



Modified Form A1  
**DETAILS of OFFICE PERFORMANCE REPORT**  
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(1) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service	Receiving Complaints (Doubtful Billing)			
(3) Responsible Delivery Unit/s/Processing Unit/s	Commercial Section			
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	2	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	none	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	none	N/A	none	
4. Number of Signatures	2	0% reduction of fees	none	Memo will be prepared by the in-charge to be approved by the section head
5. Number of Required Documents	none	0% reduction on the number of steps	none	
6. Turnaround Time	30 minutes	50% reduction on turnaround time	15 minutes	30 minutes is maximum time to resolve complain on doubtful billing
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

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Date: FEB 21 2020

Approved by:   
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General Manager  
Date: FEB 21 2020