

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: WAO WATER DISTRICT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON NOVEMBER 10, 2021: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Application for New Water Service Connection	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 14, Series of 2012 BOD Resolution No. 26, Series of 2015
Payment of Water Bills	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 04, Series of 2012
Verification of Accounts	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	None
Request for Temporary/ Voluntary Disconnection of Water Service Connection	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	None
Request for Change of Name/ Ownership & Change of Classification	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 26, Series of 2015

Reconnection of Disconnected Water Service Connection	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 16, Series of 2014 BOD Resolution No. 17, Series of 2018
Request for Replacement of Ballvalve & of Defective Water Meter	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 24, Series of 2015 BOD Resolution No. 26, Series of 2015 BOD Resolution No. 16, Series of 2016
Water Meter Calibration/ Meter Testing	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 26, Series of 2015
Request for Water Meter Transfer	PD 198	Chapter IX- Revenues; Sec. 37- Rates and Charges	Rules and Regulations Governing the Operations of Wao Water District	1999	BOD Resolution No. 26, Series of 2015

³ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

⁴ Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE⁵

GOVERNMENT SERVICE: Application for New Water Service Connection					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Ask the Public Assistance and Complaints Desk officer for an application form (Humingi ng application form sa PACD Officer)		1 minute	
		Fill-up the application form and affix your signature (Mag fill-up ng application form at lagdaan)		2 minutes	
1. Fully accomplished application form 2. Barangay Clearance 3. Photocopy of one (1) valid ID 4. For Senior Citizen: Photocopy of Senior Citizen's I.D.	This is done to ensure the validity/ security of contract between the concessionaire & the district.	Submit the fully accomplished application form together with the original and photocopied requirements (Ipasa ang application form kasama ang mga kailangang dokumento)		2 minutes	
5. Attended the orientation (Every Tuesday: 9:00 am- 9:30 am)	This is done in order to inform the concessionaires of the policies or rules & regulations of the district.	Attend orientation (Dumalo ng orientation.)		30 minutes	
		Wait for the advice from the commercial and technical personnel (Maghintay ng payo galing sa mga empleyado)			
6. Payment: Cash or Check	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay Installation/Registration & Maintenance fee to the cashier (Magbayad ng bayarin sa kahera)		5 minutes	P3,500.00
TOTAL				40 minutes	P 3,500.00

GOVERNMENT SERVICE: Payment of Water Bills					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Get your priority number from the security guard who is located near the teller and wait until your number is called. (Kumuha ng numero mula sa security guard na malapit sa teller at hintayin na tawagin ang iyong numero.)		Less than a minute	
1. Water Bill		Give your number and your water bill to the teller (Ibigay ang iyong numero at ang iyong water bill sa teller)		2 minutes	
2. Payment: Cash or Check	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Give the payment and wait for the receipt from the teller as proof of payment (Ibigay ang bayad at hintayin ang iyong resibo bilang patunay na ikaw ay nakabayad)		3 minutes	Total amount due
TOTAL				5 minutes	Total amount due

GOVERNMENT SERVICE: Verification of Accounts					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State your concern to the Public Assistance and Complaints Desk (PACD) Officer (Sabihin sa PACD ang sadya)		2 minutes	
1. Water Bill 2. Billing Receipts 3. Service Request Form		<ul style="list-style-type: none"> ➤ If it's still available, present your Billing Receipt if you want to clarify your payment/s (Kung meron kang kopya ng iyong resibo, ibigay ito sa in-charge para sa beripikasyon ng iyong mga bayad) ➤ For clarification of meter reading consumption & high consumption: present your previous and current water bill (Para sa beripikasyon ng konsumo sa tubig: ipakita ang luma at bagong water bill) 		3 minutes	
		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. (Hintayin ang resulta ng transaksyon)		1 hour	

		<p>Wait for an hour for the result of inspection. You can be informed of the result at the spot during the inspection or you can be informed by the staff thru text. (Maghintay pagkalipas ng 1 oras para malaman ang resulta ng inspeksiyon. Maipapaalam ang resulta sa inyo habang nag- iinspeksyon ang empleyado o maaaring maipaalam sa pamamagitan ng pagtext sa iyong numero.)</p>		3 minutes	
TOTAL				<p>8 minutes (if verification of payments)</p> <p>1 hour (verification of reading consumption)</p>	

GOVERNMENT SERVICE: Request for Temporary/ Voluntary Disconnection of Water Service Connection					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		Ask the Public Assistance and Complaints Desk officer your concern (Sabihin sa PACD ang sadya)		1 minute	
		Fill-out the request form for temporary/voluntary disconnection of your service connection (Mag fill-out ng request form para sa kusang loob na pagpapaputol ng linya ng tubig)		1 minute	
1. Full payment of outstanding Water Bill and/or Installation/Registration Balance	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay your outstanding account to the teller and wait for your receipt as proof of payment (Bayaran ang natitirang bayarin sa teller at hintayin ang resibo bilang patunay na ikaw ay nagbayad)		5 minutes	Total Amount Due
		Show your receipt to the in-charge (Ipakita ang resibo sa in-charge)		1 minute	
TOTAL				8 minutes	Total Amount Due

GOVERNMENT SERVICE: Request for Change of Name/ Ownership and Change of Classification					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State your concern to the Public Assistance and Complaints Desk Officer (Sabihin sa PACD ang sadya)		1 minute	
1. Photocopy of Valid ID 2. Barangay Clearance 3. Proof of Ownership 4. Attended the Orientation (Every Tuesday: 9am- 9:30 am) 5. Letter of Authorization 6. Service Connection Application Form	This is done to ensure the validity/ security of contract between the concessionaire & the district.	FOR CHANGE OF NAME/ OWNERSHIP: Fill-out the application form and affix your signature. Submit accomplished form with all the necessary requirements (PARA MAGPAPALIT NG PANGALAN/PAGMAMAY-ARI: I fill-out ang application form at lagdaan, ibigay kasama ang mga kailangang dokumento.)		3 minutes	
7. Payment: Cash or Check	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay to the cashier (Magbayad sa kaheera)		5 minutes	P 50.00
8. Inspection Report	For recording and monitoring purposes of the district staff..	FOR CHANGE OF CLASSIFICATION: State your concern (PARA MAGPALIPAT NG KLASIPIKASYON: Sabihin ang sadya)		1 minute	

		Verify the result of your request on the next day. (Alamin ang resulta ng hiling kinabukasan)		2 minutes	
TOTAL				9 minutes (for change of name) 4 minutes (for change of classification including inspection to area)	P 50.00

GOVERNMENT SERVICE: Reconnection of Disconnected Water Service Connection					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Full payment of Water Bill & Installation/Registration balance 2. Payment of the Reconnection Fee 3. Service Request Form	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Settle delinquent water bill to the cashier and pay the reconnection fee (Bayaran ang lahat ng bayarin kasama na ang reconnection fee sa kahera)		5 minutes	Total Amount Due + 200.00 Residential/ 300.00 Commercial
			TOTAL	5 minutes	Total Amount Due + 200.00 Residential/ 300.00 Commercial

GOVERNMENT SERVICE: Request for Replacement of Ballvalve & of Defective Water Meter					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State your concern to the Public Assistance and Complaints Desk Officer (PACD) (Sabihin ang pakay sa PACD)		5 minutes	
1. Service Request Form 2. Payment of materials needed	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay the needed/requested materials to the cashier. Wait for your receipt as proof of payment (Bayaran ang materyales na gagamitin sa kahera at hintayin ang iyong resibo bilang patunay na ikaw ay nagbayad)		7 minutes	Current price of the materials
		Present the approved (SRS) and the Official Receipt to supply officer (Ibigay ang SRS sa supply officer at ipakita ang resibo)		5 minutes	
TOTAL				17 minutes	Current price of the materials

GOVERNMENT SERVICE: Water Meter Calibration/ Meter Testing					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State to the Public Assistance and Complaints Desk Officer (PACD) your concern. (Sabihin sa PACD ang sadya)		3 minutes	
1. Payment: Cash or Check	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay the calibration fee to the cashier (Magbayad ng calibration fee sa kahera)		5 minutes	P 100.00
TOTAL				8 minutes	P 100.00

GOVERNMENT SERVICE: Request for Water Meter Transfer					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State to the Public Assistance and Complaints Desk Officer (PACD) your concern. (Sabihin sa PACD ang sadya)		1 minute	
1. Service Request Form	For recording and monitoring purposes of the district staff.	Wait until inspection is done (Hintayin ang resulta ng inspection)		20 minutes	
2. Payment: Cash or Check	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay the meter transfer fee to the cashier (Magbayad ng meter transfer fee sa kahera)		5 minutes	P 100.00 (excluded of fittings needed)
TOTAL				26 minutes	P 100.00 (excluded of fittings needed)

⁵ Please note that one table is to be filled-up per Government Service. To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service

Approved by:



ENGR. TOMAS C. CARUMBA JR.
General Manager