



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

1. NAME OF AGENCY: **TANDAG CITY WATER DISTRICT**

2. SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON _____ : [/] 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 Issuance / Policies it Effectively Repeals / Amends
Payment of Water Bill	Operation Manual	LWUA BOT Resolution No. 10 S. 2016	Approved Water Rates of TCWD	January 21, 2016	
Application of New Service Connection	Operation Manual				
Service Request / Complaints	Operation Manual				
Meter Transfer / relocation	Operation Manual				
Reconnection of Water Service Connection	Operation Manual	Resolution No. 39, S. 2021	Measure to Increase Collection Efficiency	August 1, 2021	
Change of Account Name / Billing Name	Operation Manual				
Request for Billing Adjustment	Operation Manual	Resolution No.25 s. 2021 updated	Resolution No. 28 & 29 S.2021	June 2, 2021	

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.

Cite section number and quote provision identified in the governing law



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4. SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: PAYMENT OF WATER BILL					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Notice of Collection	Official Receipts	1. Proceed to teller's window & present water bill	Operation Manual	5 minutes	Actual Water Bill Amount
		2. Receives OR and change, if any			
For those who failed to bring their water bill					
		Proceeds to customer service desk		5 minutes	
A written note indicating customer's account payable		Presents written note		5 minutes	
		Receives OR and change, if any			
End of Transaction					

GOVERNMENT SERVICE: APPLICATION/INSTALLATION OF NEW SERVICE CONNECTION

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Accomplished Water Service Application Form with signature of house/lot owner For Lot Owner: photocopy of land title, tax declaration or deed of sale For Non Lot Owner: Barangay Certificate Building Permit	Legal Documents	Asks for water service application form from customer service desk	Operation Manual	5 minutes	none
		Submits the accomplished form together with other requirements	Operation Manual	5 minutes	none
		Customer visits the office and sees the customer service/frontline staff. Pays the registration fee to the teller	Operation Manual	8 minutes	P3,400.00
		Gives back application form after payment			
		End of transaction			

GOVERNMENT SERVICE: SERVICE REQUEST / COMPLAINTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Clients request	none	Approaches the customer service desk and informs specific request	Operation Manual	5 minutes	none
		Pays the corresponding amount based on the service(s) availed such as leaking after the meter & meter relocation		5 minutes	Depends on the services availed
		End of transaction			

GOVERNMENT SERVICE: METER RELOCATION / TRANSFER					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Clients request	none	Approaches the customer service desk	Operation Manual	5 minutes	none
		Pays the corresponding amount based on the service(s) availed such as meter relocation / transfer	Operation Manual	5 minutes	Depends on the services availed
		End of transaction			

GOVERNMENT SERVICE: RECONNECTION OF WATER SERVICE CONNECTION**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Clients request	none	Approaches the customer service desk	Operation Manual	5 minutes	none
		Pays the account balance/payable & reconnection fee	Operation Manual	5 minutes	P 500.00
		Customer presents OR to frontline staff			
		End of transaction			

GOVERNMENT SERVICE: CHANGE OF ACCOUNT / BILLING NAME

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
<p>Written consent of the person whose connection was originally registered in his name</p> <p>Death certificate in case of death of the person registered with the District</p> <p>Deed of absolute sale for customers who has legally acquired the building/house</p>	Legal Documents	Approaches the customer service associate/frontline staff and request for change of account/billing name	Operation Manual	3 minutes	none
		Submits the requirements	Operation Manual	5 minutes	none
		End of transaction			

GOVERNMENT SERVICE: REQUEST FOR BILLING ADJUSTMENT

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be paid
REQUIREMENTS	LEGAL BASIS	Client Steps / Procedure as indicated in the Citizen's Charter	Legal Basis		
Written consent of the person whose connection was originally registered in his name Death certificate in case of death of the person registered with the District Deed of absolute sale for customers who has legally acquired the building/house	Legal Documents	Approaches the customer service desk and requests for billing adjustment.	Operation Manual	8 minutes	none
		Customer informs customer service that service line or pipe leak has been repaired. Signs the agreement on one-time availment of 50% discount policy of water bill due to undetected leak	Operation Manual	5 minutes	none
		End of transaction			