



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: ANGAT 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	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it effectively Repeals/Amends
Application for new service connection	PD 198: Provincial Water Utilities Act of 1973	Chapter VII: Section 27; Chapter VII: sec. 29; Chapter VIII Sec. 33	AWD Policy	June 11, 1987	AWD Policy: July 1, 2020
Paying of water bills	PD 198: Provincial Water Utilities Act of 1973	Chapter VII: Sec. 27; Chapter IX Sec. 37	AWD Policy	June 11, 1987	AWD Policy February 2020
Request for Disconnection	PD 198: Provincial Water Utilities Act of 1973	Chapter VII: Sec. 31; Chapter IX Sec. 37	AWD Policy	June 11, 1987	
Request for Service Reconnection	PD 198: Provincial Water Utilities Act of 1973	Chapter VII: sec. 29; Chapter IX. Sections 37 & 40	AWD Policy	June 11, 1987	
Request for Transfer of Meter	PD 198: Provincial Water Utilities Act of 1973	Chapter VII: sec. 29; Chapter IX: Sections 37 & 40	AWD Policy	June 11, 1987	



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Request for Repair of Leaks	PD 198: Provincial Water Utilities Act of 1973	Chapter IX. Sections 37 & 40	AWD Policy	June 11, 1987	
Request of Change Meter	PD 198: Provincial Water Utilities Act of 1973	Chapter IX. Sections 37 & 40	AWD Policy	June 11, 1987	
Request for Calibration of Water Meter	PD 198: Provincial Water Utilities Act of 1973	Chapter IX. Sections 37 & 40	AWD Policy	June 11, 1987	
Request for Billing Verification and Other Billing Concern	PD 198: Provincial Water Utilities Act of 1973	Chapter VIII. Sec. 33, Chapter IX Sec. 37	AWD Policy	June 11, 1987	
Requests for Change of Account Name	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25	AWD Policy	June 11, 1987	
Requests for Senior Citizen's Discount	PD 198: Provincial Water Utilities Act of 1973,	Chapter VII Sec. 25	AWD Policy	January 2012	
	R.A. No. 9994: Expanded Seniors Citizens Act of 2010	Section 4 c			
Response to customer service feedback survey	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25 & Sec. 31	AWD Policy	August 2017	
	RA 11032	Sec. 4 c & F and Sec. 6	AWD Policy	August 2017	



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Disbursement & Releasing of Payment Checks to Suppliers	PD 198: Provincial Water Utilities Act of 1973	Chapter V Sec. 22	AWD Policy	June 1987	
Response to Water Quality Complaints (Phone-in)	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25 & Sec. 31	AWD Policy	June 1987	
	RA 11032	Sec. 4 c &F and Sec. 6	AWD Policy	August 2017	
Response to Water Quality Complaints (Walk-in)	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25 & Sec. 31	AWD Policy	June 1987	
	RA 11032	Sec. 4 c &F and Sec. 6	AWD Policy	August 2017	
Collection of Water Samples for Microbiological Analysis	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25 & Sec. 31	AWD Policy	June 1987	



GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it effectively Repeals/Amends
Issuance of Certification of Employment & Service Records (For Separated Employees)	RA 9485	Section 8	AWD Policy	March 2007; August 2017	RA 11032 Sec 4
Issuance of Certification of Employment (COE) / Service Records (SR) (Employee In Active Service)	RA 9485	Section 8	AWD Policy	March 2007; August 2017	RA 11032 Sec 4
Request for Issuance of Materials to Requisitioning Division	PD 198: Provincial Water Utilities Act of 1973	Chapter VII Sec. 25 & Sec. 31	AWD Policy	June 1987	



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Application for 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/Procedures as indicated in the Citizens Charter	Legal Basis		
Mayor's Permit & Community Tax Certificate	AWD Policy	Present Mayor's permit for service connection	AWD Policy	5 minutes	None
One Valid Identification Card (Philippine Government Issued ID)	AWD Policy	Check Information and if found all correct will sign the Application Form	AWD Policy	2 minutes	None
Fully accomplished Application Form for New Service Connection	AWD Policy	Pay application fee and get the OR	AWD Policy	5 minutes	Php 2600-5000 plus P500 for concrete cutter rental fee if any



LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Application Fee (depends on Mainline (ML) Size)	AWD Policy	Get a copy of the Application Form, Leave AWD Office and wait for the Installation of water meter	AWD Policy	1 minute	
		Wait for tapping of water	AWD Policy	1-3 days	
		Go to office Pay the additional fee for materials to be used	AWD Policy		Pay amount of materials if any
		Wait for installation of meter	AWD Policy		
		Sign the Accomplishment Form	AWD Policy		
			TOTAL	1-3 days	Application Fee plus Concrete Cutter fee plus amount of materials if any



GOVERNMENT SERVICE: Paying 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/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill Notice or Account Name/ Number	AWD Policy	Present Billing Notice or any old water bill or give name and address to collection officer	AWD Policy	5 Minutes	None
Payment	AWD Policy	Pay Total Amount Due	AWD Policy	10 Minutes	Total Amount Due
			TOTAL	15 Minutes	Total Amount Due



GOVERNMENT SERVICE: Request for Disconnection

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Old Water Bill or Account Number	AWD Policy	Fill-out Request Form.	AWD Policy	5 Minutes	None
Fully Accomplished Request Form	AWD Policy	Pay disconnection fee and water bill balances (if any) and leave office.	AWD Policy	5 Minutes	None
OR of Full payment of water bill balance if any	AWD Policy	Wait for Disconnection	AWD Policy	1-3 days	Total of Water Bill Balance
		Sign Accomplishment form			
			TOTAL	1-3 days	Total of Water Bill Balance



GOVERNMENT SERVICE: Request for Service Reconnection

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Accomplished Request Form	AWD Policy	Fill-out request form water service reconnection.	AWD Policy	5 Minutes	None
OR of Reconnection Fee of P140 plus Full payment of water bill balance if any	AWD Policy	Pay reconnection fee plus water bill balance if any and leave office	AWD Policy	5 Minutes	Php 140.00 plus Water Bill Balance if any
		Wait at home	AWD Policy	1-3 days	
		Sign the accomplishment form	AWD Policy	5 minutes	
			TOTAL	1-3 days	Php 140.00 plus Water Bill Balance if any



GOVERNMENT SERVICE: Request for Transfer Meter

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill / Account Number & Meter Number	AWD Policy	Fill out Request Form.	AWD Policy	5 Minutes	None
Fully accomplished Request Form	AWD Policy	Pay Transfer meter fee plus cost of materials (if any)	AWD Policy	5 Minutes	Php 200.00
Payment of Transfer Meter Fee of P200 plus cost of materials if any	AWD Policy	Wait at home	AWD Policy	1-3 days	None
		Go to office to Pay additional fee for materials used if any, get OR and go home	AWD Policy	5 Minutes	Pay additional Fee for materials used if any
		Sign Accomplishment form	AWD Policy	5 Minutes	
			TOTAL	1-3 days	Php 200 plus amount of materials if any



GOVERNMENT SERVICE: Request for Repair of Leaks

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill-out Request Form. & Submit to the officer of the day	AWD Policy	5 Minutes	None
Fully accomplished Request Form	AWD Policy	Go home and wait for the inspection of site	AWD Policy	1 day	None
		Go to AWD office if there are materials to be paid and pay	AWD Policy	5 Minutes	Amount of Materials if any
		Wait for schedule	AWD Policy	5 Minutes	None
			TOTAL	1 day	Amount of Materials if any



GOVERNMENT SERVICE: Request for Change Meter

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill-out Request Form. & Submit to the officer of the day	AWD Policy		None
Fully accomplished Request Form	AWD Policy	Go home and wait for schedule	AWD Policy		None
		Go to AWD office and pay if there are materials to be used	AWD Policy		Amount of Materials if any
		Sign Accomplishment Report	AWD Policy		None
			TOTAL		Amount of Materials if any



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
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill-out Request Form. & Submit to the officer of the day	AWD Policy	5 Minutes	None
Fully accomplished Request Form	AWD Policy	Go home and wait for schedule	AWD Policy	1-3 days	None
		Sign Job order for calibration of meter	AWD Policy		None
		Wait for the result of calibration	AWD Policy		None
		Sign Accomplishment Report	TOTAL	1-3 days	None



GOVERNMENT SERVICE: Request for Billing Verification and Other Billing Concern

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill-out Request Form. & Submit to the officer of the day	AWD Policy	5 Minutes	None
Fully accomplished Request Form	AWD Policy	Go home and wait for the Result	AWD Policy	1-3 days	None
		Get the Billing adjustment memo	AWD Policy		
			TOTAL	1-3 days	None



GOVERNMENT SERVICE: Request for Change of Account Name

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill up Request Form and present all the required documents	AWD Policy	5 Minutes	None
Fully accomplished Request Form	AWD Policy	Leave AWD Office			
Valid Identification Card	AWD Policy				
Any of the ff. document for reason of request:	AWD Policy				
Death Certificate of the concessionaire	AWD Policy				
Marriage contract of spouse/Birth Certificate of child	AWD Policy				
Deed of Sale of the property/Land Title	AWD Policy				
			TOTAL	5 Minutes	None



GOVERNMENT SERVICE: Request for Senior's Citizens Discount

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Fill up Request Form, present Water Bill with the Senior Citizen's Name, original SC ID Card and give photo copy of Senior's Citizen ID	AWD Policy	10 Minutes	None
Fully accomplished Request Form	AWD Policy	Leave AWD Office			
Original & photocopy Senior Citizen's ID Card.	AWD Policy	Wait for the next billing cycle for the effectivity of SC Discount.		1-2 days	
			TOTAL	1-2 days	None



GOVERNMENT SERVICE: Response to customer service feedback survey

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Bill or Account Number/Name	AWD Policy	Submit the accomplished Customer Feedback Survey Form to the Public Assistance Desk Officer	AWD Policy	10 Minutes	None
Fully accomplished Customer Feedback Form	AWD Policy	Go home and wait for feedback reply	AWD Policy	1-3 days	
			TOTAL	1-3 days	None



GOVERNMENT SERVICE: Disbursement and Releasing of Payment Checks to Suppliers

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Check Voucher	AWD Policy	Go to PACD Officer of the day and ask/inquire for his check payment	AWD Policy	10 minutes	
Delivery Receipt	AWD Policy	a. If not available request for follow-up and leave office.	AWD Policy	5 minutes	
Supplier Official Receipt	AWD Policy	b. If available for payment: Get Check, make OR and sign the voucher	AWD Policy	5 minutes	
			TOTAL	20 minutes	None



GOVERNMENT SERVICE: Response to Water Quality Complaints (Phone-in)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Complaints of poor water quality or Request for flushing	AWD Policy	Make a phone call to AWD office and request for flushing in their area.	AWD Policy	5 minutes	None
Name and address of AWD Concessionaire	AWD Policy	Wait for AWD personnel to go to the site	AWd Policy	1 day	None
			TOTAL	1 day	None



GOVERNMENT SERVICE: Response to Water Quality Complaints (Walk-in)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Complaints of poor water quality or Request for flushing	AWD Policy	Go to AWD office PACD and fill up request form	AWD Policy	5 minutes	None
Name and address of AWD Concessionaire	AWD Policy	Go home/ Wait for AWD personnel to go to the site	AWD Policy	1 day	None
			TOTAL	1 day	None



GOVERNMENT SERVICE: Collection of Water Samples for Microbiological Analysis

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Water Sample	DOH Policy for PNSDW	Allow AWD personnel to get water sample from their faucet	AWD Policy	5 minutes	None
		Wait for the result of the analysis	DOH Policy for PNSDW	3-7 days	None
			TOTAL	3-7 days	None



GOVERNMENT SERVICE: Issuance of Certification of Employment & Service Records (For Separated Employees)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Personal appearance of the separated employee or his/her representative, Valid Identification Card	AWD Policy	Go to Administrative, Human Resource & General Services Division and make a request for issuance of Certificate of employees	AWD Policy	10 minutes	None
If by representative: Authorization Letter of the separated employee	AWD Policy	Get the COE if the GM is available to sign the COE or Go home and go back after for 3 days.	AWD Policy	1-3 days	None
Valid ID of the separated Employee and representative If separation is due to death of employee: Death Certificate of the deceased	AWD Policy				



employee Marriage Contract of Spouse Birth Certificate of Children					
			TOTAL	1-3 days	None



GOVERNMENT SERVICE: Issuance of Certification of Employment (COE) / Service Records (SR) (Employee In Active Service)

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirements	Legal Basis	Client Steps/Procedures as indicated in the Citizens Charter	Legal Basis		
Personal appearance of the employee	AWD Policy	Go to Administrative, Human Resource & General Services Division and make a request for issuance of COE/SR	AWD Policy	10 Minutes	None
If by representative: Authorization Letter of the AWD Employee	AWD Policy	Get the COE/SR if the GM is available to sign the COE/SR or Go home and go back after for 3 days	AWD Policy	1-2 days	None
Valid ID of AWD Employee and his/her Representative	AWD Policy				
			Total	1-2 days	None