

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: PROCUREMENT SERVICE/PHILGEPS CUSTOMER SERVICE


I. Streamlining and Process Improvement of the Agency’s Critical Services

NAME OF SERVICES*(1)	NUMBER OF STEPS (2)		TRANSACTION COST INCURRED BY THE TRANSAKING UBLIC/CLIENT				SUBSTANTIATIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
<b>Frontline Services</b>																
Platinum Application to Issuance of Platinum Membership Certificate	20% of reduction of number of steps	36.36% of reduction of number of steps	___% of reduction of fees paid	Php5,000.00 (Platinum Membership Certificate)	___% of reduction of other transaction fees paid	Php25.00 or Php50.00 (Land Bank Interbranch)	___% of reduction of substantive compliance cost	n/a	Reduce to 3 signatures	System generated certificate, no signature required.	Reduction of required documents OR simplification of forms	5 Documents (IRR Requirements) 1 Document (PhilGEPS Requirement)	Complete the transaction within 3 working days	Complete transaction within 3 working days	Citizen / Client Satisfaction Rating	96.11% Excellent / Very Good Rating (Overall Rating)

\*Departments/Agencies may add rows as needed.

Prepared by:  \_\_\_\_\_

Brian N. Gerona / PMO V / April 7, 2020

Approved by:  \_\_\_\_\_

Rosa Maria M. Clemente / Director IV, PhilGEPS / April 7, 2020