

CAGAYAN DE ORO CITY WATER DISTRICT

Table 9
COMPLAINTS SUMMARY REPORT
 For the Period from January 1 to December 31, 2021
 (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/ 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	subst-out	cluster area	mainline leaks (subtle clamp)	valve & meter area	damaged by road const.	for re-piping	for restoration	for reframed	fix-cut	others	Total Leak Repaired (Accomplished)			after the meter	locatn not found	no leakage found	duplicate Job Order	forward to Maint.	Total Not Repaired (Not Acc.)	COMPLAINTS REPORTED (2021)						
	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.	days	SD	freq	freq	freq												freq	freq	freq							days	Acc.	Not Acc.				
January	304	5	294	10	20	4	14	6	219	4	182	37	281	5	250	31	21	1	16	5	484	2	448	36	691	3	594	97	1,798	222	441	61	11	7	84	0	0	13	0	0	39	656	3	8	22	8	7	2	54	93	2,769	3	2,454	316			
February	406	8	394	12	8	5	4	4	276	3	258	18	269	6	214	55	11	3	6	5	407	2	368	39	612	3	585	27	1,529	160	416	66	8	13	93	0	0	18	0	0	67	660	2	5	6	11	8	0	47	72	2,721	3	2,489	232			
March	360	5	348	12	6	6	4	2	241	3	221	20	344	7	257	87	31	4	24	7	476	1	427	49	791	4	725	66	2,006	243	652	64	16	19	100	0	0	19	0	0	56	816	3	7	7	11	14	3	78	113	3,178	4	2,822	356			
April	270	4	255	15	9	2	6	3	226	5	217	9	366	11	287	79	48	2	38	7	349	1	333	16	691	4	653	38	1,789	167	486	60	4	18	63	0	0	8	0	0	73	693	2	5	11	2	16	4	29	62	2,711	4	2,482	229			
May	276	5	242	34	13	5	8	5	237	4	222	15	309	6	279	30	41	2	38	3	433	1	418	15	643	4	630	33	1,837	136	426	39	19	13	96	0	0	8	0	0	66	665	3	8	10	12	17	6	78	122	2,769	4	2,682	267			
June	284	5	275	9	13	6	11	2	164	5	139	15	261	8	217	34	29	2	28	1	388	1	369	19	669	4	642	17	1,681	97	480	44	4	20	94	0	0	20	2	0	25	689	3	8	8	8	2	2	62	72	2,639	4	2,370	269			
July	264	5	240	14	11	6	9	2	206	6	176	29	292	7	248	44	37	2	29	8	308	1	288	20	636	3	607	29	1,697	148	516	62	7	20	107	0	0	27	1	0	106	834	3	8	9	6	10	1	42	68	2,645	4	2,431	214			
August	287	8	199	8	7	8	6	1	166	6	146	9	320	7	285	55	22	2	14	8	315	2	295	20	536	4	484	51	1,409	162	618	41	3	11	93	0	0	16	1	1	87	771	2	4	8	10	3	0	31	62	2,384	6	2,180	204			
September	216	3	194	21	25	8	12	13	206	5	196	7	366	7	289	67	24	3	17	7	349	2	320	29	632	5	578	54	1,608	198	493	72	4	13	92	0	1	11	0	0	63	739	3	6	22	18	13	1	62	117	2,662	4	2,347	316			
October	223	4	211	12	24	6	19	5	196	4	184	11	460	9	315	145	29	3	27	2	364	2	350	14	562	4	524	38	1,630	227	516	40	8	18	80	0	0	30	0	0	51	742	4	8	8	21	11	0	82	122	2,721	4	2,372	349			
November	326	4	213	13	13	5	9	4	180	5	170	10	326	13	231	95	17	3	16	1	310	2	288	22	479	3	436	43	1,363	188	464	47	3	10	107	0	0	23	0	0	62	706	4	8	10	24	6	2	63	106	2,362	4	2,069	293			
December	286	4	194	12	9	6	1	8	163	5	154	9	287	11	175	112	14	1	12	2	326	2	300	25	484	5	448	36	1,284	204	437	49	2	8	84	0	0	16	1	0	37	634	3	8	11	6	16	0	46	77	2,199	6	1,918	281			
total	3,291		3,069	172	168		103	55	2,466		2,267	189	3,661		3,027	634	321		265	56	4,608		4,204	304	7,435		6,906	629	19,831	2,139	5,742	604	89	170	1,062	0	1	210	5	1	701	8,606		132	138	122	20	663	1,075	31,660	4	28,436	3,214				
mo. ave.	289	5	255	14	13	6	9	6	205	5	189	16	322	8	252	70	27	2	22	5	376	1	360	26	620	4	576	44	1,663	178	479	50	7	14	90	0	0	18	0	0	58	717	3	7	11	12	10	2	55	90	2,638	4	2,370	268			
																																																					100%		90%		10%

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 2021, however, complaints on leakages were attended in 3 days only
- 4.) Out of total number of complaints reported 90% were accomplished.

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