

**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 Water Meter Calibration, due to High/Zero Consumption		
<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>	44		
<b>(5) Volume of Transactions in FY 2022</b>	44		
<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		

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Approved by:

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