

## MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) Name of Department/Agency: PROCUREMENT SERVICE – DBM(2) Name of Service: REQUEST FOR DOCUMENTS (EXTERNAL)(3) Responsible Delivery Units / Processing Units: HUMAN RESOURCE DEVELOPMENT DIVISION/GENERAL HR SECTION

(4) Identified Client/Customer(s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
External Clients	20	20

(Note: can be provided in separate sheet)

CRITERIA	STATUS OF 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	3	2	2	N/A
2. Turnaround Time (TAT) <sup>2</sup>	5 Days	2-4 Days	2-4 Days	N/A
3. Number of Signatures <sup>3</sup>	3	2	2	N/A
4. Number of required documents	2-4	2-3	2-3	N/A
5. Transaction Costs	N/A	N/A	N/A	N/A
5.1 Primary transaction cost/fees	N/A	N/A	N/A	N/A
5.2 Other transaction costs	N/A	N/A	N/A	N/A
6. Substantive Compliance Costs	N/A	N/A	N/A	N/A
7. Client/Citizen Satisfaction Results	N/A	N/A	N/A	N/A

Prepared by:



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 28 August 2020

Approved by:



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

<sup>1</sup>Department/Agencies may reproduce this sheet for each critical service as needed.

<sup>2</sup>Follow R.A. 11032 – 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.

<sup>3</sup>Follow R.A. 11032 – reduce to three (3) signatures; including initials.

<sup>4</sup>Reduction of required documents, OR simplification of forms.

