



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

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

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [X] Yes [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

LEGAL BASIS			OFFICE/AGENCY REGULATIONS		
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
New Water Service Connections (NWSC)	PRESIDENTIAL DECREE NO. 198 (As amended by Presidential Decree Nos. 768 and 1479, R.A. 9286)	<b>CHAPTER VII – Powers of SEC. 27. Sale of Water.</b> - The district shall have the power to sell water, pursuant to generally applicable rules and regulations, to any person for use within the district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of a water service contract.	BOD- RESOLUTION NO. 2 S.2006 APPROVING THE POLICY REQUIRING THE OLD CONCESSIONAIRES WHO APPLY FOR ADDITIONAL WATER CONNECTION ONE FISCAL YEAR AFTER THEIR LATEST CONNECTION TO ATTEND THE SFWD ORIENTATION-SEMINAR ON WATER SERVICE CONNECTION FEBRUARY 7, 2006	FEBRUARY 7, 2006	None



		<p>A district may provide service to public faucets or hydrants provided that it shall first have executed an application and service contract with the Government entity to establish or maintain such faucets or hydrants within the district. The district will be paid for such service in the same manner as regular</p> <p><b>District</b> domestic service and pursuant to the adopted rules and regulations of the district. Any district holding a valid Certificate of Conformance or a Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission or its successor. (As amended by Sec. 5, PD 1479)</p>			
High Billing Complaint Services	-do-	-do-	BOD RESOLUTION NO. 30 S.2017 AMENDING BOD RESOLUTION NO. 1 S. 2007 ON THE POLICY ON HANDLING HIGH BILLING COMPLAINTS JULY 4, 2017	JULY 4, 2017	None



Reconnection Services	-do-	-do-	BOD-RESOLUTION NO. 24 S. 2015 APPROVING THE INCLUSION OF AREAS AT SAN FRANCISCO PUBLIC SHOPPING MALL/PUBLIC MARKET AND BUS TERMINALS ON ACCOUNT CLEARANCE FOR RECONNECTION OF WATER SERVICE JUNE 7, 2017	JUNE 7, 2017	None
Transfer of Tapping	-do-	-do-	TRANSFER TAPPING – RESOLUTION NO. 12 S. 2020 APPROVING THE NEW SERVICE CHARGES FOR TRANSFER TAPPING, RELOCATION OF WATER METER AND NEW SERVICE CONNECTION INSTALLATION THAT REQUIRES PIERCING EQUIPMENT APRIL 2, 2020	APRIL 2, 2020	None
Relocation of Water Meter	-do-	-do-	Board Resolution No. 12, s. 2020 dated April 2,2020	April 2,2020	None

*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 <sup>4</sup>  
Cite section number and quote provision identified in the governing law*



**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>5</sup>**

GOVERNMENT SERVICE: \_NEW SERVICE WATER CONNECTION (NSWC)

**FRONTLINE SERVICE  
INSTALLATION of WATER 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		
Water Service Connection Application form with requirements <ul style="list-style-type: none"> <li>• Photocopy of Government issued valid ID ( PHILHEALTH, PA-IBIG, UN ID , Passport ) or Barangay Certificate</li> <li>• Photocopy of latest cedula/Community Tax certificate</li> <li>• Photocopy of proof of Lot ownership ( Lot Title or Latest of Tax Declaration of Land , if Govt Land...authority from LGU where the property belong)</li> </ul>	PD 198	Submit Application with attached Complete Requirements <b>(CLIENT)</b>	PD 198	15 min	



<ul style="list-style-type: none"> <li>For representative ..written duly notarized authority</li> </ul>					
Account Clearance Form, Acknowledgment Receipt Form and Water Service Connection Requirements Checklist	PD 198	Check the completeness of the requirements, Conduct Account Clearance and issue Acknowledgment Receipt <b>(CSA)</b>			
		Pay the outstanding balances for account clearance (if any)	Board Resolution No. 18, s. 2014 dated May 23,2014  Board Resolution No. 28, s. 2014 dated August 7,2014  Board Resolution No. 12, s. 2020 dated April 2,2020		NOTE SEPRATE MATRIX BELOW
		Facilitate Payment <b>(CASHIER)</b>		3 min	
Inspection for Water Service Connection Service Request Form		Issue and print signed Service Request Dispatch the Application to the In-Charge <b>(CSA)</b>		2 min	



		Execute the Service Request in the area and fill up the Service Request the result of the Inspection <b>(INSPECTOR)</b>		1-3 days from the day it was submitted 1hr-inspection	
To evaluate the ff: IF the pipe requirement is more than 100 meters from the meter stand to the establishment If the water supply in the area is inadequate and declared no installation of new connection IF there is no existing service line in the area		Evaluate the result of the Inspection <b>(CSA and Engineering In-Charge)</b>		1hr &30mins	
		Facilitate Approval of the Application <b>(CSA)</b>		4hrs -1 day	
		Inform the client of his or her approved Application, schedule of orientation seminar and registration <b>(CSA)</b>		1min	
		<b>End of Phase 1 Transaction</b>			
			<b>TOTAL</b>	1-3 days	



### SFWD. CHARGES AND FEES FOR NEW SERVICE CONNECTIONS REQUESTS

TYPE OF FEE	AMOUNT (PHP)
Basic Installation Fee 1/2" meter size	
Residential	4,200.00
Commercial C	4,300.00
Commercial B	4,400.00
Commercial A	4,500.00
Full Commercial	4,600.00
Basic Installation Fee 3/4" meter size	
Residential	5,800.00
Commercial C	5,900.00
Commercial B	6,000.00
Commercial A	6,100.00
Full Commercial	6,200.00
Basic Installation Fee 1" meter size	
Residential	8,250.00
Commercial C	8,350.00
Commercial B	8,450.00
Commercial A	8,550.00
Full Commercial	8,650.00
Basic Installation Fee 1 & 1/2" meter size	
Full Commercial	29,430.00
Basic Installation Fee 2" meter size	
Full Commercial	39,970.00
Excavation Fee (additional if it requires piercing equipment)	950.00



**PHASE 2-ORIENTATION AND REGISTRATION OF APPROVED WATER SERVICE CONNECTION APPLICATION**

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		
Logbook	PD 198	Prepare list of consumers to attend the Orientation <b>(CSA)</b>		5mins	NOTE SEPRATE MATRIX BELOW
		Attend the Orientation Seminar per as scheduled by the CSA <b>(CLIENT)</b>		2-3hrs	
		Conduct Orientation Seminar <b>(IRMO-A)</b>			
Order of Payment		Facilitate the Registration and Issue Order of Payment <b>(CSA)</b>		30mins	
		Pay fees and Charges <b>(CLIENT)</b>		1min	
Official Receipt		Facilitate the Payment <b>(CASHIER)</b>			





Customer Information and Installation Order And Water Service Contract		Print the signed Water Service Contract and Customer Information and Installation Order		5mins	
		<b>End of Phase 2 Transaction</b>			
			TOTAL	2 -3 hrs	



**PHASE 3-INSTALLATION OF WATER 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		
Required Materials for installation as required by Inspector Team		Inform the Customer Service Representative that materials are already prepared <b>(CLIENT)</b>		5mins	
Installation of Water Service Connection Service Request		Issue the signed Service Request Release the Service Request to the Engineering Section <b>(CSA – Commercial Section)</b>			
		Printing, dispatching and preparations of materials for Service Request execution <b>(CSA – Engineering Section)</b>		15mins	
		Locating of concessionaire's house and the stand where the new connection will be installed <b>(Maintenance personnel)</b>		10mins	
		Execution of Service Request in the area <b>(Maintenance personnel)</b>  <b>DEPNING ON TYPE OF CONNECTIONS</b>		1-7 days	



		<b>Cluster/partyline type stand request</b> Installation of new service connection to the assigned meter stand location <b>(Maintenance personnel)</b>			
		<b>Single type stand request</b> Install saddle clamp, new service line and meter stand <b>(Maintenance personnel)</b>			
		<b>Complex type stand</b> Piercing on concrete and cross roads <b>(Maintenance personnel)</b>			
		Concessionaire's conformation on the activity performed by maintenance personnel <b>(CLIENT)</b>		5mins	
		<b>End of Phase 3 Transaction</b>			
			TOTAL	1-7 days all phases	



## HIGH BILLING COMPLAINTS

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			
REQUEST FORM		<b>CUSTOMERS</b> To file complaints and requests	Board Resolution No.20, s. 2014 dated May 23, 2014		Inspection Fee 50.00	
		<b>CUSTOMER SERVICE UNIT</b> To entertain, log and facilitate complaints and requests and release it to the concerned Personnel and Section		15 minutes		
		<b>INSPECTORS</b> To execute complaints and requests that need for inspection and submit the accomplished form to the Customer Service Unit		1-3 days		
		Evaluate the result of the Inspection <b>(CSA and Engineering In-Charge)</b>		1 hr		
		<b>CUSTOMER SERVICE UNIT</b> To post the accomplished Form to the IMS and shall explain it to the Customer the result of the inspection upon his or her request		15 min		



		<b>CUSTOMERS</b> Will be informed of the action taken on his or her request			
Official Receipt		<b>CUSTOMER</b> Will be informed of the full details of his/her request and shall pay fees including his/her final water bill amount		3 min	
		<b>END OF TRASCATION</b>			
			<b>TOTAL</b>	1-3 DAYS	



**RECONNECTION SERVICE  
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 Citizen's Charter	Legal Basis		
complaints requests		<p><b>CUSTOMERS</b> To file complaints and requests for reconnection</p>	<p>Board Resolution No. 12, s. 2020 dated April 2, 2020</p>	3 min	<p><b>Reconnection</b> 100.00</p>
		<p><b>CUSTOMER SERVICE UNIT</b> To entertain, log and facilitate complaints and requests and release it to the concerned Personnel and Section</p>		5 min	



<p><b>Normal Reconnection does not require inspection but more than one month require</b></p>		<p><b>INSPECTORS</b> To execute complaints and requests that need for inspection and submit the accomplished form to the Customer Service Unit</p>		<p>1-2 days</p>	
		<p><b>CUSTOMER SERVICE UNIT</b> To post the accomplished Form to the IMS and shall explain it to the Customer the result of the inspection upon his or her request</p>		<p>3 min</p>	
		<p><b>CUSTOMERS</b> Will be informed of the action taken on his or her request</p>			
<p>Official Receipt</p>		<p><b>CUSTOMER</b> Will be informed of the full details of his/her request and shall pay fees including his/her final water bill amount</p>		<p>3 min</p>	
		<p><b>WFCM SECTION</b></p>		<p>1 hr</p>	



		To receive, release and dispatch and execute complaints and requests for reconnection			
		END OF TRANSACTION			
			TOTAL	1-2 DAYS	





## TRANSFER OF TAPPING SERVICES SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	
	PD 198	<b>CUSTOMERS</b> To file complaints and requests	Board Resolution No. 12, s. 2020 dated April 2,2020		Transfer Tapping Fee 700 or 50% of all materials used whichever is higher additional 950.00 Board Resolution No. 12, s. 2020 dated April 2,2020
		<b>CUSTOMER SERVICE UNIT</b> To entertain, log and facilitate complaints and requests and release it to the concerned Personnel and Section		5 min	
		<b>INSPECTORS</b> To execute complaints and requests that need for inspection and submit the accomplished form to the Customer Service Unit		1-2 days	
		<b>CUSTOMER SERVICE UNIT</b> To post the accomplished Form to the IMS and shall explain it to the Customer the result of the inspection upon his or her request		3 min	



		<b>CUSTOMERS</b> Will be informed of the action taken on his or her request			
Official Receipt		<b>CUSTOMER</b> Will be informed of the full details of his/her request and shall pay fees including his/her final water bill amount		3 min	
		<b>WFCM SECTION</b> To receive, release and dispatch and execute complaints and requests for reconnection		1 Day	
		<b>END OF TRANSACTION</b>			
			<b>TOTAL</b>	1-3DAYS	



## RELOCATION OF WATER METER

### 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
		<b>CUSTOMERS</b> To file complaints and requests	Board Resolution No. 12, s. 2020 dated April 2, 2020		Relocation Fee 100% of the material cost additional 1,900.00 Excavation Fee (if it requires piercing equipment)
		<b>CUSTOMER SERVICE UNIT</b> To entertain, log and facilitate complaints and requests and release it to the concerned Personnel and Section		5 min	
		<b>INSPECTORS</b> To execute complaints and requests that need for inspection and submit the accomplished form to the Customer Service Unit		1-2 days	
		<b>CUSTOMER SERVICE UNIT</b> To post the accomplished Form to the IMS and shall explain it to the Customer the result of the inspection upon his or her request		3 min	
		<b>CUSTOMERS</b> Will be informed of the action taken on his or her request			



Official Receipt		<b>CUSTOMER</b> Will be informed of the full details of his/her request and shall pay fees including his/her final water bill amount		3 min	
		<b>WFCM SECTION</b> To receive, release and dispatch and execute complaints and requests for reconnection		1 Day	
		END OF TRANSACTION			
			TOTAL	1-3DAYS	

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