

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: PROCUREMENT SERVICE - DBM

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	
	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
Frontline Services																
Processing of Online Ordering thru Virtual Store (VS) Facility	50% of reduction of manual process / steps	80% of reduction of manual process / steps	20% reduction of turnaround time, and complete the transaction within 14 days	30% reduction of turnaround time (<10mins) 5-10 mins	Reduce to 3 signatures	Reduce to 1 signature	Reduction of required documents	Automation and online submission	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	Satisfaction Rating of 70%	Excellent Rating of 92%
Processing of the procurement of CSE by client agency	20% of reduction of number of steps	33% of reduction of number of steps	50% reduction of turnaround time, and complete the transaction within 15 days	50% reduction of turnaround time (<1hour) 5-30 mins	Reduce to 3 signatures	Reduce to 2 signatures	Reduction of required documents OR simplification of forms	Simplification of forms	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	Satisfaction Rating of 59%	Excellent Rating of 80%
Request for the Issuance of Certificate of Non-Availability of Stocks (CNAS)	20% of reduction of number of steps	90% of reduction number of steps	50% reduction of turnaround time, and complete the transaction within 15 days	90% reduction of turnaround time	Reduce to 3 signatures	Reduce to 0 signatures	Reduction of required documents OR simplification of forms	Simplification of forms thru system generation via online	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	Satisfaction Rating of 90%	Excellent Rating of 100%
Non-frontline Services																
N.A.																
N.A.																
N.A.																

Prepared by: 

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OIC – Division Chief, Marketing and Sales Division
28 August 2020

Approved by: 

ROSA MARIA M. CLEMENTE

Director IV, Authorized Signatory
28 August 2020

