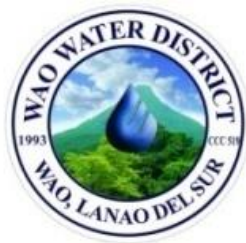


# **WAO WATER DISTRICT**

**CITIZEN'S CHARTER**  
**2021 (2<sup>nd</sup> Edition)**



# **WAO WATER DISTRICT**

# **CITIZEN'S CHARTER**



## **I. Mandate**

The WAO Water District was established thru Presidential Decree No. 198 as amended, and as the enabling law to the creation of water districts, on May 26, 1993. The District was issued the Conditional Certificate of Conformance (CCC No. 519) by the Local Water Utilities Administration (LWUA).

The mandates of the District are:

- To acquire, install, improve, maintain and operate water supply and distribution systems for domestics, industrial, municipal and agricultural uses for residents and lands within the boundaries of the district;
- To provide, maintain and operate waste water collection treatment and disposal facilities; and
- To conduct such other functions and operations incidental to water resource development, utilization and disposal within the district, as are necessary or incidental to said purpose.

## **II. Vision**

To be the finest and proficient Water District, extending excellent services, with quality water at a reasonable cost, addressing the emergent need of the concessionaires, employees and the community, and providing water resource sustainability.

## **III. Mission**

We commit reliable service, 24/7 supply of potable and affordable water to satisfy and uphold the well-being of our concessionaires by conducting ourselves as public servants, upholding the tenets of professionalism and taking pro-active stance in environmental concerns.

## **IV. Service Pledge**

We, the officials and employees of the Wao Water District, commit to:

- Serve you promptly, efficiently, and with utmost courtesy by authorized personnel and with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., (with no noon break);
- Ensure strict compliance with service standards;
- Respond to your complaints about our services through our complaint and assistance desk and take corrective measures;
- Value every citizen's comments, suggestions, and needs; and
- Empower the public with access to information on our policies, activities and services.

All these we pledge;  
because YOU deserve no less.



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## **Commercial Section Frontline External Services**



## 1. Application for New Water Service Connection

Those in the service area of Wao Water District without existing water service connection, at least 18 years old, and of good moral character can apply for the said service.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	At least 18 years old; With good moral character; Without existing water service connection;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Fully accomplished application form for Service Connection		Commercial Section- PACD Officer		
Barangay Clearance (1 original, 1 photocopy)		Designated Barangay Hall		
Valid Identification Card (1 photocopy)		TIN/Voter's/Driver's/Postal		
For Senior Citizen: Senior Citizen's I.D. (1 photocopy)		Senior Citizen's ID		
Attended the orientation (Every Tuesday: 9:00 am- 9:30 am)		WWD Orientation Hall		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Ask the Public Assistance and Complaints Desk officer for an application form in the office lobby	1. Give the Service Connection Application Form to the client	None	1 minute	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section</i>
2. Fill-up the application form and affix your signature	2. Instruct the client on how/ what to write in the said form	None	2 minutes	Applicant
3. Submit the fully accomplished application form together with the original and photocopied requirements to the PACD officer	3. Check & verify the authenticity of the requirements	None	2 minutes	<i>Administrative Services Aide Commercial Section</i>
4. Attend orientation at the Orientation Hall of WWD *Make sure to be on time (on or before 9:00 am)	4. Conducts the orientation	None	30 minutes	<i>Commercial Staff Commercial Section &amp; the Applicant</i>
5. Wait for the advice from the commercial and technical personnel	5. Proceed to the site for evaluation	None	Maximum of 1 hour	<i>Engineering Aide B Engineering Section</i>

*The client will be informed thru text/call	and inspection			
6. Passed the Site Inspection: Pay Installation/ Registration & Maintenance fee to the teller upon advised by the PACD officer *Payment can be done on the day the application was filed or the next day	6. Process payment and issue Collector's Official Receipt;  Start processing the request	Installation/ Registration & Maintenance Fee- PHP 3,500.00 (Full Payment) or PHP 1,500.00 (Minimum down payment)	5 minutes	<i>Senior Accounting Processor B</i> Finance Section  <i>Administrative Services Aide</i> Commercial Section
6.1 Did Not Pass Inspection: Will be informed by the PACD about the result of the inspection.	6.1 Explain thoroughly the situation to the client & advise them on what to do	None		<i>Administrative Services Aide</i> Commercial Section
<b>TOTAL:</b>		Installation/ Registration & Maintenance Fee For Full Payment: <b>PHP 3,500.00</b>  For Minimum Down Payment: <b>PHP 1,500.00</b>	<b>1 hour &amp; 40 minutes</b>	

(Application for New Water Service Connection) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 2. Reconnection of Disconnected Water Service Connection

Clients with inactive or disconnected service connections can avail the said service.

<b>Office/ Division:</b>	Commercial Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	With inactive or disconnected service connections whether by

		temporary or pulled- out meter;		
Checklist of Requirements		Where to Secure		
Full payment of Water Bill and Installation/ Registration balance plus the Reconnection Fee: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
Service Request Form		Commercial Section- PACD Officer		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Settle delinquent water bill to the teller and pay the reconnection fee	1. Check/ verify the total amount of water bill; Process and accept payment; then issue Collector's Official Receipt	Total Amount Due of the Client + PHP 200.00 (Residential) or PHP 300.00 (Commercial)	5 minutes	Senior Accounting Processor B Finance Section
2. Proceed to the PACD area in the lobby	2. Prepare Service Request Form & record the Official Receipt number; then affix signature	None	5 minutes	Public Assistance & Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section
3. Can go home and wait for the commercial staff to reconnect your water service connection	3. Schedule and conduct reconnection of service connection	None	30 minutes	Administrative Services Aide Commercial Section
<b>TOTAL:</b>		<b>Reconnection Fee: Total Amount Due of the client +  PHP 200.00 (Residential) or PHP 300.00 (Commercial)</b>	<b>40 minutes</b>	

(Reconnection of Disconnected Water Service Connection) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

### 3. Request for Change of Classification



Clients can opt to change their classification from residential to commercial or vice versa.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2B- Government to Business			
<b>Who may avail:</b>	All residential and with businesses concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Inspection Report		Commercial Section- PACD Officer		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.State your concern to the PACD officer at the lobby	1. Give the Service Connection Application Form to the client	None	1 minute	<i>Public Assistance &amp; Complaints Desk Officer (PACD) Commercial Section</i>
2. Fill-up the application form and affix your signature	2. Instruct the client on how/ what to write in the said form	None	2 minutes	Applicant
3. Can go home and wait for the commercial/ technical staff to do the inspection	3. Schedule and conduct inspection	None	30 minutes	<i>Administrative Services Aide Commercial Section or Engineering Aide B Engineering Section</i>
4. Wait for the advice from the commercial personnel	4. Make an inspection report. Furnish a copy to the PACD officer for preparation of summary report  4.1 Make summary report and furnish a copy to the Billing in-charge	None	7 minutes	<i>Engineering Aide B Engineering Section</i>
			5 minutes	<i>Storekeeper D Commercial Section</i>
5. Wait for the advice from the commercial personnel *The client will be informed thru a letter which will be delivered to their homes	5. Prepare and distribute the letter  5.1 Give feedback regarding the request	None	Maximum of 1 day	<i>Administrative Services Aide Commercial Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 day &amp; 45 minutes</b>	

(Request for Change of Classification) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

#### 4. Request for Change of Name/ Ownership

Clients can opt to change the name and ownership of their account or accounts of other/ previous clients with proper and legal documents.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Valid Identification Card (1 photocopy)		TIN/Voter's/Driver's/Postal		
Barangay Clearance (1 original, 1 photocopy)		Designated Barangay Hall		
Proof of Ownership (1 photocopy)		Land/ Lot and House Title/ Any form of Agreement		
Letter of Authorization (1 original)		From the previous owner/ client		
Attended the orientation (Every Tuesday: 9:00 am- 9:30 am)		WWD Orientation Hall		
Fully accomplished application form for Service Connection		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.State your concern to the PACD officer at the lobby	1. Give the Service Connection Application Form to the client	None	1 minute	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section</i>
2. Fill-out the application form and affix your signature  2.1 Submit accomplished form with all the necessary requirements	2. Instruct the client on how/ what to write in the said form  2.1 Check/ verify the authenticity of the requirements & forward it to the cashier for payment	None	3 minutes	Applicant and the <i>Administrative Services Aide Commercial Section</i>

3. Pay to the cashier	3. Process payment and issue Collector's Official Receipt	Change of Name/ Ownership Fee- PHP 50.00	5 minutes	<i>Senior Accounting Processor B</i> Finance Section
4. Go back to the PACD area and wait for the result	4. Record official receipt number to the application form then affix signature; Start processing the request	None	1 minute	<i>Administrative Services Aide</i> Commercial Section
<b>TOTAL:</b>		<b>Change of Name/ Ownership Fee- PHP 50.00</b>	<b>10 minutes</b>	

(Request for Change of Name/ Ownership) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 5. Request for Replacement of Ballvalve and of Defective Water Meter

Clients with defective ballvalve or water meter can avail the said service.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Service Request Form		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. State your concern to the PACD officer at the lobby	1. Attend the client's concern; Make the necessary action regarding the request; Coordinate with the personnel from the Technical Section	None	2 minutes	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide</i> Commercial Section
2. Wait for the result of the inspection	2. Conduct inspection	None	30 minutes	<i>Engineering Aide B</i>

				Engineering Section
3. Wait for the list of materials needed for change of ball valve/defective meter	3. Inform the client/s about reports/ recommendations made *Give the list of materials needed for change of ball valve/defective meter	None	2 minutes	Administrative Services Aide Commercial Section
4. Pay the needed/ requested materials to the cashier & wait for your receipt as proof of payment	4. Compute/verify the total amount of materials. Process payment and issue official receipt	Payment for Ballvalve- PHP 300.00  Payment for Water Meter- PHP 1,500.00	5 minutes	Senior Accounting Processor B Finance Section
5. Go to the Engineering Section which is located on the left side of the office building and present your receipt	5. Prepare SRS of materials needed for change of ball valve/defective meter	None	2 minutes	Engineering Aide B Engineering Section
6. Present the approved (SRS) and the Official Receipt to supply officer in the stockroom which is located on the right side of the office building	6. Check/verify SRS; Record Official Receipt Number Store and issue materials to the assigned plumber	None	3 minutes	Clerk Processor B Admin Section
7. Return to the PACD officer in the lobby	7. Issue Service Request Form	None	1 minute	Administrative Services Aide Commercial Section
7.1 Go home and wait for the technical staff to replace the defective ballvalve/ water meter	7.1 Schedule and conduct the ball valve replacement/ change of defective water meter		50 minutes	Engineering Aide B Engineering Section
<b>TOTAL:</b>		For Payment of Ballvalve: <b>PHP 300.00</b>  For Payment for Water Meter:	<b>1 hour &amp; 35 minutes</b>	

	<b>PHP 1,500.00</b>		
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(Request for Replacement of Ballvalve and of Defective Water Meter) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 6. Request for Temporary/ Voluntary Disconnection of Water Service Connection

Clients who opt to temporary/ voluntary disconnect their water services can avail the said service.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District who wishes for temporary/voluntary disconnection due to a.) unoccupied premises; b.) any valid reason that the service needs to be disconnected			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Full Payment of outstanding Water Bill and/ or Installation/ Registration Balance: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. State your concern to the PACD officer at the lobby	1. Prepare and give the Service Request Form to the client	None	1 minute	<i>Administrative Services Aide Commercial Section</i>
2. Fill-out the Service Request Form	2. Process the request; State to the customer that he/she have to pay his/her outstanding account	None	2 minutes	Applicant & the <i>Administrative Services Aide Commercial Section</i>
3. Pay your outstanding account to the teller and wait for your receipt as proof of payment	3. Process payment and issue Collector's Official Receipt;	Total Amount Due of the Client	5 minutes	<i>Senior Accounting Processor B Finance Section</i>
4. Show receipt to the PACD officer	4. Schedule the implementation of the disconnection	None	2 minutes	<i>Administrative Services Aide Commercial Section</i>
4.1 Can go home and	4.1 Implementing		45 minutes	&

wait for the action of the district	the disconnection			<i>Engineering Aide B Engineering Section</i>
<b>TOTAL:</b>		Total Amount Due of the Client	<b>55 minutes</b>	

(Request for Temporary/ Voluntary Disconnection of Water Service Connection) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 7. Request for Water Meter Transfer

Clients who want to transfer their water meter can avail the said service.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Service Request Form		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. State your concern to the PACD officer at the lobby	1. Give the Service Request Form to the client;	None	1 minute	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section</i>
2. Fill-out the Service Request Form	2. Process the request; Schedule and implement inspection to the area	None	1 minute	<i>Applicant and Administrative Services Aide Commercial Section</i>
3. Wait until inspection is done at the lobby	3. Inspect the area & record the result/ recommendations of the inspection in the service request form	None	30 minutes	<i>Engineering Aide B Engineering Section</i>
4. If recommendation is	4. Inform the client/s about	None	2 minutes	<i>Administrative Services Aide</i>

<p>approved: Wait for the list of materials needed for water meter transfer</p> <p>4.1 If recommendation is not approved for water meter transfer: Listen to the advice of the staff and be open-minded</p>	<p>reports/ recommendations made</p> <p>If approved: *Give the list of materials needed for water meter transfer</p> <p>4.1 If not approved: Explain thoroughly to the client the reasons for disapproval of water meter transfer request</p>			Commercial Section
5. Pay the needed/ requested materials to the cashier & wait for your receipt as proof of payment	5. Compute/verify the total amount of materials. Process payment and issue official receipt	Water Meter Transfer Fee: PHP 100.00  Fittings: PE Tube size 1"- PHP 74.50 or PE Tube size 1/2"- PHP 26.00	5 minutes	Senior Accounting Processor B Finance Section
6. Go to the Engineering Section which is located on the left side of the office building and present your receipt	6. Prepare SRS of materials needed for water meter transfer	None	2 minutes	Engineering Aide B Engineering Section
7. Present the approved (SRS) and the Official Receipt to supply officer in the stockroom which is located on the right side of the office building	7. Check/verify SRS; Record Official Receipt Number Store and issue materials to the assigned plumber	None	3 minutes	Clerk Processor B Admin Section
8. Return to the PACD officer in the lobby	8. Record Official Receipt number to the service request form and affix signature; Forward it to the Technical Personnel for appropriate action.	None	1 minute	Administrative Services Aide Commercial Section
9. Go home and	9. Schedule and	None	1 hour	Engineering

wait for the technical staff to transfer your water meter	implement the water meter transfer  9.1 Furnish a copy of service request form to commercial in-charge for summary report preparation & furnish report to Billing in-charge for update.		1 minute	<i>Aide B</i> Engineering Section
<b>TOTAL:</b>		Water Meter Transfer Fee: <b>PHP 100.00</b>  Fittings: PE Tube size 1"- <b>PHP 74.50.00</b> or PE Tube size 1/2"- <b>PHP 26.00</b> (However, the price of the fittings is not always fixed because it will depend on the district's suppliers)	<b>1 hour &amp; 46 minutes</b>	

(Request for Water Meter Transfer) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 8. Verification of Accounts

Clients who want to verify their accounts can avail the said service. The district is willing to assist our clients regarding their inquiries about their accounts.

<b>Office/ Division:</b>	Commercial Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business



<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Water Bill (if it's available)		Given to the client during reading of water consumption		
Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
Service Request Form		Commercial Section- PACD Officer		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. State your concern to the PACD officer at the lobby	1. Prepare the Service Request Form or the Customer Feedback Form	None	2 minutes	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section</i>
2. If it's still available, present water bill if you want to clarify your payment/s  *For clarification of meter reading consumption & high consumption: present your previous and current water bill	2. Encode account number, check/ verify the account; then check/verify consumption/ reading in the Electronic Customer Ledger. Forward the Service Request Form to technical section for inspection	None	3 minutes	<i>Administrative Services Aide Commercial Section</i>
3. If it's a simple transaction with no checking of the water meter needed, the transaction will be completed. However, if checking of the water meter or lines are needed, then you have to wait for the result of your transaction.	3. Inspect and make a report then submit it to the in-charge	None	1 hour	<i>Engineering Aide B Engineering Section</i>
4. You can go home and wait for an hour for the result of the inspection. You can be informed of the result at the spot during the inspection or you can be informed by the staff thru text.	4. Inform the customer about the result of inspection and make proper adjustments in case defects are found and professionally/ politely explain to the customer whether there is/is no	None	3 minutes	<i>Administrative Services Aide Commercial Section</i>

	discrepancy in the account			
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 8 minutes</b>	

(Verification of Accounts) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 9. Water Meter Calibration/ Meter Testing

Clients can avail this service to check the efficiency of their water meter.

<b>Office/ Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Service Request Form		Commercial Section- PACD Officer		
Calibration Fee Payment: Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. State your concern to the PACD officer at the lobby	1. Prepare Service Request Form and give it to the client for payment	None	2 minutes	<i>Public Assistance &amp; Complaints Desk Officer (PACD)/ Administrative Services Aide Commercial Section</i>
2. Pay the calibration fee to the teller	2. Process payment and issue Collector's Official Receipt;	Calibration Fee- PHP 100.00	5 minutes	<i>Senior Accounting Processor B Finance Section</i>
3. Return to the PACD officer and present your official receipt	3. Start processing the request; Record Official Receipt number to the service request form then affix your signature. Forward it to the Technical Personnel for appropriate action.	None	3 minutes	<i>Administrative Services Aide Commercial Section</i>
4. Go home and wait for	4. Schedule and	None	45 minutes	<i>Engineering Aide</i>

the technical staff to do the calibration  *Owner's presence during calibration is a must	implement the calibration/meter testing process.  4.1 Make calibration report and submit the approved report to the commercial section for recording purposes.		5 minutes	<i>B</i> Engineering Section
<b>TOTAL:</b>		Calibration Fee- <b>PHP 100.00</b>	<b>1 hour</b>	

(Water Meter Calibration/ Meter Testing) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2



## **Finance Section Frontline External Services**



## 1. Payment of Water Bills

All concessionaires of Wao Water District should take their responsibility of paying their monthly bills on time.

<b>Office/ Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All concessionaires of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Water Bill (if it's available)		Given to the client during reading of water consumption		
Payment (Cash or Check): Official Receipt (1 original)		Finance Section- Teller 1 or Teller 2		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get your priority number from the security guard who is located near the teller and wait until your number is called	1. Calls the number	None	1 minute	Senior Accounting Processor B Finance Section
2. Give your number and your water bill (if available) to the teller  2.1 Give the payment and wait for the receipt from the teller as proof of payment	2. Encode account number, check/verify the bill amount before receiving the payment  2.1 Issue Collector's Official Receipt for full and even partial payments.	Total Amount Due of the Concessionaire	4 minutes	Senior Accounting Processor B Finance Section
<b>TOTAL:</b>		<b>Total Amount Due of the Concessionaire (see table below)</b>	<b>5 minutes</b>	

(Payment of Water Bills) is covered under R.A. 11032

\*Transacting client during payment of appropriate fee and receiving of requested copy of documents shall observe proper health protocols adopted by the WWD in view of the COVID-19 pandemic.

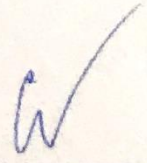
\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other

### Approved Water Rates of Wao Water District

	Residential	Commercial	Comm. A	Comm. B	Comm. C	Bulk/ Wholesale
<b>Minimum Charge</b>	<b>PHP 145.00</b>	<b>PHP 290.00</b>	<b>PHP 253.75</b>	<b>PHP 217.50</b>	<b>PHP 181.25</b>	<b>PHP 435.00</b>
<b>11-20 cu.m. (P/cu.m.)</b>	15.35	30.70	26.85	23.00	19.15	46.05
<b>21-30 cu.m. (P/cu.m.)</b>	16.50	33.00	28.85	24.75	20.60	49.50
<b>31-up cu.m. (P/cu.m.)</b>	18.10	36.20	31.65	27.15	22.60	54.30

**WAO Water District  
SCHEDULE OF APPROVED WATER RATES**

Residential	1/2"	145.00	15.35	16.50	18.10
	3/4"	232.00	15.35	16.50	18.10
	1"	464.00	15.35	16.50	18.10
	1 1/2"	1,160.00	15.35	16.50	18.10
	2"	2,900.00	15.35	16.50	18.10
	3"	5,220.00	15.35	16.50	18.10
	4"	10,440.00	15.35	16.50	18.10
	Commercial	1/2"	290.00	30.70	33.00
3/4"		464.00	30.70	33.00	36.20
1"		928.00	30.70	33.00	36.20
1 1/2"		2,320.00	30.70	33.00	36.20
2"		5,800.00	30.70	33.00	36.20
3"		10,440.00	30.70	33.00	36.20
4"		20,880.00	30.70	33.00	36.20
Commercial A		1/2"	253.75	26.85	28.85
	3/4"	406.00	26.85	28.85	31.65
	1"	812.00	26.85	28.85	31.65
	1 1/2"	2,030.00	26.85	28.85	31.65
	2"	5,075.00	26.85	28.85	31.65
	3"	9,135.00	26.85	28.85	31.65
	4"	18,270.00	26.85	28.85	31.65
	Commercial B	1/2"	217.50	23.00	24.75
3/4"		348.00	23.00	24.75	27.15
1"		696.00	23.00	24.75	27.15
1 1/2"		1,740.00	23.00	24.75	27.15
2"		4,350.00	23.00	24.75	27.15
3"		7,830.00	23.00	24.75	27.15
4"		15,660.00	23.00	24.75	27.15
Commercial C		1/2"	181.25	19.15	20.60
	3/4"	290.00	19.15	20.60	22.60
	1"	580.00	19.15	20.60	22.60
	1 1/2"	1,450.00	19.15	20.60	22.60
	2"	3,625.00	19.15	20.60	22.60
	3"	6,525.00	19.15	20.60	22.60
	4"	13,050.00	19.15	20.60	22.60
	*Wholesale	1/2"	435.00	46.05	49.50
3/4"		696.00	46.05	49.50	54.30
1"		1,392.00	46.05	49.50	54.30
1 1/2"		3,480.00	46.05	49.50	54.30
2"		8,700.00	46.05	49.50	54.30
3"		15,660.00	46.05	49.50	54.30
4"		31,320.00	46.05	49.50	54.30

  
**CATALINO T. CACHUELA**  
 Acting Manager, LWRE Visayas/Mindanao



## **Admin Section Internal Services**





## 1. Application for Leave

All regular and casual employees may request for an application to file leave.

<b>Office/ Division:</b>	Admin Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All regular and casual employees of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Leave Application Form (2 copies)		Admin Section: HRMO		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit 2 copies of Leave Application form to the supervisor for approval before submitting it to the HRMO five days before the leave date (for vacation & special leave); while 1-2 days after sick leave	<p>1.1 Supervisors: Receive request and verify if employee has unfinished tasks for the desired date of leave; if none, then put initial signature at the forms before forwarding it to the HRMO</p> <p>1.2 HRMO: Verify the leave balance of employee; after that, certify leave credits and sign the form</p> <p>1.3 Submit the forms to the Head of Agency for final approval</p>	None		<p><i>Supervisors</i> From different sections</p> <p><i>HRMO</i> Admin Section</p> <p><i>Head of Agency</i></p>
2. Wait for the advice of the HRMO	2. Inform the employee whether his/her request was approved/ accepted	None		<i>FOI Officer or HRMO Admin Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day upon receipt of complete documents</b>	

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\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 2. Communication Management (Incoming)

All incoming documents are received, correctly identified and distributed to concerned sections within a prescribe period of time.

<b>Office/ Division:</b>	Admin Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (for services whose client is another government agency, government employee or official)			
<b>Who may avail:</b>	All employees of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
None		None		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit documents	1. Receive incoming documents and communications  2. Record in the logbook the incoming document and the receiver  3. Release to concerned Section or to the HRMO or secretary of the Agency Head	None	3 Working Days	Public Assistance & Complaints Desk Officer (PACD)   HRMO/ Secretary of the Agency Head
<b>TOTAL:</b>		<b>None</b>	3 Working Days	

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## 3. Communication Management (Outgoing)

All outgoing documents from Wao Water District are mailed or e-mailed to concerned parties within a prescribe period of time.

<b>Office/ Division:</b>	Admin Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (for services whose client is another government agency, government employee or official)			
<b>Who may avail:</b>	All employees of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
None		None		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>

1. Receive documents from Wao WD	<ol style="list-style-type: none"> <li>1. Record outgoing documents and communications</li> <li>2. Prepare duplicate copy of transmittal letter</li> <li>3. Deliver thru mail or e-mail the documents and communications</li> <li>4. Make sure that the receiver will sign the duplicate transmittal letter as received</li> <li>5. Keep and file the duplicate transmittal letter for future reference</li> </ol>	None	8 hours from receipt of outgoing document	HRMO/ Secretary of the Agency Head
<b>TOTAL:</b>		<b>None</b>	8 hours	

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#### **4. Issuance of Certified Copies of Documents (Appointment Papers, Service Cards, Certificate of Employment, WD Records & Issuances/ Resolutions)**

Authorized parties may request copies of their personal records in the office to be used for specific purposes.

<b>Office/ Division:</b>	Admin Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Any requesting party as it pertains to his/her personal records;</li> <li>2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases; and</li> <li>4) Such other officials or entities duly authorized by competent authorities</li> </ol>
<b>Checklist of Requirements</b>	
<b>Where to Secure</b>	

Accomplished Freedom of Information (FOI) Form		Admin Section: FOI Officer or HRMO		
<p>Scanned copy of one (1) valid identification (ID) Card (front and dorsal side)</p> <ul style="list-style-type: none"> <li>*Driver's License</li> <li>*Passport</li> <li>*PRC License</li> <li>*SSS I.D.</li> <li>*GSIS I.D. (UMID)</li> <li>*Voter's I.D./Voter's Certification</li> <li>*BIR/Taxpayer's I.D. (ATM type/TIN card type with I.D. picture)</li> <li>*PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number)</li> <li>*Company/Office I.D.</li> <li>*School I.D.</li> <li>*Postal I.D.</li>   <li>*NBI Clearance</li> <li>*P.W.D. I.D.</li> <li>*Solo Parent I.D.</li>   <li>*Senior Citizen's I.D.</li> </ul>		<ul style="list-style-type: none"> <li>○ LTO</li> <li>○ DFA</li> <li>○ PRC</li> <li>○ SSS</li> <li>○ GSIS</li> <li>○ COMELEC</li> <li>○ BIR</li>   <li>○ PhilHealth</li>   <li>○ Requesting party's company/office</li> <li>○ Requesting party's school</li> <li>○ Phil. Postal Corporation where the requesting party resides</li> <li>○ NBI</li> <li>○ Social Welfare and Development Office at the Municipality/City where the requesting party resides</li> <li>○ Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides</li> </ul>		
If the request is filed through a representative, original copy of an authorization letter or special power of Attorney (SPA) and scanned copy of one (1) valid ID (front and dorsal side) of the representative		<ul style="list-style-type: none"> <li>○ Requesting party</li> <li>○ SPA - requesting party</li> <li>○ ID - same as indicated above</li> </ul>		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Submit FOI form and scanned copy of documentary requirements as indicated above	<p>1.1 Receive request and scanned copy of documentary requirements submitted by the client</p> <p>1.2 Preliminarily assess completeness of request form and supporting document/s</p> <p>&gt;<i>Deficient</i> - Inform requesting party of any deficiency and enumerate the missing requirements</p> <p>&gt;<i>Complete</i> – Inform the client that his/ her request will be processed. They will be informed thru text or online message.</p> <p>1.3 Retrieve the requested records.</p>	None		<i>FOI Officer or HRMO Admin Section</i>

	Advise client on the date /time to pick-up requested documents  <ul style="list-style-type: none"> <li>• If records are not available, inform the client that requested records are not available.</li> </ul>			
2. Receive the document requested	2. Release certified copy of requested record to client.  <ul style="list-style-type: none"> <li>• If denial of application/ request Send written explanation and grounds for such denial is based</li> <li>• If disapproved - Send a formal notice and cite any violation of the law</li> </ul>	None		FOI Officer or HRMO Admin Section
<b>TOTAL:</b>		<b>None</b>	<b>1-3 working days upon receipt of complete documents</b>	

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## 5. Learning and Development (Human Resource)

All WWD employees with unmet competencies are provided with Learning and Development program and other interventions within the prescribed period through the in-house programs and other government or private sector agencies or institutions and individuals.

<b>Office/ Division:</b>	Admin Section (Human Resource Development Committee)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All employees of Wao Water District;
<b>Checklist of Requirements</b>	
<b>Where to Secure</b>	
1. Accomplished Learning Needs Assessment (LNA)	Admin Section: HRMO or the Agency Head

Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
Preparation for the Learning and Development Plan				
1. Accomplish WWD Learning Needs Assessment Form	1. Conduct Learning Needs Assessment (LNA) thru Competency Assessment Form (CAF)	None		HRDC
	2. Identify common competency gaps of employee <i>The results of CAF and other reports shall be the basis in identifying the common gaps of employees</i>	None		HRDC
	3. Prepare CSC L&D Plan and Budget			HRDC
	4. Submit to the Head of Agency for approval/ Comment  <i>Disapproved – review/revise Plan per comments</i>			HRDC
	5. Review and approve L&D Plan and Budget			Head of Agency
	6. Disseminate L&D Calendar to sections (Flag Ceremony, Staff Meetings, Memo, etc.)			HRDC and HRMO
<b>TOTAL:</b>		<b>None</b>	20 + working days upon confirmation of the conduct of the training	

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## 6. Procurement of Goods and Services

Procurement of goods and services through Procurement Service (PS) - Department of Budget and Management (DBM) and those below Php50,000.00 not available at PS-DBM.

<b>Office/ Division:</b>	Admin Section (Bids and Award Committee- BAC)
<b>Classification:</b>	Complex





<b>TOTAL:</b>	<b>None</b>	7 Working Days	
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\*\*Action Officers/Service Providers shall, during payment of appropriate fee and releasing of requested copy of documents, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2

## 7. Request and Preparation of Travel Authority

All employees who will undergo an official travel will be given a Travel Authority.

<b>Office/ Division:</b>	Admin Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Wao Water District;			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Not necessary, but if it's to attend a seminar/ forum/ conference, an Office Order is needed		Admin Section: HRMO or the Agency Head		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the Office Order or just inform the in-charge 5 days before the travel date.	1.1 Receive the Office Order or the request and use it as reference for the travel.	None		<i>HRMO Admin Section</i>
	1.2 Submit the prepared Travel Authority to the Head of Agency for final approval			<i>Head of Agency</i>
2. Wait for the advice of the HRMO or the in-charge	2. Inform the employee whether his/her request was approved/ accepted and give the Travel Authority	None		<i>HRMO Admin Section</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 working day upon receipt of complete details of the travel</b>	

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## Feedback and Complaints Mechanisms

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p>Answer the Customer Feedback Form and drop it at the designated drop box located in the Public Assistance and Complaints Desk in the lobby.</p> <p>Contact info: 0977-80225-31 or <a href="http://wwd.gov.ph">wwd.gov.ph</a> (website) or <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a> (e-mail) or Wao Water District FB Page</p>
How feedback is processed?	<p>The Public Assistance and Complaints Desk Officer opens the drop box on a daily basis and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen thru talking in person, text message, or thru direct message in our Facebook page and e-mail account.</p> <p>For inquiries and follow-ups, clients may contact the above-mentioned contact info.</p>
How to file complaints?	<p>Answer the Customer Feedback Form and check the Complaint box if you are providing a complaint, and drop it in the designated drop box located in the Public Assistance and Complaints Desk in the lobby.</p> <p>Complaints can also be filed via phone, e-mail, website, or on our social media page. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person/ services being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the above-mentioned contact info.</p>

<p>How complaints are processed?</p>	<p>The Public Assistance and Complaints Desk Officer opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the PACD officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The PACD officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The PACD officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the above-mentioned contact info.</p>
<p>Contact Information of WWD</p>	<p>Phone Number: 0977-80225-31          Website: <a href="http://wwd.gov.ph">wwd.gov.ph</a>          E-mail: <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a>          FB Page: Wao Water District</p>



## List of Offices

Office	Address	Contact Information
WWD- Admin Section	Brgy. Western, Wao, Lanao del Sur	<p><b>Phone Number:</b> 0977-80225-31</p> <p><b>Website:</b> wwd.gov.ph</p> <p><b>E-mail:</b> <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a></p> <p><b>FB Page:</b> Wao Water District</p>
WWD- Commercial Section	Brgy. Western, Wao, Lanao del Sur	<p><b>Phone Number:</b> 0977-80225-31</p> <p><b>Website:</b> wwd.gov.ph</p> <p><b>E-mail:</b> <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a></p> <p><b>FB Page:</b> Wao Water District</p>
WWD- Engineering Section	Brgy. Western, Wao, Lanao del Sur	<p><b>Phone Number:</b> 0977-80225-31</p> <p><b>Website:</b> wwd.gov.ph</p> <p><b>E-mail:</b> <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a></p> <p><b>FB Page:</b> Wao Water District</p>
WWD- Finance Section	Brgy. Western, Wao, Lanao del Sur	<p><b>Phone Number:</b> 0977-80225-31</p> <p><b>Website:</b> wwd.gov.ph</p> <p><b>E-mail:</b> <a href="mailto:waowaterd@yahoo.com">waowaterd@yahoo.com</a></p> <p><b>FB Page:</b> Wao Water District</p>