



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: CARCAR WATER DISTRICT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [X] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

EXTERNAL SERVICES

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. APPLICATION FOR NEW SERVICE CONNECTION	PD 198 Section 5 (a)	Section 5 (a) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
	CWD Utility Rules Sec. 8	Section 8 of the CWD Utility Rules which states, <i>Who may make an application for Service Connection – A person, firm or corporation may avail of the services of the water district provided that he had complied with the following requirements to wit:</i>	CWD Utility Rules	November 2005	

¹ 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

² Cite section number and quote provision identified in the governing law



		<p>8.1 Had paid the required application fee to the water district. In case of transient applicant, he/she shall pay the additional guarantee deposit of P 5,000.00 which shall be refunded after the termination of his/her contract less whatever obligations he/she has with the water district.</p> <p>8.2 In the case of subdivision, the association or the Subdivision owner shall have installed a main meter that will register the total consumption of individual connections inside the subdivision.</p>			
2. PAYMENT OF WATER BILLS	<p>PD 198 Section 5 (c)</p> <p>CWD Utility Rules Section 11.1</p>	<p>Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</p> <p>Section 11.1 of the CWD Utility Rules which states, Payment of water bills and other miscellaneous charges shall be made at the office of Carcar Water District. Collection schedule will be indicated in the concessionaire's copy of the water bill.</p>	<p>Provincial Water Utilities Act of 1973</p> <p>CWD Utility Rules</p>	<p>May 25, 1973</p> <p>November 2005</p>	
3. REQUEST FOR TRANSFER OF METER	<p>PD 198 Section 5 (c)</p> <p>CWD Utility Rules Section 11.4</p>	<p>Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</p> <p>Section 11.4 of the CWD Utility Rules which states, If the water connection is to be transferred, a new application shall be filed at the office of CWD with the corresponding payment for the transfer of meter, P100.00 for transfer within the perimeter, P200.00 for transfer of meter to another place.</p>	<p>Provincial Water Utilities Act of 1973</p> <p>CWD Utility Rules</p>	<p>May 25, 1973</p> <p>November 2005</p>	



4. REQUEST FOR REPLACEMENT OF DEFECTIVE TAPSTAND FITTINGS	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
5. REQUEST FOR CHANGE OF ACCOUNT NAME	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
6. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION	CWD Utility Rules Section 11.5	Section 11.5 of the CWD Utility Rules which states, <i>Concessionaire may apply for temporary disconnection provided there is no unsettled amount and the duration of temporary disconnection shall only be six (6) months.</i>	CWD Utility Rules	November 2005	
7. REQUEST FOR INSPECTION DUE TO ABNORMAL CONSUMPTION	PD 198 Section 5 (c) CWD Utility Rules Section 30	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i> Section 30 of the CWD Utility Rules which states, <i>Disputed bills – In the event a complaint is made by a concessionaire that his/her water bill is excessive, knowingly possess stolen or tampered water meters, an investigation will be conducted by the district.</i>	Provincial Water Utilities Act of 1973 CWD Utility Rules	May 25, 1973 November 2005	
8. REQUEST FOR CALIBRATION OF WATER METER	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	



	CWD Utility Rules Section 26	Section 26 of the CWD Utility Rules which states, <i>Meter Testing – when the accuracy of a water meter is questioned, the water district upon the request will cause an official test to be made...</i>	CWD Utility Rules	November 2005	
9. AVAILMENT OF SENIOR CITIZEN DISCOUNT PRIVILEGE	RA No. 9994 Section 4 (c)	Section 4 (c) of the RA 9994 or also known as the Expanded Senior Citizens Act of 2010 which states, <i>The grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: Provided, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided, further, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m3) of water: Provided, furthermore, That the privilege is granted per household regardless of the number of senior citizens residing therein;</i>	Expanded Senior Citizens Act of 2010	February 15, 2010	
10. RECONNECTION OF DISCONNECTED ACCOUNTS	PD 198 Section 5 (c) CWD Utility Rules Section 14	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i> Section 14 of the CWD Utility Rules which states, <i>Re-opening of a disconnected connection – A disconnected connection can be activated only upon payment of the necessary fees to the water district. A re-opening fee of P100.00 is required for service connections disconnected for 1-3 months; P500.00 for 3-5 months and P1000.00 for 5 months up. Those disconnected until the year 2000 shall pay the whole amount of P2000.00.</i>	Provincial Water Utilities Act of 1973 CWD Utility Rules	May 25, 1973 November 2005	
11. REOPENING OF DISCONNECTED ACCOUNTS	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973.	Provincial Water Utilities Act of 1973	May 25, 1973	



	CWD Utility Rules Section 14	(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose; Section 14 of the CWD Utility Rules which states, <i>Re-opening of a disconnected connection – A disconnected connection can be activated only upon payment of the necessary fees to the water district. A re-opening fee of P100.00 is required for service connections disconnected for 1-3 months; P500.00 for 3-5 months and P1000.00 for 5 months up. Those disconnected until the year 2000 shall pay the whole amount of P2000.00.</i>	CWD Utility Rules	November 2005	
12. SALE OF PLUMBING MATERIALS AND FITTINGS	PD 198 Section 5 (c)	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;	Provincial Water Utilities Act of 1973	May 25, 1973	
13. FEEDBACKS AND COMPLAINTS	RA No. 9485 Section 10	Section 10 of the Republic Act No. 9485 otherwise known as Anti-Red Tape Act of 2007 which states, <i>A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.</i>	RA No. 9485 Anti-Red Tape Act of 2007	June 2, 2007	



(1) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: APPLICATION FOR 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		
Any one (1) Valid Proof of Identity of the applicant	PD 198 Section 5 (a)	1.1 Proceed to customer service, present requirements and provide necessary details	CWD Citizens Charter	1 hour, 30 minutes	P3,500.00 / P8,500.00
Right of way consent (if needed)/ Barangay undertaking (if needed)	CWD Utility Rules Sec. 8	1.2 Reviews and signs application form			
If applicant is a corporation: Notarized Secretary's Certificate/Board Resolution		1. Proceed to cashier and pay inspection fee 3. Undergo orientation of CWD utility rules 4. Coordinate for inspection			
If applicant is a government agency: Authorization from the Manager or Head of Agency and the like - Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		5. Inform customer service representative that service line has been laid out and ready for tapping			

³ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service



Additional Requirements if thru representative: Endorsement Letter from subdivision (if applicable) Transient Fee (for contractors)		(Must present proof of purchase and/or availability of materials and fittings) 6. Proceed to cashier and pay application fee and transient fee if applicable 7. Coordinate for installation			
TOTAL				1 hour, 30 minutes	P3,500.00 / P8,500.00

GOVERNMENT SERVICE: PAYMENT OF WATER BILLS					
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		
Statement of Account (Old or New) or;	PD 198 Section 5 (c)	1. Secure priority number from queuing machine	CWD Citizens Charter	7.5 minutes	None
Prior month's Official Receipt;	CWD Utility Rules Section 11.1	2. Wait for number to be called			
If none of the above, request for account number		3. Present requirements at the teller's booth and pay total dues			
For payments with withholding tax					
- BIR Form 2307 (3 copies)					
TOTAL				7.5 minutes	None



GOVERNMENT SERVICE: REQUEST FOR TRANSFER OF METER					
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		
Any One (1) Valid Proof of Identity of the registered account owner:	PD 198 Section 5 (c)	1.Proceed to Public Assistance and Complaints Desk for assistance	CWD Citizens Charter	1 hour 21 minutes	P100 same zone
Any government issued ID	CWD Utility Rules Section 11.4	2.Present requirements and secure JO form			P200 different zone
NBI Clearance					
PNP Clearance					
Barangay Clearance or Certificate of Residency		3. Present JO form to cashier and pay transfer fee			
For corporations:		4. Coordinate for inspection			
Notarized Secretary’s Certificate/Board Resolution		5. Return to CWD office and inform customer service representative that the new service line is ready for tapping			
For government agencies:					
Authorization from the Manager or Head of Agency and the like		6. Coordinate for Transfer			
Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)					
Additional Requirements if thru representative:					
Letter of Request for Transfer of ‘ Meter					



Special Power of Attorney or Authorization Letter					
TOTAL				1 hour 21 minutes	P100/P200

GOVERNMENT SERVICE: REQUEST FOR REPLACEMENT OF DEFECTIVE TAPSTAND FITTINGS					
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		
Needed Materials and Fittings	PD 198 Section 5 (c)	1. Proceed to Public Assistance and Complaints Desk for assistance 2. Secure JO form after fitting for replacement have been presented 3. Present JO form to cashier and pay service fee 4. Coordinate for replacement	CWD Citizens Charter	22 minutes	P50.00
TOTAL				22 minutes	P50.00



GOVERNMENT SERVICE: REQUEST FOR CHANGE OF ACCOUNT NAME					
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		
<p>If by voluntary waiver by registered account owner</p> <ul style="list-style-type: none"> - Form - Waiver of Water Service Connection and Change of Account Name (1 copy) - Any one (1) Valid Proof of Identity of the registered account owner and of the applicant for change of name <ul style="list-style-type: none"> o Any government issued ID o NBI Clearance o PNP Clearance o Barangay Clearance or Certificate of Residency <p>If the service connection was acquired thru sale:</p> <ul style="list-style-type: none"> - One (1) Photocopy of the Deed of Sale - Any one (1) valid proof of Identity of the buyer (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency) <p>If registered account owner is deceased:</p> <ul style="list-style-type: none"> - Letter request for change of name - One (1) Photocopy of the Death Certificate 	PD 198 Section 5 (c)	<ol style="list-style-type: none"> 1. Proceed to Public Assistance and Complaints Desk for assistance 2. Present/Submit requirements 	CWD Citizens Charter	12 minutes	None



<ul style="list-style-type: none"> - Proof of filiation (e.g. birth certificate) - Waiver of rights (if the deceased registered account owner has more than 1 heir) <p>Additional Requirements if thru representative:</p> <ul style="list-style-type: none"> - Special Power of Attorney or Authorization Letter if thru representative - Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency) <p>If registered account owner is a corporation or government agency:</p> <ul style="list-style-type: none"> - Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like - Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency) <p>Other requirements (if applicable)</p> <ul style="list-style-type: none"> - Barangay Certification 					
TOTAL				12 minutes	None



GOVERNMENT SERVICE: REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION					
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		
<p>One (1) Valid Proof of Identity of the registered account owner</p> <ul style="list-style-type: none"> - Any government issued ID - NBI Clearance - PNP Clearance - Barangay Clearance or Certificate of Residency <p>Additional Requirements if thru representative:</p> <ul style="list-style-type: none"> - Special Power of Attorney or Authorization Letter if thru representative - Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency) <p>No outstanding balance on water bills and application fee</p> <p>If registered account owner is a corporation or government agency:</p> <ul style="list-style-type: none"> - Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like 	CWD Utility Rules Section 11.5	<p>1. Proceed to Public Assistance and Complaints Desk for assistance</p> <p>2. Present requirements</p>	CWD Citizens Charter	20 minutes	P50.00



- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)					
TOTAL				20 minutes	P50.00

GOVERNMENT SERVICE: REQUEST FOR INSPECTION DUE TO ABNORMAL CONSUMPTION					
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		
Account Name or Account Number	PD 198 Section 5 (c) CWD Utility Rules Section 30	1. Proceed to Public Assistance and Complaints Desk for assistance 2. Coordinate for Inspection	CWD Citizens Charter	20 minutes	None
TOTAL				20 minutes	None



GOVERNMENT SERVICE: REQUEST FOR CALIBRATION OF WATER METER					
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		
Account Name or Account Number Reason for the request	PD 198 Section 5 (c) CWD Utility Rules Section 26	1. Proceed to Public Assistance and Complaints Desk for assistance 2. Present JO form to cashier and pay calibration fee 3. Return to PACD and present receipt 4. Coordinate for disconnection of water meter 5. Witness calibration 6. Proceed to Commercial Division 7. Coordinate for reconnection	CWD Citizens Charter	1 hour 44 minutes	P100.00
TOTAL				1 hour 44 minutes	P100.00



GOVERNMENT SERVICE: AVAILMENT OF SENIOR CITIZEN DISCOUNT PRIVILEGE					
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		
OSCA ID Form – Individual Application for senior citizen discount availment Additional Requirements if thru representative: - Special Power of Attorney or Authorization Letter if thru representative - Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency) - “Proof of Existence”	Expanded Senior Citizens Act of 2010 Section 4 (c)	1. Proceed to Public Assistance and Complaints Desk for assistance 2. Present Requirements	CWD Citizens Charter	15 minutes	None
TOTAL				15 minutes	None

GOVERNMENT SERVICE: SALE OF PLUMBING MATERIALS AND FITTINGS					
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		
Bill of Materials (if needed)	PD 198 Section 5 (c) CWD Utility Rules Section 14	1. Proceed to Cashier 2. Present Bill of Materials or inform the cashier of the materials/fittings to be purchased 3. Pay amount due 4. Receive and check official receipt and materials purchased	CWD Citizens Charter	12 minutes	Outstanding Water Bill + P100 / 300 / 500
TOTAL				12 minutes	None

GOVERNMENT SERVICE: FEEDBACKS AND COMPLAINTS					
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		
How to send a feedback?	Anti-Red Tape Act of 2007 Section 10	1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form.	CWD Citizens Charter	15 minutes	None



		<p>3. Check the Feedback and/or Commendation portion of the CSR Form.</p> <p>4. Drop it in the designated drop box in front of the Public Assistance Unit Office.</p>			
<p>How to file complaints? Must contain:</p> <p>a. Identification of field/office personnel being complained</p> <p>b. Incident</p> <p>c. Evidence</p>	<p>Anti-Red Tape Act of 2007 Section 10</p>	<p>1. Get a copy of the Client Satisfaction Survey (CSR) Form.</p> <p>2. Answer the CSR Form.</p> <p>3. Check the Complaint portion of the CSR Form.</p> <p>4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office.</p>	<p>CWD Citizens Charter</p>	<p>15 minutes</p>	<p>None</p>
TOTAL				15 minutes	None

INTERNAL SERVICES (COMMERCIAL DIVISION)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁴	Specific Provision in the Governing Law(s) as Basis ⁵	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. REQUEST FOR BUCKET CALIBRATION OF WATER METER	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
	CWD Utility Rules	Section 26 of the CWD Utility Rules which states, <i>Meter Testing – when the accuracy of a water meter is questioned, the water district upon the request will cause an official test to be made...</i>	CWD Utility Rules	November 2005	
2. REQUEST FOR REPLACEMENT OF WATER METER	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
3. REQUEST FOR REPAIR OF TAPSTAND FITTINGS	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and</i>	Provincial Water Utilities Act of 1973	May 25, 1973	

⁴ 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

⁵ Cite section number and quote provision identified in the governing law



		<i>disposal within such districts, as are necessary or incidental to said purpose;</i>			
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(2) SERVICE INFORMATION PER GOVERNMENT SERVICE⁶

GOVERNMENT SERVICE: REQUEST FOR BUCKET CALIBRATION OF WATER METER					
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		
Job Order Form	PD 198	1. Proceed to PACD for the preparation of Job Order Form	Citizen’s Charter	17 minutes	None
Water Meter Information (e.g. Meter Number, Location)		2. Agree with assigned team on the schedule for bucket calibration			
TOTAL				17 minutes	None

⁶ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service

GOVERNMENT SERVICE: REQUEST FOR REPLACEMENT OF WATER METER					
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		
Job Order Form	PD 198	1. Proceed to PACD for the preparation of Job Order Form	Citizen’s Charter	20 minutes	None
Water Meter Information (e.g. Meter Number, Location)					
TOTAL				20 minutes	None

GOVERNMENT SERVICE: REQUEST FOR REPAIR OF TAPSTAND FITTINGS					
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		
Job Order Form	PD 198	1. Proceed to PACD for the preparation of Job Order Form	Citizen’s Charter	1 hour, 12 minutes	None
Water Meter Information (e.g. Meter Number, Location)					
TOTAL				1 hour, 12 minutes	None

INTERNAL SERVICES (OPERATIONS AND MAINTENANCE DIVISION)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ⁷	Specific Provision in the Governing Law(s) as Basis ⁸	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. REQUEST FOR REPAIR OF LEAK	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
2. REQUEST FOR TRANSFER OF TAPSTAND	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	
3. REQUEST FOR INSTALLATION OF TAPSTAND	PD 198 Provincial Water Utilities Act of 1973	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. <i>(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;</i>	Provincial Water Utilities Act of 1973	May 25, 1973	PD 198 Section 5 (c)
4. REQUEST FOR REPAIR OF	PD 198	Section 5 (c) of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973.	Provincial Water Utilities Act of 1973	May 25, 1973	PD 198 Section 5 (c)

⁷ 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

⁸ Cite section number and quote provision identified in the governing law



DEFECTIVE PUMP/CHLORINATOR	Provincial Water Utilities Act of 1973	(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;			
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(1) SERVICE INFORMATION PER GOVERNMENT SERVICE⁹

GOVERNMENT SERVICE: REQUEST FOR REPAIR OF LEAK					
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		
Job order form Repair checklist	PD 198	1. Receive & record report of leak 2. Prepare JO form 3. Inform concerned team of leak 4. Request concerned team to repair the leak	Citizen's Charter	1hr & 15mins/ 3hrs & 15mins	None
TOTAL				1hr & 15mins/ 3hrs & 15mins	None

⁹ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service



GOVERNMENT SERVICE: REQUEST FOR TRANSFER OF TAPSTAND					
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		
Job Order form	PD 198	1. Proceed to PACD 2. Fill out details of request 3. Coordinate schedule of transfer	Citizen's Charter	3hrs & 15mins	None
TOTAL				3hrs & 15mins	None

GOVERNMENT SERVICE: REQUEST FOR REPAIR OF DEFECTIVE PUMP/CHLORINATOR					
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		
Checklist Job Order	PD 198	1. Inform PACD of defective pump/ chlorinator 1.1 Indicate the findings in the checklist 2. Coordinate for schedule of repair	Citizen's Charter	4 hrs & 17mins	None
TOTAL				4 hrs & 17mins	None



GOVERNMENT SERVICE: REQUEST FOR INSTALLATION OF TAPSTAND					
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		
Job Order	PD 198	<ol style="list-style-type: none"> 1. Proceed to PACD 2. Fill out details of request 3. Coordinate schedule of installation 	Citizen's Charter	3 hrs & 15 mins	None
TOTAL				3 hrs & 15mins	None

INTERNAL SERVICES (ADMINISTRATIVE DIVISION)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁰	Specific Provision in the Governing Law(s) as Basis ¹¹	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION	QUALITY MANAGEMENT SYSTEM Government Accounting Manual (GAM) Vol. 1	Making sure all the materials/items to be released has the exact quantity with the RIS and all documents are completely filled up Section 16. Procedures in the Requisition and Issue of Inventory Items “Prepares Requisition and Issuance Slip (RIS)...” Fills up all the necessary information except for the “Issue” column...”	PM-WHS-01	December 3, 2018 October 22, 2015	
2. ISSUANCE OF INSPECTION AND ACCEPTANCE REPORT (IAR)	QUALITY MANAGEMENT SYSTEM	<i>Ensure on the status of the delivery and its details</i>	PM-WHS-01	December 3, 2018	
3. ISSUANCE OF FUEL SLIPS	<i>2016 Revised IRR of Republic Act No. 9184 Government Procurement Reform Act</i>	Section 50. Direct Contracting <i>Those sold by an exclusive dealer or manufacturer, which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government</i>	PM-PUR-02	<i>August 29, 2016</i>	
4. ISSUANCE OF JOB ORDER	QUALITY MANAGEMENT SYSTEM	<i>Ensure proper documentation and signify completion of the work requested</i>	PM-MPL-03	Aug. 20, 2016	

¹⁰ 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

¹¹ Cite section number and quote provision identified in the governing law

(1) SERVICE INFORMATION PER GOVERNMENT SERVICE¹²

GOVERNMENT SERVICE: ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION					
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		
For Processing of Request: 1. Duly signed and approved Requisition Issue Slip (RIS) (1 original copy and 1 duplicate copy)	QUALITY MANAGEMENT SYSTEM Government Accounting Manual (GAM) Vol. 1	1. Submit duly signed and approved Requisition Issue Slip (RIS) to the Storekeeper of the Warehouse	PM-WHS-01	6 minutes	None
TOTAL				6 minutes	None

¹² Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service

GOVERNMENT SERVICE: ISSUANCE OF INSPECTION AND ACCEPTANCE REPORT (IAR)					
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		
Items Official Receipts Delivery Receipts	QUALITY MANAGEMENT SYSTEM	1. Submit OR, DR and items to Storekeeper 2. Wait for printed IAR 3. Sign IAR 4. Submit issued IAR to Division Head for approval 5. Submit two (2) copies to Storekeeper	PM-MPL-03	10 minutes	None
TOTAL				10minutes	None

GOVERNMENT SERVICE: ISSUANCE OF FUEL SLIPS					
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	2016 Revised IRR of Republic Act No. 9184	1. Request and fill up fuel slip form 2. Submit for approval to the Division Head 3. Submit to in-charge approved fuel request	PM-PUR-02	3 minutes	None
TOTAL				3 minutes	None



GOVERNMENT SERVICE: ISSUANCE OF JOB ORDER					
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		
Needed Materials and Fittings	QUALITY MANAGEMENT SYSTEM	1.Request job order form from in-charge 2.Completely fill-up job order form and submit to Motorpool in-charge 3. Inspect, accept and sign completed job order	PM-MPL-03	1 hour and 37 minutes	None
TOTAL				1 hour 37 minutes	None

INTERNAL SERVICES (FINANCE DIVISION)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹³	Specific Provision in the Governing Law(s) as Basis ¹⁴	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. ITEM ACCOUNT SET-UP	COA_C2020-002 Adoption of the Updated Revised Chart of Accounts for Government Corporation (2019)	<i>Section 1.6 states that COA recognizes the need to update the existing RCA for GCs prescribed through COA Circular No. 2015-010 to cover additional accounts and modified descriptions and/or modified account codes brought about by the implementation of COA Circular No. 2016-006 and COA Resolution No. 2017-006, and provide the additional and modified accounts requested by GCs.</i>	Adoption of the Updated Revised Chart of Accounts for Government Corporations (2019)	January 28, 2020	
2. GRANTING AND LIQUIDATION OF PETTY CASH ADVANCES	PD 1445 Government Auditing Code of the Philippines	<i>Sec. 89 of PD 1445 – Limitations on cash advance No cash advances shall be given unless for a legally authorized specific purpose. A cash advance shall be reported on and liquidated as soon as the purpose for which it was given has been served. No additional cash advance shall be allowed to any official or employee unless the previous cash advance given to him is first settled or a proper accounting thereof is made.</i>	Government Auditing Code of the Philippines	March 5, 2014	
	General Appropriations Act of 2020	<i>Sec. 78 of GAA FY 2020 cash advances shall not be granted until such time the earlier cash advance availed of by the officials or employees concerned shall have been liquidated</i>	General Appropriations Act FY 2018	January 6, 2020	

¹³ 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

¹⁴ Cite section number and quote provision identified in the governing law



	COA Circular 2012-001 dated June 14, 2012	According to General Guidelines for Liquidation of Petty Cash Advances (Sec. 1.2COA Circular No. 2012-001), the petty cash fund shall be replenished which shall be equal to the amount of expenditures made therefrom as soon as the disbursements reaches 75 percent or as needed.	Revised Documentary Requirements for Common Government Transactions	June 14, 2012	
3.PAYROLL INQUIRY	General Appropriations Act of 2020	Section 47 of the GAA of 2020 which states among others: <i>Obligations due to the BIR, contributions due to the PhilHealth, GSIS and HDMF and GSIS and HDMF loans shall be satisfied ahead of all other obligations...</i>	General Appropriations Act of 2020	January 6, 2020	
4. REQUEST FOR CERTIFICATE OF NET TAKE-HOME PAY (NTHP)	General Appropriations Act of 2020	Section 47 of the General Provision of the General Appropriations Act of 2020 <i>In no case shall the foregoing deductions reduce the employee's monthly net take-home pay to less than Five Thousand Pesos (P5, 000.00).</i>	General Appropriations Act of 2020	January 6, 2020	
5. INQUIRY FOR THE PRICE OF MATERIALS	Government Account Manual Vol. 1	Section 7 of Volume 1 of the New Government Accounting Manual: <i>Revenue from exchange transactions shall be measured at fair value of the consideration received or receivable.</i>	New Government Accounting Manual Vol. 1	January 28, 2020	
6. REQUEST FOR GSIS LOAN CONFIRMATION	Republic Act 8291 Government Service Insurance System	Section 36 (c) of Republic Act 8291: <i>... in short-and-medium-term loans to members such as salary, policy, educational, emergency, stock purchase plan and other similar loans. . .</i>	R.A. 8291 Government Service Insurance System	May 30, 1997	



(1) SERVICE INFORMATION PER GOVERNMENT SERVICE¹⁵

GOVERNMENT SERVICE: ITEM ACCOUNT SET-UP					
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		
FM-ADM-16 - Request for Item Account set-up	COA_C2020-002	1. Fill out the form with the items not yet registered in the new integrated system. Have it approved by the respective division head. 2. Submit to the Finance Division Personnel for further processing.	COA_C2020-002	3 minutes	None
TOTAL				3 minutes	None

¹⁵ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service



GOVERNMENT SERVICE: GRANTING OF PETTY CASH ADVANCES					
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		
COA form Appendix 48: Petty Cash Form	GAM for NGAs Volume II	1.Fill out the petty cash voucher form with the amount and reason for petty cash advances and have it approved by Division manager	GAM for NGAs Volume 2	2 minutes	None
		2. Forward it to the cashier for release of the requested amount.		1 minute	None
TOTAL				3 minutes	None

GOVERNMENT SERVICE: PAYROLL INQUIRY					
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	General Appropriations Act of 2020	1.1 Approach personnel in charge of payroll preparation 1.2 Wait while payroll officer checks the records 1.3 Agree/accept information/clarification/resolution	General Appropriations Act of 2020	7 minutes	None
TOTAL				7 minutes	None



GOVERNMENT SERVICE: REQUEST FOR CERTIFICATE OF NET TAKE-HOME PAY (NTHP)					
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 required	None	1. Approach personnel in charge of payroll preparation and state request for certification. Ask advice as to time to pick up the document requested.	General Appropriations Act of 2020	2 mins	None
		2. Approach personnel in charge of payroll preparation to pick up certification of Net Take-Home Pay (NTHP)		2 mins	
TOTAL				4 minutes	None



GOVERNMENT SERVICE: INQUIRY FOR THE PRICE OF MATERIALS					
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		
Request and Issuance Slip (RIS) Meter History Card (In case of damaged installations)	Government Account Manual Vol. 1	1. Approach Finance Division personnel in charge of inventory records 2. Present requirements 3. Cashier may just make inquiry thru phone or SMS message	Government Account Manual Vol. 1	3 minutes	None
TOTAL				3 minutes	None

GOVERNMENT SERVICE: REQUEST FOR GSIS LOAN CONFIRMATION					
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		
Loan filed over the counter or thru GWAPS Kiosk Net Take-Home Pay of not less than Five Thousand Pesos (P5,000) per month	Republic Act 8291 Government Service Insurance System	1. Inform AAO that a loan has been filed 2. Wait for proceeds of loan to be posted to account	Republic Act 8291 Government Service Insurance System	10 minutes	None
TOTAL				10 minutes	None

INTERNAL SERVICES (HUMAN RESOURCE DIVISION)

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹⁶	Specific Provision in the Governing Law(s) as Basis ¹⁷	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. ISSUANCE OF CERTIFICATION OF EMPLOYMENT (EMPLOYEES IN THE ACTIVE ROLL)	EO No. 02 s. 2016 Freedom of Information	"SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval and communication of information to the public."	None	July 23, 2016	
2. ISSUANCE OF EMPLOYMENT SERVICE RECORDS (EMPLOYEES IN THE ACTIVE ROLL)	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	"The Head of Office in charge of HR Management shall...: 2.) provide personnel concerned with original copies of the agency and CSC approved appointments as well as duplicate / machine copies of documents in the 201 / 120 file for their own record."	None	May 8, 2007	
3. REQUEST FOR CERTIFIED TRUE COPY OF 201 DOCUMENTS	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	"The Head of Office in charge of HR Management shall...: 2.) provide personnel concerned with original copies of the agency and CSC approved appointments as well as duplicate / machine copies of documents in the 201 / 120 file for their own record."	None	May 8, 2007	

¹⁶ 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

¹⁷ Cite section number and quote provision identified in the governing law



4. APPLICATION FOR LEAVE	CSC Memorandum Circular No. 41, s. 1998 and 14 s. 1999: Revised Omnibus Rules on Leave	<i>Sec.1. Entitlement to leave privileges – In general, appointive officials up to the level of heads of executive departments, heads of departments, undersecretaries and employees of the government whether permanent, temporary or casual, who render work during the prescribed office hours, shall be entitled to 15 day vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sunday, Public Holidays, without limitation as to the number of days of vacation and sick leave that may accumulate.</i>	None	August 23, 1999	
5. MONETIZATION OF LEAVE CREDITS	DBM & CSC Joint Circular No. 2-97. AMENDATORY RULES AND REGULATIONS GOVERNING THE MONETIZATION OF LEAVE CREDITS OF GOVERNMENT OFFICIALS AND EMPLOYEES	Sec. 22 of CSC Res. No. 98- 3142 dated December 14, 1998. Officials and employees who have accumulated fifteen (15) days of vacation leave (VL) shall be allowed to monetize a minimum of ten (10) days: Provided that at least five (5) days VL credits are retained after monetization and provided-further that a maximum of thirty (30) days may be monetized in a given year	None	June 25, 1997	
	COA Circular 2012-001	"Monetization of fifty percent or more of the accumulated leave credits may be allowed for valid and justifiable reasons..."	None	June 14, 2012	
6. REQUEST FOR OVERTIME/COMPENSATORY TIME OFF	CSC and DBM Joint Circular No. 1, s. 2015 dated November 25, 2015 (SUBJECT: Policies and	<i>"3.1 The rendition of overtime services shall be authorized only when extremely necessary, such as when a particular work or activity cannot be completed within the regular work hours and that non-completion of the same will: a) cause financial loss to the government or its instrumentalities; b) embarrass the government due to its inability to meet its commitments;</i>	None	N/A	



	Guidelines on Overtime Services and Overtime Pay for Government Employees)	<p><i>or c) negate the purposes for which the work or activity was conceived.</i></p> <p><i>“3.2 As a general rule, the remuneration for overtime services shall be through CTO, in accordance with the guidelines under the CSC-DBM Joint Circulars No. 2, s. 2004 and No. 2-A. s. 2005.</i></p> <p><i>“3.3 The payment in cash of overtime services through Overtime Pay may be authorized only in exceptional cases when the application of CTO for all overtime hours would adversely affect the operations of the agency.</i></p>			
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(1) SERVICE INFORMATION PER GOVERNMENT SERVICE¹⁸

GOVERNMENT SERVICE: ISSUANCE OF CERTIFICATION OF EMPLOYMENT (EMPLOYEES IN THE ACTIVE ROLL)					
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	Section XIV of EO No. 02 s. 2016	1. Approach HR Division Manager/any HR staff requesting for the Certificate of Employment	None	12 minutes	None
TOTAL				12 minutes	None

¹⁸ Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service



GOVERNMENT SERVICE: ISSUANCE OF EMPLOYMENT SERVICE RECORDS (EMPLOYEES IN THE ACTIVE ROLL)					
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	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	1. Approach HR Division Manager/any HR staff requesting for the Service Record	None	12 minutes	None
TOTAL				12 minutes	None

GOVERNMENT SERVICE: REQUEST FOR CERTIFIED TRUE COPY OF 201 DOCUMENTS					
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	CSC Memorandum Circular No. 8, s. 2007: "Management of 201 file"	1. Approach HR Division Manager/any HR staff requesting for the Certified True Copy of 201 Documents	None	11 minutes	None
TOTAL				11 minutes	None



GOVERNMENT SERVICE: APPLICATION FOR LEAVE					
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		
CS Form 6 (Leave Application Form) Filed 5 days before for Vacation Leave/SLP/SPL Filed upon returning to work for Sick Leave Availability of Leave Credits	CSC Memorandum Circular No. 41, s. 1998 and 14 s. 1999: Revised Omnibus Rules on Leave	1. Fill-up Application for Leave Form indicating the type of leave the employee wishes to avail, number of days applied and specified date 2. Forward to Division Manager for Recommending Approval 3. Submit approved Leave application form to HR	None	11 minutes	None
TOTAL				11 minutes	None



GOVERNMENT SERVICE: MONETIZATION OF LEAVE CREDITS					
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		
Monetization Letter Request CSC Form 6 Supporting Documents for 50% or more Leave Credits	DBM & CSC Joint Circular No. 2-97. AMENDATORY RULES AND REGULATIONS GOVERNING THE MONETIZATION OF LEAVE CREDITS OF GOVERNMENT OFFICIALS AND EMPLOYEES COA Circular 2012-001	1. Submit Letter Request for Monetization with supporting documents (if applicable) and CSC Form-6 2. Forward Approved Letter Request and CSC Form-6 to HR Division 3. Receive proceeds of monetization benefit	None	1 day and 7 minutes	None
TOTAL				1 day and 7 minutes	None



GOVERNMENT SERVICE: REQUEST FOR OVERTIME/COMPENSATORY TIME OFF					
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		
Overtime Request Form White colored form – overtime pay thru payroll Green colored form – for CTO	CSC and DBM Joint Circular No. 1, s. 2015 dated November 25, 2015 (SUBJECT: Policies and Guidelines on Overtime Services and Overtime Pay for Government Employees)	Overtime Authorization 1. Fill-up Overtime Request Form 2. Forward to Division Manager for Approval 3. Forward to General Manager for Approval After Overtime Schedule 4. Fill-up the Accomplishment portion of the Overtime Request Form 5. Forward to Division Manager for Approval 6. Forward to General Manager for Approval 7. Forward to HR Division	None	21 minutes	None
TOTAL				21 minutes	None