



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

1. NAME OF AGENCY: **PULUPANDAN 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)	Specific Provision in the Governing Law (s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Application For New Connection	No governing Law	No governing Law			
2. Application For Reconnection (Within 24 Hours After Disconnection)	No governing Law	No governing Law			

3.Application For Change Of Name	No governing Law	No governing Law			
4. Application For Reconnection	No governing Law	No governing Law			
5.Application For Change Of Name	No governing Law	No governing Law			
6. Complaints Of Malfunctioning Water Meter	No governing Law	No governing Law			
7. Complaints Of No Water	No governing Law	No governing Law			
8. Application For Transfer Of Service Connection Within The Location	No governing law	No governing law			

9. Repair Of Service Line Leakage	No governing law	No governing law			
10. Report Of Water Leakage (Mainline)	No governing law	No governing law			
11. Communication Letter	No governing law	No governing law	No agency-level issuance	No agency-level issuance	None
12. Phone Call	No governing law	No governing law	No agency-level issuance	No agency-level issuance	None
13. Feedback and Complaints Mechanism	RA No. 9485 (Anti-Red Tape Act of 2007)	Rule IV	No agency-level issuance	No agency-level issuance	

**GOVERNMENT SERVICE: Application for Change of Name**

**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 Valid I.D.'s, 2 x 2 picture, Brgy. Clearance, Deed of Sale		1. Apply at the Public Assistance & Complaint Desk for change of name and present the required document			
2. Death Certificate if the concerned person passed away		2. Pay Change Name fee to Cashier			
3. Authorization Letter/waiver		3. Present OR to Customer Service Assistant			
<b>TOTAL</b>				15 minutes	P100.00

**GOVERNMENT SERVICE: Complaints of No Water**

**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		
NONE	NONE	1. Complain at the Public Assistance & Complaint Desk of the malfunctioning water meter	Not applicable		
		2. Attend to the repair/change of water meter	Not applicable		
<b>TOTAL</b>				5 minutes	NONE

**GOVERNMENT SERVICE: Application for New 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. NONE		1.Fill up Service Application & Construction Order for Inspection/Investigation & attend orientation.	Not applicable	30 minutes	NONE
2.Bring 1 valid ID government issued,2x2 picture & Brgy. Clearance		2.After Inspection/Investigation pay to the cashier		2 hours	
		3.Wait for assigned plumbers to install service connection		2 days	
<b>TOTAL</b>				2 days - 2 hrs. & 30 min.	P 2,720.00

Noted by:

  
**AMADOR G. GEROY**  
 General Manager

