



Republic of the Philippines  
EMPLOYEES PROVINCE OF ISABELA  
**CITY OF ILAGAN WATER DISTRICT, CCC 090**

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City of Ilagan, Isabela  
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## **IMPROVEMENT ACTION PLAN FOR FY 2021**

### *Operations and Technical Division*

- Delivery of high quality services to meet consumers' targets 24/7 pumping schedule or 24/7 delivery of safe, potable and water to every household.
- Reduction of Non-Revenue Water
- Preventive maintenance and rehabilitation of water supply sources, pump house and distribution line.
- Immediate response to customer complaints
- Maintain chlorine residual range from .3ppm to .2ppm daily or improved customer service delivery and satisfaction

### *Commercial Division*

- Accurate billing and reading
- Customer service processing (service connection, disconnection, billing and collection)
- Immediate response to customer complaints
- Marketing
- Maintain and update website on new policies and announcements
- Update the Philippine Government Electronic Procurement System (PhilGEPS) on CIWD purchases
- Maintain and Update the Citizen Charter

### *Gender and Development Program*

- Number of attendance to trainings and seminars of Board of Directors and CIWD employees
- Number of activities conducted for women, men and children

### *Freedom of Information*

- Adoption and implementation of the Freedom of Information and Electronic Freedom of Information (E-FOI)
- Immediate response to consumer's concerns and queries
- Adherence and implementation of Commission on Audit (COA) , Civil Service Commission (CSC) , Department of Budget and Management (DBM) , Department of Health (DOH) , Local Water Utilities Administration (LWUA) , Philippine Association of Water Districts (PAWD) Circulars, issuances and programs and other line agencies.

*Finance Division*

- Enhance financial profitability, control and collection performance
- Improvement ratings in CIWD's financial performance in the following;
  - ✓ Collection efficiency
  - ✓ Collection rate XTD
  - ✓ One-time payment (current)
  - ✓ Current rate
  - ✓ Operation ratio
  - ✓ Net income ratio

*Revenue Growth/Sales enhancement*

- Operation and financial efficiency/ productivity improved

*Non-frontline Services*

1) Human Resources Section

- Application of Leave
- Recruitment
- Issuance of Office order
- Dissemination of memorandum circular

2) Administrative and General Services

- Procurement activities
- Issuance/releasing of materials
- Releasing of materials

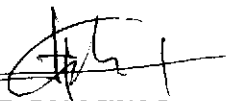
3) Finance Accounting and Budgeting

- Preparation and submission of Financial Statements (COA, LWUA)
- Preparation of Disbursement Voucher
- Petty cash custodian

4) Operation and Technical Division

- Estimation and maintenance
- Preparation and action on service request

Prepared by:

  
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OIC/ Admin and Gen. Services Division

Approved by:

  
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General Manager C