

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: DEPARTMENT OF BUDGET AND MANAGEMENT/PROCUREMENT SERVICE
 (2) Name of Service: Request for the issuance of Certificate of Non-Availability of CSE by client agency.
 (3) Responsible Delivery Units / Processing Units: Marketing and Sales Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	1. Client agency validates thru PS website availability of stock items. 2. Prepare letter for Certificate of Non-Availability (CNAS) for items not available. 3. Receive letter for CNAS. 4. Issue CNAS to client agency.	At least 20% reduction of number of steps	1. Client agency to generate and print CNAS from PS website for items out of stock.	90% reduction of number of steps have been deployed in the new process
2. Transaction Costs incurred by the transacting public/client	N.A.			
• Fees Paid	N.A.	___% reduction of number of fees paid		
• Other Transaction Fees	N.A.	___% reduction of number of other transaction fees paid		
3. Substantive Compliance Cost	N.A.	___% reduction of substantive compliance cost		
4. Number of Signatures	One (1) signature	Reduce to one (1) signature	Zero 0 signature needed (as it is printed from PS website)	CNAS electronic copy
5. Number of Required Documents	Two (2) Letter request for CNAS or APR	Simplification of forms	CNAS has been automated	Simplification of forms thru system generation via online
6. Turnaround Time	30 minutes to 1 hour turnaround time	50% reduction of turnaround time,	3-5 minutes turnaround time (no need to fo to PS office)	90% and above reduction of turnaround time
7. Client/Citizen Satisfaction Results	Poor Satisfaction Rating	Client/Citizen Satisfaction Rating	90% Excellent Rating	Agencies are able to generate CNAS and procure CSE from other sources immediately.

Prepared By:

LEAH M. VAÑEZ/ Division Chief, Marketing & Sales Division

Name of Officer / Designation

Date 9/3/2019

Approved by:

DIR. ROSA MARIA M. CLEMENTE / Director IV

Department Secretary/Agency Head

Date Sept 3, 2019