

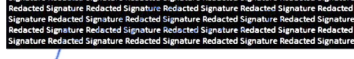
MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: PROCUREMENT SERVICE / PHILGEPS CUSTOMER SERVICE

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	
									PRIMARY TRANSACTION COST/FEEES		OTHER TRANSACTION COST					
	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 2029	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
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	Complete the transaction within 3 working days	Complete transaction within 3 working days	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)	___% 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	Citizen / Client Satisfaction Rating	96.11% Excellent / Very Good Rating (Overall Rating)

Prepared by: _____


Brian N. Gerona
PMO V, PhilGEPS-CS
28 August 2020

Approved by: _____


Rosa Maria M. Clemente
Director IV, Authorized Signatory
28 August 2020