



Republic of the Philippines  
Province of Cagayan  
Municipality of Sanchez Mira

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**OFFICE OF THE SANCHEZ MIRA WATER DISTRICT**

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December 14, 2020

**ATTY. JEREMIAH B. BELGICA, REB, EnP**  
Director General  
Anti-Red Tape Authority

Dear Atty. Belgica,


Greetings...

Respectfully endorsing to you the Administrative Order No. 23 Compliance Report and the Updated Citizen's Charter of Sanchez Mira Water District (December 2020 Edition).

May you find the included documents satisfactory compliant with requirements set by your office.

Thank you and God Bless.

Very truly yours,

  
**GINA JULIET C. ACOSTA, MBA**  
General Manager D

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Water is Life!

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT



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

(2) SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON JULY 25, 2020:      Yes            No

(3) LIST 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 if Effectively Repeals/Amends
New Service Connection	PD 198 “Provincial Water Utilities Act of 1973”				
Payment of Water Bills					
Billing Inquiries	R.A. 11032, Ease of Doing Business and Efficient Government Service Delivery Act of 2018				
Reconnection					
Relocation of Service Connection					
Disconnection					
Pipelines Flushing					
Leak Repair					



**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE**

<b>GOVERNMENT SERVICE: NEW SERVICE CONNECTION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
New Service Connection Application Form	SAMIWAD needs the application form in order to collect data to create a new customer profile	Proceed to SAMIWAD Office and make clarificatory, inquires on how to avail of service connection		10 minutes	Installation fees: 2" x ½" – 4,330.00 2" x 1" – 4,683.00 3" x ½" – 4,387.00 3" x 1" – 5,828.00 4" x ½" – 4,489.00 4" x 1" – 5,844.00 6" x ½" – 4,613.00 6" x 1" – 6,108.00
Photocopy of one (1) Government Issued ID	Government Issued ID is needed in order to verify the identity of the applicant	Accompany the inspection Team		1 hour/case to case basis	
		Return to SAMIWAD Office for the payment of required fees		1 hour and 5 minutes	
		Pay the required fees		3 minutes	Other Office charges and estimated cost of materials
		Attend the briefing of policies, rules and regulations and information on the other services of the SAMIWAD		1 hour and 5 minutes	
		Accompany the installation Team		1 hour 5 minutes/case to case basis	

		Sign the Maintenance Order Slip		18 minutes	
<b>TOTAL</b>				<b>2 hours and 46 minutes</b>	<b>Php 4,330.00(minimum payment) + other charges and materials</b>

<b>GOVERNMENT SERVICE: PAYMENT OF WATER BILLS (OFFICE COLLECTION)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Billing Receipt Notice	The billing receipt notice is document wherein the current water bill and arrears to be paid and the reading and consumption are shown.	Present Billing Receipt Notice		55 minutes	Amount of Water Bill
<b>TOTAL</b>				<b>55 minutes</b>	<b>Amount of water bill</b>

<b>GOVERNMENT SERVICE: PAYMENT OF WATER BILLS (FIELD COLLECTION)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Billing Receipt Notice	The billing receipt notice is document wherein the current water bill and arrears to be paid and the reading and consumption are shown.	Receive Billing Receipt Notice		55 minutes	Amount of Water Bill
<b>TOTAL</b>				<b>55 minutes</b>	<b>Amount of water bill</b>

<b>GOVERNMENT SERVICE: BILLING INQUIRIES</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Billing Receipt Notice	The billing receipt notice is document wherein the current water bill and arrears to be paid and the reading and consumption are shown.	Proceed to SAMIWAD Office and refer such erroneous reading		15 minutes	
		Accompany the meter reader		1 hour and 10 minutes	
		Sign the Maintenance Order Slip to confirm the adjustment done		10 minutes	
<b>TOTAL</b>				<b>1 hour and 35 minutes</b>	

<b>GOVERNMENT SERVICE: RECONNECTION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Service Request Form	SAMIWAD needs Service Request form to collect data to check customer ledger cards	Proceed to SAMIWAD Office and make a request for the reconnection of the service		35 minutes	
		Accompany the inspection Team		1 hour/case to case basis	
		Pay the required fees		15 minutes	Reconnection fee – 300.00. If disconnected for

					more than 10 years, change water meter – 1,500.00
		Accompany the reconnection team		1 hour 5 minutes/case to case basis	
		Sign the Maintenance Order Slip to confirm that the reconnection is within your knowledge		10 minutes	
<b>TOTAL</b>				<b>3 hours and 5 minutes</b>	<b>300.00/1,500.00</b>

<b>GOVERNMENT SERVICE: RELOCATION OF SERVICE CONNECTION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Service Request Form	SAMIWAD needs Service Request form to collect data to check customer ledger cards	Proceed to SAMIWAD Office and make a request for relocation		10 minutes	
		Accompany the inspection Team		1 hour/case to case basis	
		Return to SAMIWAD office to pay required fees		10 minutes	
		Pay the required fees		15 minutes	Relocation fee – 300.00 plus cost of materials
		Accompany the relocation team		1 hour 5 minutes/case to case basis	
		Sign the Maintenance Order Slip		30 minutes	
<b>TOTAL</b>				<b>3 hours and 10 minutes</b>	<b>300.00 + cost of materials</b>

<b>GOVERNMENT SERVICE: DISCONNECTION</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		Proceed to SAMIWAD Office and make a request for disconnection		10 minutes	
		Pay the required fees		10 minutes	Disconnection Fee – 100.00
		Accompany the disconnection team		35 minutes/case to case basis	
		Sign the Maintenance Order Slip to confirm that the disconnection is within your knowledge		10 minutes	
			<b>TOTAL</b>	<b>1 hours and 5 minutes</b>	<b>100.00</b>

<b>GOVERNMENT SERVICE: PIPELINES FLUSHING</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None		Call/Proceed to SAMIWAD Office and report the problem		10 minutes	
		Accompany the inspection team		2 hours and 5 minutes	
		Sign the Maintenance Order Slip to confirm that the flushing is within his/her		10 minutes	

	knowledge			
<b>TOTAL</b>			<b>2 hours and 25 minutes</b>	

<b>GOVERNMENT SERVICE: LEAK REPAIR</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Service Request Form	SAMIWAD needs Service Request form to collect data to check customer ledger cards	Call/Proceed to SAMIWAD Office and report the problem in your service connection		20 minutes	
		Accompany the inspection Team		1 hour/case to case basis	
		Return to SAMIWAD Office to pay the required fees		5 minutes	
		Pay the required fees		5 minutes	Cost of materials needed
		Accompany the technical staff		1 hour 5 minutes/case to case basis	
		Sign the Maintenance Order Slip to confirm that the repair is within your knowledge		23 minutes	
<b>TOTAL</b>				<b>2 hours and 58 minutes</b>	<b>Cost of materials needed</b>

<b>GOVERNMENT SERVICE: REQUEST FOR SERVICE RECORD</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter		Submit letter requesting for a		11 minutes	



		copy of Service Record addressed to the Human Resource Management Officer			
		Receive Service Record			1 minute
<b>TOTAL</b>					<b>12 minutes</b>

<b>GOVERNMENT SERVICE: REQUEST FOR APPLICATION FOR VACATION/SICK LEAVE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Leave Form		Request for Leave Form		1 minute	
		Fill-up the Leave Form		9 minutes	
<b>TOTAL</b>				<b>10 minutes</b>	

<b>GOVERNMENT SERVICE: REQUEST FOR APPLICATION FOR VACATION/SICK LEAVE</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Request Letter		Submit Letter requesting for Certificate of Employment		13 minutes	
		Receive the Certificate of Employment		1 minute	
<b>TOTAL</b>				<b>14 minutes</b>	

<b>GOVERNMENT SERVICE: REQUEST FOR TRAVEL ORDER</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as</b>	<b>Legal</b>		

		<b>indicated in the Citizen's Charter</b>	<b>Basis</b>		
Travel Order Form		Request for Travel Order Form		1 minute	
		Fill-up the Travel Order Form		5 minutes	
			<b>TOTAL</b>	<b>6 minutes</b>	