

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: PROCUREMENT SERVICE - DBM
- (2) Name of Service: REQUEST FOR USE OF PS CONFERENCE/MEETING ROOMS
- (3) Responsible Delivery Units / Processing Units: GENERAL SERVICES DIVISION

(4) Identified Client/Customer(s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
PS personnel		

(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	4	2	Reduce the number of steps from four (4) to two (2)	50% Reduction in the number of steps
2. Turnaround Time (TAT) ²	within 2 minutes	Real time viewing on the use of conference room	Real time	
3. Number of Signatures ³	One (1)	Eliminate signature since scheduling is done online	Signature not required	online
4. Number of required documents	One (1): Service Request Form	Eliminate manual form since scheduling is done online	No form required (for online scheduling)	except when manual request (SRF)
5. Transaction Costs				
5.1 Primary transaction cost/fees	status quo	status quo (no fees paid)	status quo (no fees paid)	status quo (no fees paid)
5.2 Other transaction costs	status quo	status quo (no fees paid)	status quo (no fees paid)	status quo (no fees paid)
6. Substantive Compliance Costs	status quo	status quo (no fees paid)	status quo (no fees paid)	status quo (no fees paid)
7. Client/Citizen Satisfaction Results	- none -	Establish Client / Citizen Satisfaction Feedback Form	Average Rating: (4.56) Satisfied to Very Satisfied	Started in November 2019

Prepared by:



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28 August 2020

Approved by:



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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.