

**NATIONAL
TELECOMMUNICATIONS
COMMISSION REGION VII
ANNUAL REPORT - 2019**

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2019 Annual Report of Region VII

I. EXECUTIVE SUMMARY

The National Telecommunications Commission Region VII is committed to achieve its target for the year 2019. The agency has been proactive and constantly creates a responsive regulatory agency that ensures the welfare and rights of our stakeholders. As a government regulatory agency, NTC 7 worked together in 2019 in implementing its regulations, in issuing permits and licenses to its clients. The Consumers' Welfare and Protection unit of the agency also improved its services by having faster resolution of complaints received and facilitates immediately the needs of the clients through timely resolution and prompt actions.

The regional office had been a consistent partner with other local government agencies and private sectors in various activities within the region, especially in major events like the Sinulog Mardi Gras and the Fluvial Procession. We have also worked and collaborated in various activities with other organizations and agencies like the Office of Civil Defense (OCD), National Economic Authority (NEDA), Philippine Statistics Authority (PSA), Philippine Coast Guard (PCG), Department of Information and Communications Technology (DICT), Philippine National Police (PNP), The Federation of Volunteers through Radio Communications (FVRC) and others. As support to DICT's Activities, NTC Regional Director was one on the resource speaker during the DICT Information Caravan, with the theme: Bridging Disaster Response, Advancing ICT Capabilities where he imparted to the audience the importance on these information and communications technologies in saving life during disasters. NTC 7 also participated during the 4th Quarter Full Council Meeting of the RDRRMC (Regional Disaster Risk Reduction Management Council).

To improve and strengthen the efficiency and the performance of its employees, personnel were sent to trainings and seminars relative to their field of work; allowed to participate in activities that will enhance their skills and improve their self-esteem. Gender and Development (GAD) activities and seminars were also conducted to increase awareness and to strengthen their understanding on current gender issues and concerns. Women employees were empowered and were sent to trainings as well. The region has also participated in the 18-day campaign on Anti Violence Against Women and Their Children Act of 2004.

In accomplishing the set targets, the agency conducted strategic planning sessions to come up with a good roadmap to meet the goals and objectives for the year 2019. Assessments were conducted monthly to keep track of the agency's accomplishments, and to provide solutions to deficiencies and shortcomings in the performance of duties and responsibilities and to motivate each other in order to achieve the targets.

II. PERFORMANCE HIGHLIGHTS

1.) NTC took part during the grandest celebration in Cebu which is the fiesta celebration of Sr. Sto. Niño de Cebu held every January of the year. The major activities in the fiesta celebration aside from the daily novena masses were the Fluvial Procession, Foot Procession and the Sinulog Grand Parade. Our regional office in coordination with Cebu City government and the Philippine National Police and other organizations helped in the success of these activities. We partnered with the Federation of Volunteers through Radio Communications (FVRC) in ensuring the smooth flow of the activity and in securing the safety of the spectators, participants, and devotees thru radio communications.

2.) Attendance of NTC VII personnel to conferences and trainings conducted by their respective professional associations and groups. Engineers of this regional office were sent to Iloilo City last May 2019 to participate in the IECEP 69th National Midyear Convention 2019 of the Institute of Electronics Engineers of the Philippines, Inc. with the Theme: " IECEP @ 69: Bigger. Bolder.Stronger". Other personnel were also sent trainings relative to their field of work and professions. Seminar on Public Service Continuity Plan Orientation Seminar was also conducted by the offices which were attended by all personnel of this regional office.

3.) In compliance with RA 9710 otherwise known as Magna Carta for Women where Gender and Development were given focus, the office to support its mandate conducted variety of activities to enhance awareness and to support GAD advocacy. The agency participated in the annual celebration of Women's Month in March. Establish a GAD Corner and always included the Gender and Development agenda and information drive during the RLMOP/SROP and other seminars facilitated by the region. The conduct of GAD Orientation and awareness for NTC 7 employees were also conducted annually to increase awareness and to support women empowerment. The active participation of the employees of the regional office in the once a month wearing of the Purple Shirt to show the agency's support to End VAW (Violence Against Women) Campaign. The agency's attribution to GAD had reached ₱1,374,575.05 which is more than the 5% required on its budget.

OPERATIONAL ACCOMPLISHMENTS

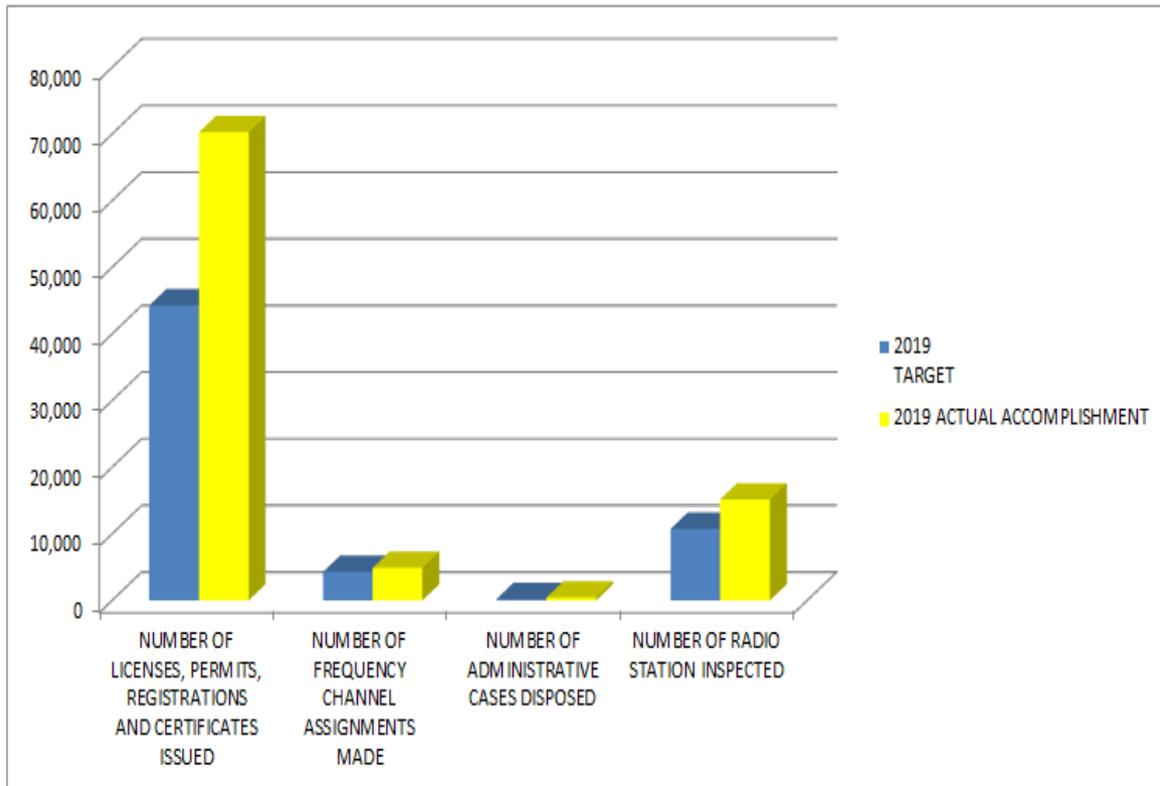
A. PERFORMANCE (TARGET VS. ACCOMPLISHMENT)

The year 2019 had been a good year for NTC VII in terms of achieving the Physical Targets. The agency was able to surpass the set targets, for the number of licenses, permits, registrations and certificates issued; NTC VII had accomplished a total of 70,257 which is 59% higher than set target of 44,289 for 2019. For the number of frequency channels assignments made, there were 4,896 frequencies assigned which is 14% over target. In strengthening the inspection of radio station licenses, NTC VII had inspected 15,177 units which were 41% higher than the set target of 10,741 units which translate to the number of administrative cases disposed which reached 185 cases which were 70% higher than the year's target.

Table Showing 2019 Target, Actual Accomplishment and the Percentage Increase Over Target

ITEM	2019 TARGET	2019 ACTUAL ACCOMPLISHMENT	% INCREASE OVER TARGET
NUMBER OF LICENSES, PERMITS, REGISTRATIONS AND CERTIFICATES ISSUED	44,289	70,257	59%
NUMBER OF FREQUENCY CHANNEL ASSIGNMENTS MADE	4,288	4,896	14%
NUMBER OF ADMINISTRATIVE CASES DISPOSED	264	449	70%
NUMBER OF RADIO STATION INSPECTED	10,741	15,177	41%

Graph Showing the Target vs. Actual Accomplishment for 2019

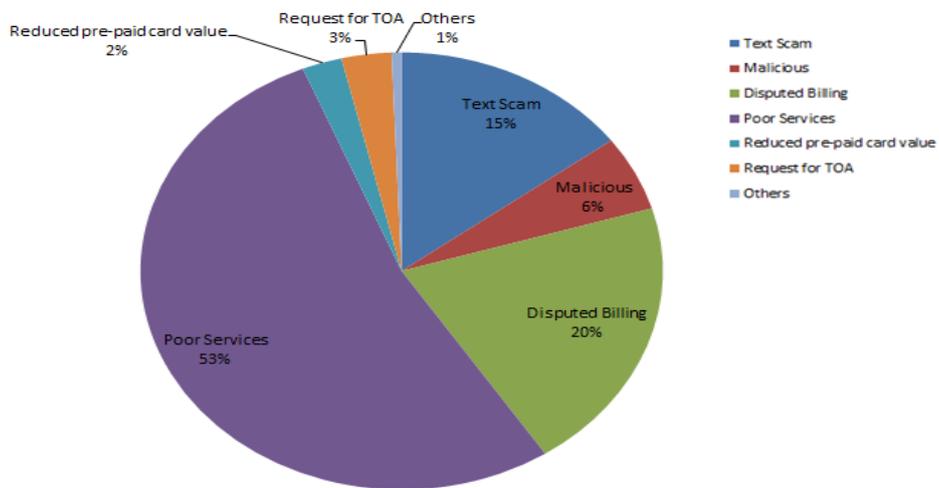


NTC VII had surpassed the set physical targets as well as the financial target for 2019. As part of the NTC's function, in 2019 NTC VII had monitored 14,472 radio communications frequency channels.

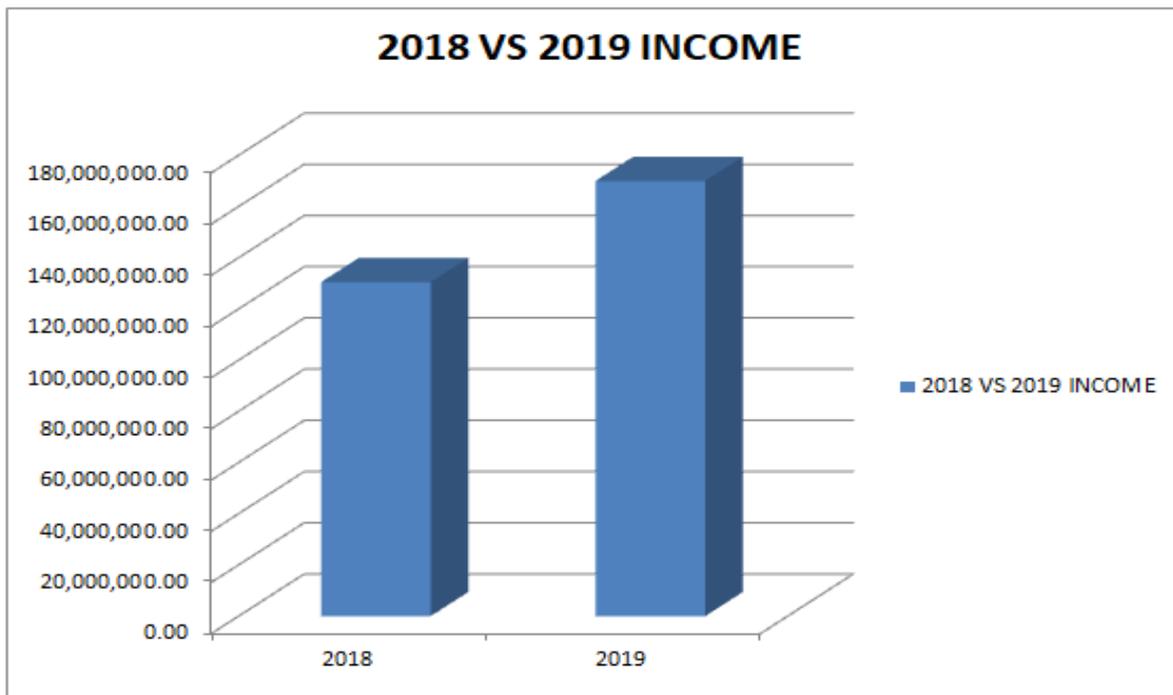
In providing service to our clients, the following activities were conducted such as Mobile Licensing, RLMOP and SROP Seminars, and Seminars to Students having their educational tour in the office. The office were able to conduct 98 times RLMOP/SROP/Student Seminars all throughout the year including that of the two field offices in Tagbilaran City, Bohol and in Dumaguete City, Negros Oriental. The total number of participants had reached to 3,218.

The consumer welfare and protection services of NTC VII received various complaints and lost cellphone blocking request. A total of 1,971 lost cellular phones blocking requests were catered in 2019 and 162 various complaints were also addressed which includes poor service complaints on telecommunications provider, text spam and scam, complaints on malicious text and request on TOA (Tape on Air) and other various complaints which were all acted upon within the prescribed time.

Pie Chart of the Complaints Received



The region was able to collect ₱169,986,206.00 pesos for 2019 which is 69% higher than set target for the year which is only P100,691,981.25. Comparing to 2018's income of ₱130,462,496.80, the income generated for 2019 is 30% higher compared to last year.



NTC 7's commitment in reaching the targets set for 2019 only showed that the agency is really serious in achieving the physical targets as well as the financial targets for 2019. This symbolizes that when we all work together as a team, we can always achieve great things.

- 7** Title : **CONSULTATIVE WORKSHOP IN COMPLIANCE WITH R.A. 11032**
Date/Venue : March 18 – 19, 2019 /Torre Venezia Suites, Timog Avenue, Quezon City
Attendee /s : 1. Bobby N. Bautista
2. Rindley C. Reginio
- 8** Title : **INFOGRAPHICS**
Date/Venue : April 1 – 2, 2019 /Mezzo Hotel Cebu, Cebu City
Attendee /s : 1. Rindley C. Reginio
2. Catrina Abella
- 9** Title : **1ST QUARTER 2019 REGULAR RDRRMC FULL COUNCIL MEETING**
Date/Venue : April 8, 2019 / Bayfront Hotel, Cebu City
Attendee /s : 1. Jennylyn E. Juntar
- 10** Title : **2018 Report on the Performance of Central Visayas Economy: News Conference**
Date/Venue : April 25, 2019 /Mezzo Hotel, Cebu City
Attendee /s : 1. Jennylyn Juntar
- 11** Title : **WEB DEVELOPMENT COURSE (WDC 2019-02)**
Date/Venue : May 6 – 10, 2019 / NTC, Central Office, Quezon City
Attendee /s : 1. Rindley C. Reginio
2. Catrina Abella
- 12** Title : **GENDER ANALYSIS AND FORMULATION OF THE GAD STRATEGIC FRAMEWORK**
Date/Venue : May 14-16, 2019 / NTC, Pacdal, Baguio City
Attendee /s : 1. Jennylyn E. Juntar
- 13** Title : **IECEP 69th NATIONAL MIDYEAR CONVENTION 2019 THEME: IECEP @ 69th: BIGGER.BOLDER.STRONGER**
Date/Venue : May 22-24, 2019 /Grand Xing Imperial Hotel, Iloilo City
Attendee /s : 1. Jesus M. Laureno
2. Bobby N. Bautista
3. Bill L. Peralta
4. Dennis C. Rocamora
5. Felipe A. Gumalo Jr.
6. Ruel B. Ignacio

- 14** Title : **2ND QUARTER MEETING OF THE RDC INFRASTRUCTURE DEVELOPMENT COMMITTEE**
Date/Venue : June 3, 2019 / NEDA 7, Sudlon Lahug, Cebu City
Attendee /s : 1. Jennylyn Juntar
- 15** Title : **PHASE TWO: FORMULATION OF GAD STRATEGIC FRAMEWORK FOR THE NTC GAD AGENDA 2020-2025 AND GAD AGENDA SETTING**
Date/Venue : July 16-18, 2019 /VERJANDEL HOTEL, QUEZON CITY
Attendee /s : 1. Jennylyn E. Juntar
- 16** Title : **IECEP SEMINAR - FIRE DETECTION SYSTEM UPGRADE**
Date/Venue : July 20, 2019 /Castle Peak Hotel Cebu City
Attendee /s : 1. Jennylyn E. Juntar
- 17** Title : **PUBLIC HEARING REGARDING ADDITIONAL CELLSITES IN UNSERVE AREAS IN DANA O CITY, CEBU**
Date/Venue : July 25, 2019 / Danao City Hall, Danao City, Cebu
Attendee /s : 1. Rindley C. Reginio
2. Jennylyn Juntar
- 19** Title : **CENTRAL VISAYAS REGIONAL CONSULTATION MEETING FOR THE PDP 2017-2022 MIDTERM UPDATE**
Date/Venue : July 29, 2019 /Montebello Villa Hotel, Cebu City
Attendee /s : 1. Jennylyn E. Juntar
- 20** Title : **IECEP SEMINAR - THE ANALOG TO DIGITAL TV TRANSITION AND WIRELESS LAN IN TV WHITE SPACE/ - RURAL IMPACT SOURCING AND THE ELECTRONICS ENGINEERS**
Date/Venue : August 17, 2019 /Cebu Business Hotel, Cebu City
Attendee /s : 1. Jennylyn E. Juntar

21 Title : **GENDER DIFFERENCES IN THE WORKPLACE SEMINAR /PUBLIC SERVICE CONTINUITY PLAN ORIENTATION SEMINAR**

Date/Venue : August 24 – 30, 2019 / Pacific Cebu Resort, Suba-Basbas, Lapu-lapu City, Cebu

Attendee/s : 1. Catrina Abella 13. Sergio Labus, Jr.
 2. Bobby Bautista 14. Mary Antonette Lacustales
 3. Caroline Bautista 15. Jesus Laureno
 4. Pedrita Bobilles 16. Alan Felix Macaraya, Jr.
 5. Rico Bolongaita 17. Evelyn Miguel
 6. Ma. Myrna Cagasan 18. Bill Peralta
 7. Francisco Caton 19. Rindley Reginio
 8. Corazon Edaño 20. Dennis Rocamora
 9. Danilo Eniong 21. Mitchel Mari Seno
 10. Romeo Formentera, Jr. 22. Janet Toroy
 11. Ruell Ignacio 23. Ma. Christine Yeban
 12. Jennylyn Juntar

22 Title : **WORKING TOWARDS PERSONAL EFFECTIVENESS**

Date/Venue : August 27 – 30, 2019 / Pinnacle Hotel, Davao City

Attendee/s : 1. Caroline P. Bautista

23 Title : **8TH CSC RO VII R.A.C.E. TO SERVE FUN RUN**

Date/Venue : September 1, 2019 / UP Grounds, Lahug, Cebu City

Attendee/s : 1. Ruel Ignacio 4. Ma. Christine Yeban
 2. Jennylyn Juntar 5. Dennis Rocamora
 3. Rindley Reginio 6. Francisco Caton

24 Title : **3RD QUARTER MEETING OF THE RDC INFRASTRUCTURE DEVELOPMENT COMMITTEE**

Date/Venue : September 3, 2019 / NEDA 7, Sudlon Lahug, Cebu City

Attendee /s : 1. Jennylyn Juntar

25 Title : **SEMINAR ON GOVERNMENT ENERGY MANAGEMENT PROGRAM**

Date/Venue : September 12, 2019 / Cebu Parklane International Hotel, Cebu City

Attendee/s : 1. Rindley C. Reginio

26 Title : **WEB DEVELOPMENT USING WORDPRESS AND GOVERNMENT WEB TEMPLATE TRAINING**
Date/Venue : September 17 – 19, 2019 / DICT, Cebu City
Attendee/s : 1. Rindley C. Reginio

27 Title : **3RD QUARTER REGIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY COMMITTEE (RICTC) MEETING**
Date/Venue : September 19, 2019 / DICT Office, Cebu City
Attendee /s : 1. Jennylyn E. Juntar

28 Title : **30TH NATIONAL STATISTICS MONTH OPENING CEREMONY**
Date/Venue : October 7, 2019 / Central Command, Camp Lapu-lapu, Lahug, Cebu City
Attendee /s : 1. Jennylyn E. Juntar

29 Title : **Dissemination Forum on the 2018 Regional Social and Economic Trends (RSET) and 2018 Women and Men (WAM)**
Date/Venue : October 11, 2019 /DepEd Ecotech Center, Sudlon, Lahug, Cebu City
Attendee /s : 1. Jennylyn E. Juntar

30 Title : **URS V2.0, ENCODING OF THE ONLINE SUBMISSION OF THE 3rd QUARTER**
Date/Venue : October 14 – 19, 2019 /Armada Hotel, Manila
Attendee/s : 1. Caroline P. Bautista
2. Janet I. Toroy

31 Title : **HARNONIZATION OF COMPUTATION OF ADMINISTRATIVE FEES AND CHARGES**
Date/Venue : November 20 – 22, 2019 /Verjandel Hotel, Quezon City
Attendee/s : 1. Rindley C. Reginio
2. Romeo G. Formentera, Jr.

32 Title : **EMPLOYEES ORIENTATION SEMINAR AND UPDATES ON CSC RULES**
Date/Venue : November 25 – 26, 2019 /NTC Bldg., BIR road Triangle, Diliman, Quezon City
Attendee/s : 1. Janet I. Toroy

- 33** Title : **REGIONAL PUBLIC CONSULTATION ON THE IRR OF R.A. 11293**
Date/Venue : November 28, 2019 /Department of Science and Technology (DOST) - 7
Attendee/s : 1. Rindley C. Reginio
- 34** Title : **ANTI VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT OF 2004**
Date/Venue : December 13, 2019 / Cebu City
Attendee/s : 1. Bill L. Peralta
2. Alan Felix Macaraya Jr.
- 35** Title : **DICT INFORMATION CARAVAN – BRIDGING DISASTER RESPONSE, ADVANCING ICT CAPABILITIES**
Date/Venue : December 16, 2019 / Cebu Posts Authority, Cebu City
Attendee/s : 1. Jesus M. Laureno 3. Bill L. Peralta
2. Bobby N. Bautista
- 36** Title : **RDRRMC 4TH FULL COUNCIL MEETING**
Date/Venue : December 18, 2019 / One Central Hotel, Cebu City
Attendee/s : 1. Jesus M. Laureno
2. Jennylyn E. Juntar
- 37** Title : **ANNUAL MANAGEMENT CONFERENCE AND YEAR END EVALUATION/ STAKEHOLDERS MEETING**
Date/Venue : December 21, 2019 / National Telecommunication Commission, Mandaue City, Cebu
Attendee/s : 1. Catrina Abella 14. Sergio Labus, Jr.
2. Bobby Bautista 15. Mary Antonette Lacustales
3. Caroline Bautista 16. Jesus Laureno
4. Pedrita Bobilles 17. Alan Felix Macaraya, Jr.
5. Rico Bolongaita 18. Evelyn Miguel
6. Ma. Myrna Cagasan 19. Bill Peralta
7. Francisco Caton 20. Rindley Reginio
8. Corazon Edaño 21. Dennis Rocamora
9. Danilo Eniong 22. Mitchel Mari Seno
10. Romeo Formentera, Jr. 23. Janet Toroy
11. Ruel Ignacio 24. Ma. Christine Yeban
12. Jennylyn Juntar 25. Charewin Baraba
13. Felipe Gumalo Jr. 26. Darren Melon

IV. STATISTICAL ANALYSIS OF ACCOMPLISHMENT (FY 2018 VS. 2019)

To determine how NTC 7 performed in 2019 compared to 2018, the accomplishments of said years were matched. The result of the comparison showed that 2019 had improved in achieving the set target and accomplishment compared to 2018. On the number of licenses, permits, registrations and certificates issued, from 65,460 issued in 2018 to 70,257 issued in 2019 which is 7% higher than last year. For the number of frequency channel assignments made, there was a 12% increase in 2019 at 4,896 compared to 4,360 in 2018. The number of inspection and investigation conducted in 2018 was only 14,575 compared to 15,177 inspections in 2019 which is 4% higher compared to the previous year. The number of administrative cases disposed also increased in 2019 which total to 449 compared to 406 cases in 2018 which is 11% higher compared to last year's output. The number of frequency channels monitored had a slight decreased in terms of percentage at 3% from 14,960 frequency channels in 2018 to 14,472 channels monitored in 2019. In relation to its Consumer Welfare and Protection Service, OSPAC concerns / complaints received regarding cellphone blocking, text spam and scam, malicious text, TOA (Tape on Air) and other various complaints which totaled to 162 various complaints received in 2019 and bulk of the request by OSPAC received for 2019 was on lost or stolen phones (Phone Blocking) request which reached to 1,971 request while there were only 1,986 total OSPAC assistance request in 2018.

ACCOMPLISHMENT (FY 2018 VS. FY 2019)

ITEM	2018 ACTUAL ACCOMPLISHMENT	2019 ACTUAL ACCOMPLISHMENT	% INCREASE COMPARED TO LAST YEAR
NUMBER OF LICENSES, PERMITS, REGISTRATIONS AND CERTIFICATES ISSUED	65,460	70,257	7%
NUMBER OF FREQUENCY CHANNEL ASSIGNMENTS MADE	4,360	4,896	12%
NUMBER OF ADMINISTRATIVE CASES DISPOSED	406	449	11%
NUMBER OF RADIO STATION INSPECTED	14,574	15,177	4%

Graph Comparison of Accomplishment 2018 vs. 2019

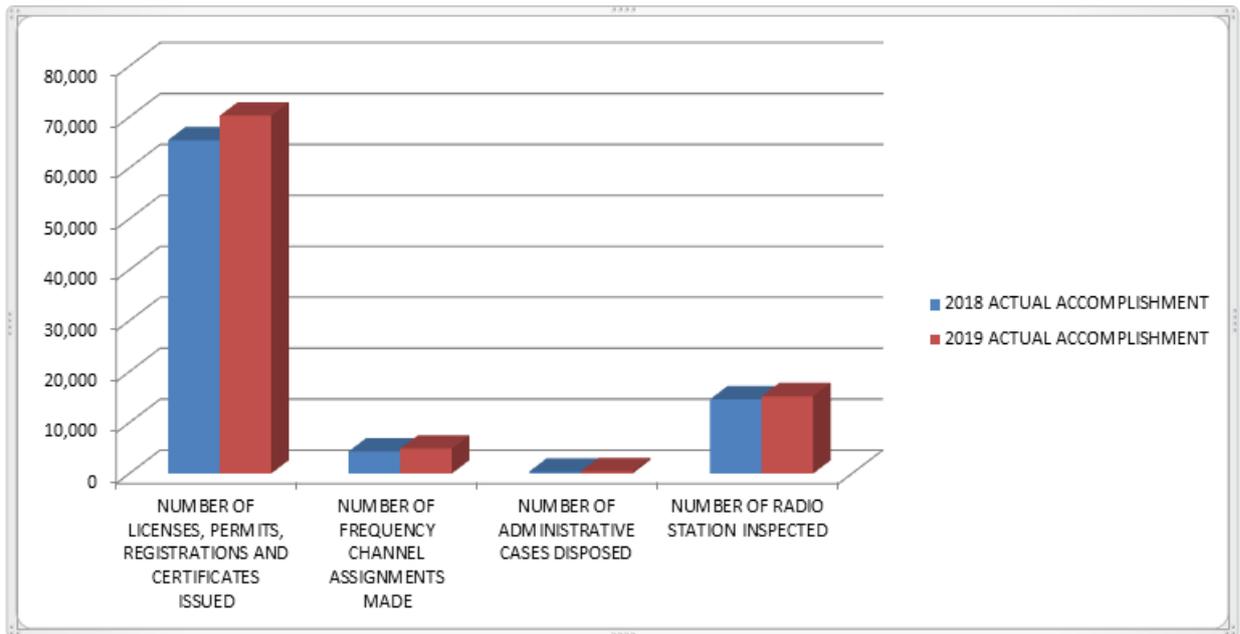
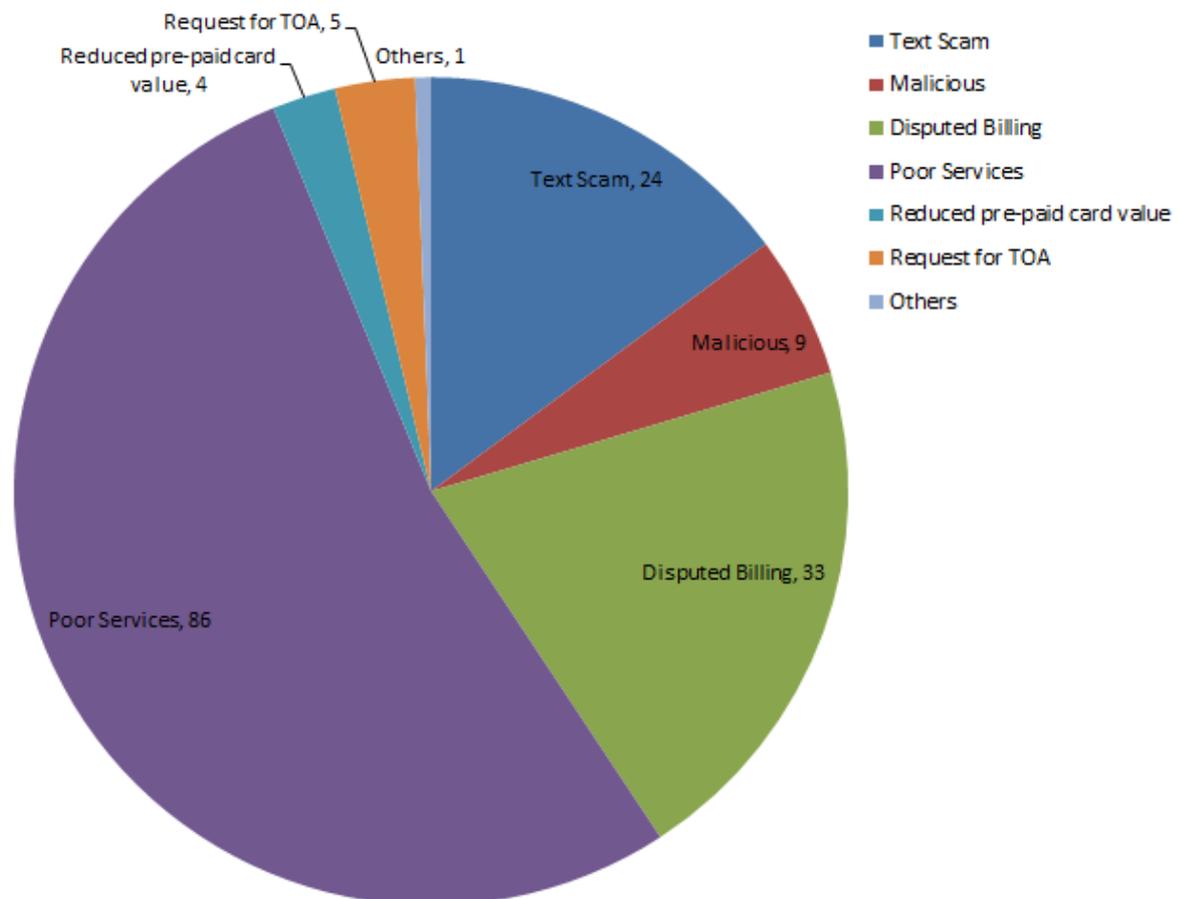
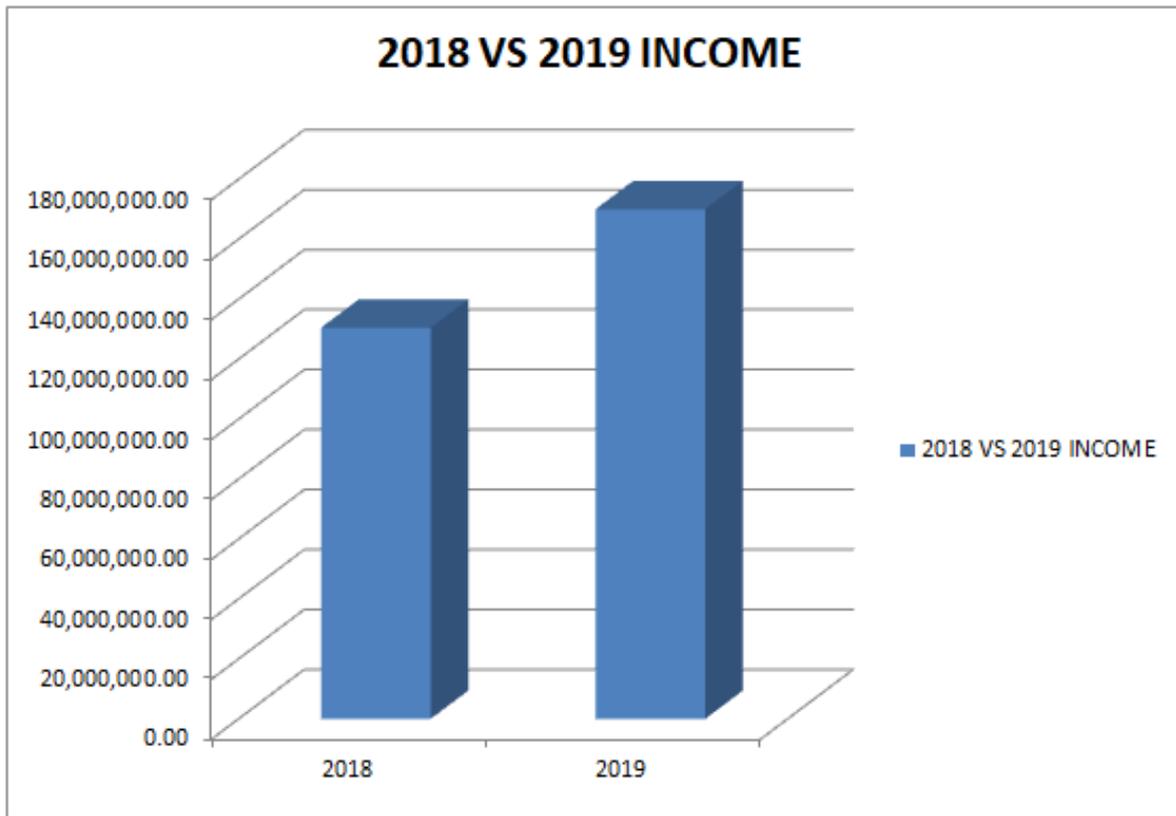


Chart on the Various Complaints Received





V. PHOTOS DURING THE VARIOUS ACTIVITES

Photos During the Sinulog Grand Parade – January 20, 2019



FAB LAB SEMINAR – BOHOL STATE UNIVERSITY – February 19, 2019



GENDER ANALYSIS AND FORMULATION OF THE GAD STRATEGIC FRAMEWORK – May 14-16, 2019



IECEP MIDYEAR CONVENTION – May 22-24, 2019



Mangrove Planting at Naga City, Cebu – August 18, 2019





NTC 7 together with the PNP and DENR Staff

GAD Activity at Pacific Cebu Resort, Lapu-lapu City, Cebu – August 24 - 26, 2019





Early Morning Exercise



Conduct of Seminar to Various Stakeholders



Photos on Anti Violence Against Women and Their Children Act of 2004 – December 13, 2019



DICT INFORMATION CARAVAN – December 16, 2019



RDRRMC 4th Full Council Meeting – December 18, 2019



Photos of Various NCT 7 Activities





VI. RECOMMENDATIONS

Continuous trainings and seminars of its personnel with the new technology in order to achieve the commission's vision to be a world class regulatory agency, and to include values orientation and seminars on right attitude towards work in order to reach the common goal which is to give our clienteles the best and satisfying customer service.

VII. NTC 7 OFFICE PROFILE

Name : NATIONAL TELCOMMUNICATIONS COMMISSION
Regional Office No. VII
Address: Cor. M. Logarta & Lopez Jaena Sts., Subangdaku,
Mandaue City Cebu
Tel./Fax No.: (032) 422-6822 / 346-0179
Email Add: ntc_vii@yahoo.com/ntc_vii@ntc.gov.ph
Web Site : region7.ntc.gov.ph

Name : NTC 7 Sub-Office (BOHOL)
Address: 2nd Flr., Rio Andre Bldg. 2, Maria Clara St.
Tabilaran City, Bohol
Tel/ Fax No.: (038) 501-0774
EmailAdd: ntc_vii@yahoo.com/ntc_vii@ntc.gov.ph

Name : NTC 7 Sub-Office (NEGROS ORIENTAL)
Address: Jose Romero Road, Tabuc-Tubig, Dumaguete City, Negros Oriental
Tel/ Fax No.: (035) 422-5051
Email Add: ntc_vii@yahoo.com/ntc_vii@ntc.gov.ph

AS OF DECEMBER 2019

Filled Positions:	24
Unfilled Position:	1
Job Order Employees:	2

UPDATED DIRECTORY OF OFFICIAL & KEY POSITIONS:

<u>Name</u>	<u>Position</u>	<u>Contact Nos.</u>
ENGR. JESUS M. LAURENO	Regional Director	Landline: (32)4226822/(32)3460179 Fax:(32)4226822/(32)3460179 Cellphone: 0922-8056231/0939-9395589
ENGR. BOBBY N. BAUTISTA	Engineer V	Landline: (032) 3460179 Cellphone: 0925-5660117
MS. CAROLINE P. BAUTISTA	Chief Administrative Officer	Landline: (032) 3460179 Cellphone: 0925-6688865
ATTY. ALAN FELIX J. MACARAYA, JR.	Attorney III/ CWPU Head	Landline: (032) 3460179 Cellphone: 0922-4285783

LIST OF NTC VII PERSONNEL

			Position /Designation	Assignment
1 .	LAURENO	, JESUS	Regional Director	Office of the Regional Director
2 .	BAUTISTA	, BOBBY	Engineer V	Enforcement and Operation
3 .	BAUTISTA	, CAROLINE	Chief Administrative Officer	Financial and Administrative Division
4 .	MACARAYA	, ALAN FELIX, Jr.	Attorney III /Consumer Welfare and Protection Unit	Adjudication and Litigation
5 .	PERALTA	, BILL	Engineer III /Evaluator /Assessor	Licensing
6 .	TOROY	, JANET	Accountant II	Finance
7 .	ROCAMORA	, DENNIS	Engineer II /Evaluator /Assessor	Bohol Field Office
8 .	GUMALO	, FELIPE, Jr.	Engineer II /Reg. Quality Assurance Internal Auditor	Licensing
9 .	IGNACIO	, RUEL	Engineer II	Monitoring
10 .	CAGASAN	, MA. MYRNA	Engineer I /Evaluator /Encoder	Monitoring
11 .	SENO	, MITCHEL MARI	Engineer II	Inspection
12 .	JUNTAR	, JENNYLYN	Engineer I	Licensing
13 .	YEBAN	, MA. CHRISTINE	Engineer I	Licensing
14 .	FORMENTERA	, ROMEO, Jr.	Engineer I	Inspection
15 .	REGINIO	, RINDLEY	Engineer I	Inspection
16 .	BOBILLES	, PEDRITA	Admin. Asst. III /Property Officer-Designate	Admin. Div./General Services
17 .	MIGUEL	, EVELYN	Admin. Aide VI /Records Officer-Designate	Records
18 .	LACUSTALES	, MARY ANTONETTE	Administrative Aide VI	Cash Collection
19 .	EDAÑO	, CORAZON	Telegram Carrier /Admin. Aide IV	Administrative Division
20 .	BOLONGAITA	, RICO	Administrative Assistant III	Bohol Field Office
21 .	ABELLA	, CATRINA	Administrative Aide IV	Office of the Regional Director
22 .	LABUS	, SERGIO, Jr.	Administrative Aide III	Office of the Regional Director
23 .	ENIONG	, DANILO	Administrative Aide III	Administrative Division
24 .	CATON	, FRANCISCO	Administrative Aide I	Administrative Division