



**HEADQUARTERS  
AFP FINANCE CENTER**

Camp General Emilio Aguinaldo, Quezon City

FCIG

12 November 2019

**CITIZEN/CLIENT SATISFACTION REPORT**

**I. Description of the Citizen/Client Satisfaction Survey**

As part of the AFP Finance Center transformation objective of delivering efficient and effective financial service to its clients, the AFP Finance Center launched an emoji-based Customer Satisfaction Survey Tool in order to measure how customers see the services delivered by our frontline service providers.

**II. Improvement Action Plan for FY 2019**

The following are the AFP Finance Center 16 frontline service providers:

OFFICE	SERVICES PROVIDED	Customer Satisfaction Rating as of 1 <sup>st</sup> semester 2019
Staff for Intelligence, F2	<ul style="list-style-type: none"> <li>• Special Power of Attorney (SPA) Validation</li> </ul>	99.13%
Disbursement and Remittance Branch (DRB)	<ul style="list-style-type: none"> <li>• Processing and Payment of the following:                             <ul style="list-style-type: none"> <li>- Monthly Pension</li> <li>- 36 months Lump Sum</li> <li>- Commutation of Leave TAS &amp; CE</li> <li>- Payment of Prior Years/ Replacement of Cancelled Checks claims</li> <li>- Payment of Remittances to Government Agencies and Financial Institutions</li> </ul> </li> <li>• Letter of Introduction to Authorized Government Depository Banks of AFP Pensioner/Beneficiaries</li> <li>• Facilitations of Invalid/ Closed Accounts with Authorized Government Depository Banks</li> <li>• Holding/ Un-tagging of Monthly Pension</li> </ul>	99.44%
Financial Management	<ul style="list-style-type: none"> <li>• Pension Payroll Processing</li> </ul>	99.77%

Information System Branch (FMIS)	<ul style="list-style-type: none"> <li>• Active Payroll Processing</li> </ul>	
Records Management Branch (RMB)	<ul style="list-style-type: none"> <li>• Issuance of Financial Records to Active Military and Civilian Personnel</li> <li>• Issuance of Certificate of Payment or Non-Payment</li> <li>• Issuance of Pension Verification Slip and Pension detail</li> <li>• Issuance of ALVAMS Certificate</li> <li>• Issuance of Certification as Bonafide AFP Pensioner</li> <li>• Issuance of Statement of Last Payment</li> </ul>	97.54%
Processing, Bonding and Collection Branch (PBC)	<ul style="list-style-type: none"> <li>• Letter of Refund with Authorized Government Depository Banks and Financial Institutions</li> <li>• Facilitation of Collection/Deposit</li> <li>• Processing of Special Disbursing Officer (SDO) documents</li> <li>• Processing of DVs</li> </ul>	98%
Finance Service Units (FSUs)	<ul style="list-style-type: none"> <li>• Collection/Deposit</li> <li>• Disbursement of Pay and Allowances</li> <li>• Financial Requirements of Program 1-4</li> <li>• Remittance to Financial Institutions and Government Agencies</li> <li>• Processing of DVs</li> <li>• Pension Assistance (Issuance of LOI to AFP Pensioners)</li> <li>• Special Power of Attorney (SPA) Validation to Unified Commands and Key Budgetary Units</li> </ul>	97.75%

The AFP Finance Center introduces the Customer Satisfaction Survey for the above-mentioned Frontline Service Providers of the Center. Each offices/units were issued with tablets with installed Customer Satisfaction Survey Program and were installed in their respective offices easily seen by their clients. Clients can easily rate the level of their satisfaction based on the level of performance of our personnel.

As a result, it provides big help in the Center's achievement of Proficiency Stage in the AFP Transformation Roadmap and in the delivery of efficient and effective financial services to our clients. The Center's Personnel became more

diligent in the performance of their service and enticed to a more participative role in the Center's transformation

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Chief

## ANNEX 3A

## MODIFIED FORM A-DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: Armed Forces of the Philippines Finance Center

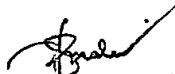
I. Streamlining and Process Improvement of the Agency's Critical Services																
Name of Services	Number of Steps		Transaction cost incurred by the transacting Public/Client				Substantive Compliance Cost		Number of signatures		Number of required Documents		Turnaround Time		Client/ Citizen Satisfaction	
			Fees Paid		Other Transaction Fees											
	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment
<b>FRONLINE SERVICES</b>																
Letter of Refund	8	8	0	0	0	0	P2.00/per letter	P2.00/per letter	Maintain to 1	Maintain to 1	3	3	1 day	½ day	87%	98%
Collection/Deposit	4	4	0	0	0	0	P20	P20	Maintain to 1	Maintain to 1	3 (depends on the trans)	3 (depends on the trans)	2 minutes	2 minutes	87%	98%
Special Disbursing Officer (SDO)	6	6	0	0	0	0	P55.00	P55.00	Maintain to 1	Maintain to 1	12	12	2 days	2 days	87%	98%
Processing of DVs	4	4	0	0	0	0	P20	P20	Maintain to 1	Maintain to 1	15	15	5 minutes per DV	5 minutes per DV	87%	98%
Pension Payroll Processing	6	6	0	0	0	0	35 boxes CF 73,400	35 boxes CF 73,400	Maintain to 1	Maintain to 1	2	2	Transmit payroll on or before 30 <sup>th</sup> of the month	Transmit payroll on or before 30 <sup>th</sup> of the month	87%	99.77%
Active Payroll Processing	6	6	0	0	0	0	10 boxes CF 20,800	10 boxes CF 20,800	2	2	2	2	Transmit payroll on	Transmit payroll on	87%	99.77%


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

Name of Services	Number of Steps		Transaction cost incurred by the transacting Public/Client				Substantive Compliance Cost		Number of signatures		Number of required Documents		Turnaround Time		Client/ Citizen Satisfaction	
			Fees Paid		Other Transaction Fees											
	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment
							4 boxes PSF 10,800	4 boxes PSF 10,800					or before 30 <sup>th</sup> of the month	or before 21 <sup>st</sup> of the month		
Special Power of Attorney	3	3	0	0	0	0	P25 per transaction	P25 per transaction	2	2	8	7	12 Minutes	12 Minutes	87%	99.13%
Monthly Pension	4	4	0	0	0	0	P7.00	P7.00	4	4	1	1	2 days	2 days	87%	99.44%
Lump Sum	4	4	0	0	0	0	P7.00	P7.00	4	4	1	1	2 days	2 days	87%	99.44%
Commutation of Leave TAS & CE	6	6	0	0	0	0	P7.00	P7.00	4	4	1	1	2 days	2 days	87%	99.44%
Letter of Introduction	2	2	0	0	0	0	P6.00	P6.00	1	1	2	2	2 min	2 min	87%	99.44%
Payment of Prior Years/ Replacement of Cancelled Checks claims	3	3	0	0	0	0	P7.00	P7.00	4	4	1	1	2 days	2 days	87%	99.44%
Payment of Remittances	4	4	0	0	0	0	P6.00	P6.00	4	4	1	1	2 days	2 days	87%	99.44%
Invalid/ Closed Accounts	3	3	0	0	0	0	P6.00	P6.00	4	4	1	1	2 days	2 days	87%	99.44%
Holding/ Un-tagging Monthly Pension	3	3	0	0	0	0	P6.00	P6.00	4	4	1	1	1 hour	1 hour	87%	99.44%
Issuance of Financial	4	4	0	0	0	0	P2.00	P2.00	Maintain to 1	Maintain to 1	2	2	1 hour	1 hour	87%	97.54%

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Name of Services	Number of Steps		Transaction cost incurred by the transacting Public/Client				Substantive Compliance Cost		Number of signatures		Number of required Documents		Turnaround Time		Client/ Citizen Satisfaction	
			Fees Paid		Other Transaction Fees											
	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment	Target	Accomplishment
Records to Active Military and Civilian Personnel																
Issuance of Certificate of payment or non-payment	5	5	0	0	0	0	P2.00	P2.00	Maintain to 1	Maintain to 1	Maintain to 1	Maintain to 1	1 day	1 day	87%	97.54%
Issuance of Pension Verification Slip and Pension detail	3	3	0	0	0	0	P2.00	P2.00	none	None	Maintain to 1	Maintain to 1	15 mins	15 mins	87%	97.54%
Issuance of ALVAMS Certificate	5	5	0	0	0	0	P2.00	P2.00	Maintain to 1	Maintain to 1	3	3	15 mins	15 mins	87%	97.54%
Issuance of Certification as Bonafide AFP Pensioner	4	4	0	0	0	0	P2.00	P2.00	Maintain to 1	Maintain to 1	Maintain to 1	Maintain to 1	30 mins	30 mins	87%	97.54%
Issuance of Statement of Last Payment	11	11	0	0	0	0	P4.00	P4.00	Maintain to 1	Maintain to 1	4	Reduce to 3	1 day	1 day	87%	97.54%

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