

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

(1) Name of Department/Agency: DIPOLOG CITY WATER DISTRICT

(2) Name of Service: APPLICATION FOR WATER SERVICE CONNECTION

(3) Responsible Delivery Units / Processing Units: COMMERCIAL DEPARTMENT

(4) Identified Client/ Customer(s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)2	3 days	3 days	3 days	
3. Number of signatures	3	3	3	
4. Number of required documents	6(Reg.Lot Owner) 11 (Non-LotOwner)	6(Reg.Lot Owner) 11 (Non-Lot Owner)	6 (Reg.Lot Owner) 11 (Non-Lot Owner)	
5. Transaction Cost				
5.1 Primary transaction costs/fess	Php 1750.00	Php 1750.00	Php 1750.00	
5.2 Other transaction costs	Php 500.00	Php 500.00	Php 500.00	
6. Substantive Compliance Costs	Php 1536.05( est. labor & materials for 20 mtrs tubing w/ single faucet from RPL)	Php 1536.05( est. labor & materials for 20 mtrs tubing w/ single faucet from RPL)	Php 1536.05( est. labor & materials for 20 mtrs tubing w/ single faucet from RPL)	
7. Client/Citizen Satisfaction Results	4	Citizen/Client Satisfaction Rating	4	

*\*Departments/Agencies may reproduce this sheet for each critical service as needed.*

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Approved by: ENGR. RUEL D. TABADA      FEBRUARY 23, 2021

Name of Officer / OIC-Comm1 Dept. / Date

Department Secretary/Agency Head / Date

## GUIDELINE ON ACCOMPLISHING THE MODIFIED FORM A1- DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

1. Indicate the name of the department/agency.
2. Indicate the name of the frontline / non-frontline service. This form is used to present each of the critical services. Departments/Agencies shall reproduce this form based on the number of critical services that the department/agency provides.
3. Indicate the bureaus/offices/delivery units/processing units responsible in the processing, delivery and completion of the critical service.
4. Indicate the current status/baseline information of each applicable criteria for every critical service, as follows:
  - a. **Number of Steps** - required number of steps to complete the critical service.
  - b. **Transaction Cost**
    - **Fees Paid** - costs incurred by citizen/client paid to government in availing the critical service.
    - **Other Transaction Fees** - other costs paid in obtaining supporting information from another agency to secure required primary information.
  - c. **Substantive Compliance Cost** – costs to target group for complying with a regulation.
  - d. **Number of Signatures** – required number of signatures to complete each service/process, including initials
  - e. **Number of Required Documents** – total number of required documents to complete the service.
  - f. **Turnaround Time** – total time required, including the waiting and processing time, to complete the critical service.
5. Indicate the percentage of target improvement for the number of steps, fees paid, other transaction fees, and substantive compliance cost.
6. Indicate the actual improvement achieved by the department/agency in each criteria of the critical service.
7. In the event that the department/agency is unable to achieve target/s, departments/agencies shall provide justifications/explanations using the Remarks. The acceptance of explanation/s shall be subject to the review and recommendation of the validating agency.