

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

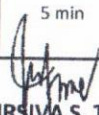
STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

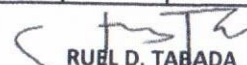
NAME OF SERVICES	NUMBER OF STEPS		TURN AROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		PRIMARY TRANSACTION COST/FEEES		OTHER TRANSACTION COST		SUBSTANTIVE COMPLIANCE COST		CLIENT/CITIZEN SATISFACTION RESULT	
	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024
Frontline Services																
Application for water service connection - Registered Lot Owner	6	6	3 days	3 days	3	3	4	4	maintained @P2500 for 1/2" dia	P2500 (with installment option @ P375/mo)	0	0	applicable customer's deposit: P410-P3000 depending on classification	applicable customer's deposit: P410-P3000 depending on classification	4	4
Application for water service connection - Non Lot Owner	6	6	3 days	3 days	3	3	6	6	maintained @P2500 for 1/2" dia	P2500 (with installment option @ P375/mo)	0	0	applicable customer's deposit: P410-P3000 depending on classification	applicable customer's deposit: P410-P3000 depending on classification	4	4
Payment of water bill and other fees - with Notice of Billing	1	1	5 min under normal condition	5 min under normal condition	1	1	0	0	0	0	0	0	0	0	4	4
Payment of water bill and other fees - without Notice of Billing/Payment Slip	2	2	7 min under normal condition	7 min under normal condition	1	1	0	0	0	0	0	0	0	0	4	4
Customer Complaints	1	1	within 24 hrs	within 24 hrs	0	0	0	0	0	0	0	0	0	0	4	4
Service Request (Flushing)	1	1	within 24 hrs	within 24 hrs	0	0	0	0	0	0	0	0	0	0	4	4
Application for Reconnection (Inactive 60 days & below)	2	2	within the date of payment	within the date of payment	1	1	0	0	maintained @P400	P400	0	0	settlement of arrears	settlement of arrears	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/FEEES		OTHER TRANSACTION COST		SUBSTANTIVE COMPLIANCE COST		CLIENT/CITIZEN SATISFACTION RESULT	
	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024	TARGET IN 2024	STATUS OF STREAMLINING EFFORTS IN 2024
Application for Reconnection (Inactive more than 60 days but less than 1 year)	4	4	within 2 working days	within 2 working days	1	1	1 (owner), 3 (non-owner)	1 (owner), 3 (non-owner)	maintained @P400	P400	0	0	settlement of arrears+actual cost of lacking fittings	settlement of arrears+actual cost of lacking fittings	4	4
Application for Reactivation (Inactive more than 1 year)	6	6	3 days	3 days	3	3	4	4	maintained @P2500 for 1/2" dia	P2500 (with installment option @ P375/mo)	0	0	settlement of arrears+applicable customer's deposit: P410-P3000 depending on classification	settlement of arrears+applicable customer's deposit: P410-P3000 depending on classification	4	4
Application for Voluntary Disconnection	2	2	within the day	within the day	0	0	3 (non-owner)	3 (non-owner)	0	0	0	0	settlement of arrears	settlement of arrears	4	4
Promissory Note	1	1	5 min	5 min	1	1	0	0	0	0	0	0	0	0	4	4
Request for Billing Adjustment	3	3	within 3 working days	within 3 working days	2	2	0	0	0	0	0	0	0	0	4	4
Request for Water Meter Calibration (Concessionaires)	4	4	within 3 working days	within 3 working days	1	1	0	0	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)	2	2	2 hours	2 hours	1	1	0	0	maintained @P200	P200	0	0	0	0	4	4
Application/Renewal of Senior Citizen Discount	1	1	5 min	5 min	2	2	1 (owner), 3 (non-owner)	1 (owner), 3 (non-owner)	0	0	0	0	0	0	4	4

Prepared by: **NURSIVA S. TOME** 
OIC - Commercial Dept. 2/25/2025
Date

Approved by: **RUEL D. TABADA** 
General Mgr. 2/25/2025
Date