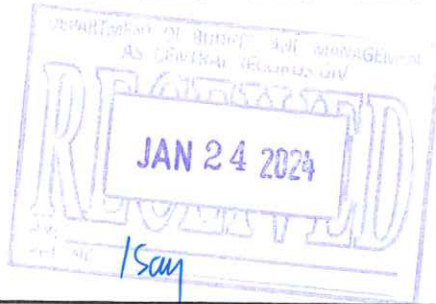


QUARTERLY PHYSICAL REPORT OF OPERATION

As of December 31, 2023

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



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		
1	2	3	4	5	6	7	8	9	10	11	12	13	14
LAND TITLING AND REGISTRATION PROGRAM	3101000000000000												
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%	99.83% (473,278/ 474,073)	99.84% (420,399/ 421,072)	99.88% (481,083/ 481,657)	99.87% (356,171/ 356,626)	99.86% (1,730,931/1,733,428)	0.01%	
2. Percentage of clients satisfied with agency services		73.59%	73.59%	73.59%	73.59%	73.59%	79.78%	77.12%	80.18%	76.03%	78.34%	4.75%	
Output Indicators													
1. Percentage of titles issued 20 days after submission of complete documents		92.28%	92.28%	92.28%	92.28%	92.28%	94.62% (259,138/ 273,871)	95.85% (234,051/ 244,177)	94.29% (272,575/ 289,091)	87.45% (180,350/ 206,238)	93.36% (946,114/1,013,377)	1.08%	
2. Percentage of deeds annotated 20 days after submission of complete documents		93.29%	93.29%	93.29%	93.29%	93.29%	93.15% (186,493/ 200,202)	94.28% (166,781/ 176,895)	93.51% (180,067/ 192,566)	92.05% (138,432/ 150,388)	93.3% (671,773/720,051)	0.01%	

Prepared By:


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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. 2023

A		B	C	D	E	F	G	H	I	J	K	L	M	N	
SOURCE		CLIENT FEEDBACK MECHANISM							RESOLUTION OF COMPLAINTS						CLIENT SATISFACTION RATING
COVERAGE		NO. OF "STRONGLY AGREE" & "AGREE" RESPONSE		TOTAL NUMBER OF RESPONSE		NUMBER OF N/A ANSWERS		% SATISFACTION RATING	WEIGHT	TOTAL COMPLAINTS RECEIVED	TOTAL COMPLAINTS RESOLVED	COMPLAINTS RESOLUTION RATE	WEIGHT		
		PAPER & PENCIL	QR CODE	PAPER & PENCIL	QR CODE	PAPER & PENCIL	QR CODE	$\frac{Col.(B+C)}{Col(D+E)-(F+G)}$				$Col(H)*70\%$	$\frac{Col(K)}{Col(J)}$	$Col(L)*30\%$	
1ST QUARTER	JANUARY	70,280	146	72,136	176	763	0	98.43%	68.90%	84	32	38.10%	11.43%	80.33%	
	FEBRUARY	69,231	512	71,216	616	766	0	98.14%	68.70%	84	22	26.19%	7.86%	76.55%	
	MARCH	53,497	223	54,672	320	418	0	98.44%	68.90%	106	46	43.40%	13.02%	81.92%	
	TOTAL	193,008	881	198,024	1,112	1,947	0	98.33%	68.83%	274	100	36.50%	10.95%	79.78%	
2ND QUARTER	APRIL	72,521	146	74,512	192	859	0	98.40%	68.88%	58	15	25.86%	7.76%	76.64%	
	MAY	79,877	199	81,856	336	838	0	98.43%	68.90%	72	18	25.00%	7.50%	76.40%	
	JUNE	60,016	33	61,488	72	466	0	98.29%	68.80%	70	22	31.43%	9.43%	78.23%	
	TOTAL	212,414	378	217,856	600	2,163	0	98.38%	68.87%	200	55	27.50%	8.25%	77.12%	
3RD QUARTER	JULY	87,428	79	92,344	176	3,667	1	98.49%	68.94%	66	21	31.82%	9.55%	78.49%	
	AUGUST	91,445	282	96,336	384	3,759	0	98.67%	69.07%	86	36	41.86%	12.56%	81.63%	
	SEPTEMBER	89,019	364	92,968	456	2,711	0	98.53%	68.97%	68	25	36.76%	11.03%	80.00%	
	TOTAL	267,892	725	281,648	1,016	10,137	1	98.57%	69.00%	220	82	37.27%	11.18%	80.18%	
4TH QUARTER	OCTOBER	100,031	328	104,392	472	3,085	0	98.60%	69.02%	91	32	35.16%	10.55%	79.57%	
	NOVEMBER	92,561	180	95,808	264	2,183	0	98.78%	69.14%	81	18	22.22%	6.67%	75.81%	
	DECEMBER	72,650	122	75,384	200	1,838	0	98.68%	69.08%	74	7	9.46%	2.84%	71.91%	
	TOTAL	265,242	630	275,584	936	7,106	0	98.69%	69.08%	246	57	23.17%	6.95%	76.03%	

A	B	C	D	E	F	G	H	I	J	K	L	M	N
SOURCE	CLIENT FEEDBACK MECHANISM								RESOLUTION OF COMPLAINTS				CLIENT SATISFACTION RATING
COVERAGE	NO. OF "STRONGLY AGREE" & "AGREE" RESPONSE		TOTAL NUMBER OF RESPONSE		NUMBER OF N/A ANSWERS		% SATISFACTION RATING	WEIGHT	TOTAL COMPLAINTS RECEIVED	TOTAL COMPLAINTS RESOLVED	COMPLAINTS RESOLUTION RATE	WEIGHT	
	PAPER & PENCIL	QR CODE	PAPER & PENCIL	QR CODE	PAPER & PENCIL	QR CODE	$\frac{Col.(B+C)}{Col(D+E)-(F+G)}$	$Col(H)*70\%$			$\frac{Col(K)}{Col(J)}$	$Col(L)*30\%$	
JANUARY TO DECEMBER 2023	938,556	2,614	973,112	3,664	21,353	1	98.51%	68.96%	940	294	31.28%	9.38%	78.34%