



PEÑARANDA WATER DISTRICT

Gomez St. Poblacion II, Peñaranda, Nueva Ecija

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Annex "A"

Zero Backlog Program

Department/Agency	<i>Peñaranda Water District</i>
Program Title/Name	<i>Peñaranda Water District Citizen's Charter</i>
Program Objective	<i>To standardize and streamline PeñWD Services to its Internal and external clients</i>
Target Output	<i>Simplified PeñWD Service process in accordance with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i>
Date Implemented	<i>CY 2022</i>
Implementing office	<i>Administrative, Finance and Commercial Division Construction, Maintenance and Production Division</i>

Program Description
<i>PeñWD External and Internal Services</i>

Matrix of Services				
Name of service	Classification (Simple, Complex, Highly Technical)	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Administrative, Finance & Commercial Division				
External Services				
Application and Installation of New Service Connection(Walk-In)	Highly Technical	Normal Service Line Tapping = 6 days ,1 hr. and 2 mins Horizontal boring tapping = 10 days ,1 hr. and 2 mins.	1,500.00 + actual cost of materials to be used Horizontal boring tapping = 2,700.00+ cost of materials to be used	Customer Service Personnel/Construction Maintenance Personnel
Application and Installation of New Service Connection (Online)	Highly Technical	Normal Service Line Tapping = 6 days ,1 hr. and 2 mins Horizontal boring tapping = 10 days ,1 hr. and 2 mins.	1,500.00 + actual cost of materials to be used Horizontal boring tapping = 2,700.00+ cost of materials to be used	Customer Service Personnel/Construction Maintenance Personnel
Office Collection	Simple	5 minutes	Monthly billing stated in the billing notice	Customer Service Personnel/ Admin Finance & Commercial Division

			+ *P 50.00 *If client opted to avail of the Disconnection Stoppage fee	
Online Collection	Simple	1 day and 2 minutes	Monthly billing stated in the billing notice+ *P 50.00	Customer Service Personnel/ Admin Finance & Commercial Division
Reconnection	Simple	2 hrs. and 25 mins.	Water bill +P50.00 Disconnected for 3 billing period Water bill +P100.00 Disconnected for at least 4 billing periods Water bill +P50.00 or P100.00+1500.00 *Disconnected for 6 months. Temporary Disconnected for 3 months	Customer Service Personnel/ Admin Finance & Commercial Division
Disconnection	Simple	2 hours & 20 mins.	N/A	Customer Service Personnel/
Request for Service (Relocation, etc.)	Simple	2 hours and 25 minutes	Relocation of meter- P100.00 + cost of materials* Registration fee- P150.00 Installation Fee- P350.00	

Matrix of Services

Name of service	Classification (Simple, Complex, Highly Technical)	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
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Administrative, Finance & Commercial Division

Internal Services

Payroll	Simple	9 hours and 33 minutes	N/A	IRMO C/Administrative, Finance & Commercial Division
Leave Application	Simple	Within 5 days & 30 minutes	N/A	IRMO C/Administrative, Finance & Commercial Division, Finance & Commercial Division
Document Requests	Simple	3 hours & 10 minutes	N/A	IRMO C/Administrative, Finance & Commercial Division
Authority to Travel	Simple	1 hour & 10 minutes	N/A	IRMO C/Administrative, Finance & Commercial Division

Implementation Results

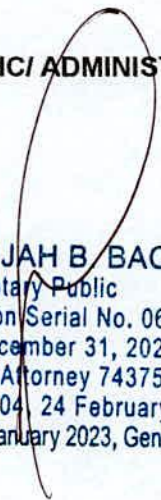
Implementation Results show that services provided to both internal and external clients after the standardization and streamlining of PeñWD Processes shortened the processing time which resulted to zero (0) backlog).


ENGR. MARLON J. ABESAMIS
General Manager

SUBSCRIBED AND SWORN to before me this 10 6 MAR 2023, 2023 in
GENERAL TINIO, N.E. Philippines, with affiant exhibiting to me his _____
issued on _____ at _____.

NOTARY PUBLIC/ADMINISTERING OFFICER

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ATTY. ELIJAH B. BACTOL
Notary Public
Commission/Serial No. 06-22
Until December 31, 2023
Roll of Attorney 74375
IBP No. 185304, 24 February 2022
PTR No. 8129299 09 January 2023, General Tinio, N.E.