

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY:

DIPOLOG CITY WATER DISTRICT

(2) NAME OF SERVICE:

Application for Reconnection

A) Inactive 60 days & below

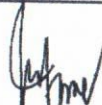
B) Inactive more than 60 days but less than 1 year

(3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT:

CUSTOMER SERVICE

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2024	(6) VOLUME OF TRANSACTIONS IN 2024		
(see separate sheet)	1960	1960		
CRITERIA	(7) STATUS AS OF 2023	(8) TARGET IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	A) 2 B) 4	A) 2 B) 4	A) 2 B) 4	
2. Turnaround time	A) within the date of payment B) within 2 working days	A) within the date of payment B) within 2 working days	A) within the date of payment B) within 2 working days	
3. Number of signatures	1	1	1	
4. Number of Required Documents	A) 1 B) 2	A) 0 B) 1 if owner; 3 if non-owner	A) 0 B) 1 if owner; 3 if non-owner	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P400	P400	P400	
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	A) 0 B) actual cost of lacking fittings	A) settlement of arrears B) settlement of arrears + actual cost of lacking fittings	A) settlement of arrears B) settlement of arrears + actual cost of lacking fittings	
7. Client/Citizen Satisfaction Result	4	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

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY:

DIPOLOG CITY WATER DISTRICT

(2) NAME OF SERVICE:

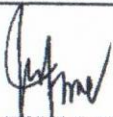
Application for water service connection

(3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT:

CUSTOMER SERVICE

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2024	(6) VOLUME OF TRANSACTIONS IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
(see separate sheet)	1262	1262		
CRITERIA	(7) STATUS AS OF 2023	(8) TARGET IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	6	6	6	
2. Turnaround time	3 days	3 days	3 days	
3. Number of signatures	3	3	3	
4. Number of Required Documents	4 (if lot owner) 6 (if non-lot owner)	4 (if lot owner) 6 (if non-lot owner)	4 (if lot owner) 6 (if non-lot owner)	
5. Transaction Costs				
5.1 Primary Transaction Cost/Fees	P2500 (with installment option @ P375/mo)	maintained @P2500 for 1/2" dia	P2500 (with installment option @ P375/mo)	
5.2. Other Transaction Cost	0	0	0	
6. Substantive Compliance Cost	applicable customer's deposit: P410-P3000 depending on classification	applicable customer's deposit: P410-P3000 depending on classification	applicable customer's deposit: P410-P3000 depending on classification	
7. Client/Citizen Satisfaction Result	4	4	4	

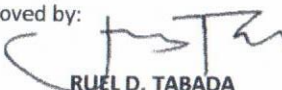
Prepared by:


NURSIYA S. TOME
 OIC - Commercial Dept.

2/25/2025

Date

Approved by:


RUEL D. TABADA
 General Mgr.

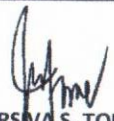
2/25/2025

Date


FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY: **DIPOLOG CITY WATER DISTICT**
 (2) NAME OF SERVICE: **Customer Complaints**
 (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT: **CUSTOMER SERVICE**

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2024	(6) VOLUME OF TRANSACTIONS IN 2024		
(see separate sheet)	1122	1122		
CRITERIA	(7) STATUS AS OF 2023	(8) TARGET IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	1	1	1	
2. Turnaround time	within 24 hrs	within 24 hrs	within 24 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: 
NUR SMA S. TOME
 OIC - Commercial Dept.

2/25/2025
 Date

Approved by: 
RUBEN D. TABADA
 General Mgr.

2/25/2025
 Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY:

DIPOLOG CITY WATER DISTRICT

(2) NAME OF SERVICE:


Service Request (Flushing)

(3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT:

WATER RESOURCES

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2024	(6) VOLUME OF TRANSACTIONS IN 2024		
(see separate sheet)	907	907		
CRITERIA	(7) STATUS AS OF 2023	(8) TARGET IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	1	1	1	
2. Turnaround time	within 24 hrs	within 24 hrs	within 24 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.

2/25/2025

Date

Approved by:


RUEL D. TABADA
 General Mgr.

2/25/2025


Date

FORM A1 - DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) NAME OF DEPARTMENT/AGENCY:
- (2) NAME OF SERVICE:
- (3) RESPONSIBLE DELIVERY UNIT/PROCESSING UNIT:


DIPOLOG CITY WATER DISTRICT
 Payment of water bill and other fees
CUSTOMER ACCOUNTS

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN 2024	(6) VOLUME OF TRANSACTIONS IN 2024		
(see separate sheet)	160,983	160,983		
CRITERIA	(7) STATUS AS OF 2023	(8) TARGET IN 2024	(9) FY 2024 STATUS OF STREAMLINING EFFORTS	(10) REMARKS
1. Number of steps	1 (with Notice of Billing) 2 (w/o Notice of Billing)	1 (with Notice of Billing) 2 (w/o Notice of Billing)	1 (with Notice of Billing) 2 (w/o Notice of Billing)	
2. Turnaround time	5-7 minutes (under normal conditions)	5-7 minutes (under normal conditions)	5-7 minutes (under normal conditions)	
3. Number of signatures	1	1	1	
4. Number of Required Documents	1	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: 
NURSINA S. TOME
 OIC - Commercial Dept.

2/25/2025

 Date

Approved by: 
RUEL D. TABADA
 General Mgr.

2/25/2025

 Date