

FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: _____

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

STEP	NUMBER OF STEPS		TURNAROUND TIME (TAT)		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE 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
Process														
1														
2														
3														
Services														
1														
2														
3														

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Department Secretary/Agent

Users may add rows as needed.

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.

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I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2019 ACCOMPLISHMENT	FY 2020 ACCOMPLISHMENT	REMARKS
• Obligations BUR			
• Disbursement BUR			

B. 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

C. 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: _____
- Result of FY 2019 APCPI System Date posted on TS Page: _____
- Date submitted to GPPB-TSO: _____

D. 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: _____

II. GOOD GOVERNANCE CONDITIONS (GGCs)

A. Maintain/Update the Transparency Seal

Date updated TS with all requirements: _____

B. 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: _____

C. Maintain/Update the Citizen's or Service Charter

Date updated Citizen's or Service Charter: _____

III. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN

Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual Date emailed to PCOO: _____
- Agency Information Inventory Date posted on TS Page: _____
- 2020 Summary Report and 2020 FOI Registry Date emailed to PCOO: _____
- Screenshot of agency's home page Date posted on TS Page: _____
- Agency's System of Ranking Delivery Units Date emailed to PCOO: _____
- Date posted on TS page: _____

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Approved by: _____

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**GUIDELINES IN ACCOMPLISHING
FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT**

I. 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.

II. 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.

III. 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.

IV. **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.