

**CAGAYAN DE ORO CITY WATER DISTRICT**

**Table 9  
COMPLAINTS SUMMARY REPORT  
For the Period from January 1 to December 31, 2017  
(frequency & daily turn around time)**

MONTH	COMPLAINTS FILED/REPORTED THRU THE CCSD																					LEAKAGES REPAIRED											LEAKAGES NOT REPAIRED						TOTAL																					
	change of meter/ meter test				dirty water/ <sup>W</sup> 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				Total Complaints thru CCSD		service conn. leakage	stub- out	cluster area	mainline leaks <sup>(L)</sup> (saddle clamp)	valve & meter area	damaged by road const.	for- ripping	for restoration	for reflared	fix- cut	others	Total Leak Repaired (Accomplished)			after the meter	locatn not found	no leakage found	duplct Job Order	forward to Maint.	Total Not Repaired (Not Acc.)		COMPLAINTS REPORTED (2017)												
	freq	days	Acc.	NotAcc.	freq	days	Acc.	NotAcc.	freq	days	Acc.	NotAcc.	freq	days	Acc.	NotAcc.	freq	days	Acc.	NotAcc.	Acc.	days	SD	freq	days	Acc.												NotAcc.	freq	days						Acc.	NotAcc.													
January	165	2	135	20	10	2	8	2	211	3	185	26	226	3	213	13	28	1	24	4	500	1	490	10	417	2	379	38	1434	113	301	31	67	1	64	0	0	19	0	0	16	499	1	2	13	9	14	4	42	82	2,128	2	1,933	195						
February	110	2	98	12	14	1	9	5	179	3	128	51	154	2	141	13	18	4	16	2	465	2	444	21	460	3	405	55	1241	159	308	22	54	8	64	0	0	18	0	0	43	517	2	2	13	10	20	2	63	108	2,025	3	1,758	267						
March	190	2	173	17	23	2	20	3	170	4	141	29	196	2	182	14	19	1	16	3	470	2	446	24	504	2	460	44	1438	134	360	33	32	11	77	0	0	7	1	1	55	577	2	3	20	12	7	1	42	82	2,231	2	2,015	216						
April	196	3	191	5	21	1	18	3	148	6	118	30	257	5	247	10	21	1	14	7	353	2	323	30	397	2	366	31	1277	116	304	20	55	6	70	0	0	9	0	0	35	499	2	3	17	12	9	0	42	80	1,972	2	1,776	196						
May	323	4	298	25	42	3	36	6	221	3	177	44	289	4	273	16	32	2	23	9	485	2	457	28	506	2	477	29	1741	167	323	27	61	12	68	0	0	17	3	0	34	545	1	2	11	15	8	0	51	85	2,528	3	2,286	242						
June	424	2	393	31	12	3	10	2	112	4	91	21	236	4	221	15	31	1	25	6	428	1	410	18	496	2	462	34	1612	127	328	36	38	5	63	0	0	30	0	0	41	541	1	2	10	14	7	2	48	81	2,361	2	2,153	208						
July	324	2	308	16	9	5	8	1	145	3	122	23	230	2	218	12	45	1	39	6	506	1	487	19	545	3	520	25	1702	102	372	59	13	12	14	0	0	14	3	0	49	536	2	3	17	12	19	1	67	116	2,456	3	2,238	218						
August	196	2	189	7	13	4	12	1	200	4	155	45	196	3	186	10	50	2	41	9	548	1	531	17	556	4	530	26	1644	115	393	48	21	7	40	0	0	8	3	3	29	552	3	3	7	13	10	0	89	119	2,430	3	2,196	234						
September	204	2	195	9	13	2	12	1	153	3	113	40	176	2	162	14	31	1	27	4	580	2	556	24	614	3	498	16	1563	108	379	61	12	11	42	0	0	16	4	5	63	593	2	3	13	9	25	6	81	134	2,398	3	2,156	242						
October	191	5	166	25	13	3	11	2	144	5	108	36	178	2	157	21	35	1	31	4	518	2	501	17	391	3	365	25	1340	130	311	57	18	8	40	0	0	23	2	1	33	493	2	2	11	10	16	1	66	104	2,067	3	1,833	234						
November	232	6	206	26	8	2	6	2	195	4	154	41	267	3	242	15	28	2	26	2	495	2	464	31	506	3	478	28	1576	145	384	63	14	7	29	0	0	9	1	2	36	545	1	2	20	7	6	6	58	97	2,363	3	2,121	242						
December	230	8	216	14	14	3	9	5	184	4	142	42	212	5	187	25	28	1	21	7	377	3	357	20	419	3	395	24	1327	137	287	50	17	3	27	0	0	16	1	1	29	430	2	2	10	4	12	2	48	76	1,970	3	1,757	213						
<b>total</b>	<b>2,775</b>		<b>2568</b>	<b>207</b>	<b>192</b>		<b>159</b>	<b>33</b>	<b>2,062</b>		<b>1,634</b>	<b>428</b>	<b>2,607</b>		<b>2,429</b>	<b>178</b>	<b>366</b>		<b>303</b>	<b>63</b>	<b>5,725</b>		<b>5,466</b>	<b>259</b>	<b>5,711</b>		<b>5,336</b>	<b>375</b>	<b>17,895</b>	<b>1,543</b>	<b>4,050</b>	<b>507</b>	<b>402</b>	<b>91</b>	<b>598</b>	<b>0</b>	<b>0</b>	<b>185</b>	<b>18</b>	<b>13</b>	<b>463</b>	<b>6,327</b>			<b>162</b>	<b>127</b>	<b>153</b>	<b>25</b>	<b>697</b>	<b>1164</b>	<b>26,929</b>		<b>24,222</b>	<b>2,707</b>						
<b>mo. ave.</b>	<b>231</b>	<b>3</b>	<b>214</b>	<b>17</b>	<b>16</b>	<b>3</b>	<b>13</b>	<b>3</b>	<b>172</b>	<b>4</b>	<b>136</b>	<b>36</b>	<b>217</b>	<b>3</b>	<b>202</b>	<b>15</b>	<b>31</b>	<b>2</b>	<b>25</b>	<b>5</b>	<b>477</b>	<b>2</b>	<b>456</b>	<b>22</b>	<b>476</b>	<b>3</b>	<b>445</b>	<b>31</b>	<b>1,491</b>	<b>129</b>	<b>338</b>	<b>42</b>	<b>34</b>	<b>8</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>39</b>	<b>527</b>	<b>2</b>	<b>2</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>2</b>	<b>58</b>	<b>97</b>	<b>2,244</b>	<b>3</b>	<b>2,019</b>	<b>226</b>						
																																																									<b>100%</b>		<b>90%</b>	<b>10%</b>

**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 3 calendar days as of December 31 of 2017, however, complaints on leakages were attended in 2 days only
- 4.) Out of total number of complaints reported **90%** were accomplished.

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