

**MODIFIED FORM A
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	Request for Certificate of Potability for Preceding Months	
(1a) Reason for Selection	A service attributable to the MFO/Programs	
(2) Responsible Unit/s	Commercial Services Department, Customer Accounts Division	
(3) Identified Clients e.g G2C, G2B, G2G	All ACWD Customers (G2C, G2B, G2G)	
(4) Number of Client Visits in FY 2022	2	
(5) Volume of Transactions in FY 2022	2	
(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)	Standardization	
(9) FY 2022 Results (evidence)	Drafting of Procedure Manual and Work Instructions in availing this service	
(10) FY 2022 Citizen/Client Satisfaction Rating	Very Satisfactory	
(11) Remarks	N/A	

Prepared by:

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