

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

**MONITORING of the CITIZEN'S CHARTER COMPLIANCE for CY 2022  
(In Comparative with CY 2021)**

MANAGEMENT SERVICES DEPARTMENT  
RECEIVED BY: *gmm*  
DATE: 1/26/23 TIME: 10:50AM

MAJOR STEPS IN THE CITIZEN'S CHARTER	Target Response Time	Responsible Unit	OVERALL TOTAL AND AVERAGE							OVERALL TOTAL AND AVERAGE					
			CY 2021							CY 2022					
			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	
<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%	1	5,421	452	619	52	11%	
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%	0	2,537	231	101	9	4%	
A.3 Preparation & Release of JOB ORDER	2 CD	PACD-CCSD	1	4,582	417	396	36	9%	1	2,644	220	307	26	12%	
A.4 INSTALLATION of service connection.	12 CD	Service Connection Section	24	2,423	220	1,400	127	58%	8	1,804	150	367	31	20%	
<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%	1	1,653	138	338	28	20%	
B.2 Preparation of JOB ORDER for reconnection.	1 CD	PACD-CCSD	1	667	61	70	6	10%	1	1,392	116	123	10	9%	
B.3 RECONNECTION of service connection.	2 CD	Reconnection Team	18	353	32	292	27	83%	3	1,394	116	590	49	42%	
<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				0	234	20	0	0	0%	
<b>D. REQUEST FOR PARTIAL PAYMENT</b>															
D.1 PARTIAL PAYMENT of due amounts.	15 Minutes	Teller													
D.2 Execution of PROMISSORY NOTE	30 Minutes	Customer Accounts Assessment Section		8,070	673				0	5,111	426	0	0	0%	
<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%	0	11,830	986	54	5	0%	
E.2 INSPECTION of site/address applied for:															
Transfer of Tapping	2 CD	Service Connection Section	2	850	71	278	23	33%	1	1,029	86	220	18	21%	
Transfer Meter	2 CD	Metering Section	2	1,436	120	363	30	25%	1	1,328	111	197	16	15%	
Billing Concerns	2 CD	Billing Division							0	9,330	778	6	1	0%	
E.3 IMPLEMENTATION of the ff:															
Transfer Meter	2 CD		6	428	36	191	16	45%	4	502	42	200	17	40%	
Transfer of Tapping	2 CD		12	140	12	112	9	80%	9	143	13	106	10	74%	
<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%	0	9,237	770	67	6	1%	
F.2 Actual RESPONSE to complaint or request for the ff:															
Low Pressure or No Water	3 CD	Pipeline Rehab. Section	4	4,553	379	1,619	135	36%	4	4,869	406	1,623	135	33%	
Water Quality	1 CD	Production Dept.	4	89	7	65	5	73%	4	91	8	63	5	69%	
Billing Concerns (High consumption)	2 CD	Meter Reading & Delivery Section	1	2,103	175	12	1	1%	1	1,983	165	8	1	0%	
Defective Meter (Change Meter)	3 CD	Metering Section	4	1,769	147	737	61	42%	3	1,937	161	617	51	32%	
Leakage	2 CD	Pipeline Repair Section	3	5,442	454	1,880	157	35%	2	7,097	591	2,106	176	30%	
F.3 FEEDBACK to customer of action taken for the ff:															
Leakage	5 CD	PACD-CCSD	9	1,583	132	1,325	110	84%	9	1,185	99	1,091	91	92%	
No Water	5 CD	PACD-CCSD	9	2,626	219	2,171	181	83%	9	3,039	253	2,832	236	93%	

**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 2022:

- 1.) RECONNECTION of service connection (3 CD)
- 2.) IMPLEMENTATION of Transfer Meter (4 CD)
- 3.) IMPLEMENTATION of Transfer of Tapping (9 CD)
- 4.) Actual RESPONSE to Low Pressure/No Water (4 CD)
- 5.) Actual RESPONSE to Water Quality (4 CD)
- 6.) FEEDBACK to customer of action taken for Leakage (9 CD)
- 7.) FEEDBACK to customer of action taken for Leakage (9 CD)

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 1/27/23 9:00AM