


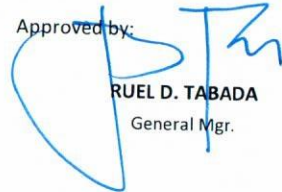
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(SEE SEPARATE SHEET)	1222	1222		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	P2168.80	P2168.80	P2168.80	estimated labor & materials for 20m distance from RPL w/ single faucet
7. Client/Citizen Satisfaction Result	4	4	4	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.23
 Date

Approved by: 
RUEL D. TABADA
 General Mgr.

2-28-2023
 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 (Concessionaires)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

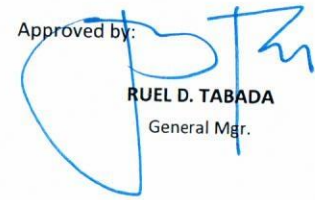
Prepared by:


NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.27

Date

Approved by:


RUEL D. TABADA
 General Mgr.

2-28-2023

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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
	177	177		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	P200	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	


Prepared by:


NURSIVA S. TOME
 OIC Commercial Dept.

2.23.27

Date

Approved by:


RUEL D. TABADA
 General Mgr.

2-28-2023

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 (Concessionaires)**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
	133	133		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by:


NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.23

Date

Approved by:


RUEL D. TABADA
 General Mgr.

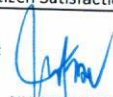
2-28-2023

Date

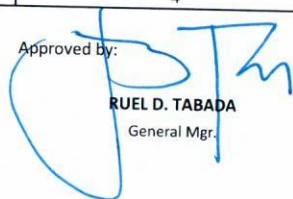
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(see separate sheet)	909	909		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	3	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	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2-23-23
 Date


Approved by: 
RUEL D. TABADA
 General Mgr.

2-28-2023
 Date

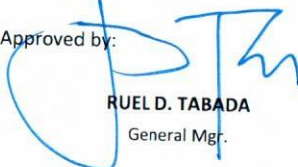
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(SEE SEPARATE SHEET)	1143	1143		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.23
 Date


Approved by: 
RUEL D. TABADA
 General Mgr.

2-28-2023
 Date

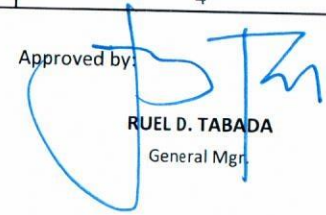
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (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 2022	(6) VOLUME OF TRANSACTIONS IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
(SEE SEPARATE SHEET)	1554	1554		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
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	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2-23-23
 Date

Approved by: 
RUEL D. TABADA
 General Mgr.


2-28-2023
 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (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 2022	(6) VOLUME OF TRANSACTIONS IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
(SEE SEPARATE SHEET)	521	521		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by:

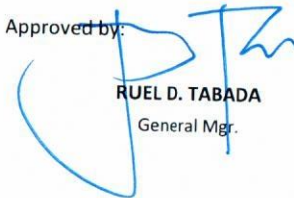


NURSIVA S. TOME
OIC - Commercial Dept.

2.23.23

Date

Approved by:



RUEL D. TABADA
General Mgr.

2-28-2023

Date

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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(see separate sheet)	1112	1112		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	3	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	

Prepared by:


NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.23

Date

Approved by:


RUEL D. TABADA
 General Mgr.


2-28-2023

Date

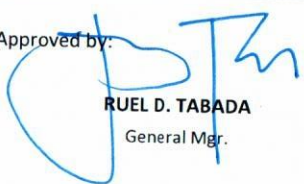
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2-23-23
 Date

Approved by: 
RUEL D. TABADA
 General Mgr.

2-28-2023
 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTRICT**
 (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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by:

NURSIVA S. TOME
 OIC - Commercial Dept.

2-23-23

Date

Approved by:

RUEL D. TABADA
 General Mgr.


2-28-2023

Date

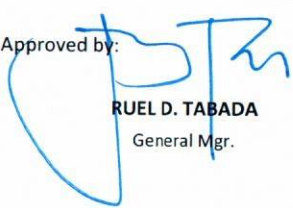
FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(SEE SEPARATE SHEET)	3118	3118		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by: 
NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.27
 Date

Approved by: 
RUEL D. TABADA
 General Mgr.


2-28-2023
 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Application for Voluntary Disconnection**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **COMMERCIAL**

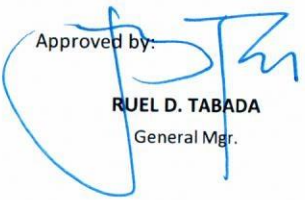
(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
(SEE SEPARATE SHEET)	214	214		
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	4	4	4	
2. Turnaround time	4 hours	4 hours	4 hours	
3. Number of signatures	1	1	1	
4. Number of Required Documents	1 (owner), 3 (non-owner)	1 (owner), 3 (non-owner)	1 (owner), 3 (non-owner)	
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	

Prepared by:


NURSIVA S. TOME
 OIC - Commercial Dept.

2-23-23
 Date

Approved by:


RUEL D. TABADA
 General Mgr.

2-28-2023
 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 2022	(6) VOLUME OF TRANSACTIONS IN 2022		
	2368			
CRITERIA	(7) STATUS AS OF 2021	(8) TARGET IN 2022	(9) FY 2022 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	

Prepared by:

NURSIVA S. TOME
 OIC - Commercial Dept.

2.23.27
 Date

Approved by:

RUEL D. TABADA
 General Mgr.

2-28-2027
 Date