

WAO WATER DISTRICT

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WAO WATER DISTRICT

REENGINEERING MANUAL

APRIL 2024

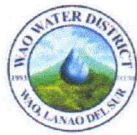
**Supporting the Whole-of-Government Approach in Streamlining
Philippine Government Systems and Procedures in Delivering
Public Services**



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INTRODUCTION

In compliance with Republic Act (RA) No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all government offices and agencies covered by the Act are required to periodically assess, enhance, and reengineer their systems and procedures, as needed. The purpose of doing this is to remove unnecessary and duplicate regulations from the public that transacts.

Furthermore, all government agencies and offices are required to prepare and submit their Reengineer Plan/Report to ARTA in order to determine the current status of their implementation in accordance with the provisions of RA 11032. This manual was created as a result of Memorandum Circular 2021-009, also known as the Issuance of the Whole-of-Government Reengineering Manual.





WAO WATER DISTRICT

Brgy. Western, Wao, Lanao del Sur

FOREWORD

The Wao Water District (WWD), as a government entity, must uphold to its vision, mission, and mandate which is to provide quality service to our concessionaires. Being an agency with the 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*, ensuring client satisfaction is an essential part of our process.

Also, in order to enhance the living conditions and boost the economic productivity of the Wao community, the Wao Water District, a public water provider, is dedicated to provide a potable and reasonably priced water supply 24/7. Together with seeking for new suppliers to ensure a sufficient supply, WWD will also make sure that its employees provide the best possible service in line with its core values, which include accountability, honesty, and public trust.

All WWD frontline services are described in detail by the district in its Citizen's Charter, along with the step-by-step instructions that explain the conditions, costs, and time needed for consumers to receive their needs in the most effective and expedient manner. To ensure that this goal is met and that the general public is served, this Reengineering Manual established streamlined, automated, and simplified procedures for our frontline services.


ENGR. TOMAS C. CARUMBA, JR.
General Manager





MANDATE & BRIEF HISTORY

Mandate

The WAO Water District was established through 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.

Brief History

- In year 1991, the Sangguniang Bayan approved a resolution authorizing Mayor Remedios G. Guiab to initiate the creation of Wao Water District (WWD)
- Then, LWUA issued Conditional Conformance Certificate (CCC) No. 519 on May 26, 1993 to WWD
- Furthermore, in 1998, WWD was granted with its loan from LWUA amounting to 4.241M and a grant from Sen. Alberto Romulo amounting to 3M for the construction of a new water system for WWD
- Moreover, WWD was able to serve 4 barangays with 790 service connections covering 15% of the total barangays in the municipality of Wao in 1999
- In 2005, JICA supported WWD with its 5M grant for its physical improvement which resulted to an increase of 24% in the service area of WWD covering 9 barangays with a service connection of 2,090
- Currently, Wao Water District is serving 23 out of 26 Barangays of Wao, Lanao del Sur and from 7 employees in 1993 to 46 employees in 2024





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POWER AND FUNCTIONS

WAO WATER DISTRICT TO:

1. Diligently supply each service connection with drinkable, clean water at the lowest feasible cost at all times.
2. Notify all customers who have registered of any modifications to the district's operating procedures and policies.
3. Present to the water-consuming public through a public hearing any changes in its water rates.
4. Be vigilant in monitoring, inspection and prosecution of violators of the National Water Crisis Act of 1995 (RA No. 8041) and PD 198 section 31d on water pilferage where water revenue and pressure are affected due to illegal acts.

The Board of Directors of the WAO WATER DISTRICT (WWD) shall be composed of five citizens of the Philippines who are of voting age and residents within the jurisdiction of the district.

1. One member shall be a representative from the civic sector
2. One member a representative from the professional sector
3. One member a representative from the education sector
4. One member a representative from the business sector
5. One member a representative from the women's sector

The Board shall exercise and perform its power and duties through the medium of resolution and/or directives. The Board function shall be to establish policy and they shall not engage in the detailed management of the district.

The WWD General Manager, heads of divisions, supervisors, and permanent staff members whose appointments were approved by the Civil Service Commission should oversee, run, and maintain the district's water supply system inside its boundaries.

1. Acquisition of Waterworks

A district may acquire, install, improve, maintain and operate water supply and manage water distribution and supply systems for domestic, commercial, industrial, municipal, and agricultural usage within the boundaries of such districts.

2. Sale of Water

The district has the authority to sell water within the municipality of Wao and its neighboring town, in accordance with widely accepted laws and regulations. The district may stipulate that a written application for service, payment of





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stipulated fees or deposits, and execution of a water service agreement be submitted prior to such a sale. A service agreement and application with the government agency in charge of installing or maintaining the faucets or hydrants. In accordance with the district's accepted rules and regulations, the district will be compensated for this service in the same way as it would be for regular domestic work. Any district that has a current Certificate of Conformance or Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission.

3. Protection of Waters and Facilities of the District

General Policies:

1. Payment of bills shall be made only to the district's designated tellers and cashiers
2. All unpaid bills after due shall be considered as arrears and shall be subject to 10% penalty
3. The district shall provide a water meter to the concessionaire and in turn the concessionaire should protect it from any damage and shall be required to pay the equivalent amount in case of its loss or damage while in possession
4. Should an issued water meter be destroyed or becomes unserviceable for any reason or another, concessionaire should immediately report it to the district for appropriate action. In case of uncertainty of consumption, the average of the highest three (3) months previous consumption shall be the basis of subsequent bill consumption
5. Authorized representative of the district shall be given by the concessionaire full access to his premises or property for the purpose of inspection, repairs and disconnection and that no one is allowed to remove or tamper any installation therein unless authorized by the district
6. All other policies, rules, and regulations that may hereinafter be formulated by the district's Board of Directors shall form part of this policy upon proper public notification. Relevant issuances also from the Local Water Utilities Administration and applicable stipulations of P.D. 198 and R.A. 8041 are to be observed and considered part of this contract.
7. Should the concessionaire fail to comply with any agreement and policy, the district may terminate this contract with prior notification. Termination of contract will mean discontinuance of water service to concerned concessionaire.





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VISION, MISSION, AND SERVICE PLEDGE

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.

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.

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 comment, 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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PRIORITY SERVICES

Commercial Section

Accounting Section

Human Resource and General Services Section



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WAO WATER DISTRICT

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INITIAL WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

COMMERCIAL SECTION

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Application for New Water Service Connection (in the upcoming years, this service will be divided into 4 phases—1) Application; 2) Initial Inspection/ Lay-out of Service Line/Final Inspection; 3) Payment of Fees/ Signing of Contract for Water Services; 4) Installation)	6	7 working days after payment— with existing tapping 15 working days after payment— proposed tapping	Installation/ Registration & Maintenance Fee for Full Payment: PHP 3,500.00 For Minimum Down Payment: PHP 1,500.00	6	2 hours & 40 minutes	Installation/ Registration & Maintenance Fee for Full Payment: PHP 3,500.00 For Minimum Down Payment: PHP 1,500.00	Wao (and some parts of Kalilangan, Bukidnon) residents who wish to apply for a WWD water service connection/s
Reconnection of Disconnected Water Service Connection	3	24 hours (from receipt of request) **No Same Day Reconnection Policy**	Reconnection Fee: Total Amount Due of the client+ PHP 200.00 (Residential) or PHP 300.00 (Commercial)	3	40 minutes	Reconnection Fee: Total Amount Due of the client+ PHP 200.00 (Residential) or PHP 300.00 (Commercial)	WWD Customers with existing water service connections
Request for Change of Classification	5	1 day & 45 minutes	None	5	1 day & 45 minutes	None	WWD Customers with existing water service connections
Request for Change of Name/ Ownership	4	1 hour & 10 minutes	PHP 50.00	4	1 hour & 10 minutes	PHP 50.00	WWD Customers with existing water service connections
Request for Replacement of Ball valve and of Defective Water Meter	7	1 hour & 35 minutes	For payment of ball valve: PHP 300.00 For payment of water meter: PHP 1,500.00	7	1 hour & 35 minutes	For payment of ball valve: PHP 300.00 For payment of water meter: PHP 1,500.00	WWD Customers with existing water service connections





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PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	Target Clients
Request for Temporary/ Voluntary Disconnection of Water Service Connection	4	55 minutes	Total amount due of the client	4	55 minutes	Total amount due of the client	WWD Customers with existing water service connections
Request for Water Meter Transfer	9	1 hour & 46 minutes	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)	9	1 hour & 46 minutes	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)	WWD Customers with existing water service connections
Verification of Accounts	4	1 hour & 8 minutes	None	4	1 hour & 8 minutes	None	WWD Customers with existing water service connections
Water Meter Calibration/ Meter Testing	4	1 hour	PHP 100.00	4	1 hour	PHP 100.00	WWD Customers with existing water service connections





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ACCOUNTING SECTION

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Payment of Water Bills	2	5 minutes	Total Amount Due of the Concessionaire	2	5 minutes	Total Amount Due of the Concessionaire	WWD Customers with existing water service connections





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HUMAN RESOURCE AND GENERAL SERVICES SECTION

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Application for Leave	2	1 working day upon receipt of complete documents	None	2	1 working day upon receipt of complete documents	None	WWD Permanent & Casual Employees
Processing and Payment of Monetization of Leave Credits	2	11 days	None	2	11 days, 3 hours, and 35 minutes	None	WWD Permanent & Casual Employees
Communication Management (Incoming)	1	1 day	None	1	3 working days	None	WWD employees
Communication Management (Outgoing)	1	8 hours	None	1	8 hours	None	Other government agencies/ private offices
Issuance of Certified Copies of Documents (Appointment Papers, Service Cards, Certificate of Employment, WD Records & Issuances/ Resolutions	2	1-3 working days upon receipt of complete documents	None	2	1-3 working days upon receipt of complete documents	None	WWD customers, other government agencies/ private offices, business entities
Learning and Development (Human Resource)	1	10 working days upon confirmation of the conduct of the training	None	1	20 + working days upon confirmation of the conduct of the training	None	WWD employees
Procurement of Goods and Services	1	7 working days	None	1	7 working days	None	Other government agency or suppliers
Request & Preparation of Travel Authority	2	1 working day upon receipt of complete details of the travel	None	2	1 working day upon receipt of complete details of the travel	None	WWD employees





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DIRECTORY

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