

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: **BUTUAN CITY 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
New Service Connection Application	1. PD No. 198, "Provincial Water Utilities Act of 1973" 2. Resolution No. 256 of Municipal Board of the City of Butuan, 1974 3. R.A. 11032, "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"		BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	April 30, 1974	
Payment of Disconnected Service Connection					
Request for Change Name					
Payment of Water Bills & Other Fees					
Payment of Water Bills at Collecting Agents					
Payment of Water Bills at Collecting Banks					
Request for Certification					
Request for Change Damaged Water Meter					
Response to Complaint/ Report of Leaking along Transmission and Distribution Line					

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



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	Governing Law(s) (Number and Short Title) ³	Specific Provision in the Governing Law(s) as Basis ⁴	Issuance/ Policy Title	Date of Effectivity	Other Issuances/ Policies it Effectively Repeals/Amends
Request for Replacement of Stolen Water Meter	1. PD No. 198, "Provincial Water Utilities Act of 1973" 2. Resolution No. 256 of Municipal Board of the City of Butuan, 1974 3. R.A. 11032, "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"		BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	April 30, 1974	
Request for Transfer Cluster					
Request for Transfer Water Meter					
Response to "No Water" Complaints					
Response to "Water Quality" Complaints					
Water Analysis for Outside Samples					

³ 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

⁴ Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE⁵

GOVERNMENT SERVICE: <u>NEW SERVICE CONNECTION (NSC) APPLICATION (part A)</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. Attendance to the Orientation Seminar	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Submit requirements to Customer Service Division - NSC		12 hrs, 10 mins	None
2. Barangay Clearance (1 original, 2 photocopies)		2. Attend Orientation Seminar		2 hrs.	None
3. Waiver, if applicant is not the owner of the lot/building (duly notarized, 1 original, 3 photocopies)		3. Return the Application for NSC Inspection Report and the attached documents to Customer Service Division-NSC, sign Contract and have it notarized		25 mins.	None
4. 2x2 ID Picture (1pc)		4. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for collection		30 mins.	None

⁵ Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



GOVERNMENT SERVICE: NEW SERVICE CONNECTION (NSC) APPLICATION (part B)

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		
		5. Pay installation charges in the Cashiering Division	BCWD Board Resolution No. 140-2019, "Approving the Adjustment of Installation Fee for NSC Installation from P2,200 to P3,500 effective 1/2/20"	2 mins.	For Residential Connection (Size: ½" ø) – PHP 3,917.30 For Commercial Connection (Size: ½" ø) – PHP 4,334.60
		6. Present official receipt and return all documents to Customer Service Division - NSC		15 mins.	None
		7. Accept and acknowledge water meter receipt and materials installed		1-3 working days (simple) 4-7 working days (complex)	None
TOTAL				1-3 working days (simple) 4-7 working days (complex)	For Residential Connection (Size: ½" ø) – PHP 3,917.30 For Commercial Connection (Size: ½" ø) – PHP 4,334.60



GOVERNMENT SERVICE: PAYMENT OF DISCONNECTED 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. For non-owners or tenants: a. Authorization Letter from the registered owner (1 original copy) b. Owner and representative's ID	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for Overdue Bills.		10 mins.	None
		2. Present overdue water bill at the Customer Services Division Counter # 7		14 mins.	None
		3. Wait for the number to be flashed in the queuing system for collection		30 mins.	None
		4. Pay amount to the Teller in the Cashiering Division	BCWD Board Resolution No. 140-2017, "Adjustment of Service Charge and Collection of Inspection Fee for Old Accounts Closed from Year 200 and Earlier", dated 12/4/17	2 mins.	Reconnection Fee: PHP 100.00 Service Fee: (for Re-Install Water Meter) PHP 100.00 Inspection Fee: (for Accounts Closed from year 2000 and earlier) PHP 100.00
		5. Present official receipt & copy of reconnection charges at the Customer Services Division Counter # 6		2 mins.	None
TOTAL				Within 24 hours	For Reopen Padlock: PHP 100.00 For Re-Install Water Meter (Closed from year 2001 'till present): PHP P200.00 For Re-Install Water Meter (Closed from year 2000 and earlier): PHP 300.00



GOVERNMENT SERVICE: <u>REQUEST FOR CHANGE 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. Any of the following: a. Waiver of Rights (duly notarized, 1 original) b. Deed of Absolute Sale (duly notarized, 1 photocopy) c. Land Title/ Award/ Tax Declaration (1 photocopy) d. Certificate of Occupancy (1 photocopy) e. Death Certificate (1 photocopy) f. Marriage Contract (1 photocopy)	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Go to Customer Assistant Counter in CSD for requirements		5 mins.	None	
		2. Attend Orientation Seminar		2 hours	None	
		3. Submit necessary requirements to Customer Assistant Counter in CSD		6 mins	None	
	2. 2 Valid ID's (1 copy)	BCWD Board Resolution No. 046-2017, "Revision of Contract for NSC", dated 4/3/17	4. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for collection		30 mins.	None
	3. Contract for Water Services (duly notarized, 1 original)		5. Pay change name fee in the Cashiering Division	BCWD Board Resolution No. 052-2018, "Processing Fee for Transfer or Change Name of Water Service Connections in the amount of P200", effective 7/1/18	2 mins.	Change Name Fee - PHP 200
	4. Attendance to the Orientation Seminar		6. Present official receipt to Customer Assistant Counter		1 min.	
TOTAL				46 mins.	Change Name Fee - PHP 200	



GOVERNMENT SERVICE: <u>REQUEST FOR INSTALLATION OF PIPELINES</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. Request letter with Signature campaign (1 original)	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Prepare request letter with needed attachment and submit to the Office of the General Manager for approval		3 working days, 2 hrs., 28 mins.	None
2. Barangay resolution indicating the area requested to be installed with new lines is part of the barangay road if originally a privately-owned lot (1 original)		2. Conformed to the inspection made		10 working days	None
3. Concrete cutting permit - if applicable (1 original and 1 photocopy)		3. Concessionaires provide manpower on excavation of trenches for pipe laying		21 working days	None
TOTAL				34 working days, 2 hrs., 28 mins.	None



GOVERNMENT SERVICE: <u>REQUEST FOR TRANSPORT SUPPORT SERVICES</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		
For Monthly Vehicle Assignments: (as per Dept./Division requirement) 1. Travel Schedule Form (1 original, 1 duplicate)	BCWD Documented Procedures Manual (DPM-ASD-DVFU)	For Monthly Vehicle Assignments: (as per Dept./Division requirement) 1. Secure, Fill out and submit Travel Schedule Form for the Dept. / Div.		10 mins.	None
For Office Personnel request for Vehicle: 1. Request for Office Personnel Vehicle Form (1 original, 1 duplicate) 2. Locator Slip (1 original)		For Office Personnel request for Vehicle: 1. Secure, Fill out and submit Office Personnel Request for Vehicle Form with approved Locator Slip.		9 mins.	None
TOTAL				For Monthly Vehicle Assignments: 10 mins. For Office Personnel request for Vehicle: 9 mins.	None



GOVERNMENT SERVICE: <u>REQUEST FOR PERSONNEL RECORDS</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		
Document Request Form (1 original)	BCWD Documented Procedures Manual (DPM-ASD-RPR)	1. Secure, Fill-out and Submit Document Request Form		1 working day, 1 hr., 4 mins.	None
		2. Fill-up acknowledgement logbook		1 min.	None
TOTAL				1 working day, 1 hr., 5 mins.	None



GOVERNMENT SERVICE: <u>REQUEST FOR CERTIFICATION</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		
For Housing Subdivision: 1. Letter of Recommendation (1 original) 2. Detailed/ As-built Plans and Drawings of the Water System (1 photocopy) 3. Notarized Memorandum of Agreement (1 original)	BCWD Board Resolution No. 020-2012, "Policy on Construction and Installation of Subdivision Water System", 2012	1. Prepare request letter with needed attachment if any (Detailed/ As-built Plans & Drawing of the Water System and MOA for housing subdivision only) and submit to the Office of the General Manager for approval		1-3 working days	None
For Refilling Station: 1. Letter of Recommendation (1 original) 2. Subsidiary Ledger (1 original) 3. Investigation Report (1 duplicate copy)	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	2. Go to the Secretary of the General Manager for the payment slip		1 min.	None
		3. Pay corresponding fee in the Cashiering Division		2 mins.	Certification Fee – PHP 150.00
For Water Potability Certificate: 1. Letter of Recommendation (1 original)		4. Return to the Secretary of the General Manager to acknowledge/ accept approved certification		2 mins.	None
TOTAL				1-3 working days	Certification Fee – PHP 150.00



GOVERNMENT SERVICE: <u>REQUEST FOR REPLACEMENT OF STOLEN 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		
Police Blotter (1 original)	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division		1-3 working days	None
		2. Acknowledge the accomplished request and sign the Water Meter Receipt Form		4 mins.	None
TOTAL				1-3 working days	None



GOVERNMENT SERVICE: <u>WATER ANALYSIS FOR OUTSIDE SAMPLES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/ Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Letter Request (1 original)	BCWD Board Resolution on "Rules and Regulations Governing the Operations of the Butuan City Water District", 1974	1. Submit letter-request addressed to the General Manager for approval		2 mins.	None
		2. Wait for GM's approval		1 day	None
		3. Upon approval, contact/ see laboratory personnel for the corresponding charges		5-10 mins.	None
		4. Pay amount in the Cashiering Division	BCWD Memo No. 19-4089-2019, dated 9/18/19	2 mins.	Dependent on the nature of transaction
		5. Return to the laboratory personnel for scheduling and further instruction		5 mins.	None
		6. Submit sample and completely filled-up Chain of Custody Form on scheduled date		5-15 days 30 days (for heavy metals)	None
		7. Get laboratory test results & sign the Laboratory Outgoing Logbook		15 mins.	None
TOTAL				5-30 working days	Dependent on the nature of transaction