

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

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

NAME OF SERVICES	NUMBER OF STEPS		TURN AROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		PRIMARY TRANSACTION COST/FEEES		OTHER TRANSACTION COST		SUBSTANTIVE COMPLIANCE COST		CLIENT/CITIZEN SATISFACTION RESULT	
	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022
Frontline Services																
Application for water service connection - Registered Lot Owner	4	4	3 days	3 days	3	3	4	4	P2500 for 1/2" dia eff. April 1, 2021 Customer Deposit 1. Res.A/Govt-P410 2. Res.B/SCB- P1500 3. Res.C/SCA-P2000 4. ResD/Comml-P3000	P2500 (with installment option @ P375/mo) and Customer Deposit	0	0	P2,168.80	P2168.80 (est. labor & mtl. For 20m w/single faucet from RPL)	4	4
Application for water service connection - Non Lot Owner	6	6	3 days	3 days	3	3	6	6	P2500 for 1/2" dia eff. April 1, 2021 Customer Deposit 1. Res.A/Govt-P410 2. Res.B/SCB- P1500 3. Res.C/SCA-P2000 4. ResD/Comml-P3000	P2500 (with installment option @ P375/mo) and Customer Deposit	0	0	P2,168.80	P2168.80 (est. labor & mtl. For 20m w/single faucet from RPL)	4	4
Payment of water bill and other fees - with Notice of Billing	2	2	5 min under normal condition	5 min under normal condition	1	1	1	1	0	0	0	0	0	0	4	4
Payment of water bill and other fees - without Notice of Billing/Payment Slip	3	3	7 min under normal condition	7 min under normal condition	1	1	1	1	0	0	0	0	0	0	4	4
Customer Complaints	3	3	within 8 hrs	within 8 hrs	0	0	0	0	0	0	0	0	actual cost for labor & mtl. For repairs after the meterstand	actual cost for labor & mtl. For repairs after the meterstand	4	4
Service Request (Flushing)	3	3	within 8 hrs	within 8 hrs	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

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

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

NAME OF SERVICES	NUMBER OF STEPS		TURN AROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		PRIMARY TRANSACTION COST/FEE		OTHER TRANSACTION COST		SUBSTANTIVE COMPLIANCE COST		CLIENT/CITIZEN SATISFACTION RESULT	
	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022	TARGET IN 2022	STATUS OF STREAMLINING EFFORTS IN 2022
Application for Reconnection (Inactive Accounts 60 days & below)	4	4	4 hours (intact fittings after the meterstand)	4 hours (intact fittings after the meterstand)	1	1	1	1	maintained @ P400	P400	0	0	0	0	4	4
Application for Reconnection (Inactive Accounts more than 60 days)	6	6	8 hours (intact fittings after the meterstand)	8 hours (intact fittings after the meterstand)	1	1	2	2	maintained @ P400	P400	0	0	0	0	4	4
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	within 2 days	within 2 days	2	2	2	2	0	0	0	0	0	0	4	4
Request for Water Meter Calibration (Concessionaires)	5	5	8 hours	8 hours	3	3	3	3	maintained @ P300	P300 (waived if the result is more than +/- 3% of the MPE)	0	0	0	0	4	4
Request for Water Meter Calibration (Non-Concessionaires)	4	4	2 hours	2 hours	2	2	2	2	P200 eff. July 13, 2021	P200	0	0	0	0	4	4
Application/Renewal of Senior Citizen Discount	3	3	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.

2-29-20
Date

Approved by:

RUEL D. TABADA
General Mgr.

2-28-2020
Date