

**CAGAYAN DE ORO CITY WATER DISTRICT
MANAGEMENT SERVICES DEPARTMENT
Corporate Planning Division**

**MONITORING of the CITIZEN'S CHARTER COMPLIANCE for CY 2023
(In Comparative with CY 2022)**

MANAGEMENT SERVICES DEPARTMENT
RECEIVED BY: _____
DATE: 2/13/24 TIME: 10:35 AM

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MAJOR STEPS IN THE CITIZEN'S CHARTER	Target Response Time	Responsible Unit	OVERALL TOTAL AND AVERAGE							OVERALL TOTAL AND AVERAGE					
			CY 2022							CY 2023					
			Average Response Time	Total Number	Average Number	Number of Delays	Average Delays	Percentage of Delay	Average Response Time	Total Number	Average Number	Number of Delays	Average Delays	Percentage of Delay	
A. APPLICATION FOR NEW SERVICE CONNECTION															
A.1 INSPECTION of site/address applied for service connection and issuance of PRE-LAYOUT INSPECTION ADVISORY to Applicant.	4 3 CD	PACD-CCSD	1	5,421	452	619	52	11%	3	5,619	468	1,497	125	27%	
A.2 POST INSPECTION of "After-the-Meter" installation and issuance of POST INSPECTION CERTIFICATION to Applicant.	2 CD	PACD-CCSD	0	2,537	231	101	9	4%	4	1,315	110	507	42	39%	
A.3 Preparation & Release of JOB ORDER	2 CD	PACD-CCSD	1	2,644	220	307	26	12%	2	2,538	212	976	81	38%	
A.4 INSTALLATION of service connection.	12 CD	Service Connection Section	8	1,804	150	367	31	20%	9	1,727	144	354	30	20%	
B. RECONNECTION OF ACCOUNTS															
B.1 INSPECTION of site/address applied for reconnection.	1 CD	PACD-CCSD	1	1,653	138	338	28	20%	2	1,507	126	729	61	48%	
B.2 Preparation of JOB ORDER for reconnection.	1 CD	PACD-CCSD	1	1,392	116	123	10	9%	1	1,793	149	340	28	19%	
B.3 RECONNECTION of service connection.	2 CD	Reconnection Team	3	1,394	116	590	49	42%	5	1,671	139	1,067	89	64%	
C. REQUEST FOR CHANGE OF ACCOUNT NAME															
C.1 CHANGE of Account Name	Changes shall be reflected after 1 Billing Cycle	PACD-CCSD	0	234	20	0	0	0%	0	244	20	0	0	0%	
D. REQUEST FOR PARTIAL PAYMENT															
D.1 PARTIAL PAYMENT of due amounts.	15 Minutes	Teller													
D.2 Execution of PROMISSORY NOTE	30 Minutes	Customer Accounts Assessment Section	0	5,111	426	0	0	0%	0	8,484	771	0	0	0%	
E. REQUEST FOR TRANSFER METER AND/OR TAPPING & CHANGE METER REQUEST															
E.1 Preparation of JOB ORDER and forward it to appropriate Dept. for implementation.	1 CD	PACD-CCSD	0	11,830	986	54	5	0%	1	11,400	950	875	73	8%	
E.2 INSPECTION of site/address applied for:															
Transfer of Tapping	4 2 CD	Service Connection Section	1	1,029	86	220	18	21%	3	884	74	384	32	43%	
Transfer Meter	2 CD	Metering Section	1	1,328	111	197	16	15%	2	898	75	332	28	37%	
Billing Concerns	2 CD	Billing Division	0	9,330	778	6	1	0%	0	9,222	769	4	0	0%	
E.3 IMPLEMENTATION of the ff:															
Transfer Meter	2 CD		4	502	42	200	17	40%	5	1,123	94	545	45	49%	
Transfer of Tapping	2 CD		9	143	13	106	10	74%	10	130	11	102	9	78%	
F. COMPLAINTS AND REQUESTS															
F.1 Preparation of JOB ORDER and forward it to appropriate Dept. for implementation.	1 CD	PACD-CCSD	0	9,237	770	67	6	1%	1	9,165	764	1,455	121	16%	
F.2 Actual RESPONSE to complaint or request for the ff:															
Low Pressure or No Water	3 CD	Pipeline Rehab. Section	4	4,869	406	1,623	135	33%	3	4,554	380	1,286	107	28%	
Water Quality	1 CD	Production Dept.	4	91	8	63	5	69%	6	148	12	122	10	82%	
Billing Concerns (High consumption)	2 CD	Meter Reading & Delivery Section	1	1,983	165	8	1	0%	0	3,986	332	7	1	0%	
Defective Meter (Change Meter)	3 CD	Metering Section	3	1,937	161	617	51	32%	2	5,424	452	783	65	14%	
Leakage	2 CD	Pipeline Repair Section	2	7,097	591	2,106	176	30%	2	9,207	767	1,892	158	21%	
F.3 FEEDBACK to customer of action taken for the ff:															
Leakage	5 CD	PACD-CCSD	9	1,185	99	1,091	91	92%	6	1,543	129	845	70	55%	
No Water	5 CD	PACD-CCSD	9	3,039	253	2,832	236	93%	6	3,158	263	1,922	160	61%	

LEGEND:
 - DELAYED/NONCOMPLIANCE
 - NO DATA AVAILABLE

Based on the tabulated data above, the actual response time of the following did not comply with our COWD's Citizen Charter for CY 2023:

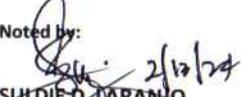
- 1.) POST INSPECTION of "After-the-Meter" installation (4 CD)
- 2.) INSPECTION of site/address applied for reconnection (2 CD)
- 3.) RECONNECTION of service connection (5 CD)
- 4.) INSPECTION of site/address applied for transfer tapping (3 CD)
- 5.) IMPLEMENTATION of Transfer Meter (5 CD)
- 6.) IMPLEMENTATION of Transfer of Tapping (10 CD)
- 7.) Actual RESPONSE to complaint or request for Water Quality (6 CD)
- 8.) FEEDBACK to customer of action taken for the Leakage (6 CD)
- 9.) FEEDBACK to customer of action taken for the No Water (6 CD)

Prepared by:

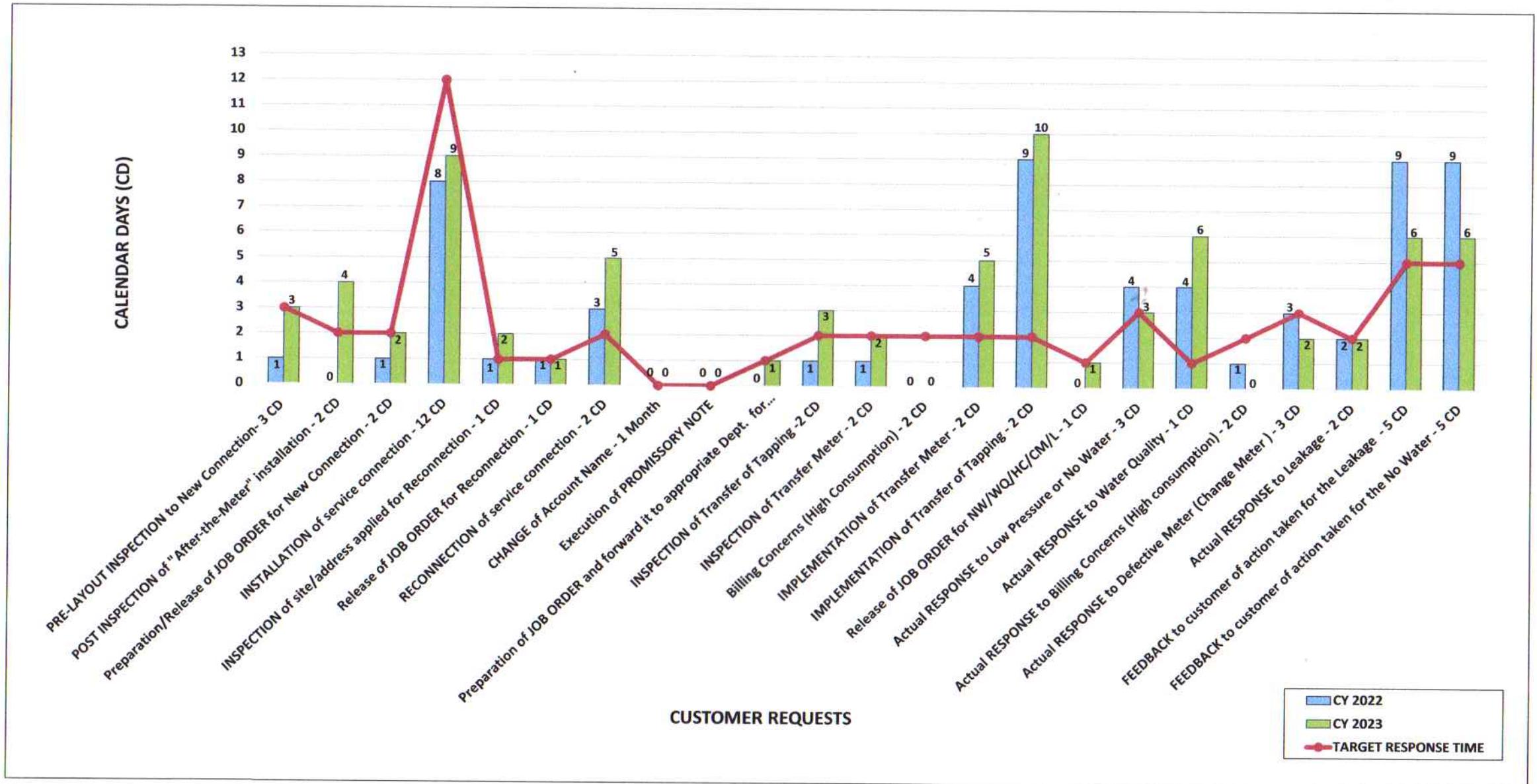
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Based on the tabulated data above, the following has significantly improved from CY 2022 to CY 2023:

- 1.) Actual RESPONSE to Low Pressure or No Water (from 4 to 3).
- 2.) Actual RESPONSE to Billing Concerns (High consumption)(from 1 to 0).
- 3.) Actual RESPONSE to Defective Meter-Change Meter (from 4 to 3).
- 4.) FEEDBACK to customer of action taken for the Leakage (from 9 to 6).
- 5.) FEEDBACK to customer of action taken for the No Water (from 9 to 6).