

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

LWUA-GSD-RCD-F013 Rev.01 (July 8, 2020)



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,

General Majlager

FORM A PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT FY 2020

WD NAME: ORION WATER DIS	STRICT (ORIWAD)						State Street Barello (St.) of maker?
	AND PERFORMANCE INDICATORS	FY 2019 ACTUAL ACCOMPLISHMENT	FY 2020 TARGET	RESPONSIBLE OFFICE / UNIT	FY 2020 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMEN T RATE	REMARKS
- Illa Camina Mana	gement						
A. Water Facility Service Mana 2020 Budget:	gentene						, the section
	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 are in certain barangays in Orion. Drillir of new deepwell water sources.
PIZ (Quality) Here	Percentage of household connections receiving 24/7 supply of water	100%	100%	Technical	100%	100%	All concessionaires receive 24 hou adequate water supply.
Service Pl 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 to 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	l	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, Commecial and Technical Sections	-Put up wash hand station that is available to employees and concessionairesEnsure 24/7 water supply within the service areasProvide adequate supply of alcohol, facemask, footbath and other disinfectantsConduct COVID-19 Awareness Campaign -Adoption of Alternative Work Arrangement during ECQ and Workfrom-home Arrangement to vulnerable employees such as senior citizen and those with underlying medical conditionsModification 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 put the continuous supply of water serv despite the economic impact of COV 19 pandemic. The District also conduregular disinfection and other pul health measures to help prevent spread of the virus. Moreover, compliance with Bayanihan Heal as of Act, the Board of Directors passer resolution authorizing the managem to postpone the water serv disconnection and waiving of penal to its unpaid concessionaires dullockdown period. For ease of paymic concessionaires with arrears allowed to pay in installment metho

FORM A PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT FY 2020

LWD NAME: ORION WATER DISTRICT (ORIWAD)

мғо	MFOs AND PERFORMANCE INDICATORS		FY 2020 TARGET	RESPONSIBLE OFFICE / UNIT	FY 2020 ACTUAL ACCOMPLISHMENT	ACCOMPLISHMEN T RATE	REMARKS
			-Conduct regular disinfection.		-Conduct regular disinfection.		
B. Water Distribution Service	Management		L	L		1	
2020 Budget			_	Y			
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.
	All water samples during the year should pass the physical- chemical and microbiological tests as required by PNSDW 2017.						Minimum chlorine residue in our water
PI 2 (Quality) Potability	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		0.3 – 0.8	Technical	0.3 – 0.7	100%	sources. Always within the acceptable range.
	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 problemseven during weekends and after office hours. The District purchased several units of generators for continuous water supply during power failures/ interruptions.
Support to Operation							
PI 1 Staff Productivity Index		1:228 28 employees for 6,381 active connections	1:237 29 employees for 6,871 active connections	1	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 ro plans for water rate increase in the succeeding years.
	 Compliance with RA No. 11032 or ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018. Percentage of customer acted upon against received 			Office of the General			
PI 3 Customer Satisfaction	complaints. Complaints through Hotline #8888 acted upon within 72hours	100%	100%	Manager, Admin, Commecial and Technical Sections	100%	100%	The District imnediately addresses all complaints the soonest possible time.

FORM A PERFORMANCE TARGETS AND ACCOMPLISHMENT REPORT FY 2020

LWD NAME: ORION WATER DISTRICT (ORIWAD) ACCOMPLISHMEN RESPONSIBLE OFFICE / REMARKS FY 2019 ACTUAL FY 2020 ACTUAL ACCOMPLISHMENT **FY 2020 TARGET** T RATE MFOs AND PERFORMANCE INDICATORS UNIT ACCOMPLISHMENT Complaints received through the WD customer service unit within the period prescribed by ARTA and other General Administration and Support Services (GASS) 2019 Budget Collection of water bills in Y2020 was quite challenging because of the economic impact of Covid-19 pandemic. The District exercises Collection Efficiency - 90.40% 97% Collection Efficiency - 90.53% Collection Efficiency - 93% different collection strategies to ensure Collection efficiency >90%; the continuous collection of cash and maintaning the accounts receivable Admin & Commercial under control. PI 1 Financial Viability and Sustainability + Net Balance in the Average Net + Net Balance in the Average Net + Net Balance in the Average Net Income for 12 Positive Net Balance in the Average Net Income for 100% Income for 12 months = > Income for 12 months -The net income target for Y2020 is months = > ₱14,780.92 ₱513,251.54 twelve (12) months; ₱340,788.10 based on the District's corporate operating budget. Current Ratio = > 4.74 100% Current Ratio = > 4 Current Ratio = 4.77 Current Ratio= > 1.5:1 Follow the prescribed content and period of submission of five financial reports: Statement of financial position All reports were complete All reports are complete and submit on time PI 2 a.)Compliance with COA Statement of comprehensive income and submitted to COA on time. reporting requirements Statement of Cash Flows Statement of Changes in equity Notes to Financial Statements Admin and Technical All reports are complete and 100% submit on time b.)Compliance with LWUA Section b.Compliance with LWUA reporting requirements in reporting requirements in accordance and period of submission. accordance to content and period submission All reports were complete All reports are complete and submit on time. i.e. Monthly Data Sheet, Balance Sheet, Income Statement, and submitted to LWUA on time. Cash Flow Statement, Microbiological/Physical/Chemical/ Chlorine Residual report, Approved WD Budget with Annual

Prepared by:

Liliteth F. Colderon
Senior Internal Control Officer

procurement Plan, Annual Report

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD NAM Major Outpu Respor	Final uts /	Performance Indicator 1	TARGET for Performance	FY 2020 ACCOMPLISHME NT for Performance	Performance Indicator 2	FY 2020 TARGET for PI 2	FY 2020 ACCOMPLIS HMENT for PI 2	Performance Indicator 3	FY 2020 TARGET for PI 3	FY 2020 ACCOMPLISHME NT for PI 3	Performance Indicator 4	FY 2020 TARGET for PI 4	FY 2020 ACCOMPLISHMENT for PI 4								
Bure	aus		Indicator 1	Performance																	
A. Water Delivery		ervice Managen	ent									Put up wash hand station that is available to employees and concessionaires. -Ensure 24/7 water supply									
Doliver	ry Unit 2			61%								-Provide adequate supply of alcohol, facemask, footbath and other disinfectants.	-The district shall be								
Deliver	y 0			Computed as: 6,871 active connections								-Conduct COVID-19 Awareness Campaign	able to sustain its practices or responses to Covid-								
		Quantity	6,871 Households o 61%	multiply by 5 ave.# of persons per HH divided by 56,002 total	Quality	100%	100%	100%	100%	100%	100%	100%	Timeliness 4.17:1	Timeliness	Timeliness 4.17:1	Timeliness 4.17:1 of water supply in	Adequate supply of water. 24/7 supply in all service areas.	upply COVID-19 Response Measures cu	Response	-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.	19To deliver continuous and/or uninterrupted water supply within its service area even in this time of crisis caused by the pandemic.
Delive	ery Unit 3																				
												-Conduct regular disinfection.									

FORM A-1
DETAILS OF DELIVERY UNIT/OFFICE PERFORMANCE INDICATORS AND TARGETS

LWD NAME: ORION WATER DISTRICT (ORIWAD)

Major Final	NATIONAL PROPERTY OF THE PROPE	FY 2020	FY 2020			FY 2020		The state of the s				
Outputs / Responsible	Performance Indicator 1	TARGET for Performance	ACCOMPLISHME NT for	Performance Indicator 2	FY 2020 TARGET for PI 2	ACCOMPLIS HMENT for	Performance Indicator 3	FY 2020 TARGET for PI 3	FY 2020 ACCOMPLISHME NT for PI 3	Performance Indicator 4	FY 2020 TARGET for PI 4	FY 2020 ACCOMPLISHMENT for PI 4
Bureaus B. Water Distribut	lon Service Mar	Indicator 1	Performance		L	PI 2		L		<u></u>		
b. water Distribut	ion service iviar	lagement	Т	Γ	Ι				M(41-1-20	T T		I
Delivery Unit 1								Within 30 minutes for	Within 30 minutes for minor			
Delivery Unit 2	Quantity	below 30%	below 30%	Quality	0.3 – 0.8	0.3 - 0.8	Timeliness	minor repairs and maximum of 8 hours for	repairs and maximum of 8 hours for major			
Delivery Unit 3								major repairs	repairs			
C. Support to Ope	rations (STO)											
Delivery Unit 1	Staff		6,871 active		Minimum	No water	Conton		100% All complaints received are			
Delivery Unit 2	Productivity	1:237	employees; 29 Regular	Affordability	water rate is	rate increase for the	Customer Satisfaction	100%	completely and			
Delivery Unit 3	Index		Employees		₱150.00	Y2020.	Sausiaction		satisfactorily addressed			
D. General Admini	stration and Su	port Services (GASS)					L	L	I	BARAN BARAN SALAH KANAN KANAN KANAN KANAN KANAN KANAN BARAN BARAN BARAN BARAN BARAN BARAN BARAN BARAN BARAN BA	has a second
Delivery Unit 1		Collection Efficiency – 93%	Collection Efficiency – 93%	a.)Compliance with COA	a) COA -							
Delivery Unit 2	Financial Viability and sustainability	+ Net Balance in the Average Net Income for 12 months - ₱14,780.92	₱14 790 02 or	reporting requirements b.)Compliance with LWUA reporting requirements in accordance to	Submission of reports complete and on time	Reports are submitted complete and on time.						
Delivery Unit 3		Current Ratio ~ is 4:1	Current Ratio – is 4:1 or higher	content and period submission	b) LWUA – Submission of reports complete and on time							

Prepared by:

Senior Internal Control Officer B

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

CRITERIA	STATUS AS OF FY 2019	TARGET IN FY 2020	FY 2020 STATUS OF STREAMLINING	REMARKS
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

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

CRITERIA	STATUS AS OF FY 2019	TARGET IN FY 2020	FY 2020 STATUS OF STREAMLINING	REMARKS
Number of Steps	Maintained 5 steps	Maintain 5 steps	Maintained 5 steps	
. 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	
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

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
Concessionares with unpaid water bill	61,278	61,278

CRITERIA	STATUS AS OF FY 2019	TARGET IN FY 2020	FY 2020 STATUS OF STREAMLINING	REMARKS
. Number of Steps	Maintained 3 steps	Maintain 3 steps	Maintained 3 steps	
. Turnaround Time (TAT)	Maintained 3 minutes	Maintain 3 minutes	Maintained 3 minutes	
. Number of signatures	Maintained 1 signature	Maintain 1 signature	Maintained 1 signature	
. 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	
5. 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:

COMMERCIAL SECTION-HEAD

Approved by:

GENERAL MANAGER

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

CRITERIA	STATUS AS OF FY 2019	TARGET IN FY 2020	FY 2020 STATUS OF STREAMLINING	REMARKS
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:

GENERAL MANAGE

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

CRITERIA	STATUS AS OF FY 2019	TARGET IN FY 2020	FY 2020 STATUS OF STREAMLINING	REMARKS
. Number of Steps	Maintained 3 steps	Maintained 3 steps	Maintained 3 steps	
. Turnaround Time (TAT)	Maintained 30 minutes	Maintained 30 minutes	Maintained 30 minutes	
. Number of signatures	Maintained 1 signature	Maintained 1 signature	Maintained 1 signature	
. Number of required documents	Maintained 1 form	Maintained 1 form	Maintained 1 form	
. Transaction Costs				
a. Primary Costs	No fees required	No fees required	No fees required	
b. Other transaction Costs	N/A	N/A	N/A	
5. 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

ORION WATER DISTRICT

NAME OF SER/ICES	NUMBE	R OF STEPS	TURNA	ROUND TIME	NUMBER (OF SIGNATURES		OF REQUIRED	PRIMA	TRANSA	CTION COST	ANSACTION COST		VE COMPLIANCE		USTOMER ON RESULTS
	TARGET IN FY 2020	STATUS OF STPEAMLINING 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 STREAMUNING EFFORT	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORT
NEW SERVIE 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 WA'ER 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	Maintaned 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 SERVCES	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	Maintalned 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:

Commercial Section Head



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

CITIZEN / CLIENT SATISFACTION REPORT

${\sf A.} \quad {\sf Description\ of\ the\ Citizen/Client\ Satisfactory\ Survey}.$

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								
- at iba pa	ng Water Bill g koneksyon ng tubig			r/Teller ner Service Empleyado				
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.								
lba pang puna o Mung	kahi:							
Opsyonal:								
Pangalan:	т	rahan:		Contact #:				

As per measurement approach, the method above is deemed compliant with the following properties:

- 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.

Below are sample accomplished survey forms:

ORION WATER DISTRIC	cr	ORION WATER I Lasting N., Leit, Ori	OSTRICT des, Batean	OBION WATE Londing R., Leit,	R DISTRICT Colon, Subsum
CUSTOMER PREDBACK POL	RW .	CUTTOMER FEEDSA	S -12 - 20	QUITOMER PERC	BACK FORM 189 - 11 - 20
I .	Posses 8 - 10 - 10 Content totals - Content totals - Burg tradingula	Dates on a pegatione is Offittion (+trush using kinders) - Magdiabound sg Wirier (bil - mag dustleying backleyon ag babs - se the pic	Cart or/Table Capturer Service - Rose Law heads	Dutalien seg psujahiba sa ORIWAN (skauta ang belenn) - Magadanyan ng Water till - Vergeaplar ng banakapan ng bulag - er da pa	Casterier Service - Guarg sendendo
Sa u-Batt ng 1 bunggang kiti salang ang pisakanuanang 1 tota ang kisam na nasa pagganyang tulan an tulan ang Juan-vanggapan ranganingnyan		So makes a 1 house of 1 house of government (1 horking lobe of PANAVAG Lobes on Guessempsys	n se regissob ng mang sahapan: R Handi tahan na Handi sama-nanganan manananganan	Scholar of 1 Singer & 1 Mary angeloulurantess) into any bi PAMAYAG Labor on Institutional reasonings your	skra til rigges det ng mang miseban payes Hilled Advan na namas engayes Hilled semensagagas
Hadispira (hadingsir) angli sebilar (author)		honge en/accessore angleschung wrates		hexagon/tenegge or to didary periher.	
Museum sa seriman		Mangag sa serbayo		Magapise sercitivo Masteri chi	
Manitan rog employeds de pugrapists		Muslem ang etrophysido sa pagdagon		employeds of addition	
Makail, at modalinit eprint and employado.		Matich at madaling light as any engine matich step engine		Bigharak madalag harten ang empleyado.	
Tagas of overlay or as sortions.		Taper to portury its seriory is		Treat at parties no servinges	
Malini, et estayon or hallsi		Models at matrices on liable		Materia et maissos na lugis: Ba carig pecu o Mungkan	
du para mina di Minarini		The pang at the in Mangrobit			Use a proposal de la constantina del constantina del constantina de la constantina del c
Companie WINKOT GENTY Training STD O	CONTRACT CONSIDER TO \$17.58° 38.46	Openment Objects Other County Tradem State.	Cost (first) Common (Cost)	Opported TX12 Let RE 400 River LA	SANESHALL COMMON COLUMNSTA
ORION WATER DI	FTRICT	ORION WATER Landing Br., Leli, O	DISTRICT Inform. Butana	ORION	VATER DISTRICT Lost, Orlan, Business
CUTTOMER PEEDBACK	K FORM	CUSTOMER PEEDS	201 10.00		PEEDBACK FORM
Debition ma prophistic or ORIVIAD (d-tests one brainer) - Stephalowed og Weiter til - Many modern og kanelloyen og cable - pe fild pe	Petros 09 - 09 - 20 Costenfellos - Costener fordos assectos tendos estas tendos estas contratos en	Doodlass on propinities on ORDARD (Hareh one bedroot) Magazinayan ng Water Dil Maja wakan ng waker/din ng saling at ha po	Cash-rey Teder - Cash-rey Teder - Cash-rey Teder - Rang Englando	Debition ng pegibling sa DRFWAD (s-tach sang hohon) - Masibulanyan ng Wahor sili - Masibulanyan ng kanaknyan ng tupag - at iko pa	Petron 7 - 5 - 100 - Conhiecy Verlar - Contriner Service - Bang Replay to
54 ward on 1 hampeing 4 4 Hilling one phroduces stated I from an elocate to PANAMAG Labor on James and J	1 ngs/ath ng jeung to kookite 2 Hindi Suhon me Ameta angayan	M. Guart og : honggong 4 in billang ong phokomutoso) foch ong kol. PENNOTAG: Labor nor Summerson	um ne regulati ne lezingasienthis: 2 1 novem Himil laties our unionnengayon Planti namosongay	Sauktot rg 1 hospyarg 4 jd hilling org printersetant i ver 40 BAMAYAG Lubes on Isa saukenempyyses	
Self spore environmental participation of the self-self-self-self-self-self-self-self-	+	Hangare framegay big scholars		Traduprise/heranggap	Sumdrives yet
Mangup to certuyo		Managar sa serindyo		Meagap za serbisyo	
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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	7	Ō	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

- a. To improve the survey on water quality and efficiency of service provided to the consumer.
- b. 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.

c. Resolve all customer complaints at the shortest time possible.

Prepared by:

Edna B. Ramos
Commercial Section-Head

sumasangayon sumasangayon				109 - 10	0 - 20
PAHAYAG Lubos na sumasangayon Sumasangayon Hindi lubos na sumasangayon Sumasangayon Hindi lubos na sumasangayon Sumasangayon Hindi lubos na sumasangayon Maalam ang empleyado sa pagtugon. Mabait at madaling lapitan ang empleyado. Tapat at pantay na	- Magbabayad - Mag-aaplay i - at iba pa	ng Water Bill ng koneksyon ng tubig		- Cashi - Custo - iban	er/Teller Imer Service g Empleyado
PAHAYAG Lubos na sumasangayon Atugunan/natanggap ang kaukulang serbisyo. Maalam ang empleyado sa pagtugon. Mabait at madaling lapitan ang empleyado. Tapat at pantay na	sukat ng 1 hanggang	4 (4 bilang ang pinakamataas	s) i-tsek ang kolum na na	gsasabi ng iyong saloobir	1
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Maalam ang empleyado sa pagtugon. Mabait at madaling lapitan ang empleyado. Tapat at pantay na					
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	lapitan ang				
Malinis at maayos na lugar.					
Iba pang puna o Mungkahi:	Iba pang puna o Mu	ngkahi:			

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

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.	V			
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tugunan/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.		r	
ba pang puna o Mungka	hi:		

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PAHAYAG	Lubos na sumasangayon	Sumasangayon	Hindi lubos na sumasangayon	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.				
lba pang puna o Mungl	kahi:			

	CUST	OMER FEEDBACK FO	ORM 2	23
- at iba pa	ng Water Bill g koneksyon ng tubig		- ibang	CALLED TO THE CONTRACT OF THE PROPERTY OF THE
Sa sukat ng 1 hanggang 4	(4 bilang ang pinakamata	as) i-tsek ang kolum na na 3	gsasabi ng iyong saloobin:	1
PAHAYAG	Lubos na sumasangayon	Sumasangayon	Hindi lubos na sumasangayon	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.	1			
Malinis at maayos na lugar.	/			
Iba pang puna o Mun	gkahi:			

Opsyonal: Contact #: OS1988 33 489

Pangalan: Contact #: OS1988 33 489

	CUST	OMER FEEDBACK FO	JRM 12	21)
- Magbabayad i - Mag-aaplay n - at iba pa	g koneksyon ng tubig		- Custo	ier/Teller omer Service g Empleyado
Sa sukat ng 1 hanggang 4	(4 bilang ang pinakamata	as) i-tsek ang kolum na na	agsasabi ng iyong saloobir	1:
PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	Hindi lubos na sumasangayon	Hindi sumasangayon
Natugunan/natanggap ang kaukulang serbisyo.				
Maagap sa serbisyo	1			
Maalam ang empleyado sa pagtugon.				
Mabait at madaling lapitan ang empleyado.				
Tapat at pantay na serbisyo.	V			
Malinis at maayos na lugar.				
Iba pang puna o Mun	gkahi:			
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Opsyonal: ALA	RENO CONDO	DAPY	> PARE	Contact #:

a sukat ng 1 nanggang 4 (ia 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.						
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MagbabayadMag-aaplay nat iba pa	a ORIWAD (i-tsek ang k ng Water Bill ig koneksyon ng tubig i (4 bilang ang pinakamata		- Custo - ibang	er/Teller 2 omer Service g Empleyado
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.				
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Opsyonal: Pangalan:	wo astron	irahan: ソメムハ	PARE	_ Contact #:

Magbabayad ng Water Bill Mag-aaplay ng koneksyon ng tubig at iba pa Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na ng			- Cashier/Teller - Customer Service - ibang Empleyado		
Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamata	as) I-tsek ang kolumina ne			
PAHAYAG	Lubos na sumasangayon	Sumasangayon	Hindi lubos na sumasangayon	Hindi sumasangayon	
Natugunan/natanggap ang kaukulang serbisyo.					
Maagap sa serbisyo					
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Tapat at pantay na serbisyo.	(
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Opsyonal: EDGAR JAEN Tirahan:-TKCLOBAN WAWA OB Contact #: 09075853506

Dahilan ng pagbisita sa ORIWAD (i-tsek ang kahon) - Magbabayad ng Water Bill - Mag-aaplay ng koneksyon ng tubig - at iba pa Sa sukat ng 1 hanggang 4 (4 bilang ang pinakamataas) i-tsek ang kolum na n			- Cashier/Teller - Customer Service - ibang Empleyado agsasabi ng iyong saloobin:		
PAHAYAG	4 Lubos na sumasangayon	3 Sumasangayon	2 Hindi lubos na sumasangayon	1 Hindi sumasangayon	
Natugunan/natanggap ang kaukulang serbisyo.	/				
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Maalam ang empleyado sa pagtugon.					
Mabait at madaling lapitan ang empleyado.	~				
Tapat at pantay na serbisyo.					
Malinis at maayos na lugar.	_				
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Opsyonal: AMALYA NAVAMO Tirahan:- 22 Mayra Contact #: 09380864756