

**MODIFIED FORM A-DEPARTMENT/AGENCY PERFORMANCE REPORT**

DEPARTMENT/AGENCY : CARMONA WATER DISTRICT

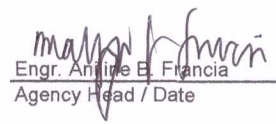
**STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES**

NAME OF SERVICE	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	PRIMARY TRANSACTION COST	OTHER TRANSACTION COSTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
<b>Frontline Services</b>																
Processing of Water Service Application	8	8	12 days	12 days	3	3	4	4	Service Application fee P1,258.00 plus amount of water meter to be installed. Fees for other materials based on actual costing after inspection	Service Application fee P1,258.00 plus amount of water meter to be installed. Fees for other materials based on actual costing after inspection	None	None	None	None	Satisfactory	Satisfactory
Processing of Service Request	6	6	4 days	4 days	3	3	1	1	Based on type of Service Request	Based on type of Service Request	None	None	None	None	Satisfactory	Satisfactory
Processing of Water Bill Payment	2	2	2 minutes if with water bill, 6 minutes if w/out water bill	2 minutes if with water bill, 6 minutes if w/out water bill	1	1	1	1	Amount stated in the water bill	Amount stated in the water bill	None	None	None	None	Satisfactory	Satisfactory
Reconnection of Water Service	4	4	Within 24hrs- if with padlock, 3 days- if inactive for atleast 1yr	Within 24hrs- if with padlock, 3 days- if inactive for atleast 1yr	2	2	2	2	Within the day but less than 6 mos. P150.00 Six mos. but less than 1 year P300 One year but less than 3 years P400	Within the day but less than 6 mos. P150.00 Six mos. but less than 1 year P300 One year but less than 3 years P400	None	None	None	None	Satisfactory	Satisfactory
Voluntary Disconnection of Water Service	4	4	1 day	1 day	1	1	2	2	None	None	None	None	None	None	Satisfactory	Satisfactory
Processing of Senior Citizen Discount	2	2	8 minutes	8 minutes	2	2	3	3	None	None	None	None	None	None	Satisfactory	Satisfactory
Change Name /Address	2	2	15 minutes	15 minutes	2	2	3	3	None	None	None	None	None	None	Satisfactory	Satisfactory
Water Meter Testing	4	4	2 days	2 days	2	2	2	2	P 300.00	P 300.00	None	None	None	None	Satisfactory	Satisfactory
Issuance of Certification-Flow Meter	5	5	3 days	3 days	2	2	2	2	P 300.00	P 300.00	None	None	None	None	Satisfactory	Satisfactory
Issuance of Statement of Account	4	4	15 minutes	15 minutes	2	2	2	2	None	None	None	None	None	None	Satisfactory	Satisfactory

Prepared by:

  
Lan O. Mangui / Admin Services Chief C  
Name of Officer / Designation / Date

Approved by:

  
Engr. Angeline B. Francia  
Agency Head / Date

MODIFIED FORM A - DEPARTMENT / AGENCY PERFORMANCE REPORT (PAGE 2)

I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2018 Accomplishment	FY 2019 Accomplishment	Remarks
Obligations BUR			
Disbursement BUR	89.91%	97.59%	as required by LWUA

B. Sustained Compliance with Audit Findings

Total Number of Audit Recommendations	Number of Fully Implemented Recommendations	Number of Partially Implemented Recommendations	Number of Recommendations Not Implemented	Percentage (%) of Full Implementation
26	20	6	0	76.93%

C. Compliance with Quarterly Submission of Financial Reports

Quarterly BFARs:

1st Quarter BFAR	Date posted in online URS:	Not Applicable
2nd Quarter BFAR	Date posted in online URS:	Not Applicable
3rd Quarter BFAR	Date posted in online URS:	Not Applicable
4th Quarter BFAR	Date posted in online URS:	Not Applicable

COA Financial Reports	Date submitted to COA:	02/13/2020
-----------------------	------------------------	------------

D. Compliance with Procurement Requirements

FY 2019 APP non-CSE	Date posted on TS page:	February 2020*
Indicative FY 2020 APP-non CSE	Date posted on TS page:	February 2020*
FY 2020 APP-CSE	Date submitted to DBM-PS:	10/30/2019
	Date posted on TS page:	February 2020*
Results of FY 2018 APCPI System	Date submitted to GPPB-TSO:	Not Applicable

II. GOOD GOVERNANCE CONDITIONS (GGC)

A. Maintain / Update the Transparency Seal

Date updated TS with all requirements:	February 2020*
--	----------------

B. Post / Update PhilGEPS Postings

Date updated PhilGEPS postings:	11/15/2019
---------------------------------	------------

If unable to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/ Awarded Contracts and/or Notices to Proceed / Purchase Orders for transactions above one million (PhP 1,000,000.00), submit a letter of explanation to AO 25 Secretariat (see Annex 6)

Date submitted the explanation/s:	None
-----------------------------------	------

C. Certification of the Agency's QMS

Posting of certification on TS Page	Date posted on TS page:	February 2020*
Submission of ISO QMS certification	Date submitted to SPIB:	12/18/2019

III. OTHER CROSS-CUTTING REQUIREMENTS

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN

Date posted on TS page:	February 2020*
-------------------------	----------------

B. Compliance with FOI Program

People's FOI Manual	Date emailed to PCOO:	January 2020
	Date posted on TS page:	February 2020*
Agency Information Inventory	Date emailed to PCOO:	January 2020
	Date posted on TS page:	February 2020*
2019 Summary Report and 2019 FOI Registry	Date emailed to PCOO:	January 2020
	Date posted on TS page:	February 2020*
Screenshot of Agency's Home Page	Date emailed to PCOO:	January 2020

C. Agency's System of Ranking of Delivery Units

Date posted on TS page:	February 2020*
-------------------------	----------------

\* The "February 2020" date of posting on TS page indicates the month of complete migration of all files from our old website. New website (carmonawd.gov.ph) was approved by the DICT last January 29, 2020.

Prepared by:

  
**JOEMAR G. CUNANAN** / Admin & Finance Div. Mgr.  
 Name of Officer / Designation / Date

Approved by:

  
**ENGR. ANILINE B. FRANCIA**  
 Agency Head



**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**


(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: VOLUNTARY DISCONNECTION  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES	255	


(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)	1 day	1 day	1 day	
3. Number of signatures	1	1	1	
4. Number of required documents	2	2	2	
5. Transaction cost				
5.1 Primary transaction costs/fees	None	None	None	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:

  
 Lani O. Mangut / Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by:

  
 Engr. Aniel B. Francia  
 Agency Head / Date

**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: PROCESSING OF SENIOR CITIZEN DISCOUNT  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES	246	246

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	2	2	2	
2. Turnaround Time (TAT)	8 minutes	8 minutes	8 minutes	
3. Number of signatures	2	2	2	
4. Number of required documents	3	3	3	
5. Transaction cost				
5.1 Primary transaction costs/fees	None	None	None	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by: Lani O. Mangut Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by: Engr. Aniline B. Francia  
 Agency Head / Date



**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

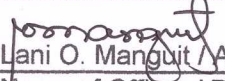
(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: CHANGE NAME/ADDRESS  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES	91	91

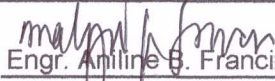
(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	2	2	2	
2. Turnaround Time (TAT)	15 minute	15 Minutes	15 minute	
3. Number of signatures	2	2	2	
4. Number of required documents	3	3	3	
5. Transaction cost				
5.1 Primary transaction costs/fees	None	None	None	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:

  
 Lani O. Manguit / Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by:

  
 Engr. Aniline B. Francia  
 Agency Head / Date

# **MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: WATER METER TESTING  
 (3) Responsible Delivery Units/ Processing Units: Commercial & Engineering Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
GENERAL PUBLIC	11	11
(non- concessionaires)		

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)	2 days	2 days	2 days	
3. Number of signatures	2	2	2	
4. Number of required documents	2	2	2	
5. Transaction cost				
5.1 Primary transaction costs/fees	P300	P300.00	P300.00	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by: Lani O. Mangut Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by: Engr. Aniline B. Francia  
 Agency Head / Date



**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

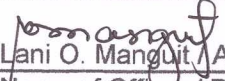
(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: ISSUANCE OF CERTIFICATION-INSPECTION OF FLOWMETER INSTALLATION  
 (3) Responsible Delivery Units/ Processing Units: Commercial Engineering Division


(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
COMMERCIAL/ INDUSTRIAL		
ESTABLISHMENT WITH OWNED		
WATER SYSTEM		

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	5	5	5	
2. Turnaround Time (TAT)	3 days	3 days	3 days	
3. Number of signatures	2	2	2	
4. Number of required documents	2	2	2	
5. Transaction cost				
5.1 Primary transaction costs/fees	P300.00	P300.00	P300.00	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:

  
 Lani O. Mangut / Admin Services Chief C  
 Name of Officer / Designation / Date

  
 Approved by Engr. Anilene B. Francia  
 Agency Head / Date


**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

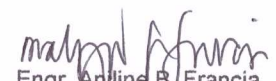
(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: ISSUANCE OF STATEMENT OF ACCOUNT  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES		

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)	15 minutes	15 minutes	15 minutes	
3. Number of signatures	2	2	2	
4. Number of required documents	2	2	2	
5. Transaction cost				
5.1 Primary transaction costs/fees	None	None	None	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:   
 Name of Officer / Designation / Date

Approved by:   
 Engr. Aniline B. Francia  
 Agency Head / Date



**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: RECONNECTION OF WATER SERVICE  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
Concessionaires of CWD	7186	7186


(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)	<b>Within 24 hrs.- if with padlock 3 days - if inactive for at least a year</b>	<b>Within 24 hrs.- if with padlock 3 days - if inactive for at least a year</b>	<b>Within 24 hrs.- if with padlock 3 days - if inactive for at least a year</b>	
3. Number of signatures	3	3	3	
4. Number of required documents	2	2	2	
5. Transaction cost				
5.1 Primary transaction costs/fees	Reconnection fee: 2 days after disconnection but less than 6 mos. P150.00 Six (6) mos. but less than 1 year P300.00 One(1) year but less than 3 years P400.00	Reconnection fee: Within the day but less than 6 mos. P150.00 Six (6) mos. but less than 1 year P300.00 One(1) year but less than 3 years P400.00	Reconnection fee: Within the day but less than 6 mos. P150.00 Six (6) mos. but less than 1 year P300.00 One(1) year but less than 3 years P400.00	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:

  
 Lani O. Manguit, Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by:

  
 Engr. Aniline B. Francia  
 Agency Head / Date

**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: PROCESSING WATER BILL PAYMENTS  
 (3) Responsible Delivery Units/ Processing Units: Commercial Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES		

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	2	2		
2. Turnaround Time (TAT)	2 minutes if with water bill, 6 minutes if without water bill	2 minutes if with water bill, 6 minutes if without water bill	2 minutes if with water bill, 6 minutes if without water bill	
3. Number of signatures	1	1	1	
4. Number of required documents	1	1	1	
5. Transaction cost				
5.1 Primary transaction costs/fees	As stated in the water bill	As stated in the water bill	As stated in the water bill	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results	Satisfactory	Satisfactory	Satisfactory	

Prepared by: Lari O. Mangut / Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by: Engr. Ariline B. Francia  
 Agency Head / Date



**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**


(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: PROCESSING OF SERVICE REQUEST  
 (3) Responsible Delivery Units/ Processing Units: Commercial & Engineering Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
General Public	3690	3690
(within the service area of Carmona Water District)		


(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	6	6	6	
2. Turnaround Time (TAT)	4 days	4 days	4 days	
3. Number of signatures	3	3	3	
4. Number of required documents	1	1	1	
5. Transaction cost				
5.1 Primary transaction costs/fees	Based on type of service	Based on type of service	Based on type of service	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by:

  
 Lani O. Mangut, Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by:

  
 Engr. Aniline B. Francia  
 Agency Head / Date

**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

(1) Name of Department/Agency: CARMONA WATER DISTRICT  
 (2) Name of Service: PROCESSING OF NEW SERVICE APPLICATION  
 (3) Responsible Delivery Units/ Processing Units: Commercial & Engineering Division

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
Concessionaires	607	607

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps	8	8	8	
2. Turnaround Time (TAT)	10 working days	12 working days	12 working days	
3. Number of signatures	3	3	3	
4. Number of required documents	4	4	4	
5. Transaction cost				
5.1 Primary transaction costs/fees	Service Application Fee P2,337.00/ Other fees are based on actual costing upon inspection	Service Application Fee P1, 258.00 plus amount of water meter to be installed / Fees for other materials based on actual costing after inspection	Service Application Fee P1,258.00 plus amount of water meter to be installed / Fees for other materials based on actual costing after inspection	
5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	

Prepared by: Lani O. Mangut / Admin Services Chief C  
 Name of Officer / Designation / Date

Approved by: Engr. Arline B. Granca  
 Agency Head / Date