

**MODIFIED FORM A  
DEPARTMENT/AGENCY PROCESS RESULTS REPORT**

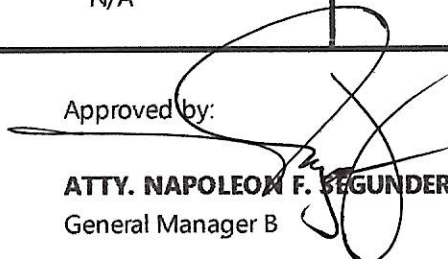
AGENCY NAME:	<b>ALAMINOS CITY WATER DISTRICT</b>	
	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
<b>(1) Name of Service</b>	Application for 10% Discount on Water Bill (One-Time Availment)	
<b>(1a) Reason for Selection</b>	A service attributable to the MFO/Programs	
<b>(2) Responsible Unit/s</b>	Commercial Services Department, Customer Accounts Division	
<b>(3) Identified Clients e.g G2C, G2B, G2G</b>	All ACWD Customers (G2C, G2B, G2G)	
<b>(4) Number of Client Visits in FY 2022</b>	47	
<b>(5) Volume of Transactions in FY 2022</b>	47	
<b>(6) FY 2021 Improvements (ease of transaction, digitization, standardization)</b>	Standardization	
<b>(7) FY 2021 Results (evidence)</b>	ISO - QMS Certification	
<b>(8) FY 2022 Improvements (ease of transaction, digitization, standardization)</b>	Digitization	
<b>(9) FY 2022 Results (evidence)</b>	Procurement and Utilization of a Software using Total Customer Management System (TCMS)	
<b>(10) FY 2022 Citizen/Client Satisfaction Rating</b>	Very Satisfactory	
<b>(11) Remarks</b>	N/A	

Prepared by:



**MA. LOURDES R. DE FRANCIA**  
Department Manager B  
Commercial Services Department

Approved by:



**ATTY. NAPOLEON F. SEGUNDERA, JR.**  
General Manager B