

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

Agency Name	Indicate the <u>name of the agency</u> .
Column A	Information about the <u>external core service</u> prioritized for improvement, as identified in the initial Reengineering Plan submitted to ARTA. External services refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.
Column B	Information about the <u>internal service</u> prioritized for improvement, as identified in the initial Reengineering Plan submitted to ARTA. Internal services refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.
Row 1	Indicate the <u>name of the critical services</u> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.
Row 1a	Indicate the <u>reason for selecting</u> the critical services prioritized for improvement. Cite any of the six (6) factors identified in Section 4.2.2 of the FY 2022 PBB Guidelines or cite "(7) Others" but specify and justify why the service was prioritized for improvement.
Row 2	Indicate the <u>bureaus/offices/delivery units/processing units responsible</u> for the processing, delivery, and completion of the critical government service.
Row 3	Identify the <u>clients/customers</u> who avail the critical service/s declared by the agency.
Row 4	Report the <u>number of clients/customers</u> who availed the critical service in FY 2022. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2022.
Row 5	Report the <u>volume of transactions for FY 2022</u> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.
Row 6	Indicate the <u>FY 2021 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization.
Row 7	Report <u>results and evidence of FY 2021 improvements</u> , ease of transaction, digitization, and standardization.
Row 8	Indicate the <u>FY 2022 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the initial Reengineering Plan submitted to ARTA as basis in prioritizing areas for improvement .
Row 9	Report <u>results and evidence of FY 2022 improvements</u> , ease of transaction, digitization, and
Row 10	Report the <u>FY 2022 citizen/client satisfaction results</u> for each of the declared critical services.
Row 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.

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service		
(1a) Reason for Selection		
(2) Responsible Unit/s		
(3) Identified Clients <i>(per service)</i>		
(4) Number of Client Visits in FY 2022		
(5) Volume of Transactions in FY 2022		
(6) FY 2021 Improvements <i>(ease of transaction, digitization, standardization)</i>		
(7) FY 2021 Results <i>(evidence)</i>		
(8) FY 2022 Improvements <i>(ease of transaction, digitization, standardization)</i>		
(9) FY 2022 Results <i>(evidence)</i>		
(10) FY 2022 Citizen/Client Satisfaction Rating		
(11) Remarks		

Prepared by:

Name of Officer / Designation / Date

Approved by:

Department Secretary/Agency Head/ Date