

MODIFIED FORM A - DEPARTMENT/AGENCY PERFORMANCE REPORT (Targets)

DEPARTMENT/AGENCY: DAVAO CITY WATER DISTRICT

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES																
NAME OF SERVICE	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COST				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
Frontline Services																
New Service Application	Maintained: 11 steps		Maintained: Installation of water meter after payment: Tee connection - 3 working days Primary Line Connection - 7 working days		Maintained: 3 signatures		Maintained		1/2" PhP3,900.00 3/4" 21,450.00 1" 24,700.00 1 1/2" 33,800.00 2" 42,250.00 4" 81,900.00 6" 104,000.00 8" 158,600.00			N/A		N/A		
Payment of Water Bills	Maintain the with or without regular bill paying full/partial - 3 steps With or without disconnection notice paying partial arrears - 4 steps		Maintain the with or without regular bill paying full/partial - 2 mins With or without disconnection notice paying partial arrears - 6mins		Maintained: 1 signature		Maintained		Amount to be paid			N/A		N/A		
Customer Services																
Arrangement/ Elevation of Water Meter	Maintained: 3 steps		Maintained: within 3 working days after request		Maintained: 3 signatures		Maintained		No Fee(s) required			N/A		N/A		
Billing Details	Maintained: 3 steps		Maintained: feedback within 3 minutes upon inquiry		Maintained: 3 signatures		Maintained		No Fee(s) required			N/A		N/A		
Change of Account Name	Added: On-site investigation *In compliance with ISO requirement, added 1 step in the process		Maintained: Change name within 24 hours after completion of requirements		Maintained: 3 signatures		Maintained		Php300.00			N/A		N/A		
Disconnection of Water Service	Maintained: 8 steps		Maintained: within 3 working days after request		Maintained: 3 signatures		Maintained		No Fee(s) required			N/A		N/A		

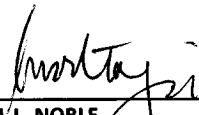
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									PRIMARY TRANSACTION COST		OTHER TRANSACTION COST					
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High Water Consumption Investigation	Maintained: 3 steps		Maintained: within 3 working days after request		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			
No Water/ Low Pressure	Maintained: 3 steps		Maintained: provide feedback within 24 hours		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			
Replacement of Defective Water Meter	Maintained: 3 steps		Maintained: replace the meter within 24 hours after completion of requirements		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			
Replacement of Stolen Water Meter	Maintained: 5 steps		Maintained: replace the meter within 24 hours after completion of requirements		Maintained: 3 signatures		Maintained		Cost of water meter		N/A		N/A			
Repositioning of Water Meter	Maintained: 7 steps		Maintained: reposition the meter within 2 working days after payment of repositioning fee		Maintained: 3 signatures		Maintained		Php600.00		N/A		N/A			
Senior Citizen Discount Privilege	Maintained: 4 steps		Maintained: register Senior Citizen discount within 24 hours after submission of requirements		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			
Special Reading of Water Consumption	Maintained: 4 steps		Maintained: provide feedback within 2 working days after request		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			
Transmission, Distribution, and Service Line Leaks Repairs	Maintained: 3 steps		Maintained: repair within 11 hours after reported		Maintained: 3 signatures		Maintained		No Fee(s) required		N/A		N/A			

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Water Quality Analysis																
Internal	Maintained: 3 steps		Maintained: Physical & Chemical Analysis - 1 working day after receipt of water sample		Maintained: 3 signatures		Maintained		No Fee(s) required			N/A		N/A		
External	Maintained: 3 steps		Maintained: Physical & Chemical Analysis - 1 working day after receipt of water sample Microbiological Analysis- 2 working days after receipt of water sample Release test result within 7 working days after receipt of water sample Pipeline flushing within 1-11 hours after report		Maintained: 3 signatures		Maintained		1) Microbiological: Php 448.00 ▪ Total Coliform ▪ Thermotolerant Coliform ▪ Heterotrophic Plate Count Physical & Chemical: 2) pH/Temperature: 190.00 3) Total Dissolved Solids: 175.00 4) Color: 320.00 5) Turbidity: 245.00 6) Arsenic: 525.00 7) Cadmium: 495.00 8) Lead: 495.00 9) Nitrate: 370.00 Total Fee(s) for Physical & Chemical: Php 2,815.00 Total Fee(s) for Microbiological and Physical & Chemical: Php3,263.00			N/A		N/A		
Reconnection of Water Service	Maintained: If disconnected less than a month: 5 steps If disconnected more than a month: 8 steps		Maintained: meter reinstalled within 2 working days after payment		Maintained: 3 signatures		Maintained		1/2" Php300.00 3/4"to1 1/2" 350.00 2" to 8" 1,400.00			N/A		N/A		

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Transfer of Water Meter	Maintained: 7 steps		Maintained: meter transferred within 5 working days after payment		Maintained: 3 signatures		Maintained		• For 1/2" Connection: Tee Connection - Php1,600.00 Primary Connection - 1,600.00 • For 3/4" to 8" Connection: 3/4" Php24,500.00 1" 26,000.00 1 1/2" 53,000.00 2" 67,500.00 4" 87,500.00 6" 112,500.00 8" 143,500.00		N/A		N/A			
Water Quality Analysis - Microbiological (Handling of Water Quality Complaints)	Maintained: Customer in-office transaction: 3 steps Internal transaction (PAMD): 4 steps Internal transaction (PD): 6 steps		85% reduction of turnaround time		4 signatures		N/A		N/A		N/A		Php0.29/cu.m. produced		100%	

Prepared by:


 ARIEL L. NOBLE
 Department Manager A

Date

Approved by:


 ENGR. EDWIN V. REGALADO, MPA
 General Manager, Davao City Water District

Date