

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: GUIMBA 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. APPLICATION FOR NEW SERVICE CONNECTION	Presidential Decree No.198 (As amended by PD Nos. 768 & 1479, R. A. 9286)	Chapter VII-Section 28 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.	Rules and Regulations Governing the Operations of the Guimba Water District	October 19, 1988 September 6, 2002 (Amendment)	GWD Board Resolution No. 20 s. 1988 / GWD Board Resolution No. 19 s. 2002 Resolution of the board of directors, Guimba, Water district, adopting and updating a set of utility rules and regulations and personnel rules and regulations particularly applicable to the Guimba Water District

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

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2. PAYMENT OF WATER BILL	Presidential Decree No.198 (As amended by PD Nos. 768 & 1479, R. A. 9286)	Chapter IX-Section 27 A district may sell water under its control, without preference, under uniform schedules of rates and charges to any all water users within the district.	New Schedule of Water Rates	January 2007	GWD Board Resolution No. 03 s. 2005 Resolution of the Board of Directors, Guimba Water District, approving the proposed water rates for the Guimba Water District
3. REQUEST FOR CHANGE NAME	-	-	Rules and Regulations Governing the Operations of the Guimba Water District	September 6, 2002 (Amendment)	GWD Board Resolution No. 19 s. 2002 Resolution of the board of directors, Guimba, Water district, adopting and updating a set of utility rules and regulations and personnel rules and regulations particularly applicable to the Guimba Water District
4. REQUEST FOR RE-CONNECTION	-	-	Rules and Regulations Governing the Operations of the Guimba Water District	April 1, 1998	GWD Board Resolution No. 16 s. 1998 To increase the reconnection fee from one hundred fifty (P150.00) pesos to three hundred (P300.00) pesos; to likewise increase the Transfer Location of Tapping fee to three hundred (P300.00) pesos.
5. REQUEST FOR REPAIRS AND MAINTENANCE SERVICES (SERVICE LINE LEAK)	Presidential Decree No.198 (As amended by PD Nos. 768 & 1479, R. A. 9286)	Chapter IX-Section 27 A district may sell water under its control, without preference, under uniform schedules of rates and charges to any all water users within the district. (Provide for the maintenance and repairs of the works)	Rules and Regulations Governing the Operations of the Guimba Water District	December 16, 2016	GWD Board Resolution No. 14 s. 2016 Resolution of the Board of Directors, Guimba Water District, Guimba, Nueva Ecija, granting discount to concessionaire with sudden increased of water bill caused by leakages. (To grant 30% discount on water bill with leakages or up to 50% discount upon the discretion of the General Manager.)

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6. REQUEST FOR REPAIRS AND MAINTENANCE SERVICES (TRANSFER LOCATION OF WATER METER)	Presidential Decree No.198 (As amended by PD Nos. 768 & 1479, R. A. 9286)	Chapter IX-Section 27 A district may sell water under its control, without preference, under uniform schedules of rates and charges to any all water users within the district. (Provide for the maintenance and repairs of the works)	Rules and Regulations Governing the Operations of the Guimba Water District	April 1, 1998	GWD Board Resolution No. 16 s. 1998 To increase the reconnection fee from one hundred fifty (P150.00) pesos to three hundred (P300.00) pesos; to likewise increase the Transfer Location of Tapping fee to three hundred (P300.00) pesos.
7. REQUEST FOR SENIOR CITIZEN DISCOUNT	Republic Act No. 9994 & LWUA MC No. 008-10	RA No. 9994 Article 12 Sec.1 grants a minimum of five percent (5%) discount relative to the monthly water consumption provided that it does not exceed thirty cubic meters.	Implementation of RA No. 9994 – Expanded Senior Citizens Act of 2010	2010	-
8. REQUEST FOR VOLUNTARY / TEMPORARY DIS-CONNECTION	-	-	Rules and Regulations Governing the Operations of the Guimba Water District	March 6, 1991	GWD Board Resolution No. 11 s. 1991 That for concessionaires with two (2) month delinquent in their water bills payment should be given a letter of appeal for their payments. When no action shall have been taken by them, they will be subject for disconnection.

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>APPLICATION FOR NEW SERVICE CONNECTION</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		
1. Application Form (SACO)	GWD Rules and Regulations Governing the Operations	1. Fill up and submit duly accomplished Service Application Construction Order (SACO) and requirements to the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	7 minutes	None
2. 1 copy Barangay Clearance (Photocopy)	GWD Rules and Regulations Governing the Operations	2. Coordinate with the GWD Maintenance Team.	GWD Rules and Regulations Governing the Operations	1 hour	None
3. 1 valid ID (Photocopy)	GWD Rules and Regulations Governing the Operations	3. Full Payment for installation fee.	GWD Rules and Regulations Governing the Operations	5 minutes	PHP2,700.00 for regular tapping PHP6,000.00 for boring
4. 1 pc. 2x2 picture (white background)	GWD Rules and Regulations Governing the Operations	4. Submit SACO with the official receipt.	GWD Rules and Regulations Governing the Operations	10 minutes	None

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

5. Building permit (Photocopy)	Office of the Sangguniang Bayan under Resolution No. 57 s. 2014	5. Wait for the queue.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		6. Proceed to the Customer Service Desk for the creation of account.	GWD Rules and Regulations Governing the Operations	3 hours	None
		7. Sign the accomplishment report.	GWD Rules and Regulations Governing the Operations	3 minutes	None
TOTAL				4 hours & 30 minutes	PHP2,700.00 for regular tapping PHP6,000.00 for boring

GOVERNMENT SERVICE: <u>PAYMENT OF WATER BILL</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		
1. Water Bill (Statement of Account)	GWD Rules and Regulations Governing the Operations	1. Pay the amount as stated in the water bill.	GWD Rules and Regulations Governing the Operations	5 minutes	As stated in the water bill
2. Old receipt in absence of the present water bill	GWD Rules and Regulations Governing the Operations				
TOTAL				5 minutes	As stated in the water bill

GOVERNMENT SERVICE: <u>REQUEST FOR CHANGE NAME</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		
1. 1 valid ID (Photocopy)	GWD Rules and Regulations Governing the Operations	1. Submit requirements at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
2. Authorization Letter / Waiver from the present owner / concessionaire approving the request	GWD Rules and Regulations Governing the Operations	2. Attend GWD orientation.	GWD Rules and Regulations Governing the Operations	7 minutes	None
3. Photocopy of deed of sale	GWD Rules and Regulations Governing the Operations	3. Wait for the queue.	GWD Rules and Regulations Governing the Operations	5 minutes	None
4. 1 valid ID of the present owner (photocopy)	GWD Rules and Regulations Governing the Operations				
TOTAL				17 minutes	None

GOVERNMENT SERVICE: <u>REQUEST FOR RECONNECTION</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		
1. Statement of Account	GWD Rules and Regulations Governing the Operations	1. Request reconnection at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		2. Pay outstanding bills and reconnection fee.	GWD Rules and Regulations Governing the Operations	5 minutes	Depending on the outstanding bill + PHP300.00 reconnection fee
		3. Present Collector's Receipt / Official Receipt to the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		4. Coordinate with the designated meter reader or customer service assistants.	GWD Rules and Regulations Governing the Operations	30 minutes (thru magnetic valve) 3 hours (pulled out mainline)	None
TOTAL				3 hours & 45 minutes	Depending on the outstanding bill + PHP300.00 reconnection fee

GOVERNMENT SERVICE: <u>REQUEST FOR REPAIRS AND MAINTENANCE SERVICES (SERVICE LINE LEAK)</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		
None	-	1. Request repair at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		2. Wait for the queue.	GWD Rules and Regulations Governing the Operations	3 minutes	None
		3. Coordinate with the Maintenance or Engineering Team of GWD.	GWD Rules and Regulations Governing the Operations	2 hours	None
		4. Sign the Accomplishment Report.	GWD Rules and Regulations Governing the Operations	3 minutes	None
TOTAL				2 hours & 11 minutes	None

GOVERNMENT SERVICE: <u>REQUEST FOR REPAIRS AND MAINTENANCE SERVICES (TRANSFER LOCATION OF WATER METER)</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		
None	-	1. Request relocation of transfer location of water meter at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		2. Fill out Request for Transfer Location of Meter.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		3. Coordinate with the inspector.	GWD Rules and Regulations Governing the Operations	1 hour	None
		4. Pay Transfer Location of Tapping (TLT) fee and the cost of materials to be used.	GWD Rules and Regulations Governing the Operations	5 minutes	PHP300.00 for the TLT fee + materials
		5. Submit the Official Receipt at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		6. Wait for your schedule.	GWD Rules and Regulations Governing the Operations	3 hours	None
		7. Sign the accomplishment report.	GWD Rules and Regulations Governing the Operations	3 minutes	None
TOTAL				4 hours & 28 minutes	PHP300.00 for the TLT fee + materials

GOVERNMENT SERVICE: <u>REQUEST FOR SENIOR CITIZEN DISCOUNT</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		
1. Fully accomplished Senior Citizen Discount Form	GWD Rules and Regulations Governing the Operations	1. Submit duly accomplished Senior Citizen Discount Form and the requirements needed at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	8 minutes	None
2. 1 copy Barangay Clearance (Photocopy)	GWD Rules and Regulations Governing the Operations	2. Prepare for a snapshot holding the latest newspaper.	GWD Rules and Regulations Governing the Operations	5 minutes	None
3. Senior Citizen ID (Photocopy)	Republic Act No. 9994 (Expanded Senior Citizens Act of 2010)				
4. 1 valid ID (Photocopy)	GWD Rules and Regulations Governing the Operations	3. Attend orientation about the Senior Citizen Discount Guidelines.	Republic Act No. 9994 (Expanded Senior Citizens Act of 2010)	7 minutes	None
5. Present Water Bill (proof that the account is under the Senior Citizen's name)	GWD Rules and Regulations Governing the Operations				
TOTAL				20 minutes	None

GOVERNMENT SERVICE: <u>REQUEST FOR VOLUNTARY / TEMPORARY DISCONNECTION</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		
1. Statement of Account	GWD Rules and Regulations Governing the Operations	1. Request for service disconnection at the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		2. For the account with outstanding balance, pay the amount stated on the water bill.	GWD Rules and Regulations Governing the Operations	5 minutes	As stated in the water bill
		3. Present the Collector's Receipt / Official Receipt to the Customer Service Desk.	GWD Rules and Regulations Governing the Operations	5 minutes	None
		4. Coordinate with the Engineering Team.	GWD Rules and Regulations Governing the Operations	15 minutes (Disconnection on magnetic valve) 1 hour (disconnection thru pulling out the water meter)	None
TOTAL				1 hour & 30 minutes	As stated in the water bill