


Department/Agency DIPOLOG CITY WATER DISTRICT
Program Title/Name Implementation of the effectivity and efficiency on the process of availing water district services connection
Program Objective To ensure accurate, fast and efficient service delivered to customer.
Target Output 31-Dec-22
Date Implemented 2022
Implementing Office Commercial Department

PROGRAM DESCRIPTION
DESCRIPTION OF THE PROGRAM

Matrix of Services and Plan of Action

OFFICE	NAME OF SERVICE	Classification (Simple, Complex, Highly Technical)	Average Number of applications/ requests/ license/permit/clearances, etc. received per day	Average number of applications / requests/ license/permit/clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/ license/permit/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailability of signal, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization)
COMMERCIAL DEPARTMENT	APPLICATION FOR WATER SERVICE CONNECTION	COMPLEX	7	7	7		
	REQ FOR WATER METER CALIBRATION (NON-CONCESSIONAIRES)	COMPLEX	PER REQUEST ONLY	0	0		
	REQ FOR WATER METER CALIBRATION (CONCESSIONAIRES)	COMPLEX	PER REQUEST ONLY	0	0		
	CUSTOMER COMPLAINTS	COMPLEX	5	5	5		
	APPLICATION/RENEWAL OF SENIOR CITIZEN DISCOUNT	SIMPLE	6	6	6		
	APPLICATION FOR RECONNECTION (INACTIVE ACCOUNTS 60 DAYS & BELOW)	COMPLEX	7	7	7		
	APPLICATION FOR RECONNECTION (INACTIVE ACCOUNTS MORE THAN 60 DAYS)	COMPLEX	3	3	3		
	SERVICE REQUEST (FLUSHING)	SIMPLE	5	5	5		
	SERVICE REQUEST (ADVANCE BILLING)	SIMPLE	1	1	1		
	PAYMENT OF WATER BILL AND OTHER FEES	SIMPLE	400	400	400		
	PROMISSORY NOTE FOR PAYMENT EXTENSION	SIMPLE	15	15	15		
	APPLICATION FOR VOLUNTARY DISCONNECTION	SIMPLE	1	1	1		
	REQUEST FOR BILLING ADJUSTMENT	SIMPLE	5	5	5		


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