

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT¹

(1) Name of Department/Agency: _____

(2) Name of Service: _____

(3) Responsible Delivery Units / Processing Units: _____

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

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps				
2. Turnaround Time (TAT) ²				
3. Number of signatures ³				
4. Number of required documents ⁴				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Department Secretary/Agency Head/ Date

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

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

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

⁴ Reduction of required documents, OR simplification of forms.

GUIDELINES IN ACCOMPLISHING
MODIFIED FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- Row 1. Indicate the name of the department/agency.
- Row 2. Indicate the name of the critical government service. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (Example: Business Enterprise Registration, Accreditation and Licencing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of IEC Material, Request for Status of Reports).
- Row 3. Indicate the bureaus/offices/delivery units/processing units responsible in the processing, delivery, and completion of the critical government service.
- Column 4. Identify the client/customer(s) who avail the critical government service/s declared by the agency.
- Column 5. Report the number of client/customer(s) who availed the critical government service in FY 2019. If there are variations of the service, indicate the disaggregated data on the number of client/customers for FY 2019.
- Column 6. Report the volume of transactions for FY 2019 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2019.
- Column 7. The department/agency shall indicate the status of each criterion⁵ as of FY 2018, under each government service (frontline and non-frontline).
1. Number of Steps – required number of steps to complete the critical service.
 2. Turnaround Time (TAT) – total time required, including the waiting and processing time, to complete the government service.
 3. Number of Signatures – required number of signatures to complete each government service; including initials.

⁵ Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.

4. Number of Required Documents – total number of required documents to complete the government service.
5. Transaction Costs –
 - 5.1 Primary Transaction Costs/Fees – fees declared in the agency's Citizen's Charter to be paid to the agency by an applicant or requesting party for availing a government service.
 - 5.2 Other Transaction Costs – other fees to be paid by an applicant or requesting party to obtain supporting information from another agency in order to secure necessary primary information. Example: Transportation cost of applicant/client, photocopying cost, cost of getting other government issued documents etc.
6. Substantive Compliance Costs – are incremental costs, other than administrative costs, incurred by a transacting public in the course of complying with a regulation. These costs may include implementation costs, direct labor, overhead, equipment, material, and external service costs.
7. Citizen/Client Satisfaction Results – data on the results of conducted Citizen/Client Satisfaction survey or feedback per government service.

Column 8. Report agency target in FY 2019 by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 9. Report FY 2019 streamlining efforts accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the remarks column. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.