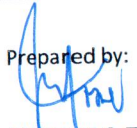


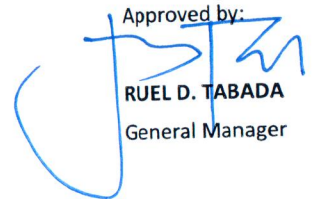
**ANNEX 3B:  
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

- (1) Name of Department/Agency: **DIPOLOG CITY WATER DISTRICT**  
 (2) Name of Service: **Request for Billing Adjustment**  
 (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		
CRITERIA	(7) STATUS AS OF 2019	(8) TARGET IN 2020	(9) FY 2020 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. NUMBER OF STEPS	5	5	5	
2. TURNAROUND TIME	4 hours	4 hours	4 hours	
3. NUMBER OF SIGNATURES	2	2	2	
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.

2.23.2021  
 Date

Approved by:  
  
**RUEL D. TABADA**  
 General Manager

\_\_\_\_\_  
 Date