

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) Name of Department/Agency: PROCUREMENT SERVICE - DBM(2) Name of Service: REPRODUCTION OF DOCUMENTS (FROM OTHER DIVISIONS) VIA SERVICE REQUEST FORM(SRF)(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	5	4	Reduce the number of steps from five (5) to four (4)	20% Reduction in the number of steps
2. Turnaround Time (TAT) ²	within the day	set cut-off period/time	set cut-off period/time within the day (cut-off: 4PM); after cut-off: next working day except if urgently needed	
3. Number of Signatures ³	1. Service Request Form - one (1) 2. Request for Reproduction Form - two (2)	Reduce the number of signature from three (3) to two (2)	1. Service Request Form - one (1)	Documents/Forms required was reduced
4. Number of required documents	Two (2): 1. Service Request Form 2. Request for Reproduction Form	Reduce the number of forms being used from two (2) to one (1)	One (1): 1. Service Request Form	Service Request Form was improved
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: Very Satisfied (Nov-Dec 2019)	Started in November 2019

Prepared by:


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OIC – General Services Division

28 August 2020

Approved by:


ROSA MARIA M. CLEMENTE

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.