Republic of the Philippines
METROPOLITAN NAGA WATER DISTRICT
40 J. Miranda Avenue, Naga City

DIVISION PERFORMANCE COMMITMENT AND REVIEW (DPCR)
CUSTOMER SERVICES DEPARTMENT

I, _____, Head of the Administrative Division,commit to deliver and agree to be rated on the attaintment of the following targets in accordance with the indicated measures for the period of January 1 to December 31, _____.

VIRGINIA I. NERO
Division Manager - A/Acting DMA-Customer Accounts Section

APPROVED BY:

VIRGINIA I. NERO
Acting General Manager

Date:

5 - Outstanding
4 - Very Satisfactory
3 - Satisfactory
2 - Unsatisfactory
1 - Poor

MFO / PAP	Success Indicators	SBP	MADLV	AAG	AAS	MSAA	ACS	MAA	ADRS	AGP	LNP	MACVS	MJLN	RRB	EPP	RAS	GAMS	ELBV	RDC	ANDL	NMMJR	RAO	AMGP	MCSA	ADSM	TAAT	Rating	Standard on when to receive 5,4,3,2,1					Remarks
																												5	4	3	2	1	
I. GENERAL ADMINISTRATION AND SUPPORT																																	
CUSTOMER SERVICES DIVISION																																	
A. BILLING SECTION																																	
Attends to Customer's complaints/queries	100% of customer's complaints, queries and requests acted upon w/ in 10 mins. from receipt																																
Monthly Reconciliation Report	Six (6) monthly reconciliation of Accounts																																
DAILY REPORTS	100% Submission of the following reports w/in 2																																
	1. Daily Collection Reports																																
	a. Office Collection																																
	b. Bank Collection																																
	c. SM Collection																																
	2. Daily Billing Summary																																
	3. Consolidated Daily Billing Summary																																
Updating of Customers Database	100% of the following water service information encoded day 1 upon receipt w/ 2 minor errors:																																
	1. New Water Service Connections																																
	2. Application for Reconnections																																
	3. Application for Disconnections																																
	4. Bill of Materials and Other Charges																																
	5. Accomplished AIO's																																
	6. Journal Entry Voucher (BAM)																																
	7. Approved Senior Citizen Application for Discount																																
Billing Adjustment Memos (BAM)	100% of BAM submitted day 2 upon receipt of accomplished AIO w/ 2 minor revisions																																
Notice of Adjusted Billing (NAB)	100% of NAB submitted day 2 upon receipt of accomplished AIO w/ 2 minor revisions																																
MONTHLY REPORTS	A. Six (6) monthly reports submitted w/ in 10 working days of the following month w/ 2 minor revisions:																																
	1. Consolidated Monthly Billing Summary																																
	2. Consolidated Monthly Collection Report																																
	3. Senior Citizen Discount																																
	4. Liability Charges																																
	5. Other Charges																																
	6. Summary of Accounts in Arrears																																
Monthly Accomplishment Report	Six monthly accomplishment reports of personnel submitted w/ in 5 working days of the																																
Attends to Customer's complaints/queries	100% of customer's complaints, queries and requests acted upon w/ in 10 mins. from receipt																																

Application for New Connection	100% of Applications for New Water Service Connection processed w/in 10 mins. upon																																		
Assignment & Implementation Order (AIO)	100% of AIO for various customer-related complaints and other requests issued w/ in 2																																		
Tax Witheld Report	100% of Summary of Summary of Withholding																																		
Daily Reports	100% of the following daily reports submitted w/																																		
	1. Daily Summary of Issued Assignment/Implementation Order (AIO's)																																		
	2. Daily Recording and Distribution of Various Notices, Demand Letters and Other Inter-Office Communications																																		
Comparative Monthly Data Report	Six (6) monthly reports submitted w/ in 10 working days of the following month w/ 2 minor																																		
	1. Comparative Montly Data Report																																		
	2. Monthly Report on Issued and Accomplished AIO's																																		
	3. Statement of accounts:																																		
	a. City Government Accounts																																		
	b. PNP Accounts																																		
	c. PIWAD Account																																		
Notice of Re-classification	100% of Notice of Re-classification submitted																																		
Incoming/Outgoing Communications	100% of incoming/outgoing communicatons recorded/distributed w/ in the day w/ 2 negative																																		
Reply to Queries/Requests	100% of draft replies on communications																																		
Filing of Various Division Records	100% of various division records filed and maintained																																		
Verification of Accounts w/ Illegal Connections	100% of Application for Reconnection verified for Illegal Connections w/ in 2 mins. w/ 1																																		
CUSTOMER ACCOUNTS DIVISION																																			
A. METER READING SECTION																																			
Meter Reading Schedule	Submission of six (6) monthly meter reading																																		
Meter Reading Activities	100% of assigned accounts read w/ in the																																		
Bill Serving Activities	100% of assigned accounts read and served																																		
Meter Reading prooflist /Status Report	100% of report submitted within the day with 2 minor errors																																		
Upload/Download Meter Reading Data	100% of meter reading data Uploaded/Downloaded 30 mins upon receipt																																		
Daily Accomplishment Report	100% of Daily Accomplishment report																																		
B. MONTHLY REPORTS	Submission of the following six (6) monthly																																		
	1. Monthly Accomplishment Report																																		
	2. Monthly Observation Report																																		
	3.Travel Expense Statement																																		
B. INVESTIGATION SECTION																																			
Conduct Investigation of Alleged Illegal Connections	100% of reported illegal connections investigated w/ in 2 days from receipt of AIO w/ 2 negative feedbacks																																		
Investigation Report on Illegal Connections	100% of illegal connections report submitted w/ in 3 days from conduct of investigation																																		
Inspection of New Service Connection Applications	100% of new connection applications inspected w/ in 2 days from receipt of																																		
Action on customers requests, complaints and queries	100% of customers requests, complaints and queries acted upon w/ in 3 days from receipt																																		
Serving of Demand Letters and Ntices	100% of Demand Letters and Notices served w/ in three (3) days upon receipt w/ 2																																		
Schedule of Cash Reward	100% of schedule of cash rewards submitted every 15th and 30th of the month w/ 2																																		
Verification of Accounts w/ Illegal Connections	100% of Application for Reconnection verified for Illegal Connections w/ in 2 mins.																																		
Daily Accomplishment Reports	100% of Daily Accomplishment report submitted w/ in the day with 2 minor errors																																		
Monthly Reports	100% of the following reports submitted w/																																		
	1 1. Monthy Accomplishment Report																																		
	2 2. Monthly Report on Illegal Connections																																		
C. Disconnection/Reconnection Section	**C. Disconnection/Reconnection Section**																																		
Attends to Customer's complaints and queries	100% customer's complaints/queries attended w/in 10 mins upon receipt of																																		
Daily Disconnection Order	100% of verified accounts for disconnection																																		

Report of disconnected accounts	100% of report of disconnected accounts submitted w/ in the day w/ 2 minor revisions																																
Daily Summary of Disconnected Accounts	100% of daily summary of disconnected accounts submitted on the following day w/																																
Application for Reconnection	100% Application for																																
Application for Disconnection	100% Application for Disconnection																																
Issuance of Assignment Implementation Order (AIO)	100% of AIO for reopening of same meter issued w/ in the day w/ 2 negative feedbacks																																
Daily Summary of Returned Water Meters	100% of Daily Summary of Returned Water Meters submitted on the 3rd day after																																
Daily Summary of Last Reading Consumption	100% of daiy summary of last reading consumption submitted on the 3rd day after																																
Monthly Reports	100% of the following reports submitted w/																																
	1. Monthly Report of Reconnected and Disconnected accounts																																
	2. Monthly Inventory of plugs and lead seal																																
Payroll for Pacquiao Workers	12 Semi-Monthly Payroll for pacquiao																																
Monthly Report of Accounts for Closure at Tapping Point	100% of the following reports submitted w/ in ten (10) working days of the following																																
Demand/Collection Letters	100% of Demand Letters on inactive																																
Action on/Reply to Formal Queries/Requests	100% of formal requests acted upon and/or prepared draft reply w/ in 3 days upon receipt																																
B. SERVICING SECTION																																	
Attends to Customer's complaints/queries	100% of customer's complaints, queries and requests acted upon w/ in 10 mins. from receipt																																
Evaluation/Processing of Customers Application for New Connection	100% of Applications for New Water Service Connection evaluated/processed w/in 15 mins. upon receipt w/ 2 negative feedbacks																																
Assignment & Implementation Order (AIO)	100% of AIO for various customer-related complaints and other requests issued w/ in 2																																
Witholding Tax on Water Bills Report	100% of Summary of Withholding Tax on Water Bills submitted every Monday of the week w/ 2																																
Daily Reports	100% of the following daily reports submitted on																																
	1. Daily Summary of Issued AIO's																																
	2. Daily Recording and Distribution of Various Notices, Demand Letters and Other Inter-Office Communications																																
Monthly Reports	Six (6) monthly reports submitted w/ in 10																																
	1. Comparative Monthly Data Report																																
	2. Monthly Report on Issued and Accomplished AIO's																																
	3. Statement of accounts:																																
	a. City Government Accounts																																
	b. PNP Accounts																																
Notice of Re-classification	100% of Notice of Re-classification submitted																																
Incoming/Outgoing Communications	100% of incoming/outgoing communicatons recorded/distributed the following day w/ 2																																
Action on/Reply to Formal Queries/Requests	100% of formal requests acted upon and/or prepared draft reply w/ in 3 days upon receipt																																
Filing of Various Division Records	100% of various division records filed and maintained with 2 negative feedbacks																																
Monthly Accomplishment Report	Six monthly accomplishment reports of personnel submitted w/ in 5 working days of the																																
Preparation of minutes of meeting	100% of minutes of meeting prepared w/ in 2 days after the meeting w/ 2 minor revisions																																
CUSTOMER ACCOUNTS DIVISION																																	
A. METER READING SECTION																																	
Meter Reading Schedule	Meter reading schedule 2 days before end of																																
Meter Reading Activities	100% of assigned accounts read w/ in the day w/ 6 minor errors																																
Bill Serving Activities	100% of assigned accounts read and served w/ in the day w/ 6 negative feedbacks																																
Meter Reading Prooflist /Status Report	100% of report submitted within the day with 2 minor errors																																
Upload/Download Meter Reading Data	100% of meter reading data uploaded / downloaded w/ in 10 mins. w/ 2 minor																																
Sample Water Bills	100% of printed sample water bills submitted w/in 1 min. w/ 1 minor error																																

Sample Water Bills	100% of uploaded meter reading data checked / verified thru the printed sample																																
Daily Accomplishment Report	100% of Daily Accomplishment report submitted on the following day with 2 minor																																
	2. 100% of field observations report submitted w/ in the day																																
Monthly Reports	w/in five (5) working days of the following																																
	1. Monthly Accomplishment Report																																
	2. Monthly Observation Report																																
	3. Travel Expense Statement																																
Action on/Reply to Formal Queries/Requests	100% of formal requests acted upon and/or prepared draft reply w/ in 3 days upon																																
B. INVESTIGATION SECTION																																	
Conduct Investigation of Alleged Illegal Connections	100% of reported illegal connections investigated w/ in 3 days from receipt of AIO																																
Investigation Report on Illegal Connections	100% of reported illegal connections w/ positive results submitted w/ in 3 days after																																
Inspection of New Service Connection Applications	1, 170 (50% of 90% annual target = 2,600) new connection applications inspected w/ in																																
Action on customers requests, complaints and queries	100% of customers requests, complaints and queries acted upon w/ in 3 days from receipt																																
Serving of Demand Letters and Notices	100% of Demand Letters and Notices served w/ in three (3) days upon receipt w/ 2																																
Schedule of Cash Reward	100% of schedule of cash rewards submitted every 15th and 30th of the month w/ 2																																
Verification of Accounts w/ Illegal Connections w/ Application for Reconnection	100% of Application for Reconnection verified for Illegal Connections w/ in 2 mins. w/ 1 negative feedback																																
Daily Accomplishment Reports	100% of Daily Accomplishment report submitted on the following day with 2 minor																																
MONTHLY REPORTS	100% of the following reports submitted w/ in five (5) working days of the following																																
	1. Monthy Accomplishment Report																																
	2. Monthly Report on Illegal Connections																																
	3. Monthly schedule of cash reward																																
	4. Consolidated Division Monthly Accomplishment Report (sent to HR email)																																
Action on/Reply to Formal Queries/Requests	100% of formal requests acted upon and/or prepared draft reply w/ in 3 days upon																																
C. DISCONNECTION & RECONNECTION SECTION																																	
Daily Disconnection Order	100% of verified accounts for disconnection																																
Daily Report of Disconnected Accounts	100% of report of disconnected accounts submitted w/ in the day w/ 2 minor revisions																																
Daily Summary of Disconnected Accounts	100% of daily summary of disconnected accounts submitted on the following day w/																																
Issuance of Assignment Implementation Order (AIO)	100% of AIO for reopening of same meter issued w/ in the day w/ 2 negative feedbacks																																
Application for Reconnection	100% Application for Reconnection																																
Application for Disconnection	100% Application for Disconnection																																
Daily Summary of Returned Water Meters	100% of Daily Summary of Returned Water Meters submitted on the 3rd day after																																
Daily Summary of Last Reading Consumption	100% of daiy summary of last reading consumption submitted on the 3rd day after																																
MONTHLY REPORTS	100% of the following reports submitted w/																																
	1. Monthly Report of Reconnected and Disconnected accounts																																
	2. Monthly Accomplishment Report of Disconnectors																																
	3. Monthly Inventory of disconnected meters, plugs and lead seals																																
	4. Monthly Report of Accounts for Closure at Tapping Point																																
Attends to Customer's complaints and queries	100% of customer's complaints/queries attended w/in 10 mins upon receipt of																																
Payroll for Pacquiao Workers	12 Semi-Monthly Payroll for pacquiao																																
Filing of Various Division Records	100% of various division records filed and maintained with 2 negative feedbacks																																
Demand/Collection Letters	Prepared Demand Letters for 25% inactive																																

Monthly Accomplishment Report	Six monthly accomplishment reports submitted w/ in 5 working days of the																														
Action on/Reply to Formal Queries/Requests	100% of formal requests acted upon and/or prepared draft reply w/ in 3 days upon																														
II. SUPPORT TO OPERATIONS																															
Division Performance Commitment and Review (DPCR)	Prepared and submitted to PMT w/ 2 minor revisions																														
	DPCR encoded on December w/ 2 minor revisions																														
Individual Performance Commitment and Review (IPCR)	Individual Performance Commitment and Review (IPCR) Rating for January to December submitted to HRD w/ 2 minor																														
Total Overall Rating																															
Final Average Rating																															
Adjectival Rating																															

PERFORMANCE MANAGEMENT TEAM (PMT)

Assessed by:

Date:_____

VIRGILIO B. LUANSING
Chairperson
ACTING DMA, PDD/OIC-EWRD

VICENTE ANICETO D. RUBIO
Member
SWUM/DO, EWRD

EMMA A. CUYO
Member
DMA - AD & OIC-TBD

RICARDO B. FELIX
Member
DMA, HRD

CRISTINA S. TADURAN
Member
IRMO-C, HRD

RONALD R. SARMIENTO
Member
MNWDEU, President

Final Rating by:

CESAR H. FEDERIZON
General Manager A

Date:_____