



Republic of the Philippines

WAO WATER DISTRICT

Brgy. Western, Wao, Lanao Del Sur

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This certifies that the following systems, utilized within the Wao Water District, have undergone successful digitization efforts as outlined in the initiatives for digital transformation of both external and internal services.

No.	Digitization Initiative	Service Description	Initiative Details	Beneficiaries	Results
1	Wao Water District Website and Facebook page account	Online Platform for Water Services Information	Upgrading website for better user experience	Concessionaires	Increased facebook traffic, reduced call and volumes to customer services and improved customer satisfaction ratings
2	Customer Complaints System	Tool for managing customer complaints and feedback	Establishing proficient system for handling customer complaints	Concessionaires	Streamlined complaint, submission, automated reports, generation centralized complaint database, complaint tracking
3	Payment Collection System	System for managing water bill payments	Streamlining of payment processes and business operating procedures	Concessionaires	Enhanced data accuracy, faster transactions, efficient record keeping.
4	Wao Water District Human Resource Information System	System for managing WWD employee's data and information	Digitalization of employee records (201 files)	WWD Employees	Enhanced Data accuracy, faster leave transaction and centralized record keeping.

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