

12 THINGS TO KNOW ABOUT THE EODB EGSD ACT OF 2018 (REPUBLIC ACT NO. 11032)



7 THE ANTI-RED TAPE AUTHORITY

To ensure the attainment of the objectives of the EODB EGSD Act of 2018, there is hereby created the Anti-Red Tape Authority, which shall be organized within six (6) months and shall be attached to the Office of the President.



The Anti-Red Tape Authority, in coordination with the Civil Service Commission (CSC) and the Ease of Doing Business and Anti-Red Tape Advisory Council, shall conduct an information dissemination campaign in all LGUs and national government agencies (NGAs) to inform them of the EODB EGSD Act amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007.

1 COVERAGE

The **Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018** applies to all government offices and agencies including local government units (LGUs), government-owned and/or -controlled corporations (GOCCs), and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and non-business related transactions as defined in this Act.

8 ANTI-RED TAPE UNIT IN THE CSC

The CSC shall maintain an anti-red tape unit in its central and all its regional offices, utilize Report Card Survey (RCS) findings for purposive and integrated government-wide human resource systems and programs toward efficient delivery of government service as contemplated in this Act; and receive, review, hear, and decide on complaints on erring government employees and officials and non-compliance with the provisions of the EODB EGSD Act of 2018.

2 PURPOSE OF EODB EGSD ACT

It aims to establish efficient service delivery, prevent graft and corruption, reduce red tape, and expedite business and non-business transactions in government. The Act also provides for rules, tools, and mechanisms designed to improve frontline service efficiency and ensure customer satisfaction.



9 REPORT CARD SURVEY

The RCS will be used to check compliance of all government agencies with the law. The RCS will be initiated by the Authority, in coordination with the CSC, and the Philippine Statistics Authority (PSA).



3 THE CITIZEN'S CHARTER

The posted information should have a comprehensive and uniform checklist of requirements; procedure to avail of the service; person/s responsible for each step; maximum time to complete the process; document/s to be presented by the customer, if necessary; amount of fees to be paid, if necessary; and procedure for filing complaints.



4 ZERO CONTACT TRANSACTIONS

Except during preliminary assessment of the request and evaluation of the sufficiency of submitted requirements, no government officer or employee shall have any contact with a customer. Examples of which are physical interaction and phone conversations.



10 ADMINISTRATIVE JURISDICTION AND PENALTIES

The administrative jurisdiction on any violation of the provisions of the EODB EGSD Act of 2018 shall be vested either with the CSC or the Office of the Ombudsman.

- First Offense: Administrative liability with six (6) months suspension;
- Second Offense: Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and imprisonment of one (1) year to six (6) years with a fine of not less than Five Hundred Thousand Pesos (P500,000.00) but not more than Two Million Pesos (P2,000,000.00).

5 3-7-20 DAY PROCESSING TIME

Assigned officers or employees shall follow specific processing times for client transactions.

3 DAYS
SIMPLE TRANSACTION

Applications or requests which only require ministerial actions or that which present only inconsequential issues for resolution.

7 DAYS
COMPLEX TRANSACTION

Requests or applications which necessitate evaluation in the resolution of complicated issues by an officer or employee of a government office.

20 DAYS
HIGHLY TECHNICAL APPLICATION

Applications or requests which require use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.

11 VIOLATIONS AND PERSONS LIABLE

Any person who performs or causes the performance of the following acts shall be liable:

- Refusal to accept request and/or application with complete requirements without due cause;
- Imposition of additional requirements other than those listed in the Citizen's Charter;
- Imposition of additional costs not reflected in the Citizen's Charter;
- Failure to give the applicant or requesting party a written notice on the disapproval of an application/request;
- Failure to render government services within the prescribed processing time on any application without due cause;
- Failure to attend to applicants who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- Failure or refusal to issue official receipts; and
- Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

6 GRANT OF AUTOMATIC EXTENSION

An application or request shall be automatically extended if a government office or agency fails to act on it, until such time a decision or resolution is rendered.



12 IMPLEMENTING RULES AND REGULATIONS

The Authority with CSC and DTI, and in coordination with DICT, DOF, DILG, NEDA, PSA, CDA, SEC, and the Office of the Ombudsman, and the Union of Local Authorities of the Philippines shall promulgate the necessary rules and regulations within ninety (90) working days from the effectivity of the EODB EGSD Act.





VISION

TO BE THE MOST COST-EFFICIENT, CUSTOMER FOCUSED & ENVIRONMENT FRIENDLY WATER SERVICE PROVIDER IN THE COUNTRY

MISSION

WE COMMIT TO:

- P**rovide quality water 24/7 to our customers.
- R**ehabilitate, develop, and protect our watershed.
- O**ptimize our available resources.
- A**dopt cost-efficient operation.
- C**ontinuously improve and expand our services.
- T**rain and develop competent, committed and motivated employees.
- I**nstitute programs on wastewater management.
- V**igorously pursue Non-Revenue Water Reduction program.
- E**nsure excellent service that exceeds customer satisfaction.

CORE VALUES

- S**TEWARDSHIP
Sense of ownership over Water District assets and resources.
- E**FFICIENCY
Maximum performance at a minimal cost.
- R**ESPONSIBILITY
Working with a sense of accountability and reliability.
- V**ERSATILITY
Adaptable to change and responsive to the call of the times.
- I**NTEGRITY
Service with honesty and transparency.
- C**OMMITMENT
Dedicated to render extra-mile service to meet the needs of the customers without counting the cost.
- E**XCELLENCE
Drives with desire to deliver quality service.
- S**OLIDARITY
Motivated to work as team to achieve a common goal.



CITIZEN'S CHARTER

(EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018)

FRONTLINE AND OTHER SERVICES

1. NEW SERVICE CONNECTION APPLICATION
2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (No Noon Break)
 - A. Without Arrears
 - B. With Arrears
 - C. Senior Citizens, Differently-abled Person, Pregnant Women (w/ or w/out Arrears)
3. CUSTOMER SERVICES
 - A. Application for Change of Account Name
 - B. Application/Renewal of Sr. Citizen Discount Privilege
 - C. Granting of Promissory Note (once every quarter only)
 - D. Temporary Disconnection
 - E. Handling of Complaints
 - A. No Billing Notice
 - B. High Billing Consumption
 - C. Erroneous Billing
 - D. Water Quality
 - E. No Water (Low pressure)
 - F. Maintenance & Repair Works
 - A. Before the Water Meter 24/7
 - B. After the Water Meter/ Extension of In-House Installation/ Transfer of Meter Within the Vicinity
 - G. Water Meter Efficiency Test
4. RECONNECTION OF WATER SERVICES
 - A. Non-Payment of Water Bill/ Voluntary with Account
 - B. Voluntary/ No Account
5. TRANSFER OF SERVICE CONNECTION
6. DISBURSEMENT OF FUNDS



Polomolok Water District CITIZEN'S CHARTER

(Ease of Doing Business and Efficient Government Service Delivery Act of 2018) Frontline & Other Services

1. NEW SERVICE CONNECTION APPLICATION						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 7 / Inquire and get requirements	Provide list of requirements	10 min	Priority Number	MIFSugabo/ AQCatampo	None	Checklist of Requirements
3. Attend Orientation	Conduct Orientation (TTH 1:30-3:30 PM)	2 hours	Personal appearance	AQCatampo	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Request for Site Inspection and Pay Inspection Fee	Prepare request for Site Inspection and Issue Official Receipt (OR)	8 min	Site Inspection Request Form	AQCatampo / MIFSugabo / Teller/s	P100.00	Site Inspection Form / Official Receipt
5. Present Inspection Request & OR to EOD - CMS	Schedule for site inspection	5 min	Site Inspection Request Form & OR	ACLagudas GARon	None	Cost Estimates (valid for 1 week)
6. Wait for Site Inspection	Conduct site inspection	3 working days	Site Inspection Request Form	AC Lagudas	None	Cost Estimates (valid for 1 week)
7. Proceed to EOD and Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	13 min	Validated Cost estimates form	ACLagudas / GARon / DGCastillo / JLCerbo / ECTonguia	None	Approved / Validated Cost Estimates
8. Pay amount in the cost estimates / Submit all requirements including Official Receipt (OR)	Issue Official Receipt (OR) / Check documents submitted	10 min	Approved cost estimate, Valid ID, certificate of attendance and proof of lot ownership & OR	Teller/s / MIFSugabo/ AQCatampo	Variable	Official Receipt
9. Fill-up Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumbmark in judicial form	Prepare SCC / Check documents / submit to CD-DM for signature	15 min	Personal appearance	MIFSugabo/ AQCatampo	None	None
10. Wait while application is in process	Process application	2-3 working days	None	GARon / ACLagudas	None	None
11. Wait for schedule of installation	Installation of new service connection	2-3 working days	Job Order/ Certificate of Completion/ Sketch Plan/ Bill of Materials	Accredited Private Plumber	None	Bill of Materials
End of transaction						

2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (NO NOON BREAK)**A. WITHOUT ARREARS**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Present and pay bill to Teller	Accept payment / issue Official Receipt	3 min	Billing Notice	Teller/s	Variable	Official Receipt
<i>If NO Billing Notice</i>						
a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4 & 5	Provide account name/ number & billing amount	2 min	None	LCSoriano/ RBCabe	None	Bill Form
c. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
d. Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Bill Form	Teller/s	Variable	Official Receipt
<i>If payment beyond 4pm (disconnected accounts only)</i>						
a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Commercial Division (Table 4 or 5)	Receive payment, provide temporary receipt and request for reconnection	5 min	Priority Number and Billing Notice	ACVillegas/ LCSoriano/ RBCabe	Variable	Temporary receipt
End of transaction						

B. WITH ARREARS

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 or 5 for account verification	Verify account	5 min	Billing Notice	LCSoriano/ RBCabe	None	Verified billing notice
3. Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Bill Form	Teller/s	Variable	Official Receipt
<i>If NO Billing Notice</i>						
a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4 or 5 and get Bill form	Provide account name/ number & billing amount	2 min	None	LCSoriano/ RBCabe	None	Bill Form
c. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
d. Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Bill Form	Teller/s	Variable	Official Receipt
End of transaction						

C. SENIOR CITIZENS, DIFFERENTLY-ABLED PERSON, PREGNANT WOMEN (W/ OR W/OUT ARREARS)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Present and pay bill to Teller 1 (Priority Lane)	Accept payment / issue OR	3 min	Billing Notice	Teller/s	Variable	Official Receipt
<i>If NO Billing Notice</i>						
a. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
b. Proceed to Customer Service Table 4 or 5 and get Bill form	Provide account name/ number & billing amount	2 min	None	LCSoriano/ RBCabe	None	Bill Form
c. Proceed to PACD	Provide queue number	1 min	None	PACD	None	Priority Number
d. Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Bill Form	Teller/s	Variable	Official Receipt
End of transaction						

3. CUSTOMER SERVICES						
A. APPLICATION FOR CHANGE OF ACCOUNT NAME						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 7 and request for list of requirements	Provide list of requirements and payment form	3 min	Priority Number	MIFSugabo/AQCcatampo	None	Checklist of requirements
3. Attend Orientation	Conduct Orientation (TTH 1:30-3:30 PM)	2 hours	Personal appearance	AQCcatampo	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Pay Transfer Fee and Notarial Fee	Accept payment / Issue OR	3 min	Payment Form	Teller/s	Transfer Fee P100.00 / Notarial Fee P80.00	Official Receipt
5. Proceed to Customer Service table 6 or 7 and present required documents and OR	Check completeness of requirements and provide Information Sheet	5 min	Valid ID, proof of lot ownership, certificate of attendance and any of the ff. applicable documents: 1. Marriage Contract 2. Death certificate 3. Waiver of Rights 4. Official Receipt	MIFSugabo/AQCcatampo	None	None
6. Fill-up Information Sheet	Prepare SCC / Check documents / Submit to CD-DM for signature	variable	None	MIFSugabo/AQCcatampo	None	None
End of transaction						
B. APPLICATION / RENEWAL OF SR. CITIZEN DISCOUNT PRIVILEGE						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 7 and present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	5 min	Sr. Citizen ID w/ at least 1 yr existing connection registered in his/her name	MIFSugabo/AQCcatampo	None	Sr. Citizen Application Form
3. Sign Application Form	Check, approve and update Application Form	5 min	Signed application form	MIFSugabo/AQCcatampo	None	Approved application form
End of transaction						
C. GRANTING OF PROMISSORY NOTE (ONCE EVERY QUARTER ONLY)						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 5/ Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	5-10 min	None	LCSoriano/RBCabe/ACVillegas	None	None
End of transaction						

C. GRANTING OF PROMISSORY NOTE (ONCE EVERY QUARTER ONLY)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 5/ Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	5-10 min	None	LCSoriano/ RBCabe/ ACVillegas	None	None

End of transaction

D. TEMPORARY DISCONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 & 5 and Request for Disconnection	Fill-up Disconnection Order Form	5 min	Latest Billing Notice	LCSoriano /RBCabe	None	Disconnection Order Form
3. Sign Disconnection Order Form	Approve Disconnection request	1 min	None	LCSoriano/ RBCabe	None	Disconnection Order Form
4. Wait for Disconnection	Forward request to EOD CMS for disconnection	1-2 days	Approved Disconnection Order	EPAlденese / GARon	None	Approved Disconnection Order

End of transaction

E. HANDLING OF COMPLAINTS

- NO BILLING NOTICE ● HIGH BILLING CONSUMPTION ● ERRONEOUS BILLING
- WATER QUALITY ● NO WATER (LOW PRESSURE)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Fill-up & present Complaint Form at PACD	Refer customer to Division / Personnel in -charge	3 min	Complaint Form	PACD	None	Complaint Form
	Validate and investigate complaint	variable	Complaint Form	RBCabe / LCSoriano / NGGalleto/DJPD ela cruz /ALArnibal/ GMBalajadia/ JEEcube	None	Field Investigation Report
	Initiate appropriate action	variable	Field Investigation Report Result	LPFabros / CDMirasol/ NMFIn/ NBEspesor	None	Recommendation Form

End of transaction

F. MAINTENANCE & REPAIR WORKS

• BEFORE THE WATER METER 24/7

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Report leak (text AGAS @09173190934, telephone call @5009400 or personally visit our office	Receive report / request for maintenance	5 min	None	Guard / MIFSugabo/ RBCabe/ GARon/ EPAIdenese/ MIS	None	None
	Prepare Maintenance Order Form	2 min	None	Guard / AQCatampo/ RBCabe/ GARon/ EPAIdenese	None	Maintenance Order
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	variable	Maintenance Order	GARon/ EPAIdenese	None	Maintenance Order

End of transaction

• AFTER THE METER / EXTENSION OF IN-HOUSE INSTALLATION / TRANSFER OF METER W/IN THE VICINITY

<i>After the meter leak</i>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Report leak by walk-in @ any of the following Guard house, Customer Service table 4 or 5 and EOD-Maintenance Section	Receive report / request for after meter repair	5 min	None	Guard/ RBCabe/ LCSoriano/ MIFSugabo/ GARon/ EPAIdenese	None	None
	Prepare Job Request	2 min	None	GARon/ EPAIdenese/ RBCabe/ LCSoriano	None	None
3. Wait for the accredited private plumber to check leak/s and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	variable	None	GARon/ EPAIdenese/ RBCabe/ LCSoriano	None	Service Request Form
4. Pay appropriate amount (labor cost) to the accredited private plumber	Perform service request	variable	None	Accredited Private Plumber	variable	Service Request Form

Extension of In-house Installation/ Transfer of meter within the vicinity

1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Report leak by walk-in @ any of the following Guard house, Customer Service table 4 or 5 and EOD-Maintenance Section	Receive report / request for after meter repair	5 min	None	Guard/ RBCabe/ LCSoriano/ MIFSugabo/ GARon/ EPAIdenese	None	None
	Prepare Job Request	2 min	None	GARon/ EPAIdenese/ RBCabe/ LCSoriano	None	None
3. Wait for the accredited private plumber to check and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	variable	None	GARon/ EPAIdenese	None	Service Request Form
4. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform service request	variable	None	Accredited Private Plumber	variable	Service Request Form

End of transaction

G. WATER METER EFFICIENCY TEST						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 4 or 5	Fill-up meter maintenance form	2 min	Priority Number	RBCabe / LCSoriano	None	Meter Maintenance Form
3. Pay amount due	Meter maintenance form	3 min	Meter Maintenance Form	Teller/s	P50.00	Official Receipt
4. Wait for the schedule of meter test	Schedule request	5 working days	Approved Meter Maintenance Form	RBCabe	None	Approved Meter Maintenance Form
End of transaction						
4. RECONNECTION OF WATER SERVICE						
A. NON PAYMENT OF WATER BILL / VOLUNTARY WITH ACCOUNT						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 5	Verify account and compute amount due	variable	None	LCSoriano	None	None
3. Pay the required amount to Teller	Accept payment / issue OR	3 min	Computed amount due	Teller/s	Reconnec- tion Fee	Official Receipt
<i>if disconnected at stand pipe</i>						
		within the day	None	LCSoriano	Arrears + P160	None
<i>if disconnected at service line</i>						
		1-2 days	None	LCSoriano	Arrears + P280	None
<i>if disconnected at main line</i>						
		2-3 days	Computed Cost Estimate	LCSoriano	Arrears + Materials + variable	None
4. Present Official Receipt to Customer Service table 5	Issue Reconnection Order Form	3 min	Official Receipt	LCSoriano	None	Reconnection Order Form
5. Sign Reconnection Order	Forward Recon Order to CD accredited plumbers	within the day	Approved Reconnection Order	LCSoriano / CD Accredited plumber	None	Approved Reconnection Order
End of transaction						

B. VOLUNTARY / NO ACCOUNT

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
<i>First request within the year</i>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 5	Verify account	3 min	Priority Number	LCSoriano	None	None
3. Sign Reconnection Order	Forward Recon Order to EOD -CMS for reconnection	within the day	Approved Reconnection Order	EPAldenese	None	Approved Reconnection Order
<i>Succeeding request within the year</i>						
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 5	Verify account	3 min	Priority Number	LCSoriano	None	None
3. Pay reconnection fee	compute amount due	3 min	Priority Number	Teller/s	Blind Gasket - P50.00, Service Line - P280.00	Official Receipt
4. Sign Reconnection Order	Forward Recon Order to EOD -CMS for reconnection	within the day	Approved Reconnection Order	EPAldenese	None	Approved Reconnection Order

End of transaction

5. LOCATION TRANSFER OF SERVICE CONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number and wait for your number to be flash on screen	Provide queue number	variable	Priority Number	PACD	None	Priority Number
2. Proceed to Customer Service table 6 or 7 / Inquire and get requirements	Provide list of requirements	5 min	Priority Number	MIFSugabo/ AQCcatampo	None	Checklist of Requirements
3. Attend Orientation	Conduct Orientation (TTH 1:30-3:30 PM)	2 hours	Personal appearance	AQCcatampo	None	Attendance Sheet/ Certificate of Attendance (valid for 1 year)
4. Request for Site Inspection and Pay Inspection Fee	Prepare request for Site Inspection and Issue Official Receipt (OR)	8 min	Site Inspection Request Form	AQCcatampo / MIFSugabo / Teller/s	P100.00	Site Inspection Form / Official Receipt
5. Present Inspection Request & OR to EOD - CMS	Schedule for site inspection	5 min	Site Inspection Request Form & OR	ACLagudas /GARon	None	None
6. Wait for Site Inspection	Conduct site inspection	3 working days	Site Inspection Request Form	AC Lagudas	None	Cost Estimates (valid for 1 week)
7. Proceed to EOD and Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	13 min	Validated Cost estimates form	ACLagudas / GARon / DGCastillo / JLCerbo / ECTonguia	None	Approved / Validated Cost Estimates

8. Pay amount in the cost estimates / Submit all requirements including Official Receipt (OR)	Issue Official Receipt (OR) / Check documents submitted	10 min	Approved cost estimate, Valid ID, certificate of attendance and proof of lot ownership & OR	Teller/s / MIFSugabo/ AQCatampo	Variable	Official Receipt
8. Fill-up Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix thumbmark	Prepare SCC / Check documents / submit to CD-DM for signature	15 min	Personal appearance	MIFSugabo/ AQCatampo	None	None
10. Wait while application is in process	Process application	2-3 working days	None	GARon / ACLagudas	None	None
11. Wait for schedule of installation	Installation of service connection at new location	2-3 working days	Job Order/ Certificate of Completion/ Sketch Plan/ Bill of Materials	Accredited Private Plumber	None	Bill of Materials

End of transaction

6. DISBURSEMENT OF FUNDS

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Comply all necessary documents	Fill-up all documents required by the purchaser	variable	Summary of Canvass/ Purchase Order/ Job Order (if needed)	ASara/ DCAmorio/ MPLapid	None	Purchase Request/ Purchase Order
2. Wait for preparation of disbursement voucher (DV)	Prepare disbursement voucher	Priority -1 day/ Non-priority - 2 days	Purchase Request/ Summary of Canvass/ Purchase Order/ Job Order (if needed)	ASara/ DCAmorio/ MPLapid/ MLVillamin/ ECTonguia	None	None
3. Wait for preparation of check	Prepare check	1 day	Disbursement Voucher with attached required documents	JJEgagamao/ MPNiembra	None	None
4. Wait for the schedule release of Checks	Log all checks for disbursement	local supplier w/in socksargen - every Wednesday/ out of town checks (outside socksargen) - everyday/ remittance through bank - every Friday/ internal customer - everyday	None	JJEgagamao/ MPNiembra	None	Checks

End of transaction

Republic of the Philippines

POLOMOLOK WATER DISTRICT

Polomolok, South Cotabato



HOW TO FILE COMPLAINTS?

For inquiries, feedbacks and complaints on your services, you may:

- Directly communicate with our Public Assistance and Complaints Desk (PACD) for inquiries;
- Accomplished our feedback and complaint forms available at the PACD desk
- Call us at hotline number [500-9400](tel:500-9400)
- Text us at [0915-933-6104](tel:0915-933-6104) for maintenance concern or [0917-724-3382](tel:0917-724-3382) for customer service concern
- Submit your feedback and complaints to our PACD
- Visit our website at www.polwaterdistrict.gov.ph

We will strive to provide an immediate response to all your inquiries, feedbacks, and complaints written or verbal.



REPUBLIC OF THE PHILIPPINES
POLOMOLOK WATER DISTRICT

National Highway, Polomolok, South Cotabato
 Telefax No. (083) 500-8008
 E-mail Address : pol_wd@yahoo.com.ph

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore

I, **ENGR. SOLITO T. TORCUATOR**, Filipino, of legal age, **General Manager B** of the **Polomolok Water District**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The **Polomolok Water District** including its sub-offices in Barangay Hall at Brgy. Cannery Site and Gaisano Grand Mall has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-Step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of **Polomolok Water District** that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:


FRONTLINE SERVICES	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS/BENEFITS
1. New Service Connection Application	Orientation schedule updated	Change Schedule From: Tuesday & Thursday (2:30pm-4:30pm) To: Tuesday & Thursday (1:30pm-3:30pm)	Customer Convenience
	Certificate of Attendance	Validity of Certificate of Attendance is 12 months	Updating of PoWD rules and regulations
	List of requirements updated	Printed/ copies available at Table 6 & 7	Fast transaction process

	Conducting site inspection	To specify waiting period	Customer awareness of the waiting period
2. Payment of Water Bills	Payment procedure for no water bills improved	Printed/ posted new ARTA	Orderly flow of transaction
3. Customer Service			
A. Application for change of account name			
	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
	Orientation schedule updated	Change Schedule From: Tuesday & Thursday (2:30pm-4:30pm) To: Tuesday & Thursday (1:30pm-3:30pm)	Customer Convenience
B. Application / Renewal of Sr. Citizen Discount Privilege			
	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
C. Granting of Promissory Note			
	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
D. Temporary Disconnection			
	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
	Additional service table	Printed/ posted new ARTA	Faster transaction
E. Handling of Complaints			
	Name of person responsible updated/ Additional service updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached/ Customer awareness
F. Maintenance & Repair Works			
	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
	Update Contact Numbers	Printed/ posted new ARTA	Customer awareness
	Payment for service rendered	Printed/ posted new ARTA	Customer awareness
G. Water Meter Efficiency Test			
	Update the duration of meter test	Printed/ posted new ARTA	Customer awareness
4. Reconnection of Water Service	Update reconnection charges	Printed/ posted new ARTA	Printed/ posted new ARTA

5. Transfer of Service Connection	Name of person responsible updated	Printed/ posted new ARTA	Person responsible is easily identified and can be directly approached
	List of requirements updated	Printed/ copies available at Table 6 & 7	Fast transaction process
	Orientation schedule updated	Change Schedule From: Tuesday & Thursday (2:30pm-4:30pm) To: Tuesday & Thursday (1:30pm-3:30pm)	Customer Convenience
	Conducting site inspection	To specify waiting period	Customer awareness of the waiting period
6. Disbursement of Funds	Procedure/ List of requirements/ Person in-charge and duration identified	Printed/ posted new ARTA	Customer awareness

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.


IN WITNESS HEREOF, I have hereunto set my hand this 23th day of July, 2019 in Polomolok, South Cotabato, Philippines.


ENGR. SOLITO T. TORCUATOR
 General Manager
 Polomolok Water District

SUBSCRIBED AND SWORN to before me this 25th day of July 2019 in Polomolok, South Cotabato, Philippines, with affiant to me his/her Tax Identification Number 128-845-628.

ATTY. LEVY T. SALIGUMBA
 Notary Public

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 Series of 2019


Atty. Levy T. Saligumba
 Notary Public for Polomolok & Tupi, So. Cotabato
 Until December 31, 2020
 2nd Flr. Mun. Gym, Polomolok, South Cotabato
 Roll No. 48002 - 03-20-03
 BIR Lifetime Member No. 03864, 02-21-19/ So. Cot
 MCLE Compliance Cert. No. vi-00125A3/ 09-13-18
 PTR No. GS 8466066 /01-15-19/ Gen. Santos City
 TIN 123923867



FEEDBACK AND REDRESS MECHANISM

FEEDBACK/ COMPLAINT FORM

Name: _____

Address: _____

Phone/ Mobile No.: _____

E-mail Address: _____

Division/ Employee/ Service Involved: _____

Comment or Complaint: _____

When did it happen? _____

What would you like us to do? _____

Signature: _____

Would you like to receive a written reply?

Yes _____ No _____

If yes, in what form:

Written reply _____ E-mail _____

(Please provide E-mail address)

ACTION BY THE AGENCY

Received by (Officer of the Day)

Name: _____ Signature: _____

Date: _____ Time: _____

Action Taken: _____

To be acted within: _____

(Signature over Printed Name)