

ANNEX 3B

MODIFIED FORM A1 - DETAILS OF AGENCY PERFORMANCE REPORT

(1) Name of Agency: COUNCIL FOR THE WELFARE OF CHILDREN

(2) Name of Service: Human Resource Services

(3) Responsible Delivery Units/Processing Units: Administrative and Finance Division, Human Resource and Development Unit

Criteria	Current Status	Target Improvement	Actual Improvement	Remark/s
Non - Frontline Services				
1. Number of step/s	3 to 6 steps	60 % reduction of steps	from 7 to 10 steps compressed to 3 to 6 steps.	
2. Transaction costs incurred by transacting public/client				
* Fees paid	N/A	__ % reduction of fees paid	N/A	N/A
* Other transaction fees	N/A	__ % reduction of other fees paid	N/A	
3. Substantive Compliant Cost	__ % reduction of number of steps	__ % reduction of substantive compliance cost		
4. Number of Signatures	25% reduction of number of steps	Reduce to three (3) signatures	Reduce to three (3) signatures	
5. Number of required documents	60% reduction of number of steps	Reduction of required documents or simplification form	Reduced Documents from 3 to 2 or 1	
6. Turn around Time	60% reduction of number of steps	50% reduction of turn around time, and complete the transactiion within 50 days	turnaround time compressed to a halfday or maximum of 10 days	
7. Client/Citizen Satisfaction Results	__ % reduction of number of steps	Citizen/Cleint Satisfaction Rating		

* Agency may reproduce this sheet for each critical service as needed

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