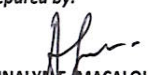


CAGAYAN DE ORO CITY WATER DISTRICT

Table 9  
**COMPLAINTS SUMMARY REPORT**  
 For the Period from January 1 to December 31, 2019  
 (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/ 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 (saddle clamp)	valve & meter area	damaged by road const.	for re-ripping	for restoration	for re-laid	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.)	freq	days	Acc.	NotAcc																						
	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days	Acc.	NotAcc	freq	days												Acc.	NotAcc	freq											days	Acc.	NotAcc	freq	days	Acc.	NotAcc															
January	498	3	458	40	14	2	12	2	276	4	231	45	240	3	224	16	44	1	37	7	547	1	507	40	902	6	833	69	2,302	219	517	53	31	12	24	0	0	18	3	0	54	712	3	4	10	20	4	6	87	127	3,360	5	3,014	346																						
February	361	4	324	27	13	3	13	0	171	4	132	39	170	4	162	8	51	1	43	8	458	1	435	23	687	4	593	94	1,702	199	506	74	46	18	38	0	0	28	0	0	37	747	3	4	10	11	8	0	69	98	2,746	4	2,449	297																						
March	423	2	345	78	9	7	6	3	211	5	160	51	124	2	119	5	143	1	98	45	458	1	428	30	695	7	645	50	1,801	262	515	91	31	18	37	0	0	22	0	1	40	765	6	9	16	11	11	6	74	118	2,936	5	2,556	380																						
April	310	3	261	49	7	4	4	3	221	4	194	27	166	3	141	25	193	2	162	31	433	1	412	21	736	4	682	54	1,856	210	521	72	38	9	22	0	0	14	1	0	36	713	4	6	14	12	7	3	77	113	2,892	4	2,569	323																						
May	203	3	175	28	15	6	8	7	242	3	222	20	233	5	226	7	208	2	179	29	601	2	571	30	625	4	573	52	1,964	173	491	78	26	5	32	0	0	21	1	0	37	690	4	4	12	11	6	1	75	105	2,922	4	2,644	278																						
June	241	4	202	39	14	3	9	5	220	4	199	21	228	4	226	2	116	2	88	27	508	2	475	33	596	5	540	56	1,739	183	491	84	24	7	31	0	0	16	1	0	39	693	4	9	6	9	12	3	60	80	2,695	4	2,432	263																						
July	306	4	252	54	18	3	15	3	243	3	217	26	268	3	240	28	60	1	41	19	575	1	554	21	809	5	738	71	2,057	222	543	97	29	17	32	0	0	24	1	2	40	785	4	5	17	15	15	4	74	125	3,189	4	2,842	347																						
August	258	3	248	10	11	5	10	1	202	4	174	28	214	4	202	12	40	1	24	16	408	1	384	24	672	5	604	68	1,646	159	510	73	33	16	14	0	0	36	2	0	29	713	4	5	1	9	10	2	69	81	2,599	4	2,359	240																						
September	314	4	269	45	13	4	10	3	228	3	204	24	269	5	252	17	49	1	32	17	520	1	483	37	771	5	683	88	1,933	231	499	64	11	20	29	0	0	8	0	0	40	671	4	7	16	17	6	4	79	122	2,967	4	2,604	353																						
October	347	5	282	65	18	3	14	4	363	3	341	22	266	6	243	13	32	1	17	15	524	1	504	20	866	6	760	106	2,161	245	550	77	17	19	54	0	0	24	1	0	45	787	5	6	11	19	18	2	96	146	3,339	5	2,948	391																						
November	307	7	236	11	14	2	13	1	391	4	358	33	223	4	213	10	27	2	3	24	531	2	509	22	732	6	634	98	2,026	199	522	60	19	17	34	0	0	9	2	0	44	707	5	6	7	22	12	9	106	156	3,088	5	2,733	355																						
December	197	7	174	23	10	4	4	6	261	4	223	38	223	3	148	75	33	1	14	19	467	2	428	39	613	6	480	133	1,471	333	535	66	14	13	43	0	0	8	2	3	38	722	5	6	11	23	18	4	134	190	2,716	5	2,193	523																						
total	3,755		3,286	469	156		118	38	3,029		2,655	374	2,614		2,396	218	995		738	257	6,030		5,690	340	8,704		7,765	939	22,648	2,635	6,200	889	318	171	390	0	0	228	14	6	479	8,695			131	179	127	44	980	1,481	35,439		31,343	4,096																						
mo. ave.	313	4	274	39	13	4	10	3	252	4	221	31	218	4	200	18	83	1	62	21	503	1	474	28	725	5	647	78	1,887	220	517	74	27	14	33	0	0	19	1	1	40	725	4	6	11	15	11	4	82	122	2,953	5	2,612	341																						
																																																	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 5 calendar days as of December 31 of 2019, however, complaints on leakages were attended in 4 days only
  - 4.) Out of total number of complaints reported **88%** were accomplished.

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