

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

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

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: ☐ 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) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Application and Installation of Service Connection	PD 198	Section 27 – Sale of Water The district shall have the power to sell water, pursuant to generally applicable rules and regulations, to any person for use within the district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of water service contract. <i>As amended by pd 1479</i>	Bod Res. 04-36-2015 Pag Apruba at pagpapatibay sa pagtaas ng singil para sa New Service Connection at Horizontal Boring	January 1, 2016	BOD Res Ns.01-1996;20-2006;

¹ 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

² Cite section number and quote provision identified in the governing law

Online Application and Installation of Service Connection	RA 11032	Section 7 provides for a Zero-Contact Policy which is consistent with the aim of having contactless transactions in the delivery of government services, saving both the government employee or official and the transacting public from the risk of exposure to COVID-19 or any other contagion and absolutely negates potential transmission.	BOD Res. No. 021A-2021 Pag-aproba sa pagpapatupad ng online payment ng mga concessionaire gamit ang ECPay at Online Service Connection application	June 3, 2021	
Office Collection	PD 198	Section 38. Rates and Charges A district may sell water under its control, under schedules of rates and charges as may be determined by the Board, to any all water users within the district. The district, as far as practicable, shall fix such rates and charges for water as will result in revenues. As amended by pd 768	BOD Res. No. 02-031-2011 Pagpapatupad ng tanggapan ng 100% Office Collection	November 01, 2011	
Online Collection	RA 11032	Section 7 provides for a Zero-Contact Policy which is consistent with the aim of having contactless transactions in the delivery of government services, saving both the government	BOD Res. No. 021A-2021 Pag-aproba sa pagpapatupad ng online payment ng mga concessionaire gamit ang ECPay at Online Service Connection application	June 3, 2021	

		employee or official and the transacting public from the risk of exposure to COVID-19 or any other contagion and absolutely negates potential transmission.			
Reconnection	PD 198	<p>Section 17- Performance of District Powers All Powers, privileges, and duties of the district shall be exercised and performed by and through the board:</p> <p>Section 18- Functions Limited to Policy -Making The function of the board shall be to establish policy.</p>	<p>BOD Res.No. 09-2006/ Kapasiyahang nagtatakda para sa pagputol sa mga serbisyo ng tubig na may isang buwang pagkakautang na di nababayaran at iba pang alituntuning sumasaklaw dito. Kasama din ang Pagbabawas ng Reconnection Fee</p> <p>BOD Res. No. 03-025-2020 Nagtatakda ng Panuntuan Hinggil sa Disconnected Accounts</p>	<p>April 01,2006</p> <p>August 01, 2020</p>	BOD Res.No-03-1996;
Disconnection	PD 198	<p>Section 17- Performance of District Powers All Powers, privileges, and duties of the district shall be exercised and performed by and through the board:</p> <p>Section 18- Functions Limited to Policy -Making The function of the board shall be to establish policy.</p>	<p>BOD Res.No. 03-024 - 2015</p> <p>- Kapasiyahan para sa paglilinaw sa kahulugan ng disconnected accounts at pagtatakda ng mga panuntunan hinggil dito.</p>	September 01, 2015	BOD Res.No. 09-2006

Request for Service	PD 198	<p>Section 17- Performance of District Powers All Powers, privileges, and duties of the district shall be exercised and performed by and through the board:</p> <p>Section 18- Functions Limited to Policy -Making The function of the board shall be to establish policy.</p>	<p>Bod Res. 04-36-2015 Pag Apruba at pagpapatibay sa pagtaas ng singil para sa New Service Connection at Horizontal Boring</p>	January 11, 2016	BOD Res Ns.01-1996;20-2006;
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Application and Installation of 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. 1 copy of valid ID	To verify the identity of applicant	1. Present and submit the requirements needed at Public Assistant and Complaints Desk	BOD Res.No. 02-31-2018- Pag-Apruba para sa Pagpapatupad ng ISO9001:2015 Quality Management System - PeñWD-ADMC-005 Instruction Manual for Customer Service	20 minutes	None
2. 1 copy Proof of ownership/right to occupy lot where service is to be connected	To verify ownership of the property where service connection will be installed				
3. 1 copy of other papers as the situation warrants (barangay permits etc.)	To verify residency if property where service connection will be installed is owned by the government.				
		2. Check and sign the application form at the Customer Service	Same as above	10 minutes	None
		3. Pay the amount indicated in the order of payment at the cashier	Same as above	2 minutes	Inspection fee – PHP. 100.00
		4. Applicant receives text message that they can now pay for the corresponding service connection fee and materials after inspection.	Same as above	5 minutes	None
		5. Present the issued copy of checklist of materials at Customer Service	Same as above	10 minutes	Service connection fee – 1,400.00 PHP + cost of materials to be

					used 1,200.00 PHP for horizontal boring if applicable
		6. Wait for the application to be signed	Same as above	5 minutes	None
		7. Pay all fees at the cashier	Same as above	5 minutes	As indicated in the order of payment
		8. Applicant signs Contract of application upon installed	Same as above	3 working days – normal service line tapping 7 working days – horizontal boring	
TOTAL				*Normal Service Line Tapping = 3 days and 57 mins. *Horizontal boring tapping = 7 days and 57 mins	Normal Service Line Tapping -1,500.00 + actual cost of materials to be used Horizontal boring tapping = 2,700.00+ cost of materials to be used
				**Normal Service Line Tapping = 6 days, 1 hr. and 2 mins. **Horizontal boring tapping = 10 days, 1 hr. and 2 mins	

* Total processing time for procedure in client's perspective only.

** Total processing time includes procedure with the Agency's perspective.

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Application and Installation of Service Connection (Online)					
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. 1 copy of valid ID	To verify the identity of applicant	1. Visit Peñaranda Water District website: https://www.pwd.gov.ph/online-application , download and fill out the application form. Send out the filled out application form and required documents to PeñWD email (pwdcustomerservice1987@gmail.com)	BOD Res. No. 021A-2021 Pag-aproba sa pagpapatupad ng online payment ng mga concessionaire gamit ang ECPay at Online Service Connection application	10 minutes	None
2. 1 copy Proof of ownership/right to occupy lot where service is to be connected	To verify ownership of the property where service connection will be installed				
3. 1 copy of other papers as the situation warrants (barangay permits etc.)	To verify residency if property where service connection will be installed is owned by the government.				
		2. Attends Orientation via phone call	Same as above	10 minutes	None
		3. Applicant receives text message that they can now pay for the corresponding service connection fee and materials	Same as above	5 minutes	None
		4. Appearance at the office and submit the original/hard copy of the filed-up application together with the requirements sent thru e-mail	Same as above	2 minutes	None

		5. Present the issued copy of checklist of materials at Customer Service	Same as above	5 minutes	Service connection fee – 1,500.00 PHP + cost of materials to be used 1,200.00 PHP for horizontal boring if applicable
		6. Wait for the application to be signed	Same as above	5 minutes	None
		7. Pay all fees at the cashier	Same as above	5 minutes	As indicated in the order of payment
		8. Applicant signs Contract of application upon installed	Same as above	3 working days – normal service line tapping 7 working days – horizontal boring	
TOTAL				*Normal Service Line Tapping = 3 days and 52 mins. *Horizontal boring tapping = 7 days and 52 mins	Normal Service Line Tapping -1,500.00 + actual cost of materials to be used Horizontal boring tapping = 2,700.00+ cost of materials to be used
				**Normal Service Line Tapping = 6 days, 1 hr. and 2 mins. **Horizontal boring tapping = 10 days, 1 hr. and 2 mins	

* Total processing time for procedure in client's perspective only.

** Total processing time includes procedure with the Agency's perspective.

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

4) SERVICE INFORMATION FOR GOVERNMENT SERVICE

GOVERNMENT SERVICE: Office Collection					
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		
Copy of Water bill	To verify the account no. of the water bill to be paid	Present billing statement notice to the Cashier and promissory note if applicable.	N/A	5 minutes	Monthly billing Disconnection Stoppage Fee – 50.00 PHP
1 copy of Promissory note duly executed (installment payment)	To verify the amount to be paid for installment				
TOTAL				5 minutes	Monthly billing stated in the billing notice + *P 50.00

**If client opted to avail of the Disconnection Stoppage fee*

4) SERVICE INFORMATION PER GOVERNMENT SERVICE

4/SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Online Collection					
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		
Copy of Water bill	To verify the account no. of the water bill to be paid	Client pays thru online flatform (ECPay via Gcash, Pay Maya).	BOD Res. No. 021A-2021 Pag-aproba sa pagpapatupad ng online payment ng mga concessionaire gamit ang ECPay at Online Service Connection application	*2 minutes	Monthly billing Disconnection Stoppage Fee – 50.00 PHP
	To verify the amount to be paid for instalment			** 1 day	
				* 2 minutes	Monthly billing stated in the billing notice + ***P 50.00
TOTAL				**1 day and 2 minutes	

*Total processing time for procedure in client's perspective only

**Total processing time includes procedure with the agency's perspective

***If client opted to avail of the Disconnection Stoppage fee

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Reconnection					
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 copy of billing statement	To verify the account no. of the water bill to be paid	1. Request service reconnection at Public Assistance & Complaints Desk	BOD Res.No. 02-31-2018-Pag-Apruba para sa Pagpapatupad ng ISO9001:2015 Quality Management System - PeñWD-ADMC-005 Instruction Manual for Customer Service	10 minutes	None
		2. Proceed to Customer Service Desk for Order of Payment for the amount to be paid	Same as above	5 minutes	None
		3. Bring Order of payment to pay to Cashier	Same as above	2 minutes	As indicated in the Order of Payment (water bill + reconnection fee) Disconnected for 3 billing period = P 50.00 Disconnected for at least 4 billing periods= P 100.00 *Service Connection Fee 1,500.00

TOTAL		*17 mins **2 hrs. and 25 mins.	Water bill +P50.00 Water bill +P100.00 *Water bill + 50.00 or 100.00 + 1,500.00
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*Total processing time for procedure in client's perspective only

**Total processing time includes procedure with the agency's perspective

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Disconnection					
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		
None		Receive notice thru text message and given three (3) days to settle account or pay disconnection stoppage fee	BOD Res.No. 02-31-2018- Pag-Apruba para sa Pagpapatupad ng ISO9001:2015 Quality Management System - PeñWD-ADMC-005 Instruction Manual for Customer Service	10 minutes	None
TOTAL				*10 mins **2 hrs. and 20 mins.	

*Total processing time for procedure in client's perspective only

**Total processing time includes procedure with the agency's perspective

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Request for Service					
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. 1 copy of valid ID	To verify the identity of the client	1. Report/ inform service request to Public Assistance and Complaints Desk	BOD Res.No. 02-31-2018- Pag-Apruba para sa Pagpapatupad ng ISO9001:2015 Quality Management System - PeñWD-ADMC-005 Instruction Manual for Customer Service	10 minutes	Relocation – PHP 100.00+ Cost of materials Registration – PHP 150.00, Installation PHP 350.00
2. 1 copy Proof of ownership/right to occupy lot where service is to be connected	To verify ownership of the property where service connection will be installed, relocated				
3. 1 copy of other papers as the situation warrants (barangay permits etc.)	To verify residency if property where service connection will be installed/relocated is owned by the government.				
		2. Sign the Service Request Form		10 minutes	None
TOTAL				*20 mins **2 hrs. and 25 mins.	Relocation - P100.00 Registration - P150.00 Installation - P350.00

*Total processing time for procedure in client's perspective only

**Total processing time includes procedure with the agency's perspective

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Payroll					
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		
DTR/ Timesheet	Civil Service Laws & Rules Rule XVII- Government Office Hours, Sections 1-5	1. Submit DTRs to Human Resource Personnel	Civil Service Laws & Rules Rule XVII- Government Office Hours, Sections 1-5	30 minutes	None
		2. Receive salary and sign the payroll sheet.	N/A	3 hours	None
TOTAL				*3 hours and 30 minutes **9 hours and 33 minutes	None

**Total processing time for procedure in client's perspective only*

***Total processing time includes procedure with the agency's perspective*

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Application of Leave					
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. Leave Application Form	Civil Service Laws & Rules Rule XVI- Leave of Absence, Sec.51- Application for Vacation Leave	1. Accomplish Leave application form and submit to HR (at least 5 days before the date of VL & SLP; immediate filing upon return to work for SL)	Civil Service Laws & Rules Rule XVI- Leave of Absence, Sec.51 Application for Vacation Leave	5 minutes	None
2. Physician's request for scheduled sick leave/Medical Certificate	Civil Service Laws & Rules Rule XVI- Leave of Absence, Sec.53- Application for Sick Leave	2. Receives notification of the approval/disapproval of leave application thru text message or phone call.	Civil Service Laws & Rules Rule XVI- Leave of Absence, Sec.53-Application for Sick Leave	5 minutes	None
TOTAL				*10 minutes **Within 5 days and 30 mins	None

**Total processing time for procedure in client's perspective only*

***Total Processing time includes procedure with the agency's perspective*

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Document Requests					
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. Employee Request Form	To properly address employee request	Accomplish Employee Request form and submit to HR	N/A	5 minutes	None
		Receives the document requested	N/A	5 minutes	None
TOTAL				* 10minutes ** Within 3 hours and 10 mins	None

**Total processing time for procedure in client's perspective only*

***Total Processing time includes procedure with the agency's perspective*

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Authority to Travel					
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.Travel Order Form	To properly address the request	Accomplish Employee Request form and submit to HR	N/A	5 minutes	None
2.Invitation for seminars, Convention, Meetings, and the like	EO 77 Section 3 – Approval of Official Travel	Receives the approved/disapproved request	N/A	5 minutes	None
TOTAL				*10minutes **Within 1 hour and 10 mins	None

**Total processing time for procedure in client's perspective only*

***Total processing time includes procedure with the agency's perspective*

³ Please note that one table is to be filled-up per Government Service.

To fill up:

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

Approved By:


ENGR. MARLON J. ABESAMIS
General Manager