

DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME:		ALAMINOS CITY WATER DISTRICT	
	(A)	(B)	
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE	
(1) Name of Service	Report Main Line Leakages, Service Line Repair, Broken Pipelines, etc.		
(1a) Reason for Selection	Service with the greatest number of pending transactions or backlogs that went beyond its prescribed processing time as declared in the Citizen's Charter		
(2) Responsible Unit/s	Commercial Services Department (Customer Service Division) Engineering and Operations Department (Construction and Maintenance Division)		
(3) Identified Clients e.g G2C, G2B, G2G	All ACWD Customers (G2C, G2B, G2G)		
(4) Number of Client Visits in FY 2022	1,883		
(5) Volume of Transactions in FY 2022	1,717		
(6) FY 2021 Improvements (ease of transaction, digitization, standardization)	Standardization		
(7) FY 2021 Results (evidence)	ISO - QMS Certification		
(8) FY 2022 Improvements (ease of transaction, digitization, standardization)	Digitization		
(9) FY 2022 Results (evidence)	Procurement and Utilization of a Software using Total Customer Management System (TCMS) and Pilot - Run of the Geographical Information System (GIS)		
(10) FY 2022 Citizen/Client Satisfaction Rating	Very Satisfactory		
(11) Remarks	N/A		

Prepared by:

ADORA E. BRAVO
Division Manager B
Customer Service Division
Commercial Service Department

ENGR. MARICEL S. ADREJILLO
Officer-in-Charge
Construction and Maintenance Division
Engineering & Operations Department

Approved by:

ATTY. NAPOLEON F. SEGUNDERA, JR.
General Manager B