

**ANNEX 3A:**  
**FORM A - DEPARTMENT/AGENCY PERFORMANCE REPORT**  
**DEPARTMENT/AGENCY: DIPOLOG CITY WATER DISTRICT**

**STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES**

NAME OF SERVICE	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CLIENT/CITIZEN SATISFACTION RESULTS	
	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020	TARGET IN 2020	STATUS OF STREAMLINING EFFORTS IN 2020
<b>Frontline Services</b>																
Application for Water Service Connection a) Registered Lot Owner	4	4	3 days	3 days	3	3	4	4	maintained @ P1750 for 1/2" dia	P1750 installation fee	0	0	P1536.05	P1536.05 (est. labor & mtl. for 20m w/single faucet from RPL)	4	4
Application for Water Service Connection b) Non-Lot Owner	4	4	3 days	3 days	3	3	7	7	maintained @ P1750 for 1/2" dia	P1750 installation fee	0	0	P1536.05	P1536.05 (est. labor & mtl. for 20m w/single faucet from RPL)	4	4
Payment of Water Bill and other fees a) with Notice of Billing	2	2	5 min under normal condition	5 min under normal condition	1	1	2	2	0	0	0	0	0	0	4	4
Payment of Water Bill and other fees b) without Notice of Billing/Payment Slip	3	3	7 min under normal condition	7 min under normal condition	1	1	2	2	0	0	0	0	0	0	4	4
Customer Complaints	6	6	8 hours	8 hours	0	0	0	0	0	0	0	0	0	0	4	4
Service Request (Flushing)	4	4	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	0	0	0	0	0	0	0	0	0	0	4	4
Service Request (Advance Billing)	5	5	4 hours	4 hours	1	1	0	0	0	0	0	0	0	0	4	4
Application for Reconnection (Inactive Accounts 3 months below)	4	4	4 hours (intact fittings after the meterstand)	4 hours (intact fittings after the meterstand)	1	1	2	2	maintained @ P400	P200 reconnection fee (during COVID)	0	0	0	0	4	4
Application for Reconnection (Inactive Accounts more than 3 months)	4	4	8 hours (intact fittings after the meterstand)	8 hours (intact fittings after the meterstand)	1	1	2	2	maintained @ P400	P200 reconnection fee (during COVID)	0	0	0	0	4	4

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Application for Voluntary Disconnection	4	4	4 hours	4 hours	1	1	1 (owner) 3 (non-owner)	1 (owner) 3 (non-owner)	0	0	0	0	0	0	4	4
Promissory Note for Payment Extension	2	2	10 min	10 min	1	1	0	0	0	0	0	0	0	0	4	4
Request for Billing Adjustment	5	5	4 hours	4 hours	2	2	2	2	0	0	0	0	0	0	4	4
Request for Water Meter Calibration (Concessionaire)	5	5	8 hours	8 hours	3	3	3	3	maintained @ P300	FREE during COVID	0	0	0	0	4	4
Request for Water Meter Calibration (Non-Concessionaire)	4	4	2 hours	2 hours	2	2	2	2	maintained @ P100	P100 calibration fee	0	0	0	0	4	4
Application/Renewal of Senior Citizen Discount	2	2	5 min	5 min	2	2	2 (owner) 4 (representative)	2 (owner) 4 (representative)	0	0	0	0	0	0	4	4

Prepared by:

  
**NURSIVA S. TOME**  
 OIC-Commercial dept.

2-23-2021  
 Date

Approved by:

  
**RUEL D. TABADA**  
 General Manager

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 Date