

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



- (1) NAME OF DEPARTMENT/AGENCY/LGU: MUNICIPAL WATERWORKS OFFICE
- (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				
Application of membership for water connection			Municipal Ordinance No. 2015-07-416 Municipal Ordinance No. of 2019-11-508		All consumers must filled-up the Membership Form Meter reading of water consumption shall be done every 1st and 2nd working days of the month followed by the distribution of water bills 4 days after and shall be due on the 16th of the billing month				
Repair and Maintenance (Leaks, No water flow, reconnection.)			Municipal Ordinance No. 2015-07-416 Municipal Ordinance No. of 2019-11-508		<table border="1" style="width: 100%;"> <tr> <td>Cutting, stabbing, puncturing, burning, transferring or otherwise mutilating any pie reservoir, tube, tank, pump and all other instrument used in the operation of Tubigon Mun. Waterworks</td> <td style="text-align: center;">Fines/ Penalties</td> </tr> <tr> <td></td> <td style="text-align: center;">Php 2,500 fine + payment of the present cost of damage material + imprisonment of not less tha 3 months but not more than 6 mos.</td> </tr> </table>	Cutting, stabbing, puncturing, burning, transferring or otherwise mutilating any pie reservoir, tube, tank, pump and all other instrument used in the operation of Tubigon Mun. Waterworks	Fines/ Penalties		Php 2,500 fine + payment of the present cost of damage material + imprisonment of not less tha 3 months but not more than 6 mos.
Cutting, stabbing, puncturing, burning, transferring or otherwise mutilating any pie reservoir, tube, tank, pump and all other instrument used in the operation of Tubigon Mun. Waterworks	Fines/ Penalties								
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ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



			Municipal Ordinance No. 2008-10-285 as amended by Mun. Ord. No. 2015-07-416 and Mun. Ordinance No. 2019-11-508 as amended		<p>Tampering, breaking, destroying, taking and transferring of water meters</p> <p>Installing illegal water connections</p> <p>Wanton and unreasonable wasting of tap water, which includes the watering of rice lands and fishponds</p>	<p>Php 2,500 fine + payment of the present cost of damaged materials + imprisonment of not less than 3 months but not more than six months</p> <p>Php 2500 fine + imprisonment of not less than 3 months but not more than 6 months</p> <p>Php 500.00 fine</p>
Payment of monthly water bill			Municipal Ordinance No. 2015-07-416 Municipal Ordinance No. of 2019-11-508	March 2020	<p>For Residential Service:</p> <p>a. Minimum charge for not more than 5 cu.m./month (first 5 cu.m)----Php 80.00/month</p> <p>b. For every cu.m in excess of 5 cu.m per month----- Php 16.00/ month</p>	

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



					<p>For Commercial and Industrial Service: a. Minimum charge for not more than 10cu.m /month ---Php 180.00/month b. For every cu.m. in excess of 10cu.m per moth ---Php 18.00/month</p> <p>For Bulk Water Services: a. Bulk water shall be charged at Php 10.00per cu.m</p> <p>DISCOUNTS AND PENALTIES: A. Discount for prom payment: <i>A two (2%) percent discount is granted if bill is paid on or before for the due date</i></p> <p>B. Penalty for Delinquency: <i>A two (2%) percent penalty is imposed if bill is not paid within ten (10) working days after the DUE DATE of the bill</i></p> <p>However, the consumer who pays the bill within the ten working day period after the due date is not entitled of the discount nor imposed a penalty. They pay the bill as it is.</p>
Request for reconnection			Municipal Ordinance No. 2015-07-416 Municipal Ordinance No. of 2019-11-508		
E-text Services					

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>APPLICATION OF MEMBERSHIP FOR WATER 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. Barangay Clearance		1. Approach the waterworks staff for water connection		3 minutes	
2. Application/Membership Form		2. Submit filled out forms and requirements		3 minutes	200.00
		3. Conduct joint inspection		5 minutes	
		4. Waiting for Approval		3 minutes	
TOTAL				14 minutes	

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>REPAIR AND MANITENANCE (Leaks, no water flow et.)</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		
		Filled out complaint form for a.) Leaks b.) No water c.) High bill and submit to counter staff		1-2 hours for minor repair 1-2 days for major repair	
TOTAL				2 days	

GOVERNMENT SERVICE: PAYMENT OF MONTHLY WATER BILL					
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. Present water bill to the counter 2. Pay to the Cashier 3. Receive Official Receipt		1 min. 1 min. 1 min.	Depending on the monthly dues
TOTAL				3 minutes	

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>REQUEST FOR RECONNECTION</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. Pay to the cashier and advice to pay unpaid dues plus reconnection fee		1 min.	150.00
		2. Receive Official Receipt		1 min.	
TOTAL				2 mins.	

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



GOVERNMENT SERVICE: <u>E-text 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		
		1. Wait for the text messages on the affected areas prior to the time of water interruption, schedule of disconnection		1 day	
TOTAL				2 mins.	