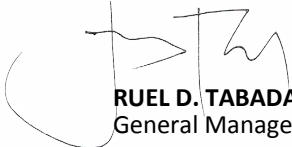


Name of Government Agency/Office		DIPOLOG CITY WATER DISTRICT		
Name of Office/Department		COMMERCIAL		
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days hours minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period
APPLICATION OF NEW SERVICE CONNECTION	COMPLEX	1 DAY AND 70 MINUTES	1222	0
PAYMENT OF WATER BILL AND OTHER FEES	SIMPLE	8 MINUTES	400 AVE./DAY	0
PURCHASE OF MATERIALS	SIMPLE	23 MINUTES	PER REQUEST ONLY	0
REQUEST FOR ADVANCE BILLING	SIMPLE	1 HR AND 15 MINUTES	PER REQUEST ONLY	0
REQUEST FOR METER CALIBRATION	COMPLEX	1 1/2 DAY AND 10 MINUTES	133	0
CUSTOMER COMPLAINTS AND REQUEST	COMPLEX	2 DAYS AND 10 MINUTES (DEPENDING ON THE COMPLEXITY OF COMPLAINTS/REQUEST)	909	0
APPLICATION AND RENEWAL FRO SENIOR CITIZENS DISCOUNT	SIMPLE	5 MINUTES	1143	0


RUEL D. TABADA
 General Manager