


FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Application for water service connection**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
(SEE SEPARATE SHEET)	1230	1230		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	4	6	6	with additional reqt. of ready in-house piping plus inspection of classification, any unpaid accts & actual user prior to signing of contract and other documents
2. Turnaround time	3 days	3 days	3 days	
3. Number of signatures	3	3	3	
4. Number of Required Documents	4 (for registered lot owner) 7 (for non lot owners)	4 (for registered lot owner) 6 (for non lot owners)	4 (for registered lot owner) 6 (for non lot owners)	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P1750 for 1/2" dia	P2500 for 1/2" dia	P2500 for 1/2" dia	new rate eff. April 1, 2021 with installment option @ P375/mo
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	P1536.05	P1536.05	P1536.05	estimated labor & materials for 20m distance from RPL w/ single faucet
7. Client/Citizen Satisfaction Result	4	4	4	

Prepared by: 
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2-28-2022
 Date

Approved by: 
RUEL D. TABADA
 General Mgr.

2-28-2022
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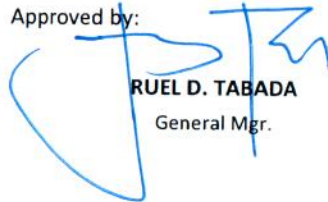
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Application for Reconnection (Inactive Accounts more than 60 days)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
(SEE SEPARATE SHEET)	184	184		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	4	6	6	
2. Turnaround time	8 hours (intact fittings after the meterstand)	8 hours (intact fittings after the meterstand)	8 hours (intact fittings after the meterstand)	
3. Number of signatures	1	1	1	
4. Number of Required Documents	2	2	2	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P200 reconnection fee during COVID	P400	P400	
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	0	0	0	
7. Client/Citizen Satisfaction Result	4	4	4	

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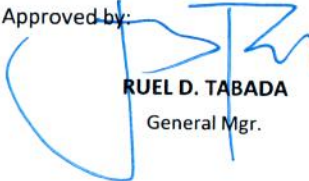
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Application/Renewal of Senior Citizen Discount**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
(SEE SEPARATE SHEET)	1467	1467		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	2	3	3	
2. Turnaround time	5 min	5 min	5 min	
3. Number of signatures	2	2	2	
4. Number of Required Documents	2 (Owner) 4 (Representative)	2 (Owner) 4 (Representative)	2 (Owner) 4 (Representative)	
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 Result	4	4	4	

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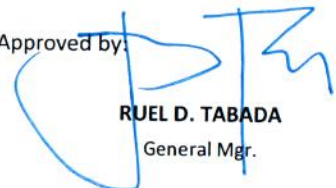
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Application for Reconnection (Inactive Accounts 60 days & below)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
(SEE SEPARATE SHEET)	841	841		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021		
1. Number of steps	4	4	4	
2. Turnaround time	4 hours (intact fittings after the meterstand)	4 hours (intact fittings after the meterstand)	4 hours (intact fittings after the meterstand)	
3. Number of signatures	1	1	1	
4. Number of Required Documents	2	1	1	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P200 reconnection fee during COVID	P400	P400	
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	0	0	0	
7. Client/Citizen Satisfaction Result	4	4	4	

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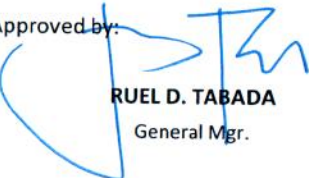
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Service Request (Flushing)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	855	855		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	4	3	3	
2. Turnaround time	30 min (all areas other than Olingan, Punta, Sinaman & Cogon)	within 8 hrs	within 8 hrs	
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 Result	4	4	4	

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FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Customer Complaints**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

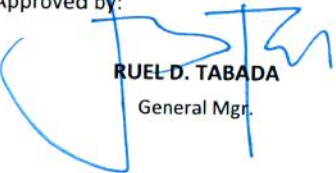
(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	627	627		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	6	3	3	
2. Turnaround time	within 8 hours	within 8 hours	within 8 hours	
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	actual cost for labor & mtl. For repairs after the meterstand	actual cost for labor & mtl. For repairs after the meterstand	actual cost for labor & mtl. For repairs after the meterstand	
7. Client/Citizen Satisfaction Result	4	4	4	

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FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Payment of water bill and other fees**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	221,667 Bill Count	221,667 Bill Count		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	2 steps (with notice of billing) 3 steps (without notice of billing)	2 steps (with notice of billing) 3 steps (without notice of billing)	2 steps (with notice of billing) 3 steps (without notice of billing)	
2. Turnaround time	5 min (with notice of billing) 7 min (without notice of billing)	5 min (with notice of billing) 7 min (without notice of billing)	5 min (with notice of billing) 7 min (without notice of billing)	under normal conditions
3. Number of signatures	1	1	1	
4. Number of Required Documents	2	1	1	
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 Result	4	4	4	

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2-28-2022
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2-28-2022
Date


FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (2) NAME OF SERVICE: **Request for Billing Adjustment**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	1,537	1,537		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	5	5	5	
2. Turnaround time	4 hrs	2 days	2 days	To verify the request received, an inspection report is necessary to confirm reason/cause of big consumption and proper repair of leak as necessary.
3. Number of signatures	2	2	2	
4. Number of Required Documents	2	2	2	
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 Result	4	4	4	

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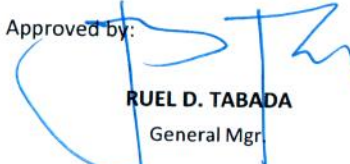
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Request for Water Meter Calibration (Concessionaires)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	209	209		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	5	5	5	
2. Turnaround time	8 hours	8 hours	8 hours	
3. Number of signatures	3	3	3	
4. Number of Required Documents	3	3	3	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P300	P300	P300	maintained @ P300 (waived if the result is more than +/- 3% of the MPE)
5.2 Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	0	0	0	
7. Client/Citizen Satisfaction Result	4	4	4	

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2-28-2012
 Date

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2-28-2012
 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Service Request (Advance Billing)**
 (3) RESPONSIBLE DELIVERY
 UNIT/PROCESSING UNIT: **COMMERCIAL**

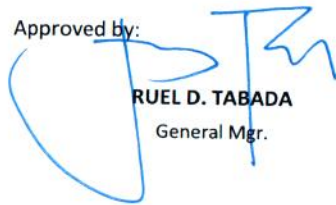
(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	2	2		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	5	5	5	
2. Turnaround time	4 hours	4 hours	4 hours	
3. Number of signatures	1	1	1	
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 Result	4	4	4	

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 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Request for Water Meter Calibration (Non-Concessionaires)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

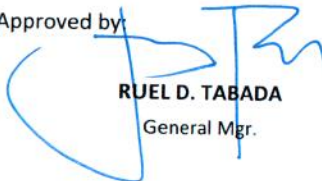
(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
	161	161		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	4	4	4	
2. Turnaround time	2 hours	2 hours	2 hours	
3. Number of signatures	2	2	2	
4. Number of Required Documents	2	2	2	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P100	P200	P200	Eff. July 13, 2021
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	0	0	0	
7. Client/Citizen Satisfaction Result	4	4	4	

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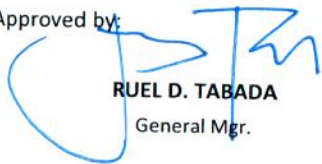
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Promissory Note for Payment Extension**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2021	(6) VOLUME OF TRANSACTIONS IN 2021		
(SEE SEPARATE SHEET)	5429	5429		
CRITERIA	(7) STATUS AS OF 2020	(8) TARGET IN 2021	(9) FY 2021 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	2	2	2	
2. Turnaround time	10 min	10 min	10 min	
3. Number of signatures	1	1	1	
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 Result	4	4	4	

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