

<p>From: GLENN VALERIE A. ANTONIO Statistician III</p>	
<p>Thank you.</p> <p>Respectfully forwarding herewith the BAR No. 1 - Quarterly Physical Report of Operation as of March 31, 2024 for your signature.</p> <p>Sir:</p>	
<input type="checkbox"/> Your Approval <input type="checkbox"/> Your Signature <input type="checkbox"/> Your Decision <input type="checkbox"/> Note & Forward <input type="checkbox"/> Note & Return <input type="checkbox"/> Note & File <input type="checkbox"/> Note & Destroy File <input type="checkbox"/> Your Information	<input type="checkbox"/> See Me <input type="checkbox"/> Let's Discuss <input type="checkbox"/> For Appropriate Action <input type="checkbox"/> Investigate & Report <input type="checkbox"/> More Details <input type="checkbox"/> Your Comments <input type="checkbox"/> Reply for My Signature <input type="checkbox"/> Reply Directly
<p>For: ENGR. MA. TERESA P. YANCHA Acting Director II, Financial Service</p>	
<p>Date Apr. 16, 2024</p>	<p>Republic of the Philippines Department of Justice LAND REGISTRATION AUTHORITY REFERENCE SLIP</p>

Republic of the Philippines
Department of Justice
LAND REGISTRATION AUTHORITY
REFERENCE SLIP

For: Hon. GERARDO PANGA SIRIOS
Administrator

- Your Approval
- Your Signature
- Your Decision
- Note & Forward
- Note & Return
- Note & File
- Note & Destroy File
- Your Information
- Return as Requested

Sir,
BY: P. 240 No. 87 FMM

Attached is the Quarterly Physical Report of Operation as of March 31, 2024, for His Honor's approval and signature.
Thank you.

From: Engr. MA. TERESA P. YANGHA
Acting Director
Financial Service



QUARTERLY PHYSICAL REPORT OF OPERATION

As of March 31, 2024

Department: Department of Justice (DOJ)
 Agency: Land Registration Authority
 Organization Code (UACS) : 15 004 0000000

CERTIFIED TRUE COPY

Particulars	UACS CODE	Physical Target (Budget Year)					Physical Accomplishment (Budget Year)					Variance	Remarks		
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total				
		3	4	5	6	7	8	9	10	11	12				
1	2														
LAND TITLING AND REGISTRATION PROGRAM	310100000000000000														
OO : Land Registration Services Effectively Delivered															
Outcome Indicators															
1. Percentage of titles issued and deeds annotated without errors		99.85%	99.85%	99.85%	99.85%	99.85%	99.92% (435,618/ 435,972)							99.92% (435,618/435,972)	0.07%
2. Percentage of clients satisfied with agency services		76.69%	76.69%	76.69%	76.69%	76.69%	78.80%							78.80%	2.11%
Output Indicators															
1. Percentage of titles issued 20 days after submission of complete documents		93.62%	93.62%	93.62%	93.62%	93.62%	93.68% (238,189/ 254,264)							93.68% (238,189/254,264)	0.06%
2. Percentage of deeds annotated 20 days after submission of complete documents		95.64%	95.64%	95.64%	95.64%	95.64%	95.64% (173,782/ 181,708)							95.64% (173,782/181,708)	0.00%

Prepared By:
GLENN VALERIEA. ANTONIO
 Chief, Statistical Section

In coordination with:
ENGR. MA. TERESA P. YANCHA
 Acting Director II, Financial Service

Approved By:
GERARDO PANGA SIRIOS
 Administrator

LAND REGISTRATION AUTHORITY

East Avenue, corner NIA Road, Diliman, Quezon City

Report on External Client Satisfaction Rating

F.Y. 2024

A SOURCE	B NO. OF "STRONGLY AGREE" & "AGREE" RESPONSE	C		D		E		F		G	H % SATISFACTION RATING $\frac{Col.(B+C)}{Col.(D+E)-(F+G)}$	I WEIGHT $Col.(H) * 70\%$	J TOTAL COMPLAINTS RECEIVED	K TOTAL COMPLAINTS RESOLVED	L RESOLUTION OF COMPLAINTS		M WEIGHT $Col.(L) * 30\%$	N CLIENT SATISFACTION RATING $Col.(I) + Col.(M)$
		PAPER & PENCIL	QR CODE	PAPER & PENCIL	QR CODE	TOTAL NUMBER OF RESPONSE	NUMBER OF N/A ANSWERS	PAPER & PENCIL	QR CODE						TOTAL COMPLAINTS RESOLVED	COMPLAINTS RESOLUTION RATE $\frac{Col.(K)}{Col.(J)}$		
COVERAGE 1 ST QUARTER	JANUARY	101,829	199	105,680	296	2,745	0	98.83%	69.18%	85	31	36.47%	10.94%	80.13%				
	FEBRUARY	93,546	182	96,456	272	1,973	0	98.92%	69.24%	90	29	32.22%	9.67%	78.91%				
	MARCH	65,681	98	68,864	168	2,463	0	98.81%	69.17%	75	20	26.67%	8.00%	77.17%				
	TOTAL	261,056	479	271,000	736	7,181	0	98.86%	69.20%	250	80	32.00%	9.60%	78.80%				