***ANNEX 3B***

**FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

|  |  |
| --- | --- |
| 1. **NAME OF AGENCY:** |  |
| 1. **NAME OR SERVICE[[1]](#footnote-1):** |  |
| 1. **RESPONSIBLE/PROCESSING UNITS:** |  |

|  |  |  |
| --- | --- | --- |
| 1. **IDENTIFIED CLIENT/CUSTOMER(S)** | 1. **NUMBER OF CLIENT VISITS IN FY 2020** | 1. **VOLUME OF TRANSACTIONS IN FY 2020** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*(Note: Data for the tables can be provided in a separate sheet)*

| **CRITERIA** | **STATUS AS OF**  **FY 2019**  **(7)** | **TARGET IN**  **FY 2020**  **(8)** | **FY 2020 STATUS OF**  **STREAMLINING EFFORTS**  **(9)** | **REMARKS**  **(10)** |
| --- | --- | --- | --- | --- |
| 1. Number of Steps |  |  |  |  |
| 1. Turnaround Time (TAT)[[2]](#footnote-2) |  |  |  |  |
| 1. Number of Signatures[[3]](#footnote-3) |  |  |  |  |
| 1. Number of required Documents[[4]](#footnote-4) |  |  |  |  |
| 1. Transaction Costs |  |  |  |  |
| * 1. Primary transaction costs/fees |  |  |  |  |
| 5.2 Other transaction costs |  |  |  |  |
| 1. Substantive Compliance Costs |  |  |  |  |
| 1. Client/Citizen Satisfaction Results |  |  |  |  |

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

**Name of Officer / Designation / Date**

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

**Department Secretary/Agency Head/ Date**

**GUIDELINES IN ACCOMPLISHING**

**FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

1. Indicate the **name of the department/agency**.
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 Licensing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of Information, Education and Communication Materials, Request for Status of Reports*).

For agencies under Program NEHEMIA priority sectors, kindly indicate if the service is a NEHEMIA commitment or contributory to NEHEMIA commitments/targets, for easy reference.

1. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery, and completion of the critical government service.
2. Identify the **client/customer(s)** who avail the critical government service/s declared by the agency.
3. Report the **number of client/customer(s)** who availed the critical government service in FY 2020. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2020.
4. Report the **volume of transactions** for FY 2020 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2020.
5. The department/agency shall indicate the status of each criterion[[5]](#footnote-5) as of FY 2019, under each government service (frontline and non-frontline).
6. ***Number of Steps***
7. ***Turnaround Time (TAT)***
8. ***Number of Signatures***
9. ***Number of Required Documents***
10. ***Transaction Costs***

5.1 Primary Transaction Cost

* 1. Other Transaction Cost/s

1. ***Substantive Compliance Costs***
2. ***Citizen/Client Satisfaction Results***

1. Report **agency target in FY 2020** by the department/agency in each criteria of the government service (frontline and non-frontline).
2. Report **FY 2020 streamlining efforts** accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).
3. 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.

1. *For agencies under Program NEHEMIA priority sectors, kindly indicate if the service is a NEHEMIA commitment or contributory to NEHEMIA commitments/targets, for easy reference.* [↑](#footnote-ref-1)
2. *Follow R.A. 11032 – 3 working days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2019 status.* [↑](#footnote-ref-2)
3. *Follow R.A. 11032 - reduce to three (3) signatures; including initials.*  [↑](#footnote-ref-3)
4. *Reduction of required documents, OR simplification of forms.*

   *\*If applicable to the service.* [↑](#footnote-ref-4)
5. *Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.* [↑](#footnote-ref-5)