

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: PROCUREMENT SERVICE / PHILGEPS CUSTOMER SERVICE

| STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES         |                                     |  |  |  |                        |  |  |   |                                |   |  |   |  |                                |                                      |   |
|---|-------------------------------------|--|--|--|------------------------|--|--|---|--------------------------------|---|--|---|--|--------------------------------|--------------------------------------|---|
| NAME OF SERVICE   | NUMBER OF STEPS                     |  | TURNAROUND TIME (TAT)                          |  | NUMBER OF SIGNATURES   |  | NUMBER OF REQUIRED DOCUMENTS                               |   | TRANSACTION COSTS              |   |  |   | SUBSTANTIVE COMPLIANCE COST                      |                                | CITIZEN/CLIENT SATISFACTION RESULTS  |   |
|   |                                     |  |  |  |                        |  |  |   | PRIMARY TRANSACTION COST/FEEES |   | OTHER TRANSACTION COST                           |   |  |                                |                                      |   |
|   | TARGET IN FY 2019                   | STATUS OF STREAMLINING EFFORTS         | TARGET IN FY 2019                              | STATUS OF STREAMLINING EFFORTS             | TARGET IN FY 2019      | STATUS OF STREAMLINING EFFORTS                       | TARGET IN FY 2019  | STATUS OF STREAMLINING EFFORTS  | TARGET IN FY 2019              | STATUS OF STREAMLINING EFFORTS                          | TARGET IN FY 2029                                | STATUS OF STREAMLINING EFFORTS                            | TARGET IN FY 2019                                | STATUS OF STREAMLINING EFFORTS | TARGET IN FY 2019                    | STATUS OF STREAMLINING EFFORTS                                    |
| <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 | Complete the transaction within 3 working days | Complete transaction within 3 working days | Reduce to 3 signatures | System generated certificate, no signature required. | Reduction of required documents OR simplification of forms | 5 Documents<br><i>(IRR Requirements)</i><br>1 Document<br><i>(PhilGEPS Requirement)</i> | ___% of reduction of fees paid | Php5,000.00<br><i>(Platinum Membership Certificate)</i> | ___% of reduction of other transaction fees paid | Php25.00 or<br>Php50.00<br><i>(Land Bank Interbranch)</i> | ___% of reduction of substantive compliance cost | N/A                            | Citizen / Client Satisfaction Rating | 96.11%<br>Excellent / Very Good Rating<br><i>(Overall Rating)</i> |

Prepared by: 

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28 August 2020

