

**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>		Request for Certificates and HR Records
<b>(1a) Reason for Selection</b>		A service that involves interagency action
<b>(2) Responsible Unit/s</b>		Admin and Human Resource Department
<b>(3) Identified Clients e.g G2C, G2B, G2G</b>		G2G
<b>(4) Number of Client Visits in FY 2022</b>		449
<b>(5) Volume of Transactions in FY 2022</b>		449
<b>(6) FY 2021 Improvements</b> (ease of transaction, digitization, standardization)		Standardization
<b>(7) FY 2021 Results</b> (evidence)		ISO - QMS Certification
<b>(8) FY 2022 Improvements</b> (ease of transaction, digitization, standardization)		Digitization
<b>(9) FY 2022 Results</b> (evidence)		HR Records and Certificates maybe requested online, where documents are scanned or in PDF Format
<b>(10) FY 2022 Citizen/Client Satisfaction Rating</b>		Very Satisfactory
<b>(11) Remarks</b>		N/A

Prepared by:

**GENESIS G. ARIOLA**  
 HRMO, Department Manager B  
 Admin and HR Department

Approved by:

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

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