

**MARITIME INDUSTRY AUTHORITY
PHYSICAL PERFORMANCE REPORT
As of December 2014**

Organizational Outcomes	Performance Indicators		2014		
			Performance Targets	Actual	% of Accomplishments
MFO 1: Maritime Industry Policy Services	PI – 1 NEW POLICIES				
	Quantity	<ul style="list-style-type: none"> No of new policies, rules and regulations issued and disseminated 	8	17	212.5%
	Quality	<ul style="list-style-type: none"> % of clients who rated the service as satisfactory or better 	70%	80.84%	115.49%
	Timeliness	<ul style="list-style-type: none"> % of new policies, rules and regulations completed within the year from identification of need (SPT for policy formulation) 	90%	100%	111%
	PI – 2: UPDATED POLICIES				
	Quantity	<ul style="list-style-type: none"> No of existing policies, rules and regulations updated, issued and disseminated 	6	2	33.33%
	Quality	<ul style="list-style-type: none"> % of clients who rated the service as satisfactory or better 	70%	81.56%	116.5%
	Timeliness	<ul style="list-style-type: none"> % of policies, rules and regulations updated within a year from identification of need (SPT for Policy Formulation) 	90%	100%	100%
MFO 2: Maritime Industry Regulation Services	PI- 1: REGISTRATION/DOCUMENTATION/LICENSING & FRANCHISING				
	Quantity	<ul style="list-style-type: none"> Number of new ships/vessels applications/renewal for issuance of permits, licenses and certificates 	38,393	45,388	118.22%
	Quality	<ul style="list-style-type: none"> % of permits, licenses and certificates holders with one or more recorded incidents in the last three (3) years 	2%	0.013942%	.69708%
	Timeliness	<ul style="list-style-type: none"> % of license applications processed within fifteen days from receipt of applications 	90%	100%	131.55%

**MARITIME INDUSTRY AUTHORITY
PHYSICAL PERFORMANCE REPORT
As of 31 December 2014**

Organizational Outcomes	Performance Indicators		2014		
			Performance Targets	Actual	% of Accomplishments
MFO 2: Maritime Industry Regulation Services	SEAFARERS				
	Quantity	<ul style="list-style-type: none"> Number of seafarers new applications/renewal for issuance of permits, licenses and certificates 	502,779	978,533	194.62%
	Quality	<ul style="list-style-type: none"> % of seafarers certificated/documented with one or more recorded violations in the last three (3) years 	2%	.01190%	0.0595%
	Timeliness	<ul style="list-style-type: none"> % of license applications processed within fifteen days from receipt of applications 	90%	100%	111%
	PI – 2: MONITORING				
	Quantity	<ul style="list-style-type: none"> No of cases/complaints filed and processed 	170	303	178.23%
	Quality	<ul style="list-style-type: none"> % of permits, licenses or certificate holders with two (2) or more recorded incidents violations over the last three (3) years 	5%	.002586008%	0.1293%
	Timeliness	<ul style="list-style-type: none"> % of filed cases/complaints resolved within one month 	70%	70%	100%
	PI- 3: ENFORCEMENT				
	Quantity	<ul style="list-style-type: none"> Number of violations and complaints acted upon and reports issued 	17	30	176.47%
	Quality	<ul style="list-style-type: none"> % of certificate/permit/ licenses holders with two (2) or more adverse findings during the monitoring 	2%	.36946%	.031686% (
	Timeliness	<ul style="list-style-type: none"> % of detected non-compliance issued with notice for rectification within seven days upon detection 	90%	100%	111%