

CAGAYAN DE ORO CITY WATER DISTRICT

Table 9
COMPLAINTS SUMMARY REPORT
For the Period from January 1 to December 31, 2018
(frequency & daily turn around time)

MONTH	COMPLAINTS FILED/REPORTED THRU THE CCSD																								LEAKAGES REPAIRED														LEAKAGES NOT REPAIRED						TOTAL COMPLAINTS REPORTED (2018)										
	change of meter/ meter test				dirty water ¹⁾ / flushing / water quality testing				elevation/transfer of meter tapping/ service line				compressor/ no water/ low pressure				reclassification of service connection- Comm'l to Residential				special reading/ high consumption				others				Total Complaints thru CCSD		service conn. leakage	stub-out	cluster area	mainline leaks ²⁾ (w/adv. clamp)	valve & meter area	damaged by road const.	for re-piping	for restoration	for refilled	fix-cut	others	Total Leak Repaired (Accomplished)			after the meter	locatin not found	no leakage found	duplicate Job Order	forward to Maint.	Total Not Repaired (Not Acc.)	COMPLAINTS REPORTED				
	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	freq	days	Acc.	Not Acc.	Acc.	Not Acc.	freq	freq	freq	freq	freq	freq	freq	freq	freq	freq	Acc.	days	SD	freq	freq	freq	freq	freq	Not Acc.	freq	days	Acc.	Not Acc.		
January	347	15	304	43	11	3	10	1	276	4	193	83	316	9	280	35	63	1	47	6	627	2	593	34	600	5	573	27	2,000	229	401	60	14	9	43	0	0	9	1	5	34	576	2	3	20	14	15	4	73	126	2,931	5	2,576	356	
February	240	10	220	20	13	2	13	0	176	3	144	32	290	6	277	13	34	1	29	5	406	2	392	14	566	3	540	25	1615	109	313	77	9	9	44	0	0	11	3	1	40	607	2	3	21	8	11	1	59	100	2,331	3	2,122	209	
March	208	3	198	10	21	2	20	1	216	4	164	52	330	7	306	24	45	1	33	12	387	1	367	20	551	4	525	26	1613	146	415	44	23	9	46	0	0	24	1	0	60	611	3	3	22	15	30	4	83	154	2,523	3	2,224	299	
April	283	2	261	22	6	5	4	1	181	3	135	46	278	5	252	26	31	1	28	3	466	1	443	23	718	6	679	39	1802	160	420	49	39	10	26	0	0	14	0	1	32	591	3	3	19	13	21	4	66	123	2,676	5	2,393	283	
May	201	3	182	19	9	3	7	2	298	4	229	69	362	6	305	57	62	1	40	12	409	1	390	19	558	3	532	26	1685	204	383	63	23	8	32	0	0	22	3	0	36	569	2	3	15	12	18	2	76	123	2,581	3	2,254	327	
June	169	2	143	26	11	5	9	2	131	5	109	22	260	4	228	32	40	2	33	7	521	1	467	54	507	4	455	52	1444	195	305	42	39	10	28	0	0	19	1	1	25	470	2	3	9	8	15	2	53	87	2,196	4	1,914	282	
July	259	3	199	60	26	2	21	5	201	4	172	29	308	4	293	15	61	1	44	7	530	1	467	63	827	4	758	69	1954	248	474	51	21	9	27	0	0	14	0	0	21	617	2	3	16	16	20	0	103	155	2,974	3	2,571	403	
August	239	3	217	22	8	2	7	1	303	5	262	41	244	3	229	15	64	1	42	22	449	1	402	47	724	5	679	45	1838	193	474	68	21	8	45	0	0	20	6	1	27	670	3	3	18	29	19	3	74	143	2,844	4	2,508	336	
September	320	3	272	48	4	4	2	2	196	3	161	35	225	3	213	12	64	2	41	13	489	1	462	27	579	3	555	24	1706	161	446	38	26	6	28	0	0	11	0	2	27	584	2	3	14	14	15	0	67	110	2,561	3	2,290	271	
October	323	4	268	55	14	3	13	1	287	4	197	90	275	3	263	12	71	1	61	10	449	1	423	26	766	3	714	52	1939	246	470	58	44	5	36	0	0	18	3	0	34	668	2	3	18	6	26	3	54	107	2,960	3	2,607	353	
November	385	2	359	26	16	4	16	0	210	3	185	25	251	4	238	13	66	1	50	6	409	1	380	29	660	3	613	47	1841	146	438	39	28	14	24	0	0	15	0	0	37	595	3	3	11	9	11	3	57	91	2,673	3	2,436	237	
December	414	2	369	45	27	5	16	11	128	4	113	15	232	4	188	44	28	2	17	11	318	1	282	36	527	6	473	54	1458	216	471	51	24	9	48	0	0	16	0	1	37	657	3	4	8	19	9	1	48	85	2,416	5	2,115	301	
total	3,388		2,992	396	165		138	27	2,603		2,064	539	3,370		3,072	298	579		465	114	5,460		5,068	392	7,582		7,096	486	20,895	2,252	5,010	640	311	106	426	0	0	193	18	12	399	7,116		191	163	210	27	813	1,404	31,666		28,010	3,656		
mo. ave.	282	4	249	33	14	3	12	2	217	4	172	45	281	5	256	25	48	1	39	10	455	1	422	33	632	4	591	41	1,741	188	418	53	26	9	36	0	0	16	2	1	33	593	2	3	16	14	18	2	68	117	100%		88%		12%

Remarks:

- 1.) Data source for: **Dirty Water** (fr. Prodn. Dept.) and **Mainline Leakage** (fr. Maint. Dept.)
- 2.) **Freq** (frequency) is the **total number of complaints** reported in a month and **Days** is the **average period complaints are attended**.
- 3.) Complaints are attended at an average of 4 calendar days as of December 31 of 2018, however, complaints on leakages were attended in 2 days only
- 4.) Out of total number of complaints reported **88%** were accomplished.

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