

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.

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 28 August 2020

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 28 August 2020