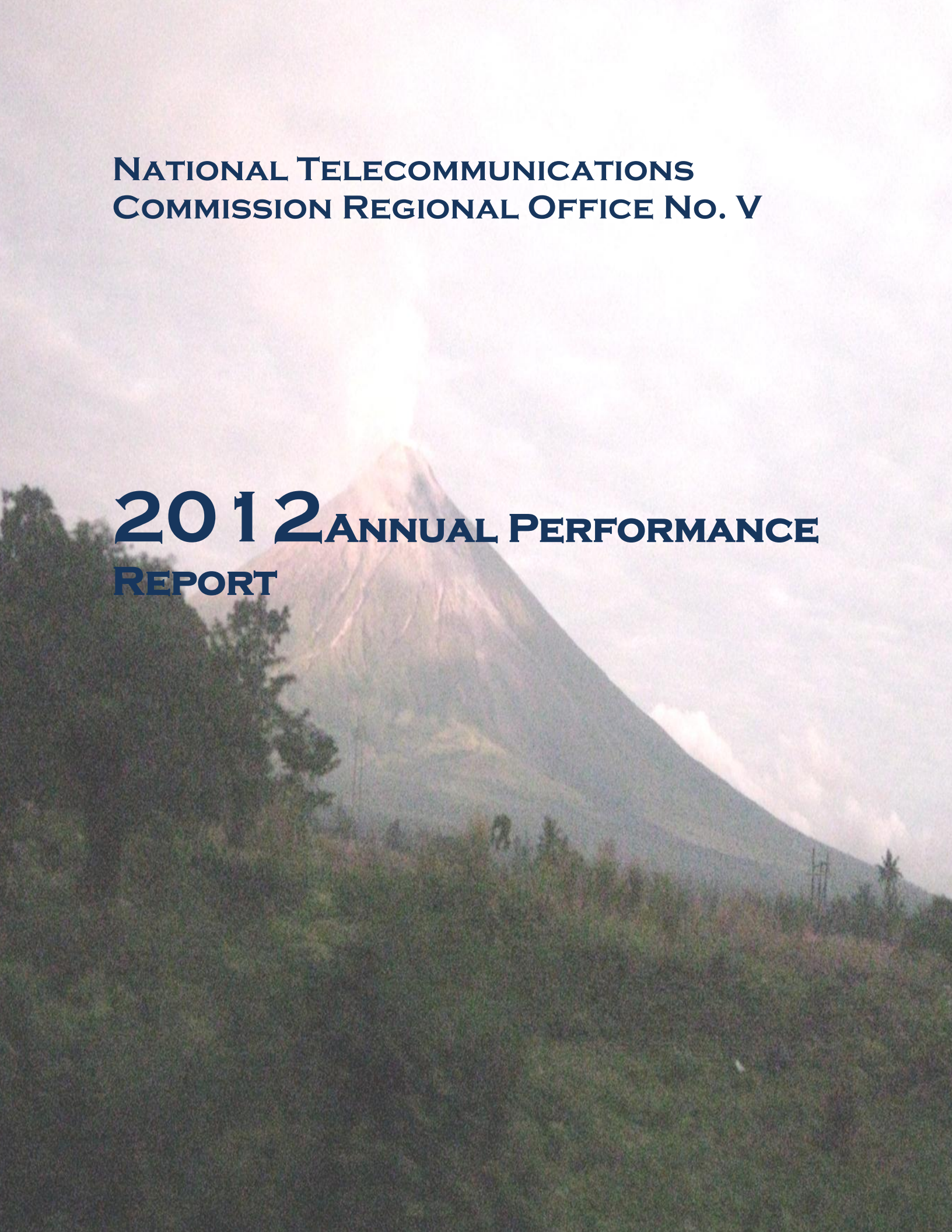


**NATIONAL TELECOMMUNICATIONS  
COMMISSION REGIONAL OFFICE No. V**

**2012 ANNUAL PERFORMANCE  
REPORT**



## EXECUTIVE SUMMARY 2012

For some, figures never lie but for the National Telecommunications Commission Regional Office No. V (NTC Bicol), it is hard work that never lie because it figures **Seventy Eight Million and Eight Hundred Twenty Nine Thousand One Hundred Thirteen Pesos and Twenty One Centavos (P78, 829,113.21)** which shows an increase of **41.40%** and higher by **23.1 Million** compared with the last year's income.

In particular, the following were the remarkable output of NTC Bicol in the delivery of its frontline services, to wit: the number of licenses, permits and certificates issued totalled to 11,896 which is **79.13%** increase than the previous year which was only 6641; inspections and investigations conducted numbered 1,653 as opposed to 2011's 985 making an increase of **67.82%**; frequency channels monitored is 4,495 which is 118.95% increase as compared to last year's 2053; frequency assignment made is 127 which is **23.30%** increase as compared to last year's 103; and the cases decided and disposed totalled to 584 which is **106.36%** increase compared to 285 last year.

Aside from these good frontline services statistics, the regular activities aimed at bringing public service closer to far-flung areas in the Bicol peninsula, yield positive contribution to the satisfactory performance of the NTC Bicol. In 2012, we have **Eleven (11) One-Day Mobile Licensing** activities conducted in different provinces of Bicol, which produced an additional income of **Php 1,099,458.81**.

Also, NTC Bicol participated in the **First Radio Show Trade and Conference** last September 7-8, 2012 at SMX Convention Center, Mall of Asia. Because of this activity, a total of **25 Base and 64 Portable radio** has been registered and generated a total of Php 36,962.00. As part of its enforcement function, NTC Bicol also conducted **Oplan Cellphone** which resulted in the confiscation of **Forty (40) unauthorized/not type-approved Mobile Phone** Units.

NTC Bicol also held **thirty two (32) Restricted Land Mobile Radio Seminar** in different locations in the Bicol Region **and two (2) regular radio operators examination** last March 31, 2012 in Legazpi City and November 24, 2012 in Daet, Camarines Norte, respectively.

With these activities on its hand, NTC Bicol also recognizes its responsibility to the public especially the cellular phone users who are sometimes prone to fraud by scrupulous individuals. Thus, a continuous information dissemination campaign on what to do and determine text scams, what to do on unwanted broadcast messages and vanishing loads including steps in requesting for blocking mobile phones and sim in case of lost is being conducted through regular television/radio interviews. Due to these campaigns, there are One Hundred Twenty Five (125) reports of stolen or lost cellular phones and requests for blocking. The NTC Bicol OSPAC has also indorsed Five (5) complaints against telecommunication companies to OSPAC Central.

Furthermore, the NTC Bicol Legal Division has indorsed Fifteen (15) requests for tape preservations of malicious/malign radio broadcast in the Office of the Commissioner. The Legal Division has also indorsed Three (3) complaints against broadcasters/announcers to the Kapisanan ng mga Brodkaster sa Pilipinas for appropriate action.

Separate from its multifarious activities, NTC Bicol also supported **OPLAN LIGTAS BYAHE for UNDAS 2012** by conducting “Libreng Tawag and OSPAC Services” in three main Ports of Sorsogon namely Pilar, Matnog and Bulan last October 31 to November 1,2012. NTC Bicol also supported and participated in the following activities: **National Greening Program (NGP)** of Pres. Benigno C. Aquino through Tree Planting activity sponsored by various government agency, “Civil Service

Commission 112<sup>th</sup> Anniversary” last September 19-21, 2012 in its program ***Government Express Goes to the Mall***, and support and assistance to RDRRMC and PDRRMC in times of disaster and other calamities by activating the “Task Force Bayanihan” in coordination with various Civic Action Groups and Amateur Radio Groups.

Although its plate is full, NTC Bicol recognizes the importance of enhancing the potential of its employees through trainings and seminars both local and abroad. Two (2) engineers have attended a foreign training conducted by the United States Telecommunications Training Institute and Korean International Cooperation Agency. Other employees have also attended local seminars to enhance our administrative and technical skills. The mandatory gender and development seminar entitled ***“Dynamics of ME in the workplace”*** was also conducted last June 9-10, 2012 in Baguio City to all NTC V personnel.

The past year 2012 was characterized by a more reinforced commitment to public service by NTC Bicol because of its collection for the year 2011 which was **Php 55.7 Million**. But nothing is impossible for those who believe otherwise. Proof, the figures **Php 78.8 Million** reaped by year 2012 is a telling fact that hard work does pay, and it paid well. Nevertheless as NTC Bicol always say, we have only just begun.

**KEY PERFORMANCE INDICATORS**

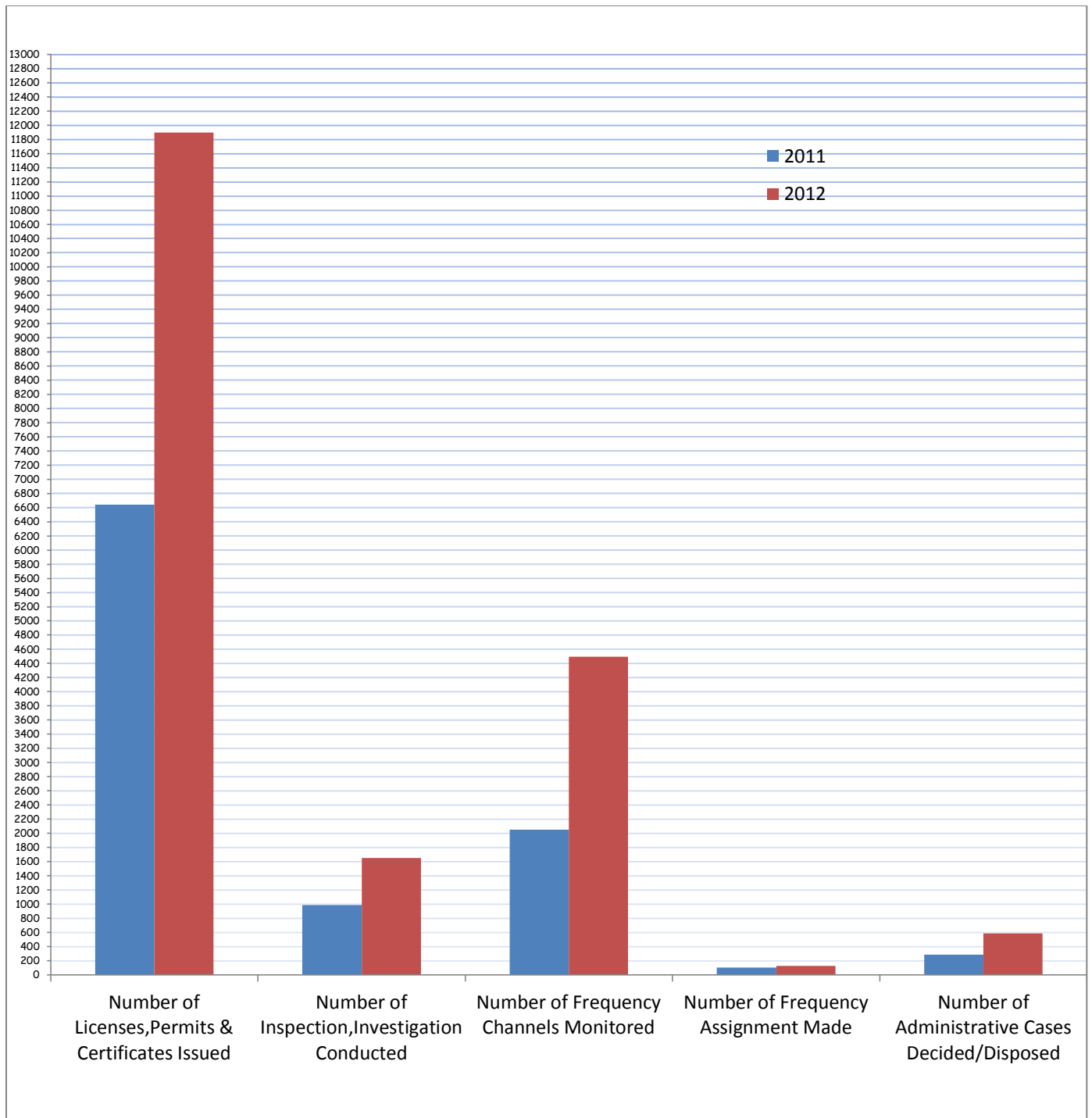
ACTIVITIES	2011	2012	PERCENTAGE
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Number of Licenses, Permits & Certificates Issued	6,641	11,896	<b>79.13</b>
Number of Inspection, Investigation Conducted	985	1,653	<b>67.82</b>
Number of Frequency Channels Monitored	2,053	4,495	<b>118.95</b>
Number of Frequency Assignment Made	103	127	<b>23.30</b>
Number of Administrative Cases Decided/Disposed	283	584	<b>106.36</b>

**INSPECTION REPORT OF BROADCAST/CATV STATIONS INDORSED TO CENTRAL OFFICE- BSD/LEGAL (JAN-DEC 2012)**

	<b>WITH VIOLATION</b>	<b>WITHOUT VIOLATION</b>
<b>AM</b>	1	2
<b>FM</b>	11	25
<b>TV</b>	-	2
<b>CABLE TV</b>	17	11

**PERFORMANCE CHART (2011 VS 2012)**



<b>PARTICULARS</b>	<b>2011</b>	<b>2012</b>	<b>PERCENTAGE</b>
<b>FRANCHISING/LICENSING FEES</b>			
A. Radio Lic. and Mod. Fee	4,422,967.75	5,839,220.75	32.02
B. Radio Operators Licenses	230,485.00	211,497.00	-8.24
C. Registration Fee	514,900.00	554,760.00	7.74
<b>FINES AND PENALTIES</b>			
<b>Permit and Licenses</b>			
A. Administrative	414,800.00	629,437.50	51.74
B. Licenses	324,940.25	489,816.56	50.74
<b>SERVICE INCOME</b>			
A. Permit Fees/Const. Fees	968,369.00	1,301,433.25	34.39
B. Clearance/Certification Fees	290.00	120.00	-58.62
C. Exam	3,750.00	5,950.00	58.67
D. Inspection Fees	3,719,350.00	4,940,636.00	32.84
<b>OTHER SERVICE INCOME</b>			
A. Application Fee	8,150.00	7,910.00	-2.94
B. Filing Fee	259,142.00	493,960.00	90.61
C. Supervision and Reg. Fee	1,759,283.97	1,260,849.40	-28.33
D. Spectrum User's Fee	43,116,537.25	63,055,497.25	46.24
E. Miscellaneous Income	7,590.50	38,025.50	400.96
<b>SERVICE INCOME</b>			
<b>GRAND TOTAL</b>	<b>Php55,750,555.72</b>	<b>Php78,829,113.21</b>	<b>41.40%</b>

\* Seventy Eight Million and Eight Hundred Twenty Nine Thousand One Hundred Thirteen Pesos (P78, 829,113.21) which shows an increase of 41.40% or higher by 23.1 Million compared with the last year's income.

## OTHER ACTIVITIES IN THE REGION

1. Continuous Information dissemination campaign on what to do or how to handle Text Scams, unwanted Broadcast Messages and vanishing loads and other frontline services of NTC were conducted thru TV/Radio broadcast interviews and seminars.
2. Participated in the “First Radio Show Trade and Conference” spearheaded by NTC in coordination with other private/government institution. This was held last September 7-8, 2012 at SMX Convention Center, Mall of Asia. A Total of 25 Base and 64 Portable radio has been registered which generated a total of Php 36,962.00.
3. In Support of ***OPLAN LIGTAS BYAHe for UNDAS 2012***, The regional office conducted “Libreng Tawag and OSPAC Services” to travelers in three main Ports of Sorsogon namely Pilar, Matnog and Bulan last October 31 to November 1, 2012. These ports are the main routes connecting Luzon to Visayas and Mindanao.
4. To encourage and produce more licensed radio operator, NTC-RV conducted 32 RLM Seminar and two regular Radio Operator Examination last March 31 and November 24, 2012 in Legazpi City and Daet, Camarines Norte respectively.
5. Supported and Participated in the activities of ***National Greening Program (NGP)*** of Pres. Benigno C. Aquino through Tree Planting activity sponsored by various government agency in the Bicol Region.
6. Regional Office brought the NTC services closer to the public and has conducted “11 Mobile Licensing” activities in the entire Bicol Region (Provinces of Sorsogon, Masbate, Catanduanes, Camarines Norte and Camarines Sur) with the collection of **Php 1,099,458.81**.
7. Joined the “Civil Service Commission 112<sup>th</sup> Anniversary” last September 19-21, 2012. NTC participated in ***Government Express Goes to the Mall*** by providing NTC frontline services.



8. Two (2) NTC RV engineers have attended a foreign training conducted by United States Telecommunications Training Institute and Korean International Cooperation Agency.
9. Active member of the Bicol Communicators Network, an organization of Information Officer of various government agency that tackles government plans, projects and services.
10. Provided support and assistance to RDRRMC and PDRRMC in times of disaster and other calamities by activating the “Task Force Bayanihan” and Coordinating with the Civic Action Groups and Amateur Radio Groups.
11. Gender and Development seminar entitled “Dynamics of ME in the workplace” was conducted last June 9-10, 2012 in Baguio City.
12. Continuous implementation of “While you Wait” and “No Noon Break” policy to expedite the delivery of services to the public.
13. To enhance capacity, competence and professionalism, NTC personnel were also given the chance to attend trainings and seminars both technical and administrative. Two Personnel attended training related to BAC, Legal officer.
14. Completed Infrastructure project on the Rehabilitation, Repair and Extension of existing NTC Region V Building and Fencing of Rear Boundary Line.
15. The Regional Director has been very active in linkages with different government agency and was even elected as auditor of the Regional Executives and Directors Association (REDIRAS) in Bicol and is a Director of the Bicol Regional Government Center Association. He is very active in all the activities of the Career Executive Service Board (CESB).

## **OTHER ISSUES AND CONCERNS**

1. Regular training on New Trends/Technologies for the Region’s technical personnel and the appropriate trainings/seminars for a standard nationwide implementation of various new Memorandum Circulars and Office Orders issued by the Commission.

2. Formulation of a primer and/or a standard operating procedure in the conduct of inspection of various radio station/services.
3. Establishments of additional District Offices in Masbate City, Masbate and Virac, Catanduanes (personnel from TELOF).