

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: CAUAYAN CITY 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
1. Water Bills Payment	<p>AMENDED PRESIDENTIAL DECREE No. 198 AND OTHER RELATED ISSUANCE</p> <p>Presidential Decree No. 1479</p> <p><i>FURTHER AMENDING PRESIDENTIAL DECREE NO. 198 OTHERWISE KNOWN AS THE "PROVINCIAL WATER UTILITIES ACT OF 1973", AS AMENDED BY PRESIDENTIAL DECREE NO. 768.</i></p>	<p>TITLE II (Local Water District Law) Chapter IX (Revenues) Section 38 (Rates & Charges)</p> <p>Section 17. Section 37 of the same decree is hereby amended to read as Section 38 as follows:</p> <p><i>"A district may sell water under its control, under schedules of rates and</i></p>	<p>Cauayan City Water District's Operations Manual</p> <p>Cauayan City Water District's Citizen's Charter (2020) 2nd Edition</p>	<p>December 29, 2016</p> <p>July 3, 2020</p>	<p>CCWD Citizen's Charter in compliance to RA 9485 "Anti-Red Tape Act of 2007"</p>

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

		<p><i>charges as may be determined by the Board, to any and all water users within the district. Said schedule may provide for differential rates for different categories of use and different quantity blocks. The district, as far as practicable, shall fix such rates and charges for water as will result in revenues which will:</i></p> <p><i>(b) Provide for revenue from all water deliveries and service performed by the district”</i></p> <p>LOCAL WATER UTILITIES ADMINISTRATION BOARD RESOLUTION NO. 98, SERIES OF 2017</p> <p>“Approval of the Proposed Water Rates for Cauayan City WD (Isabela) – CCC No. 183”</p>	Schedule of New Approved Water Rates	December 2017	
Application for New Service Connection	AMENDED PRESIDENTIAL DECREE	TITLE II (Local Water District Law)	Cauayan City Water District’s	December 29, 2016	

	<p>No. 198 AND OTHER RELATED ISSUANCE</p> <p>Presidential Decree No. 1479</p> <p><i>FURTHER AMENDING PRESIDENTIAL DECREE NO. 198 OTHERWISE KNOWN AS THE "PROVINCIAL WATER UTILITIES ACT OF 1973", AS AMENDED BY PRESIDENTIAL DECREE NO. 768.</i></p>	<p>(Chapter VII) Powers of District Section 26 Sale of Water</p> <p><i>"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></p> <p>TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts</p> <p><i>"A district shall have the power to enter into contracts with any person for the purpose of performing any functions of the district"</i></p>	<p>Operations Manual</p> <p>Contract of Water Service Connection</p>	<p>August 18, 2000</p>	<p>Contract of Water Service Connection (Old Contract)</p>
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<p>Payment for the New Service Connection</p>	<p>AMENDED PRESIDENTIAL DECREE No. 198 AND OTHER RELATED ISSUANCE</p> <p>Presidential Decree No. 1479</p> <p><i>FURTHER AMENDING PRESIDENTIAL DECREE NO. 198 OTHERWISE KNOWN AS THE "PROVINCIAL WATER UTILITIES ACT OF 1973", AS AMENDED BY PRESIDENTIAL DECREE NO. 768</i></p>	<p>TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 26 Sale of Water</p> <p><i>"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></p> <p>TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29</p>	<p>Cauayan City Water District's Operations Manual</p> <p>Contract of Water Service Connection</p>	<p>December 29, 2016</p> <p>August 18, 2000</p>	<p>Contract of Water Service Connection (Old Contract)</p>

<p>Application for Service Reconnection</p>	<p>AMENDED PRESIDENTIAL DECREE No. 198 AND OTHER RELATED ISSUANCE</p> <p>Presidential Decree No. 1479</p> <p><i>FURTHER AMENDING PRESIDENTIAL DECREE NO. 198 OTHERWISE KNOWN AS THE "PROVINCIAL WATER UTILITIES ACT OF 1973", AS AMENDED BY PRESIDENTIAL DECREE NO. 768.</i></p>	<p>TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts</p> <p><i>"A district shall have the power to enter into contracts with any person for the purpose of performing any functions of the district"</i></p>	<p>Contract of Water Service Connection</p>	<p>August 18, 2000</p>	<p>Contract of Water Service Connection (Old Contract)</p>
<p>Request for Change of Ownership/ Change Name</p>	<p>AMENDED PRESIDENTIAL DECREE No. 198 AND OTHER RELATED ISSUANCE</p> <p>Presidential Decree No. 1479</p> <p><i>FURTHER AMENDING PRESIDENTIAL DECREE NO. 198 OTHERWISE KNOWN AS THE "PROVINCIAL WATER UTILITIES ACT OF 1973", AS AMENDED BY PRESIDENTIAL DECREE NO. 768.</i></p>	<p>TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts</p> <p><i>"A district shall have the power to enter into contracts with any person for the purpose of performing any functions of the district"</i></p>	<p>Contract of Water Service Connection</p>	<p>August 18, 2000</p>	<p>Contract of Water Service Connection (Old Contract)</p>

<p>Public Assistance & Complaints Desk</p>	<p>Joint Memorandum Circular No. 2019-001 series of 2019</p> <p>“The Implementing Rules & Regulations of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”</p>	<p>Rule VII (Accessing Government Services)</p> <p>Section 9 <i>“Establishment of Public Assistance and Complaints Desk”</i></p>	<p>Cauayan City Water District’s Citizen’s Charter (2020) 2nd Edition</p> <p>(Resolution No. 17, series of 2020)</p>	<p>July 3, 2020</p>	<p>CCWD Citizen’s Charter in compliance to RA 9485 “Anti-Red Tape Act of 2007”</p>
<p>Request for Information (Freedom of Information)</p>	<p>Executive Order No. 2, by the President of the Philippines series of 2016</p> <p>OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE’S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR</p>	<p>Section 9. Procedure</p> <p>The following procedure shall govern the filing and processing of request for access to information:</p> <p>(a) Any person who requests access to information shall submit a written request to the government office concerned. The request shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested, and the reason for, or purpose of, the request for information: Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.</p> <p>(b) The public official receiving the request shall provide</p>	<p>Freedom of Information Manual Version 3.0</p>	<p>July 3, 2020</p>	<p>Freedom of Information Manual Version 1.0 and 2.0</p>

		<p>reasonable assistance, free of charge, to enable, to enable all requesting parties and particularly those with special needs, to comply with the request requirements under this Section.</p> <p>(c) The request shall be stamped by the government office, indicating the date and time of receipt and the name, rank, title and position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party. Each government office shall establish a system to trace the status of all requests for information received by it.</p> <p>(d) The government office shall respond to a request fully compliant with requirements of sub-section (a) hereof as soon as practicable but not exceeding fifteen (15) working days from the receipt thereof. The response mentioned above refers to the decision of the agency or office concerned to grant or deny access to the information requested.</p> <p>(e) The period to respond may be extended whenever the information requested requires extensive search of the government office's records facilities, examination of voluminous records, the occurrence of fortuitous cases or other analogous cases. The government office shall notify the person making the request of the extension, setting forth</p>			
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		<p>the reasons for such extension. In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.</p> <p>(f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.</p>			
<p>Request for Water Analysis (Bacteriological Testing)</p>	<p>Office of the Secretary Department of Health (DOH) Administrative Order 2017-0010 dated June 23, 2017</p> <p>Philippine National Standards For Drinking Water 2017</p>	<p>VI. Specific Guidelines No. 2 – Standards for Water Sampling and Examination</p> <p><i>(c) The collection of water samples shall comply with the standard sampling requirements.</i></p>	<p>CCWD Water Laboratory Operations Manual</p> <p>DOH Certificate of Accreditation No. 02-00120-LW-1 Service – Bacteriological Analysis</p>	<p>September 8, 2017</p>	<p>DOH Certificate of Accreditation No. 02-011-17-LW-1 Service – Bacteriological Analysis</p>

SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>WATER BILLS PAYMENT</u>					
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		
Water Bill Notice	CCWD Citizen's Charter 2020 (2 nd Edition)	Client: Get a number to the Guard on duty and wait for your number to be called	CCWD Operations Manual and CCWD Citizen's Charter 2020 (2 nd Edition)	1 minute	
		Client: Present Water Bill Notice or provide account information to the Teller		1 minute	
		Agency: Search the account name to the system			
		Client: Pay Water Bill		5 minutes	Amount on the Water Bill Notice
		Agency: Receive payment and Issues Official Receipt		1 minute	

³ 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

		Client: Get Official Receipt and Count Change			
TOTAL				8 minutes	Amount on the Water Bill Notice

SERVICE INFORMATION PER GOVERNMENT SERVICE⁴

GOVERNMENT SERVICE: APPLICATION FOR NEW 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		
Photocopy of Cedula; or	Contract of Water Service Connection	Client: Submit the requirements needed & fill-up Service Application and Construction Order (SACO) Form	CCWD Citizen's Charter 2020 (2nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29	5 minutes	None
If Senior Citizen – a photocopy of Senior Citizen's ID	LWUA Memorandum Circular No. 008-10 Republic Act No. 9994 – Expanded	Agency: Accepts and evaluates the documents submitted by the client and the SACO Form			

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- 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

	Senior Citizen Act of 2010		Contracts		
		Agency: Orient the applicant on water service connection contract and schedule of location inspection		15 minutes	
		Agency: Prepare Service Memo/ Service Request for New Service Connection			
			TOTAL	20 minutes	

SERVICE INFORMATION PER GOVERNMENT SERVICE⁵

GOVERNMENT SERVICE: INSPECTION OF LOCATION					
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		
		Client: Give the directions to the inspector for the exact location. Personal appearance of the applicant is needed for the inspection	CCWD Citizen's Charter 2020 (2nd Edition) and	20 minutes	

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- 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

		Agency: Inspect the Location where the mainline is located to assess the materials needed for the service connection	TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts		
		Agency: Sketch the Location of the proposed service line		15 minutes	
		Agency: Notify the applicant the cost estimate of the materials needed and when to pay the amount		5 minutes	
			TOTAL	25 minutes	

SERVICE INFORMATION PER GOVERNMENT SERVICE⁶

GOVERNMENT SERVICE: PAYMENT FOR THE NEW 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		
		Client: Notify the Customer Service Assistant to pay the amount for the New Service Connection	CCWD Citizen's Charter 2020	15 minutes	

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- 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

	<p>Agency: Verify the name of the applicant, spouse's name, and name whom they shared the water with, (if any) if there are arrearages under their names</p> <p>Sign on the designated area in the SACO Form</p>	<p>(2nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts</p>		
	<p>Agency: Give the filled-up SACO Form with estimated cost of materials and office charges to the applicant</p> <p>Inform the applicant to pay the amount on the SACO Form to the Cashier</p>		1 minute	
	<p>Client: Bring the SACO Form with estimated cost of materials and office charges and pay the amount to the cashier</p>		5 minutes	<p>Amount on the SACO form – Estimated Materials & Office Charges</p>
	<p>Agency: Accepts payment and issues Official Receipt</p> <p>Give back the SACO Form to the applicant</p>			
	<p>Client: Get Official Receipt and Count Change</p>		5 minutes	
	<p>Agency: Give the SACO Form to the Customer Service Assistant</p>			
TOTAL			26 minutes	<p>Amount on the SACO form – Estimated Materials & Office Charges</p>

SERVICE INFORMATION PER GOVERNMENT SERVICE⁷

GOVERNMENT SERVICE: INSTALLATION OF NEW 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		
		Agency: Accept the SOCA Form and schedule the installation	CCWD Citizen's Charter 2020 (2nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts	10 minutes	
		Agency: Prepare materials for the installation of New Service Connection		20 minutes	
		Agency: Installation of Service Connection		1-20 days upon payment	
		Client: Acceptance of work done; signs in the Service memo/ service request form		5 minutes	Amount on the SACO form – Estimated Materials & Office Charges
		Agency: Submit the signed Service Memo/Service Request to the			

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- 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

		Construction and Maintenance Division			
		Agency: Record to the logbook the returned service memo/service request		30 minutes	
TOTAL				26 minutes	Amount on the SACO form – Estimated Materials & Office Charges

SERVICE INFORMATION PER GOVERNMENT SERVICE⁸

GOVERNMENT SERVICE: APPLYING FOR 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		
Water Bill Notice	CCWD Citizen's Charter 2020 (2 nd Edition)	Client: Proceed to the Teller and request for service reconnection	CCWD Citizen's Charter 2020 (2 nd Edition) and	15 minutes	

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- 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

		Agency: Verify the account for arrears, the year disconnected and type of disconnection (Padlock, pull-out, excavated)	TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts		
		Client: Pay Arrearages (if any)		5 minutes	Actual Arrearages
		Agency: After Verification of record, issue service memo/service request for reconnection. If with arrearages, issue Official Receipt			
		Client: Pay reconnection fee		5 minutes	Padlock/Pull-out: Php 100.00 Excavated/Destroyed Padlock: Php 300.00
		Agency: Accepts payment and issues Official Receipt			
		Agency: Reconnect Service Connection		Within 48 hours	
		Client: Acceptance of work done; signs in the Service memo/ service request form		5 minutes	
		Agency: Submit the signed Service Memo/Service Request to the Construction and Maintenance Division			
		Agency: Record to the logbook the returned service memo/service request		3 minutes	
			TOTAL		

SERVICE INFORMATION PER GOVERNMENT SERVICE⁹

GOVERNMENT SERVICE: REQUEST FOR 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		
Water Bill Notice	CCWD Citizen's Charter 2020 (2nd Edition)	Client: Proceed to the Teller and request for service reconnection	CCWD Citizen's Charter 2020 (2nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts	2 minutes	
		Agency: Verify the account for arrears			
		Client: Pay Arrearages (if any)		5 minutes	Actual Arrearages
		Agency: After Verification of record, prepare service memo/service request for voluntary disconnection.(If no arrearages) Issue Official receipt and prepare service memo/service request for voluntary disconnection			

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- 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

		Agency: Forward the Service Memo/ Service Request to the Reconnection/ Disconnection Team		
		Agency: Implementation of service disconnection		30 minutes
		Client: Acceptance of work done; signs in the Service memo/ service request form		5 minutes
		Agency: Submit the signed Service Memo/Service Request to the Construction and Maintenance Division		
			TOTAL	42 minutes

SERVICE INFORMATION PER GOVERNMENT SERVICE¹⁰

GOVERNMENT SERVICE: REQUEST FOR CHANGE OR OWNERSHIP/ CHANGE NAME					
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 Deed of Absolute Sale or Deed of Donation or a copy of Death Certificate if the owner is deceased	CCWD Citizen's Charter 2020 (2nd Edition)	Client: Proceed to Customer Service Assistant and request for change of ownership	CCWD Citizen's Charter 2020 (2nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts	15 minutes	
A copy of Valid Identification Card of the Owner		Agency: Verify the account for arrears			
		Client: Pay Arrearages (if any)		5 minutes	Actual Arrearages
		Agency: Issue Official Receipt			
		Client: Owner of the Service Connection- Fill-up Waiver for Water Connection Rights and submit it together with the deed of sale/deed		5 minutes	

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- 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

		of donation and photocopy of any valid ID If the owner is deceased, Death Certificate is required <i>Note: Requesting for change name, the owner and the requesting party should be personally present when requesting. If the original owner is deceased, the nearest keen should be the representative of the deceased</i>		
		Agency: Review the completeness and reliability of the documents		
		Client: Pay the Change Registration Name Fee	5 minutes	Php 50.00
		Agency: Issues Official Receipt		
		Agency: Change the account name on the data base/system	5 minutes	
TOTAL			35 minutes	

SERVICE INFORMATION PER GOVERNMENT SERVICE¹¹

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GOVERNMENT SERVICE: PUBLIC ASSISTANCE AND COMPLAINTS DESK					
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		
		Client: Proceed Public Assistance and Complaints Desk and give complete details of incident/ complaint	CCWD Citizen's Charter 2020 (2 nd Edition) and TITLE II (Local Water District Law) (Chapter VII) Powers of District Section 29 Contracts	5 minutes	
		Agency: Prepare service memo/ service request			
		Agency: Encode to the system the service request/ service memo		2 minutes	
		Agency: Forward the service memo/ service request to the maintenance division		2 minutes	
		Agency: Implementation of service memo/ service request		Within 48 hours	
		Client: Acceptance of work done; signs in the Service memo/ service request form		5 minutes	

To fill up:

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- 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

		Agency: Submit the signed Service Memo/Service Request to the Construction and Maintenance Division			
		Agency: Record to the logbook the returned service memo/service request		5 minutes	
TOTAL				35 minutes	

SERVICE INFORMATION PER GOVERNMENT SERVICE¹²

GOVERNMENT SERVICE: REQUEST FOR INFORMATION					
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		
Photocopy of any valid identification card and/or authorization letter	Executive Order No. 2, by the President of the Philippines	Client: Proceed to the FOI receiving Officer and give details regarding the request	CCWD Citizen's Charter 2020 (2 nd Edition) and FOI Manual	5 minutes	

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- 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

	series of 2016			
		Agency: Give request for information form to the requesting party		
		Client: Fill-up the request for information form and submit it to the FOI receiving officer together with the photocopy of any valid ID and authorization letter (if applicable)	5 minutes	
		Agency: Review the completeness of the form		
		Agency: Issues acknowledgement letter	5 minutes	
		Agency: Issues approval letter	5 minutes	
		Client: Wait for the name to be called	5 minutes	
		Agency: Forward the documents to the division concerned		
		Client: Pay for the reproduction cost	5 minutes	Php 2.00 per page – reproduction cost
		Pay for the certification fee (if applicable)		Php 100.00
		Agency: Give the requested documents to the requesting party		
		Issues Official Receipt		
TOTAL			30 minutes	

SERVICE INFORMATION PER GOVERNMENT SERVICE¹³

GOVERNMENT SERVICE: REQUEST FOR WATER ANALYSIS (BACTERIOLOGICAL TESTING)					
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		
Water Sample	Office of the Secretary Department of Health (DOH) Administrative Order 2017-0010 dated June 23, 2017	Client: Proceed to the CCWD Water Laboratory and request for water analysis	CCWD Citizen's Charter 2020 (2nd Edition) and CCWD Water Laboratory Operations Manual	5 minutes	
	Philippine National Standards For Drinking Water 2017	Agency: Issues Service Memo/ Service Request			

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- 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

					Water Bottle: Php 200.00 per bottle
		Agency: . Issues Official Receipt			
		Client: Submission of Water Sample to the Water Laboratory		5 minutes	
		Agency: Receive the water sample and encode the name of the client to the data base			
		Client: Claim the Result		5 – 7 days	
		Agency: Release of water analysis result			
TOTAL					

Prepared by:


JOANA MARIE G. DAGING
Sr. Industrial Relations Management Officer A

Approved by:


ENGR. ARTEMIO A. QUINTERO
General Manager B