



CONTEXT OF THE ORGANIZATION

Date prepared: January 05, 2017

Date updated:

INTERESTED PARTIES	NEEDS/EXPECTATIONS	ISSUES INTERNAL/EXTERNAL	RISK/ OPPORTUNITY
<ul style="list-style-type: none"> • CONCESSIONERS 	<p>Timeliness and accurate reading</p> <p>Timeliness and proper distribution of bill statement</p> <p>Prompt and proper action on request</p> <p>Correctness and ease in paying</p> <p>Correct information on rules and regulation of water district</p>	<p>Meter is hard to read due :</p> <ul style="list-style-type: none"> - Moist meter glass - Broken mete glass - Inside premises - Buried meter - Due to high tide - Stolen meter <p>Absent or sick meter reader</p> <p>Late bill tending due ;</p> <ul style="list-style-type: none"> - Weather condition - High or low consumption / same reading <p>Billing statement not received due to no attending person Or no mail box</p> <p>No water / leakages/ dirty water Reopening and temporary disconnection</p> <p>Long lines of paying customers during due dates</p> <p>Lack awareness of WD rules and regulation</p>	<p>RISK / OPPORTUNITY</p> <p>RISK</p> <p>Risk / opportunity</p> <p>risk</p> <p>risk</p>

DIVISION/SECTION: Commercial



Bocaue Water District

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<ul style="list-style-type: none"> • EMPLOYEES • ENGINEERIN DIVISION • ADMIN. DIVISION • BARANGAY OFFICIALS 	<p>Management support</p> <ul style="list-style-type: none"> - Prompt submission of service request and maintenance Orders - Prompt submission of reports - Requirements and permits 	<ul style="list-style-type: none"> - Lack of medical insurance and other benefits - Lack of supplies and transportation maintenance - Lack of tools / equipment for disconnection - Lack of plumber for basic repair and maintenance - Lack of manpower for disconnection - Lack information and seminars - Prompt action of service request - Prompt submission of reports 	<ul style="list-style-type: none"> - RISK / OPPORTUNITY - RISK - risk

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