

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

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

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON MARCH 30, 2022: 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
	PRESIDENTIAL DECREE NO. 198 (As amended by Presidential Decree Nos. 768 and 1479, R.A. 9286)	CHAPTER II – Purpose and Formation SEC. 5. Purpose. - Local water districts may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such			

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

		districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.			
New Service Connection Application (Office application)			PolWD Utility Rules & Regulations	09 October 1980	Amended 01 October 2019
New Service Connection Application (Online application)			Board Resolution No. 20-44	14 July 2020	
Application for Change of Account Name			PolWD Utility Rules & Regulations	1990	Amended 01 October 2019
Application/ Renewal of Senior Citizen Discount Privilege	Republic Act 9994 or the Expanded Senior Citizen's Act of 2010	"SEC. 4. Privileges for the Senior Citizens. – The senior citizens shall be entitled to the following: "(c) the grant of a minimum of five percent (5%) discount relative to the monthly utilization of	Board Resolution No. 10-27	January 2011	

		water and electricity supplied by the public utilities: <i>Provided</i> , That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: <i>Provided</i> , <i>further</i> , That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m3) of water: <i>Provided</i> , <i>furthermore</i> , That the privilege is granted per household regardless of the number of senior citizens residing therein;			
Granting of Promissory Note			Board Resolution No. 04-08	May 2004	Amended thru Board Resolution No. 06-29 & further strengthen thru PoIWD Utility Rules & Regulations dated 01 October 2019
Temporary Disconnection			PoIWD Utility Rules & Regulations	1980	Amended 01 October 2019
Handling of Complaints			PoIWD Utility Rules & Regulations	1980	Amended 01 October 2019
Maintenance & Repair Works			PoIWD Utility Rules & Regulations	1980	Amended 01 October 2019
Water Meter Efficiency Test (Using the meter test bench)			PoIWD Utility Rules & Regulations	1999	Amended 01 October 2019

Reconnection of Water Service			PolWD Utility Rules & Regulations	1980	Amended 01 October 2019
Location Transfer of Service Connection			PolWD Utility Rules & Regulations	1980	Amended 01 October 2019
Payment of Water Bills		LWUA Board Resolution No. 244 dated 13 December 2010	Approved Minimum Water Rate: Domestic/Public Bldg. – ₱10.20; Commercial – ₱15.00; Residential/Government – ₱32.65; Commercial/Industrial – ₱20.40; Residential/Government – ₱22.00; Commercial/Industrial – ₱44.00; Residential/Government – ₱36.25; Commercial/Industrial – ₱72.50; Residential/Government – ₱45.00; Commercial/Industrial – ₱90.00; Residential/Government – ₱60.00; Commercial/Industrial – ₱120.00; Residential/Government – ₱75.00; Commercial/Industrial – ₱150.00;	1981-1982 1983 1985 1987 1990 1992 1994	

			Residential/Government – ₱108.75; Commercial/Industrial – ₱217.50; Residential/Government – ₱141.35; Commercial/Industrial – ₱282.70; Residential/Government – ₱169.65; Commercial/Industrial – ₱339.30; Residential/Government – ₱195.10; Commercial/Industrial – ₱390.20	1997 February 2007 – June 2007 July 2007 – December 2010 11 January 2011 - present	
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>New Service Connection Application (Office Application)</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. Proof of ownership	PoIWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 8 or 10/ Inquire and get requirements	Board Resolution No. 20-46 dated 14 July 2020	8 minutes	none
2. Proof of personal identification		2. Attend orientation at the Orientation Room		1 hour & 30 minutes	none
		3. Proceed to Customer Service table 8 or 10 and request for site inspection		8 minutes	none
		4. Proceed to any Tellers (Priority)		3 minutes	₱100
		5. Present Inspection Request & OR to Customer Service table 9		5 minutes	none
		6. Wait for Site Inspection		3 working days	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

		7. Proceed to Customer Service table 8 or 9 or 10 and Accounting for review and validation of cost estimates		15 minutes	none
		8. Pay amount in the cost estimates at the tellers		10 minutes	variable
		9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 or 10		10 minutes	none
		10. Fill-out Customer Information Sheet/ Sign Service Connection Contract (SCC)/ Affix signature and thumb mark in judicial form at Customer Service table 8 or 10		15 minutes	none
		11. Wait while application is in process		2-3 working days	none
		12. Wait for schedule of installation		2-3 working days	none
				TOTAL	9 working days & 2.7 hours

GOVERNMENT SERVICE: <u>New Service Connection Application (Online application thru Polomolok Water District Marketing facebook page)</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. Proof of ownership	PoLWD Utility Rules & Regulations	1. Fill-out online cost estimate form	Board Resolution No. 20-46 dated 14 July 2020	2 minutes	none
2. Proof of personal identification		2. Forward filled-out online cost estimate form to estimator		5 minutes	none
		3. Wait for the successful estimate to be forwarded to the applicant		1-2 days	none
		4. Forward the estimate to the applicant		5 minutes	none
		5. Fill-out the applicant's information sheet		5 minutes	none
		6. Provide the requirements needed thru messenger or email		5 minutes	none
		7. Payment in the office and Signing of Contract		15 minutes	variable
		8. Wait while application is in process		2-3 working days	none
		9. Wait for schedule of installation		2-3 working days	none
TOTAL				8 working days & 37 minutes	variable

GOVERNMENT SERVICE: <u>Application for Change of Account 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. Proof of ownership	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 8 or 10/ Inquire and get requirements	Board Resolution No. 20-46 dated 14 July 2020	8 minutes	none
2. Proof of personal identification		2. Attend orientation at the Orientation Room		1 hour & 30 minutes	none
		3. Proceed to any tellers (Priority) and pay Transfer Fee and Notarial Fee		3 minutes	Transfer Fee ₱100 + Notarial Fee ₱80
		4. Proceed to Customer Service table 8 or 10 and present required documents and OR		5 minutes	none
		5. Fill-out Customer Information Sheet/ Sign Service Connection Contract (SCC)/ Affix signature and thumb mark in judicial form at Customer Service table 8 or 10		15 minutes	none
TOTAL				2 hours & 1 minute	₱180

GOVERNMENT SERVICE: <u>Application/ Renewal of Senior Citizen Discount Privilege</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. Senior Citizen's ID	Republic Act 9994 or the Expanded Senior Citizen's Act of 2010	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 8 or 10 and present Sr. Citizen ID	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	none
2. Personal appearance of the senior citizen or picture of senior citizen holding the latest newspaper with date.		2. Sign Application Form		5 minutes	none
TOTAL				10 minutes	none

GOVERNMENT SERVICE: <u>Granting of Promissory Note</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. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 or 7. Inquire and request for Promissory Note (PN)	Board Resolution No. 20-46 dated 14 July 2020	10 minutes	none
TOTAL				11 minutes	none

GOVERNMENT SERVICE: <u>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. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 or 7 and Request for Disconnection	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	none
		2. Sign Disconnection Order Form		1 minute	none
		3. Wait for disconnection		5 minutes	none
				1-2 days	None
TOTAL				2 days & 7 minutes	none

GOVERNMENT SERVICE: <u>Handling of Complaints (Water Quality)</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. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Proceed to PACD for inquiry	Board Resolution No. 20-46 dated 14 July 2020	1 minute	none

		2. Proceed to Production Section and express complaint		15 minutes	none
		3. Wait for appropriate action		1 day	none
TOTAL				1 day & 16 minutes	none

GOVERNMENT SERVICE: <u>Handling of Complaints (No Water (Low Pressure) and Leakage before 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		
1. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Proceed to PACD for inquiry	Board Resolution No. 20-46 dated 14 July 2020	1 minute	none
		2. Proceed to Construction and Maintenance Section and express complaint		15 minutes	none
		3. Wait for appropriate action		1 day	none
TOTAL				1 day & 16 minutes	none

GOVERNMENT SERVICE: <u>Handling of Complaints (Erroneous Billing & High Consumption (leakage after the 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		
1. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service Table 6 and/or 7 and express complaint	Board Resolution No. 20-46 dated 14 July 2020	15 minutes	none
		2. Wait for appropriate action		2-3 day	none
TOTAL				3 days & 15 minutes	none

GOVERNMENT SERVICE: <u>Handling of Complaints (No Billing Notice)</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. Personal appearance of customer	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service Table 6 and/or 7 and express complaint	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	none
		2. Wait for billing		5 minutes	none
TOTAL				10 minutes	none

GOVERNMENT SERVICE: <u>Maintenance and Repair Works – Before the Water Meter 24/7</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. Personal appearance of the customers and/or text message		1. Report leak (text AGAS @09173190934, telephone call @5009400 or personally visit our office	Board Resolution No. 20-46 dated 14 July 2020	7 minutes	none
		2. Wait for the maintenance crew to repair leak/s		1 day	none
TOTAL				1 day and 7 minutes	none

GOVERNMENT SERVICE: <u>Maintenance and Repair Works – After the 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		
1. Personal appearance of the customers		1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and report leak	Board Resolution No. 20-46 dated 14 July 2020	7 minute	none
		2. Wait for the accredited private plumber to check leak/s and estimate cost		1 day	none
TOTAL				1 day and 7 minutes	none

GOVERNMENT SERVICE: <u>After the meter repair - Extension of In-house Installation/ Transfer of meter within the vicinity</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. Personal appearance of the customers		1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and report leak	Board Resolution No. 20-46 dated 14 July 2020	7 minutes	none
		2. Wait for the accredited private plumber to check leak/s and estimate cost		2 days	none
		3. Pay appropriate amount (materials & labor cost) and wait for repair schedule		1-2 days	variable
TOTAL				4 days and 7 minutes	variable

GOVERNMENT SERVICE: <u>Water Meter Efficiency Test</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. Personal appearance of the customers	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for meter test	Board Resolution No. 20-46 dated 14 July 2020	3 minutes	none
		2. Proceed to tellers and pay amount due		3 minutes	₱50

		3. Wait for the schedule of meter test		5 working days	none
TOTAL				5 working days and 6 minutes	₱50

GOVERNMENT SERVICE: <u>Reconnection of Water Service – If disconnected at standpipe (blind gasket)</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. Computed amount due	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	None
2. Official Receipt		2. Pay the required amount to teller		3 minutes	Arrears + ₱160
		3. Present Official Receipt to Customer Service table 6 and/or 7 for reconnection		3 minutes	none
		4. Wait for reconnection		Within the day	None
TOTAL				1 day	Arrears + ₱160

GOVERNMENT SERVICE: <u>Reconnection of Water Service – If disconnected at service line</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. Computed amount due	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	None
2. Official Receipt		2. Pay the required amount to teller		3 minutes	Arrears + ₱280
		3. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection order		3 minutes	None
		4. Wait for Reconnection		1-2 days	None
TOTAL				2 days and 11 minutes	Arrears + ₱280

GOVERNMENT SERVICE: <u>Reconnection of Water Service – If disconnected at main line</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. Computed amount due	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	None

2. Official Receipt		2. Pay the required amount to teller		3 minutes	Arrears + Materials + ₱480
		3. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection order		3 minutes	None
		4. Wait for Reconnection		2-3 days	None
TOTAL				3 days and 11 minutes	Arrears + Materials + ₱480

GOVERNMENT SERVICE: <u>Reconnection of Water Service – Voluntary/ No account (First Request Within the Year)</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. Personal Appearance of the Customer	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection/ Sign Reconnection Order	Board Resolution No. 20-46 dated 14 July 2020	4 minutes	None
		2. Wait for Reconnection		5 minutes	None
				Within 1 day	
TOTAL				1 day	None

GOVERNMENT SERVICE: <u>Reconnection of Water Service – Voluntary/ No account (Succeeding Request Within the Year)</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. Personal Appearance of the Customer		1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Board Resolution No. 20-46 dated 14 July 2020	4 minutes	None
		2. Pay Reconnection Fee at the teller		3 minutes	Blind Gasket ₱50 If disconnected at Service Line ₱280
		3. Proceed to Customer Service table 6 and/or 7 and sign Reconnection Order		1 minute	None
		4. Wait for Reconnection		5 minutes	
				1-2 days	None
TOTAL				2 days	Blind Gasket ₱50; If disconnected at Service Line ₱280

GOVERNMENT SERVICE: <u>Location Transfer of 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. Photocopy of any Proof of Ownership/ Residency	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen then proceed to Customer Service table 8 and/or 10 / Inquire and get requirements	Board Resolution No. 20-46 dated 14 July 2020	10 minutes	None
2. Government Issued Identification Card		2. Attend Orientation at the Orientation Room		1 hour & 30 minutes	None
3. Attendance to Customer Orientation		3. Proceed to Customer Service table 8 and/or 10 and request for site inspection		8 minutes	None
		4. Proceed to Tellers (Priority)		3 minutes	₱100
		5. Present Inspection Request & OR to Customer Service table 8,9 and/or 10		5 minutes	None
		6. Wait for Site Inspection		3 working days	None
		7. Proceed to Customer Service table 8, 9 and/or 10 and Acctg. for review and validation of cost estimates		15 minutes	None
		8. Pay amount in the cost estimates at the tellers		10 minutes	Variable
		9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10		10 minutes	None

		10. Fill-out Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 and/or 10		15 minutes	None
		11. Wait while application is in process		2-3 working days	None
		12. Wait for schedule of installation		2-3 working days	None
TOTAL				9 working days and 2.7 Hours	₱100 + Variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – Without Arrears (with billing notice)</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	PolWD Utility Rules & Regulations	1. Get priority number and wait for your number to be flashed on screen	Board Resolution No. 20-46 dated 14 July 2020	1 minute	none
		2. Present and pay bill to Teller		3 minutes	variable
TOTAL				4 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – Without Arrears (without billing notice)</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. Name of service connection	PolWD Utility Rules & Regulations	1. Get priority number and proceed to Customer Service Table 6 and/or 7 and ask for billing amount and wait for your number to be flashed on screen	Board Resolution No. 20-46 dated 14 July 2020	3 minutes	none
		2. Pay bill to Teller		3 minutes	variable
TOTAL				6 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – Payment beyond 4pm (for disconnected and payment on due date only)</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. Name of service connection	PolWD Utility Rules & Regulations	1. Proceed to Customer Service (Table 6 and/or 7) and request for payment & reconnection	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	none
		2. Proceed to Teller (Available Teller)		5 minutes	variable
TOTAL				10 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – With Arrears (With billing notice)</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. Name of service connection	PolWD Utility Rules & Regulations	1. Get priority number and proceed to Customer Service Table 6 and/or 7 for billing amount and wait for your number to be flashed on screen	Board Resolution No. 20-46 dated 14 July 2020	3 minutes	none
		2. Pay bill to Teller		3 minutes	variable
TOTAL				6 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – With Arrears (without billing notice)</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. Name of service connection	PolWD Utility Rules & Regulations	1. Get priority number and proceed to Customer Service Table 6 and/or 7 for billing amount and wait for your number to be flashed on screen	Board Resolution No. 20-46 dated 14 July 2020	3 minutes	none
		2. Pay bill to Teller		3 minutes	variable
TOTAL				6 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – With or without Arrears (Senior Citizen’s, Differently-abled person, Pregnant women)</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. Name of service connection	PolWD Utility Rules & Regulations	1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flashed on screen and proceed to Customer Service Table 6 and/or 7 for billing amount	Board Resolution No. 20-46 dated 14 July 2020	5 minutes	none
		3. Pay bill to Teller (Priority Lane)		3 minutes	variable
TOTAL				8 minutes	variable

GOVERNMENT SERVICE: <u>Payment of Water Bills – Thru Landbank Link.Biz-Portal.</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. Biling Notice (water bill)		1. Enroll to Landbank iAccess or Bancnet Online	Board Resolution No. 20-46 dated 14 July 2020	3 minutes	none
2. Landbank ATM/Bancnet		2. Go to www.Landbank.com/Link.Biz-Portal		2 minutes	none
3. G-Cash		3. Select Polomolok Water District		1 minute	none

		4. Select Transaction Type		1 minute	none
		5. Fill-out Transaction Details and review provided information		1 minute	none
		6. Select Landbank ATM/Bancnet/G-Cash as payment methods		1 minute	none
		6. View/Print Payment Confirmation		1 minute	none
TOTAL				10 minutes	none

GOVERNMENT SERVICE: <u>Disbursement of Funds</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. Summary of canvass	PoIWD Utility Rules & Regulations	1. Comply necessary documents	Board Resolution No. 20-46 dated 14 July 2020	variable	none
2. Approved Purchase Request		2. Wait for preparation of disbursement voucher (DV)		Non-priority -2 days	none
2. Approved Job Order		3. Wait for preparation of check		3 minutes	none
4. Purchase Order		4. Wait for the schedule release of checks		local supplier w/in socksargen - every Wednesday/	none

				out of town checks (outside socksargen) - everyday/ remittance through bank - every Friday/ internal customer - everyday	
5. Disbursement Voucher					
TOTAL				5 days	none

Prepared by:


LUCILLE P. FABROS, MBA
 Sr. Customer Service Officer

Certified Correct:


ENGR. ANDRESITO J. DEGILLA
 General Manager B