

MODIFIED FROM A - DEPARTMENT/AGENCY PERFORMANCE REPORT

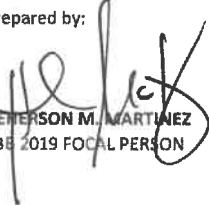
DEPARTMENT OF TOURISM/NATIONAL PARKS DEVELOPMENT COMMITTEE  
STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

NAME OF SERVICE	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS		
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	PRIMARY TRANSACTION COST		OTHER TRANSACTION COST		TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	
									TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS					
<b>FRONTLINE SERVICES</b>																	
1	Park Permit Issuance for Free Of Charge Activities	3	3	26 mins	26 mins	1	1	1	1	None	None	None	None	None	None	95%	99%
2	Park Permit Issuance for Small Activities	8	6	1 day	1 day	3	3	3	1 (Valid ID)	Based on the NPDC Board approved rental rates	Based on the NPDC Board approved rental rates	None	None	None	None	95%	99%
3	Park Permit Issuance for Wedding Receptions, Christmas Parties, and other Intimate Gatherings	12	12	1.5 days	1.5 days	3	3	4	2 (Valid ID and Catering Contract)	Based on the NPDC Board approved rental rates	Based on the NPDC Board approved rental rates	None	None	None	None	95%	99%
4	Park Permit Issuance for Big Events	14	5	8 days depending on the complexity and the requirements of the event	8 days depending on the complexity and the requirements of the event	3	3	4 to 8 documents depending on the event that will be conducted	4 to 8 documents depending on the event that will be conducted	Based on the approved board rental rates	Based on the approved board rental rates	None	None	None	None	95%	99%
5	Refund of Cash Bond	8	2	8 days	2.5 days	3	3	4	4	None	None	None	None	None	None	95%	99%
6	Processing of Application for the educational Guided Tour at the Light and Sound Complex	3	3	1 day	1 day	1	1	2	2	None (if FOC is requested and approved by the Executive Director); ₱10.00 for students; ₱20 for the general public (Board approved rates)	None (if FOC is requested and approved by the Executive Director); ₱10.00 for students; ₱20 for the general public (Board approved rates)	None	None	None	None	95%	99%

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7 Issuance of permit for school projects (photo & video shoot, dance and speech Choir practices, practice for sports with no set up and school tours	2	2	1 hour	1 hour	1	1	2	2	None	None	None	None	None	None	95%	99%
<b>NONFRONTLINE SERVICES</b>																
1 Disbursement thru checks/cash	3	3	4 mins	4 mins	None	None	1 ( valid ID) and the Official Receipt and/or authorization letter	1 ( valid ID) and the Official Receipt and/or authorization letter	None	None	None	None	None	None		
2 Disbursement thru LDDA-ADA	3	3	1 day	1 day	None	None	1 ( valid ID) and the Official Receipt and/or authorization letter	1 ( valid ID) and the Official Receipt and/or authorization letter	None	None	None	None	None	None		
3 Receiving of Payments	3	3	3 mins	3 mins	None	None	1	1	None	None	None	None	None	None		

Prepared by:  
  
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Approved by:  
  
 CECILLE L. ROMERO  
 Executive Director