

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: PROCUREMENT SERVICE - DBM
- (2) Name of Service: REQUESTS OF DOCUMENTS (INTERNAL CLIENTS)
- (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
Internal Clients	130	130

(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	None
2. Turnaround Time (TAT) ²	3	2	1	None
3. Number of Signatures ³	2	1	1	None
4. Number of required documents	2-4	1-2	1-2	None
5. Transaction Costs	N/A	N/A	N/A	None
5.1 Primary transaction cost/fees	N/A	N/A	N/A	None
5.2 Other transaction costs	N/A	N/A	N/A	None
6. Substantive Compliance Costs	N/A	N/A	N/A	None
7. Client/Citizen Satisfaction Results	N/A	N/A	N/A	None

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 28 August 2020

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Director IV, Authorized Signatory
 28 August 2020

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

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

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

⁴Reduction of required documents, OR simplification of forms.