ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

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

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [x] 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 for New Service Connection	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Revised IQWD Forms, Adjustment of Service Connection Fee	March 1, 2020	Board Res. No. 27, 28 s.2020 Board Res. No. 54 s.2015 Board Res. 25, s.2013
Water Bill Payment	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Policy on Collection	March 1, 2016	Board Res. No. 8 s.2016
Application for Senior Citizen's Discount	R.A. 9994 Expanded Senior Citizens Act of 2010	Sec. 4 (c)	Policy for 5% Senior Citizen Discount	December 2015	Board Res. No. 95 s.2015
Application for PWD Discount	R.A. 10754 An Act Expanding	Sec. 5.2	Policy for 5% PWD Discount	March 1, 2020	

[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

	the Benefits and Privileges of Persons with Disability				
Change of Account Name	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Revised IQWD Forms	March 1, 2020	Board Res. No. 27, 28 s.2020 Board Res. No. 54 s.2015 Board Res. 25, s.2013
Inquiry on High Consumption	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37			
Repair of Water Line	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37			
Temporary Disconnection	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37			
Reconnection	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Reconnection Fee	October 2011	Board Res. No. 105 s.2011
Relocation of Water Meter	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Policy on Water Meter	March 2012	Board Res. No. 32 s.2012
Transfer of Water Meter	PD 198 Chap. VII and Chap. IX	Powers of Districts Sec. 27 and Sec. 37	Policy on Water Meter	March 2012	Board Res. No. 32 s.2012
Hiring and Recruitment	CSC MC 14 s.2018	2017 Omnibus Rules on Appointments and Other Human Resource Action			

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE[3]

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		
2 Government Issued IDs; CEDULA; Barangay Certificate; Proof of Ownership or Authority to Occupy; Police Clearance; Service Application & Construction Order; Notarized Contract of Agreement; Permit for Pavement Cutting (*conditional*);	**PD 198 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk to request for the necessary form	**Powers of Districts Sec. 27 and Sec. 37**	**5 minutes**	**None**
		2. Fill out and submit Service Application & Construction Order Form		**5 minutes**	**None**
		3. None		**2 days**	**None**
		4. Attend seminar orientation conducted every Mon/ Wed/ Fri 1:30PM (required for first time applicants and for second time applicants whose service connection was installed for more than 5 years)		**2 hours**	**None**

[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

Attendance to Seminar Orientation (*conditional*)		5. Submit notarized contract and other documentary requirements 5.1 Request for copy of estimate cost		**10 minutes**	**None**
		6. Proceed to cashiering section to pay for cost of materials and designated Service Connection Fee		**5 minutes**	Cost of Materials and Service Connection Fee: PHP2,500.00 (Residential 1/2") PHP3,500.00 (Commercial 1/2") PHP4,500.00 (Commercial 3/4") PHP6,500.00 (Commercial 1")
		7. Return to Public Assistance and Complaints Desk and present Official Receipt. 7.1 Confirm the schedule of installation		**5 minutes**	**None**
		8. None		**2 days**	**None**
			TOTAL	**4 days, 2 hours & 30 minutes**	**Refer to Annex B p.21 (Materials Cost) + Service Application Fee PHP2,500.00 (Residential 1/2") PHP3,500.00 (Commercial 1/2") PHP4,500.00 (Commercial 3/4") PHP6,500.00 (Commercial 1")**

GOVERNMENT SERVICE: **WATER BILL PAYMENT**					
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**		
Billing Statement (optional)	**PD 198 Chap. VII and Chap. IX**	1. Proceed to cashiering section to present billing statement or mention account name if billing statement is not available	**Powers of Districts Sec. 27 and Sec. 37**	2 minutes	**None**
		2. Pay the **amount indicated on the billing statement**/ concessionaire's account record *10% penalty is applied after due date		3 minutes	**None**
			TOTAL	**5 minutes**	**None**

GOVERNMENT SERVICE: APPLICATION FOR SENIOR CITIZEN'S 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**		
Principal Senior Citizen Discount Availment Form; Senior Citizen's ID	**R.A. 9994 Expanded Senior Citizens Act of 2010**	1. Proceed to Public Assistance and Complaints Desk and request for the necessary form	**Sec. 4 (c)**	3 minutes	**None**
Representative Authorization Letter; Senior Citizen's ID of the person being represented; Government-issued ID of the representative		2. Submit to Public Assistance and Complaints Desk the accomplished form		5 minutes	**None**
			TOTAL	**8 minutes**	**None**

GOVERNMENT SERVICE: APPLICATION FOR PWD 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**		
Principal PWD Discount Availment Form; Senior Citizen's ID	**R.A. 10754 An Act Expanding the Benefits and Privileges of Persons with Disability**	1. Proceed to Public Assistance and Complaints Desk and request for the necessary form	**Sec. 5.2**	3 minutes	**None**
Representative Authorization Letter; PWD ID of the person being represented; Government-issued ID of the representative		2. Submit to Public Assistance and Complaints Desk the accomplished form		5 minutes	**None**
			TOTAL	**8 minutes**	**None**

GOVERNMENT SERVICE: CHANGE OF ACCOUNT 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**		
Notarized Waiver of Transfer of Rights; Government-issued ID of the transferor; Government-issued ID of the transferee; Attendance to Seminar Orientation	**PD 198 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk to request for the necessary form	**Powers of Districts Sec. 27 and Sec. 37**	3 minutes	**None**
		2. Submit the requirements to Public Assistance and Complaints Desk		5 minutes	**None**
		3. Attend the orientation seminar conducted every Mon/Wed/ Fri 1:30PM *If transferee has no existing service connection		2 hours	**None**
			TOTAL	**2 hours & 8 minutes**	**None**

GOVERNMENT SERVICE: INQUIRY ON HIGH CONSUMPTION					
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 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk and provide needed information 1.1 Request for the inspection of service line	**Powers of Districts Sec. 27 and Sec. 37**	**5 minutes**	**None**
		2. None		**1 day**	**None**
		3. Return to Public Assistance and Complaints Desk to follow up result on inspection		**5 minutes**	**None**
		4. Proceed to cashiering section and pay for cost of materials (if there is any)		**3 minutes**	**Cost of materials based on inspection (if there is any)**
		5. Return to Public Assistance and Complaints Desk to present Official Receipt		**3 minutes**	**None**
		6. None		**1 day**	
			TOTAL	**2 days & 14 minutes**	**Refer to Annex B (Materials Cost) p. 21 of Revised Citizen's Charter**

GOVERNMENT SERVICE: REPAIR OF WATER LINE					
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 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk and request for the repair of service line	**Powers of Districts Sec. 27 and Sec. 37**	**3 minutes**	**None**
		2. None		**1 day**	**None**
		3. Proceed to cashiering unit and pay the cost of materials: * if leak to be repaired is after the water meter and before the house entrance * if the service/ distribution line is accidentally damaged		**3 minutes**	**Cost of materials based on inspection (if there is any)**
		4. None		**2 days**	**None**
			TOTAL	**3 days & 6 minutes**	**Refer to Annex B (Materials Cost) p. 21 of Revised Citizen's Charter**

GOVERNMENT SERVICE: TEMPORARY 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 Chap. VII and Chap. IX**	1. Proceed to cashiering section and pay account balance	**Powers of Districts Sec. 27 and Sec. 37**	**3 minutes**	Amount indicated in concessionaire's account record
		2. Present Official Receipt to Public Assistance and Complaints Desk and request temporary disconnection of service connection		**3 minutes**	**None**
		3. None		**1 day**	**None**
			TOTAL	**1 day & 6 minutes**	**Refer to Annex A (Water Rates) p.21**

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**		
None	**PD 198 Chap. VII and Chap. IX**	1. Proceed to cashiering section to pay account balance and reconnection fee	**Powers of Districts Sec. 27 and Sec. 37**	**3 minutes**	Reconnection Fee: PHP200.00 plus the amount indicated in concessionaire's account record If there is no account balance, Reconnection Fee: PHP50.00
		2. Present Official Receipt to Public Assistance and Complaints Desk and request reconnection of service		**3 minutes**	**None**
		None		**1 day**	**None**
			TOTAL	**1 day & 6 minutes**	**Refer to Annex A (Water Rates) p.21 + Reconnection Fee: PHP50/PHP200**

GOVERNMENT SERVICE: RELOCATION OF WATER METER					
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 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk to request for relocation estimate of water meter	**Powers of Districts Sec. 27 and Sec. 37**	**3 minutes**	**None**
		2. None		**1 day**	**None**
		3. Request copy of inspection report and estimated cost of materials		**5 minutes**	**None**
		4. Proceed to cashiering section to pay for materials		**5 minutes**	Cost of materials based on inspection
		5. Return to Public Assistance and Complaints Desk to present the Official Receipt		**3 minutes**	**None**
		3. None		**1 day**	**None**
			TOTAL	**2 days & 16 minutes**	**Refer to Annex B (Materials Cost) p.21**

GOVERNMENT SERVICE: TRANSFER OF WATER METER					
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 Chap. VII and Chap. IX**	1. Proceed to Public Assistance and Complaints Desk to request for transfer estimate of water meter	**Powers of Districts Sec. 27 and Sec. 37**	**3 minutes**	**None**
		2. None		**2 days**	**None**
		3. Request copy of inspection report and estimated cost of materials		**5 minutes**	**None**
		4. Proceed to cashiering section to pay for transfer fee and materials		**5 minutes**	Transfer Fee PHP300.00 and cost of materials based on inspection
		5. Return to Public Assistance and Complaints Desk to present the Official Receipt		**3 minutes**	**None**
		6. None		**2 days**	**None**
			TOTAL	**4 days & 16 minutes**	**Refer to Annex B (Materials Cost) p.21 + Transfer Fee PHP300.00**

GOVERNMENT SERVICE: HIRING AND RECRUITMENT					
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		
Application Letter; Personal Data Sheet and Work Experience Sheet; IPCR Rating (if applicable); Other documentary requirements necessary for the open position	**CSC MC 14 s.2018**	1. None	**2017 Omnibus Rules on Appointments and Other Human Resource Action**	**10 days**	**None**
		2. Proceed to Admin Unit to submit Application Letter and other required documents * Applications will be accepted only until the date specified in the posting		**10 minutes**	**None**
		3. None		**1 hour**	**None**
		4. Take the required examination and interview		**4 hours**	**None**
		5. None		**4 hours**	**None**
		6. Confirm via text or email if the result was received		**1 hour**	**None**
		7. None		**15 minutes**	**None**
		8. Coordinate with the Admin. Officer and submit the documentary requirements needed		**15 minutes**	**None**
		9. Sign all documents for processing of appointment 9.1 Attend HR Orientation		**1 day**	**None**
			TOTAL	**12 days, 2 hours & 40 minutes**	**None**

Approved by:

ENGR ALEJO G. GONIO
O.I.C./ General Manager