

**ANNEX 3B:
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) **Name of Department/Agency:** _____

(2) **Name of Service:** _____

(3) **Responsible Delivery Units / Processing Units:** _____

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps		___% reduction of number of steps		
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid		___% reduction of fees paid		
• Other Transaction Fees		___% reduction of other transaction fees paid		
3. Substantive Compliance Cost		___% reduction of substantive compliance cost		
4. Number of Signatures		Reduce to three (3) signatures		
5. Number of Required Documents		Reduction of required documents, OR simplification of forms		
6. Turnaround Time		50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Results		Citizen/Client Satisfaction Rating		

**Departments/Agencies may reproduce this sheet for each critical service as needed.*

Prepared by : _____

Name of Officer / Designation / Date

Approved by : _____

Department Secretary/Agency Head / Date

**GUIDELINE ON ACCOMPLISHING THE
MODIFIED FORM A1- DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

1. Indicate the **name of the department/agency**.
2. Indicate the **name of the frontline / non-frontline service**. This form is used to present each of the critical services. Departments/Agencies shall reproduce this form based on the number of critical services that the department/agency provides.
3. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery and completion of the critical service.
4. Indicate the **current status/baseline information** of each applicable criteria for every critical service, as follows:
 - a. **Number of Steps** - required number of steps to complete the critical service.
 - b. **Transaction Cost**
 - **Fees Paid** - costs incurred by citizen/client paid to government in availing the critical service.
 - **Other Transaction Fees** - other costs paid in obtaining supporting information from another agency to secure required primary information.
 - c. **Substantive Compliance Cost** – costs to target group for complying with a regulation.
 - d. **Number of Signatures** – required number of signatures to complete each service/process, including initials
 - e. **Number of Required Documents** – total number of required documents to complete the service.
 - f. **Turnaround Time** – total time required, including the waiting and processing time, to complete the critical service.
5. Indicate the percentage of **target improvement** for the number of steps, fees paid, other transaction fees, and substantive compliance cost.
6. Indicate the **actual improvement** achieved by the department/agency in each criteria of the critical service.
7. In the event that the department/agency is unable to achieve target/s, departments/agencies shall provide justifications/explanations using the **Remarks**. The acceptance of explanation/s shall be subject to the review and recommendation of the validating agency.