

## 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                                   | STATUS OF STREAMLINING EFFORTS | TARGET                | STATUS OF STREAMLINING EFFORTS | TARGET               | STATUS OF STREAMLINING EFFORTS | TARGET                       | STATUS OF STREAMLINING EFFORTS | TARGET            | STATUS OF STREAMLINING EFFORTS | TARGET | STATUS OF STREAMLINING EFFORTS | TARGET                      | STATUS OF STREAMLINING EFFORTS | TARGET   | STATUS OF STREAMLINING EFFORTS                     |
| <b>Frontline Services</b>  |  |                                |                       |                                |                      |                                |                              |                                |                   |                                |        |                                |                             |                                |  |  |
| Requests for Documents (Internal)                                  | 2  | 2                              | 1-2 Days              | 1-2 Days                       | 1-2                  | 1-2                            | 1-2                          | 1-2                            | N/A               | N/A                            | N/A    | N/A                            | N/A                         | N/A                            | Establishment of client/customer satisfaction feedback | Established client/customer satisfaction feedback. |
| Requests for Documents (External)                                  | 2  | 2                              | 2-3 Days              | 2-3 Days                       | 2                    | 2                              | 2-3                          | 2-3                            | N/A               | N/A                            | N/A    | N/A                            | N/A                         | N/A                            | Establishment of client/customer satisfaction feedback | Established client/customer satisfaction feedback. |
| <b>Non-frontline Services</b>                                      |  |                                |                       |                                |                      |                                |                              |                                |                   |                                |        |                                |                             |                                |  |  |
| Recruitment and Reappointment (Promotion) of Contractual Personnel | Reduce the number of steps from 20 to 17 | Actual number of steps = 17    | 35 to 60 WD           | Average of 60 WD               | 6                    | 6                              | Status quo                   | 9 documents                    | n/a               | n/a                            | n/a    | n/a                            | n/a                         | n/a                            | Establishment of client/customer satisfaction feedback | Established client/customer satisfaction feedback. |
| Recruitment of Job Order Workers                                   | Reduce the number of steps from 19 to 16 | Actual number of steps = 16    | 30 to 45 WD           | Average of 45 WD               | 5                    | 5                              | Status quo                   | 7 documents                    | n/a               | n/a                            | n/a    | n/a                            | n/a                         | n/a                            | Establishment of client/customer satisfaction feedback | Established client/customer satisfaction feedback. |

Prepared by:

**JOSE RAFAEL M. MAGNO**  
 OIC-Division Chief, HRDD  
 28 August 2020

Approved by:

**ROSA MARIA M. CLEMENTE**  
 Director IV, Authorized Signatory  
 28 August 2020

