DEPARTMENT/AGENCY : CARMONA WATER DISTRICT

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

NAME OF SERVICE		MBER OF	TURNARC		1 1 2 2 2	MBER OF		IBER OF		TRANSACTION COSTS	6		E.		1	N/CLIENT
		STEPS			SIGI	DOCUMENTS		PRIMARY	TRANSACTION COST		THER TION COSTS		COST	1	FACTION	
	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	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
Frontline Services					L	1					1 1 2010		2010		1112010	
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	Based on type of Service				••••••••••••••••••••••••••••••••••••••		
Processing of Water Bill Payment	2	2	2 minutes if with water bill,	2 minutes if with water bill, 6 minutes if w/out water bill		1	1	1	Amount stated in the water bill	Amount stated in the water bill	None	None	None	None	Satisfactor	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
Voluntary Disconnection of Water Service	4	4	1 day	1 day	1	1	2	2	None	None	None	None	None	None		Satisfactory
Processing of Senior Citizen Discount	2	2	8 minutes	8 minutes	2	2	3	3	None	None	None	None	None	None		Satisfactory
Change Name /Address	2	2	15 minutes	15 minutes	2	2	3	3	None	None	None	None	None	None	Satisfactor	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	Satisfactor	Satisfactory
Issuance of Statement of Account	4	4	15 minutes	15 minutes	2	2	2	2	None	None	None	None	None	None		Satisfactory

Prepared by:

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

Francia Engr. Anj ine B. Fran 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 Fu 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-CSF 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 Date updated TS with all requirements: February 2020* **Transparency Seal** 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/ Date submitted the Awarded Contracts and/or Notices to Proceed / None Purchase Orders for transactions above one million explanation/s: (PhP 1,000,000.00), submit a letter of explanation to AO 25 Secretariat (see Annex 6) 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 Date posted on TS page: February 2020* **Compliance Procedure of SALN** 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

* 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.

Date posted on TS page:

Prepared by:	Juneman 5/20/2000	Approved by:
	JOEMAR G. CUNANAN / Admin & Finance Div. Mgr.	
	Name of Officer / Designation / Date	

C. Agency's System of Ranking of Delivery Units

ma ENGR. FRANCIA gency Head

February 2020*

(1) Name of Department/Agency:

CARMONA WATER DISTRICT

(2) Name of Service:

VOLUNTARY DISCONNECTION

(3) Responsible Delivery Units/ Processing Units:

Commercial Division

(5) Number of clients served	(6) Volume of Transactions in 2019
255	
	in 2019

(Note: can be provided in a separate sheet)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS	
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)	
			(9)		
1. Number of Steps	4	4	4	an na sa kanan	
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				an tha anna ann an Anna an Anna an Anna ann an Anna an Anna an Anna an Anna an Anna an Anna Anna an Anna Anna	
5.1 Primary transaction costs/fees	None	None	None	en de sprinte here en worden et in en en worden generale en	
. 5.2 Other transaction cost	None	None	None		
6. Substantive Compliance Cost	None	None	None	de van en fanzenne die en stat om fan Menie, er eiter op die roeken werten er begoen en egen van die besteljek	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	d na han na han na na han na na han na ha	
Prepared by: Lani O. Manguit Admin Services Chief C Approved by: Engr. Anline/BJ.Francia					

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

Agency Head / Date

(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)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	2	2	2	in a financia di su anna mananente da finanzia da su
2. Turnaround Time (TAT)	8 minutes	8 minutes	8 minutes	g i Henisting a staat aan frista Hinaan aa an ar ay doorda ah sistemaa ay doorda ah
3. Number of signatures	2	2	2	an f de gelegen an en gelegen de gelegen fen de sen de gelegen de gelegen de gelegen de sen de sen de sen de s
Number of required documents	3	3	3	01 1999 999 499 499 499 499 499 499 499 4
5. Transaction cost				in the state income in a real with the synance of a synaptic state and a strong strand before
5.1 Primary transaction costs/fees	None	None	None	Ad Analabilitation (particul literation and an analysis and a second signal balance in the device
. 5.2 Other transaction cost	None	None	None	Af nan jang ang ang ang ang ang ang ang ang ang
6. Substantive Compliance Cost	None	None	None	***
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	9 f de la de la decimita de la companya de la decimita de la decimita de la decimita de la decimita de la decim
to an and			mada In France	

Prepared by:

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

Approved by:

Engr. Annine B Francia

Agency Head / Date

(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)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	2	2	2	
2. Turnaround Time (TAT}	15 minute	15 Minutes	15 minute	
3. Number of signatures	2	2	2	
Number of required documents	3	3	3	
5. Transaction cost				
5.1 Primary transaction costs/fees	None	None	None	ng di kun
. 5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	layeren dilan di -dina tika tika di data da da da da da di di di di di di di da d
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	
home t			malmal ma	

Prepared by:

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

Approved by: Engr. Amiline B. Francia

Agency/Head / Date

(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)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	4	4	4	
2. Turnaround Time (TAT)	2 days	2 days	2 days	
3. Number of signatures	2	2	2	
Number of required documents	2	2	2	
5. Transaction cost				karten gezen de generit i dir fint var austar gengege opgan kunn att de drane i hast de dyan variage tek
5.1 Primary transaction costs/fees	P300	P300.00	P300.00	nyakata yana maniferini ingan yanya kata maniferini ana ana kata kata yang kata kata kata kata kata kata kata k
. 5.2 Other transaction cost	None	None	None	
6. Substantive Compliance Cost	None	None	None	
7. Client/Citizen Satisfaction Results.	Satisfactory	Satisfactory	Satisfactory	
t t			Auto A G	

Prepared by:

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

Approved by:

Francia Engr. Aniline B.

Agendy Head / Date

(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	(6) Volume of Transactions
	in 2019	in 2019
COMMERCIAL/ INDUSTRIAL		
ESTABLISHMENT WITH OWNED		
WATER SYSTEM		

(Note: can be provided in a separate sheet)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	5	5	5	
2. Turnaround Time (TAT)	3 days	3 days	3 days	na na na mana da na mana na man
3. Number of signatures	2	2	2	national na se faith ann an de ar tha ann an de an tha ann an tha a
Number of required documents	2	2	2	an yan kanan guntu da paga kating mata di bata anyang kating kating kating kating kating kating kating kating k
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	
to any t		มาให้การกำรงการสารการการการการการการการการการการการการที่มีการการการการการการการการการการการการการก	Mad lima Change	

Prepared by:

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

Approved t Engr. Aniline B. Francia Agency Head / Date

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

(4) Identified Client / Customer (s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019
CONCESSIONAIRES		
	1	

(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: Lahi O. Manguit / Admin Services Chief C Name of Officer / Designation / Date

Approved by: Approv

(1)	Name	of	Department/Agency:
(2)	Name	of	Service:

CARMONA WATER DISTRICT 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)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	4	4	4	
	Within 24 hrs if with padlock	Within 24 hrs if with padlock	Within 24 hrs if with padlock	
	3 days - if inactive for at least	3 days - if inactive for at least	3 days - if inactive for at least a	
2. Turnaround Time (TAT)	a year	a year	year	
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. Marguit Admin Services Chief C Name of Officer / Designation / Date

m Engr Erancia ne Agency Head / Date

(1)	Name	of	Depa	rtme	nt	Ag	ency	*
---	---	---	------	----	------	------	----	----	------	---

CARMONA WATER DISTRICT

(2) Name of Service:

(3) Responsible Delivery Units/ Processing Units:

PROCESSING WATER BILL PAYMENTS
Jnits: Commercial Division

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

(Note: can be provided in a separate sheet)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
1. Number of Steps	2	2		
	2 minutes if with water bill,	2 minutes if with water bill,	2 minutes if with water bill,	
2. Turnaround Time (TAT)	6 minutes if without water bill	6 minutes if without water bill	6 minutes if without water bill	
3. Number of signatures	1	1	1	
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: Larli O. Mangkit Admin Serv Name of Officer / Designation	rices Chief C	Approved by:	Engr. Aniline B. Francia Agency Head / Date	

(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)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
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:

Approved by:

Engr. A Francia Agency Head / Date

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

(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	(6) Volume of Transactions	
	in 2019	in 2019	
Concessionaires	607	607	

(Note: can be provided in a separate sheet)

	STATUS AS OF FY 2018	TARGET IN FY 2019	FY 2019 STATUS OF	REMARKS
CRITERIA	(7)	(8)	STREAMLINING EFFORTS	(10)
			(9)	
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	
			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. Mang Admin Services Chief C Name of Officer / Designation / Date

rancia Agency Head / Date