


QUARTERLY PHYSICAL REPORT OF OPERATION
As of 30 September 2021

Department : OFFICE OF THE PRESIDENT OF THE PHILIPPINES
 Agency : ANTI RED TAPE AUTHORITY
 Operating Unit : -
 Organization Code : -


Current Year Appropriations
 Supplemental Appropriations
 Continuing Appropriations
 Off-Budget Account

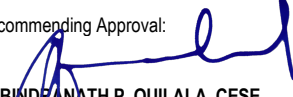
Performance Indicators	UACS CODE	Physical Targets					Physical Accomplishments					Variance as of 30 September 2021	Remarks
		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Total		
1	2	3	4	5	6	7=(3+4+5+6)	8	9	10	11	12=(8+9+10+11)	13	14
Part A													
I. Operations													
PAP 1 - Monitor and Evaluate Compliance to RA 11032													
Performance Indicator No. 1													
1. No. of Agencies compliant to the Citizens Charter		867	578	433	1,012	2,890	8,433	15	11		8,459		The reported physical accomplishment for Q1 (8,433) consists of the 8,310 carried over from 2020 and 123 new submissions received in Q1 of 2021. For Q2, 15 agencies had new submissions and for Q3, 11 agencies had new submissions as of end of September 2021.
PAP 2 - Institutionalize Regulatory Management System and EODB Reforms													
Performance Indicator No. 1													
1. No. of Agencies trained in Regulatory Impact Assessment		10	10	10	10	40	-	24	29		53		Series of training started only in April 2021 (Q2)
PAP 3 - Provide Legal Service and Public Assistance													
Performance Indicator No. 1													
1. Percentage of complaint referred/resolved within the turn around time		70%	70%	70%	70%	70%	73.01%	59.14%	59.82%		63.99%		a. Insufficient plantilla position b. Insufficient budget to sustain its operations c. Several stages in complaints handling; each case is distinct and depending on the complexity, each case may undergo different stages from receipt of the complaint to its resolution. d. Rules of Procedures in Complaints Handling have been revised to automate the system.

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Signature Certificate

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Page 1 of 1



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