



## PULUPANDAN WATER DISTRICT

**Cor. Sta. Felomina-Yanson Sts., Brgy. Zone 4, Pulupandan, Negros Occidental**

### WHOLE-OF-GOVERNMENT (WOG) REENGINEERING PLAN

**as of December 2021**

| OFFICE                        | PRIORITY SERVICES   | CURRENT STATUS |                     |                                     | EXPECTED OUTCOME |                 |                                     | TARGET CLIENTS          |
|-------------------------------|---|----------------|---------------------|-------------------------------------|------------------|-----------------|-------------------------------------|-------------------------|
|                               |   | NO. OF STEPS   | PROCESSING TIME     | FEES TO BE PAID                     | NO. OF STEPS     | PROCESSING TIME | FEES TO BE PAID                     |                         |
| OFFICE OF THE GENERAL MANAGER | Application for New Connection and Installation of Service Connection | 5              | less than 4 hours   | Php 2,400.00 plus cost of materials | 5                | 4 hours         | Php 2,400.00 plus cost of materials | Household in Pulupandan |
| OFFICE OF THE GENERAL MANAGER | Reconnection of water services  | 3              | less than 3 hours   | PHP 500.00                          | 3                | 3 hours         | PHP 500.00                          | PWD Concessionaires     |
| OFFICE OF THE GENERAL MANAGER | Receive payment of Water Bill   | 1              | less than 3 minutes | Water bill Amount Due               | 1                | 3 minutes       | Water bill Amount Due               | PWD Concessionaires     |
| OFFICE OF THE GENERAL MANAGER | Respond Compliants on Service Line Leaks                              | 3              | less than 3 hours   | Cost of materials needed for repair | 3                | 3 hours         | Cost of materials needed for repair | PWD Concessionaires     |
| OFFICE OF THE GENERAL MANAGER | Respond Compliants on Water Discoloration                             | 2              | less than 2 hours   | None                                | 2                | 2 hours         | None                                | PWD Concessionaires     |

|                               |   |   |                   |            |   |         |            |                     |
|-------------------------------|---|---|-------------------|------------|---|---------|------------|---------------------|
| OFFICE OF THE GENERAL MANAGER | Transfer of line/ Relocation of Water Meter | 4 | less than 4 hours | Php 100.00 | 4 | 4 hours | Php 100.00 | PWD Concessionaires |
| OFFICE OF THE GENERAL MANAGER | Request for no water & high consumption     | 2 | less than 2 hours | None       | 2 | 2 hours | None       | PWD Concessionaires |

Certified by:

  
**AMADOR G. GEROY**  
 General Manager D