



WAO WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)



WAO WATER DISTRICT (WWD)

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LIST OF SERVICES

AGENCY PROFILE	3
I. MANDATE	3
II. VISION	3
III. MISSION	3
IV. SERVICE PLEDGE	3
COMMERCIAL SECTION	4
Frontline External Services	
Application for New Water Service Connection	5
Reconnection of Disconnected Water Service Connection	6
Request for Change of Classification	7
Request for Change of Name/ Ownership	9
Request for Replacement of Ballvalve and of Defective Water Meter	10
Request for Temporary/ Voluntary Disconnection of Water Service Connection	12
Request for Water Meter Transfer	13
Verification of Accounts	15
Water Meter Calibration/ Meter Testing	17
ACCOUNTING SECTION	19
Frontline External Services	
Payment of Water Bills	20
HUMAN RESOURCE & GENERAL SERVICES SECTION	23
Frontline Internal Services	
Application for Leave	24
Processing and Payment of Monetization of Leave Credits	23
Communication Management (Incoming)	26
Communication Management (Outgoing)	27
Issuance of Certified Copies of Documents (Appointment Papers, Service Cards, Certificate of Employment, WD Records and Issuances/ Resolutions)	28
Learning and Development (Human Resource)	30
Procurement of Goods and Services	31
Request and Preparation of Travel Authority	32
FEEDBACK AND COMPLAINTS MECHANISM	34
LIST OF OFFICES	36

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**

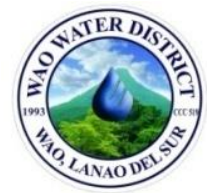
We, the officials and employees of the Wao Water District, commit to:

- Serve you promptly, efficiently, and with utmost courtesy by authorized personnel and with proper identification from Mondays to Fridays, 7:00 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.



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.

Office/ Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	At least 18 years old; With good moral character; Without existing water service connection;			
Checklist of Requirements		Where to Secure		
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- 10:00 am)		WWD Orientation Hall		
Payment: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD)</i> Commercial Section
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>Public Assistance & Complaints Desk Officer (PACD)</i> Commercial Section
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	1 hour & 30 minutes	<i>Commercial Staff</i> Commercial Section & the Applicant
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</i> Engineering & Maintenance Section

*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>Cashier B</i> Accounting Section <i>Public Assistance & Complaints Desk Officer (PACD)</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>Public Assistance & Complaints Desk Officer (PACD)</i> Commercial Section
TOTAL:		Installation/ Registration & Maintenance Fee For Full Payment: PHP 3,500.00 For Minimum Down Payment: PHP 1,500.00	2 hours & 40 minutes	

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

2. Reconnection of Disconnected Water Service Connection

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

Office/ Division:	Commercial Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	With inactive or disconnected service connections whether by temporary or pulled- out meter;
Checklist of Requirements	
Full payment of Water Bill and Installation/ Registration balance plus the Reconnection Fee: Official Receipt (1 original)	Where to Secure Accounting 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	Cashier B Accounting 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) 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	Public Assistance & Complaints Desk Officer (PACD) Commercial Section
TOTAL:		Reconnection Fee: Total Amount Due of the client + PHP 200.00 (Residential) or PHP 300.00 (Commercial)	40 minutes	

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

3. Request for Change of Classification

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

Office/ Division:	Commercial Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business
Who may avail:	All residential and with businesses concessionaires of Wao Water District;

Checklist of Requirements		Where to Secure		
Inspection Report		Commercial Section- PACD Officer		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD)</i> Commercial Section
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>Public Assistance & Complaints Desk Officer (PACD)</i> Commercial Section or <i>Engineering Aide B</i> Engineering & Maintenance Section
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	None	7 minutes	<i>Engineering Aide B</i> Engineering & Maintenance Section
	4.1 Make summary report and furnish a copy to the Billing in-charge		5 minutes	<i>Electronics Communication System Operator C</i> Commercial Section
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>Public Assistance & Complaints Desk Officer (PACD)</i> Commercial Section
TOTAL:		None	1 day & 45 minutes	

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

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.

Office/ Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All concessionaires of Wao Water District;			
Checklist of Requirements		Where to Secure		
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- 10:00 am)		WWD Orientation Hall		
Fully accomplished application form for Service Connection		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD) 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>PACD Officer 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>Cashier B Accounting Section</i>
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>PACD Officer Commercial Section</i>
TOTAL:		Change of Name/ Ownership	10 minutes	

	Fee- PHP 50.00		
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(Request for Change of Name/ Ownership) is covered under R.A. 11032

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

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

Office/ Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All concessionaires of Wao Water District;			
Checklist of Requirements		Where to Secure		
Service Request Form		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD)</i> Commercial Section
2. Wait for the result of the inspection	2. Conduct inspection	None	30 minutes	<i>Engineering Aide B</i> Engineering & Maintenance 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	<i>PACD Officer</i> 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-	5 minutes	<i>Cashier B</i> Accounting Section

		PHP 1,500.00		
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	<i>Engineering Aide B</i> Engineering & Maintenance 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	<i>Engineering Aide A</i> HR & General Services Section
7. Return to the PACD officer in the lobby	7. Issue Service Request Form	None	1 minute	<i>PACD Officer</i> 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	<i>Engineering Aide B</i> Engineering & Maintenance Section
TOTAL:		For Payment of Ballvalve: PHP 300.00	1 hour & 35 minutes	
		For Payment for Water Meter: PHP 1,500.00		

(Request for Replacement of Ballvalve and of Defective Water Meter) is covered under R.A. 11032

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.

Office/ Division:	Commercial Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government

	G2B – Government to Business			
Who may avail:	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			
Checklist of Requirements		Where to Secure		
Full Payment of outstanding Water Bill and/ or Installation/ Registration Balance: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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>Public Assistance & Complaints Desk Officer (PACD) 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>PACD Officer 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>Cashier B Accounting Section</i>
4. Show receipt to the PACD officer	4. Schedule the implementation of the disconnection	None	2 minutes	<i>PACD Officer Commercial Section & Engineering Aide B</i>
4.1 Can go home and wait for the action of the district	4.1 Implementing the disconnection		45 minutes	<i>Engineering & Maintenance Section</i>
TOTAL:		Total Amount Due of the Client	55 minutes	

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

7. Request for Water Meter Transfer

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

Office/ Division:	Commercial Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	All concessionaires of Wao Water District;

Checklist of Requirements		Where to Secure		
Service Request Form		Commercial Section- PACD Officer		
Payment: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD) 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 PACD Officer 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 & Maintenance Section</i>
4.If recommendation is approved: Wait for the list of materials needed for water meter transfer 4.1 If recommendation is not approved for water meter transfer: Listen to the advice of the staff and be open-minded	4. Inform the client/s about reports/ recommendations made If approved: *Give the list of materials needed for water meter transfer 4.1 If not approved: Explain thoroughly to the client the reasons for disapproval of water meter transfer request	None	2 minutes	<i>PACD Officer Commercial Section</i>
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 79.00 or PE Tube size ½"- PHP 33.00	5 minutes	<i>Cashier B Accounting Section</i>
6. Go to the Engineering	6. Prepare SRS of materials needed	None	2 minutes	<i>Engineering Aide B</i>

Section which is located on the left side of the office building and present your receipt	for water meter transfer			Engineering & Maintenance 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	<i>Engineering Aide A</i> HR & General Services 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	<i>PACD Officer</i> Commercial Section
9. Go home and wait for the technical staff to transfer your water meter	9. Schedule and 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.	None	1 hour 1 minute	<i>Engineering Aide B</i> Engineering & Maintenance Section
TOTAL:		Water Meter Transfer Fee: PHP 100.00 Fittings: PE Tube size 1"- PHP 79.00 or PE Tube size ½"- PHP 33.00 (However, the price of the fittings is not always fixed because it will depend on the district's suppliers)	1 hour & 46 minutes	

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

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.

Office/ Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All concessionaires of Wao Water District;			
Checklist of Requirements		Where to Secure		
Water Bill (if it's available)		Given to the client during reading of water consumption		
Payment: Official Receipt (1 original)		Accounting 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. 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 & Complaints Desk Officer (PACD) 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>PACD Officer 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 & Maintenance 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 discrepancy in the account	None	3 minutes	<i>PACD Officer</i> Commercial Section
TOTAL:		None	1 hour and 8 minutes	

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

9. Water Meter Calibration/ Meter Testing

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

Office/ Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All concessionaires of Wao Water District;			
Checklist of Requirements		Where to Secure		
Service Request Form		Commercial Section- PACD Officer		
Calibration Fee Payment: Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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 & Complaints Desk Officer (PACD)</i> Commercial Section
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>Cashier B</i> Accounting Section
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.	None	3 minutes	<i>PACD Officer</i> Commercial Section

	Forward it to the Technical Personnel for appropriate action.			
4. Go home and wait for the technical staff to do the calibration *Owner's presence during calibration is a must	4. Schedule and implement the calibration/meter testing process. 4.1 Make calibration report and submit the approved report to the commercial section for recording purposes.	None	45 minutes 5 minutes	<i>Engineering Aide B</i> Engineering & Maintenance Section
TOTAL:		Calibration Fee- PHP 100.00	1 hour	

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



Accounting 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.

Office/ Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
Who may avail:	All concessionaires of Wao Water District;			
Checklist of Requirements		Where to Secure		
Water Bill (if it's available)		Given to the client during reading of water consumption		
Payment (Cash or Check): Official Receipt (1 original)		Accounting Section- Teller 1 or Teller 2		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Get your priority number from the security guard who is located near the teller and wait until your number is called *Proceed to the teller if there is no other client being served	1. Calls the number	None	1 minute	<i>Cashier B</i> Accounting 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	<i>Cashier B</i> Accounting Section
TOTAL:		Total Amount Due of the Concessionaire (see table below)	5 minutes	

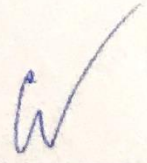
(Payment of Water Bills) is covered under R.A. 11032

Approved Water Rates of Wao Water District

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



Human Resource & General Services Section Internal Services



1. Application for Leave

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

Office/ Division:	Human Resource & General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All regular and casual employees of Wao Water District;			
Checklist of Requirements		Where to Secure		
Leave Application Form (2 copies)		HR Section: HRMO		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Open the HRIS app and apply online, then forward it to the supervisor for approval. Must be filed five days before the leave date (for vacation & special leave); while 1-2 days after sick leave.	<p>1.1 Supervisors: Receive request via the HRIS app and verify if employee has unfinished tasks for the desired date of leave; if none, then forward it to the HRMO to be certified</p> <p>1.2 HRMO: Verify the leave balance of employee; after that, certify leave credits, print the form 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> HR & General Services Section</p> <p><i>Head of Agency</i></p>
2. Check the HRIS app regarding the status of leave	2. HRIS app will post if the employee's leave application was approved/ accepted or cancelled	None		<i>HRMO</i> HR & General Services Section
TOTAL:		None	1 working day upon receipt of complete documents	

2. Processing and Payment of Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous who have accumulated fifteen (15) days of vacation

leave credits shall be allowed to monetize a maximum of ten (10) days; Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

Processing of requests for the Monetization of Leave Credits is based on Department of Budget and Management (DBM) Circular letter No. 2022– 4, s. February 15, 2022.

Office/ Division:	Human Resource & General Services Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All regular and casual employees of Wao Water District;			
Checklist of Requirements		Where to Secure		
1. Accomplished Leave Form (Civil Service Form No. 6 Revised 2020) – 3 Original Copies		HR Section: HRMO		
2. Memorandum / Letter Request to the Head of Agency stating the valid and justifiable reasons.		Employee–applicant		
3. Medical Certificate (1 Original Copy)		Attending Physician of employee–applicant		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Submit the accomplished leave form including the documentary requirements to the HRM Officer.	1.1 Review completeness of documentary requirements.	None	30 Minutes	<i>HRMO</i> HR Section
	1.2 Certify the available leave credits.	None	3 Hour	<i>HRMO</i> HR Section
	1.3 Endorse the application for monetization of leave credit to the accounting unit for the preparation of certificate of computation of the monetized value of requested leave credits.	None	15 Minutes	<i>HRMO</i> HR Section
	1.4 Return to HR Section for affixing of signature of Division Head on the certificate of computation of monetization of leave credit	None	1 Hour	<i>Cashier B,</i> Accounting Section
	1.5 Division Head reviews and signs certification.	None	1 Day	<i>Administrative Services Officer A,</i> Administrative & General Services & Finance & Commercial Division
	1.6 Endorse to budget unit the monetization of leave application and		15 Minutes	<i>HRMO</i> HR Section

	other required documents.			
	1.7 Processing of budget request and obligation.	None	3 Days	<i>Cashier B, Accounting Section</i>
	1.8 Endorse to accounting unit the monetization of leave credit application and other requirements.		15 Minutes	<i>Cashier B, Accounting Section</i>
	1.9 Cashier B receives signed Obligation Request and Status (ORS) with supporting documents from the Budget Unit.	None	20 Minutes	<i>Cashier B, Accounting Section</i>
	1.10 Review documents as to completeness of supporting documents, legality, validity, and correctness of claims.	None	1 Day 4 Hours	<i>Cashier B, Accounting Section</i>
	1.11 Prepare Disbursement Voucher (DV) with assigned DV number: a. Prepare Accounting Entries in Box B of DV. b. Check for the Cash Availability of the transaction. Record particulars of DV in individual Index Card and affix initials in Box C of DV	None	3 Hours	<i>Accounting Processor A, Accounting Section</i>
	1.12 Accounting Processor A forward Disbursement Voucher (DV) with complete supporting documents to the Head of the Agency	None	1 Hour	<i>Accounting Processor A, Accounting Section</i> Head of the Agency
	1.13 Return signed Disbursement Voucher with complete supporting documents to APA.	None	20 Minutes	<i>Accounting Processor A, Accounting Section</i>
	1.14 Accounting Processor A forward DVs and prepares List of Due and Demandable and Accounts Payable – Advice to Debit Account (LDDAP–ADA) with complete	None	4 Hours	<i>Accounting Processor A, Accounting Section</i> <i>Cashier B, Accounting Section</i>

	supporting documents for the final review and signature of the Cashier B			
	1.16 Forwards signed DV and LDDAP–ADA with complete supporting documents to Cashier	None	20 Minutes	<i>Accounting Processor A, Accounting Section</i>
	Unit for preparation of Advice on Checks Issued and Cancelled (ACIC).			
	1.17 Cashier Staff receive the signed DV and LDDAP–ADA with complete supporting documents to Cashier for preparation of ACIC.	None	20 Minutes	<i>Cashier B, Accounting Section</i>
	1.18 Cashier Staff prepares and forward the ACIC to the respective signatories.	None	1 Day	<i>Cashier B, Accounting Section</i> Head of the Agency
	1.19 Accounting Staff forward the approved ACIC and LDDAP–ADA to LandBank of the Philippines for processing.	None	1 Hour	<i>Accounting Processor A, Accounting Section</i>
2. Wait for the monetized value of requested leave credits to be credited in the ATM.	2. Account Officer of LandBank process the crediting of payment to the bank account of claimant.	None	3 Days	
TOTAL:		None	11 days, 3 Hours, and 35 Minutes	

3. Communication Management (Incoming)

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

Office/ Division:	Human Resource & General Services Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government (for services whose client is another government agency, government employee or official)	
Who may avail:	All employees of Wao Water District;	
Checklist of Requirements		Where to Secure
None		None

Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
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
TOTAL:		None	3 Working Days	

4. Communication Management (Outgoing)

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

Office/ Division:	Human Resource & General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government (for services whose client is another government agency, government employee or official)			
Who may avail:	All employees of Wao Water District;			
Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Receive documents from Wao WD	1. Record outgoing documents and communications 2. Prepare duplicate copy of transmittal letter 3. Deliver thru mail or e-mail the documents and communications 4. Make sure that the receiver will sign the duplicate transmittal letter as received 5. Keep and file the duplicate transmittal letter for future reference	None	8 hours from receipt of outgoing document	HRMO/ Secretary of the Agency Head
TOTAL:		None	8 hours	

5. 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.

Office/ Division:	Human Resource & General Services Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 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 4) Such other officials or entities duly authorized by competent authorities	
Checklist of Requirements		Where to Secure
Accomplished Freedom of Information (FOI) Form		HR & General Services Section: FOI Officer
Scanned copy of one (1) valid identification (ID) Card (front and dorsal side) *Driver's License *Passport *PRC License *SSS I.D. *GSIS I.D. (UMID) *Voter's I.D./Voter's Certification *BIR/Taxpayer's I.D. (ATM type/TIN card type with I.D. picture) *PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number) *Company/Office I.D. *School I.D. *Postal I.D. *NBI Clearance *P.W.D. I.D. *Solo Parent I.D. *Senior Citizen's I.D.		<ul style="list-style-type: none"> ○ LTO ○ DFA ○ PRC ○ SSS ○ GSIS ○ COMELEC ○ BIR ○ PhilHealth ○ Requesting party's company/office ○ Requesting party's school ○ Phil. Postal Corporation where the requesting party resides ○ NBI ○ Social Welfare and Development Office at the Municipality/City where the requesting party resides ○ Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides

<p>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</p>	<ul style="list-style-type: none"> o Requesting party o SPA - requesting party o ID - same as indicated above 			
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
<p>1. Submit FOI form and scanned copy of documentary requirements as indicated above</p>	<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>><i>Deficient</i> - Inform requesting party of any deficiency and enumerate the missing requirements</p> <p>><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. Advise client on the date /time to pick-up requested documents</p> <ul style="list-style-type: none"> ● If records are not available, inform the client that requested records are not available. 	<p>None</p>		<p><i>FOI Officer or HRMO</i> HR & General Services Section</p>
<p>2. Receive the document requested</p>	<p>2. Release certified copy of requested record to client.</p> <ul style="list-style-type: none"> ● If denial of application/ request Send written explanation and grounds for such denial is based ● If disapproved - Send a formal notice and cite any violation of the law 	<p>None</p>		<p><i>FOI Officer or HRMO</i> HR & General Services Section</p>
TOTAL:		None	1-3 working	

		days upon receipt of complete documents	
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6. 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.

Office/ Division:	Human Resource & General Services Section (Human Resource Development Committee)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Wao Water District;			
Checklist of Requirements		Where to Secure		
1. Accomplished Learning Needs Assessment (LNA)		HR & General Services 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,			HRDC and HRMO

	Memo, etc.)			
TOTAL:		None	20 + working days upon confirmation of the conduct of the training	

7. 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.

Office/ Division:	Human Resource & General Services Section (Bids and Award Committee- BAC)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Wao Water District management;			
Checklist of Requirements		Where to Secure		
1. APP for Common Supplies and Programs, Activities and Projects 2. Purchase Request 3. Request for Quotation		BAC		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. End-users submit lists of office supplies needed to the Admin Section	1. Receives approved APP 2. Consolidates orders into APP 3. Prepares Purchase Request and Request for Quotation forms 4. Canvass to different stores/ suppliers 5. Conducts meeting and chooses the lowest bidder 6. Receives delivered items 7. Inspects items delivered 8. Records/Updates delivered items/supplies	None	7 working days	BAC Stockroom In-Charge

	<p>If items does not passed the Quality Control, return item to PS-DBM to request for another delivery of items.</p> <p>If item passed the QC, record items prior to release to end-user both in Property Database</p> <p>9. Release/Issues items to end-users</p> <p>10. Records/ Updates issuance Records</p> <p>11. Prepares Payment Voucher</p> <p>12. Prepares Cheque</p> <p>13. Issues Cheque to Suppliers</p>			Accounting Section
TOTAL:		None	7 Working Days	

8. Request and Preparation of Travel Authority

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

Office/ Division:	Human Resource & General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Wao Water District;			
Checklist of Requirements		Where to Secure		
Not necessary, but if it's to attend a seminar/ forum/ conference, an Office Order is needed		HR & General Services Section: HRMO or the Agency Head		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Submit the Office Order or just inform the in-charge 5 days before the travel date.	<p>1.1 Receive the Office Order or the request and use it as reference for the travel.</p> <p>1.2 Submit the prepared Travel Authority to the Head of Agency for final approval</p>	None		<p><i>HRMO</i> HR & General Services Section</p> <p><i>Head of Agency</i></p>

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</i> HR & General Services Section
TOTAL:		None	1 working day upon receipt of complete details of the travel	



Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>For walk-ins: Client may answer the Customer Feedback Form and drop it at the designated drop box located in the Public Assistance and Complaints Desk in the office lobby.</p> <p>For online: You may email at waowaterd@yahoo.com & waowaterd@gmail.com or send a message at the Wao Water District FB Page</p> <p>Other concerns may be coursed through: Contact Number: 0977-80225-31 wwd.gov.ph (WWD official website)</p>
<p>How feedback is processed?</p>	<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>
<p>How to file complaints?</p>	<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"> - Full name and contact information of the complainant - Sex (Male or Female) - Narrative/ Details of the complaint - Evidence - Name of the person/ office being complained

	For inquiries and follow-ups, clients may contact the above-mentioned contact info.
How complaints are processed?	<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>
Contact Information of WWD	<p>Phone Number: 0977-80225-31 Website: wwd.gov.ph E-mail: waowaterd@yahoo.com</p> <p>FB Page: Wao Water District</p>



List of Offices

Office	Address	Contact Information
WWD- Human Resource and General Services Section	Brgy. Western, Wao, Lanao del Sur	<p>Phone Number: 0977-80225-31</p> <p>Website: wwd.gov.ph</p> <p>E-mail: waowaterd@yahoo.com</p> <p>FB Page: Wao Water District</p>
WWD- Accounting and Commercial Section	Brgy. Western, Wao, Lanao del Sur	<p>Phone Number: 0977-80225-31</p> <p>Website: wwd.gov.ph</p> <p>E-mail: waowaterd@yahoo.com</p> <p>FB Page: Wao Water District</p>
WWD- Engineering and Maintenance Section	Brgy. Western, Wao, Lanao del Sur	<p>Phone Number: 0977-80225-31</p> <p>Website: wwd.gov.ph</p> <p>E-mail: waowaterd@yahoo.com</p> <p>FB Page: Wao Water District</p>
WWD- Water Resources and Quality Section	Brgy. Western, Wao, Lanao del Sur	<p>Phone Number: 0977-80225-31</p> <p>Website: wwd.gov.ph</p> <p>E-mail: waowaterd@yahoo.com</p> <p>FB Page: Wao Water District</p>