***ANNEX 3A***

**FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT**

**DEPARTMENT/AGENCY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |
| --- |
| **STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES** |
| **NAME OF SERVICE[[1]](#footnote-1)** | **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/FEES** | **OTHER****TRANSACTION COST** |
|  | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2029 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 | TARGET IN FY 2020 | STATUS OF STREAMLINING EFFORTS IN FY 2020 |
| **Frontline Services** |
| Name of Service 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Name of Service 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Name of Service 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Non-frontline Services** |
| Name of Service 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Name of Service 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Name of Service 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

**Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Department Secretary/Agency Head/ Date**

**Prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Name of Officer / Designation / Date**

 **LIST OF FY 2020 DIGITIZATION INITIATIVES**

As stated in Section 5.2.1, agencies should report their digitization initiatives, development of online transactions, and/or contactless transactions in FY 2020. Please match the titles or names of the services in Forms A/A1 and in the list below.

If the department/agency has already launched digitization initiatives or efforts prior to FY 2020, kindly report the status if these are still existing or currently implemented. Departments/agencies may also report the modifications or enhancements done with these initiatives.

|  |  |
| --- | --- |
| **Total Number of Services with Digitization Initiatives** | Example: two (2) services |
|  **Frontline Services** | 1 |
|  **Non-frontline Services** | 1 |

|  |  |  |
| --- | --- | --- |
| **Type** | **Service/s** | **Digitization Initiative/s\*** |
| Frontline | Example: 1.Passport application | Example: Online application using the platform found in the department’s website.Online payment through the department’s website and/or other online payment facilities. |

**Prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Name of Officer / Designation / Date**

**Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Department Secretary/Agency Head/ Date**

*\*Departments/agencies may add rows as needed.*

 **FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT**

1. **GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)**
2. **Budget Utilization Rate (BUR)**

|  |  |  |  |
| --- | --- | --- | --- |
| **BUR** | **FY 2019****ACCOMPLISHMENT** | **FY 2020 ACCOMPLISHMENT** | **REMARKS** |
| * Obligations BUR
 |  |  |  |
| * Disbursement BUR
 |  |  |  |

1. **Sustained Compliance with Audit Findings**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOTAL NUMBER AUDIT RECOMMENDATIONS** | **NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS** | **NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS** | **NUMBER OF RECOMMENDATIONS****NOT IMPLEMENTED** | **PERCENTAGE (%) OF FULL IMPLEMENTATION** |
|  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
|  |  |  |

1. **Compliance with Procurement Requirements**

|  |  |
| --- | --- |
| * FY 2020 APP-non CSE
 | Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * Indicative FY 2021 APP-non CSE
 | Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * FY 2021 APP-CSE
 | Date submitted to DBM-PS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * Result of FY 2019 APCPI System
 | Date submitted to GPPB-TSO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |

1. **Certification of the Agency’s QMS**

|  |  |
| --- | --- |
| * Posting of certification on TS Page
 | Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * Submission of ISO QMS certification
 | Date submitted to SPIB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **GOOD GOVERNANCE CONDITIONS (GGCs)**
2. **Maintain/Update the Transparency Seal**

Date updated TS with all requirements: \_\_\_\_\_\_\_\_\_\_\_

1. **Post/Update PhilGEPS Postings**

Date updated PhilGEPS postings: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (*See Annex 6).*

Date submitted the explanation/s: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Maintain/Update the Citizen’s or Service Charter**

Date updated Citizen’s or Service Charter: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Other cross-cutting requirements**

 Date posted on TS page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Establishment and Conduct of Agency**

**Review and Compliance Procedure of SALN**

1. **Compliance with FOI Program**

|  |  |
| --- | --- |
| * + People’s FOI Manual
 | Date emailed to PCOO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * + Agency Information Inventory
 | Date emailed to PCOO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| * + 2020 Summary Report and 2020 FOI Registry
 | Date emailed to PCOO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date posted on TS Page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * + Screenshot of agency’s home page

Date posted on TS page: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date emailed to PCOO: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Agency’s System of Ranking Delivery Units**

**Prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Name of Officer / Designation / Date**

**Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Department Secretary/Agency Head/ Date**

 **GUIDELINES IN ACCOMPLISHING**

 **FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT**

1. **Streamlining and Process Improvement of the Agency’s Critical Service**

Indicate the following:

1. Name of the frontline/non-frontline service.
2. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts for each service.
3. FY 2020 accomplishments of commitments for agencies under Program NEHEMIA priority sectors.
4. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Fees Paid for each service.
5. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Other Transaction Fees for each service.
6. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Substantive Compliance Cost for each service.
7. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Number of Signatures for each service.
8. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Number of Required Documents for each service.
9. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Turnaround Time for each service.
10. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Citizen/Client Satisfaction Results for each service.
11. FY 2020 Digitization Initiatives or their status as of FY 2020.
12. **General Administration and Support Services (GASS)**

Indicate the following:

1. FY 2019 and FY 2020 Accomplishments for the BUR.
2. Results of agency’s compliance with COA audit findings.
3. Required dates for the compliance with each of the procurement requirements.
4. Required dates for compliance with QMS Certification requirement.
5. **Good Governance Conditions**

Indicate the following:

1. The date when all requirements for TS were complied with.
2. The most recent date when PhilGEPS postings were updated.
3. The date when the Citizen’s or Service Charter was updated.
4. **Other Cross-Cutting Requirements**

Indicate the following:

1. The date when the SALN Review and Compliance Procedure was posted in the TS page.
2. The required dates for the compliance with FOI program.
3. The date when the Agency’s System of Ranking Delivery Units was posted in the TS page.
1. *Departments/agencies may add rows as needed.* [↑](#footnote-ref-1)