

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

Annex 3

AGENCY NAME: _____

(1) <input type="checkbox"/> List of Frontline Service/s	(2) Responsible Unit/s	(3) Identified Clients <i>(per service)</i>	(4) Number of Client Visits in FY 2021 <i>(per service)</i>	(5) Volume of Transactions in FY 2021 <i>(per service)</i>	(6) FY 2020 Improvements <i>(ease of transaction, digitization, standardization)</i>	(7) FY 2020 Results <i>(evidence)</i>	(8) FY 2021 Improvements <i>(ease of transaction, digitization, standardization)</i>	(9) FY 2021 Results <i>(evidence)</i>	(10) FY 2021 Citizen/Client Satisfaction Rating	(11) Remarks

*Add columns as needed.
(Note: Data for the tables can be provided in a separate sheet)*

Prepared by:

Name of Officer / Designation / Date

Approved by:

Department Secretary/Agency Head/ Date

**GUIDELINES IN ACCOMPLISHING
MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT**

Row 1	Indicate the <u>name of the agency.</u>
Column 1	Indicate the <u>name of the frontline service/s.</u> This form is used to present each of the frontline government services. Agencies shall reproduce this form based on the number of frontline services that the department/agency offers. <i>(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).</i>
Column 2	Indicate the <u>bureaus/offices/delivery units/processing units responsible</u> for the processing, delivery, and completion of the frontline government service.
Column 3	Identify the <u>clients/customers</u> who avail the frontline service/s declared by the agency.
Column 4	Report the <u>number of clients/customers</u> who availed the frontline service in FY 2021. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2021.
Column 5	Report the <u>volume of transactions for FY 2021</u> for the frontline government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2021.
Column 6	Indicate the <u>FY 2020 improvements in the reported frontline service/s,</u> demonstration of the ease of transaction, digitization, and standardization.
Column 7	Report <u>results and evidence of FY 2020 improvements,</u> ease of transaction, digitization, and standardization.
Column 8	Indicate the <u>FY 2021 improvements in the reported frontline service/s,</u> demonstration of the ease of transaction, digitization, and standardization.
Column 9	Report <u>results and evidence of FY 2021 improvements,</u> ease of transaction, digitization, and standardization.
Column 10	Report the <u>FY 2021 citizen/client satisfaction results</u> for each of the declared frontline services.
Column 11	In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the <u>remarks column.</u> The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.