

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: CATBALOGAN 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

### EXTERNAL SERVICES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Application of New Water Service Connection	PD 198 Section 5 (a)  CWD Revised URR Chapter II Section 2	Section 5 (a) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;</i> Chapter II, Section 2 of the CWD URR states, Who may apply for Service	Provincial Water Utilities Act of 1973  CWD Revised URR	May 25, 1973  March 6, 2017	

<sup>1</sup> 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

<sup>2</sup> Cite section number and quote provision identified in the governing law

		Connection- <i>a person whether natural of juridical may avail of the services of the Water District provided that he agrees to comply with the requirements of the District.</i>			
2. Installation of New Water Service Connection	PD 198 Section 5 (a)  CWD Revised URR Chapter III Section 1	Section 5 (a) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;</i> Chapter III, Section 1 of the CWD URR states, <i>Installation of a Service Connection – the service connections or laterals from the Water Distribution line shall be installed only by its authorized plumbers after all the requirements are complied.</i>	Provincial Water Utilities Act of 1973  CWD Revised URR	May 25, 1973  March 6, 2017	
3. Reopen of Water Service Connection (Disconnected below 3 months)	PD 198 Section 5 (c)  CWD Revised URR Chapter V Section 2	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i> Chapter V, Section 2 of the CWD URR states, <i>Reopening of a Disconnected Connection – a disconnected connection can be activated only upon payment of the necessary fees to the water district.</i>	Provincial Water Utilities Act of 1973  CWD Revised URR	May 25, 1973  March 6, 2017	

<p>4. Reopening/Reconnection of Water Service Connection (Disconnected below 1 year but over 3 months)</p>	<p>PD 198 Section 5 (c)</p> <p>CWD Revised URR Chapter V Section 2</p>	<p>Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i></p> <p>Chapter V, Section 2 of the CWD URR states, Reopening of a Disconnected Connection – <i>a disconnected connection can be activated only upon payment of the necessary fees to the water district.</i></p>	<p>Provincial Water Utilities Act of 1973</p> <p>CWD Revised URR</p>	<p>May 25, 1973</p> <p>March 6, 2017</p>	
<p>5. Reconnection of Water Service Connection (Disconnected over 1 year)</p>	<p>PD 198 Section 5 (c)</p> <p>CWD Revised URR Chapter V Section 2</p>	<p>Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i></p> <p>Chapter V, Section 2 of the CWD URR states, Reopening of a Disconnected Connection – <i>a disconnected connection can be activated only upon payment of the necessary fees to the water district.</i></p>	<p>Provincial Water Utilities Act of 1973</p> <p>CWD Revised URR</p>	<p>May 25, 1973</p> <p>March 6, 2017</p>	
<p>6. Attending Request for Repair Works</p>	<p>PD 198 Section 5 (c)</p>	<p>Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i></p>	<p>Provincial Water Utilities Act of 1973</p>	<p>May 25, 1973</p>	

7. Availing of Senior Citizen Discount	RA No. 9994 Section 4 (c)	Section 4 (c) of the RA 9994 or also known as the Expanded Senior Citizens Act of 2010 which states, <i>The grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: Provided, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided, further, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m3) of water: Provided, furthermore, That the privilege is granted per household regardless of the number of senior citizens residing therein;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
8. Attending Complaints	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
9. Sale of Materials	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
10. Water Meter Reading and Bill Tendering	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial	Provincial Water Utilities Act of	May 25, 1973	

		Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	1973		
11. Payment of Water Bills	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
12. Disconnection due to Non-payment of Water Bill	PD 198 Section 5 (c)  CWD Revised URR Chapter V Section 1	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i> Chapter V, Section 1 of the CWD URR states, Disconnection of a Water Service Connection – <i>the water district may disconnect a service connection on the following grounds: (a) non-payment of water bills; (b) involving in illegal activities such as tampering of meters, water pilferage and other similar acts; (c) voluntary disconnection, or upon the request of the customer.</i>	Provincial Water Utilities Act of 1973  CWD Revised URR	May 25, 1973  March 6, 2017	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: APPLICATION OF NEW WATER 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. Duly filled up Application Form	PD 198	1. Inquire	CWD Citizens Charter	5 days 2 hours and 45 mins.	200.00 survey fee + ₱4,100.00/ ₱11,500.00
2. Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay	Section 5 (a)	2. Submit fully accomplished Application form and requirements			
3. Valid Community Tax Certificate	CWD	3. Attend orientation / seminar			
4. Photocopy of Government Issued ID	Revised URR	4. Wait for Investigation			
5. Concrete Cutting/Excavation Permit, if applicable	Chapter II	5. Wait for Survey & Billing			
6. Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)	Section 2	6. Install after the meter pipeline and inform the frontline			
		7. Water Service Contract			
		8. Payment of Installation Fee			
<b>TOTAL</b>				<b><u>5 days,</u></b> <b><u>2 hours and 45</u></b> <b><u>mins.</u></b>	<b>₱4,100.00/</b> <b>₱11,500.00</b>

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

To fill up:

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

GOVERNMENT SERVICE: INSTALLATION OF WATER 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		
NONE	PD 198 Section 5 (a)  CWD Revised URR Chapter III Section 1	1. Wait for schedule 2. Check proper installation, sign accomplished From SR 004: Service Request for Installation of New Water Service Connection	CWD Citizens Charter	1 day 1 hour and 5 mins.	none
<b>TOTAL</b>				<b><u>1 day,</u></b> <b><u>1 hour and</u></b> <b><u>5 mins.</u></b>	



GOVERNMENT SERVICE: REOPEN OF WATER SERVICE CONNECTION (disconnected below 3 months)					
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. Authorization letter from registered person, if applicable	PD 198 Section 5 (a)  CWD Revised URR Chapter V Section 2	1. Ask for priority sequence (letter) 2. Inquire account status 3. Ask for priority sequence (number) 4. Pay Unpaid Water Bills 5. Payment of Reconnection Fee 6. Return Form SR 005: Service Request for Reconnection with Official Receipt/Billing Receipt to Front Desk.	CWD Citizens Charter	1 day 2 hours and 52 mins.	₱500.00
<b>TOTAL</b>				<b><u>1 day,</u></b> <b><u>2 hours and</u></b> <b><u>52 mins.</u></b>	<b>₱500.00</b>

GOVERNMENT SERVICE: REOPENING/RECONNECTION OF WATER SERVICE CONNECTION (disconnected below 1 year but over 3 months)					
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. Authorization letter from registered person, if applicable	PD 198 Section 5 (a)  CWD Revised URR Chapter V Section 2	1. Ask for priority sequence (letter) 2. Inquire account status 3. Pay Survey Fee 4. Present O.R. of Survey Fee to Front Desk 5. Wait for Investigation 6. Wait for Survey & Billing 7. Wait advise for payment 8. Ask for priority sequence (number) 9. Pay Unpaid Water Bills 10. Payment of Reopen Fee and other necessary fees 11. Present O.R. and Billing receipt to front desk 12. Sign Accomplished Service Request	CWD Citizens Charter	5 days 3 hours and 17 mins.	Unpaid Water Bill + 200.00 survey fee + 500.00 reconnection fee
<b>TOTAL</b>				<b><u>5 day,</u> <u>3 hours and</u> <u>17 mins.</u></b>	

GOVERNMENT SERVICE: RECONNECTION OF WATER SERVICE CONNECTION (disconnected over 1 year)					
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. Duly filled up Application Form 2. Brgy. Certification 3. Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay 4. Valid Community Tax Certificate 5. Photocopy of Government Issued ID 6. Concrete Cutting/Excavation Permit, if applicable 7. Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)	PD 198 Section 5 (a)  CWD Revised URR Chapter V Section 2	1. Ask for priority sequence (Letter) 2. Inquire 3. Submit fully accomplished Application form and requirements 4. Pay Survey Fee 5. Present OR of Survey Fee to Front Desk 6. Attend orientation / seminar 7. Wait for Investigation 8. Wait for Survey & Billing 9. Install after the meter pipeline and inform the frontline 10. Signing of Service Contract and Notarize Service Contract 11. Ask for priority sequence (number) 12. Payment of Installation fee other necessary fees 13. Present O.R. and Billing receipt 14. Refer to steps on the installation of Water Service Connection	CWD Citizens Charter	4 days 2 hours and 57 mins.	Outstanding Water Bill + 200 survey fee + ₱4,100.00/ ₱11,500.00 Installation fee
<b>TOTAL</b>				<b><u>3 days, 2 hours and 57 mins.</u></b>	

GOVERNMENT SERVICE: ATTENDING REQUEST FOR REPAIR WORKS					
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	PD 198 Section 5 (a)	<ol style="list-style-type: none"> <li>1. Ask for priority sequence (Letter)</li> <li>2. Inform front desk for Request Details</li> <li>3. If request needs survey &amp; investigation, Pay Survey Fee</li> <li>4. Present O.R. of Survey Fee to Front Desk</li> <li>5. Wait for Investigation, if needed</li> <li>6. Wait for Survey &amp; cost of labor and materials</li> <li>7. Wait advise for payment</li> <li>8. Ask for priority sequence</li> <li>9. Payment of Repair Fee</li> </ol>	CWD Citizens Charter	4 days 5 hours and 22 mins.	
<b>TOTAL</b>				<b><u>4 days,</u></b> <b><u>5 hours and</u></b> <b><u>22 mins.</u></b>	

GOVERNMENT SERVICE: AVAILING OF SENIOR CITIZEN DISCOUNT					
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. Form SC 004: Application for Senior Citizen Discount form 2. Senior Citizen ID 3. Barangay Certification	RA No. 9994 Section 4 (c)	1. Ask for priority lane number 2. Inform front desk 3. Fill Up application form and submit with required documents	CWD Citizens Charter	4 days 5 hours and 22 mins.	
<b>TOTAL</b>				<b><u>2 days,</u></b> <b><u>1 hour and</u></b> <b><u>21 mins.</u></b>	

GOVERNMENT SERVICE: ATTENDING COMPLAINTS					
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	PD 198 Section 5 (a)	1. Ask for priority lane number 2. Fill up logbook of transaction	CWD Citizens Charter	1 min.	
<b>TOTAL</b>				<b><u>1 min.</u></b>	

GOVERNMENT SERVICE: SALE OF MATERIALS					
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	PD 198 Section 5 (a)	1. Inquire at Customer Assistant (Front Desk Clerk) 2. Payment of Materials 3. Present OR	CWD Citizens Charter	1 min.	
<b>TOTAL</b>				<b><u>1 min.</u></b>	

GOVERNMENT SERVICE: WATER METER READING AND BILL TENDERING					
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	PD 198 Section 5 (a)	1. Accept Water Bill	CWD Citizens Charter	1 .5 mins.	
<b>TOTAL</b>				<b><u>1.5 mins.</u></b>	

GOVERNMENT SERVICE: PAYMENT OF WATER BILLS					
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. Statement of Account or Prior month's Official receipt	PD 198 Section 5 (a)	1. Ask For Priority number from the guard 2. Wait until number is called 3. Give statement of account to teller or if statement of account is missing, give the registered name & address	CWD Citizens Charter	Normal Days: <u>5 mins</u>  During Due Dates: <u>30 mins</u>	
<b>TOTAL</b>				<b>Normal Days:</b> <b><u>5 mins</u></b>  <b>During Due Dates:</b> <b><u>30 mins</u></b>	

GOVERNMENT SERVICE: DISCONNECTION DUE TO NON-PAYMENT OF WATER BILL					
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	PD 198 Section 5 (a)  CWD Revised URR Chapter V Section 1	NONE	CWD Citizens Charter	7 hours and 40 mins.	
<b>TOTAL</b>				<b><u>7 hours and 40 mins.</u></b>	



GOVERNMENT SERVICE: TEMPORARY/VOLUNTARY 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	PD 198 Section 5 (a)  CWD Revised URR Chapter V Section 6	1. Ask For Priority sequence (Letter) 2. Inquire Account Status 3. Pay Water Bill 4. Present OR of WB & Fill-up Form SC007	CWD Citizens Charter	1 day 1 hour and 21 mins.	
<b>TOTAL</b>				<b><u>1 day</u></b> <b><u>1 hours and</u></b> <b><u>21 mins.</u></b>	

**INTERNAL SERVICES (ADMINISTRATIVE DIVISION)**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Request for Certification of Employment	EO No. 02 s. 2016, Freedom of Information	<i>“SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval and communication of information to the public.”</i>	None	July 23, 2016	
2. Request for Service Record	CSC Memorandum Circular No. 8, s. 2007: “Management of 201 file”	<i>“The Head of Office in charge of HR Management shall...: 2.) provide personnel concerned with original copies of the agency and CSC approved appointments as well as duplicate / machine copies of documents in the 201 / 120 file for their own record.”</i>	None	May 8, 2007	
3. Request for Certified Copy of 201 Documents	CSC Memorandum Circular No. 8, s. 2007: “Management of 201 file”	<i>“The Head of Office in charge of HR Management shall...: 2.) provide personnel concerned with original copies of the agency and CSC approved appointments as well as duplicate / machine copies of documents in the 201 / 120 file for their own record.”</i>	None	May 8, 2007	
4. Request for Leave/	CSC Memorandum	<i>Sec.1. Entitlement to leave privileges – In</i>	None	August 23,	

<sup>1</sup> 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

<sup>2</sup> Cite section number and quote provision identified in the governing law

<p>Compensatory Time-Off (CTO)</p>	<p>Circular No. 41, s. 1998 and 14 s. 1999: Revised Omnibus Rules on Leave</p> <p>CSC and DBM Joint Circular No. 1, s. 2015 dated November 25, 2015 (SUBJECT: Policies and Guidelines on Overtime Services and Overtime Pay for Government Employees)</p>	<p><i>general, appointive officials up to the level of heads of executive departments, heads of departments, undersecretaries and employees of the government whether permanent, temporary or casual, who render work during the prescribed office hours, shall be entitled to 15 day vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sunday, Public Holidays, without limitation as to the number of days of vacation and sick leave that may accumulate.</i></p> <p><i>“3.1 The rendition of overtime services shall be authorized only when extremely necessary, such as when a particular work or activity cannot be completed within the regular work hours and that non-completion of the same will: a) cause financial loss to the government or its instrumentalities; b) embarrass the government due to its inability to meet its commitments; or c) negate the purposes for which the work or activity was conceived.</i></p> <p><i>“3.2 As a general rule, the remuneration for overtime services shall be through CTO, in accordance with the guidelines under the CSC-DBM Joint Circulars No. 2, s. 2004 and No. 2-A. s. 2005.</i></p> <p><i>“3.3 The payment in cash of overtime services through Overtime Pay may be authorized only in exceptional cases when the application of CTO for all overtime hours would adversely affect the operations of the agency.</i></p>	<p>None</p>	<p>1999, July 2010</p> <p>N/A</p>	
------------------------------------	---	--	-------------	---------------------------------------	--

5. Issuance of Supplies and Materials	Government Accounting Manual (GAM) Vol. 1 Chapter 8, Inventories	Section 16. Procedures in the Requisition and Issue of Inventory Items “Prepares Requisition and Issuance Slip (RIS)”		October 22, 2015	
6. Preparation and Issuance of Property Acknowledgement Receipt (PAR)	Government Accounting Manual (GAM) Vol. 1 Chapter 10, Property, Plant and Equipment	Section 21. Issue of PPE. Based on approved RIS, the Supply and/or Property Custodian shall prepare the Property Acknowledgement Receipt (PAR) (Appendix 71) to support the issue of property to end-user. The PAR shall be renewed at least every three years or every time there is a change in accountability or custodianship of the property.		October 22, 2015	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: REQUEST FOR CERTIFICATION OF EMPLOYMENT					
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	EO No. 02 s. 2016, Freedom of Information	1. Request/Ask HR Section for Certificate of Employment 2. Receive requested document (sign logbook)	CWD Citizens Charter	15 mins.	None
<b>TOTAL</b>				<b>15 mins.</b>	

<sup>3</sup> 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

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

GOVERNMENT SERVICE: REQUEST FOR SERVICE RECORD					
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	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	<ol style="list-style-type: none"> <li>Request/Ask HR Section for Certificate of Employment</li> <li>Receive requested document (sign logbook)</li> </ol>	CWD Citizens Charter	15 mins.	None
<b>TOTAL</b>				<b>15 mins.</b>	

GOVERNMENT SERVICE: REQUEST FOR TRUE COPY OF 201 DOCUMENTS					
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	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	<ol style="list-style-type: none"> <li>Request/Ask HR Section for Certificate of Employment</li> <li>Receive requested document (sign logbook)</li> </ol>	CWD Citizens Charter	30 mins.	None
<b>TOTAL</b>				<b>30 mins.</b>	

GOVERNMENT SERVICE: REQUEST FOR LEAVE/COMPENSATORY TIME OFF (CTO)					
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	<p>CSC Memorandum Circular No. 41, s. 1998 and 14 s. 1999: Revised Omnibus Rules on Leave</p> <p>CSC and DBM Joint Circular No. 1, s. 2015 dated November 25, 2015 (SUBJECT: Policies and Guidelines on Overtime Services and Overtime Pay for Government Employees)</p>	<p>1. Fill-up the application for Leave/CTO and submit to the HR section Receive requested document (sign logbook).</p>	CWD Citizens Charter	30 mins.	None
<b>TOTAL</b>				<b>30 mins.</b>	

GOVERNMENT SERVICE: ISSUANCE OF SUPPLIES AND MATERIALS					
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. Duly signed and approved Requisition and Issuance Slip (RIS)	Government Accounting Manual (GAM) Vol. 1 Chapter 8, Inventories	1. Submit duly signed and approved Requisition and Issuance Slip (RIS) to the Property Officer.	CWD Citizens Charter	20 mins.	None
<b>TOTAL</b>				<b>20 mins.</b>	

GOVERNMENT SERVICE: PREPARATION AND ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR)					
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. Property Acknowledgement Receipt (PAR)	Government Accounting Manual (GAM) Vol. 1 Chapter 10, Property, Plant and Equipment	1. Ask the Property Officer to prepare Property Acknowledgement Receipt (PAR) for the requested item.	CWD Citizens Charter	20 mins.	None
<b>TOTAL</b>				<b>20 mins.</b>	



**INTERNAL SERVICES (COMMERCIAL DIVISION)**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing 1 Short Title <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Processing of Disbursement Voucher and Payment to Suppliers	Government Accounting Manual (GAM) Vol. 1 Chapter 2, General Provisions, Basic Standards and Policies	Section 5 Fundamental Principles for disbursement of Public Funds. The government Auditing Code of the Philippines provides that all Financial Transactions and operations of any government entity should be governed by GAM	Government Accounting Manual (GAM) for NGA Vol. 1	October 22, 2015	
2. Granting of Petty Cash Advances	COA Circular 2012-001 dated June 14, 2012	<i>According to General Guidelines for Liquidation of Petty Cash Advances (Sec. 1.2 COA Circular No. 2012-001), the petty cash fund shall be replenished which shall be equal to the amount of expenditures made therefrom as soon as the disbursements reaches 75 percent or as needed.</i>	Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions	June 14, 1990	

<sup>1</sup> 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

<sup>2</sup> Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: PROCESSING OF DISBURSEMENT VOUCHER AND PAYMENT TO SUPPLIERS					
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		
<b>For Goods:</b> 1. Budget Utilization Request (BUR) 2. Purchase Request (PR) 3. Purchase Order (PO) 4. Journal Entry Voucher (JEV) 5. Annual Procurement Plan (APP) 6. Project Procurement Management Plan (PPMP) 7. Request for Updating the APP 8. Quotation 9. BAC Resolution 10. Sales Invoice 11. Delivery Receipt 12. Inspection and Acceptance Report 13. Computation of Liquidated Damages, if applicable	Government Accounting Manual (GAM) Vol. 1 Chapter 2, General Provisions, Basic Standards and Policies	1. Responsible division submits BUR form to Accounting Section	CWD Citizens Charter	55 mins.	none

<sup>3</sup> 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

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

14. Abstract of Bids 15. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)					
<b>For Projects and Other Services</b> 1. Budget Utilization Request (BUR) 2. Job Request (JR) 3. Job Order (JO) 4. Journal Entry Voucher (JEV) 5. Cash Advance (CA), if applicable 6. Annual Procurement Plan (APP) 7. Project Procurement Management Plan (PPMP) 8. Request for Updating the APP 9. Quotation 10. BAC Resolution 11. Sales Invoice 12. Delivery Receipt 13. Approved Work Order / Detailed Estimates / Variation Order 14. Certificate of Acceptance 15. Board Resolution 16. Notice to Award / Notice to Proceed 17. Project Completion and Inspection Report (PCIR) 18. Progress Billing Report 19. Computation of Liquidated Damages, if applicable 20. Abstract of Bids Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)					
<b>TOTAL</b>				<b>55 mins.</b>	<b>none</b>

GOVERNMENT SERVICE: GRANTING OF PETTY CASH ADVANCES					
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. Petty Cash Voucher Form	<i>COA Circular 2012-001 dated June 14, 2012</i>	1. Submit necessary documents. 2. Forward it to the cashier for release of the requested amount.	CWD Citizens Charter	5 mins.	none
<b>TOTAL</b>				<b>5 mins.</b>	<b>none</b>

**INTERNAL SERVICES (ENGINEERING DIVISION)**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Elevate/Arrange Water Meters	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
2. Transfer of Water Meters	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
3. Repair of Transmission Line Leak	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to</i>	Provincial Water Utilities Act of 1973	May 25, 1973	

<sup>1</sup> 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

<sup>2</sup> Cite section number and quote provision identified in the governing law

		<i>said purpose;</i>			
4. Repair of Distribution Line Leak	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
5. Repair of Service Line Leak	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: ELEVATE/ARRANGE WATER METERS					
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. Prepare Job Order (JO) to elevate/arrange water meter	PD 198 Provincial Water Utilities Act of 1973	1. Submit the prepared Job Order (JO) to Engineering Division to elevate/arrange water meter	CWD Citizens Charter	1 day	none
<b>TOTAL</b>				<b>1 day</b>	<b>none</b>

<sup>3</sup> 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

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

<b>GOVERNMENT SERVICE: TRANSFER OF WATER METERS</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Signed Job Order (JO) for transfer of water meters	PD 198 Provincial Water Utilities Act of 1973	1. Submit the signed Job Order to the Engineering Division	CWD Citizens Charter	1 day	none
<b>TOTAL</b>				<b>1 day</b>	<b>none</b>

<b>GOVERNMENT SERVICE: REPAIR OF TRANSMISSION LINE LEAK</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Prepare Job Order (JO) to repair Transmission Line Leak	PD 198 Provincial Water Utilities Act of 1973	1. Report the leak to the Customer Service Assistant or call the CWD hotline.	CWD Citizens Charter	1 day	none
<b>TOTAL</b>				<b>1 day</b>	<b>none</b>



GOVERNMENT SERVICE: REPAIR OF DISTRIBUTION LINE LEAK					
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. Prepare Job Order (JO) to repair Distribution Line Leak	PD 198 Provincial Water Utilities Act of 1973	1. Report the leak to the Customer Service Assistant or call the CWD hotline.	CWD Citizens Charter	1 day	none
<b>TOTAL</b>				<b>1 day</b>	<b>none</b>

GOVERNMENT SERVICE: REPAIR OF SERVICE LINE LEAK					
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. Account name and number (if applicable) 2. Location of the complaint 3. Contact details of the complainant 4. Nearest customer meter to the location of the complaint (if applicable)	PD 198 Provincial Water Utilities Act of 1973	1. Report the leak to the Customer Service Assistant or call the CWD hotline.	CWD Citizens Charter	1 day	none
<b>TOTAL</b>				<b>1 day</b>	<b>none</b>