

## MODIFIED FORM A - DEPARTMENT/AGENCY PERFORMANCE REPORT FOR 2018

## DEPARTMENT/AGENCY: National Economic Development Authority/Philippine Statistics Authority – Civil Registration Service

## 1. Streamlining and Process Improvement of the Agency's Critical Services

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/ SATISFACT (9)
	TARGET	ACCOMPLISH- MENT	FEES PAID (3)		OTHER TRANSACTION FEES (4)		TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET

## FRONTLINE SERVICE

1. CIVIL REGISTRATION SERVICES DIVISION															
1. Copy issuance of converted Civil Registry Documents (Birth, Marriage and Death)	three (3) steps	3 steps 1. Application 2. Processing 3. Releasing	no reduction	Php155.00	addl 15 pesos due to TRAIN Law	None	LSU additional fees for LSU hosted Serbilis Outlets		Reduce to three (3) signatures	Electronic signature of the NSCRG	Reduction of required documents or simplification of forms	Filled-out Application Form/ID and Authorization Letter	50% reduction in turnaround time and completion of transaction within 15 days	Converted documents released within 1 hour after payment	77%
2. Authentication of Civil Registry Documents (Birth, Marriage and Death)	three (3) steps	3 steps 1. Application 2. Processing 3. Releasing	no reduction	Php155.00	addl 15 pesos due to TRAIN Law	None	LSU additional fees for LSU hosted Serbilis Outlets		Reduce to three (3) signatures	One (1) Authenticating Officer	Reduction of required documents or simplification of forms	Filled-out Application Form/ID and Authorization Letter	50% reduction in turnaround time and completion of transaction within 15 days	Authenticated Civil Registry Documents released within 1 hour after payment	77%
3. Issuance of Certificate of No Marriage (CENOMAR)	three (3) steps	3 steps 1. Application 2. Processing 3. Releasing	no reduction	Php210.00	addl 15 pesos due to TRAIN Law	None	LSU additional fees for LSU hosted Serbilis Outlets		Reduce to three (3) signatures	Electronic signature of the NSCRG	Reduction of required documents or simplification of forms	Filled-out Application Form/ID and Authorization Letter	50% reduction in turnaround time and completion of transaction within 15 days	CENOMAR requests released within 2 working days	77%

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NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)	CLIENT/ SATISFACT (9)	
	TARGET	ACCOMPLISH- MENT	FEES PAID (3)		OTHER TRANSACTION FEES (4)			TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT			
4. Copy issuance of unconverted civil registry documents (Birth, Marriage and Death)	three (3) steps	3 steps 1. Application 2. Processing 3. Releasing	no reduction	Php155,000	addl 15 pesos due to TRAIN Law	None	IGU additional fees for LGU hosted Serbilis Outlets	Reduce to three (3) signatures	Electronic signature of the NSCRG	Reduction of required documents or simplification of forms	Filled-out Application Form/ID and Authorization Letter	50% reduction in turnaround time and completion of transaction within 15 days	Copy issuance of unconverted civil registry documents (B, M & D) released within 10 working days	77%
5. Processing of verifications on issued Certificate of Registration of Authority to Solemnize Marriage (CRASM)			no reduction	Php100,000		None		One (1) signature	One (1) signature	Application form and ID authorization	Filled-out Application Form/ID and Authorization Letter			

**NON FRONTLINE SERVICE**

2. CIVIL REGISTER AND MANAGEMENT DIVISION														
1. Processing of Unconverted Documents			Php155,000	None	N/A	None	N/A	1 Electronic signature	1 Electronic signature	Application form, ID of doc owner, letter of authorization and ID if requesting party is other than the owner	Application form, ID of doc owner, letter of authorization and ID if requesting party is other than the owner	10 working days	10 working days	77%
	TARGET	ACCOMPLISH- MENT												
2. Processing of Annotation Requests			Php155,000	None	N/A	None	N/A	1 Electronic signature	1 Electronic signature	5 to 8 documents	5 to 8 documents	within 10 working days	within 10 working days	77%

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/ SATISFACT (9)
	TARGET	ACCOMPLISH- MENT	FEES PAID (3)		OTHER TRANSACTION FEES (4)		TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	
3. Establishment of CDU Extension Outlet in Vibal to pilot Implementation of the Ease of Doing Business Law			TARGET Php155,000	ACCOMPLISH- MENT Php155,000	TARGET None	ACCOMPLISH- MENT N/A	None	N/A	1 Electronic signature	1 Electronic signature	5 to 8 documents	5 to 8 documents	3 days- simple 7 days- complex 20 days- technical or legal	3 days- simple 7 days- complex 20 days- technical or legal	letter/ email of commendation received from clients of the efficient and prompt release of requests
4. Approval of Supplemental Report of more than two (2) omitted entries	7 steps	7 steps but dedicated staff assigned the tasks to review and prepare approval	None for the approval, 155 if client request for SECPA	None for the approval, 155 if client request for SECPA	None	N/A	None	N/A	DNS of the CRCSO is designated as signatory of the approval by the CRG	Reduced from 5 to 4 reviewer (initials) and signatory	4 documents	4 documents	within 1 month	within 15 working days	77%
5. Correction of erroneous records in the database	8 steps	8 steps	None	None	None	N/A	None	N/A	2 for PSA and 1 for Unisys (approval of cancellation of image and reactivation of transaction)	2 for PSA and 1 for Unisys (approval of cancellation of image and reactivation of transaction)	2 documents (cancellation and reactivation transaction)	2 documents (cancellation and reactivation transaction)	within 1.5 months	within 17 working days	77%
6. Communication Letters	3 days- simple 7 days- complex 20 days- technical or legal	3 days- simple 7 days- complex 20 days- technical or legal	None	None	None	N/A	None	N/A	4 signatures	4 signatures			3 days- simple 7 days- complex 20 days- technical or legal	3 days- simple 7 days- complex 20 days- technical or legal	letter/ email of commendation received from client of the efficient and prompt action of staff

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTIONING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT SATISFACT		
	TARGET	ACCOMPLISH- MENT	FEEES PAID (3)	ACCOMPLISH- MENT	OTHER TRANSACTION FEEES (4)	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET	ACCOMPLISH- MENT	TARGET			
<b>GENERATION OF VITAL STATISTICS</b>																	
<b>3. VITAL STATISTICS DIVISION</b>																	
Data Requests	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1 day -ready tabulation 3 days- complex data request 20 days-if needed for agreement	1 day -ready tabulation days-complex data request 20 days-if needed for agreement	3 letter/email of commentation/ feedback received from clients of the efficient and prompt action of staff

\* Departments/Agencies may add rows as needed.

ANNEX 3A:  
MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: National Economic Development Authority/Philippine Statistics Authority

I. Streamlining and Process Improvement of the Agency's Critical Services	NAME OF SERVICES* (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTIONS PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/C SATISFACTION (9)	
		TARGET	ACCOMPLISHMENT	TARGET	FEES PAID (3)	OTHER TRANSACTION FEES (4)	TARGET		ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET		ACCOMPLISHMENT
<b>Frontline Services</b>																
	Timely release of official statistics (NAP and CPI) through press conferences	3	3	NA	NA	NA	NA	NA	4	4	1	1	Realtime	Realtime	n/a	
	Addressing of data requests (e.g. public use files, customized data) – e-FOI	3	3	Free	Free	Free	Free	n/a	1	1	2	2	15 days	7 days	3.50 (Very Satisfactory)	
	Addressing of data requests (e.g. public use files, customized data) – PSA Web Portal	2	2	Free	Free	Free	Free	n/a	0	0	2	2	3 days	1 day	95 %	
	Provision of statistical data via Enhanced OpenSTAT Website	2	2	Free	Free	Free	Free	n/a	0	0	n/a	n/a	Realtime	Realtime	n/a	
<b>Non-Front</b>																

\* Departments/Agencies may add rows as needed.

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August 30, 2019  
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August 30, 2019  
Date