



Republic of the Philippines
LOCAL WATER UTILITIES ADMINISTRATION
Katipunan Avenue, Balara, Quezon City

ACKNOWLEDGEMENT RECEIPT

The Local Water Utilities Administration hereby acknowledges receipt of your communication/transmittal which has been routed to the appropriate office/s with the following information:

Communication/Transmittal

Sender GM Crispin Q. Tria, Orion WD, Lati, Orion, Bataan/email add:
orionwaterdistrict@yahoo.com

Sent Through: HC

Subject: Letter dated March 2, 2021 Re: Submitting additional documents required
for the grant of the 2020 PBB

Date Received: 02 March 2021

Received by Delia Suarez

Routed to: OAD

Remarks: as stated

LWUA Records and Communications Division does not vouch for the completeness of documentary requirements submitted, if any.

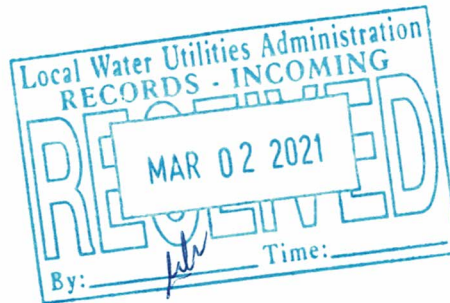

AMELIA G. DUMINDIN
Chief Administrative Officer
Records and Communications Division
General Services Department/Administrative Service



ORION WATER DISTRICT

March 2, 2021

Mr. JECI A. LAPUS
Administrator
Local Water Utilities Administration
MWSS-LWUA Complex
Katipunan Avenue, Balara
Quezon City 1105



Re: **Additional Requirements for the 2020 Performance-Based Bonus (PBB)**

Dear **Mr. Lapus**,


Good day sir!

We are submitting herewith the additional documents required by your office related to the grant of the 2020 Performance Based Bonus (PBB) of Orion Water District.

- 1) Form A
- 2) Form A-1
- 3) Modified Form A-1
- 4) Client Satisfaction Report
- 5) Form 1.0

Thank you.

Respectfully yours,


CRISPIN C. TRIA
General Manager C

FORM A
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT
FY 2020

MFOs AND PERFORMANCE INDICATORS		FY 2019 ACTUAL ACCOMPLISHMENT	FY 2020 TARGET	RESPONSIBLE OFFICE / UNIT	FY 2020 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
A. Water Facility Service Management							
2020 Budget:							
PI 1 (Quantity) Access to potable water	Percentage of households with access to potable water against the total number of household within the coverage of the LWD.	57% 6,381HH x 5 ave.# of persons per HH divided by 56,002 total population	6,871 Households or 61%	Technical	59%	97%	Rehabilitation and Upgrading of mainlines and Expansion of service area in certain barangays in Orion. Drilling of new deepwell water sources.
PI 2 (Quality) Reliability of Service	Percentage of household connections receiving 24/7 supply of water	100%	100%	Technical	100%	100%	All concessionaires receive 24 hour adequate water supply.
PI 3 (Timeliness) Adequacy	Source Capacity of LWD to meet demands for 24/7 supply of water. To compute adequacy, use of formula below: Rated Capacity of sources (cu.m/yr) / Demand (cu.m /yr)	2.7:1	4.17:1	Technical	3.93:1	94%	
	Demand= No. of active connections x 5 (average household size) x 100- 130 (liters per capita per day) x 365 days x 1L/1000	3,144,412.56 cu.m divided by 1,164,532.50 cu.m	6,799,560 cu.m divided by 1,630,145 cu.m		6,181,406.78 cu.m divided by 1,573,204.75		
PI 4 COVID-19 Response Measures	COVID-19 Response measures: -Wash hand facilities water delivery services -Public information drives Sanitation and hygiene activities -disinfection initiatives Issuance of health protocols '-Other resiliency program/s to mitigate COVID-19		-Put up wash hand station that is available to employees and concessionaires. -Ensure 24/7 water supply within the service areas. -Provide adequate supply of alcohol, facemask, footbath and other disinfectants. -Conduct COVID-19 Awareness Campaign -Adoption of Alternative Work Arrangement during ECQ and Work-from-home Arrangement to vulnerable employees such as senior citizen and those with underlying medical conditions. -Modification of procedures for transactions such as application for new connection and collection of water bill to minimize contacts between concessionaires and employees and practice social distancing.	Office of the General Manager, Admin, Commercial and Technical Sections	-Put up wash hand station that is available to employees and concessionaires. -Ensure 24/7 water supply within the service areas. -Provide adequate supply of alcohol, facemask, footbath and other disinfectants. -Conduct COVID-19 Awareness Campaign -Adoption of Alternative Work Arrangement during ECQ and Work-from-home Arrangement to vulnerable employees such as senior citizen and those with underlying medical conditions. -Modification of procedures for transactions such as application for new connection and collection of water bill to minimize contacts between concessionaires and employees and practice social distancing.	100%	The District guarantees to the public the continuous supply of water service despite the economic impact of COVID-19 pandemic. The District also conducts regular disinfection and other public health measures to help prevent the spread of the virus. Moreover, in compliance with Bayanihan Heal as one Act, the Board of Directors passed a resolution authorizing the management to postpone the water service disconnection and waiving of penalties to its unpaid concessionaires during lockdown period. For ease of payment, concessionaires with arrears are allowed to pay in installment method.

LWD NAME: ORION WATER DISTRICT (ORIWAD)

MFOs AND PERFORMANCE INDICATORS		FY 2019 ACTUAL ACCOMPLISHMENT	FY 2020 TARGET	RESPONSIBLE OFFICE / UNIT	FY 2020 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
			-Conduct regular disinfection.		-Conduct regular disinfection.		
B. Water Distribution Service Management							
2020 Budget							
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	20%	Below 30%	Technical and Commercial	19.50%	100%	Use of techniques on how to reduce or minimize non-revenue water.
PI 2 (Quality) Potability	All water samples during the year should pass the physical-chemical and microbiological tests as required by PNSDW 2017.	0.3 – 0.7 Always within the acceptable range	0.3 – 0.8	Technical	0.3 – 0.7	100%	Minimum chlorine residue in our water sources. Always within the acceptable range.
	Daily Chlorine residual requirement should be at least 0.3 ppm at the farthest point. In case the LWD is using chlorine dioxide, the allowable level should be at least 0.2 to 0.4 ppm						
PI 3 (Timeliness) Adequacy/ Reliability of Service	Average response time in hours to restore service (major repair) when there are interruptions due to line breaks and/or production equipment, or facility breakdown as reflected in the updated Citizen's or Service Charter of LWD	Minor repairs - Within 30 minutes Major repairs- Maximum of 8 hours	Within 30 minutes for minor repairs Maximum of 8 hours for major repairs	Technical	Minor repairs - Within 30 minutes Major repairs- Maximum of 8 hours	100%	The Technical team immediately repairs leaks & other problems that causes water interruption or water supply problem even during weekends and after office hours. The District purchased several units of generators for continuous water supply during power failures/ interruptions.
Support to Operation							
2020 Budget							
PI 1 Staff Productivity Index	Categories A, B & C= 1 staff for every one hundred twenty (120) service connections. Category D= 1 staff for every one hundred (100) service connections.	1:228 28 employees for 6,381 active connections	1:237 29 employees for 6,871 active connections	Admin Section	1:228 29 employees for 6,631 active connections	96%	
PI 2 Affordability	Reasonableness/ affordability and should observe the LWUA-approved rates.	Minimum water rate is ₱150.00 (No water rate increase since October 1, 2010)	Minimum water rate ₱150.00 (No water rate increase since October 1, 2010)	Admin & Commercial	Minimum water rate is ₱150.00 (No water rate increase since October 1, 2010)	100%	The District has no plans for water rate increase in the succeeding years.
PI 3 Customer Satisfaction	1. Compliance with RA No. 11032 or ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018.	100%	100%	Office of the General Manager, Admin, Commercial and Technical Sections	100%	100%	The District immediately addresses all complaints the soonest possible time.
	2. Percentage of customer acted upon against received complaints.						
	• Complaints through Hotline #8888 acted upon within 72 hours						

FORM A
PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT
FY 2020

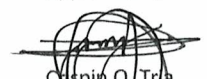
LWD NAME: ORION WATER DISTRICT (ORIWAD)

MFOs AND PERFORMANCE INDICATORS		FY 2019 ACTUAL ACCOMPLISHMENT	FY 2020 TARGET	RESPONSIBLE OFFICE / UNIT	FY 2020 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMENT RATE	REMARKS
	3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other						
General Administration and Support Services (GASS)							
2019 Budget							
PI 1 Financial Viability and Sustainability	Collection efficiency >90%;	Collection Efficiency – 90.53%	Collection Efficiency – 93%	Admin & Commercial	Collection Efficiency – 90.40%	97%	Collection of water bills in Y2020 was quite challenging because of the economic impact of Covid-19 pandemic. The District exercises different collection strategies to ensure the continuous collection of cash and maintaining the accounts receivable under control.
	Positive Net Balance in the Average Net Income for twelve (12) months;	+ Net Balance in the Average Net Income for 12 months – ₱340,788.10	+ Net Balance in the Average Net Income for 12 months = > ₱14,780.92		+ Net Balance in the Average Net Income for 12 months = > ₱513,251.54	100%	The net income target for Y2020 is based on the District's corporate operating budget.
	Current Ratio = > 1.5:1	Current Ratio = 4.77	Current Ratio = > 4		Current Ratio = > 4.74	100%	
PI 2 a.) Compliance with COA reporting requirements	Follow the prescribed content and period of submission of five financial reports: <ul style="list-style-type: none"> Statement of financial position Statement of comprehensive income Statement of Cash Flows Statement of Changes in equity Notes to Financial Statements 	<ul style="list-style-type: none"> All reports were complete and submitted to COA on time. 	<ul style="list-style-type: none"> All reports are complete and submit on time 	Admin and Technical Section	All reports are complete and submit on time	100%	
b.) Compliance with LWUA reporting requirements in accordance to content and period submission	b. Compliance with LWUA reporting requirements in accordance and period of submission. i.e. Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/Chemical/Chlorine Residual report, Approved WD Budget with Annual procurement Plan, Annual Report	<ul style="list-style-type: none"> All reports were complete and submitted to LWUA on time. 	<ul style="list-style-type: none"> All reports are complete and submit on time. 				

Prepared by:


Lilibeth F. Calderon
Senior Internal Control Officer B

Approved by:


Crispin Q. Tria
General Manager

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD NAME: ORION WATER DISTRICT (ORIOWAD)

LWD NAME: ORION WATER DISTRICT (ORIWAD)												
Major Final Outputs / Responsible Bureaus	Performance Indicator 1	FY 2020 TARGET for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance	Performance Indicator 2	FY 2020 TARGET for PI 2	FY 2020 ACCOMPLISHMENT for PI 2	Performance Indicator 3	FY 2020 TARGET for PI 3	FY 2020 ACCOMPLISHMENT for PI 3	Performance Indicator 4	FY 2020 TARGET for PI 4	FY 2020 ACCOMPLISHMENT for PI 4
A. Water Facility Service Management												
Delivery Unit 1	Quantity	6,871 Households or 61%	61% Computed as: 6,871 active connections multiply by 5 ave.# of persons per HH divided by 56,002 total population	Quality	100%	100%	Timeliness	4.17:1	Adequate supply of water. 24/7 supply in all service areas.	COVID-19 Response Measures	Put up wash hand station that is available to employees and concessionaires.	-The district shall be able to sustain its practices or responses to Covid-19. -To deliver continuous and/or uninterrupted water supply within its service area even in this time of crisis caused by the pandemic. -To ensure that its working area are safe for its employees and concessionaires
Delivery Unit 2											-Ensure 24/7 water supply within the service areas.	
											-Provide adequate supply of alcohol, facemask, footbath and other disinfectants.	
Delivery Unit 3											-Conduct COVID-19 Awareness Campaign	
	-Adoption of Alternative Work Arrangement during ECQ and Work-from-home Arrangement to vulnerable employees such as senior citizen and those with underlying medical conditions.											
	-Modification of procedures for transactions such as application for new connection and collection of water bill to minimize contacts between concessionaires and employees and practice social distancing.											
											-Conduct regular disinfection.	

FORM A-1

DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS


LWD NAME: ORION WATER DISTRICT (ORIWAD)

Major Final Outputs / Responsible Bureaus	Performance Indicator 1	FY 2020 TARGET for Performance Indicator 1	FY 2020 ACCOMPLISHMENT for Performance	Performance Indicator 2	FY 2020 TARGET for PI 2	FY 2020 ACCOMPLISHMENT for PI 2	Performance Indicator 3	FY 2020 TARGET for PI 3	FY 2020 ACCOMPLISHMENT for PI 3	Performance Indicator 4	FY 2020 TARGET for PI 4	FY 2020 ACCOMPLISHMENT for PI 4
B. Water Distribution Service Management												
Delivery Unit 1	Quantity	below 30%	below 30%	Quality	0.3 – 0.8	0.3 – 0.8	Timeliness	Within 30 minutes for minor repairs and maximum of 8 hours for major repairs	Within 30 minutes for minor repairs and maximum of 8 hours for major repairs			
Delivery Unit 2												
Delivery Unit 3												
C. Support to Operations (STO)												
Delivery Unit 1	Staff Productivity Index	1:237	6,871 active employees; 29 Regular Employees	Affordability	Minimum water rate is ₱150.00	No water rate increase for the Y2020.	Customer Satisfaction	100%	100% All complaints received are completely and satisfactorily addressed			
Delivery Unit 2												
Delivery Unit 3												
D. General Administration and Support Services (GASS)												
Delivery Unit 1	Financial Viability and sustainability	Collection Efficiency – 93%	Collection Efficiency – 93%	a.)Compliance with COA reporting requirements b.)Compliance with LWUA reporting requirements in accordance to content and period submission	a) COA - Submission of reports complete and on time b) LWUA – Submission of reports complete and on time	Reports are submitted complete and on time.						
Delivery Unit 2		+ Net Balance in the Average Net Income for 12 months - ₱14,780.92	+ Net Balance in the Average Net Income for 12 months – ₱14,780.92 or higher									
Delivery Unit 3		Current Ratio ~ is 4:1	Current Ratio – is 4:1 or higher									

Prepared by:


Lilibeth F. Calderon
Senior Internal Control Officer B

Approved by:


Crispin Q. Tria
General Manager

MODIFIED FORM A1- DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

Name of Agency: **ORION WATER DISTRICT**

Name of Service: **Repair of water pipes and services**

Responsible Delivery Section: **Technical Section**

Identified Clients/Customer	Number of Clients Served in 2020	Volume of Transaction in 2020
Main and Service lines leak	1,225	1,225

<u>CRITERIA</u>	<u>STATUS AS OF FY 2019</u>	<u>TARGET IN FY 2020</u>	<u>FY 2020 STATUS OF STREAMLINING</u>	<u>REMARKS</u>
1. Number of Steps	Maintained 3 steps	Maintain 3 steps	Maintained 3 steps	
2. Turnaround Time (TAT)	Maintained 7 hours and 55 minutes	Maintain 7 hours and 55 minutes	Maintained 7 hours and 55 minutes	
3. Number of signatures	Maintained 1 signature	Maintain 1 signature	Maintained 1 signature	
4. Number of required documents	Maintained 1 form	Maintain 1 form	Maintained 1 form	
5. Transaction Costs				
a. Primary Costs	No fees required	No fees required	No fees required	
b. Other transaction Costs	N/A	N/A	N/A	
6. Substantive Compliance Costs	N/A	N/A	N/A	
7. Client/Citizen Satisfaction Results	Attained Very Satisfactory	To attain Very Satisfactory	Attained Very Satisfactory	

Prepared by:


ALEXANDER C. TEODORO
TECHNICAL SECTION-HEAD

Approved by:


Mr. CRISPIN Q. YRIA
GENERAL MANAGER

MODIFIED FORM A1- DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

Name of Agency: **ORION WATER DISTRICT**

Name of Service: **New Service Application/New Connection**

Responsible Delivery Section: **Commercial Section**

Identified Clients/Customer	Number of Clients Served in 2020	Volume of Transaction in 2020
Applicant for New Connection	348	348

<u>CRITERIA</u>	<u>STATUS AS OF FY 2019</u>	<u>TARGET IN FY 2020</u>	<u>FY 2020 STATUS OF STREAMLINING</u>	<u>REMARKS</u>
1. Number of Steps	Maintained 5 steps	Maintain 5 steps	Maintained 5 steps	
2. Turnaround Time (TAT)	Maintained 13 hours and 23 minutes	Maintain 13 hours and 23 minutes	Maintained 13 hours and 23 minutes	
3. Number of signatures	Maintained 3 signatures	Maintain 3 signatures	Maintained 3 signatures	
4. Number of required documents	Maintained 5 forms	Maintain 5 forms	Maintained 5 forms	
5. Transaction Costs				
a. Primary Costs	Php 2,400.00 for Application fee Cost of materials	Php 2,400.00 for Application fee Cost of materials	Php 2,400.00 for Application fee Cost of materials	
b. Other transaction Costs	N/A	N/A	N/A	
6. Substantive Compliance Costs	N/A	N/A	N/A	
7. Client/Citizen Satisfaction Results	Attained Very Satisfactory	To attain very satisfactory	Attained very satisfactory	

Prepared by:


EDNA B. RAMOS
COMMERCIAL SECTION-HEAD

Approved by:


Mr. CRISPIN Q. TRIA
GENERAL MANAGER

MODIFIED FORM A1- DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

Name of Agency: **ORION WATER DISTRICT**


Name of Service: **Payment of Water Bills**

Responsible Delivery Section: **Commercial Section**

Identified Clients/Customer	Number of Clients Served in 2020	Volume of Transaction in 2020
Concessionaires with unpaid water bill	61,278	61,278

<u>CRITERIA</u>	<u>STATUS AS OF FY 2019</u>	<u>TARGET IN FY 2020</u>	<u>FY 2020 STATUS OF STREAMLINING</u>	<u>REMARKS</u>
1. Number of Steps	Maintained 3 steps	Maintain 3 steps	Maintained 3 steps	
2. Turnaround Time (TAT)	Maintained 3 minutes	Maintain 3 minutes	Maintained 3 minutes	
3. Number of signatures	Maintained 1 signature	Maintain 1 signature	Maintained 1 signature	
4. Number of required documents	Maintained 1 form	Maintain 1 form	Maintained 1 form	
5. Transaction Costs				
a. Primary Costs	Amount of Water bill to be paid	Amount of Water bill to be paid	Amount of Water bill to be paid	
b. Other transaction Costs	N/A	N/A	N/A	
6. Substantive Compliance Costs	N/A	N/A	N/A	
7. Client/Citizen Satisfaction Results	Attained Very Satisfactory	To attain very satisfactory	Attained Very Satisfactory	

Prepared by:


EDNA B. RAMOS
 COMMERCIAL SECTION-HEAD

Approved by:


MR. CRISPIN O. TRIAS
 GENERAL MANAGER

MODIFIED FORM A1- DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

Name of Agency: ORION WATER DISTRICT

Name of Service: Reconnection

Responsible Delivery Section: Commercial Section

Identified Clients/Customer	Number of Clients Served in 2020	Volume of Transaction in 2020
with two months unpaid water bill	489	489

<u>CRITERIA</u>	<u>STATUS AS OF FY 2019</u>	<u>TARGET IN FY 2020</u>	<u>FY 2020 STATUS OF STREAMLINING</u>	<u>REMARKS</u>
1. Number of Steps	Maintained 4 steps	Maintain 4 steps	Maintained 4 steps	
2. Turnaround Time (TAT)	Maintained 4hours and 13 minutes	Maintain 4hours and 13 minutes	Maintained 30 minutes	
3. Number of signatures	Maintained 1 signature	Maintain 1 signature	Maintained 1 signature	
4. Number of required documents	Maintained 1 form	Maintain 1 form	Maintained 1 form	
5. Transaction Costs				
a. Primary Costs	Water bill amount and reconnection fee	Water bill amount and reconnection fee	Water bill amount and reconnection fee	
b. Other transaction Costs	N/A	N/A	N/A	
6. Substantive Compliance Costs	N/A	N/A	N/A	
7. Client/Citizen Satisfaction Results	Attained Very Satisfactory	To attain Very Satisfactory	Attained Very Satisfactory	

Prepared by:


EDNA B. RAMOS
 COMMERCIAL SECTION-HEAD

Approved by:


Mr. CRISPIN Q. TRIA
 GENERAL MANAGER

MODIFIED FORM A1- DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

Name of Agency: **ORION WATER DISTRICT**

Name of Service: **Disconnection of twomonths unpaid water bill**

Responsible Delivery Section: **Commercial Section**

Identified Clients/Customer	Number of Clients Served in 2020	Volume of Transaction in 2020
with two months unpaid water bill	559	559

<u>CRITERIA</u>	<u>STATUS AS OF FY 2019</u>	<u>TARGET IN FY 2020</u>	<u>FY 2020 STATUS OF STREAMLINING</u>	<u>REMARKS</u>
1. Number of Steps	Maintained 3 steps	Maintained 3 steps	Maintained 3 steps	
2. Turnaround Time (TAT)	Maintained 30 minutes	Maintained 30 minutes	Maintained 30 minutes	
3. Number of signatures	Maintained 1 signature	Maintained 1 signature	Maintained 1 signature	
4. Number of required documents	Maintained 1 form	Maintained 1 form	Maintained 1 form	
5. Transaction Costs				
a. Primary Costs	No fees required	No fees required	No fees required	
b. Other transaction Costs	N/A	N/A	N/A	
6. Substantive Compliance Costs	N/A	N/A	N/A	
7. Client/Citizen Satisfaction Results	Attained Very Satisfactory	To attain Very Satisfactory	Attained Very Satisfactory	

Prepared by:


EDNA B. RAMOS
 COMMERCIAL SECTION-HEAD

Approved by:


Mr. CRISPIN Q. TRIA
 ACTING GENERAL MANAGER

MODIFIED FORM A-DETAILS OF AGENCY/OFFICE PERFORMANCE REPORT

ORION WATER DISTRICT

NAME OF SERVICES	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COST				SUBSTANTIVE COMPLIANCE		CLIENT/CUSTOMER	
	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT
NEW SERVICE APPLICATION/ NEW CONNECTION	5 steps	Maintained 5 steps	13 hours and 23 minutes	Maintained: 13 hours and 23 minutes	3 signatures	Maintained: 3 signatures	5 forms	Maintained: 5 forms	Php 2,400.00 1,060.00	Php 2,400.00 1,060.00	N/A	N/A	N/A	N/A	To attain Very satisfactory	Attained Very Satisfactory
PAYMENT OF WATER BILL	3 steps with or without regular bill	Maintained 3 steps with or without regular bill	with or without regular bill 3 minutes	Maintained with or without regular bill 3 minutes	1 signature	Maintained 1 signature	1 form	Maintained 1 form	Amount to be paid	Amount to be paid	N/A	N/A	N/A	N/A	To attain Very satisfactory	Attained Very Satisfactory
RECONNECTION OF WATER SERVICES	4 steps	Maintained 4 steps	4 hours and 13 minutes	Maintained 4 hours and 13 minutes	1 signature	Maintained 1 signature	1 form	Maintained 1 form	Water bill amount Reconnection fee Php 100.00	Water bill amount Reconnection fee Php 100.00	N/A	N/A	N/A	N/A	To attain Very satisfactory	Attained Very Satisfactory
REPAIR OF WATER PIPES AND SERVICES	3 steps	Maintained 3 steps	7 hours and 55 minutes	maintained 7 hours and 55 minutes	1 signature	Maintained 1 signature	1 form	Maintained 1 form	No fees required	No fees required	N/A	N/A	N/A	N/A	To attain Very satisfactory	Attained Very Satisfactory
DISCONNECTION OF WATER LINE VOLUNTARY	3 steps	Maintained 3 steps	30 minutes	Maintained 30 minutes	1 signature	Maintained 1 signature	1 form	Maintained 1 form	No fees required	No fees required	N/A	N/A	N/A	N/A	To attain Very satisfactory	Attained Very Satisfactory

Prepared by:


EDNA B. RAMOS
Commercial Section Head

Approved by:


Mr. CRISPIN Q. YRIA
General Manager




ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan
Contact No.: (047) 240-4335

CITIZEN / CLIENT SATISFACTION REPORT

A. Description of the Citizen/Client Satisfactory Survey.

The Orion Water District measures the level of customer satisfaction through survey of its consumers by random sampling. For the period August to September 2020, the result of the Concessionaires' Evaluation Survey conducted within the district's concession area composed of 19 barangays (with 25 respondents per barangay) with 4 being the highest. The survey form shown below was crafted in Tagalog which aims to determine the district's performance as a water service provider in terms of:

- Service, i.e responsiveness and attitude
- Cleanliness

 ORION WATER DISTRICT Landing St., Lati, Orion, Bataan				
CUSTOMER FEEDBACK FORM				
Dahilan ng pagbisita sa ORIWD (i-tsek ang kahon)			Petsa: _____	
<input type="checkbox"/> - Magbabayad ng Water Bill			<input type="checkbox"/> - Cashier/Teller	
<input type="checkbox"/> - Mag-aaplay ng koneksyon ng tubig			<input type="checkbox"/> - Customer Service	
<input type="checkbox"/> - at iba pa			<input type="checkbox"/> - ibang Empleyado	
Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:				
BARANGAY	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.				
Maagap sa serbisyo				
Maalam ang empleyado sa pagtugon.				
Mabait at madaling lapitan ang empleyado.				
Tapat at pantay na serbisyo.				
Malinis at maayos na lugar.				
Iba pang puna o Mungkahi: _____				

Opsyonal: Pangalan: _____ Tirahan: _____ Contact #: _____				

- i. The data collected can be analyzed, interpreted and reported.
- ii. The issues can be repeatedly asked and results tracked over time.
- iii. The survey was completed to coincide with the crafting of the 2020 budget.

[illegible]

ORION WATER DISTRICT
Commercial Section
Results of Customer Satisfaction Survey

	Lubos na Sumasang-ayon	Sumasang-ayon	Hindi Gaanong Sumasang-ayon	Hindi Sumasang-ayon	Total No. of Concessionaires
	4	3	2	1	
Tinanggap ang kaukulang serbisyo	381	93	1	1	475
(%)	80%	19%	0%	0%	
Maagap na serbisyo	373	101	1	0	475
(%)	78%	23%	0%	0%	
Maalam ang staff o empleyado	371	104	0	0	475
(%)	77%	22%	0%	0%	
Mabait at madaling lapitan ang staff	403	71	1	0	475
(%)	85%	14%	0%	0%	
Tapat at pantay na serbisyo	382	93	0	0	475
(%)	79%	20%			
Malinis at maayos na lugar	385	90	0	0	475
(%)	81%	18%	0%	0%	

B. Improvement Action Plan for FY 2021

- To improve the survey on water quality and efficiency of service provided to the consumer.
- Improve further on the commercial services provided i.e efficient and courteous staff attending to the needs of the consumers, easy access on the water bill thru online inquiry and maintain the cleanliness and orderly office space.
- Resolve all customer complaints at the shortest time possible.

Prepared by:


Edna B. Ramos
Commercial Section-Head

Approved by:


Crispin G. Iria
General Manager



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

☐
☒
☐

- Magbabayad ng Water Bill
- Mag-aaplay ng koneksyon ng tubig
- at iba pa

Petsa:

09 - 10 - 20

☐
☐
☐

- Cashier/Teller
- Customer Service
- ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:

Pangalan: Rommel Nava Tirahan: St Michael Village Contact #: 047-244 8469



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☐ - Magbabayad ng Water Bill
☒ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

09-11-20

- ☐ - Cashier/Teller
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:

Pangalan: REA LABRADOR Tahanan: USUNGANI Contact #: 09129195354



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☐ - Magbabayad ng Water Bill
☒ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

9-8-20

- ☐ - Cashier/Teller
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:
Pangalan: Angela Macalinas Tirahan: Tutuban ORIN Contact #: 09303345925



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☒ - Magbabayad ng Water Bill
☐ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

8-12-20

- ☒ - Cashier/Teller
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:

Pangalan: AILEEN VELA FUENTE Tirahan: ALOK NAAN PARE Contact #: 09504062222



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

☒
☐
☐

- Magbabayad ng Water Bill
- Mag-aaplay ng koneksyon ng tubig
- at iba pa

Petsa:

8 - 10 - 20

☒
☐
☐

- Cashier/Teller
- Customer Service
- ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:
Pangalan: GILBERT SWIN

Tirahan:-

STO. DOMINGO

Contact #:

091788 93489



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☒ - Magbabayad ng Water Bill
☐ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

8-17-20



- ☒ - Cashier/Teller
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal: ALFREDO CARDOY
Pangalan: _____ Tirahan: PARO PARE Contact #: _____



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☐ - Magbabayad ng Water Bill
☒ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

09-08-20

- ☐ - Cashier/Teller
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: _____

Opsyonal:

Pangalan: MARTIN JUAN Tirahan: SP. DOMINGO Contact #: 09207634587



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

- ☐ - Magbabayad ng Water Bill
☐ - Mag-aaplay ng koneksyon ng tubig
☐ - at iba pa

Petsa:

- ☐ - Cashier/Teller **2**
☐ - Customer Service
☐ - ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	/			
Maagap sa serbisyo	/			
Maalam ang empleyado sa pagtugon.	/			
Mabait at madaling lapitan ang empleyado.	/			
Tapat at pantay na serbisyo.	/			
Malinis at maayos na lugar.	/			

Iba pang puna o Mungkahi: WALA NA !!

Opsyonal:
Pangalan: RONALDO QUERON Tirahan: DAAN PARE Contact #: _____



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

☐
☐
☐

- Magbabayad ng Water Bill
- Mag-aaplay ng koneksyon ng tubig
- at iba pa

Petsa:

☐
☐
☐

- Cashier/Teller
- Customer Service
- ibang Empleyado

2

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	✓			
Maagap sa serbisyo	✓			
Maalam ang empleyado sa pagtugon.	✓			
Mabait at madaling lapitan ang empleyado.	✓			
Tapat at pantay na serbisyo.	✓			
Malinis at maayos na lugar.	✓			

Iba pang puna o Mungkahi: WALA NA.

Opsyonal:

Pangalan: EDGAR J AEN

Tirahan: TACLOBAN WAWA OB

Contact #: 09075853506



ORION WATER DISTRICT
Landing St., Lati, Orion, Bataan

CUSTOMER FEEDBACK FORM

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon)

☐
☐
☐

- Magbabayad ng Water Bill
- Mag-aaplay ng koneksyon ng tubig
- at iba pa

Petsa:

☐
☐
☐

- Cashier/Teller
- Customer Service
- ibang Empleyado

Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na nagsasabi ng iyong saloobin:

PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.	<input checked="" type="checkbox"/>			
Maagap sa serbisyo	<input checked="" type="checkbox"/>			
Maalam ang empleyado sa pagtugon.	<input checked="" type="checkbox"/>			
Mabait at madaling lapitan ang empleyado.	<input checked="" type="checkbox"/>			
Tapat at pantay na serbisyo.	<input checked="" type="checkbox"/>			
Malinis at maayos na lugar.	<input checked="" type="checkbox"/>			

Iba pang puna o Mungkahi: _____

Opsyonal: Pangalan: Anaelyn Navarro Tirahan:- Alam Navaro Contact #: 09380864756