



LINAMON WATER DISTRICT

CITIZEN'S CHARTER

2019 (1ST Edition)



I. Mandate

Linamon Water District, created under Sangguniang Bayan Res. N0.133. S. 1992 dated November 11, 1992 with separate administration, management and supervision. That the operation of the Linamon Water District shall be in accordance with the provisions of PD 198, particularly Title 11, Known as the Local Water District Law.

Water Districts are autonomous agencies independent of local governments. It should be best that they are allowed to operate the least hindrance and interference from the local officials but with a maximum support and assistance (Section 6, PD 198, DILG Memorandum Circular N0. 88-15 dated 01 March 1988, DILG Memorandum Circular No 97-78 dated April 14, 1997 and DILG Memorandum Circular N0. 2005 N0 2005-21 dated March 4, 2005);

II. Vision

A model water district in its category, providing excellent service at reasonable cost for the satisfaction of the customers dedicated to the highest standard in government service with due care for the society and the environment.

III. Mission

To deliver potable and affordable water to every household, maintain a feasible and viable system towards the upliftment of the quality of life and building confidence with the concessionaires.

IV. Service Pledge

To respond the demand for a sustainable supply of potable water to every Linamon constituents.



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COMMERCIAL SECTION

External Services



Application for New Service Connection

Division:	Commercial			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Served Barangays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Orientation		1.	Client, If not owner bring Authority
2.	Fill out Application Form		2.	Available Everyday
3.	Barangay Clearance		3.	Poblacion, Magoong, Samburon, Napo, Larapan
4.	NSC Fee Php 1,500		4.	LWD Office
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Inquire for NSC Fill up Occular Inspection Form Occular Inspection	None	4 hours	- Fernando P. Manes -Christopher E. Uy - Ruel S. Mamugay
2.	Attnd Orientation Conduct Orientation Advice Applicant to pay to cashier	None	1 hour	-Stella Marie D. Abarques -Jocelyn B. Abanid - Fernando P. Manes
3	Pay to cashier Issue official Receipt	Php 1,500	20 minutes	Gregorio M. Razo,Jr.
4.	Process Service Contract Issue Job Order for Technical	None	20 minutes	Person who condcut orientation
5.		None	5 minutes	
Total		Php 1,500	5 hours & 55 minutes	



Application for Senior Citizen Membership and Renewal

Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Senior Citizens Served Barangays		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Senior Citizen ID	1.	OSCA Office, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig	
2.	Physical Appearance	2.	Client, If in case the client cannot able to come to office for health reason LWD field personnel will visit to her/his residence to confirm his condition	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present ID to the Incharge	Photocopy the ID	None	5 minutes	Stella Marie D. Abarquez Alternate
	Entry the information that he/she is senior to the system	None	5 minutes	Stella Marie D. Abarquez
Representative will Inform Incharge that she/he is unhealthy to come to office	LWD Personnel will visit the person	None	4 hours	Stella Marie D. Abarquez Alternate
Total		None	4 hours and 10 minutes	



Collection of Water Bill, New Service Connection, Damaged on LWD Properties, Reconnection/Change Name Fee

Division:		Commercial			
Classification:		Simple			
Type of Transaction:		G2C, G2G, G2B			
Who may avail:		1.	Concessionaires of LWD		
		2.	Concerned Person		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.	Statement of Account – SOA		Meter Reader/LWD Office		
2.	Approved NSC application		LWD Office		
3.	Service Request				
4.	Assesstment Damaged				
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present SOA	Issue Official Reciept	Amount on SOA Presented	3 minutes	Judelyn C. Abejan
2	Service Request	Issue Official Receipt; 1..Transfer Name Fee	Php 200	5 minutes	Gregorio M. Razo, Jr
		2.Reconnec-tion Fee	Php 200	5 minutes	
3.	Approved application form	Issue Official Receipt;	Php 1,500	5 minutes	
4.	Report	For damaged property	Depending of Assessment	30 minutes	Attending Personnel
		Assessment Order			Gregorio M. Razo, Jr
5.		Issue Job Order to Field Personnel per transaction	None	5 minutes	Attending Personnel
Total			Depend on Transaction		



Issue Statement of Account/Ledger

Concessionaires can request statement of account/ledger for any legal purposes

Division:		Commercial			
Classification:		Simple			
Type of Transaction:		G2C, G2G, G2B			
Who may avail:		All LWD Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.	Letter Request		Client		
2.	Authority if Representative				
3.	Valid ID's	Client	OSCA, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
		Representative			
CLIENT STEP		AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out Service Request	Process Request	None	20 minutes	Stella Marie D. Abarques Carmencita D. Coronel Judelyn C. Abejan
2.	Submit ID's	Ask for Valid ID's if representative	None	15 minutes	Person processed the request
3.		Photocopy Valid ID's	None	20 minutes	
4.		Print out Requested Document	None	5 minutes	
Total			None	60 minutes	



Serve Notice of Disconnection and Execute Disconnection Order

Concessionaires who failed to settle their accounts

Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		Concessionaires with arrearages		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Notice of Disconnection	LWD Office		
2.	Disconnection Order			
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Notice of Disconnection	None	1 day	Carmencita D. Coronel
	Served Notice of Disconnection		4 hours	Fernando P. Manes Christopher E. uy Ruel S. Mamugay
Settle arrearages	Issue Official Receipt		2 days	
	Prepare Disconnection Order		1 day	Carmencita D. Coronel
	Execute Disconnection Order		4 hours	Fernando P. Manes Christopher E. uy Ruel S. Mamugay
Total			None	1 day & 4 hrs



COMMERCIAL SECTION

Internal Services



Prepare Water Bill

Division:	Commercial			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	Meter Reader			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Meter Reading Form	None	1 day per zone	Stella Marie D. ABarquez
	Prepared Statement of Account			
	Distribution of Water Bill per Zone		1 day per prepared zone	Artemio M. Pamaong
	Submit read Zone			
	Post submitted Read Zone to Individual Ledger		1 day after zone read	Stella Marie D. ABarquez
Total		None	1 day each transaction	



Change Name, Change Meter, Transfer Location of Meter at the System

Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		1.	Meter Reader	
		2.	Billing Section	
		3.	Field Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Approved Service Request		LWD Office	
2.	Report		Field Personnel	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Transfer Name per approved request	None	10 minutes	Stella Marie D. Abarquez
	Post Change Meter		10 minutes	
	Post location of meter		10 minutes	
Total		None	10 minutes	

Posting of Billing Adjustment Memo at the System

Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		Accounting Section		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Adjustment		Accounting Section		
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Post Billing Memo	None	5 minutes	Stella Marie D. Abarquez
Total		None	5 minutes	



MAINTENANCE SECTION

External Services



Attend Job Order for Installation of New Servic Connection and Service Request

Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		Field Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. New Service Connection	None	5 hours	Fernando P. Manes
	2. Reconnection	None	5 hours	
	3. Damaged Property	None	5 hours	Christopher E. Uy
	4. High and Low consumption Billing	None	5 hours	Ruel S. Mamugay
	5. Voluntary Closure	None	5 hours	
6.	Report for attended Job Order	None	1 hour	
Total		None	6 hours	



Minor Leak Repair from Mainline to Meter Stand

Division:		Maintenance Section		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		LWD Concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Job Order, Service Request		LWD Office		
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Service Request	Logbook	None	5 hours	Fernando P. Manes
	Process and Conduct repair			Christopher E. Uy
				Ruel S. Mamugay
Total		None	5 hours	



Major Leaking/ Bugdown of Transmission/Distribution

LWD has 7 river crossing at Taytay transmission pipelines and prone of landslide and wash out due to heavy rain, flushflood, trees , big rocks

Division:		Maintenance		
Classification:		Highly Technical		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Report	Concerned Person		
2.	Job Order	LWD OFFICE		
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Process immediate repair	None	15 to 20 Days	Fernando P. Manes Christopher E. Uy
	Hire laborers to augment the repair	Php 300 each	15 to 20 Days	Ruel S. Mamugay Artemio M. Pamaong Gregorio M. Razo, Jr. Renillo M. Asendiente
	Report daily status of action taken	None	Duration days	Fernando P. Manes
Total		Php 300 each	15 to 20 Days	



Water Analysis for Bacteriological and Physical/Chemical

Division:		Maintenance		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		All Concesionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			Accredited Laboratory	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit schedule	Monthly analysis - bring 3 treated water bottled from different areas	Php 4,592	8 hours	Fernando P. Manes Christopher E. Uy Ruel S. Mamugay
Mail result	Review result	None	30 minutes	Fernando P. Manes
	Repeat if result failed- Bacteriological Process			
	Annual Physical and Chemical Analysis – Bring 2 raw water from Bosque, Taytay	Php 15,707.20		Fernando P. Manes Christopher E. Uy Ruel S. Mamugay
	Monthly Php Annual Php	55,104.00 15,707.00	8 hours 8 hours	
Total Php		70,811.00		



General Cleaning and Disinfection

Division:		Maintenance		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			Field Personnel	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schedule Date	General Cleaning and Disinfection on office hours	None	8 hours	Fernando P. Manes
	General Cleaning and Disinfection on falls on Saturdays, Sundays and Holiday/Holyday Charge to Overtime	Per day of Personnel		Christopher E. Uy
				Ruel S. Mamugay
				Artemio M. Pamaong
				Gregorio M. Razo, Jr.
Total		Depend on day Falls	8 hours	



MAINTENANCE SECTION

Internal Services



Meter Installation and Replacement of Deffective Water Meters

Division:		Maintenance		
Classification:		Simple		
Type of Transaction:		G2C, G2G, G2B		
Who may avail:		Field Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Order			Commercial/Admin	
CLIENT STEP	AGENCY ACTION	FEEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Install water meter	None	4 hours	Fernando P. Manes Christopher E. Uy Ruel S. Mamugay Artemio M. Pamaong
	<ul style="list-style-type: none"> a. New Service Connection b. Replacement Deffective Water Meter 			
	Submit report for posting to system		1 hour	
Total		None	5 hours	



Report for Payroll of Laborer

Division:		Maintenance		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Accounting		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved DTR			Field Personnel	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report Daily until activities is done	Field Personnel incharge log the attendance of laborer	None	30 minutes	Fernando P. Manes
	Field Personnel will prepare List of laborers	None		
	1. Minor repair 2. Major repair		2 hours 5 hours	Alternate
Submit DTR	Advise laborer to submit DTR after completion to accounting	None	10 minutes	
	Minor Repair	None	2 hours and 30 minutes	
	Major Repair		5 hours and 30 minutes	



FINANCE/ACCOUNTING SECTION

External Services



Preparation of Payments to Suppliers and Government Entity

Division:		Accounting			
Classification:		Simple			
Type of Transaction:		G2G, G2B			
Who may avail:		All Payees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.	Delivery Receipt/PO		1.	Suppliers	
2.	Billing/Statement of Account		2.	GSIS, PHILHEALTH, BIR, PAGibig	
CLIENT STEP		AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present Delivery Receipt/PO	Prepare supporting documents	None	5 hours	Jocelyn B. Abanid
		Process Disbursement Voucher			
2.	Billing	Prepare supporting documents		5 hours	
		Process Disbursement Voucher			
3.		Forward Disbursement Voucher to Cashier			
Total				None	



Deposit of Collections and Preparation of Report

Collections received form water bill, new service connection, reconnection fee, damaged fee, change name fee

Division:		Finance		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		DBP, LBP		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collection from: Collector & Other Fees	Prepare CCS	None	30 minutes	Gregorio M. Razo, Jr
Validated Deposit Slip	Prepare Deposit Slip		4 hours	
	Deposit to Bank			
	Received validated Deposit Slips			
	File CCS with deposit slips		30 minutes	
	Forward CCS with deposit slip to Accounting monthly			
Total		None	5 hours	



Submission of Data Requested

Reply survey form and Data's requested by Agencies

Division:		Admin		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		PSA, NGO'S, PO'S, Provincial Government Office of Lanao del Norte		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request/ Survey Forms			PSA, NGO'S, PO'S, Provincial Government Office of Lanao del Norte	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit:	Logbook	None	5 days	Carmencita D. Coronel Jocelyn B. Abanid Fernando P. Manes
Letter Request/ Survey Form	Comply and reply to the Requesting Office/Agency			
Total		None	5 days	



FINANCE/ACCOUNTING SECTION

Internal Services



Preparation and Submission of Financial Statements and Monthly Data Sheet

Division:		Accounting		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		LWUA, COA, GM, BOD		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the Financial Statement and Monthly Data Sheet	None	10 days	Jocelyn B. Abanid
1.	Submit to LWUA/COA GM/BOD			Carmencita D. Coronel
2.	Submit through Email/Courier LWUA/COA			
Total		None	10 days	



Payments to Suppliers and Government Entity

Division:		Finance		
Classification:		Simple		
Type of Transaction:		G2G, G2B		
Who may avail:		All Payees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Disbursement Voucher			Accounting Section	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Approved Disbursements Vouchers	Process Check for Payment	None	20 minutes	Gregorio M. Razo, Jr.
Bank Advice	Check advised		4 hours	
Official Receipt	Paid Remittances		8 hours	
	Paid Suppliers		4 hours	
Total		None	8 hours and 20 minutes	



ADMINISTRATIVE SECTION

Internal/External Services



Job Vacancies

Whenever there is a vacant position; either the employees Retire, Resign and Dismissed from Service or Newly Created Position. To include emergency hiring.

Division:		Administrative		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Job Applicant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Application Letter		1.	Applicant
2.	Personal Data Sheet		2.	Form is downloadable at CSC website
3.	Transcript of Records (if applicable)		3.	School graduated
4.	Eligibility Certificate (if applicable)		4.	Civil Service Commission
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Application Letter	Logbook the application letter	None	10 minutes	HRMO Designate
	Process the Filling up of position if there is vacant.		Accordance to CSC time frame	
Total		None		



Reply Communications

Division:		Admin		
Classification:		Highly Technical		
Type of Transaction:		G2G, G2C		
Who may avail:		Sender of Communications		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		Sender Communication		
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Communiation Letter	Logbook	None	15 days	Romeo Q. Pateres Carmencita D. Coronel
	Gather Data to support reply			
	Reply to the sender			
Total		None	15 days	



Submission of Statement of Assets Liabilities and Networth

Admin section will collect the SALN on the schedule date set by Management

Division:		Admin Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Office of the Ombudsman		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
SALN			Employees	
CLIENT STEP	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out SALN form	Logbook	None	5 minutes	HRMO Designate
	Notarized	None	3 days	
	Mail thru courier	Php 250	4 hours	
total		Php 250	3 days, 4hours and 5 minutes	



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	<p>Fill up the client feedback form and drop it at the designated drop box inside Linamon Water District Office.</p> <p>Contact info:</p> <p>Telefax NO. (063) 227-0107 Email Add: linamonwaterdistict@yahoo.com.ph</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant Compliants Desk Opens the drop box and records it at logbook.</p> <p>Feedback requiring answers are forward to the concern employess and they are required to answer withiin three (3) days upon receipt thereof.</p> <p>The office will then reply to the person who send feedback.</p> <p>For inquireies and follow ups, clients may contact; Telephone No. (063) 227-0107 Email Add: linamonwaterdistict@yahoo.com.ph</p>
How to file compliant	<p>Answer the client complaitn form and drop it at the designated drop box in front of the Public Assistance Compliants Desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: Name of the person being complained: Incident: Evidence:</p> <p>For inquireis and follow-ups, client may contact: Telephone No. (063) 227-0107 Email Add: linamonwaterdistict@yahoo.com.ph</p>
How complaints are processed	<p>The Compliants Officer opens the compliants drop box on a daily basis and evaluates each complaint. Upon evaluation, the Compliants Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Compliants Officer wi;l create a report after the investiagation and shall submit ot to the Head of Agency for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<ol style="list-style-type: none"> 1. CCB-0908-881 6565 (SMS) 2. PCC- 8888 3. ARTA -2782



VII. List of Offices

Office	Address	Contact Information
Linamon Water District	Purok 6, Poblacion, Linamon, Lanao del Norte	Telefax NO. (063) 227-0107 Email Add: linamonwaterdistict@yahoo.com.ph