

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: BATAC 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) <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
Collection of Water Bills	P.D. 198  DECLARING A NATIONAL POLICY FAVORING LOCAL OPERATION AND CONTROL OF WATER SYSTEMS; AUTHORIZING THE FORMATION OF LOCAL WATER DISTRICTS AND PROVIDING FOR THE GOVERNMENT AND ADMINISTRATION OF SUCH DISTRICTS;	Sec. 27 Sale of Water. –  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	Section 6 of the Amended Constitution and By-laws	October 16, 2010	

<sup>1</sup> 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>2</sup> Cite section number and quote provision identified in the governing law

	<p><b>CHARTERING A NATIONAL ADMINISTRATION TO FACILITATE IMPROVEMENT OF LOCAL WATER UTILITIES; GRANTING SAID ADMINISTRATION SUCH POWERS AS ARE NECESSARY TO OPTIMIZE PUBLIC SERVICE FROM WATER UTILITY OPERATIONS, AND FOR OTHER PURPOSES</b></p>	<p>established charges or deposits and execution of a water service contract.</p> <p><b>Sec. 28 Rates and Charges. - Water. –</b></p> <p>A district may sell water under its control, under schedules of rates and charges as may be determined by the Board, to any and all water users within the district. Said schedule may provide for differential rates for different categories of use and different quantity blocks. The district, as far as practicable, shall fix such rates and charges for water as will result in revenues which will: “(a) Provide for reimbursement from all new water customers for the cost of installation of new services and meters; “(b) Provide for revenue from all water deliveries and services performed by the district; “(c) Pay the operating expenses</p>	<p><b>New schedule of Water Rates (LWUA approved)</b></p>	<p><b>June 23, 2005</b></p>	
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		of the district; “(d) Provide for the maintenance and repairs of the works; “(e) Provide a reasonable surplus for replacement, extension and improvements; and “(f) Pay the interest and principal and provide a sinking fund for the payment of debts of the district as they become due and establish a fund for reasonable reserves. (As amended by Sec. 17, PD 768; Sec. 7, PD 1479)			
Complaints and Various Maintenance Services	P.D. 198	Sec. 27 Sale of Water Sec. 28 Rates & charges	Section 7 of the Amended Constitution and By-laws	October 16, 2010	
Disconnection of Water Service	P.D. 198	Sec. 27 Sale of Water Sec. 28 Rates & charges	Section 10 of the Amended Constitution and By-laws	October 16, 2010	
New Service Connection	P.D. 198	Sec. 27 Sale of Water Sec. 28 Rates & charges	Amended Water Service Contract thru BWD Board Resolution	August 28, 2010	
Request For A Change In Account Name			Section 19 of the Amended Constitution and By-laws	October 16, 2010	

<p>Senior Citizen's Utility Discount</p>	<p>REPUBLIC ACT No. 9994</p> <p>AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS "AN ACT TO MAXIMIZE THE CONTRIBUTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES"</p>	<p>Section 4C</p> <p>"SEC. 4. Privileges for the Senior Citizens. -</p> <p>The senior citizens shall be entitled to the following:</p> <p>"(c) the grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: <i>Provided</i>, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: <i>Provided, further</i>, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m<sup>3</sup>) of water: <i>Provided, furthermore</i>, That the privilege is granted per household regardless of the number of senior citizens residing therein;</p>	<p>BWD Board Resolution</p>	<p>May 18, 2011</p>	
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Service Reconnection	P.D. 198	Sec. 27 Sale of Water	Section 6 of the Amended Constitution and By-laws	October 16, 2010	
Transfer of Water Service Connection			Section 18 of the Amended Constitution and By-laws	October 16, 2010	
Collection of JV share from PrimeWater Batac	REVISED GUIDELINES AND PROCEDURES FOR ENTERING INTO JOINT VENTURE (JV) AGREEMENTS BETWEEN GOVERNMENT AND PRIVATE ENTITIES pursuant to Section 8 (Joint Venture Agreements) of Executive Order (EO) No. 423 dated 30 April 2005, which mandates the National Economic and Development Authority (NEDA), in consultation with the Government Procurement Policy Board (GPPB), to issue the necessary guidelines on Joint Ventures (JVs). The Office of the Government Corporate Counsel (OGCC) and the Governance Commission for Government-Owned and/or		Joint Venture Agreement between Batac Water District & PrimeWater Infrastructure Corp.  Joint Venture Agreement For the Financing, Development, Rehabilitation, Expansion, Improvement, Operation and Maintenance of the Water Supply and Septage Management Services of the Batac Water District  Sec. 4	October 18, 2018	

	<p>Controlled Corporations (GCG) were likewise consulted in the revision of the Guidelines. The proposed revisions were deliberated and subsequently approved by the NEDA Board Committee on Infrastructure (INFRACOM) and the Economic Development Cluster (EDC).</p>		<p><b>Payments to BWD</b></p> <p><b>4.1 Payment of JV Share</b></p> <p><b>4.1.1 PrimeWater shall remit to BWD, as JV Share the amount of Three Million Eight Hundred Thousand Pesos (PhP 3,800,000.00) per annum, increasing by Five Hundred Thousand Pesos (Php 500,000.00) every five (5) years.</b></p> <p><b>4.1.2 An additional JV Share to BWD, it shall be the obligation of PrimeWater beginning Commencement Date to remit</b></p>		
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			<p>the payment for the amortizations, consisting of the principal and interest, to existing loans extended to BWD by various creditors (if any) pursuant to the schedule attached herewith as Annex "C" ("BWD Loans") which schedule was submitted and verified correct by BWD and agreed upon by PrimeWater before the finalization of this Agreement.</p>		
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**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

<b>GOVERNMENT SERVICE: Collection of Water Bills</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>For office payments: Latest Statement of Account. (Old receipts or any billing information if SOA is not available)</b>  <b>For Payment Centers: Statement of Accounts with updated payments only (without arrears)</b>  <b>For check payments: Payable to PrimeWater Infrastructure Corporation</b>	<b>(for faster transaction)</b>	<b>1) Present to the designated teller the Statement of Account (old receipts / billing information in the absence of SOA)</b>	<b>1) Operations Manual</b>  <b>2) Customer Service Handbook</b>	<b>5 minutes</b>	<b>None</b>

<sup>3</sup>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



BIR forms 2306 (for government agencies only) and 2307 if taxes are withheld from payments	(supporting document for a tax withheld)				
		2) Pay the water bill to the designated teller.	Section 6 of the Amended Constitution and By-laws dated October 16, 2010	3 minutes	Amount of water bills to be paid
<b>TOTAL</b>				<b>8 minutes</b>	<b>Amount of water bills to be paid</b>

<b>GOVERNMENT SERVICE: Complaints and Various Maintenance Services</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		1) Inform the Customer Service Assistant of the details of the request or complaints through walk-in or phone calls	Section 7 of the Amended Constitution and By-laws dated October 16, 2010	1 day and 30 minutes	None
None		2) Sign the Job Order as an acknowledgement that the request or complaint was acted upon.		20 minutes	None
<b>TOTAL</b>				<b>1 day and 50 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Disconnection of Water Service</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		1) Inform the Commercial Section Staff of the request for disconnection	Section 10 of the Amended Constitution and By-laws dated October 16, 2010	4 minutes	None
None		2) Pay the outstanding balance on water bill to the Commercial Section Staff, if there's any		1 day and 28 minutes	Outstanding balance on water bills
None		3) Sign the Job Order as an acknowledgement of disconnection of water service		25 minutes	None
<b>TOTAL</b>				<b>1 day &amp; 57 minutes</b>	<b>Outstanding balance on water bills</b>

GOVERNMENT SERVICE: New 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		
None		1) Inform the Commercial Section Staff of the request for installation of service	Amended Water Service Contract thru BWD Board Resolution dated August 28, 2010	9 minutes	None
One photocopy of one (1) Valid ID: Driver's License, Passport, Company ID, Voter's ID, GSIS ID, PRC ID, and other government issued IDs	(for proper identification)	2) Submit the requirement to the Commercial Section Staff		5 minutes	None
None		3) Sign the Application Form and Water Service Contract and pay the Application fee to the Commercial Section Staff		1 day and 10 minutes	P 3,000.00
None		4) Pay the excess materials to the Commercial Section Staff	Amended Water Service Contract thru BWD Board Resolution dated August 28, 2010	1 day, 1 hour and 18 minutes	Amount of excess materials (if there's any)
None		5) Sign the Job Order as an acknowledgement of installation of his/her connection		30 minutes	
<b>TOTAL</b>				<b>2 days, 2 hours and 12 minutes</b>	<b>P 3,000.00 + amount of excess materials (if there's any)</b>

<b>GOVERNMENT SERVICE: Request For A Change In Account Name</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		1) Inform the Customer Service Assistant of the request for a change in Account Name	Section 19 of the Amended Constitution and By-laws dated October 16, 2010	5 minutes	None
Presentation of the following to the Customer Service Assistant:  One valid government issued ID of the existing account holder  Death certificate of existing account holder (if deceased) and marriage certificate (if existing account holder changed her civil status)  One valid government issued ID of the new account holder	Section 19 of the Amended Constitution and By-laws dated October 16, 2010 (for proper identification)  (proof of death or change of status)  (for proper identification)	2) Present the requirements to the Customer Service Assistant		10 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Senior Citizen's Utility Discount</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		1) Inform the Customer Service Assistant of the request to apply for the Senior Citizen Utility Discount	REPUBLIC ACT No. 9994	7 minutes	None
Proof of age and citizenship:  Submission of one photocopy of OSCA ID (actual OSCA ID will be presented to the Customer Service Assistant)  Statement of Account which is registered under the applicant's name  Original copy of Barangay Certificate/Clearance	BWD Board Resolution dated May 18, 2011          (proof of billing)          (proof of residency)	2) Submit the duly filled-up and signed Senior Citizen Utility Discount Form together with the requirements to the Customer Service Assistant		15 minutes	None
<b>TOTAL</b>				<b>22 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Service Reconnection</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
		1) Inform the Commercial Section Staff of the reconnection		5 minutes	None
(FOR VOLUNTARY DISCONNECTED ACCOUNTS) Payment of reconnection fees Payment of incidental expenses (FOR DELINQUENT ACCOUNTS) Payment of outstanding balance on water bill Payment of reconnection fees	Section 6 of the Amended Constitution and By-laws dated October 16, 2010  Water Service Contract	2) Pay the outstanding balance on water bill and reconnection fee to the Commercial Section Staff		21 minutes	P 500.00 (or P 3,000.00 if taken as new connection) and arrears if there's any
Payment of incidental expenses	Section 6 of the Amended Constitution and By-laws dated October 16, 2010  Water Service Contract	3) Pay the incidental expenses to the Commercial Section Staff (if any)		1 day and 31 minutes	Amount of incidental expenses (depend upon the materials needed to reconnect the service line) if there's any

		4) Sign the Job Order as an acknowledgement of reconnection of water service		18 minutes	None
<b>TOTAL</b>				1 day, 1 hour and 15 minutes	P 500.00 (or P 3,000.00) + arrears (if there's any) + incidental expenses (if there's any)



<b>GOVERNMENT SERVICE: Transfer of Water Service Connection</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		1) Inform the Commercial Section Staff of the request for transfer of water connection.		3 minutes	None
Payment of transfer meter fee	Section 18 of the Amended Constitution and By-laws dated October 16, 2010	2) Pay the transfer meter fee to the Commercial Section Staff		4 hours and 30 minutes	P 160.00
None		3) Sign the Job Order as an acknowledgement of transfer of water service connection		20 minutes	None
<b>TOTAL</b>				<b>4 hours and 53 minutes</b>	<b>P 160.00</b>

<b>GOVERNMENT SERVICE: Collection of JV share from PrimeWater Batac</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
For check payments: Payable to Batac Water District	Section 4 of the Joint Venture Agreement between Batac Water District & PrimeWater Infrastructure Corp.	1) Present to the Senior Accounting Processor A the check payment and the related documents for JV share and JV share for loan amortization		44 minutes	None
<b>TOTAL</b>				<b>44 minutes</b>	<b>None</b>

GOVERNMENT 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 the Citizen's Charter	Legal Basis		
<b>TOTAL</b>					

GOVERNMENT 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 the Citizen's Charter	Legal Basis		
<b>TOTAL</b>					

GOVERNMENT 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 the Citizen's Charter	Legal Basis		
<b>TOTAL</b>					