



Department/Agency	CARMONA WATER DISTRICT
Program Title/Name	Carmona Water District (CWD) Zero Backlog Program
Program Objective	To establish effective practices and efficient turnaround of delivery of CWD services as well as to address current and/or future pending transactions
Target Output	Streamlined CWD systems and processes in accordance with Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"
Date Implemented	March 2022
Implementing office	Admin/Finance Services Division (AFSD) Commercial Services Division (CSD) Engineering and Operations Division (EOD)

Program Description
In line with the mission of the CWD to provide safe, adequate, economical water and deliver services to address the needs of the concessionaires, this CWD Zero Backlog Program aims to ensure the effective and efficient delivery of this agency's systems and processes within the prescribed processing time and promptly address all the pending transactions which remain unacted.

Matrix of Services and Plan of Action							
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications / requests / license / permit / clearances, etc. received per month	Average number of applications / requests / license / permit / clearances, etc. processed within the prescribed processing time	Average number of applications / requests / license / permit / clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)
External Services							
CSD	Application of Water Service Connection	Highly Technical	37 applications	37 applications	37 applications	Lack of requirements, late payments, not attending mandatory orientation	Comprehensive information dissemination on social media and website, real-time communication with the concessionaires
CSD	Processing of Payments for Water Bill	Simple	15,963 Transactions	15,963 Transactions	15,963 Transactions	No water bill during payment	Provision of computer-generated transaction ledger or register (SOA)
CSD / EOD	Attending to Service Request (Change Ball Valve)	Simple	32 requests	32 requests	32 requests	Dispute in the payment of ball valve even if it can be included in the bill	Comprehensive information dissemination on the CWD policy



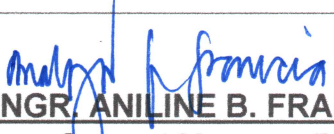
CSD / EOD	Attending to Service Request (Change Meter – Outright Payment)	Simple	150 requests	150 requests	150 requests	Dispute in the payment of ball valve even if it can be included in the bill	Comprehensive information dissemination on the CWD policy
CSD / EOD	Attending to Service Request (Change Meter – Installment Basis)	Simple	150 requests	150 requests	150 requests	Unavailability of concessionaire	Requesting the Billing department for the contact details/numbers of the concessionaires for coordination and scheduling
CSD / EOD	Attending to Service Request (Re-reading of Consumption)	Simple	1 request	1 request	1 request	None	Not applicable
CSD / EOD	Attending to Service Request (Repair Leak/s)	Simple	94 requests	94 requests	94 requests	Obstructions on the location of leakages such as plant boxes and parked vehicles	Seeking the assistance of Brgy
CSD / EOD	Attending to Service Request (Testing of Water Meter for High/Low Consumption)	Simple	17 requests	17 requests	17 requests	Conflicting schedule of concessionaires who wanted to witness the testing	Schedule will be based on the availability of the concessionaires
CSD / EOD	Attending to Service Request (Transfer of Water Meter)	Complex	17 requests	17 requests	17 requests	Delayed payment	Comprehensive information dissemination on the CWD policy
CSD / EOD	Attending to Service Request (Water Quality / No Water/Low Pressure)	Simple	8 requests	8 requests	8 requests	None	Not applicable
CSD	Issuance of Statement of Account	Simple	8 requests	8 requests	8 requests	None	Not applicable
CSD	Request for Change Name/Address	Simple	10 requests	10 requests	10 requests	Documents submitted are insufficient	Customer Service staff to use checklist
CSD	Request for Reconnection	Complex	472 requests	472 requests	472 requests	Inaccessibility of water meter	Send letter to the Concessionaire/ Comprehensive information dissemination on the CWD policy
CSD	Request for Senior Citizen Discount and Renewal	Simple	21 requests	21 requests	21 requests	Documents submitted are insufficient	Customer Service staff to use checklist
CSD	Request for Voluntary Disconnection	Simple	25 requests	25 requests	25 requests	Inaccessibility of water meter	Send letter to the Concessionaire/ Comprehensive information dissemination on the CWD policy



CSD	Enrollment for CWD Email Bill Notification System (For walk-in and online application)	Simple	2 applications	2 applications	2 applications	Insufficient documents	Customer Service staff to use checklist
Internal Services							
AFSD	Application for Leave of Absence	Simple	40 applications	40 applications	40 applications	Unavailable signatories	Assign alternate person to sign the application for leave of absence
AFSD	Application for Leave Credits Monetization	Simple	5 applications	5 applications	5 applications	None	Not applicable
AFSD	Purchase Request	Simple	49 requests	49 requests	49 requests	Unavailable signatories	Assign alternate person to process the Purchase Request
AFSD	Receiving of Documents	Simple	9 documents received	9 documents received	9 documents received	No intended recipient and/or addressee to CWD	Assign one (1) focal person to receive/handle all documents/letters received
AFSD	Request for Availability of Allotment/Budget (Budget Utilization Slip)	Simple	138 requests	138 requests	138 requests	Unavailable signatories	Assign alternate person to process the Request for Budget Utilization and Requisition Slip
AFSD	Request for Issuance of Travel Order	Simple	21 requests	21 requests	21 requests	Unavailable signatories	Assign alternate person to sign the application for leave of absence
AFSD	Request of Documents	Simple	3 requests	3 requests	3 requests	None	Not application
AFSD	Requisition and Issuance Slips (RIS)	Simple	451 requests	451 requests	451 requests	Delayed payment	Comprehensive information dissemination on the CWD policy

Implementation Results

Since the implementation of the Zero Backlog Program of Carmona Water District, there now are **zero (0) backlog reports** to external and internal services provided to the concessionaires. It shows the positive result of the standardization and streamlining of the processes of the services in the CWD Citizen's Charter.


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