

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


(1) Name of Department/Agency: COMMERCIAL DIVISION/DapCWD

(2) Name of Service: APPLICATION OF NEW CONNECTION

(3) Responsible Delivery Units / Processing Units: COMMERCIAL DIVISION, CONSTRUCTION DIVISION

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	5	___% reduction of number of steps		
2. Transaction Costs incurred by the transacting public/client		___% reduction of fees paid		
<ul style="list-style-type: none"> Fees Paid Other Transaction Fees 	P3,100.00	___% reduction of other transaction fees paid		
3. Substantive Compliance Cost		___% reduction of substantive compliance cost		
4. Number of Signatures	4	Reduce to three (3) signatures		
5. Number of Required Documents	2	Reduction of required documents, OR simplification of forms		
6. Turnaround Time	1 day	50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Result	100%	Citizen/Client Satisfaction Rating		

**Department/Agency may reproduce this sheet for each critical service as needed.*

Prepared by : ARLO B. GASTAN / CUSTOMER SERVICE / 2/22/19 Approved by : 

Name of Officer / Designation / Date


Department Secretary / Agency Head / Date

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

- (1) Name of Department/Agency: COMMERCIAL DIVISION/DapCWD
- (2) Name of Service: RECONNECTION OF INACTIVE CONNECTION
- (3) Responsible Delivery Units / Processing Units: COMMERCIAL DIVISION

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	4	___% reduction of number of steps		
2. Transaction Costs incurred by the transacting public/client				
<ul style="list-style-type: none"> Fees Paid Other Transaction Fees 	P300.00	___% reduction of fees paid ___% reduction of other transaction fees paid		
3. Substantive Compliance Cost		___% reduction of substantive compliance cost		
4. Number of Signatures	2	Reduce to three (3) signatures		
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms		
6. Turnaround Time	2 hours	50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Result	100%	Citizen/Client Satisfaction Rating		

**Department/Agency may reproduce this sheet for each critical service as needed.*

Prepared by : ASLO B. BATAKSI / Customer Service Unit / 2/22/19 Approved by : 

Name of Officer / Designation / Date


Department Secretary / Agency Head / Date

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

- (1) Name of Department/Agency: COMMERCIAL DIVISION/DapCWD
- (2) Name of Service: BILL CONNECTION/TELLERING
- (3) Responsible Delivery Units / Processing Units: TELLER/CASHIER

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	2	___% reduction of number of steps		
2. Transaction Costs incurred by the transacting public/client	NONE	___% reduction of fees paid ___% reduction of other transaction fees paid ___% reduction of substantive compliance cost		
<ul style="list-style-type: none"> Fees Paid Other Transaction Fees 				
3. Substantive Compliance Cost		___% reduction of substantive compliance cost		
4. Number of Signatures	1	Reduce to three (3) signatures		
5. Number of Required Documents	1	Reduction of required documents, OR simplification of forms		
6. Turnaround Time	1 minute	50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Result		Citizen/Client Satisfaction Rating		

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

Prepared by : ARSO B. GAGATHY / Customer Service Sect / 2/27/19 Approved by : 

Name of Officer / Designation / Date Department Secretary / Agency Head / Date