



TUBOD-BAROY WATER DISTRICT

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August 12, 2020

ATTY. JEREMIAH B. BELGICA, REB, EnP
Director General
Anti-Red Tape Authority
G/F HPGV Bldg. 395 Sen. Gil Puyat Ave
Makati City 1200

SUBJECT: AO23 Compliance Report

Dear Atty. Belgica,

Greetings!

Respectfully submitted herewith the Administrative Order No.23 compliance report of Tubod-Baroy Water District.

Thanks and more power.

Sincerely yours,


GEOVANNI A. HERA
General Manager

Cc: compliance@arta.gov.ph
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ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: TUBOD-BAROY WATER DISTRICT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25,2020: [] YES [/] NO

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

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
COMMERCIAL/OPERATIONS/ TECHNICAL(EXTERNAL) 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 TBWD	Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), as amended by Presidential Decree No(s). 768 & 1479, RA9286. Chapter II, Sec. 5	To encourage the formulation of such local water districts and the transfer thereto to existing water supply and wastewater disposal facilities, this Decree provides the general act the authority for the formation thereof, on a local option basis	Disconnection and reconnection of water service and sanction for disconnection made through negligence and/or in violation	FEBRUARY 12, 2002	
			Policy For Reconnecting Concessionaires With Disconnected Services	JULY 13, 2012	TBWD service reconnection policy after service has been disconnected for non- payment
			Policy on accepting new service connection applicants and increasing registration fee from	NOVEMBER 29, 2013	

			₱500.00 to ₱1,500.00		
FINANCE (INTERNAL) Controlling and monitoring of cash funds, Monitoring of financial flow and transactions of the district	COA rules and regulations	COMMISSION ON AUDIT CIRCULAR NO. 92-382 July 3, 1992	Deposit of cash collections at last working day of the month	JULY 18, 2006	
			Procedure in accepting payment in check	JUNE 30, 2009	
			Procedure in accepting payment	MAY 6, 2011	
			Policy on mode of payments for concessionaires with arrears	JUNE 9, 2011	
			Policy on additional ten pesos (Php10.00) on monthly bill to concessionaires	NOVEMBER 29, 2013	
FINANCE (EXTERNAL) Payment to suppliers/ Utility Bills; Preparation of remittances/ statutory contributions to GSIS, Pag-Ibig, Philhealth and B.I.R	COA rules and regulations; BIR rules and regulations	COMMISSION ON AUDIT CIRCULAR NO. 92-382 July 3, 1992 COA Circular No 2012-001 (Rules/Guidelines on government transactions	Policy on procurement Policies and procedures for Disbursements	NOVEMBER 27, 2015 July 22, 2016	Policy amending policy no. 1, series of 2016 on Procedures of Disbursements

<p>ADMINISTRATIVE (EXTERNAL)</p> <p>Accepting documents for job applications</p>	<p>Omnibus Rules on Appointments and Other Human Resource Action</p>	<p>Par. 2&3, Sec.12 Book 5 of EO No. 292</p>	<p>Policy on acquiring drug-free workplace in the Bureaucracy by requiring applicants to undergo drug test prior to admission</p>	<p>JUNE 20, 2014</p>	
			<p>Integrated policy on employees' time and attendance monitoring, leave administration and other important applicable office rules/policies</p>	<p>FEBRUARY 10, 2015</p>	<p>Policy on submission of physical inventory of service connection and maintenance materials including unserviceable materials every end of the quarter</p>
			<p>Policy on daily time record (dtr) of tubod-baroy water district (tbwd) employees</p>	<p>NOVEMBER 12, 2013</p>	
			<p>Policy adopting the civil service commission's mandate for the implementation of strategic performance management system (spms) and the submission of spms to the board of directors every july (for jan-june</p>	<p>OCTOBER 8, 2016</p>	

			evaluation) and january (for july- december) of every year		
ADMINISTRATIVE (EXTERNAL)					
Processing procurement of Goods and Services	Procurement Law RA 9184	Revised Implementing Rules and Regulations, hereinafter called the IRR, is promulgated pursuant to Section 75 of Republic Act No. (R.A.) 9184, otherwise known as the “Government Procurement Reform Act,” for the purpose of prescribing the necessary rules and regulations for the modernization, standardization, and regulation of the procurement activities of the Government of the Philippines (GoP)	Policy on Procurement Policy to undergo bidding of all purchases with an ABC of Php50,000.00 up.	NOVEMBER 27, 2015 OCTOBER 8, 2016	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICES

GOVERNMENT SERVICE: <u>ACCEPTING APPLICATION AND INSTALLATION OF NEW SERVICE CONNECTION</u>					
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		
Valid ID					
Registration Fee for new application & installation of service connection ₱1,500.00	Provincial Water Utilities Law	1.Go to PACD at Commercial Section and Fill out application form	Water Service Contract by Virtue of PD198	5 minutes	Php 1,500.00+ materials
		2.Pay at the Teller		3 minutes	
		3. Go back to PACD and present Official Receipt for scheduling of orientation		30 minutes	
		4. Wait for the installation at home on the specified schedule from Commercial Officer		2 hours	
TOTAL				2 hrs & 38 mins	Php 1,500.00+ materials

GOVERNMENT SERVICE: <u>ACCEPTING PAYMENT OF WATER BILLS</u>					
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		
Water Bill from TBWD	Provincial Water Utilities Law	Present water bill at the teller, inquire amount to be paid if without water bill	Water Service Contract by Virtue of PD198	3 minutes	<u>CLASSIFICATION</u> Minimum 1-10cu. Residential/Govt Php 188.50 ₱ Coml/Industrial Php377.00 Comm'l A-329.85 Comm'l B-282.75 Comm'l C-235.60
TOTAL				3 minutes	-

GOVERNMENT SERVICE: <u>ACCEPTING PAYMENT OF PLUMBING MATERIALS</u>					
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		
Payment/Cost Estimate	Provincial Water Utilities Law	1.Go to PACD at Commercial Section, notify the officer of the day for the concern/feedback	Water Service Contract by Virtue of PD198	10 minutes	Payment for the following charges: Water Meter- ₱2,400.00 (arad)
		2. Go to Teller Counter and present the Cost of Materials issued by PACD officer together and pay the		5 minutes	1,350.00(other) Ball Valve –

		indicated amount.			260.00
		3. Go back to PACD and present Official Receipt		5 minutes	Meter Stand – 60.00 Standard elbow - 50.00 Straight elbow- 50.00 P.E. Adoptor – 60.00 P.E pipe ½’ - 23.00/meter Saddle Clamp- 365.00 P.E Coupling ½” - 90.00 Tapelon tape - 20.00/roll
TOTAL				20 minutes	-

GOVERNMENT SERVICE: <u>PROCESSING APPLICATION FOR SENIOR CITIZEN DISCOUNT</u>					
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		
Senior Citizen’s ID (Original & 1 Photocopy)	Senior Citizen’s Act	Go to Billing Section, submit requirements and Fill out application form		5 minutes	<u>None</u>
TOTAL				5 minutes	-

GOVERNMENT SERVICE: <u>PROCESSING APPLICATION FOR SENIOR CITIZEN RENEWAL</u>					
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		
Senior Citizen's(SC) ID (Original & 1 Photocopy)	Senior Citizen's Act	Go to Billing Section, submit requirements and sign the renewal form		5 minutes	<u>None</u>
If Representative of SC,additional: ➤ Authorization Letter ➤ 1 Valid ID of representative					
TOTAL				5 minutes	-

GOVERNMENT SERVICE: <u>DISTRIBUTION OF WATER BILL</u>					
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	Provincial Water Utilities Law	Receive the water bill	Water Service Contract by Virtue of PD198	2 minutes	<u>None</u>
TOTAL				2 minutes	-

GOVERNMENT SERVICE: PAYMENT TO SUPPLIER/ UTILITY 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		
Delivery Receipt & Sales Invoice	COA Circular No 2012-001	1. Submit/present billing statement, DR/SI to Accounting Section for DV and check preparation		50 minutes	None
Billing Statement		2. Sign the DV, receive cheque and BIR form 2306/2307 and issue official receipt		10 minutes	
Official Receipt					
TOTAL				1 hour	None

GOVERNMENT SERVICE: SUBMISSION OF REQUIRED DATA					
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 Letter/ Survey Forms	FOI Law	1. Submit the request letter / Survey Form to Accounting Section		1 day	<u>None</u>
		2. Receive the documents			
TOTAL				1 day	None

GOVERNMENT SERVICE: PREPARATION OF REMITTANCES/STATUTORY CONTRIBUTIONS TOGSIS, PAG-IBIG, PHILHEALTH & BIR

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		
Billing		1. Send monthly billing (<i>electronic/ mail/ courier</i>) to AAO (<i>Agency Authorized Officer</i>)	COA rules and regulations; BIR rules and regulations	1 hr ;10min	None
		2. Receive cheque, sign DV and issue official receipt		1 day	
TOTAL				1day;1 hour;10min	None

GOVERNMENT SERVICE: DEPOSIT COLLECTION TO DEPOSITORY BANK

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Receive cash/cheque and return validated deposit slips	COA rules and regulations	3hrs	None
TOTAL				3hrs	None

GOVERNMENT SERVICE: ACCEPTING JOB APPLICATIONS					
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		
Application letter (2 copies)	CSC Rules on (ORAOHRA) Omnibus Rules on Appointments and Other Human Resource Action	Submit application requirements	Policy on Appointments	30 minutes	None
Transcript of Records (2 copies), <i>if available</i>					
Eligibility Certificate (authenticated), 2 copies, <i>if applicable</i>					
Personal Data Sheet (2 copies)					
TOTAL				30 mins	None

GOVERNMENT SERVICE: PROCUREMENT OF GOODS AND SERVICES (Alternative Procurement)					
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		
PhilGeps Certificate (Platinum)	RA9184	1. Check agency purchase posting of Request for Quotation (RFQ) at PhilGeps and submit price quotation (mail/ fax/ courier)		12 days	None
Price Quotations		2. Receive & sign notice of award and purchase order		30 minutes	
		3. Deliver goods		1 hour	
TOTAL				12D; 1 hr& 30min	None

GOVERNMENT SERVICE: PROCUREMENT OF GOODS AND SERVICES (PUBLIC BIDDING)						
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			
Bid Documents (specified under RA 9184)	RA9184	1. Attend the Pre-Bid Conference and may ask clarifications regarding the procurement	Procurement LAW	9 days	None	
Bid Docs price ≤500,000 = ₱ 500.00 500,001- 1M = 1,000.00 1,000,001- 5M = 5,000.00 5,000,001-10M = 10,000.00 10,000,001-50M = 25,000.00 50,000,001-500M= 50,000.00		2. Pay to the teller the Bidding Documents and Submit Bid Documents and attend the Opening of Bids		1 day		
		3. The Lowest Calculated Bid shall undergo the Post Qualification		2 days		
		4. Receive and Sign Notice of Award		1 day		
		5. Receive and Sign of Purchase Order / Contract		1 hour		
		6. Receive & Sign notice of award and purchase order		30 mins		
		7. Deliver goods		1 hour		
TOTAL				13D;2hrs&30min		None

GOVERNMENT SERVICE: MINOR LEAKING REPAIR					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Report minor leaking to PACD at commercial section or thru hotlines: 09171396927/2276294/ or 3415313	Water Contract of service	2hrs &5mins	None
TOTAL				2hrs&5mins	None

GOVERNMENT SERVICE: MAJOR LEAKING REPAIR					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None		1. Report minor leaking to PACD at commercial section or thru hotlines: 09171396927/2276294/ or 3415313	Water Contract of service	2days &5mins	None
TOTAL				2days&5mins	None

GOVERNMENT SERVICE: REQUESTS FOR NEW EXPANSION ON WATER SUPPLY ON AREAS NOT WITHIN THE TERRITORIAL BOUNDARY OF TBWD THAT DO NOT HAVE EXISTING WATER SUPPLY					
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		
Barangay Resolution (2 Copies)		1. Go to PACD at the commercial section and submit the Barangay Resolution	BOD Resolution	10 minutes	None
		2. Receive copy of Barangay Resolution		5 minutes	None
TOTAL				15 minutes	None

