

Annex "A"

Zero Backlog Program

WAO WATER DISTRICT

Republic of the Philippines
Province of Lanao del Sur
Municipality of Wao
Brgy. Western, Wao, Lanao del Sur
E-mail Address: waowaterd@yahoo.com

Department/Agency	<i>WAO WATER DISTRICT</i>
Program Title/Name	<i>WWD Citizen's Charter</i>
Program Objective	<i>To standardize and streamline WWD Services to its internal and external clients.</i>
Target Output	<i>Simplified WWD Service processes in accordance with R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i>
Date Implemented	<i>C.Y. 2023</i>
Implementing office	<i>Accounting and Commercial Section Engineering and Maintenance Section Water Resources and Quality Section Human Resource and General Services Section</i>

Program Description

Wao Water District External and Internal Services

Matrix of Services and Plan of Action

Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/requests/ license/permit/clearances , etc. received per day	Average number of applications / requests/ license/permit/clearances , etc. processed within the prescribed processing time	Average number of applications/ requests/ license/permit/clearances , etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)
Commercial Section	Application for New Water Service Connection	Simple	3	3	3		Streamlining should the need arises
Commercial Section	Reconnection of Disconnected Water Service Connection	Simple	3	3	3		Streamlining should the need arises
Commercial Section	Request for Change of Classification	Simple	1	1	1		Streamlining should the need arises
Commercial Section	Request for Change of Name/ Ownership	Simple	1	1	1		Streamlining should the need arises
Commercial Section	Request for Replacement of Ballvalve and of Defective Water Meter	Simple	5	5	5		Streamlining should the need arises
Commercial Section	Request for Temporary/ Voluntary Disconnection of Water	Simple	2	2	2		Streamlining should the need arises

	Service Connection						
Commercial Section	Request for Water Meter Transfer	Simple	2	2	2		Streamlining should the need arises
Commercial Section	Verification of Accounts	Simple	5	5	5		Streamlining should the need arises
Commercial Section	Water Meter Calibration/ Meter Testing	Simple	1	1	1		Streamlining should the need arises
Accounting/ Finance Section	Payment of Water Bills	Simple	300	300	300		Streamlining should the need arises
Human Resources Section	Application for Leave	Simple	2	2	2		Streamlining should the need arises
Human Resources Section	Communication Management (Incoming)	Simple	1	1	1		Streamlining should the need arises
Human Resources Section	Communication Management (Outgoing)	Simple	1	1	1		Streamlining should the need arises
Human Resources Section	Issuance of Certified Copies of Documents	Simple	1	1	1		Streamlining should the need arises
Human Resources Section	Learning and Development	Highly Technical	1	1	1		Streamlining should the need arises
General Services	Procurement of Goods and Services	Complex	1	1	1		Streamlining should the need arises

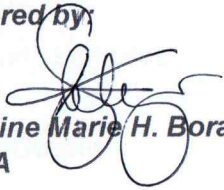
Human Resources Section	Request and Preparation of Travel Authority	Simple	2	2	2		Streamlining should the need arises
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Implementation Results

Since the implementation of the Zero Backlog Program in 2023, employees have been observant on government transaction's prescribed processing time which is the 3-7-20 policy. It helped employees to minimize and even finish pending transactions on time in order to ensure fast, efficient, convenient, and reliable services.

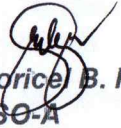
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