



**Whole-of-Government Reengineering Plan  
 As of December 2021**

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			DIVISION/ DEPARTMENT	TARGET CLIENTS
	STEPS	PROCESSING TIME	COST	TARGET STEPS	PROCESSING TIME	COST		
• Inquiry Procedure – New Connection	Client - 3 Agency - 2	20 minutes 10 minutes	P100.00 Application Fee	Client - 3 Agency - 2	15 minutes 10 minutes	P100.00 Application Fee	Commercial Department	Concessionaire
• Inquiry Procedure – Senior Citizen Discount	Client - 2 Agency - 2	15 minutes 10 minutes	None	Client - 2 Agency - 2	10 minutes 10 minutes	None	Commercial Department	Concessionaire
• Request Procedure – New Connection	Client - 2 Agency - 4	10 minutes 25 minutes	P6,061.76 Materials	Client - 2 Agency - 4	10 minutes 20 minutes	P6,061.76 Materials	Commercial Department	Concessionaire
• Request Procedure – Change Name	Client - 1 Agency - 2	5 minutes 10 minutes	None	Client - 1 Agency - 2	5 minutes 8 minutes	None	Commercial Department	Concessionaire
• Request Procedure – Reconnection	Client - 2 Agency - 3	10 minutes 4 hours and 10 minutes	Unpaid Water Bill (if any) and Reconnection Fee P200.00	Client - 2 Agency - 3	8 minutes 4 hours	Unpaid Water Bill (if any) and Reconnection Fee P200.00	Commercial Department	Concessionaire
• Request Procedure – Disconnection	Client - 2 Agency - 3	10 minutes 4 hrs and 10 minutes	Unpaid Water Bill (if any)	Client - 2 Agency - 3	8 minutes 4 hours	Unpaid Water Bill (if any)	Commercial Department	Concessionaire
• Office Collection Procedure	Client - 4 Agency - 2	25 minutes 13 minutes	Water Bill	Client - 4 Agency - 2	20 minutes 10 minutes	Water Bill	Commercial Department	Concessionaire
• Customer Satisfaction Survey Procedure	Client - 2	15 minutes	None	Client - 2	13 minutes	None	Commercial Department	Concessionaire
• Handling of Customer Request / Complaint Procedure	Client - 2 Agency - 1	20 minutes 5 minutes	None	Client - 2 Agency - 1	18 minutes 5 minutes	None	Commercial Department	Concessionaire
• Refund of Payment	Client - 1 Agency - 2	5 minutes 20 minutes	None	Client - 1 Agency - 2	5 minutes 18 minutes	None	Commercial Department	Concessionaire

Certified Correct by:

*Maria Victoria G. Tungol*  
**Maria Victoria G. Tungol**  
 Supervising Customer Service Officer

Noted by:

*Engr. Charlito G. Rodriguez*  
  
**Engr. Charlito G. Rodriguez**  
 General Manager