

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

**DEPARTMENT/AGENCY: DOST-FOREST PRODUCTS RESEARCH & DEVELOPMENT INSTITUTE**

**I. Streamlining and Process Improvement of the Agency's Critical Services**

NAME OF SERVICES* (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENT/CITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services																
Testing Services: Availment of Testing Service	40% reduction of number of steps	From 5 to 3 steps	n/a	n/a	n/a	n/a	n/a	n/a	Reduce to 3 signatures	From 5 to 3 signatures	Reduction of required documents, OR simplification of forms	2	20% reduction of turnaround time, and complete the transaction within 15 days	From 45 to 38 minutes	n/a	n/a
Testing Services: Release of Test Results	25% reduction of number of steps	From 4 to 3 steps	__% reduction of fees paid	n/a	n/a	n/a	n/a	n/a	Reduce to 3 signatures -	From 5 to 3 signatures	Reduction of required documents, OR simplification of forms	2	50% reduction of turnaround time, and complete the transaction within 15 days	From 28 minutes to 13 minutes	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 97.65%
Technical Assistance: Common Service Facility	40% reduction of number of steps	From 5 steps to 3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Reduction of required documents, OR simplification of forms	1	50% reduction of turnaround time, and complete the transaction within 15 days	n/a	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 98.9%
Provision of Technical Consultancy Services/Assistance (Walk-in)	40% reduction of number of steps	From 5 to 3 steps	50% reduction of fees paid	Students given 50% discount	n/a	n/a	n/a	n/a	n/a	n/a	Reduction of required documents, OR simplification of forms	1 (no further reduction)	50% reduction of turnaround time, and complete the transaction within 15 days	Depends on nature of inquiry/ assistance needed	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 97.91%

Sale of Publication	50% reduction of number of steps	Steps reduced from 6 to 5	% reduction of fees paid	n/a	% reduction of other transaction fees paid	n/a	% reduction of substantive compliance cost	n/a	Reduce to 3 signatures	1	Reduction of required documents, OR simplification of forms	Number of documents require at minimum already (1 doc)	50% reduction of turnaround time, and complete the transaction within 15 days	From 65 to 35 minutes	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 100%
Guided Tour of FPRDI Facilities/Laboratories	% reduction of number of steps	Maximum reduction in number of steps fully implemented	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Reduction of required documents, OR simplification of forms	Number of documents require at minimum already (1 doc)	50% reduction of turnaround time, and complete the transaction within 15 days	Average of 2 hours to visit 3 laboratories, including demo	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 97.52%
Scientific Library Services	% reduction of number of steps	Maximum reduction in number of steps fully implemented	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50% reduction of turnaround time, and complete the transaction within 15 days	Depends on nature of inquiry of client; average turnaround of 45 minutes	Citizen/ Client Satisfaction Rating of 90%	Citizen/ Client Satisfaction Rating of 96.6%
Non-Frontline Services																
Collection of Fees	% reduction of number of steps	Maximum reduction in number of steps fully implemented (2 steps)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Reduction of required documents, OR simplification of forms	1 document required (Order of Payment)	50% reduction of turnaround time, and complete the transaction within 15 days	Maximum reduction in number of steps fully implemented (2 steps)	n/a	n/a

\* Departments/Agencies may add rows as needed.

Prepared by:



MA. CECILE B. ZAMORA, Chair – Citizen's Charter Committee

Approved by :



ROMULO T. AGGANGAN, Director IV



**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute

(2) **Name of Service:** Testing Services: Availment of Testing Services

(3) **Responsible Delivery Units/Processing Units:** One Laboratory Receiving Office

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	40% reduction in the number of steps a client undergoes to avail of testing services	3	Number of steps can no longer be reduced
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	See Schedule of Fees and Charges for Testing and Analytical Services	n/a	n/a	Fees and Charges for Testing and Analytical Services determined by Laboratory Managers, endorsed by the FPRDI Director and approved by the DOST Secretary. New schedule of fees to be proposed by FY 2020
• Other Transaction Fees	n/a	n/a	n/a	No other transaction fees
3. Substantive Compliance Cost	n/a	n/a	n/a	No substantive compliance cost paid
4. Number of Signatures	5	Reduce to three (3) signatures	3	Fully implemented as of this date
5. Number of Required Documents	2 required documents – Order of Payment and Job Order	Reduction of required documents, OR simplification of forms	n/a	No further reduction
6. Turnaround Time	45 minutes to complete transaction (availment of testing services)	20% reduction of turnaround time, and complete the transaction within 15 days	Time to complete transaction reduced to 36 minutes	20% reduction in availment of testing services; turnaround time for testing depends on nature of test conducted and is dictated by test standards being followed
7. Client/Citizen Satisfaction Results	n/a	n/a	n/a	

\*Departments/Agencies may reproduce this sheet for each critical service as needed.

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MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute

(2) **Name of Service:** Testing Services: Release of Test Results

(3) **Responsible Delivery Units/Processing Units:** One Laboratory Receiving Office

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	4	25% reduction in number of steps	3	Number of steps reduced to maximum
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	n/a	n/a	n/a	No fees paid for release of test results
• Other Transaction Fees	n/a	n/a	n/a	No fees paid for release of test results
3. Substantive Compliance Cost	n/a	n/a	n/a	No substantive compliance cost
4. Number of Signatures	5 signatories	Reduce to three (3) signatures	Number of signatories reduced to 3	Fully implemented as of this date
5. Number of Required Documents	Official Receipt of payment made and original copy of Job Order	Reduction of required documents, OR simplification of forms	n/a	Required documents reduced to maximum
6. Turnaround Time	28 minutes	50% reduction of turnaround time, and complete the transaction within 15 days	13 minutes to get test results on date of release	Time needed to obtain test results on date of release reduced by 50%
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 97.65%	

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**Approved by :**



**ROMULO T. AGGANGAN**, Director IV





**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute

(2) **Name of Service:** Technical Assistance: Common Service Facility

(3) **Responsible Delivery Units/Processing Units:** Technical Services Division/Material Science Division/Technology Innovation Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	40% reduction of number of steps	Number of steps reduced to 3	Number of steps reduced to the maximum
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	See attached schedule of fees	50% reduction of fees paid	Students are given 50% discount	Students are given 50% discount
• Other Transaction Fees	n/a	n/a	n/a	
3. Substantive Compliance Cost	n/a	n/a	n/a	
4. Number of Signatures	n/a	n/a	n/a	
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms	1	No further reduction
6. Turnaround Time	Depends on nature of assistance required	50% reduction of turnaround time, and complete the transaction within 15 days	n/a	Turnaround time is dependent on the nature of assistance requested
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 98.9%	

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MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute

(2) **Name of Service:** Provision of Technical Consultancy Services/Assistance (Walk-in)

(3) **Responsible Delivery Units/Processing Units:** Technical Services Division/Material Science Division/Technology Innovation Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	40% reduction of number of steps	Number of steps reduced to 3	Number of steps reduced to the maximum
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	See attached schedule of fees	50% reduction of fees paid	Students are given 50% discount	Students are given 50% discount; training fees vary according to number of participants but standard rate is ₱ 10,000 for a maximum of 25 participants
• Other Transaction Fees	n/a	n/a	n/a	
3. Substantive Compliance Cost	n/a	n/a	n/a	
4. Number of Signatures	n/a	n/a	n/a	
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms	1	No further reduction
6. Turnaround Time	Depends on nature of inquiry/assistance required	50% reduction of turnaround time, and complete the transaction within 15 days	n/a	Turnaround time is dependent on the nature of inquiry/assistance requested
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 97.91%	

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**ANNEX 3B:  
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

- (1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute
- (2) **Name of Service:** Sale of Publication
- (3) **Responsible Delivery Units/Processing Units:** Communication Materials Production & Library Services Section – Technical Services Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	6 steps	50% reduction of number of steps	Number of steps reduced to 5	Number of steps reduced to maximum
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	See Cost of Publications	n/a	n/a	
• Other Transaction Fees	n/a	n/a	n/a	
3. Substantive Compliance Cost	n/a	n/a	n/a	
4. Number of Signatures	1	Reduce to three (3) signatures	1	Maximum reduction of signatories fully implemented
5. Number of Required Documents	1 document required (Order of Payment)	Reduction of required documents, OR simplification of forms	1	Maximum reduction of document required fully implemented
6. Turnaround Time	65 minutes	50% reduction of turnaround time, and complete the transaction within 15 days	35 minutes	Turnaround time reduced by 54%
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 100.0%	

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(1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute

(2) **Name of Service:** Guided Tour of FPRDI Facilities/Laboratories

(3) **Responsible Delivery Units/Processing Units:** Technology Licensing and Promotion Section – Technical Services Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	4	% reduction of number of steps	4	Maximum reduction in number of steps fully implemented
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	n/a	n/a	n/a	No fees involved
• Other Transaction Fees	n/a	n/a	n/a	No transaction fees
3. Substantive Compliance Cost	n/a	n/a	n/a	No Substantive Compliance Cost
4. Number of Signatures	n/a	n/a	n/a	
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms	1	
6. Turnaround Time	Depends on nature of visit, number of laboratories/technologies to be visited and number of visitors	50% reduction of turnaround time, and complete the transaction within 15 days	n/a	Depends on nature of visit, number of laboratories/technologies to be visited and number of visitors. Normally, visitors are grouped into a maximum of 50 persons per batch and each batch takes 2 hours to visit 3 laboratories, including demos on various technologies
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 97.52%	

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- (1) **Name of Department/Agency:** DOST - Forest Products Research and Development Institute
- (2) **Name of Service:** Scientific Library Services
- (3) **Responsible Delivery Units/Processing Units:** Communication Materials Production & Library Services Section – Technical Services Division

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	4	n/a	4	Number of steps already at maximum
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid	n/a	n/a	n/a	No fees involved
• Other Transaction Fees	n/a	n/a	n/a	No transaction fees
3. Substantive Compliance Cost	n/a	n/a	n/a	No Substantive Compliance Cost
4. Number of Signatures	n/a	n/a	n/a	
5. Number of Required Documents	n/a	n/a	n/a	
6. Turnaround Time	Depends on nature of inquiry of client	50% reduction of turnaround time, and complete the transaction within 15 days	n/a	Average turnaround time of 45 minutes
7. Client/Citizen Satisfaction Results	Client Satisfaction Rating of 90%	Citizen/Client Satisfaction Rating	Average Client Satisfaction Rating of 96.6%	

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**II. SUPPORT TO OPERATIONS (STO)**

- Posting of certification on TS Page Date posted on TS Page: 01 August 2018
- Submission of ISO QMS certification Date submitted to SPIB: 7 August 2018

**III. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)****A. Budget Utilization Rate (BUR)**

BUR	FY 2017 Accomplishment	FY 2018 Accomplishment	Remarks
• Obligations BUR	93%	100%	
• Disbursement BUR	99%	100%	

**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
9	7	2	0	78%

**C. Compliance with Quarterly Submission of Financial Reports**

- Quarterly BFARs
  - 1<sup>st</sup> Quarter BFAR Date posted in online URS: 12 April 2018
  - 2<sup>nd</sup> Quarter BFAR Date posted in online URS: 12 July 2018
  - 3<sup>rd</sup> Quarter BFAR Date posted in online URS: 8 October 2018
  - 4<sup>th</sup> Quarter BFAR Date posted in online URS: 10 January 2019
- COA Financial Reports Date submitted to COA: 2017 Annual Report – 2 February 2018  
2018 Annual Report – 18 February 2019

**D. Compliance with Procurement Requirements**

- FY 2018 APP-non CSE Date posted on TS Page: 30 August 2018
- Indicative FY 2019 APP-non CSE Date posted on TS Page: 27 July 2018
- FY 2019 APP-CSE Date submitted to DBM-PS: 30 January 2019  
Date posted on TS Page: 30 January 2019
- Results of FY 2017 APCPI System Date submitted to GPPB-TSO: 26 March 2018

**IV. GOOD GOVERNANCE CONDITIONS (GGC)****A. Maintain/Update the Transparency Seal**Date updated TS with all requirements: 31 Jan 2019**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: 25 January 2019

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

- Submission of ARTA CoC Date submitted to AO 25 Secretariat: 01 August 2018
- If with deficiency/ies, submit ARTA CoC After Validation Date submitted to CSC: 29 November 2018

**V. Other cross-cutting requirements****A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN**Date posted on TS page: 01 October 2018**B. Compliance with FOI Program**

- People's FOI Manual Date emailed to PCOO: 30 August 2018  
Date posted on TS Page: 01 October 2018
- Agency Information Inventory Date emailed to PCOO: 30 August 2018  
Date posted on TS Page: 01 October 2018
- 2017 and 2018 FOI Summary Report Date emailed to PCOO: 2017 - 30 August 2018  
Date posted on TS Page: 23 January 2019
- 2017 and 2018 FOI Registry Date emailed to PCOO: 2017 - 30 August 2018  
Date posted on TS Page: 23 January 2019
- Screenshot of agency's home page Date emailed to PCOO: 30 August 2018

**C. Agency's System of Ranking Delivery Units**Date posted on TS page: 01 October 2018

Prepared by :

  
**MIGUEL C. HERRERA**  
 Chief Administrative Officer

Approved by :

  
**ROMULO T. AGANGAN**  
 Director

Date: \_\_\_\_\_