

QUARTERLY PHYSICAL REPORT OF OPERATION
As of 31 December 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 31 Decemberr 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	8	9	10	11	12	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	547	9,006	6,116	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; For Q3, 11 agencies had new submissions as of end of September 2021. For Q4, 547 agencies had new submissions from October to December 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	14	67	27	The series of training started in April 2021. The 67 trained agencies consist of 660 government employees; majority of whom are members of the Committee on Anti-Red Tape. A 91.8% satisfaction
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%	615/794 (77.46%)	654/953 (68.63%)	1867/2359 (79.14%)	543/995 (54.57%)	3679/5101 (72.12%)	2.12%	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. Q1-Q3 rates were adjusted since additional complaints were resolved by the end of 2021. In view of the new figures, 103.03% of the 70% target was achieved.

Prepared and Consolidated by:

Digitally signed by Zantua Andrea Mikhaela Dimapilis
ANDREA MIKHAELA D. ZANTUA
Planning Officer III - Planning Unit

In coordination with:

Digitally signed by Quilala Rabindranath Pablo, ou=Finance and Administrative Office, o=Anti-Red Tape Authority, c=PH
RABINDRANATH P. QUILALA, CSE
Director IV, Finance and Administration Office
Date: 2022.01.14 14:42:12

Approved by:

UNDERSECRETARY CARLOS F. QUITA
Chief of Staff and Deputy Director General for Administration, Finance, and Special Programs