

CITIZEN'S CHARTER 2021 (2nd Edition)



I. Mandate:

To acquire, install, improve, maintain and operate water supply and distribution systems for domestic, individual, municipal and agricultural uses for residents and lands within the boundaries of the district.

To provide, maintain and operate waste water collection, treatment and disposal facilities.

To conduct such other function and operations incidental to water resource development, utilization and disposal within such district as are necessary or incidental to said purpose.

II. Vision:

To provide safe water for the constituents of Municipality to ensure economic stability and better health.

III. Mission:

To establish a water district, capable of supplying an affordable and potable water requirement for the people in the community in the succeeding years.

IV. Service Pledge:

We are committed to meet your needs as water provider in the Municipality of Lebak. We pledge to provide quality service to constituents through providing safe water supply for economic stability and better health with;

S - Strong concern to consumer's health, water safety and service excellence in the performance of duty.

A – Affordable and accessible water for our beloved constituents of Lebak and its tourists

- **F** Fond and care in dealing concessionaires and stakeholders of the district
- E- Ensure compliance to water service drinking standards
- **T** Transparency and Loyalty to service

Y- Yes! to responding complaints as vital in maintenance and development of water service thru our 24/7 hotlines.

"SAFETY WATER TODAY, LIVE LIFE BETTER TOMORROW"



TABLE OF CONTENTS

	Mandate	1
	Mission	1
	Vision	1
	Service Pledge	1
	Table of Contents	2
EXTEI	RNAL SERVICES	
	List of Frontline Services	3
	Application for New Service Connection	4
	Payment of Water Bill	6
	Reconnection/Re-Open of Service Connection	7
	Relocation/Transfer of Water Meter	8
	Hiring and Recruitment	9
	Temporary Disconnection	10
	Leak Repair and Maintenance	11
	High Irregular Consumption	12
	Change Account Name	13
	Application of Senior Citizen and PWD Discount	14
INTEF	RNAL SERVICES	
	Distribution of Received	
	External Source Documents	15
	Dispatching Documents	
	External or Outside of the Office	16
	Processing of Leave Application	17
	Monetization of Leave Credits	18
	Claim for Terminal Leave	19
	Preparation of Payroll	20
	Feedback and Complaints Mechanism	21
	Concessionaires Feedback Form	22



LIST OF SERVICES

Application New Service Connection	Distribution of Received- External
	Sourced Documents addressed to BOD,
	GM and other Personnel
Water Bill Payment	Dispatching Documents-
	External/Outside of the Office
Change of Account Name	Leave Application Processing
Inquiry on High Consumption	Monetization of Leave Credits
Repair of Waterlines	Claim for Terminal Leave
Reconnection	PAYROLL Preparation
Hiring and Recruitment	
Temporary Disconnection	
Senior Citizen and PWD Discount	
Relocation/Transfer of Water Meter	



	19				
Office or Division	LEBAK WATER DISTRICT				
Frontline Service:	Application for New Service Connection				
Classification:	COMPLEX				
Type of	G2C- Government to Client				
Transaction:					
Who may avail: Schedule of Availa	All walks of Life		Working day	ys 8:00 a.m. to	
			5p.m.	yo 0.00 u.m. to	
CHECKI	LIST OF REQUIREME	NTS		TO SECURE	
- 1 Government Iss	•				
-Barangay Clearan					
-	o or Authority to Occup n & Construction Order		Custo	mer Service	
-Bill of materials			Assist		
-Service Contract			7 100101	ant	
-Certificate of Orien	itation				
-Proof of Payment f					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSI		
1. Customer	Hand in pocossary	PAID	NG TIME	RESPONSIBLE	
Service	Hand-in necessary Forms.				
Assistant to		None	5 Minutes	Customer	
request for the	Conduct Initial	none	Service	Service	
necessary form.	Interview				
2. Attend Seminar Orientation every Tuesday 9:30 Am (required for first time applicants whose service connection was installed for more than 3 years)	Conduct Orientation/Seminar	None	2 Hours	Administrative Services	
2. Fill out and	Evaluate the				
submit Service	completeness of				
Application & Construction	requirements	None	5 Minutes	Customer	
Order Form	Issue Service	NOLLE	5 minutes	Service	
together with the	Request for				
requirement	Inspection				
3. Wait for the					
Actual Inspection	Inspect Line		1 Day	Commercial	
4. Request for a copy of cost of Materials	Give Bill of Materials	None	6 Minutes	Customer Service Assistant	



				*
5. Proceed to Cashiering section to pay for cost of materials and designated Service Connection Fees	None	Cost of Materials and Service Connection Fees: Php250.00 (Application Fee) Php250.00 (Inspection Fee) Php500.00 (Installation Fee) + Materials Cost	3 Minutes	Cashiering Assistant
8. Return to Customer Service Assistant and present the Official Receipt	Issue Maintenance Order (MO) for Installation	None	3 Minutes	Customer Service Assistant
9. Wait for the Actual Installation of water Meter and its appurtenances and Sign the Memorandum receipt of Water Meter	Have the Consumer sign of the Memorandum Receipt of Water Meter	None	2 Days	Maintenance
		-	Hours and 22 inutes	
End of Transaction				



Office or Division	Lebak Water	District				
Frontline Service:		PAYMENT OF WATER BILL				
Classification:	Simple	Simple				
Type of Transaction:	G2C- Govern	ment to C	Client			
Who may Avail:	LEWADI Cor	sumers				
Schedule of	Working days	s 8:00 a.m	n. to 3:30p.m.			
Availability of						
Service:						
CHECKLIST OF R		TS		O SECURE		
- Billing Statement (optio	nal)		- Cashiering	g Assistant E		
		FEES				
CLIENT	AGENCY	TOBE	PROCESSING	PERSON		
STEPS	ACTION	PAID	TIME	RESPONSIBLE		
	-					
1. Proceed to	Gives			Security Guard		
Cashiering Section,	Priority			Security Guard		
present bill, if none just	number	None	2 Minutes	Cashiering		
state the account name				Assistant		
or account number				///////////////////////////////////////		
2. Pay amount per	Receive					
record and wait for the	Payment			Cashiering		
official receipt.	and Issue	None	3 Minutes	Ŭ		
	Official	Official Assistant				
	Receipt					
		Total	5 Minutes			
	End of	Transac	tion			



Office or	LEBAK WATER DISTRICT					
Division	DEGONINEGE					
Frontline	RECONNECTI	ON/RE-OPEN (OF SERVICE CO	NNECTION		
Service						
Classification:	COMPLEX					
Type of	G2C-GOVERI	NMENT TO CLIE	=IN I			
Transaction:) A / a mlaine an allan na (
Schedule of	vvorking days a	3:00 a.m. to 5p.r	n.			
Availability of Service:						
	LEWADI Cons	Imor				
Who may avail:		umer				
			WHERE T	O SECURE		
- Billing Stateme				OBLOOKE		
			- Cashierin	g Assistant E		
			Cacilloni			
CLIENT STEPS		FEES TO BE	PROCESSING	-		
	ACTIONS	PAID	TIME	RESPONSIBLE		
1. Proceed to		Reconnection Fee:				
Cashiering Section to pay		a. No fee				
account		will be				
balance and		collected				
reconnection	Gives Priority	thereafter for		Security Guard		
fee	number and	reconnection				
	receives	in twenty-four				
	payment &	(24) hours.				
	issue receipt	b. Php 75.00	3 Minutes			
	for re-	thereafter				
	opening Fee	c. Php				
	and Payment	100.00 after 5		Cashiering		
	of bill	up to 30 days.		Assistant		
		d. Php		7.001010111		
		250.00 31				
		days and				
		above				
2. Present						
Official						
Receipt to						
Customer	Issue Job			Customer		
Service	Order/Service	None	3 Minutes	Service		
Assistant E	request for			Assistant		
and Request	Re-opening					
reconnection						
of service						
3. Wait for	Indortaka					
actual	Undertake Bo opon	None	1 Day	Commercial		
reconnection	Re-open		-			
of water						
services						
		Total	1 Day and 6 Min	nutes		
	F	nd of Transact	ion			



Office or Division Lebak Water District					
Frontline Service:	RELOCATION / TRANSFER OF WATER METER				
Classification:	Complex				
Type of					
Transaction:	G2C- Govern	ment to Clien	t		
Who may avail:	LEWADI Con		·-		
Schedule of	Working days		5p m		
Availability of			00		
Service:					
CHECKLIST OF R	FOUIREMENT	S - None	WHERE T	O SECURE	
None			Customer Service		
			- Cashiering Ass	sistant	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	Initial				
Customer Service	Interview on				
Assistance and	where will				
Complaints Desk for	the			Customer	
relocation/transfer	connection	None	3 Minutes	Service	
of water meter	be			Assistant	
	transferred or				
	Relocated				
2. Wait for Actual	Prepare			Customer	
Inspection of the	Service			Service	
Area	Request for	None	2 Hours	Assistant	
/ lica	Inspection	None	2110013	71351510111	
	mopodion			Commercial	
3. Request a copy	Issue Bill of				
of inspection report	Material and			Customer	
and estimated cost	a copy of	None	5 Minutes	Service	
of materials	inspection			Assistant	
	report				
4. Proceed to	Gives	Relocation			
cashiering section	Priority	Fee Php		Security Guard	
to pay for relocation	Number	100.00 +			
fee and material (if	_	Cost of	5 Minutes		
there any)	Issue	Materials		Cashiering	
	Official	Based on		Assistant	
	Receipt	Inspection			
5. Return to	Issue MO				
Customer Service	for Delegation			Customer	
Assistant E and	Relocation	None	3 Minutes	Service	
Present Official	of Transfer			Assistant	
Receipt (OR)	• • • •				
6. Wait for actual	Undertake				
relocation	relocation	Niewe -			
		None	1 Day	Commercial	
		Total	2 Days and 16 I	Minutos	
	End	of Transact	-		
	LIIU				



Office or Division	Lebak Water Di	strict				
Frontline Service	Hiring and Recruitment					
Classification:	Complex					
Type of	G2C- Government to Client					
Transaction:						
Schedule of	Working days 8:	00 a.m. to	o 5p.m.			
Availability of						
Service:						
Who may avail:	Applicants					
	REQUIREMENT		WHERE T	O SECURE		
- Application Letter; F		et;				
IPCR Rating (if applic						
Documentary Require	ements necessary	y for the				
open position				DEDOON		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON		
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE		
1. Proceed to	Received	PAID				
HRDesignate to	Document &					
submit application	conduct Initial	None	10 Minutes	HR-Designate		
and other pertinent	Interview			· · · · _ · · · g. · · · ·		
Documents						
2. Take Examination	Conduct Exam					
(if there's any) and		None	3 Hours	HR-Designate		
interview						
3. Wait for the result	Evaluate					
thru text or email	Examination	None	2 day	HR-Designate		
	Result					
4. Confirm via text or	Inform					
email if the result	Examinees of					
was received or	Result	None	10 Minutes	HR-Designate		
coordinated with HR						
Designate	Evoluete					
5. Submit and sign all documents for	Evaluate necessary					
Processing of	documents as	None	1 Hour	HR-Designate		
appointment	Required by	TIONE	i i ioui			
αμροπατιστις	CSC					
6. Attend HR	Conduct		4.5			
Orientation	Orientation	None	1 Day	HR-Designate		
	1	Total	3 Days 4 Hours	and 20 Minutes		
	End of	Transact	ion			
L						



Office or	LEBAK WATER DI	LEBAK WATER DISTRICT					
Division							
Frontline	TEMPORARY DISC	CONNECTION	l				
Service:							
Classification	SIMPLE						
:							
Type of	G2C- Government	to Client					
Transaction:							
Schedule of	Working days 8:00	a.m. to 5p.m.					
Availability of							
Service:							
Who may	LEWADI Consumer						
avail:							
CHECKL	IST OF REQUIREM	ENTS		O SECURE			
- None			- Customer Ser				
			- Cashiering A	ssistant E			
CLIENT	AGENCY			PERSON			
STEPS	ACTIONS	FEES TO	PROCESSIN	RESPONSIBL			
SIEFS	ACTIONS	BE PAID	G TIME	E			
				L_			
1 Proceed to	Gives Priority	Amount					
1. Proceed to	Gives Priority Number	Amount Indicated in		Security Guard			
Cashiering	Gives Priority Number	Indicated in	3 Minutes	-			
Cashiering section and	Number	Indicated in Consumer'	3 Minutes	Security Guard Cashiering			
Cashiering section and pay account		Indicated in Consumer' s Account	3 Minutes	-			
Cashiering section and pay account balance	Number	Indicated in Consumer'	3 Minutes	Cashiering			
Cashiering section and pay account balance 2. Present	Number Issue OR Issue Service	Indicated in Consumer' s Account	3 Minutes	Cashiering			
Cashiering section and pay account balance 2. Present Official	Number Issue OR Issue Service Request f <i>or</i>	Indicated in Consumer' s Account	3 Minutes	Cashiering			
Cashiering section and pay account balance 2. Present Official Receipt to	Number Issue OR Issue Service Request f <i>or</i> Temporary	Indicated in Consumer' s Account	3 Minutes	Cashiering Assistant			
Cashiering section and pay account balance 2. Present Official Receipt to Customer	Number Issue OR Issue Service Request f <i>or</i>	Indicated in Consumer' s Account record		Cashiering Assistant Customer			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and	Number Issue OR Issue Service Request f <i>or</i> Temporary	Indicated in Consumer' s Account	3 Minutes 3 Minutes	Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for	Number Issue OR Issue Service Request f <i>or</i> Temporary	Indicated in Consumer' s Account record		Cashiering Assistant Customer			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary	Number Issue OR Issue Service Request f <i>or</i> Temporary	Indicated in Consumer' s Account record		Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection	Number Issue OR Issue Service Request f <i>or</i> Temporary	Indicated in Consumer' s Account record		Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection	Indicated in Consumer' s Account record		Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection Undertake	Indicated in Consumer' s Account record		Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for Closure of	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection Undertake Temporary	Indicated in Consumer' s Account record	3 Minutes	Cashiering Assistant Customer Service Assistant			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for Closure of service line or	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection Undertake	Indicated in Consumer' s Account record		Cashiering Assistant Customer Service			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for Closure of service line or Actual	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection Undertake Temporary	Indicated in Consumer' s Account record	3 Minutes	Cashiering Assistant Customer Service Assistant			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for Closure of service line or	Number Issue OR Issue Service Request f <i>or</i> Temporary Disconnection Undertake Temporary	Indicated in Consumer' s Account record	3 Minutes	Cashiering Assistant Customer Service Assistant Commercial			
Cashiering section and pay account balance 2. Present Official Receipt to Customer Service and Request for temporary disconnection of service 3. Wait for Closure of service line or Actual	Number Issue OR Issue Service Request for Temporary Disconnection Undertake Temporary Disconnection	Indicated in Consumer' s Account record None	3 Minutes 1 Day 24 Hours and 6	Cashiering Assistant Customer Service Assistant Commercial			



Office or Division	Lebak Water District			* 1990		
Frontline Service:	Leak Repair and Maintenance					
Classification:	SIMPLE-COMPLEX					
Type of Transaction:	G2C- Government to	G2C- Government to Client				
Schedule of	Working days 8:00 a.	m. to 5:00p.	m.			
Availability of Service:						
Who May Avail:	LEWADI Concession	aires				
CHECKLIST	OF REQUIREMENTS		WHERE T	O SECURE		
- None			-Customer Servi -Cashiering Ass			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to Customer Service Assistant to Log and request for the inspection.	Casual Interview (location). Issue Maintenance Order for Inspection	None	3 Minutes	Customer Service Assistant		
	Conduct Inspection Proper	None	4 hours	Maintenance Men		
2. Proceed to Cashiering unit to pay the Cost of Materials if: *If leaks to be repaired caused by the owner himself *If the Service / Distribution line is accidentally damaged	Issue Official Receipt (OR)	Cost of Materials based on inspection (if there is any)	3 Minutes	Cashiering Assistant		
4. a. Wait for Plumber (maintenance/repair after water meter).b. Wait for personnel for repair on and before the meter	Undertake leak repair and maintenance	None	2 Days	Maintenance		
		Total	2 Days 4Hours	and 6 Minutes		
	End of Tra	nsaction				



Office or Division	Lebak Water Distri	ict		* 1990					
Frontline			ΜΡΤΙΟΝ						
Service:		HIGH IRREGULAR CONSUMPTION							
Classification:	Simple								
Type of	G2C- Government	to Client							
Transaction:									
Schedule of	Working days 8:00	a.m. to 5:	00p.m.						
Availability			•						
of Service:									
Who may avail:	LEWADI Consume	r							
CHECKLIS	T OF REQUIREMENT	S	WHER	E TO SECURE					
- Plumber Certifica			- Customer Ser	vice Assistant					
- Customer Service	e Recommendation		- Cashiering As	sistant					
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON					
	ACTIONS	TO BE	TIME	RESPONSIBLE					
		PAID							
1. Proceed to	Detailed log								
Customer	Complaints								
Service Assistant	Complainte			Customer Service					
to Request for		None	5 Minutes	Assistant					
the Inspection of	Issue Service			Assistant					
service line									
	Request								
2. Wait for actual	Undertake								
Inspection and result of	Inspection								
investigation									
Investigation	Inform	None	1 Day	Customer Service					
	Consumer of the		1 Duy	Assistant					
	Result thru text, call								
	or								
	Personal								
3. Wait for	Issue Service								
Certified Plumber	Request for re-								
for the repair of in	inspection of	Nama		Customer Service					
house leak	repaired leaks.	None	1 Day	Assistant					
4. Proceed to									
Customer Service									
Assistant for	Customer								
billing Adjustment	Service Assistant	None	3 Minutes	Customer Service					
and Submission of	Recommendation			Assistant					
Plumber									
Certificate									
	· · · · ·								
6. Wait for water	Undertake								
bill adjustment	Adjustment	None	1 day	Billing					
		Total	2 Dave and 9 M	linutoc					
	F	Total	2 Days and 8 M	inutes					
<u> </u>	E11		σοιιστί	End of Transaction					



Office or Division	Lebak Wate	r District			
Frontline Service:	CHANGE O	CHANGE OF ACCOUNT NAME			
Classification:	Simple				
Type of	G2C-Gover	nment to Clier	nts		
Transaction:					
Schedule of	Working day	s 8:00 a.m. to	5:00p.m.		
Availability of					
Service:					
Who may avail:	LEWADI Co				
CHECKLIST			WHERE T	O SECURE	
Notarized Waiver of		•			
Government-Issued	ID of the tran	sferor-signed		r Service Ass	
Photocopy;		<i>.</i>	- Cashierin	g Assistant E	
Government-Issued	ID of the tran	stereeSigned			
Photocopy			DDOOFOOINO	DEDOON	
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Proceed to Customer Service Assistant to request for the necessary form	Have the Consumer signed and Fill-up form for Change Account name	None	3 Minutes	Customer Service Assistant	
2. Submit to Public Assistance and Complaints Desk the Accomplished notarized form	Evaluate submitted Documents	None	5 Minutes	Customer Service Assistant	
3. Proceed to Cashiering Section to pay Change Account Name Fee	Reflect Change Account Name on Next BillP 100.003 MinutesCashiering Assistant				
		Total	11 Minutes		
	En	d of Transact	ion		



Office or Division	Lebak Water Dis	trict		
Frontline Service:	Application for Se	enior Citi	zen and PWD	
Classification:	Simple			
Type of	G2C- Governmer	nt to Clie	nt	
Transaction:				
Schedule of	Working days 8:0	0 a.m. to	o 5:00p.m.	
Availability of				
Service:				
Who may avail:	LEWADI Consum	ner		
CHECKLIST OF	REQUIREMENT	S	WHERE T	O SECURE
- Principal PWD Disco	unt Availment For	n;		
- Senior Citizen ID sig	ned Photocopy			
- Representative Auth	orization Letter;			
PWD ID of the person	bring represented	,	- Customer	r Service
- Government ID of the	e representative si	gned	Assistant	
Photocopy				
CLIENT STEPS	AGENCY	FEES		PERSON
	ACTIONS	ТО	PROCESSING	RESPONSIBLE
		BE	TIME	
		PAID		
1. Proceed to	Issue			
Customer Service	Necessary			
Assistant	Forms			Queterser
and request for		None	3 Minutes	Customer Service
Senior Citizen		NONE	5 Minutes	Assistant
Discount Application				Assistant
Form				
2. Submit to Public	Evaluate			Quet-mer
Assistance And	Completeness	None	5 Minutes	Customer Service
Complaints Desk the	and Legality of	NONE	JIVIIIIUES	Assistant
accomplished form	Documents			7.001010111
		Total	8 Minutes	
	End of T	ransact	ion	



Office or Division	Lebak Water District			
Internal Service:	Distribution of Receive addressed to BOD or GM of the section of t			Documents
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G- All sector			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5	:00p.m.		
Who may avail:	Transacting Public			
CHECKLIST	F OF REQUIREMENTS		WHERE TO S	SECURE
- Document/letter			- Source	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1. Deliver/Submit/Mail/Fax Communications or transmittals	 Received Documents a. Stamp for Control/Date/Time received b. Encode Control Number and Pertinent Details into Summary List of Incoming Communications/Letter c. Route documents to office addressee properly acknowledge 	None	3 minutes 10 minutes 1 hour	Customer Service Assistant/ PACD
	by receiving staff	Total	1 hours and 13	minutes
	End of Transactio	n		



Office or Division	Lebak Water District			
Internal Service:	Dispatching Docume	ents-Externa	al/Outside of the	Office
Classification:	Simple			
Type of	Government to Private	e Courier or	Government to G	overnment (G2G)
Transaction:		-	-	
Schedule of	Working days 8:00 a.r	n to 5:00n r	n	
Availability of		n. to 0.00p.i		
Service:				
	Transsortin a Dahlia			
Who may avail:	Transacting Public			
	ST OF REQUIREMENT	5		TO SECURE
- Request Slip			- Requesti	ng Personnel
- Mode of Deliver				
- Duplicate copy of the	e documents for Dispat	tching		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit all	a. Received			
documents for	Documents			
sending or	for			
dispatching with	Dispatching		3minutes	
Request Slip fully	and		Jiiiiues	
signed	evaluate its urgency			
orgride			3 minutes	
	b. Retain		5 minutes	
	the			
	Duplicate copy			
			2 minutes	
	c. Seal		3 minutes	
	documents for			
	dispatch	N 1		
		None		Records InCharge
	d. Dispatch			
	document thru		4 hours	
	available courier			
	e. Photocopy			
	tracking receipt and		3 minutes	
	payment			
	f. File duplicate			
	copy with		5 minutes	
	attached			
	tracking number			
	, č			
	1	Total	4 hours and 22	minutes
l	End of	Transaction		



				1770
Office or Division	Lebak Water District –A	cting HF	RMO	
Internal Service:	PROCESSING OF LEAN	/E APP	LICATION	
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Go	vernme	nt	
31				
Schedule of	Working days 8:00 a.m.	to 5:00p	.m.	
Availability of Service:	391111111111111	1		
Who may avail:	Transacting Public			
	DF REQUIREMENTS		WHERE T	O SECURE
- Application of Leave 3 (c			- HR Perso	onnel
	1 7			
CLIENT STEPS	AGENCY ACTIONS	FEES		PERSON
		ТО	PROCESSING	RESPONSIBLE
		BE	TIME	
		PAID		
1. Submit fully	a. Process		30 Minutes	
accomplished	and return the			
application for	application,			
leave form	including			
	certification as to			
	leave credit			
	balance.			
	b. GM	None		Acting HRMO
2. Return the duly	approves the		2 hours	
signed	application for			
application for	Leave			
leave				
	C. File the			
	application for		30 Minutes	
	Leave			
	1	Total	2 HOURS and	60 Minutes
	End of Transa	ction	1	
L				



Office or Division	Lebak Water District –Acti	•		
Internal Service:	MONETIZATION OF LEAV	/E CRE	DITS	
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Gove	ernment		
Schedule of	Working days 8:00 a.m. to	5:00p.m	۱.	
Availability of Service:				
Who may avail:	LEWADI Employees			
	OF REQUIREMENTS		WHERE T	O SECURE
- Application of Lea			- HR Perso	
	nents required under Sec. 23	3		
	e for Special Monetization		- Claimant	
CLIENT STEPS	AGENCY ACTIONS	FEES		PERSON
		то	PROCESSING	RESPONSIBLE
		BE	TIME	
		PAID		
 Submit fully accomplished application for leave form 	Evaluate application including leave credit balance	None	1 Hour	Acting HRMO
	Endorse to the GM for the approval of Monetization	None	1 Hour	Acting HRMO
	Endorse to Disbursing/Accounting upon approval for processing of monetization	None	1 Hour	Finance
2. Sign receipt of Monetization			30 Minutes	LEWADI Employee
		Total	3 HOURS and 3	30 Minutes
	End of Transa	ction		



Office or Division	Lebak Water District –Acting			
Internal Service:	CLAIM FOR TERMINAL LEA	VE		
Classification:	HIGHLY-TECHNICAL			
Type of	G2G- Government to Govern	ment		
Transaction:				
Schedule of	Working days 8:00 a.m. to 5:0)0p.m.		
Availability of				
Service:				
Who may avail:	LEWADI Employees			
CHECK	LIST OF REQUIREMENTS		WHERE 7	TO SECURE
- Approved Application	n for Leave		- Retire	e
- Complete service Re	ecord		- Acting	g HRMO
-Ombudsman Clearar			- Office	of the
-Office Clearance			Ombu	ıdsman
-SALN (Exit)			- Retire	e
- GSIS Clearance			- Retire	e
	howing highest salary received		- GSIS	
	5 5 5		- Actino	g HRMO
CLIENT STEPS	AGENCY ACTIONS			PERSON
		FEES TO	PROCESS	RESPONSIB
		BE PAID	ING TIME	LE
1. Submit GSIS Clearance	Conduct Pre-Audit of leave Credit Balance, using leave cards and daily time record	None	7 days	Acting HRMO
	Endorse to Finance Head the pre-audited leave for final audit	None	4 hours	Acting HRMO
	Prepare request for claims of terminal leave and other receivable and endorse to GM for approval	None	4 Hour	Finance
3. Sign terminal leave			30 Minutes	Claimant
	1	Total	7 days, 8 ho Minutes	burs and 30
	End of Transac	<mark>tion</mark> :		



				* 1990 *
Office or Division Classification Internal Service: Classification:	Lebak Water District- FINA Simple PREPARATION OF PAYR G2G- Government to Gove	ROLL		
Type of Transaction: Schedule of Availability	Working days 8:00 a.m. to LEWADI Employees	5:00p.m.		
of Service:				
	Who may avail:		WHERE TO SE	CURE
CHECKLIST OF RE	QUIREMENTS		- Accountin	g
- Employees DTR - Documentary Requirement for Sala dated June 14, 2012	ary per COA circular No. 20 ?)12001,		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Salary, submit necessary documents/requirements	Receive pertinent documents and record in the logbook	None	2 hours	Finance/Accounting Processor A
	Confirm and verify employees date and deduct necessary and mandatory deductions parallel to the name of employees	None	4 hours	Finance/Accounting Processor A
	Update all deductions as applicable and ensure all data are valid	None	3 hours	Finance/Accounting Processor A
	Finalize payroll for printing Submit to GM for signing and approval	None	30 minutes	Finance/Accounting Processor A
	FOR ADA- Submit signed and approved documents to authorized bank For Individual Check- Claims- Have the claimant sign on the check released	None	30 minutes	Finance/Accounting Processor A
Sign Payroll register for ADA, Sign and received check- For Checks claim			2 minutes	Claimant
			Total: 9 hours	s, 62 minutes
	End of Trans	saction		



FEEDBACK AND CO	MPLAINTS MECHANISM
How to send feedback	-Accomplishing our feedback from available at our Cashier and Customer Service Assistant E
How feedback are processed	A written reply will be made for those who requested of it.
How to file a Complaint	Drop the accomplished form in the suggestion box or may be filed anytime with the Customer Service Assistant
How complaints are processed	
Contact Information of CCB, PCC, ARTA	Send your feedback through any of the following Send an email: <u>lewadi10@yahoo.com</u> Call us at Tel #: 205-3554



CONCESSIONAIRES FEEDBACK FORM

LEBAK WATER DISTRICT

Victory Commercial Building Aurelio F. Freires Sr., Lebak, Sultan Kudarat

CUSTOMER FEEDBACK FORM

Your feedback on our service will help us improve our service delivery system as well as the overall performance of our employees. Please check the box that correspond to your response on each of the following areas relevant to the services you availed to us. Also, give your comments on the space provided.

OUR OFFICE	YES	A BIT	NO	
a. Light				
b. Ventilation				
c. Cleanliness				
II. OUR PERSONNEL				
a. Courtesy and Responsibility				
b. Willingness to serve				
c. Attentiveness				
d. Well groomed				
III. OUR SERVICE				
a. Promptness of action				
IV. WATER QUALITY				
OTHER COMMENTS/SUGGESTIONS				
Would you like a written rep				
đ				
SIGNATURE:			DATE:	