

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

**MONITORING of the CITIZEN'S CHARTER COMPLIANCE (for the period from JANUARY to DECEMBER 2021)**

MAJOR STEPS IN THE CITIZEN'S CHARTER	Target Response Time	Responsible Unit	OVERALL TOTAL AND AVERAGE					
			Average Response Time	Total Number	Average Number	Number of Delays	Average Delays	Percentage of Delay
<b>A. APPLICATION FOR NEW SERVICE CONNECTION</b>								
A.1 INSPECTION of site/address applied for service connection and issuance of PRE-LAYOUT INSPECTION ADVISORY to Applicant.	3 CD	PACD-CCSD	2	6,513	543	1,443	120	22%
A.2 POST INSPECTION of "After-the-Meter" installation and issuance of POST INSPECTION CERTIFICATION to Applicant.	2 CD	PACD-CCSD	6	3,467	289	1,395	116	40%
A.3 Preparation & Release of JOB ORDER	2 CD	PACD-CCSD	1	4,582	417	396	36	9%
A.4 INSTALLATION of service connection.	12 CD	Service Connection Section	24	2,423	220	1,400	127	58%
<b>B. RECONNECTION OF ACCOUNTS</b>								
B.1 INSPECTION of site/address applied for reconnection.	1 CD	PACD-CCSD	2	884	74	362	30	41%
B.2 Preparation of JOB ORDER for reconnection.	1 CD	PACD-CCSD	1	667	61	70	6	10%
B.3 RECONNECTION of service connection.	2 CD	Reconnection Team	19	353	32	292	27	83%
<b>C. REQUEST FOR CHANGE OF ACCOUNT NAME</b>								
C.1 CHANGE of Account Name	Changes shall be reflected after 1 Billing Cycle	PACD-CCSD		272	23			
<b>D. REQUEST FOR PARTIAL PAYMENT</b>								
D.1 PARTIAL PAYMENT of due amounts.	15 Minutes	Teller						
Execution of PROMISSORY NOTE	30 Minutes	Customer Accounts Assessment Section		8,070	673			
<b>E. REQUEST FOR TRANSFER METER AND/OR TAPPING &amp; CHANGE METER REQUEST</b>								
E.1 Preparation of JOB ORDER and forward it to appropriate Dept. for implementation.	1 CD	PACD-CCSD	1	2,305	192	417	35	18%
<b>E.2 INSPECTION of site/address applied for:</b>								
Transfer of Tapping	2 CD	Service Connection Section	2	850	71	278	23	33%
Transfer Meter	2 CD	Metering Section	2	1,436	120	363	30	25%
Billing Concerns	2 CD	Billing Division						
<b>E.3 IMPLEMENTATION of the ff:</b>								
Transfer Meter	2 CD		6	428	36	191	16	45%
Transfer of Tapping	2 CD		12	140	12	112	9	80%
<b>F. COMPLAINTS AND REQUESTS</b>								
F.1 Preparation of JOB ORDER and forward it to appropriate Dept. for implementation.	1 CD	PACD-CCSD	0	9,956	830	324	27	3%
<b>F.2 Actual RESPONSE to complaint or request for the ff:</b>								
Low Pressure or No Water	3 CD	Pipeline Rehab. Section	4	4,553	379	1,619	135	36%
Water Quality	1 CD	Production Dept.	4	89	7	65	5	73%
Billing Concerns (High consumption)	2 CD	Meter Reading & Delivery Section	1	2,103	175	12	1	1%
Defective Meter (Change Meter)	3 CD	Metering Section	4	1,769	147	737	61	42%
Leakage	2 CD	Pipeline Repair Section	3	5,442	454	1,880	157	35%
<b>F.3 FEEDBACK to customer of action taken for the ff:</b>								
Leakage	5 CD	PACD-CCSD	9	1,583	132	1,325	110	84%
No Water	5 CD	PACD-CCSD	9	2,626	219	2,171	181	83%

NOTE: Overall average survey rating from the Customer Satisfaction Survey is rated as "VERY GOOD" at 4.24.

**LEGEND:**

- DELAYED/NONCOMPLIANCE
- NO DATA AVAILABLE

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