

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 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
Frontline Services																
RECEIVING OF DOCUMENTS FROM AGENCIES/SUPPLIERS THROUGH DOCUMENT MANAGEMENT SYSTEM (DMS)	Reduce the number of steps from five (5) to four (4); At least 20% Reduction in the number of steps	40% Reduction in the number of steps was achieved	Reduce turnaround time by at least 5 minutes	5 to 15 minutes depending on the complexity of the docs being received	status quo	no signature required (maintain status quo)	status quo	Receiving Copy/Acknowledgement Receipt (maintain status quo)	status quo	status quo (no fees paid)	status quo	status quo (no fees paid)	status quo	status quo (no fees paid)	Establish Client/Citizen Satisfaction Feedback Form	Feedback Form Established
Non-frontline Services																
REPRODUCTION OF DOCUMENTS (FROM OTHER DIVISIONS) VIA SERVICE REQUEST FORM (SRF)	Reduce the number of steps from five (5) to four (4)	20% in the reduction in the number of steps was achieved	set cut-off period/time	within the day (cut-off: 4PM); after cut-off: next working day	Reduce the number of signature from three (3) to two (2)	1. Service Request Form - one (1)	Reduce the number of forms being used from two (2) to one (1)	Service Request Form was improved	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	Establish Client / Citizen Satisfaction Feedback Form	Average Rating: Very Satisfied (Nov-Dec 2019)

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REQUEST FOR PS SERVICE VEHICLE	Reduce the number of steps from five (5) to four (4)	20% in the reduction in the number of steps was achieved	set cut-off period/time	within the day (cut-off: 4PM); after cut-off: next working day except if urgently needed	status quo	Maintained status quo: One (1)	status quo	Maintained status quo: One (1) - Request for Service Vehicle Form	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	Establish Client / Citizen Satisfaction Feedback Form	Feedback Form established
REQUEST FOR USE OF PS CONFERENCE/MEETING ROOMS	Reduce the number of steps from four (4) to three (3)	Shift from manual request through SRF to online access through Google Calendar (manual request still accepted for exceptional cases)	Realtime viewing on the use of conference room	Real time	Eliminate signature since scheduling is done online	Signature not required	Eliminate manual form since scheduling is done online	No form required (for online scheduling); except for manual request (SRF)	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	status quo	no fees (maintained the status quo)	Establish Client / Citizen Satisfaction Feedback Form	Average Rating: (4.56) Satisfied to Very Satisfied

Prepared by:

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MARK ANTHONY G. HUERTAS

OIC – General Services Division

28 August 2020

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ROSA MARIA M. CLEMENTE

Director IV, Authorized Signatory

28 August 2020