

ANNEX C: STREAMLINING/DIGITIZATION REPORT

- 1.) NAME OF DEPARTMENT/AGENCY: **DEPARTMENT OF EDUCATION/DIVISION OF CATANDUANES**
- 2.) NAME OF SERVICE: **DOCUMENT TRACKING SYSTEM (DoTS) and DIGITIZED ATTENDANCE SCHEME (DAS)**
- 3.) RESPONSIBLE DELIVERY UNITS/PROCESSING UNITS: **RECORDS SECTION**
- 4.) IDENTIFIED CLIENT/CUSTOMERS: **ALL PAPER TRANSACTIONS RECEIVING AND RELEASING**
- 5.) NUMBER OF CLIENTS SERVED IN 2021:
- 6.) VOLUME OF TRANSACTIONS IN 2021:


CRITERIA	STATUS OF FY 2020(7)	FY 2021 STATUS OF TREAMLINING EFFORTS(9)	REMARKS (10)
1. NUMBER OF STEPS	2 STEPS	4 STEPS	Please refer to 2021 Citizens Charter
2. TURNAROUND TIME(TAT)	1 DAY	30 MINS	Releasing of Documents to different section/units is done thru online registration/transaction. All docs are recorded at DoTS. Docs Tracking are available at the system; transactions are more manageable and lessen the F2F transaction this time of Pandemic. DoTS and DAS are efficiently applied for all incoming and outgoing documents. Increase in step is due to the complete instructions at the system thru online recording of all incoming and outgoing docs.
3.) NUMBER OF SIGNATURES	1 SIGNATURE	4 SIGNATURE	
4.) NUMBER OF REQUIRED DOCUMENTS			
5. TRANSACTION COSTS	NONE	NONE	
6. CLIENT SATISFACTION RESULT	3-NEUTRAL	4-SATISFIED	Easily access the documents at different sections/unit.

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