

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: PROCUREMENT SERVICE/PHILGEPS CUSTOMER SERVICE

I. Streamlining and Process Improvement of the Agency's Critical Services

NAME OF SERVICES*(1)	NUMBER OF STEPS (2)		TRANSACTION COST INCURRED BY THE TRANSACTING UBLIC/CLIENT				SUBSTANTIATIVE COMPLIANCE COST (5)	NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)		
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLI SHMENT	TARGET	ACCOMPLISH MENT	TARGET	ACCOMPLI SHMENT	TARGET	ACCOMPLI SHMENT	TARGET	ACCOMPLI SHMENT	TARGET	ACCOMPLISH MENT	TARGET	ACCOMPLI SHMENT	TARGET	ACCOMPLI SHMENT
Frontline Services																
Platinum Application to Issuance of Platinum Membership Certificate	20% of reduction of number of steps	36.36% of reduction of number of steps	___% of reduction of fees paid	Php5,000.00 (Platinum Membership Certificate)	___% of reduction of other transaction fees paid	Php25.00 or Php50.00 (Land Bank Interbranch)	___% of reduction of substantive compliance cost	n/a	Reduce to 3 signatures	System generated certificate, no signature required.	Reduction of required documents OR simplification of forms	5 Documents (IRR Requirements) 1 Document (PhilGEPS Requirement)	Complete the transaction within 3 working days	Complete transaction within 3 working days	Citizen / Client Satisfaction Rating	96.11% Excellent / Very Good Rating (Overall Rating)

*Departments/Agencies may add rows as needed.

Prepared by: _____

Brian N. Gerona / PMO V / April 7, 2020

Approved by: _____

Rosa Maria M. Clemente / Director IV, PhilGEPS / April 7, 2020