

## B. ANTI-RED TAPE AUTHORITY

### STRATEGIC OBJECTIVES

### SECTOR OUTCOME

People-centered, innovative, clean, efficient, effective and inclusive delivery of public goods and services ensured

### ORGANIZATIONAL OUTCOME

### PERFORMANCE INFORMATION

#### ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

#### BASELINE

#### 2020 TARGETS

Better government services delivery by institutionalizing and implementation of effective and efficient policies and practices to reduce red tape and promote ease of doing business

#### Ease of Doing Business and Efficient Delivery of Government Services Program

##### Outcome Indicator

No. of agencies compliant to the new Citizens' Charter

300

##### Output Indicator

No. of agencies consulted and trained on Regulatory Management

35

Percentage of complaints referred/resolved within the turnaround time

50%