

CAGAYAN DE ORO CITY WATER DISTRICT


Table 9
COMPLAINTS SUMMARY REPORT
For the Period from January 1 to December 31, 2023
(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 ⁽¹⁾ / 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 leakage ⁽¹⁾ (saddle clamp)	valve & meter area	damaged by road correl.	for re- piping	for restoration	for refined	fix- cut	others	Total Leak Repaired (Accomplished)		after the meter	locatn not found	no leakage found	duplctd Job Order	forward to Maint.	Total Not Repaired (Not Acc.)	COMPLAINTS REPORTED (2022)				
	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.	freq	days	Acc.	Not Acc.	Acc.	Not Acc.	freq	freq	freq	freq	freq	freq	freq	freq	Acc.	days	SD	freq	freq	freq	freq	freq	Not Acc.	freq	days	Acc.	Not Acc.			
January	279	5	275	4	14	6	12	2	168	5	126	42	306	5	265	41	34	1	30	4	530	1	494	36	263	3	219	44	1,421	173	454	42	6	17	45	0	0	21	0	1	65	651	2	3	8	3	4	2	68	85	2,330	3	2,072	258
February	277	3	264	13	14	6	10	4	188	4	161	27	248	6	206	42	11	3	10	1	429	2	403	26	336	3	284	51	1,338	164	431	48	2	8	46	0	0	33	0	0	49	617	2	3	3	6	3	0	47	59	2,178	3	1,955	223
March	325	3	304	21	24	6	11	13	221	5	132	89	376	6	354	22	22	1	15	7	507	1	492	15	370	2	325	45	1,633	212	526	74	4	18	69	0	0	18	0	1	72	781	2	4	11	5	4	1	75	96	2,722	3	2,414	308
April	305	4	292	13	16	11	13	3	147	5	116	31	325	9	282	43	29	1	17	12	350	1	321	29	377	4	280	97	1,321	228	479	43	4	7	55	0	0	16	0	0	76	680	2	4	15	4	6	0	36	61	2,290	4	2,001	289
May	354	6	334	20	27	9	21	6	206	6	167	39	344	8	300	44	19	1	6	13	520	1	468	52	379	5	342	37	1,638	211	563	57	2	10	67	0	0	10	0	0	68	777	3	5	8	12	4	0	65	89	2,715	5	2,415	300
June	314	7	298	16	13	6	9	4	154	6	129	25	318	5	289	29	14	2	7	7	473	1	435	38	403	6	381	22	1,548	141	465	58	3	21	60	0	0	18	0	0	64	689	2	3	13	9	5	1	54	82	2,460	5	2,237	223
July	341	6	331	10	8	7	6	2	166	9	114	52	276	4	261	15	20	2	11	9	519	1	488	31	461	5	398	53	1,609	172	470	46	4	15	71	0	0	19	0	0	55	680	2	6	6	9	9	0	66	90	2,561	5	2,289	262
August	385	9	374	11	17	13	13	4	205	6	143	62	365	5	327	28	54	6	45	9	777	1	725	52	271	7	224	47	1,851	213	472	83	6	16	44	0	0	18	0	0	68	707	3	5	7	12	16	2	78	114	2,885	7	2,558	327
September	354	9	340	14	18	8	17	1	221	8	149	72	254	4	234	20	103	12	65	38	699	1	661	38	245	4	204	41	1,670	224	412	70	11	11	51	0	0	25	0	0	58	638	2	4	7	9	6	0	78	100	2,632	5	2,308	324
October	418	10	405	13	24	5	15	9	215	5	174	41	209	5	200	9	66	11	56	10	681	1	651	30	275	6	194	81	1,695	193	488	64	8	15	53	0	0	20	0	0	64	712	2	3	19	14	9	0	73	115	2,715	6	2,407	308
November	439	7	416	23	20	4	15	5	186	8	152	34	262	6	216	46	51	8	42	9	719	1	698	21	375	4	246	129	1,785	267	492	96	7	19	30	0	0	11	1	0	56	712	3	5	19	18	13	3	95	148	2,912	4	2,497	415
December	409	14	329	80	9	8	4	5	213	9	171	42	207	4	169	38	29	9	26	3	543	1	503	40	213	5	155	58	1,357	266	480	62	1	12	40	0	0	11	0	0	61	667	2	5	12	9	4	6	60	91	2,381	6	2,024	357
total	4,200		3,962	238	204		146	58	2,290		1,734	556	3,480		3,103	377	452		330	122	6,747		6,339	408	3,957		3,252	705	18,866	2,464	5,731	743	58	169	631	0	0	220	1	2	756	8,311		128	110	82	15	795	1,130	30,771		27,177	3,594	
mo. ave.	350	7	330	20	17	7	12	5	191	7	145	46	290	6	259	31	38	5	28	10	562	1	528	34	330	4	271	59	1,572	205	478	62	5	14	53	0	0	18	0	0	63	693	2	4	11	9	7	1	66	94	2,564	5	2,265	300
																										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 2023, however, complaints on leakages were attended in 2 days only
- 4.) Out of total number of complaints reported **88%** were accomplished.

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