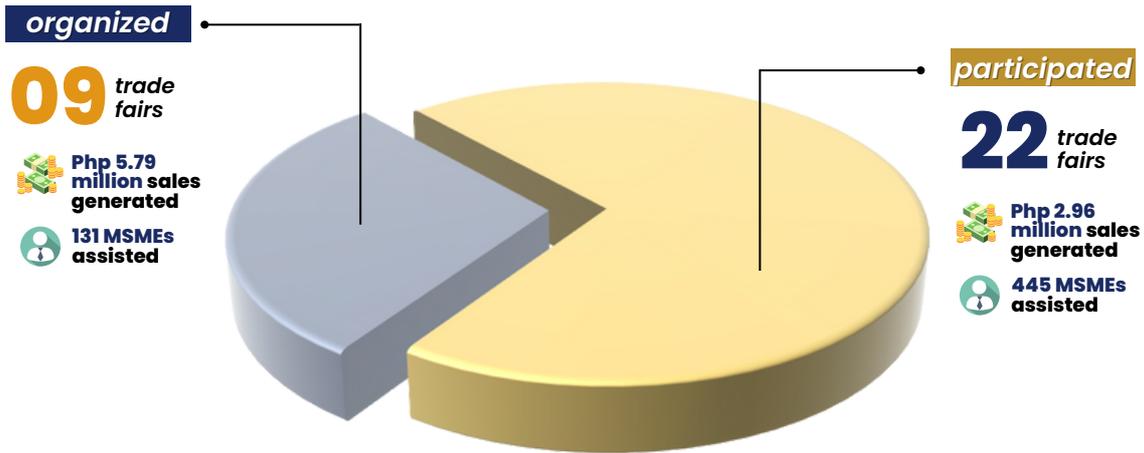
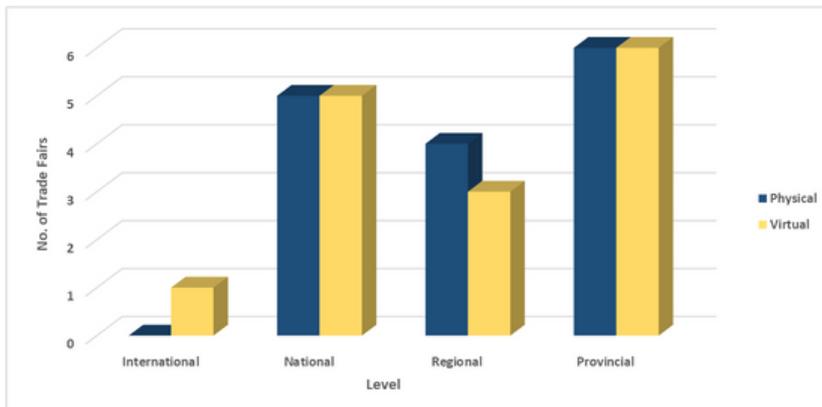


Figure 1 - Distribution of trade fairs organized and participated, 2021

Figure 2 - Trade Fairs conducted and organized per level, 2021



Most of the trade fairs in 2021 were organized at the provincial level with **12 trade fairs**. Provincial trade fairs were also the major contributor to sales generated for the year at **Php 6M**.

The reduction in the national and international trade fair participation was due to travel restrictions and the cancellation of some trade fairs as precautionary measures against the spreading of the Covid-19 virus.

**16** virtual trade fairs  
**439** MSMEs assisted  
**Php 7.28M** sales generated



**15** physical trade fairs  
**137** MSMEs assisted  
**Php 1.47M** sales generated

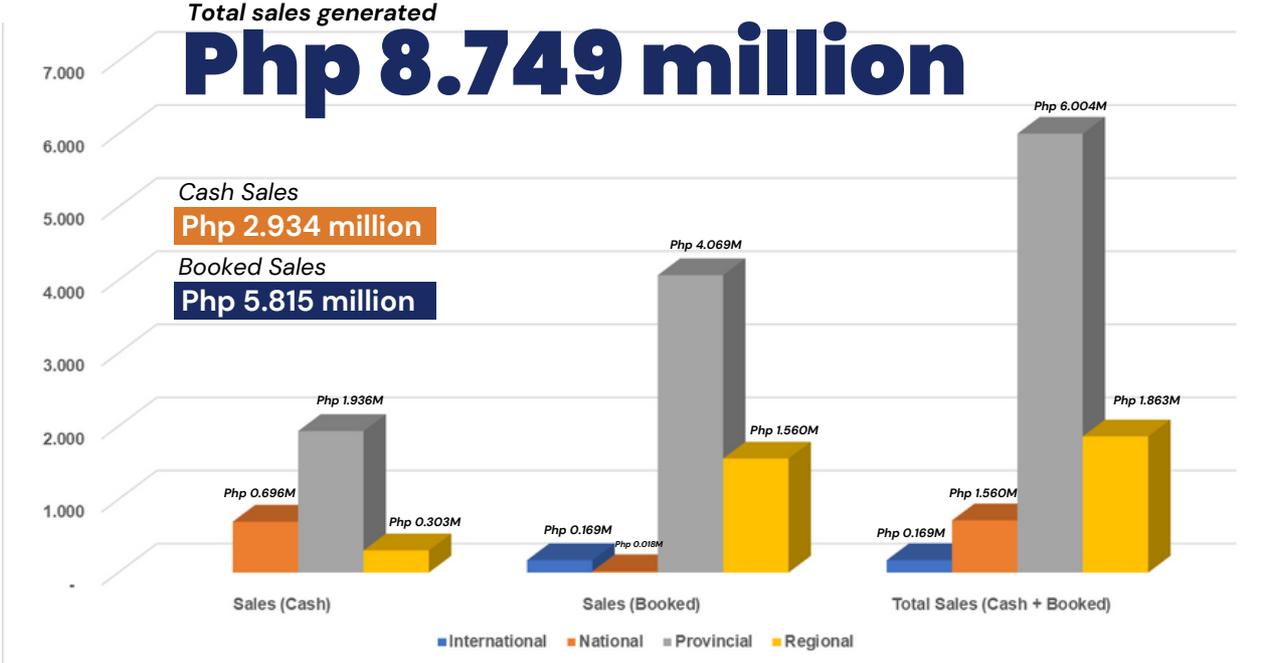


Figure 3 - Amount of Trade Fair Sales Generated, 2021

# Product Development and Promotion

**577** prototypes developed

**390** OTOB NextGen  
**167** Product Dev Activities  
**20** Davao FabLab Hub



DTI 11 conducted Brand Equity Seminars to establish the brands of the assisted MSMEs. DTI-Davao City assisted 5 Agrarian Reform Beneficiaries Organizations during the Product Consultancy and Brand Seminar on March 25, 2021.

Meanwhile, DTI-Davao Occidental assisted 10 MSMEs on Brand Equity Seminar and IPO registration, which resulted in the submission of four IPO applications.



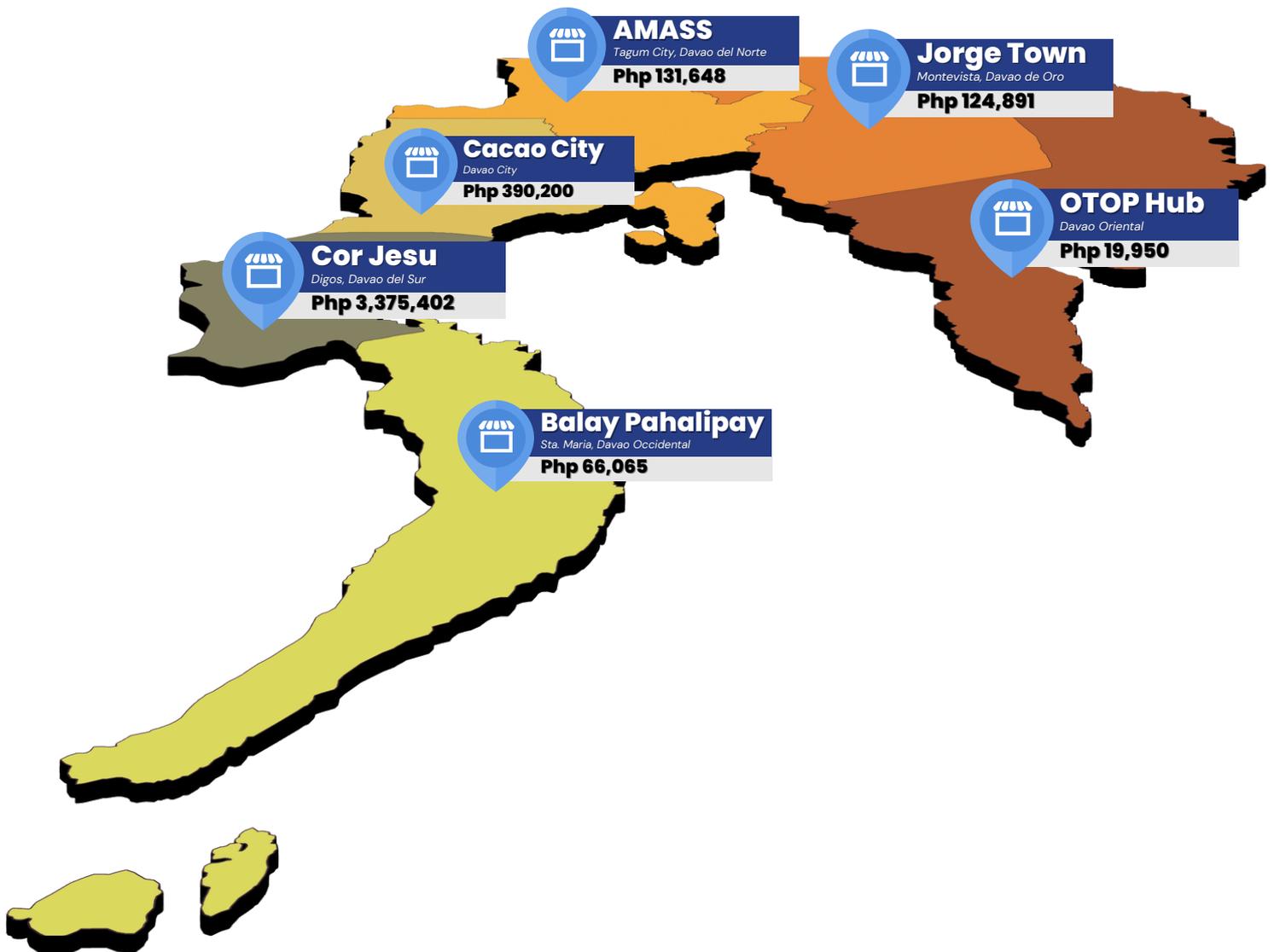


**PHILIPPINES**  
ONE TOWN, ONE PRODUCT



**Php 4.29M**

*OTOP Hub generated sales*





**PHILIPPINES**  
ONE TOWN, ONE PRODUCT



OTOP Philippines is for creating a stronger design and creative industry in the Philippines for the benefit of the Filipino MSMEs.

OTOP Philippines created the OTOP Next Gen: MODA Manlilikha 2021 Advanced Designers' Competency Course Batch 1 Phase 2 to further enhance the capacity of student designers from all over the Philippines on areas such as critical and creative thinking, visual literacy, technical competency and professional ethics, among others, by meeting globally-accepted quality standards.

As such, DTI 11 facilitated the participation of four student designers to the Modernong Obra, Disenyong Atin (MODA) 2 which commenced last December 10, 2021. The modules of this course focused on the study of culture, design-driven solutions and national identity.

The graduates are expected to contribute significantly to the growth and development of Philippine culture and the creative industry.

On December 29, 2021, DTI 11, in partnership with the Mindanao Trade Expo Foundation, Inc. (MTEFI), and LTS Malls, Inc., launched the Buy Local by Lokals! Pop Up Store at NCCC Victoria Plaza, Davao City with 14 participating MSMEs.

This aimed to showcase what the region has in store for everyone despite the varying tastes and preferences.

This served as a marketing vehicle to promote and champion these products by striking a balance between quality assurance and compliance with the required standards, including the Food and Drugs Administration permits.





# BIMP-EAGA

BRUNEI DARUSSALAM—INDONESIA—MALAYSIA—PHILIPPINES  
EAST ASEAN GROWTH AREA

Amid the health crisis, DTI 11 carried out trade and investment promotion projects and activities under the BIMP-EAGA Program, through two EAGA bodies, namely: BIMP-EAGA Trade and Investment Facilitation Cluster and BIMP-EAGA SME Development Working Group.

The BIMP-EAGA Trade and Investment Facilitation Cluster and BIMP-EAGA SME Development Working Group through the guidance of BIMP-Facilitation Center, National Secretariat and Asian Development Bank, convened special virtual meetings to provide a venue for sharing information on the impact of the pandemic to the trade facilitation sector, agree on areas for collaboration with other working groups and clusters to sustain the efforts done in the sub-region, and moving forward amid COVID-19 crisis.



**MARIA BELENDA AMBI**  
Chairperson,  
Trade and Investment Facilitation Cluster



**ROMEO CASTAÑAGA**  
Chairperson,  
SME Development Working Group

Rolling Pipelines of Projects 2020-2022			
BEY 2025 Sector Strategic Priority	Strategic Priority 2: Increased Participation of SMEs in The Corridor Supply Value Chains		
Project/Initiatives	Concrete Deliverables	Timeline (target completion)	Country / Lead
2. BIMP-EAGA Business Value Chain Conference and Business Matching (Coincides with the 2022 Sabah International Expo)	a) Event promotion b) Conduct of the conference and ITC	September 2022	Malaysia
13) Establishment of the BIMP-EAGA SMEs Business Centre	Design management and infrastructure support of Business Center - Indonesia will conduct internal meeting with local Government of North Sulawesi and BEBC Virtually.	2022	Indonesia BEBC

**BIMP-EAGA SMED WG Strategic Planning Meeting**  
February 22, 2021



**8th BIMP-EAGA Trade and Investment Facilitation Cluster Meeting and BIMP-EAGA Vision 2025 Mid-Term Review**  
September 3, 2021



**BIMP-EAGA Strategic Planning Meeting – Trade and Investment Facilitation Cluster**  
March 25, 2021

Virtual business meetings and matching sessions were facilitated to support recovery efforts of business and supply chains.



**Virtual Business Matching Session for the Coconut Industry**  
September 2, 2021

The SMED WG also conducted in-country consultations with palm oil, rubber and coconut stakeholders in Mindanao to assess the industries' readiness to undertake business matching.

The result of the consultation paved the B2B session between/among coconut players in Indonesia and Mindanao.

## ✓ RESULTS

- CV Rengas Jaya committed to send charcoal samples to BF Industries for further assessment. Samples will be loaded to CV Rengas Jaya during their trip to General Santos City. BF Industries will backload activated carbon samples. Negotiation on pricing, volume and logistics agreement will be finalized later.
- CV Coconut International shall send charcoal samples to BF Industries.
- CV Rengas interested to collaborate HRC for the transit of goods to other countries.
- Hijo Resources Corporation (HRC) shall send sample products (coco sugar) and banana flour) to CV Rengas Jaya.
- Follow through negotiation to be done through email.

Likewise, capacity building webinars were conducted to scale up digital marketing skills of SMEs and help cope with the new normal.



**Go Digital Negosyo: P-EAGA Session**  
August 31-September 1, 2021

This was part of the deliverables of the BIMP-EAGA SMED WG under the implementation of the Go Digital ASEAN, an initiative focused on closing the digital gap across ASEAN and was approved for implementation by the ASEAN Coordinating Committee on Micro, Small and Medium Enterprises (ACCMSME)

The two-day session discussed the relevance of branding and social media in the new normal. Likewise, helpful tips were also discussed to help MSMEs in digital marketing.



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# INDUSTRY DEVELOPMENT

# Industry Development Program

One major strategy to achieve a competitive and innovative industry and services sector that contributes significantly to inclusive growth and employment generation is the development and promotion of industry clusters.

Using the industry cluster approach, linkage with relevant agencies and institutions is established to develop competitive and innovative MSMEs, implement a program for productivity and efficiency, and enable MSMEs to meet challenges by providing them with access to market and finance.

## **DAVAO REGION INDUSTRY CLUSTER** **BOTTOMLINES**



**Php 160.57M**  
investments generated  
TARGET: Php 804.50M



**Php 403.49M**  
domestic sales generated  
TARGET: Php 460.65M



**US\$ 1.136B**  
exports generated  
TARGET: US\$ 328.254



**Php 17.94M**  
loans facilitated  
TARGET: Php 170.21M



**13,602**  
jobs generated  
TARGET: 14,659 JOBS



**3,406**  
MSMEs assisted  
TARGET: 2,905 MSMEs



**340**  
trainings conducted  
TARGET: 301 TRAINING



**5,202**  
beneficiaries trained  
TARGET: 5,490 BENEFICIARIES

The 14 priority industries generated 13,602 jobs, Php 161M worth of investments and US\$1,136M in exports, in 2021.

With COVID-19 travel restrictions, the investments and number of trainings conducted were below the target with only 20%, and 11% accomplishment rates, respectively. The coffee industry cluster generated the most number of jobs at 24% of the total.

Whereas for investments, the cacao industry cluster contributed 28%, which is the highest amongst the industry clusters. However, for the exports, the processed fruits and nuts industry cluster was the greatest contributor with 17% of the total.



# CACAO INDUSTRY CLUSTER

# BOTTOMLINES



**2,536**  
jobs generated



**Php 45M**  
investments generated



**US\$ 9M**  
exports generated



**Php 82M**  
domestic sales



**556** MSMEs assisted

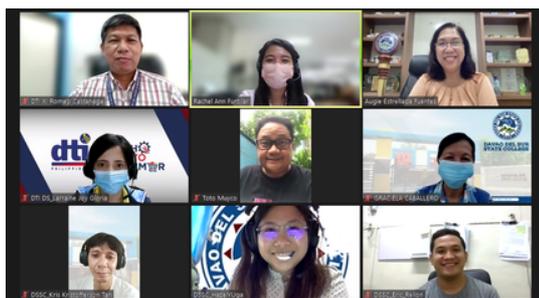


**Php 6M**  
loans facilitated



**695** beneficiaries trained  
**57** trainings conducted

- Facilitated the reorganization of the following councils:
  - Davao Regional Cacao Industry Development Council
  - Davao del Sur Provincial Cacao Industry Development Council
  - Davao Occidental Provincial Cacao Industry Development Council
- Updated the Davao Region Cacao Industry Stakeholders Directory
- Created the Davao Regional Cacao Industry Council Logo
- Facilitated the participation of Davao Region Cacao Stakeholders in Provincial, Regional, and National Industry Fora and Conferences
- Conducted capability-building activities for cacao stakeholders. Majority of these activities were focused on production, processing, entrepreneurial, and digitalization
- Launched the Davao Chocolate Showcase in Go Lokal Abreeza, last December 29



DTI 11 serves as the national secretariat of the National Cacao Council and involved in the conduct of the following major activities:

### **PHILIPPINE CACAO QUALITY AWARDS (PCQA) 2021**

The Philippine Cacao Industry Council launched the 2021 Edition of the Philippine Cacao Quality Award (PCQA), a national cacao quality competition to promote high-quality cacao beans and celebrate the skills and expertise of Filipino cacao farmers.

The cacao produced from the said winners were carefully selected and evaluated by the PCQA-Technical Working Committee chaired by Ms. Charita Puentespina.

The winners may be able to participate in the International Cocoa Awards, the most prestigious global competition that recognizes the work of cocoa farmers and celebrates the quality and flavor diversity of cocoa produced around the world. The awarding ceremony took place at the Salon du Chocolat in Paris in October 2021, the biggest international annual trade fair for the cocoa and chocolate industry.



**ARTHUR LAGOC**  
Davao City



**SOLIDAD ROBILLO**  
Davao City



**CARLOS BARSICULA**  
Davao del Norte

### **COCOA OF EXCELLENCE AWARDS 2021**

The Cocoa of Excellence Programme was established to safeguard cacao flavor diversity and improve farmers' livelihoods through the promotion of high-quality cocoa origins.

Last December 2021, two of the assisted MSMEs of DTI 11 were hailed as winners from the Philippines.



**MR. ARTHUR LAGOC**  
Davao City



**MR. CARLOS BARSICULA**  
Davao del Norte

### **NATIONAL CACAO VIRTUAL CONFERENCE**

December 01, 2021

This whole-day virtual conference highlighted the golden opportunities available when productivity and quality of cacao beans and chocolate products are improved.

This was organized by the Philippine Cacao Industry Council, in partnership with DTI 11, with the theme, "Cacao is Gold"





## COFFEE INDUSTRY CLUSTER

## BOTTOMLINES



**3,285**  
jobs generated



**Php 14.83M**  
investments generated



**US\$ 61K**  
exports generated



**Php 35.93M**  
domestic sales



**537** MSMEs  
assisted



**Php 5.8M**  
loans facilitated



**861** beneficiaries  
trained  
**36** trainings  
conducted

- Organized the Davao Coffee Forum “Bukas ang Kape, May Bukas sa Kape”, last August 11
- Conducted capability-building activities for cacao stakeholders. Majority of these activities were focused on product development, processing, and quality standards
- Participated in the Virtual Philippine Coffee Quality Competition (PCQC)
- Participated in the Learning Mission on Coffee Roasting Facility in Tacurong City last June 23–24
- Launched the following projects:
  - CoLAB Pop-Up Café in Abreeza Mall Davao last October 8
  - Shared Service Facility on Organic Coffee Processing last December 21





# COCONUT INDUSTRY CLUSTER **BOTTOMLINES**



**602**  
jobs generated



**Php 4.68M**  
investments generated



**US\$ 2.01M**  
exports generated



**Php 11.95M**  
domestic sales



**41** MSMEs  
assisted



**343** beneficiaries  
trained  
**22** trainings  
conducted

- Facilitated the participation of Davao Region Coconut Stakeholders in Industry Fora and Conferences:
  - Davao Region Coconut Industry Virtual Forum, August 24
  - Investment Facilitation cum Business Consultancy on Coconut Syrup Processing, March 18
- Conducted capability-building activities for coconut stakeholders. The majority of these activities were focused on processing, entrepreneurship, digitalization, and quality standards
- Launched the Coco Kwento, August 2021
- Provided Virgin Coconut Oil to Davao de Oro Medical Frontliners as Food Supplement Against COVID-19, December 17
- Reorganized the Davao del Sur Coconut Industry Council, August 12
- Launched the following facilities:
  - Addendum on Coco Coir Processing Facility in Davao City, June 8
  - Shared Service Facility on Coco Coir, Twine, and Geotextiles Processing in Davao del Norte, March 3





## BAMBOO CLUSTER **BOTTOMLINES**



**220**  
jobs generated



**Php 400k**  
investments generated



**Php 12.36M**  
domestic sales



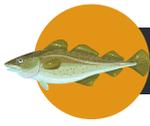
**126**  
MSMEs assisted



**262** beneficiaries trained  
**13** trainings conducted

- Conducted capability-building activities for bamboo stakeholders. The majority of these activities were focused on production and processing
- Conducted Benchmarking of Davao de Oro Bamboo Players at Engineered Bamboo Processing and Development Facility at Tagum City, March 25
- Facilitated the conduct of the Living Green: Bamboo Forum and Exhibit
- Conduct of product development and prototyping initiatives





## AQUACULTURE INDUSTRY CLUSTER

## BOTTOMLINES



**654**  
jobs generated



**Php 21.42M**  
investments generated



**US\$ 900K**  
exports generated



**Php 21.92M**  
domestic sales



**289**  
MSMEs assisted



**519** beneficiaries trained  
**32** trainings conducted

- Conducted capability-building activities for bamboo stakeholders. The majority of these activities were focused on production, processing entrepreneurship, and good manufacturing practices
- Launched the following facilities:
  - Shared Service Facility for the Expansion of Post-harvest Fish Processing Facility, August 12
- Conducted the Aquaculture Stakeholders Consultation, March 23
- Created the Davao Occidental Provincial Fisheries and Aquaculture Council, April 26





## PALM OIL INDUSTRY CLUSTER

## BOTTOMLINES



**479**  
jobs generated



**Php 12.31M**  
domestic sales



**Php 1.602M**  
investment generated



**61**  
MSMEs assisted



**74** beneficiaries  
trained  
**04** trainings  
conducted

- Conducted the following consultations:
  - Oil Palm Stakeholders Consultation Meeting, March 26
  - Oil Palm Stakeholders Forum cum Market Matching, April 23
- Facilitated the Learning Mission on Farm Planning Productivity and Practices Intercropping Oil Palm and Coffee Trees, June 23–24
- Palm Oil Industry Roadshow, August 19



## BANANA INDUSTRY CLUSTER

## BOTTOMLINES



**1,643**  
jobs generated



**Php 12.03M**  
investments generated



**US\$ 20.04M**  
exports generated



**Php 20.83M**  
domestic sales



**146**  
MSMEs assisted



**246** beneficiaries  
trained  
**18** trainings  
conducted

- Conducted the following consultative sessions:
  - Banana Industry Council Convergence & Planning Workshop, April 6
  - DTI Davao Occidental Stakeholders' Consultation for Banana Industry, May 19
- DN Banana Stakeholders Forum and Market Opportunity, November 23–24
- Established the Davao Occidental Banana Industry Cluster Council, October 19



## TOURISM INDUSTRY CLUSTER

## BOTTOMLINES



**637**  
jobs generated



**Php 9.03M**  
investments generated



**Php 14.48M**  
domestic sales



**239** MSMEs  
assisted



**Php 2.04M**  
loans facilitated



**664** beneficiaries  
trained  
**48** trainings  
conducted

- Facilitated the DTI Davao Oriental on Bamboo Industry Development for Construction and Tourism, May 12
- Facilitated the participation of Tourism Industry Stakeholders in the KAPATID Mentor ME Program
- Conducted the P3 Financing Forum for Operators of Tuyawan Eco-Aqua Park, September 1
- Facilitated the 1st Davao del Sur Travel and Trade Expo, September 22



## WEARABLES AND HOMESTYLE INDUSTRY CLUSTER

## BOTTOMLINES



**547**  
jobs generated



**Php 4.62M**  
investments generated



**US\$ 37.4K**  
exports generated



**Php 31.49M**  
domestic sales



**537** MSMEs  
assisted



**Php 2.04M**  
loans facilitated



**664** beneficiaries  
trained  
**48** trainings  
conducted

**RUBBER INDUSTRY CLUSTER** **BOTTOMLINES**

 **878**  
jobs generated

 **Php 28.80M**  
investments generated

 **US\$ 26.65M**  
exports generated

 **Php 46.66M**  
domestic sales

 **45**  
**MSMEs ASSISTED**

 **67** beneficiaries trained  
**05** trainings conducted

- Disseminated information on Rubber Price Advisory to Industry Stakeholders
- Participated in the Orientation and Stakeholders Consultation for Rubber Stakeholders
- Participated in the Rubber Export to National Meeting of PHILRUBBER
- Facilitated the DTI Davao del Sur Provincial Rubber Stakeholders Forum, Nov. 18

**MANGO INDUSTRY CLUSTER** **BOTTOMLINES**

 **161**  
jobs generated

 **US\$ 879.07M**  
exports generated

 **15**  
**MSMEs assisted**

 **Php 21.92M**  
domestic sales

 **153** beneficiaries trained  
**07** trainings conducted

- Conducted Strategic Planning for Davao del Sur Mango Stakeholders, March 2-3
- Conducted Mindanao-wide Fresh and Processed Mango Value Chain Analysis Consultation, September 8



## PROCESSED FRUITS AND NUTS CLUSTER **BOTTOMLINES**



**1,888**  
jobs generated



**Php 13M**  
investments generated



**US\$ 198M**  
exports generated



**Php 108M**  
domestic sales



**813**  
MSMEs assisted



**907** beneficiaries trained  
**70** trainings conducted

- Participated in the following trade fairs:
  - MTFI Virtual Trade Expo, April 15–30
  - National Food Fair, May 10–16
- Facilitated the participation of PFN exporters in IFEX Food Connect
- Produced catalogues and AVP of Region 11 PFN processors
- Conducted OTOP Branding Orientation, September 7
- Conducted product development and skills training



## ICT INDUSTRY CLUSTER **BOTTOMLINES**



**Php 5.18M**  
investments generated



**20**  
MSMEs assisted



**10** beneficiaries trained  
**02** trainings conducted

- Facilitated the Davao Region ICT Cluster Meeting, May 27
- Facilitated the Focus Group Discussion with Game Developers and Animation Studios in Davao Region, February 8
- Coordinated with Game Developers Association of the Philippines for the participation of the Creators and Animators in the CG Creator Certification and Training

# Competitiveness Initiatives

## 9<sup>th</sup> Regional Competitiveness Summit

December 14-15, 2021 | via Zoom

This is the annual conferment of awards to the highly competitive LGUs nationwide. The rankings are based on the overall scores in the CMCI survey during the 3rd quarter of the year. In 2021, 7 LGUs in the region were able to place in the top ranks, which is an increase compared to the five awardees last year.

This goes to show that the economy in Davao Region is already improving/recovering since the onset of the Covid-19 pandemic.

## MAJOR AWARDS

### Province Category

#### PROVINCE OF DAVAO DEL NORTE

2<sup>nd</sup> Place | OVERALL MOST COMPETITIVE PROVINCE

### Highly Urbanized Cities Category

#### DAVAO CITY

4<sup>th</sup> PLACE OVERALL MOST COMPETITIVE HUC



**INFRASTRUCTURE**  
3<sup>rd</sup> Place



**GOVERNMENT EFFICIENCY**  
3<sup>rd</sup> Place



**ECONOMIC DYNAMISM**  
3<sup>rd</sup> Place



**RESILIENCY**  
6<sup>th</sup> Place

### Component Cities Category

#### TAGUM CITY DAVAO DEL NORTE



3<sup>rd</sup> PLACE

MOST COMPETITIVE COMPONENT CITY



**GOVERNMENT EFFICIENCY**  
1<sup>st</sup> Place



**RESILIENCY**  
2<sup>nd</sup> Place



**INFRASTRUCTURE**  
4<sup>th</sup> Place

#### DIGOS CITY DAVAO DEL SUR



1<sup>st</sup> PLACE

MOST IMPROVED COMPONENT CITY



1<sup>st</sup> and 2<sup>nd</sup> Class Municipalities Category

**LAAK**  
DAVAO DE ORO  **1<sup>st</sup> PLACE**  
MOST IMPROVED MUNICIPALITY

3<sup>rd</sup> to 4<sup>th</sup> Class Municipalities Category

**SULOP**  
DAVAO DEL SUR  **7<sup>th</sup> PLACE**  
OVERALL MOST COMPETITIVE MUNICIPALITY

5<sup>th</sup> to 6<sup>th</sup> Class Municipalities Category

**SAN ISIDRO**  
DAVAO DEL NORTE  **1<sup>st</sup> PLACE**  
MOST IMPROVED MUNICIPALITY

Additionally, five LGUs were recognized among the Top 10 competitive LGUs per category.

Component Cities Category

**PANABO CITY**  
DAVAO DEL NORTE

 **RESILIENCY**  
6<sup>th</sup> Place

1<sup>st</sup> to 2<sup>nd</sup> Class Municipality Category

**COMPOSTELA**  
DAVAO DE ORO

 **INFRASTRUCTURE**  
9<sup>th</sup> Place

3<sup>rd</sup> to 4<sup>th</sup> Class Municipality Category

**PADADA**  
DAVAO DEL SUR  **7<sup>th</sup> PLACE**  
MOST IMPROVED MUNICIPALITY

**MAGSAYSAY**  
DAVAO DEL SUR

 **GOVERNMENT EFFICIENCY**  
4<sup>th</sup> Place

**HAGONOY**  
DAVAO DEL SUR

 **GOVERNMENT EFFICIENCY**  
5<sup>th</sup> Place

## Innovation Initiatives

### INTERMEDIATE OUTCOME 1: iSTRIKE Davao is a functioning organization for collaborative action, with defined systems and processes for decision-making, and collective implementation of innovation-related activities

- Conducted the 2021-2025 iSTRIKE Davao RIIC Strategic Action Plan workshop on April 20-23, 2021
- Draft 2021-2025 iSTRIKE Davao RIIC Plan was validated, approved, and adopted by stakeholders on August 13, 2021



- 2021-2025 iSTRIKE Davao RIIC was endorsed to RRDIC for action
- iSTRIKE Davao RIIC Strategic Action Plan was approved and adopted by RDC XI on September 14, 2021 (RDC XI Resolution No. 119, s. 2021)

- DTI-XI allotted Php 1,6M budget for innovation activities in 2021
- Established iSTRIKE Davao TWG
- DTI 11 Innovation Promotion Pointpersons designated through Office Order No.63A s. 2021 dated July 22, 2021



- Organized/Created the Davao RIIC Communications Team TWG

**INTERMEDIATE OUTCOME 2: Targeted MSMEs are able to make informed decisions to increase sales, to access markets, and to have increased appetite for innovation**

**10 IBRs\*  
completed and  
turned over**

*\*with 80% validated to be adopting recommendations*



**IBR Beneficiaries**

1. As&Rs Food Products
2. Nutricient Corp.
3. Agrigrowlive, Inc.
4. Coffee for Peace, Inc.
5. Lao Integrated Farms, Inc.
6. Rehoboth Agriculture Cooperative
7. Double S Food Products
8. Rosario's Delicacies
9. Malagos Foods, Inc.
10. MS3 Agriventures, Inc.

**INTERMEDIATE OUTCOME 3: Academic R&D institutions are able to conduct and implement collaborative studies and intervention programs in direct response to and/or contribution to industry needs**

**Seven (7)  
academe  
partners  
engaged  
in IBR**

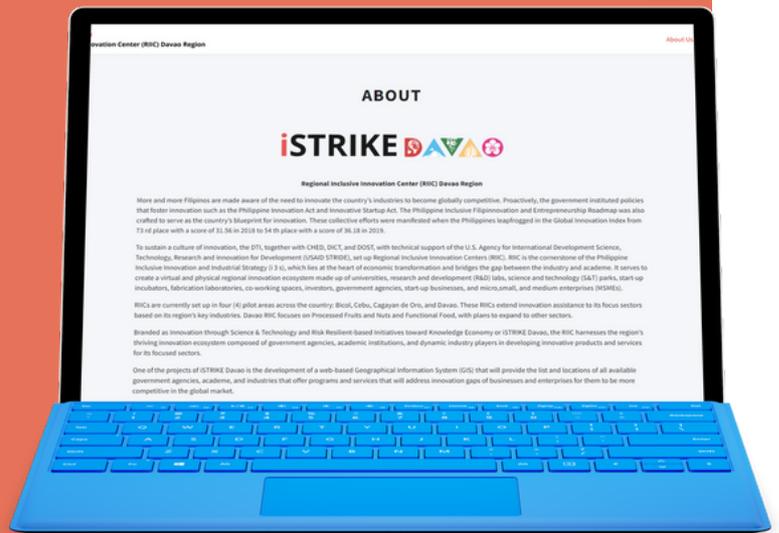


**20 IBR Plan teams  
networked/ assisted**

**INTERMEDIATE OUTCOME 4: Local and national government agencies in the region are able to harmonize the implementation and delivery of innovation-focused programs and services to maximize reach and to minimize duplication of these programs.**

**iSTRIKE Davao website enhanced and updated**

<http://www.riicdavao.ph>



**Three (3) Memorandum of Understanding (MOU) signed**

- MOU in support of the iSTRIKE Davao RIIC (Oct.15)
- MOU for partnership between DTI-XI and StartUp Village in support of Project MATCH (Nov. 17)
- MOU between DTI-XI and UPGRADE on ISKO 2.0 program





The Rural Agro-enterprise Partnership for Inclusive Development and Growth (RAPID Growth) Project is a market-driven project. The RAPID Growth Project was conceptualized by the Department of Trade and Industry (DTI) and funded by the International Fund for Agricultural Development (IFAD).

Its developmental goal is to increase the income of small farmers and unemployed rural men and women across selected agri-based value chains. It focuses on four priority industries namely: cacao, coffee, processed fruits and nuts, and coconut.



**4,961**  
clients profiled

- 4,859 were farmer individuals
- 75 were farmer organizations
- 27 were MSMEs.



**19**

**Commercial Partnership Agreements**

*As a result of 32 market brokering sessions, benefitting 21 farmer organizations or MSMEs.*



**Php 65,785**  
sales generated during participation to local fairs



**9** Labelling/packaging designs introduced



**33** firm-level consultations on business planning conducted

**34** business proposals prepared



**27** capacity building activities

*comprised of enterprise and institutional development training*



**1** firm certified-ready under the product quality and standards compliance in partnership with FDA

# ROLL IT Program

*Roads Leveraging Linkages of Industry and Trade*



## 137

Total projects approved  
(FY 2018–2021)



## Php 4.35B

Total approved project cost  
(FY 2018–2021)

AREA	COMPLETED	ONGOING	PENDING	TOTAL	COMPLETION RATE
Davao City	9	3	0	12	<div style="width: 75%;"></div> 75%
Davao del Norte	30	0	0	30	<div style="width: 100%;"></div> 100%
Davao del Sur	15	0	0	15	<div style="width: 100%;"></div> 100%
Davao de Oro	15	1	0	16	<div style="width: 94%;"></div> 94%
Davao Oriental	58	3	0	61	<div style="width: 95%;"></div> 95%
Davao Occidental	3	0	0	3	<div style="width: 100%;"></div> 100%
REGION 11	130	7	0	137	<div style="width: 95%;"></div> 95%

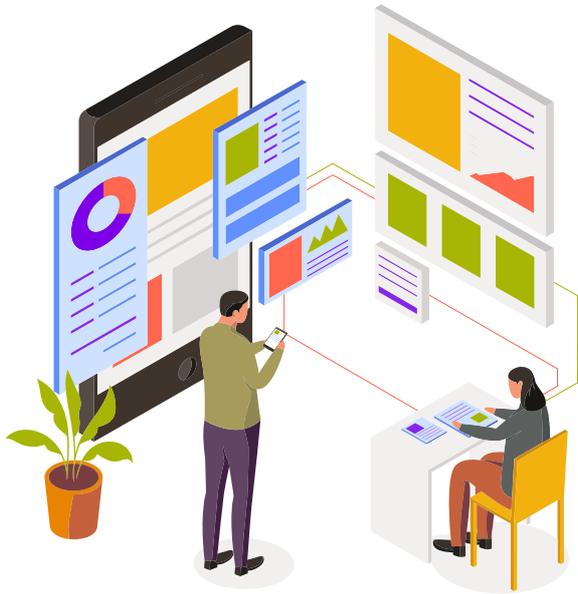


003

# MSME DEVELOPMENT

# MSMEs Assisted

The DTI 11 continues to promote, support, strengthen and encourage the growth and development of MSMEs in times of the pandemic through the development and implementation of its strategic policies, plans, and programs.



## 25,184 MSMEs ASSISTED

**80%** **20,028**  
NEWLY ASSISTED MSMEs

Of the newly assisted MSMEs, 96% were fully registered, while only 4% were unregistered. Furthermore, the majority or **67.41%** of the newly assisted MSMEs were **nurturing start-ups**.

**20%** **5,156**  
EXISTING MSMEs

The majority or 50.72% of them categorized as **growing enterprises**. These enterprises were fully registered and equipped accordingly to reap wider, diverse opportunities and tap resources to drive growth.

These MSMEs received various forms of assistance, including their registration with the Intellectual Property Office of the Philippines (IPOP), product/service innovation, brand development, and participation in trade fairs



Unlike the previous year, the existing MSMEs assisted in 2021 consisted mainly of nurturing start-ups at 53%.

This shows that the agency's interventions and assistance were effective in improving the status of these local entrepreneurs.



**809**

**UNREGISTERED NEWLY ASSISTED MSMEs**

59.33% of them were categorized as nurturing start-ups. This small fraction of assisted unregistered MSMEs shows that the agency was successful in facilitating the completion of their business registration despite the pandemic.

Likewise, the extensive promotion of the online business name registration helped increase the number of registrations in the region.

In 2020, the number of unregistered assisted MSMEs was at 5% or 1,229 MSMEs and the majority, or 67%, were nurturing start-ups.

**GOING DIGITAL**

The integration of e-commerce in the country has accelerated despite the substantial disruption the COVID-19 pandemic has brought to the global economy.

It provided consumers convenient access to goods and services in the comforts and safety of their homes and enabled businesses to continue their operations despite mobility and other quarantine restrictions.

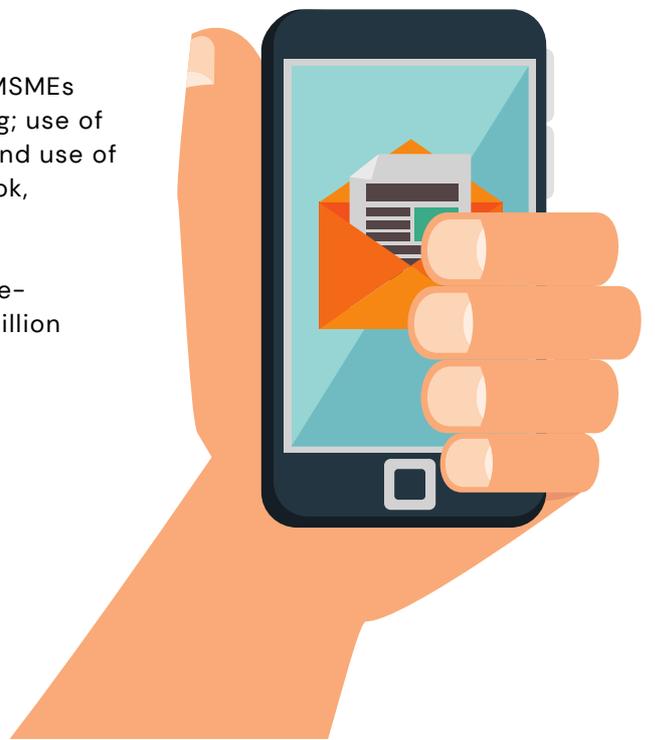


**12,265**

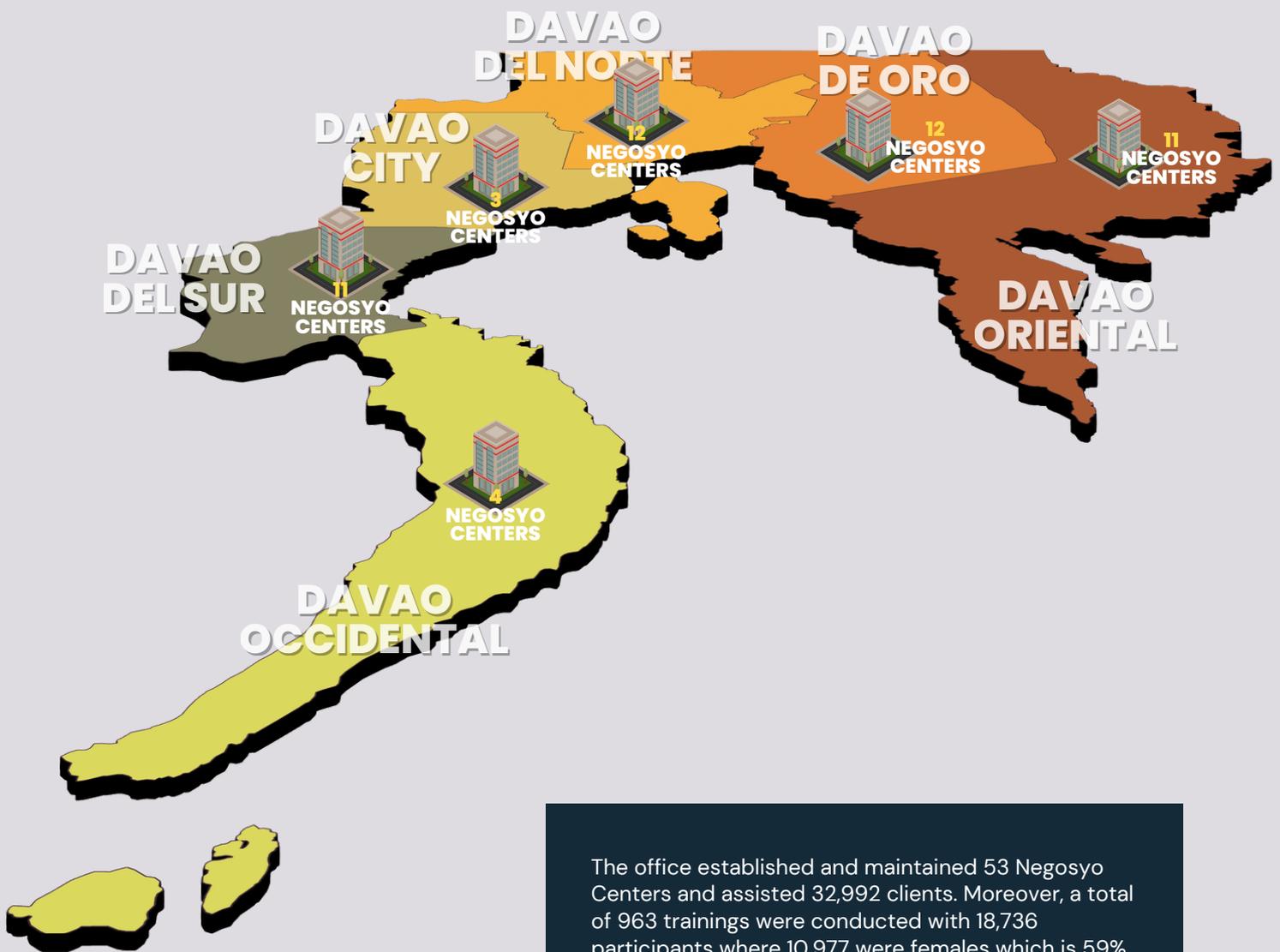
**MSMEs ASSISTED DOING ECOMMERCE**

Among the assistance extended to these MSMEs were: capacity building on digital marketing; use of online payment facilities, such as GCash; and use of available online platforms, such as Facebook, Shopee, Lazada, and Google My Business.

These efforts are in line with the DTI 2022 e-Commerce Roadmap's vision of having 2 million businesses doing e-commerce.



# NEGOSYO CENTER



The office established and maintained 53 Negosyo Centers and assisted 32,992 clients. Moreover, a total of 963 trainings were conducted with 18,736 participants where 10,977 were females which is 59% of the total number of participants.

Of these trainings, 520 were classified as entrepreneurial, 227 skills, 67 productivity, 51 learning visits/techno demo/forum, 35 regulatory, 30 financing, 26 livelihood and product development, and 7 trade trainings.

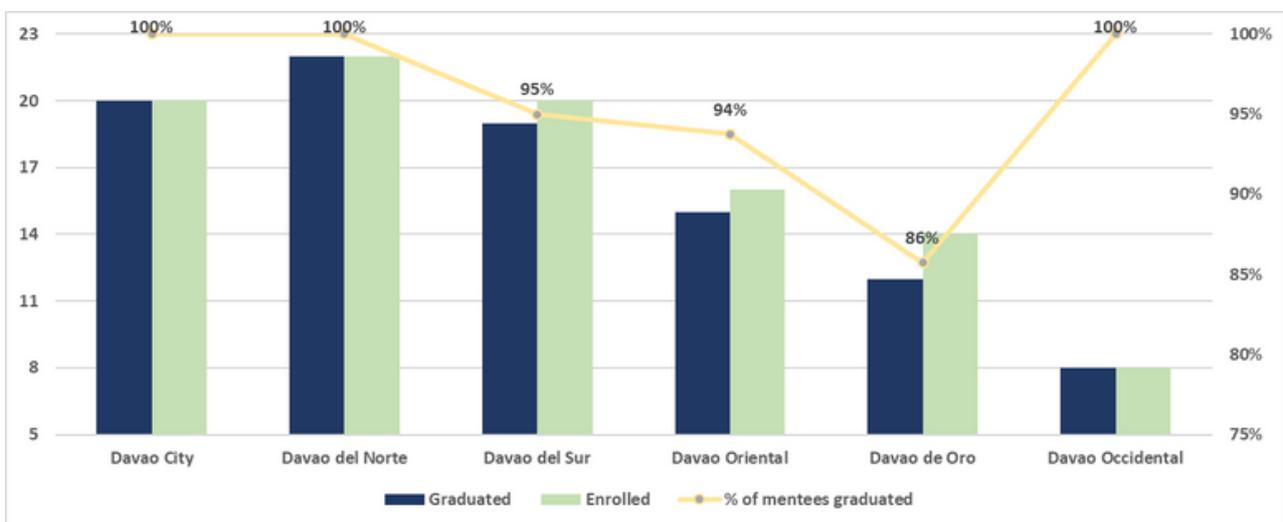
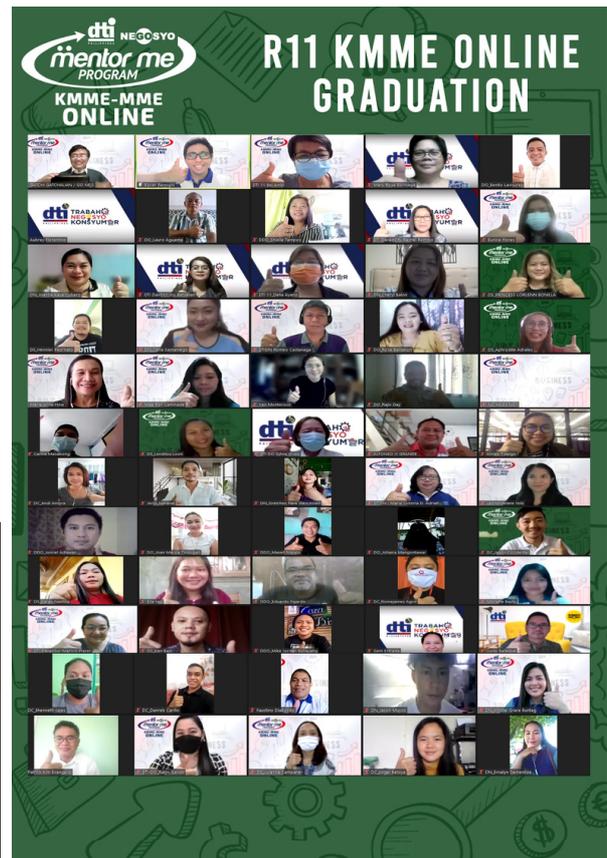


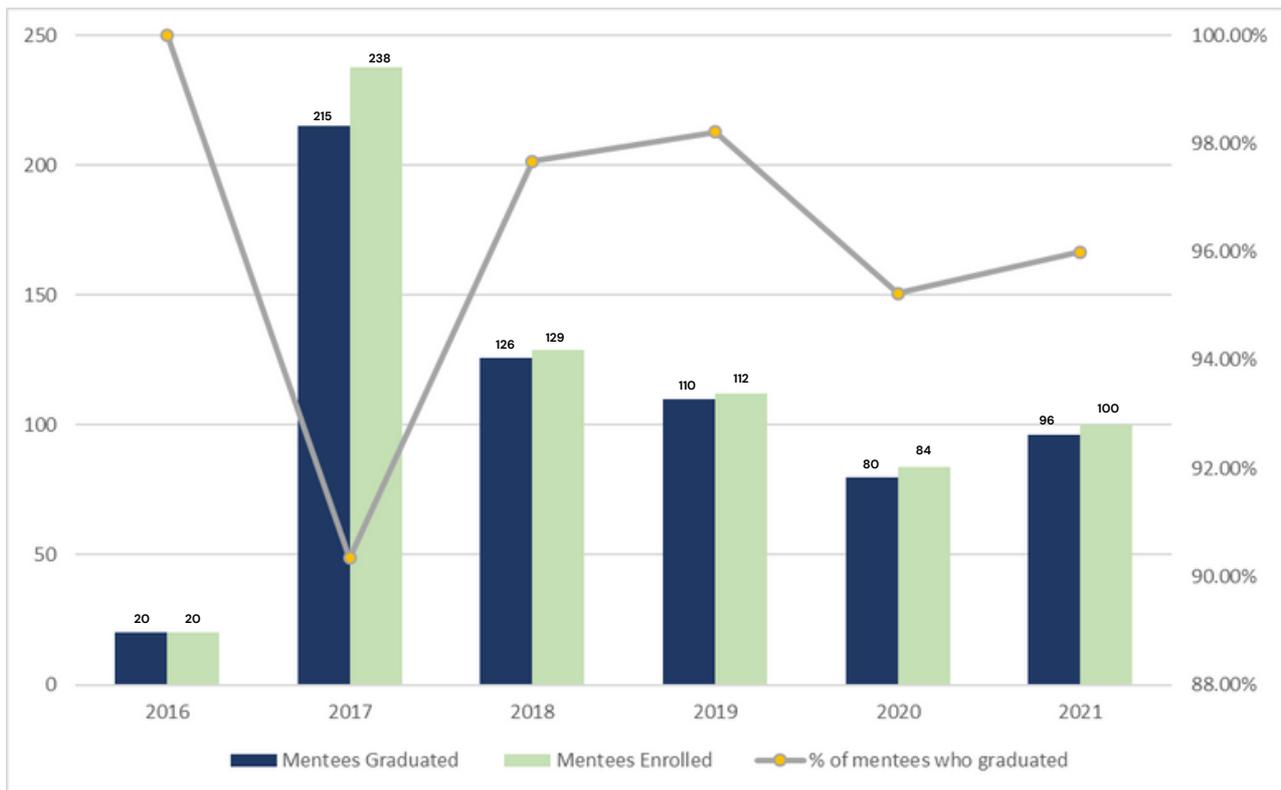
As part of our relentless efforts to boost the entrepreneurial capacity of MSMEs through improved access to mentorship, money, and market, the Kapatid Mentor ME (KMME) has been reinvented to keep up with the demands at the time of the pandemic.

Now on its 6<sup>th</sup> year, the agency has implemented its mentoring program online to ensure that MSMEs are still capacitated even during a health crisis.

In 2021, DTI 11 had two KMME batches: the first batch was composed of multi-sectoral MSMEs, while the second batch was exclusive for those under the tourism sector.

During the year, the agency recorded a graduation rate of **96%**.





A total of **647 MSMEs** have already graduated from the program since the beginning of its implementation in 2016. This brings to a graduation rate of **95% region-wide**.

The pandemic posed inevitable difficulties. Despite that, the program has continued to witness the success stories of its graduates who braved the tides of the health crisis.



**Pandemic Born Business Outlets** - while others were closing their businesses, *The Social Donuts* is doing the opposite and opening more outlets. It did not stop her from laying down the right strategies to ensure business growth amidst Covid-19.

KMME program helps its graduates such as identifying the right distribution channels. She was able to identify and establish additional outlets, now totaling of 6 and planning to open more at the malls. After the KMME program she was able to access the different assistance of DTI from trainings, exhibits to access to financing that helped her upgrade her business operations.



**Maria Leslie Catal**  
Owner, *The Social Donuts*

*“Everything life throws at us is merely a reflection of our attitude and how we react on it. There are losers in the period, there are winners. We all have choices. Don’t wait for the best day to come, make the best day to happen. The best day is to start right now.”*

As a flourishing start-up with a promising future, the challenge of the current global health situation created a big blow to the operation of **Ana Banana**. Blanche and her family got no choice but to innovate ways to still continue its operations despite the restrictions the situation may have caused.

From solely selling banana breads, the pandemic became a learning experience for them to making other breads and spreads. Nowadays, they have been really focused on the research and development of their products.

During this difficult time, it was their regular customers who sustained the business for Ana Banana loyalty of customers.



**Athena Blanche Oropesa**  
Owner, Ana Banana

*"Instead of always aggressively searching for new customers, the situation became a matter of how can we maintain our regular and loyal customers. That's why RnD became our focus so that regular customers can have something to look forward to and for new customers to try."*



From joining different Negosyo Center trainings and seminar, Blanche became a mentee of DTIs Kapatid Mentor Me Program and DTI Davao's Branding and Product Development Program in partnership with CARVE.



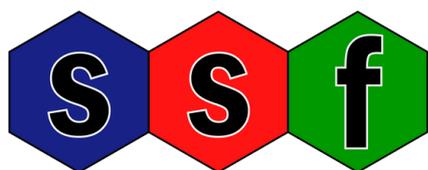
This pandemic took a toll on the lives of people worldwide. But to the entrepreneurs, it is as an opportunity to get better leverage and lessons to ponder. When the COVID pandemic hit in 2020, movement of people are limited due to lockdown, **Balon's Lechon** have already positioned the business to keep it afloat and running. The owner utilized the use of E-Commerce through Facebook Business and cashless payments.

The pandemic served as a time to ponder and learn. KMME-MME Online improved er entrepreneurial learnings inculcated from the industry leaders. This once-in-a-lifetime opportunity will serve as their tool in reaching the short and long-term goals of Balon's Lechon.



**Cheryl M. Balon**  
Owner, Balon's Lechon

*"As an entrepreneur, we should be flexible and adaptable. Learn to adapt to new business dynamics in order to offer our products or services to our existing and future customers."*



**Shared Service Facilities**  
*"Shared Success for Filipino MSMEs"*

The Shared Service Facilities (SSF) Project is a major component of DTI's MSME Development Program, which aims to improve the competitiveness of local entrepreneurs by providing them with machineries, equipment, tools, systems, skills, and additional knowledge under a shared system.

In 2021, a total of 46 projects were launched with an actual utilization cost of **Php 18,983,495.00** region-wide. Thirty-eight of these were unique SSF projects.

A huge chunk of the launched projects belong to the **processed food industry at 28.3%**, followed by **cacao at 21.1%**.

Meanwhile, DTI-Davao City, among DTI 11's provincial and field offices, launched the most number of projects. It had 14 projects, most of which were in the cacao industry.



**38**  
unique projects launched

**31.6%** Davao City

**18.4%** Davao del Sur  
Davao Oriental



**Php 18.98M**  
Total project cost

**31.77%** Davao City

**17.54%** Davao del Sur





**1,511**  
MSMEs  
assisted

**3,592**  
jobs  
generated



**49.31%** Davao City  
**26.21%** Davao Oriental

**45.04%** Davao Oriental  
**29.70%** Davao City

During the year, the agency assisted 1,511 MSMEs, with 42% of them belonging to the cacao industry. Apart from providing assistance to MSMEs, these newly launched projects also resulted in the generation of 3,592 jobs, with the cacao industry recording the most at 40%.

Likewise, 3,684 individuals benefitted from the said projects, with the majority or 51% coming from the processed foods industry.



Since the start of the program in 2013, DTI 11 already established a total of 270 projects, of which 203 were categorized as unique and 67 under addendum.

Meanwhile, six facilities were declared “unserviceable” which could mean non-operational for almost three years, damaged or lost.

It is also worth noting that the agency transferred a total of 102 unique facilities to co-operators, garnering a transfer rate of 37.78%.

These transfers indicate that the co-operators can now stand on their own and have enough capital to sustain the projects’ operation. These were made possible through the agency’s interventions, such as the basic skills training, product development, and market linkages.

Province/ Field Office	No of SSF established	No of Unique Projects	Non-operational	Unserviceable	Transferred	No of Operational
Davao City	77	57	0	1	31	25
Davao de Oro	41	29	0	1	19	9
Davao del Norte	51	41	2	1	15	23
Davao Oriental	47	33	0	1	19	13
Davao Occidental	15	14	0	0	4	10
Davao del Sur	39	29	1	2	14	12
<b>GRAND TOTAL</b>	<b>270</b>	<b>203</b>	<b>3</b>	<b>6</b>	<b>102</b>	<b>92</b>

The remaining 95 unique SSF projects are still under DTI’s jurisdiction, with three of them already declared non-operational. These projects undergo test runs regularly and will be transferred to the qualified co-operators in due time.

Overall, the agency maintained an operational rating of 97% in 2021.

# Balik Probinsya Program

The Balik Probinsya Program is a whole-of-nation approach that provides livelihood and employment opportunities, transitory support packages and transitory shelter assistance.

Together with the key agency implementers, DTI 11 has provided assistance on entrepreneurial and skills capacity building, equipment/machine to improve productivity and starter kits.



## ENTREPRENEURIAL AND SKILLS CAPACITY BUILDING

Benefitted three\* families

*\*Two families transferred to the Municipality of Laak, Davao de Oro. While one family returned to Metro Manila*

### SERVICES AVAILABLE:

- Accounting for Non-Accountants
- Entrepreneurial Mindsetting
- Business Consultancy



## PROVISION OF EQUIPMENT/MACHINE TO IMPROVE PRODUCTIVITY

- Dairy Processing in New Corella
- Cacao Processing in Panabo



## PROVISION OF LIVELIHOOD STARTER KITS



*The Martizano Family from Sto Tomas, Davao del Norte received vulcanizing tools/equipment worth Php 8,000 through the Negosyo Serbisyo sa Barangay*



004.1

# CONSUMER PROTECTION

# Monitoring and Enforcement

DTI 11 continuously monitors and enforces the Fair Trade Laws to ensure that consumers are protected with the pernicious practices affecting the product standard, price, supply, and distribution, and movement of basic necessities and prime commodities under the DTI's jurisdiction.



In 2021, 1,222 firms were monitored with 99.67% compliance rate under the Fair Trade Laws with four firms penalized.

A total of 387 monitoring activities were conducted and 328 firms monitored with 100% compliance rate for Price Monitoring on Basic Necessities & Prime Commodities. The same firms were monitored for price freeze of BNPCs with 100% compliance rate.



# Permits, Licenses and Issuance

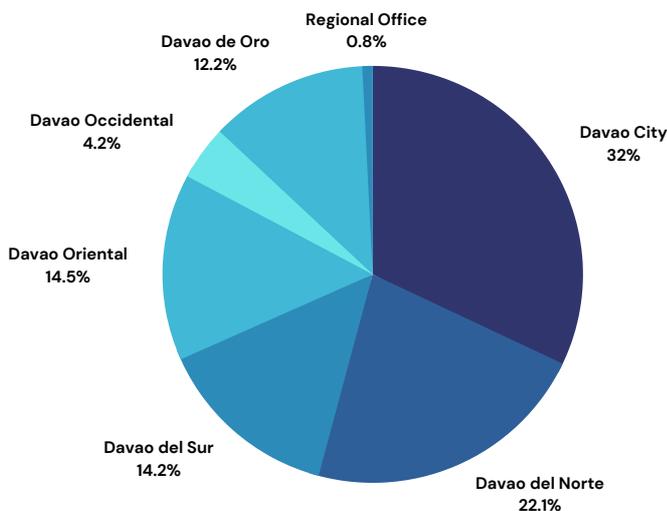


# 23,359

permits and licenses were processed and issued region-wide

The top three permits and licenses processed are as follows:

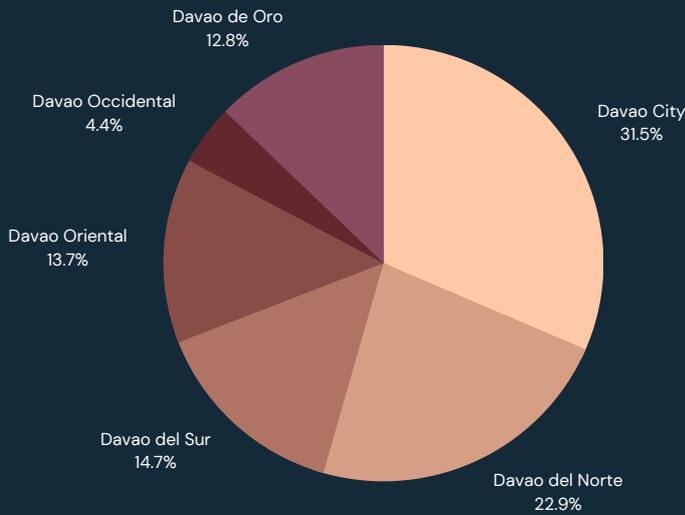
- **Business Name Registration Certificates** with 21,787 approved applications (93.27%)
- **BMBE** with 560 (2.40%) approved applications.
- **Sales Promo Permit** with 483 (2.07%) approved applications



In terms of distribution per provincial offices, the top three offices contributed to the majority of permits and licenses processed:

- **Davao City** with 7,485 (32%) permits and licenses processed
- **Davao del Norte** with 5,163 (22.1%) permits and licenses processed
- **Davao Oriental** with 3,384 (14.5%) permits and licenses processed.

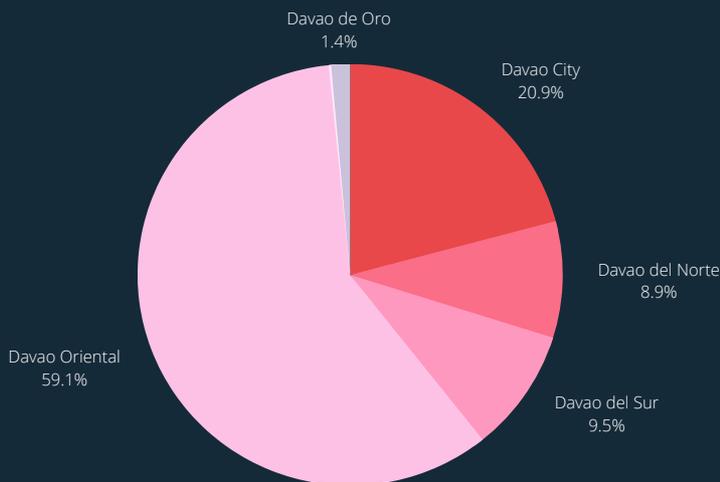
### Business Name Registrations Processed (2021)



Of the 21,787 business name registrations applications approved region-wide, the top three provincial offices have contributed to the overall accomplishment:

- **Davao City** with 6,857 (31.5%) BNR processed and approved
- **Davao del Norte** with 4,996 (22.9%) BNR processed and approved
- **Davao del Sur** with 3,196 (14.7%) BNR processed and approved

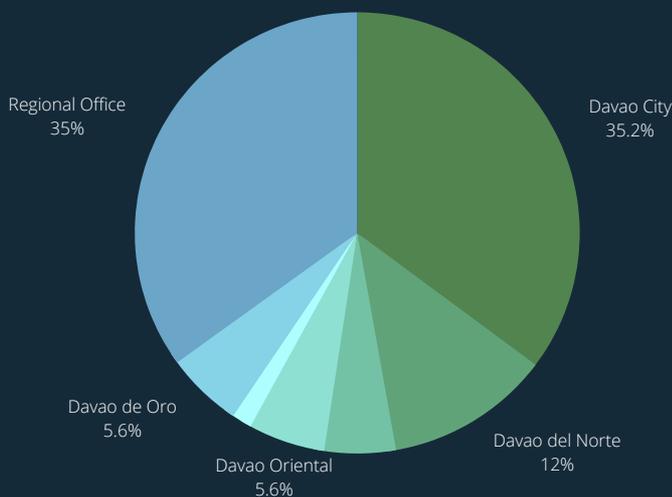
### BMBE Registrations Processed (2022)



Of the 560 BMBE applications approved region-wide, the top three provincial offices have contributed to the overall accomplishment:

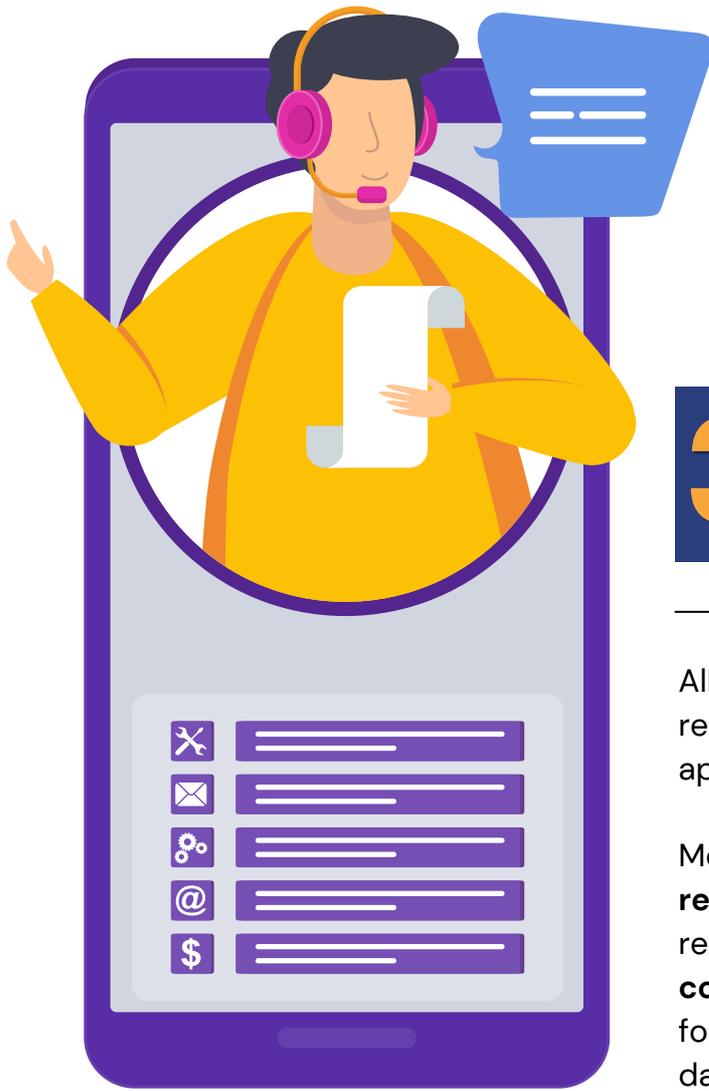
- **Davao Oriental** with 331 (59.1%) BMBE processed and approved
- **Davao City** with 117 (20.9%) BMBE processed and approved
- **Davao del Sur** with 53 (9.5%) BMBE processed and approved

### Sales Promotion Permits Processed (2022)



Of the 483 sales promotion permits approved region-wide, the top three provincial offices have contributed to the overall accomplishment:

- **Davao City** with 170 (35.2%) sales promo permits processed and approved
- **Regional Office** with 169 (35%) sales promo permits processed and approved
- **Davao del Norte** with 58 (12%) sales promo permits processed and approved



# Consumer Complaints Resolution

**384**

Consumer Complaints received regionwide

All **305 consumer complaints received** were resolved immediately or endorsed to the appropriate agency for action.

Meanwhile, all **69 consumer complaints received** and endorsed for mediation were resolved within 10 working days, while **10 consumer complaints received** and endorsed for arbitration were resolved within 20 working days.

With the number of complaints endorsed and escalated for mediation and arbitration, it shows that the office has been efficient in handling consumer-related complaints. This resulted in consumer complaints resolution rate of 100%.

During the time of the pandemic, the provincial offices implemented online mediation proceedings through the Zoom platform to ensure that consumer complaints were still facilitated despite limited face-to-face interactions.





004.2

# CONSUMER EDUCATION & ADVOCACY

# Consumer Advocacy Initiatives

## CONSUMER WELFARE MONTH

*Digital Consumers: The New Normal.*

CONSUMER WELFARE MONTH 2021  
**Regional Quiz Bee** dti  
 DAVAO REGION  
 27 October 2021



## VIRTUAL QUIZ BEE

Attended by 110 participating junior and senior high school students



**Redjean S. Canatoy**  
 Sigaboy Agricultural Vocational High School  
 Davao Oriental



**Gionna Eirene F. Angelitud**  
 Jose Maria College  
 Davao City

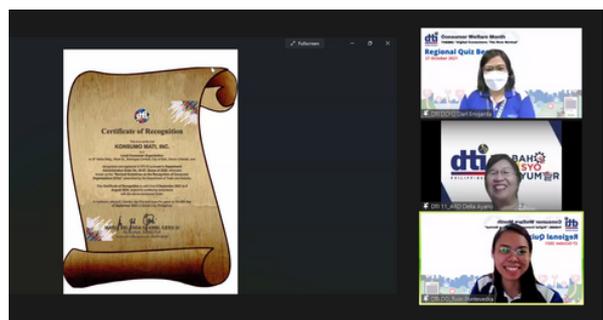
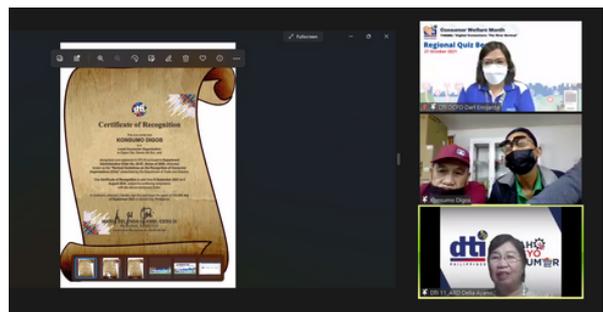


**Honey Joyce M. Recorba**  
 Davao del Sur Institute of Languages and Technological College, Inc.  
 Davao del Sur

## AWARDING CEREMONY OF NEWLY ORGANIZED CONSUMER ORGANIZATION

Three (3) COs were awarded:

1. IGACOS Consumers' Association (ICA), from Davao del Norte,
2. Konsumo Mati, Inc. from Davao Oriental, and
3. Konsumo Digos from Davao del Sur



## FTEB NATIONAL SIMULTANEOUS SPECIAL MONITORING ACTIVITY

*A total of 45 business establishments were monitored (19 supermarkets and 26 hardwares) from various parts of the region*



## TWO-DAY PRESYO DISKWENTO CARAVAN

*A total of 571 consumers were able to enjoy basic necessities, prime commodities and home essentials at discounted prices, with sales generated amounting to P297,044.10*



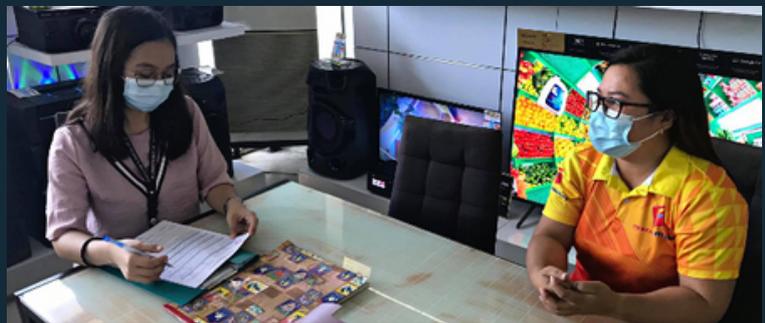
*Despite the challenges of the COVID-19 pandemic, a total of 569 consumer awareness and advocacy activities were still conducted.*



*Further, the office produced and distributed 31 various consumer education and information materials.*

# BAGWIS

The Bagwis Award is a DTI program that gives due recognition to establishments that uphold the rights of consumers while practicing responsible business ethics where consumers get the best value for money.





This year, a total of **21 new business establishments** in Davao Region were accredited and awarded with Bagwis seals.

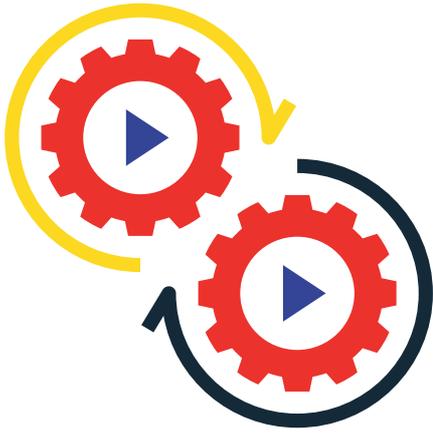
Meanwhile, **13 establishments** were upgraded, majority of which were upgraded from bronze to silver

This brings to a total of **290 maintained** Bagwis awardees.





# GOVERNANCE



# Systems Improvement

## ONE DTI ISO IMPLEMENTATION IN REGION 11

The region mainstreamed the One DTI ISO QMS in pursuit of the ISO 9001:2015 certification in 2021 with the adoption of the updated procedures, guidelines and standard forms for the 12 core processes, support and the QMS processes



## SYSTEM/PROCEDURE ON THE TURN-OVER OF TASKS, PROPERTIES AND EQUIPMENT

The Procedure on the Turn-over of Tasks, Properties and Equipment provides the steps and guidelines to be observed on the turn-over of tasks, properties and equipment in the event of a personnel's resignation or transfer.

## PROCEDURE ON THE CONDUCT OF QUALITY MONITORING

The Quality Monitoring Procedure serves as guide for internal auditors in conducting the QMS monitoring as compared to an internal quality audit procedure.



## **PROCEDURE ON THE CONDUCT OF VIRTUAL MONITORING**

The Procedure on the Conduct of a Virtual Monitoring is a system provided for both auditors and auditees to ensure a smooth and effective conduct of an off-site internal audit to adhere to health protocols.



## **UPDATING OF PLANNING TOOLS**

Mentoring and coaching sessions were conducted for all process owners to further capacitate them on risk/opportunity identification, risk assessment, risk treatment and evaluation of effectiveness of action/s. Likewise, coaching on how to accomplish the Strategic Plan was done which resulted to a deeper understanding and appreciation on the part of the process owners.

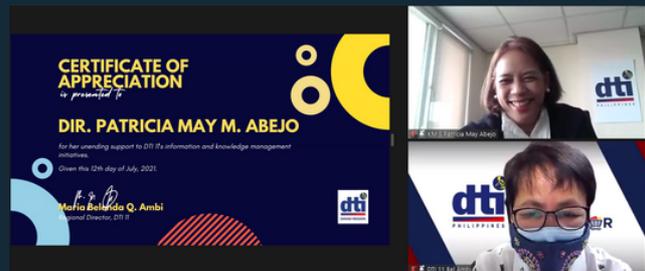
# Knowledge Management Initiatives

## CREATION OF THE DTI 11 REGIONAL KNOWLEDGE RESOURCE HUB

The DTI 11 Regional Knowledge Resource Hub is a web-based platform that served as an online repository of information and knowledge products for use within the region and its provincial offices.

It was created using SharePoint which provides an extensive range of collaborative and creative tools that will allow employees to share, manage, and access information with the use of any device. This application is anchored on Microsoft 365.

The hub was officially launched last July 12, 2021 and was graced by Director Patricia May Abejo of KMIS.



In line with the operation of the Knowledge Resource Hub, the **#GrammarTuesday** and **#SharpeningTQWednesday** campaigns were also introduced.

These campaigns are in collaboration with the HR and IT units. These campaigns aimed to equipping staff with basic grammar rules and IT tips that are relevant in this time of the new normal.

Branded as "Adunay Tamang Impormasyon", the DTI 11 virtual briefing is an initiative to help intensify the agency's information dissemination to its stakeholders by utilizing the established followers in DTI 11's Facebook site.



# SPRINTS AWARD

## NATIONAL AWARDEES



*Dayanara Arevalo*  
2018 Employee of the year



*Delia Ayano*  
2019 Executive of the year



*Lucky Siegfred Balleque*  
Finalist | 2018 Executive of the Year



*Marilou Laguting*  
Regional Awardee | 2019 Employee of the Year

# Araw ng Parangal at Pasasalamat

Rewards and incentives play an important role in improving employees' morale and performance. This has been recognized through EO No. 292 and DTI DO No. 113 s. 2017 that instructs and allows the office to establish its own internal guidelines on employee suggestion and incentive awards system.

This is designed to encourage creativity, innovativeness, efficiency, integrity and productivity in the public service by recognizing and rewarding officials and employees, individually or in groups, for their contributions in achieving efficiency, economy and other improvement in the agency's operations.



**2020 Star Employee**  
**MARIE LOU G. MAGTRAYO**  
Planning Officer III

## High Five Awardees



**MARIELOU LAGUTING**  
Regional Office



**DIANNE BAY GRADO**  
Regional Office



**MARIE LOU MAGTRAYO**  
Regional Office



**JOFFREYLL PLASABAS**  
Regional Office



**JAYPEE LASCUNA**  
Davao Occidental

## Best Provincial Associate Awardees



**LANI CATALAN**  
Davao City



**ART HERMOSO**  
Davao del Norte



**ROMEO VASQUEZ JR.**  
Davao del Sur



**MARIE LOU MAGTRAYO**  
Regional Office



**ROSEMARIE DEYPALUBOS**  
Davao del Norte

## Best Regional Associate

## Best Supervisor



**DOMINGO CRUZ JR.**  
Davao Oriental



**ROCHELLE NUÑEZ**  
Davao de Oro



**KRISTOFFER CHAN**  
Davao Occidental



**ANGEL MAE MIER**  
Davao del Sur



**DAYANARA AREVALO**  
Regional Office

## Best Admin Officer

## Innovator Awardee



**2021 Star Employee**

**JOFFREYLLE MARIE O. PLASABAS**  
Trade-Industry Development Specialist

### High Five Awardees



**LANI CATALAN**  
Davao City



**DIANNE BAY GRADO**  
Regional Office



**ELYCER REMIGIO**  
Regional Office



**JOFFREYLLE PLASABAS**  
Regional Office



**CHRISTINE GORGONIO**  
Davao Occidental

### Best Provincial Associate Awardees



**NEIL NADUA**  
Davao City



**ART HERMOSO**  
Davao del Norte



**GLADYS JOY LIÑO**  
Davao del Sur



**JOFFREYLLE PLASABAS**  
Regional Office



**ROSELLE DIEZ**  
Davao del Norte

### Best Regional Associate



**FERNALE SOLIS**  
Davao Oriental



**SHIELLA HUMOL**  
Davao de Oro



**MARK SALAZAR**  
Davao Occidental



**CHRISTINE GORGONIO**  
Davao City



**JENNY MENDOZA**  
Regional Office

### Best Supervisor

### Best Admin Officer

### Innovator Awardee

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