



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF AGENCY: LIANGA 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 water service connection	PD 198, as amended "Provincial Water Utilities Act of 1973"	Chapter IX-Revenues Sec. 37 Rates & Charges	Resolution No. 3, s. 1984 "Policy No. 1984-001 Policy approving different types of consumers in accordance to LWUA guidelines"	January 28, 1984	Resolution No. 23, s.1996 "Policy No. 1996-001" April 27, 1996
2. Request for reconnection of Water Service	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 42, s. 1996 "Policy No. 1996-002 Policy on Reconnection"	September 25, 1996	
3. Request for Repair Leaks Before Water Meter	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 23, s. 2009 "Policy No. 2009-003 Policy on Service Fee"	August 28, 2009	

Approved by:

WILFREDO G. SANCHEZ
General Manager D



4. Water Bill Adjustment	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 17, s. 2006 "Policy No. 2006-002 Revised Policy for water bill adjustment"	March 6, 2006	
5. Request for Senior Citizen Discount	RA 9994, The Expanded Senior Citizen Act	Rule IV, Article 12, Section 1	Resolution No. 21, s. 2010 "Policy No. 2010-001 Policy Implementing Discount to Senior Citizen"	August 25, 2010	
6. Request for Temporary Disconnection	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 39, s. 1986 "Policy No. 1986-001 Policy for Disconnection"	December 12, 1986	Resolution No. 15, s. 2009 "Policy No. 2009-001" June 25, 2009
7. Request for Transfer of Water Meter	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 23, s. 2009 "Policy No. 2009-003 Policy on Service Fee"	August 28, 2009	
8. Request for Calibration of Water Meter	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 23, s. 2009 "Policy No. 2009-003 Policy on Service Fee"	August 28, 2009	
9. Request for Change of Name	LIWAD Operations Manual	Utility Rules & Regulations	Resolution No. 4, s. 2013 "Policy No. 2013-001 Policy on Change of concessionaire"	April 25, 2013	
10. Issuance of Employment Records – (separated Employees)	LIWAD Operations Manual	Administrative & General Services- Duties & Responsibilities	LIWAD Operations Manual Revised 2018	January 1, 2018	
11. Processing of Disbursement Voucher- (Suppliers/ Creditors)	LIWAD Operations Manual	Finance Services- Duties & Responsibilities	LIWAD Operations Manual Revised 2018	January 1, 2018	
12. Releasing of Approved Checks to Suppliers	LIWAD Operations Manual	Finance Services- Duties & Responsibilities	LIWAD Operations Manual Revised 2018	January 1, 2018	
13. Water Bill Payment	PD 198, as amended "Provincial Water Utilities Act of 1973"	Section IX-Revenues Sec. 37 Rates & Charges	Resolution No. 46, s. 2006 "Implementation of last schedule of water rates increased on January 2007"	January 1, 2007	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: APPLICATION FOR 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. One (1) copy of current 2 x 2 photo For rented residential/commercial building/space, Water Service account shall be in the name of the property owner. 2. Photocopy of any government issued ID (Please bring original for verification purposes) LIWAD may request other documents in the absence of any of the following documents listed under items nos. 2 in order to ascertain exact location, ownership or identity of applicant.	Legal documents for identification of ownership	1. Attend the orientation on LIWAD Policies, Rules and Regulations on water service availment.	Operations Manual/ Utility Rules & Regulations	20 Minutes	None
		2. Submit the complete requirements to Customer Service Assistant.		5 Minutes	None
		3. Read and fill-out Water Service Connection and return the same to the CSA.		10 Minutes	None
		4. Submit to Cashier the accomplished WSCA and payment for the Service Connection Fee (Installation Fee & Materials).		3 Minutes	SCF = ₱2,000.00 + Additional materials
		5. Receive OR and signed WSCA, go back to Customer Service and submit the OR together with the WSCA		10 Minutes	N/A
		6. Receive original copy of WSCA and 1 copy of LIWAD Citizen's Charter booklet and wait for the inspection & materials estimate	Operations Manual/ Utility Rules & Regulations	1 Day	None
		7. Wait for the plumber to install water service connection		1 Day	None
TOTAL				2 Days & 48 Minutes	SCF = ₱2,000.00 + Additional materials



GOVERNMENT SERVICE: RECONNECTION OF WATER SERVICE					
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. Reconnection Fee: For disconnected of least than 6 mos. is ₱50.00 and arrears, if any For disconnected above 6 mos. shall apply for new service connections	Utility rules & Regulations	1. Customer Service Assistant Verification of total unpaid water bills or outstanding accounts	Utility Rules & Regulations	10 Minutes	None
		2. Receive official receipt from the cashier		3 Minutes	RF - ₱50.00 + arrears, if any
		3. Issue Reconnection Order		3 Minutes	None
		4. Wait for the LIWAD personnel to conduct for the reconnection of water service		1 day	None
TOTAL				1 day & 16 minutes	RF - ₱50.00 + arrears, if any



GOVERNMENT SERVICE: REQUEST FOR REPAIR OF LEAKS BEFORE 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		
1. Filled-out Service Request Form (SRF)	Utility Rules & Regulations	1. Concessionaire may fill-out Service Request Form, or they may call or text LIWAD hotline	Utility Rules & Regulations	3 Minutes	None
		Customer Service submits request to maintenance for scheduling		4 Minutes	
		2. Wait for the LIWAD personnel to conduct requested service		1 Day	None
		3. Sign Service Request Form			
TOTAL				1 Day & 7 Minutes	None



GOVERNMENT SERVICE: WATER BILL ADJUSTMENT					
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. Filled-out Service Request Form (SRF)	Utility Rules & Regulations	1. Concessionaire may fill-out Service Request Form, or they may call or text LIWAD hotline	Utility Rules & Regulations	3 Minutes	None
		Customer Service submits request to Investigator / Plumber to conduct investigation for the validity of complaint		30 Minutes	
		2. Result of the Investigation will be forwarded to the Customer Service Officer for Recommendation.		10 Minutes	None
		3. Recommendation will be forwarded to the General Manager for his appropriate action		3 Minutes	None
TOTAL				46 Minutes	None



GOVERNMENT SERVICE: REQUEST FOR 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. One (1) copy of current 1 x 1 or 2 x 2 photo 2. Photocopy of valid Senior Citizen ID personally submitted by the consumer. Note: Bring original Senior Citizen ID for verification purposes	Resolution No. 21, s. 2010“Policy No. 2010-001 Policy Implementing Discount to Senior Citizen”	1. Submit the required document/s to Customer Service Assistant.	N/A	3 Minutes	None
		2. Fill-out Application for Senior Citizen discount and return to Customer Service Assistant		5 Minutes	None
		3. After approval, receive copy of application for Senior Citizen discount.		10 Minutes	None
TOTAL				18 Minutes	None



GOVERNMENT SERVICE: REQUEST FOR 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		
1. Filled-out Service Request Form (SRF)	Utility Rules & Regulations	1. Concessionaire may fill-out Service Request Form, or they may call or text LIWAD hotline	Utility Rules & Regulations	3 Minutes	None
		Customer Service submits request to maintenance for scheduling		4 Minutes	
		2. Wait for the LIWAD personnel to conduct the disconnection of water service.		1 Day	None
		3. Sign Service Request Form conforming to the service conducted by LIWAD maintenance personnel			
TOTAL				1 Day & 7 Minutes	None



GOVERNMENT SERVICE: REQUEST FOR 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		
1. Filled-out Service Request Form (SRF)	Utility Rules & Regulations	1. Concessionaire may fill-out Service Request Form and submit to Customer Service Assistant together with the required valid ID.	Utility Rules & Regulations	2 Minutes	None
		2. Pay at the Cashier the Transfer Fee.		3 Minutes	TF - ₱ 50.00
		3. Wait for the plumber to submit the list of needed materials.		1 Day	None
		4. Procure all the listed materials and call LIWAD hotline to request for schedule of relocation.		5 Minutes	None
		5. Wait for the plumber to conduct relocation of water meter.		1 Day	None
		6. Sign and receive concessionaire's copy of Service Request Form.			
TOTAL				2 Days & 10 Minutes	TF - ₱ 50.00



GOVERNMENT SERVICE: REQUEST FOR CALIBRATION 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		
1. Filled-out Service Request Form (SRF)	Utility Rules & Regulations	1. Concessionaire may fill-out Service Request Form, or they may call or text LIWAD hotline	Utility Rules & Regulations	3 Minutes	None
		Customer Service submits request to maintenance for scheduling		4 Minutes	
		2. Pay at the Cashier for Calibration Fee		3 Minutes	CF - ₱ 50.00
		3. Wait for the LIWAD personnel to conduct requested service		1 Day	None
		If water meter found to be defective, require change of meter			
		4. Sign Service Request Form			
TOTAL				1 Day 10 Minutes	CF - ₱ 50.00



GOVERNMENT SERVICE: REQUEST FOR CHANGE OF 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		
1. Competent Evidence of applicant's identity, which can be any of the following: a) Government Issued ID with photo and signature b) Barangay Certificate with applicant's signature or thumb mark. c) Marriage Contract (Photocopy) d) Notarized Deed of Sale of Lot title in the name of applicant.	Utility Rules & Regulations	1. Attend orientation on LIWAD Policies, Rules and Regulations on water service availment.	Operations Manual	25 Minutes	None
		2. Submit the required documents to Customer Service Assistant & settle arrears, fees, if there is any, if none proceed to next step.	Operations Manual	15 Minutes	None
		3. Payment of Change Name Fee.	Operations Manual	3 Minutes	CNF – LIWAD Policy No. 2013-001
		4. Read, fill out & sign Water Service Connection Agreement (WSCA).	Operations Manual	10 Minutes	None
2. Waiver of Rights from the previous owner, or Death Certificate, in cases of death of the account holder.					
3. Settlement of arrears, if there is any		5. Receive approved original copy of WSCA and LIWAD Citizen Charter booklet.			
TOTAL				53 Minutes	CNF – LIWAD Policy No. 2013-001



GOVERNMENT SERVICE: ISSUANCE OF EMPLOYMENT RECORDS (SEPARATED EMPLOYEES)					
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. Filled-out Request Form –Employment Record	CSC ORAOHRA 2017, Revised 2018	1. Go to the HRM unit & submit duly filled-out request form together with approved clearance (CSC Form No. 7, s. 2017).	CSC ORAOHRA 2017, Revised 2018	5 Minutes	None
2. Approved Clearance – CSC Form No. 7, s. 2017		2. Wait for the indicated date and time to claim requested documents.	N/A	1 Day	None
		Second Visit			
		1. Return to HRM unit on the specified date & time to claim the requested document & present the claim stub. Sign in the “received” column of the claim logbook.	N/A	5 Minutes	None
TOTAL				1 Day & 10 Minutes	None



GOVERNMENT SERVICE: PROCESSING OF DISBURSEMENT VOUCHER (SUPPLIERS/ CREDITORS)					
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. Request for Payment	Operations Manual	1. Go to Accounting Unit & submit Statement / Billing Statement, request for payment/ progress payment/ initial payment/ full payment, refund of deposits/ refund of cash performance, security/ warranty.	Operations Manual	5 Minutes	N/A
		Receive Claim Stub		2 Minutes	
		2. Wait for the indicated date and time to claim requested documents.		2 Days	N/A
TOTAL				2 Days & 7 Minutes	N/A



GOVERNMENT SERVICE: RELEASING OF APPROVED CHECK 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		
1. Claim Stub 2. Official Receipt	Operations Manual	1. Go to Cashier & present claim stub on the indicated date and time to claim check.	Operations Manual	10 Minutes	N/A
		2. Issue Official receipt equivalent to the amount of the approved check, sign in the "Payee" space of the Disbursement Voucher and claim logbook. Receive check		2 Minutes	N/A
TOTAL				12 Minutes	N/A



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		
1. Water Bill or exact account name	Utility Rules & Regulations	1. Present water bill or exact account name and payment to cashier.	Resolution No. 46, s. 2006 "Implementation of last schedule of water rates increased on January 2007"	1 minute – for regular payment, 2 minutes – for payment with BIR Form	Amount of water bill
		2. Receive official receipt and change if any.			
TOTAL				1 minute – for regular payment, 2 minutes – for payment with BIR Form	Amount of water bill