



NEWS ARTICLE

Service Time Performance of Cebu Serbilis Outlet averages to 97 percent in 2018

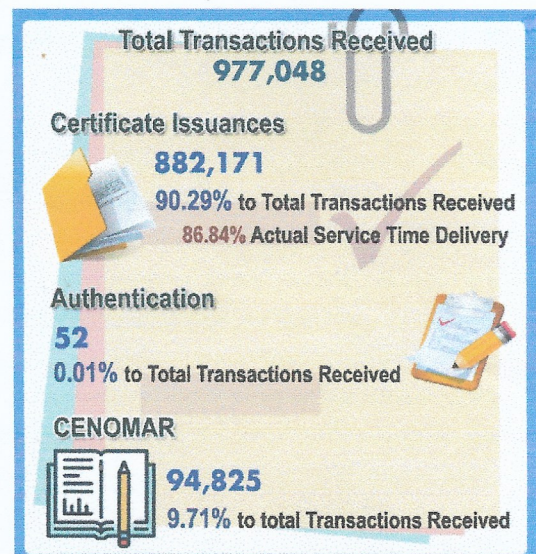
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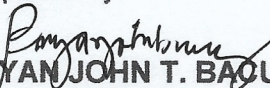
The newly-enhanced Cebu Serbilis Outlet

As one of the Civil Registration System (CRS) operating outlets in the country, Cebu City CRS Serbilis Outlet achieved an average of 97.44 percent in terms of service time delivery based on its Key Performance Indicator (KPI) in 2018. This means that 97.44% of the transactions or applications were processed within the service time requirement after payment. The total transactions for the outlet in 2018 was recorded at 977,048.

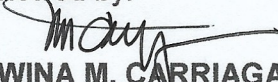
Certificate Issuances comprised 90.29 percent of the total transactions which translate to 882,171 transactions. However, only 86.84% of these achieved the service time delivery required. Meanwhile, total transactions for Authentication and CENOMAR contributed 0.01 percent and 9.70 percent respectively.



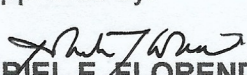
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