

DOLE FRONTLINE SERVICES ACCOMPLISHMENT FOR THE MONTH OF JULY 2021

INTERNAL AUDIT SERVICE (IAS)

FOR THE MONTH JULY 2021, DOLE AND ITS ATTACHED AGENCIES DELIVERED A TOTAL OF 273,914 SERVICES TO CLIENTS.

95.39% or 261,275 services were delivered **within 3 days or 72 hours**, achieving President Rodrigo R. Duterte's pronouncement to improve service delivery to the public.

Services for the OFWs registered a total of **34,032 services** delivered for the month July 2021 by the Philippine Overseas Labor Offices (POLOs)

TOTAL CLIENTS SERVED UNDER 72 HOURS KEY FRONTLINE SERVICES

A total **2,090,850** services were provided to DOLE clients under **72-hours policy as of July 31, 2021.**

Of the total, **1,932,899 or 92.4%** were delivered **less than 24 hours**, **107,856 or 5.2%** were delivered **within 24 hours**, **19,799 or 0.9%** were delivered **within 48 hours** and **30,296 or 1.4%** services were delivered **within 72 hours**

Offices	Total		Simple Transaction		Complex Transaction		Highly Technical Transaction	
	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT
Central Office	57	1	15	0	1	1	41	0
POLOs	34,032	0	34,032	0				
Regional Offices (ROs)	15,274	491	4,095	26	9,532	465	1,647	0
Attached Agencies (AAs)	224,033	26	223,133	0	416	0	484	26
Total	273,396	518	261,275	26	9,949	466	2,172	26
Percentage	99.81%	0.19%	95.39%	0.01%	3.63%	0.17%	0.79%	0.01%
Grand Total	273,914 Services Delivered							

*COVID-19 Services Not Included

The **three (3) most demanded transactions** from the DOLE ROs for the month of July 2021 were:

Frontline Service	Total Number of Services Delivered	Percentage
1. Application for Alien Employment Permit (New and Renewal)	5,312	35%
2. Issuance of letter of Approval/Disapproval of Construction Safety and Health Program (CHSP)	3,676	23%
3. Registration of Establishment Under Rule 1020 of the Occupational Safety and Health Standards	2,438	15%

Process Cycle Time(PCT)	Total Services	2021						
		January	February	March	April	May	June	July
	2,090,850	380,050	378,671	341,141	225,001	253,060	251,652	261,275
Less than 24 hours	1,932,899	344,263	345,750	313,421	208,028	235,571	237,191	248,675
24 hours	107,856	31,491	24,953	22,056	7,754	6,849	7,920	6,833
48 hours	19,799	2,075	5,720	685	5,041	4,978	876	424
72 hours	30,296	2,221	2,248	4,979	4,178	5,662	5,665	5,343

*COVID-19 Services Not Included

2021 TOTAL FRONTLINE SERVICES DELIVERED

As of July 31, 2021 DOLE frontline services already delivered a total of **2,197,959 services.**

Type of Transaction	2021 Total Frontline Services Delivered						
	1 st Quarter		2 nd Quarter		July		Total
	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	
Simple	1,099,862	121	729,713	30	261,275	26	2,091,027
Complex	41,172	3,693	34,536	3,045	9,949	466	92,861
Highly Technical	6,979	92	4,608	194	2,172	26	14,071
Grand Total	1,148,013	3,906	768,857	3,269	273,396	518	2,197,959

*COVID-19 Services Not Included

COVID-19 RELATED SERVICES DELIVERED

For the **month of July 2021**, a total amount of **Php168,372,702** were disbursed to **33,780 beneficiaries.**

As of **July 31, 2021**, a total of **589,057 beneficiaries** were provided financial assistance through the programs of the Department under the Bayanihan 2 with a total amount of **Php2,778,975,024** disbursed.

Offices	Service	July 2021			As of July 31, 2021		
		No. of Establishment	No. of Beneficiaries	Amount Disbursed (Php)	Total No. of Establishment	Total No. of Beneficiaries	Total Amount Disbursed (Php)
DOLE-ROs	CAMP	36	5,220	26,100,000	7,207	197,036	849,103,323
DOLE-ROs	TUPAD #BKBK	N/A	28,560	142,272,702	N/A	385,883	1,868,273,838
POLOs	On site OFWs-"DOLE AKAP for OFWs"	N/A	0	0	N/A	6,138	61,597,864
Total		36	33,780	168,372,702	7,207	589,057	2,778,975,024

124 Frontline Services

67 DOLE Offices/Agencies

274K

services rendered for the month of July 2021

2.2M

services rendered as of July 31, 2021

2.1M

services rendered within 72 hours policy as of July 31, 2021

DOLE FRONTLINE SERVICES ACCOMPLISHMENT FOR THE MONTH OF JUNE 2021

INTERNAL AUDIT SERVICE (IAS)

FOR THE MONTH JUNE 2021, DOLE AND ITS ATTACHED AGENCIES DELIVERED A TOTAL OF 251,887 SERVICES TO CLIENTS.

94.69% or 238,503 services were delivered within **3 days or 72 hours**, achieving President Rodrigo R. Duterte's pronouncement to improve service delivery to the public.

Services for the OFWs registered a total of **30,304** services delivered for the month June 2021 by the Philippine Overseas Labor Offices (POLOs).

TOTAL CLIENTS SERVED UNDER 72 HOURS KEY FRONTLINE SERVICES

A total of **1,812,486** services were provided to DOLE clients under **72-hours policy as of June 30, 2021**.

Of the total, **1,668,283** or **92%** were delivered **less than 24 hours**, **101,097** or **5.6%** were delivered **within 24 hours**, **18,656** or **1.0%** were delivered **within 48 hours** and **24,450** or **1.3%** services were delivered **within 72 hours**.

Offices	Total		Simple Transaction		Complex Transaction		Highly Technical Transaction	
	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT
CENTRAL OFFICE	105	3	21	0	2	2	82	1
POLOs	30,304	0	30,304	0				
REGIONAL OFFICES (ROs)	15,627	899	4,020	8	10,876	891	731	0
ATTACHED AGENCIES	204,862	87	204,158	1	368	0	336	86
Total	250,898	989	238,503	9	11,246	893	1,149	87
Percentage	99.61%	0.39%	94.69%	0.00%	4.46%	0.35%	0.46%	0.03%
Grand Total	251,887 Services Delivered							

*COVID-19 Related Services Not Included

The **three (3) most demanded transactions** from the DOLE ROs for the month of June 2021 were:

Frontline Service	Total Number of Services Delivered	Percentage
1. Application for Alien Employment Permit	5,757	35%
2. Issuance of letter of Approval/Disapproval of Construction Safety and Health Program (CHSP)	4,887	30%
3. Registration of Establishment Under Rule 1020 of the Occupational Safety and Health Standards	2,349	14%

Process Cycle Time(PCT)	Total Services	2021					
		January	February	March	April	May	June
	1,812,486	379,492	378,191	340,137	224,147	252,016	238,503
Less than 24 hours	1,668,283	343,705	345,294	312,449	207,215	234,580	225,040
24 hours	101,097	31,491	24,953	22,056	7,932	6,990	7,675
48 hours	18,656	2,075	5,720	685	4,863	4,837	476
72 hours	24,450	2,221	2,224	4,947	4,137	5,609	5,312

*COVID-19 Related Services Not Included

2021 TOTAL FRONTLINE SERVICES DELIVERED

As of June 30, 2021 DOLE frontline services already delivered a total of **1,906,946** services.

Type of Transaction	2021 Total Frontline Services Delivered*												Total
	January		February		March		April		May		June		
	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	Within PCT	Beyond PCT	
Simple	379,492	47	378,191	39	340,137	35	224,147	5	252,016	16	238,503	9	1,812,637
Complex	10,722	2,107	13,639	814	16,813	767	12,170	1,598	10,997	572	11,246	893	82,338
Highly Technical	1,854	7	2,881	42	2,244	43	1,738	35	1,819	72	1,149	87	11,971
Grand Total	392,068	2,161	394,711	895	359,194	845	238,055	1,638	264,832	660	250,898	989	1,906,946

*COVID-19 Related Services Not Included

COVID-19 RELATED SERVICES DELIVERED

For the **month of June 2021**, a total amount of **Php 520,259,909** were disbursed to **99,555** beneficiaries.

As of June 30, 2021, a total of **522,652** beneficiaries were provided financial assistance through the programs of the Department under the Bayanihan 2 with a total amount of **2,299,462,323** disbursed.

Offices	Service	June 2021			As of June 30, 2021		
		No. of Establishment	No. of Beneficiaries	Amount Disbursed (Php)	Total No. of Establishment	Total No. of Beneficiaries	Total Amount Disbursed (Php)
DOLE-ROs	CAMP	986	37,952	189,953,323	7,171	159,706	517,013,323
DOLE-ROs	TUPAD #BKBK	N/A	61,603	330,306,587	N/A	357,323	1,726,001,136
POLOs	On site OFWs-"DOLE AKAP for OFWs"	N/A	0	0	N/A	5,623	56,447,864
Total		986	99,555	520,259,909	7,171	522,652	2,299,462,323

124 Frontline Services

67 DOLE Offices/Agencies

252K

services rendered for the month of June 2021

1.9M

services rendered as of June 30, 2021

1.8M

services rendered within 72 hours policy as of June 30, 2021