

ANNEX 3B:
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: **DIPOLOG CITY WATER DISTRICT**
 (2) Name of Service: **Payment of Water Bills & Other fees**
 (3) Responsible Delivery Units/Processing Unit: **Commercial**

(4) Identified Client/Customer(s)	(5) Number of client visits in 2020	(6) Volume of transactions in 2020		
*sample only; too numerous to list all	203,223	203,223		
CRITERIA	(7) STATUS AS OF 2019	(8) TARGET IN 2020	(9) FY 2020 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. NUMBER OF STEPS	2 steps (with notice of billing); 3 steps (w/o notice of billing)	2 steps (with notice of billing); 3 steps (w/o notice of billing)	2 steps (with notice of billing); 3 steps (w/o notice of billing)	
2. TURNAROUND TIME	5 min (with notice of billing); 7 min (w/o notice of billing)	5 min (with notice of billing); 7 min (w/o notice of billing)	5 min (with notice of billing); 7 min (w/o notice of billing)	
3. NUMBER OF SIGNATURES	1	1	1	
4. NUMBER OF REQUIRED DOCUMENTS	2	2	2	
5. TRANSACTION COSTS				
5.1. PRIMARY TRANSACTION COST/FEEs	0	0	0	
5.2. OTHER TRANSACTION COST	0	0	0	
6. SUBSTANTIVE COMPLIANCE COST	0	0	0	
7. CLIENT/CITIZEN SATISFACTION RESULTS	4	4	4	

Prepared by:

NURSIVA S. TOME

OIC-Commercial dept.

2-21-2021

Date

Approved by:

RUEL D. TABADA

General Manager

Date

	ACCOUNT NAME	ACCOUNT NUMBER	TRANSACTION DATE	O.R.#
1	BONJOC, RODOLFO/PELEGRINO, CHERRIE L.	000702435H	1/6/2020	1604571
2	PELIGREN, JULIETA D. (SC)	11102009	1/24/2020	1603842
3	BOMBEZA, ANGELES	11102014	1/14/2020	1641117
4	ANDRADE, ELISEO A.	11102027	1/28/2020	1646819
5	MAESTRADO, MARIDOL	11102030	1/8/2020	1601780
6	CARACOL, MA. EDNA D.	11102031	1/14/2020	1638369
7	EGUIA, LORENZO	11102035	1/2/2020	1629188
8	EGUIA, LORENZO	11102035	1/20/2020	1639331
9	SUMINGUIT, ELSAM L.	11102041	1/7/2020	1630406
10	REALIZA, GLORIA O.	11102042	1/27/2020	1643640
11	ARCETE, JOSIE M.	11102044	1/20/2020	1639418
12	ARCETE, JOSIE M. 2 / CHARMINE	011102044A	1/6/2020	1636663
13	ARCETE, JOSIE M. 2 / CHARMINE	011102044A	1/29/2020	1652531
14	ARCETE, JOSIE M.4/ ALBERT JUN DELA CRUZ	011102044C	1/16/2020	1638784
15	ARCETE, JOSIE M. 5/MENTOLAROC, MARY JANE R.	011102044D	1/6/2020	1630117
16	ENCARNACION, CHRISTOPHER	11102045	1/27/2020	1646645
17	BANEGA, RAUL	11102047	1/29/2020	1652527
18	ELOPRE, FELICULO A.	11102049	1/24/2020	1646145
19	CD-ARCETE, JOSIE\ MENTOLAROC, CECILIA G.	11102050	1/27/2020	1646299
20	BARBASO, VICTORIA D.	11102051	1/8/2020	1602015
21	DE RAMA, MARTINA D. (SC)	11102053	1/27/2020	1646249
22	SULIT, LIBRADA	11102055	1/3/2020	1636274
23	AMORES, ALEJANDRO S.	11102056	1/27/2020	1646586
24	AMORES, HELEN S. (SC)	11102057	1/27/2020	1639706
25	SAGARIO, REYSA	11102059	1/3/2020	1629550
26	NARVAEZ, REX	11102061	1/3/2020	1629551
27	REALIZA, FELIPE SR.	11102069	1/27/2020	1643323
28	CADAVEDO, ALLAN	11102071	1/21/2020	1642135
29	CADAVEDO, ALLAN 2\ DEAN MARK CADAVEDO	11102073	1/21/2020	1642136
30	OLMOGUEZ, MILAGROS \ ARTEMIO II (SC)	11102077	1/17/2020	1602594
31	TAGAPAN, ERLAN O.	11102079	1/27/2020	1652024
32	REAMBONANZA, MA. CHONA G. I	11102082	1/13/2020	1640602
33	REAMBONANZA, MA. CHONA II	11102084	1/27/2020	1646428
34	AGOSILA, ESTRELLITA C. (SC)	11102089	1/16/2020	1638643
35	NARZABAL, MICHAEL C.	11102090	1/24/2020	1643209
36	ADARO, NATIVIDAD C.	11102092	1/15/2020	1641344
37	MARIAL, PRICHARD CESAR P.	11102095	1/22/2020	1639493
38	MARIAL, PEARL JUDE P.	011102098A	1/27/2020	1646402
39	MARIAL, GERARD CESAR E. - I	011102098B	1/22/2020	1639494
40	GAMOLO, GEMMA/BIMBO	11102103	1/15/2020	1638452
41	YANONG, ROSELLA/PANOY, MARRIBEL M.	11102105	1/27/2020	1643605
42	GAMOLO, ALEX P.-DEC	11102113	1/27/2020	1643664
43	GAMOLO, ALEX P.-DEC	11102113	1/6/2020	1630144
44	GAMOLO, GEMMA II	11102116	1/20/2020	1641790
45	GAMOLO, B. / ALVARICO, C.	11102121	1/17/2020	1638968
46	GAMOLO, MARLO/SUICANO, S.	11102123	1/17/2020	1638966
47	GAMOLO, GEMMA A.	011102125A	1/7/2020	1636909
48	GAMOLO, MARLO P.	11102126	1/27/2020	1639895
49	GAMOLO, MARLO/ PABLITA	11102127	1/27/2020	1639896
50	BANDIVAS, JUAN ORLAN	11102129	1/27/2020	1646424