


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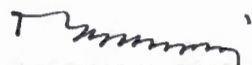
(1) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service	Application for New Service Connection			
(3) Responsible Delivery Unit/s/Processing Unit/s	Commercial Section			
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	3	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	P3,135.67	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	Notarial Fee	N/A	none	Cost depends on tariff set by Notary Public
4. Number of Signatures	2	Reduce to three (3) signatures , reduction of required documents or simplification of forms	none	Transaction bears only 2 signature
5. Number of Required Documents	4	Reduction of required documents or simplification of forms	none	Application and water service contract; Proof of Lot Ownership; 2 valid IDs
6. Turnaround Time	3 working days	0% reduction of turnaround time and complete the transaction within 5 days	none	Minimum of three (3) days to complete the delivery of service
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**EVELYN C. NARA**  
 Utilities/Customer services Asst. A  
 Date: FEB 21 2020

Approved by:

  
**Engr. ROGELIO K. PANGAN**  
 General Manager  
 Date: FEB 24 2020