



LEBAK WATER DISTRICT

CITIZEN'S CHARTER
2020 (1st 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”



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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	



Office or Division	LEBAK WATER DISTRICT			
Frontline Service:	Application for New Service Connection			
Classification:	COMPLEX			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All walks of Life			
Schedule of Availability of Service:			Working days 8:00 a.m. to 5p.m.	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - 2 Government Issued IDs; -Barangay Certification; -Proof of Ownership or Authority to Occupy -Service Application & Construction Order -Bill of materials -Service Contract -Certificate of Orientation -Proof of Payment for (if there's any) 			<ul style="list-style-type: none"> - Customer Service Assistant 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk/Customer Service Assistant to request for the necessary form.	Hand-in necessary Forms. Conduct Initial Interview	None	5 Minutes	Customer Service
2. Fill out and submit Service Application & Construction Order Form together with the requirement	Evaluate the completeness requirements	None	5 Minutes	Customer Service
3. Pay Application Fee and Inspection Fee	Issue Service Request <i>for Inspection</i>	P 500.00	3 Minutes	Cashiering Assistant
4. Wait for the Actual Inspection	Inspect Line		1 Day	Maintenance
5.Attend Seminar Orientation every Tuesday 9:30 Am (required for	Conduct Orientation/Seminar	None	2 Hours	Administrative Services



first time applicants whose service connection was installed for more than 3 years				
6. Request for a copy of cost of Materials and Return Notarized Contract and other necessary Documents	Give Bill of Materials	None	6 Minutes	Customer Service Assistant
7. Proceed to Cashiering section to pay for cost of materials and designated Service Connection Fee	None	Cost of Materials and Service Connection Fee: Php 500.00 (Installation Fee) +Materials Cost	3 Minutes	Cashiering Assistant
8. Return to Public Assistant and Complaints Desk and present the Official Receipt	Issue Job/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
Total			3 Days 2 Hours and 25 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service:	PAYMENT OF WATER BILL			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	LEWADI Consumers			
Schedule of Availability of Service:	Working days 8:00 a.m. to 3:30p.m.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Billing Statement (optional)			- Cashiering Assistant E	
Schedule of Availability of Service:	Working days 8:00 a.m. to 5p.m.	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashiering Section, present bill, if none just state the account name or account number	Gives Priority number (Security Guard)	None	2 Minutes	Cashiering Assistant
2. Pay amount per record and wait for the official receipt.	Receive Payment and Issue Official Receipt	None	3 Minutes	Cashiering Assistant
Total			5 Minutes	
End of Transaction				



Office or Division	LEBAK WATER DISTRICT			
Frontline Service	RECONNECTION/RE-OPEN OF SERVICE CONNECTION			
Classification:	COMPLEX			
Type of Transaction:	G2C- GOVERNMENT TO CLIENT			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5p.m.			
Who may avail:	LEWADI Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Billing Statement (optional)			- Cashiering Assistant E	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashiering Section to pay account balance and reconnection fee	Gives Priority # and receives payment & issue receipt for re-opening Fee and Payment of bill	Reconnection Fee: a. No fee will be collected thereafter for reconnection in twenty-four (24) hours. b. Php 75.00 thereafter c. Php 100.00 after 5 up to 30 days. d. Php 250.00 31 days and above	3 Minutes	Cashiering Assistant
2. Present Official Receipt to Customer Service Assistant E and Request reconnection of service	Issue Job Order/Service request for <i>Re-opening</i>	None	3 Minutes	Customer Service Assistant
3. Wait for actual reconnection	Undertake Re-open	None	1 Day	Maintenance



of water services				
Total			1 Day and 6 Minutes	
End of Transaction				

Office or Division	Lebak Water District			
Frontline Service:	RELOCATION / TRANSFER OF WATER METER			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	LEWADI Consumer			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5p.m.			
CHECKLIST OF REQUIREMENTS - None			WHERE TO SECURE	
None			Customer Service Assistant - Cashiering Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance and Complaints Desk for relocation/transfer of water meter	Initial Interview on where will the connection be transferred or Relocated	None	3 Minutes	Customer Service Assistant E
2. Wait for Actual Inspection of the Area	Prepare SR for Inspection	None	1 Day	Maintenance
3. Request a copy of inspection report and estimated cost of materials	Issue Bill of Material and a copy of inspection report	None	5 Minutes	Customer Service Assistant
4. Proceed to cashiering section to pay for material (if there any)	Issue Official Receipt	Cost of Materials Based on Inspection	5 Minutes	Cashiering Assistant
5. Return to Customer Service Assistant E and Present Official Receipt (OR)	Issue MO for Relocation of Transfer	None	3 Minutes	Customer Service Assistant
Total			1 Day and 16 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service	Hiring and Recruitment			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5p.m.			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Application Letter; Personal Data Sheet ; IPCR Rating (if applicable); Other Documentary Requirements necessary for the open position				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HR- Designate to submit application and other pertinent Documents	Received Document & conduct Initial Interview	None	10 Minutes	HR-Designate
2. Take Examination (if there's any) and interview	Conduct Exam	None	3 Hours	HR-Designate
3. Wait for the result thru text or email	Evaluate Examination Result	None	2 day	HR-Designate
4. Confirm via text or email if the result was received or coordinated with HR Designate	Inform Examinees of Result	None	10 Minutes	HR-Designate
5. Submit and sign all documents for Processing of appointment	Evaluate necessary documents as Required by CSC	None	1 Hour	HR-Designate
6. Attend HR Orientation	Conduct Orientation	None	1 Day	HR-Designate
Total			3 Days 4 Hours and 20 Minutes	
End of Transaction				



Office or Division	LEBAK WATER DISTRICT			
Frontline Service:	TEMPORARY DISCONNECTION			
Classification :	SIMPLE			
Type of Transaction:	G2C- Government to Client			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5p.m.			
Who may avail:	LEWADI Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- None			- Customer Service Assistant - Cashiering Assistant E	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashiering section and pay account balance	Issue OR	Amount Indicated in Consumer's Account record	3 Minutes	Cashiering Assistant
2. Present Official Receipt to Customer Service and Request for temporary disconnection of service	Issue Job Order/Maintenance Order for <i>Temporary Disconnection</i>	None	3 Minutes	Customer Service Assistant
3. Wait for Closure of service line or Actual Disconnection	Undertake Temporary Disconnection	None	24 Hours	Maintenance
Total			24 Hours and 6 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service:	Leak Repair and M			
Classification:	SIMPLE-COMPLEX			
Type of Transaction:	G2C- Government to Client			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who May Avail:	LEWADI Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- None			-Customer Service Assistant -Cashiering Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk or Customer Service Assistant to request for the necessary form Or LOG at assigned Logbook available	Casual Interview (location). Issue Job Order/Maintenancer Order for Inspection	None	3 Minutes	Customer Service Assistant
1.1 Request for the Inspection of Service Line	Conduct Inspection Proper	None	4 hours	Maintenance Men
2. Wait for Repair/Maintenance	Conduct repair if Leakage/s found before the meter. Recommend plumber to consumer if Leak lies on their premises	None	1 Day	Maintenance
3. 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		None	2 Days	Maintenance
Total			3 Days 4Hours and 6 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service:	HIGH IRREGULAR CONSUMPTION			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	LEWADI Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- None			- Customer Service Assistant - Cashiering Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk/Customer Service Assistant to Request for the Necessary Form	Detailed log Complaints	None	5 Minutes	Customer Service Assistant
1.1. Request for the Inspection of service line	Issue SR	None	1 Day	Customer Service Assistant
2. Wait for actual Inspection	Undertake Inspection			
3. Return to Public Assistance and Complaints Desk to follow up result on inspection	Inform Consumer of the Result thru text or Personally Issue BILL OF MATERIALS	None	3 Minutes	Customer Service Assistant
4. Proceed to cashiering section to pay for cost of materials (if there's any)	Issue OFFICIAL RECEIPT	Cost of Materials Based on Inspection	3 Minutes	Cashiering Assistant
5. Return to public Assistance and Complaints Desk to present Official Receipt	Issue MO	None	3 Minutes	Customer Service Assistant
6. Wait for repair /water bill adjustment	Undertake Adjustment or repair	None	1 day	Maintenance
Total			2 Days and 14 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service:	CHANGE OF ACCOUNT NAME			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clients			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	LEWADI Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notarized Waiver of Transfer of Rights; Government-Issued ID of the transferor-signed Photocopy; Government-Issued ID of the transferee-Signed Photocopy			- Customer Service Ass - Cashiering Assistant E	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk 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 Bill	P 100.00	3 Minutes	Cashiering Assistant
Total			11 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Frontline Service:	Application for Senior Citizen and PWD			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	LEWADI Consumer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Principal PWD Discount Availment Form; - Senior Citizen ID - Representative Authorization Letter; PWD ID of the person bring represented; - Government ID of the representative			- Customer Service Assistant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistant or Public Assistance and Complaints Desk and request for Senior Citizen Discount Application Form	Issue Necessary Forms	None	3 Minutes	Customer Service Assistant
2. Submit to Public Assistance And Complaints Desk the accomplished form	Evaluate Completeness and Legality of Documents	None	5 Minutes	Customer Service Assistant
Total			8 Minutes	
End of Transaction				



Office or Division	Lebak Water District			
Internal Service:	Distribution of Received-External Sourced Documents addressed to BOD or GM or Other Personnel			
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 OF REQUIREMENTS			WHERE TO SECURE	
- Document/letter			- Source	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/Submit/Mail/Fax Communications or transmittals	Received Documents	None	3 minutes	Customer Service Assistant/ PACD
	a. Stamp Control/Date/Time received		10 minutes	
	b. Encode Control Number and Pertinent Details into Summary List of Incoming Communications/Letter		1 hour	
	c. Route documents to office addressee properly acknowledge by receiving staff			
Total			1 hours and 13 minutes	
End of Transaction				



Office or Division	Lebak Water District			
Internal Service:	Dispatching Documents-External/Outside of the Office			
Classification:	Simple			
Type of Transaction:	Government to Private Courier or Government to Government (G2G)			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Request Slip - Mode of Deliver - Duplicate copy of the documents for Dispatching			- Requesting Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents for sending or dispatching with Request Slip fully signed	a. Received Documents for Dispatching and evaluate its urgency b. Retain the Duplicate copy c. Seal documents for dispatch d. Dispatch document thru available courier e. Photocopy tracking receipt and payment f. File duplicate copy with attached tracking number	None	3minutes 3 minutes 3 minutes 4 hours 3 minutes 5 minutes	Records In-Charge
Total			4 hours and 22 minutes	
End of Transaction				



Office or Division	Lebak Water District –Acting HRMO			
Internal Service:	PROCESSING OF LEAVE APPLICATION			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Application of Leave 3 (copies)			- HR Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application for leave form	a. Process and return the application, including certification as to leave credit balance.	None	30 Minutes	Acting HRMO
2. Return the duly signed application for leave	b. GM approves the application for Leave		2 hours	
	C. File the application for Leave		30 Minutes	
Total			2 HOURS and 60 Minutes	
End of Transaction				



Office or Division	Lebak Water District –Acting HRMO			
Internal Service:	MONETIZATION OF LEAVE CREDITS			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	LEWADI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Application of Leave 3 (copies) - Supporting Documents required under Sec. 23 Omnibus rules on Leave for Special Monetization			- HR Personnel - Claimant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 30 Minutes	
End of Transaction				



Office or Division	Lebak Water District –Acting HRMO			
Internal Service:	CLAIM FOR TERMINAL LEAVE			
Classification:	HIGHLY-TECHNICAL			
Type of Transaction:	G2G- Government to Government			
Schedule of Availability of Service:	Working days 8:00 a.m. to 5:00p.m.			
Who may avail:	LEWADI Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Approved Application for Leave - Complete service Record -Ombudsman Clearance -Office Clearance -SALN (Exit) - GSIS Clearance -Appointment paper showing highest salary received 			<ul style="list-style-type: none"> - Retiree - Acting HRMO - Office of the Ombudsman - Retiree - Retiree - GSIS office - Acting HRMO 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
Total			7 days, 8 hours and 30 Minutes	
End of Transaction				



Office or Division	Lebak Water District- FINANCE			
Classification	Simple			
Internal Service:	PREPARATION OF PAYROLL			
Classification:	G2G- Government to Government			
Type of Transaction:	Working days 8:00 a.m. to 5:00p.m.			
Schedule of Availability of Service:	LEWADI Employees			
Who may avail:			WHERE TO SECURE	
CHECKLIST OF REQUIREMENTS			- Acting HR	
- Employees Date/DTR - Documentary Requirement for Salary per COA circular No. 2012-001, dated June 14, 2012	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS				
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 Finalize payroll for printing	None	3 hours	Finance/Accounting Processor A
	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, 62 minutes				
End of Transaction				



FEEDBACK AND COMPLAINTS 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: lewadi10@yahoo.com Call us at Tel #: 205-3554



CONCESSIONAIRES FEEDBACK FORM

Please accomplish this form to let us know how we have serve you
Please check appropriate box

☐

Compliment

☐

Complaint

☐

Suggestion

Name of Employee of Office Concern Involved

Recommendation/Suggestion/Desired Action

Optional

Name _____

Address _____

Tel No: _____

Signature

Date

Would you like a written reply

Yes

☐

No

☐