

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

- (1) Name of Department/Agency: DIPOLOG CITY WATER DISTRICT
(2) Name of Service: Request for Flushing
(3) Responsible Delivery Units/Processing Unit: Engineering

(4) Identified Client/Customer(s)	(5) Number of client visits in 2020	(6) Volume of transactions in 2020		
(see separate sheet)	927	927		
CRITERIA	(7) STATUS AS OF 2019	(8) TARGET IN 2020	(9) FY 2020 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. NUMBER OF STEPS	4	4	4	
2. TURNAROUND TIME	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	
3. NUMBER OF SIGNATURES	0	0	0	
4. NUMBER OF REQUIRED DOCUMENTS	0	0	0	
5. TRANSACTION COSTS				
5.1. PRIMARY TRANSACTION COST/FEEs	0	0	0	
5.2. OTHER TRANSACTION COST	0	0	0	
6. SUBSTANTIVE COMPLIANCE COST	0	0	0	
7. CLIENT/CITIZEN SATISFACTION RESULTS	4	4	4	

Prepared by:

NURSIVA S. TOME

OIC-Commercial dept.

2.27.2021

Date

Approved by:

RUEL D. TABADA

General Manager

Date

	COMPLAINT #	COMPLAINANT	RECEIVED COMPLAINT	ADDRESS	DATE & TIME
1	CP20201111173	JARMIN, EPIFANIA V. 2/CLAMOHOY, PABLITA G.	REQ. FLUSHING - ENG'G	PUROK 1,, LUGDUNGAN	12/14/2020 9:13
2	CP20201126091	*DIMACUTAC, FELIPE R. SGT.	REQ. FLUSHING - ENG'G	BANICAPT, GALAS	12/1/2020 9:12
3	CP20201126092	LAURE, LYDIA	REQ. FLUSHING - ENG'G	BLK 2 LOT 1 PHASE NO. IV RELOCATION, OLINGAN	12/1/2020 9:12
4	CP20201127044	VELASCO, CONCEPCION / BANTILAN, CLEOPE R.	REQ. FLUSHING - ENG'G	482 ECHAVEZ COR LAPULAPU, ESTAKA	12/1/2020 9:08
5	CP20201127045	CD-SEBASTIAN, JOHANNA/ YLANAN, ROSITA L.	REQ. FLUSHING - ENG'G	BOLICON, TURNO	12/1/2020 9:09
6	CP20201128031	SY, ANTONIO A.	REQ. FLUSHING - ENG'G	PUROK EVERLASTING TAMBOBONG, OLINGAN	12/1/2020 9:04
7	CP20201128032	CORPUS, RICHARD L.	REQ. FLUSHING - ENG'G	MAHINABANGON,, TURNO	12/1/2020 9:04
8	CP20201130015	RABULAN, PRUDENCIA III	REQ. FLUSHING - ENG'G	DICAYAS	12/1/2020 14:57
9	CP20201201002	PARAGOSO, ARLENE TOMOBOS, MARIA LIZA E.	LOW P TO NO WATER-C	PRK. MAALAGARON, LOWER 09101990429, TURNO	12/1/2020 7:54
10	CP20201201006	ROMERO, SOCRATES	FLUSHING - ENG'G	09467593318 STA. ISABEL	12/1/2020 8:56
11	CP20201201008	DY, VICENTE/ MARIE JO - A	REQ. FLUSHING - ENG'G	LAYLAY ST., ESTAKA	12/1/2020 9:15
12	CP20201201009	ADARO, JOSEPHINE	REQ. FLUSHING - ENG'G	LOOC, ESTAKA	12/1/2020 9:15
13	CP20201201023	SALITA, DULCE B./ SALITA, ELUNA G.	FOR INHOUSE FLUSHING - ENG'G	09151932815 BONIFACIO ST., ESTAKA	12/1/2020 10:13
14	CP20201201027	CANIZAR, FELVEN	REQ.FLUSHING - ENG'G	BLISS BLOCK 1, STA.ISABEL	12/1/2020 10:19
15	CP20201201032	LIM JR., VICENTE / LIM, MARY JOY	FLUSHING SANDY - ENG	LALAWAN, DICAYAS, DICAYAS	12/1/2020 10:47
16	CP20201201051	VELASCO, KATHERINE C.	REQ. FLUSHING -ENG'G	216 MABINI ST., ESTAKA	12/1/2020 16:13
17	CP20201202011	PELINIO, EDDIE	REQ. FLUSHING - ENG'G	MINAOG	12/2/2020 10:13
18	CP20201202012	INDING, NENITA	REQ. FLUSHING - ENG'G	PUROK BULI, MINAOG	12/2/2020 10:26
19	CP20201202027	MALIGRO, JOAN L.	REQ. FLUSHING - ENG'G	BAUNO, GULAYON	12/2/2020 11:26
20	CP20201202245	CORPUS, SUZETTE / CAPILI, CECIL FLOYD G.	LOW PRESSURE TO NO WATER - C	09979632170 LOWER, TURNO	12/2/2020 16:52
21	CP20201203101	LUNA, ROGER II	REQ. FLUSHING - ENG'G	PUROK BULI, MINAOG, MINAOG	12/3/2020 8:50
22	CP20201203103	RESOOR, CHARLES	REQ. FLUSHING - ENG'G	NJF AIRPORT DRIVE, MINAOG	12/3/2020 8:53
23	CP20201203105	TANGCALAGAN, JOY A.	REQ. FLUSHING - ENG'G	AIRPORT DRIVE, MINAOG	12/3/2020 8:55
24	CP20201203110	DIMASUHUD, LORDELISA S.	REQ. FLUSHING - ENG'G	PUROK BULI, HILL VIEW	12/3/2020 10:21
25	CP20201203111	CORPUS, SUZETTE / CAPILI, CECIL FLOYD G.	FOR FLUSHING,DAGHAN BALAS-ENG'G	TALIPAPA/MEATSHOP LOWER, TURNO	12/3/2020 10:28
26	CP20201203112	DAYRIT, FERNANDO B.	FLUSHING SANDY - ENG	NEAR TIGLAO APRT. LOWER, TURNO	12/3/2020 10:31
27	CP20201203127	CATANA, GRACE	FLUSHING - ENG'G	09104271700 PUROK 2, LUGDUNGAN	12/3/2020 13:44
28	CP20201204009	NORIEGA, J. DR/CARABIO, J	FLUSHING LUBOG ANG TUBIG W/ ODOR-ENGG	09053149165 MARTINEZ VILLAGE, TURNO C	12/4/2020 9:46
29	CP20201204137	NAPIGKIT, RESURRECTION	REQ. MAINT FLUSHING -ENG	BACK CAPITOL, ESTAKA	12/4/2020 16:19
30	CP20201205009	JATICO, PORFERIA (SC)	EMERGENCY REPAIR NO WATER-ENG'G	ZAMORA ST., ESTAKA	12/5/2020 8:45
31	CP20201205010	LUMATAP, LUNA B.	EMERGENCY REPAIR FLUSHING-ENG'G	IGOT, TURNO	12/5/2020 8:48
32	CP20201205014	FELISILDA, EFREN	EMERGENCY REPAIR FLUSHING-ENG'G	MABINI ST., BIASONG	12/5/2020 8:53
33	CP20201205019	PIALA, JAIME	EMERGENCY REPAIR NO WATER-ENG'G	GOMEZ ST., BARRA	12/5/2020 8:59
34	CP20201205022	MORIS, DANILO M.	REQ. FLUSHING - ENG'G	IGOT, ESTAKA	12/10/2020 9:34
35	CP20201205023	ATAY, SHEILA	REQ. FLUSHING - ENG'G	LOWER TURNO, TURNO	12/10/2020 9:35
36	CP20201206006	TIGLAO, JOHN MICHAEL 1	MAINTENANCE FLUSHING - ENG'G	LOWER, TURNO	12/4/2020 10:53
37	CP20201207010	GONZALES, JOSEPHINE M. (SC)	FOR FLUSHING -ENG	BAYANIHAN STA. FILOMENA	12/7/2020 8:46
38	CP20201207011	CLAROS, P / MACIAS, EPIGENIA L. (SC)	FOR FLUSHING -ENG	INFRONT GYM STA. ISABEL	12/7/2020 8:47
39	CP20201207012	MCKAY, MICHELLE E.	REQ. FLUSHING - ENG'G	VELASCO COMPOUND, TURNO	12/7/2020 8:47

40	CP20201207013	LADY GOWRIE GRADE SCHOOL MARTINEZ, MARITES P.	REQ. FLUSHING - ENG'G	TURNO	12/7/2020 8:47
41	CP20201207014	MENDOZA, ARNULFO DOOR 1	REQ. FLUSHING - ENG'G	492 VELASCO SUBD., TURNO	12/7/2020 8:48
42	CP20201207054	VELASCO, KATHERINE C.	FLUSHING WITH REPEATED STUCK UP STRAINER - ENG'G	216 MABINI ST. 09476331627, ESTAKA	12/7/2020 12:50
43	CP20201207076	VELASCO, LUZMINDA - 2	REQ. FLUSHING - ENG'G	1383 BOLICON, TURNO	12/10/2020 9:38
44	CP20201207077	VELASCO, CONCEPCION / BANTILAN, CLEOPE R.	REQ. FLUSHING - ENG'G	482 ECHAVEZ COR LAPULAPU, ESTAKA	12/10/2020 9:39
45	CP20201209001	CORTES, EDITA/ CANEZO, ANGELITA	FLUSHING - ENG'G	LOBING OGIS, GALAS	12/9/2020 8:09
46	CP20201209014	DILUVIO, VILMA (SC)	FLUSHING - ENG'G (SANDY)	09067259557 DICAYAS	12/9/2020 8:31
47	CP20201209035	ESMADE, GEMMA A,	FLUSHING - ENG'G	PRK MANGGA, SICAYAB	12/9/2020 12:37
48	CP20201209040	ACAS, ALFREDO/ RHEA LOU ACAS	REQ. MAINT. FLUSHING - ENG'G	PRK BULI, MINAOG	12/9/2020 14:47
49	CP20201209048	*CARILIMDILIMAN, EDUARDO B. (SC)	PRIOR. PLS. INSPECT NO WATER FOR 8 DAYS - ENG'G	D'BEACH SICAYAB, SICAYAB	12/9/2020 16:57
50	CP20201210003	FERRER, MARY ANNE DE LA CRUZ (SC)	REQ. FLUSHING - ENG'G	589 UPPER, TURNO	12/10/2020 8:35
51	CP20201210006	DALUGDUG, VICTOR S. (SC)	FOR FLUSHING - ENG'G	09776163808 LALAWAN,, DICAYAS	12/10/2020 9:04
52	CP20201210012	QUILAB, MARIFE L. -1/MARITES L. QUILAB	FOR FLUSHING - ENG'G	09104927275 STA. FILOMENA, STA. FILOMENA	12/10/2020 10:21
53	CP20201210024	VELASCO, KATHERINE C.	LOW PRESSURE TO NO WATER - C	216 MABINI ST., ESTAKA	12/10/2020 12:27
54	CP20201210040	TIGLAO, CHRISTINE CAMILLE	FOR FLUSHING - ENG'G	0912 436 1223 LOWER TURNO	12/10/2020 14:09
55	CP20201210067	MAQUILING, AMADO L.	REQ. FLUSHING - ENG'G	912 LUBING OGIS, GALAS	12/11/2020 14:11
56	CP20201210068	CD- QUIMEQUIME, ELVIRA E.	REQ. FLUSHING - ENG'G	PRK. BALINTAWAK,, PUNTA	12/11/2020 14:12
57	CP20201210069	PAMPILO, ROMEO IV	REQ. FLUSHING - ENG'G	CATADMAN, TURNO	12/11/2020 14:12
58	CP20201211010	CD- CARPITANOS, ALMA R. - 3	FLUSHING LUBOG ANG TUBIG-ENGG	09499107359 PUROK ROSAL,, STA. FILOMENA	12/11/2020 9:43
59	CP20201211026	CD- OMBAY, FLORENTINO JR.	FOR FLUSHING- ENG'G	09518383580 UPPER, TURNO	12/11/2020 12:16
60	CP20201211027	BAGARINAO, ANTIOCO KENT 2	FOR FLUSHING - ENG'G (SANDY)	09079215534 PUROK BAYANIHAN, STA. FILOMENA	12/11/2020 12:33
61	CP20201211029	*LAPINID, PORFERIA	FLUSHING LUMOT PARTICLES -ENGG	ZAMORA ST., BIASONG	12/11/2020 13:01
62	CP20201211036	BAES, CHARITA E.	FLUSHING LUBOG ANG TUBIG-ENGG	PRK MAALAGARON,, TURNO	12/11/2020 14:34
63	CP20201211043	SANTOME, LITO / MURRO, RESIL	FOR FLUSHING - ENG'G	09653619428 SRS GALAS, GALAS	12/11/2020 15:42
64	CP20201213006	TIGLAO, JOHN MICHAEL 1	MAINTENANCE FLUSHING - ENG'G	LOWER, TURNO	12/11/2020 10:10
65	CP20201214007	ALETA, TEODORO D. (SC)	REQ. FLUSHING - ENG'G	LUNGCANAD, GULAYON	12/14/2020 8:44
66	CP20201214023	REGENCIA, VICTOR A. 1	YELLOWISH WATER FOR FLUSHING - E	09161461990 ANAHAW, GALAS	12/14/2020 10:27
67	CP20201214045	DE GUZMAN, PATERNO	REQ. FLUSHING - ENG'G	BONIFACIO ST., ESTAKA	12/14/2020 12:57
68	CP20201214046	MENDOZA, ARNULFO DOOR 1	REQ. FLUSHING - ENG'G	492 VELASCO SUBD., TURNO	12/14/2020 13:13
69	CP20201214065	DY, VICENTE/ MARIE JO - A	REQ. FLUSHING -ENG'G	LAYLAY ST., ESTAKA	12/14/2020 14:36
70	CP20201214075	PAMPILO, ROMEO	REQ. FLUSHING - ENG'G	CATADMAN,, TURNO	12/15/2020 10:47
71	CP20201214076	IBAN, ALFREDO C./ IBAN, RECHIE D.	REQ. FLUSHING - ENG'G	PRK. EL FILIBUSTERISMO, PUNTA	12/15/2020 10:48
72	CP20201215002	SARMIENTO, FELOMINA	REQ. MAINT. FLUSHING - ENG'G	SICAYAB	12/15/2020 8:29
73	CP20201215003	VILLAMARIA SUBD.	MAINT. FLUSHING - ENG'G	SICAYAB	12/15/2020 8:30

74	CP20201215003	VILLAMARIA SUBD.	MAINT. FLUSHING - ENG'G	SICAYAB	12/15/2020 8:30
75	CP20201215004	PIALA, FILIPISNERI A. (SC)	FOR INHOUSE FLUSHING - ENG'G	GAMPIS, SICAYAB	12/15/2020 8:30
76	CP20201215004	PIALA, FILIPISNERI A. (SC)	REQ. INHOUSE FLUSHING - ENG'G	GAMPIS, SICAYAB	12/15/2020 8:30
77	CP20201215019	PAMPILO, ROMEO IV	LOW PRESSURE TO NO WATER-@	CATADMAN, TURNO	12/15/2020 9:43
78	CP20201215037	TIGLAO, JOHN MICHAEL 1	FOR INSPECTION VERY LOW PRESSURE DOOR 1-6 - C	LOWER, TURNO	12/15/2020 10:52
79	CP20201215052	*LAZAGA, LUZ	FOR FLUSHING-ENG	09082750577 SICAYAB	12/15/2020 13:51
80	CP20201215056	DALUGDUG, VICTOR S. (SC)	REQ. FLUSHING - ENG'G	LALAWAN,, DICAYAS	12/15/2020 14:46
81	CP20201216002	PLANDO, ELIZABETH P.	FOR FLUSHING - ENG'G	LOAYON BLDG. IGOT, ISLAMIC, TURNO	12/16/2020 8:07
82	CP20201216112	ALFEREZ, MERLYN V. (SC)	FOR FLUSHING - ENG'G	09064112807 LOOC, ESTAKA, ESTAKA	12/16/2020 10:28
83	CP20201216142	SALAVERIA, VICENTE ENGR. B.	FOR FLUSHING DURING NIGHT SCHED - ENG'G	GOMEZ ST., BIASONG	12/16/2020 11:02
84	CP20201216202	DELEVERIO, SONNY/ MIRAFLO	FOR FLUSHING NIGHT TIME - ENG'G	09264784272 BANICAPT, GALAS	12/16/2020 11:28
85	CP20201216222	QUILAB, MARIFE L. -2/MARITES L. QUILAB	FOR FLUSHING - ENG'G	09632481474 STA. FILOMENA, STA. FILOMENA	12/16/2020 12:49
86	CP20201216230	PAMPILO, MERLITA P.	REQ. FLUSHING - ENG'G	643 ESPERANZA VILLAGE, TURNO	12/21/2020 9:57
87	CP20201217003	BERO, RESTITUTO T. # 2	REQ. FOR FLUSHING-ENG'G	09505561706 LOBING OGIS, GALAS	12/17/2020 9:47
88	CP20201218110	FERRER, MARY ANNE DE LA CRUZ (SC)	REQ. FLUSHING - ENG'G	589 UPPER, TURNO	12/18/2020 13:41
89	CP20201218118	GALANZA, DOMINIC	REQUEST FLUSHING MR-ENG'G	PUROK MAKUGIHON, SURF	12/18/2020 14:13
90	CP20201220006	TIGLAO, JOHN MICHAEL 1	MAINTENANCE FLUSHING - ENG'G	LOWER, TURNO	12/18/2020 13:06
91	CP20201221003	TIGLAO, JOHN MICHAEL 1	FLUSHING WITH REPEATED LOW PRESSURE - ENG'G	09327855903 CARLOS LOWER, TURNO	12/21/2020 8:11
92	CP20201221010	*ENYO, ISABELITO	FOR FLUSHING - ENG'G	09299537678 INFRONT MORMONS CHURCH, GALAS	12/21/2020 9:35
93	CP20201221014	REGENCIA, VICTOR A. 1 (SC)	FOR FLUSHING- ENG	ANAHAW, GALAS	12/21/2020 9:52
94	CP20201221015	REGENCIA, VICTOR SR. A. 2	FOR FLUSHING- ENG	ANAHAW, GALAS	12/21/2020 9:56
95	CP20201221020	CHIONG, ERLINDA C.(SC) WENEFREDA CHIONG	FLUSHING - ENG	09306695621 FRONT BRGY HALL LALAWAN, DICAYAS	12/21/2020 10:48
96	CP20201221052	TABAL, J. / ALMOCERA, MARIALOTES	FLUSHING - ENG'G	PUROK REDROSE, VELASCO ST.,, MIPUTAK	12/21/2020 12:34
97	CP20201222012	CD-GERMATA, FLORETINA/ENCARNACION, LENIE M.	FOR FLUSHING - ENG'G	09482049534 PRK FARMERS, OLINGAN	12/22/2020 9:09
98	CP20201222014	BANSE, MISAEL JR.	FOR FLUSHING - ENG	NEAR GALAS COOP SOUTH CURVADA, GALAS	12/22/2020 9:33
99	CP20201222020	SULARTE, ROBERT Z.	REQ. FLUSHING - ENG'G	FEEDER PORT, BAYBAY, GALAS	12/22/2020 10:53
100	CP20201222027	SY, LEONORA S. II (SC)	FOR FLUSHING - ENG'G	09308312870, STA. FILOMENA	12/22/2020 13:23
101	CP20201223018	VELASCO, KATHERINE C.	LOW PRESSURE TO NO WATER - C	0947 633 1627 216 MABINI ST.,, ESTAKA	12/23/2020 9:21
102	CP20201223038	MENDOZA, ARNULFO DOOR 1	REQ. MAINT. FLUSHING - ENG'G	492 VELASCO SUBD., TURNO	12/23/2020 13:46
103	CP20201223039	LADY GOWRIE GRADE SCHOOL MARTINEZ, MARITES P.	REQ. MAINT. FLUSHING - ENG'G	TURNO	12/23/2020 13:46
104	CP20201227007	TIGLAO, JOHN MICHAEL 1	REQ. MAINT. FLUSHING - ENG'G	LOWER, TURNO	12/23/2020 10:29
105	CP20201228002	AMPER, NOEL Q.	REQ. MAINT. FLUSHING - ENG'G	MINAOG	12/28/2020 9:01

106	CP20201228003	DALUGDUG, VICTOR S. (SC)	REQ. MAINT. FLUSHING - ENG'G	LALAWAN,, DICAYAS	12/28/2020 9:01
107	CP20201228020	CD-GUMEN, JESSAMARIE B.	FOR FLUSHING - ENG'G	RAMOS VILLAGE, STA. FILOMENA	12/28/2020 10:53
108	CP20201229503	NAPIGKIT, RESURRECTION	REQ. MAINT FLUSHING -ENG	BACK CAPITOL, ESTAKA	12/29/2020 14:08
109	CP20201229505	FILIPINAS, FELIMON A.	FOR FLUSHING - ENG'G	09984257662 LOWER DICAYAS	12/29/2020 14:12