



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: ORMOC WATERWORKS SYSTEM ADMINISTRATION

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

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
New Water Application & Water Meter Reading	Ordinance No 74 Series of 2021, "An Ordinance Establishing the Operational Procedures of the Ormoc Waterworks System Administration (ORWASA) for Application, Disconnection, Reconnection of Water Services and for Other Purposes."	Section 1 of Ordinance No 74	Ordinance No 74 Series of 2021, "An Ordinance Establishing the Operational Procedures of the Ormoc Waterworks System Administration (ORWASA) for Application, Disconnection, Reconnection of Water Services and for Other Purposes."	October 05, 2021	None
Water Reconnection		Section 4 of Ordinance No 74			
Replacement of Defective Water meters		Section 5 of Ordinance No 74			
Illegal Connections Identification	Tax Ordinance No 2 Series of 2020 An	Section 4 of Tax Ordinance No 2			



<p>Change Name Fee & Transfer Location of Water Meter</p>	<p>Ordinance Amending Section 1 of Tax Ordinance No 99-02, otherwise known as “An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax Ordinance No. 1, Otherwise Known as “The Ormoc City Revenue Code of 1977” and for Other Purposes.”, and incorporating therein certain new provisions</p>	<p>Section 3 of Tax Ordinance No 2</p>	<p>Tax Ordinance No 2 Series of 2020 An Ordinance Amending Section 1 of Tax Ordinance No 99-02, otherwise known as “An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax Ordinance No. 1, Otherwise Known as “The Ormoc City Revenue Code of 1977” and for Other Purposes.”, and incorporating therein certain new provisions</p>	<p>November 3, 2020</p>	
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SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>NEW WATER APPLICATION</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		
1. Brgy. Clearance	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA)"	1. Applicant or his authorized representative proceed to ORWASA and provide sketch for the proposed area for installation	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA)"	5 minutes	None
2. Brgy. Certification		2. Wait for the confirmation text from ORWASA		30 Days	None
3. Photocopy of Land Title / CLOA / Deed of Sale / Deed of Donation / Certificate of Occupancy/Award ee or equivalent		3. Submit the complete & applicable requirements for water application by the applicant or authorized representative		15 minutes	See table below
4. Authorization Letter if not the owner		4. Payment of Installation, Security Deposit Fee and Water Meter Purchase		30 minutes	See table below
5. Photocopy of Valid ID of Authorized Personnel		5. Wait for the plumbing materials to be given by the Inspector to the applicant for purchase		1 hour	None



6. Special Power of Attorney, if necessary	thereby amending the Pertinent Provisions of Tax	7. Once materials is purchased, inform ORWASA via text or walk in	thereby amending the Pertinent Provisions of Tax	1 hour	None
8. Extrajudicial Resettlement of Estate, if necessary					
9. Birth Certificate of Authorized Person					
10. Sketch Plan for CLOA Holder, if necessary					
<i>If proof of ownership is Tax Declaration only, provide these following supporting documents below:</i>					
11. Certification from ROD Registry of Deeds, that the lot is not registered with the ROD					
12. Certification from CENRO that no patent was issued on the property and the property is within or forms part of the alienable and disposable lands					



13. Proof of payment such as Tax Clearance					
14. Proof of how the property was acquired					
15. Affidavit of two witnesses preferably Brgy Officials attesting the fact of ownership by applicant that he/she has been in open, continuous, exclusive and notorious possession and occupation of the lot by himself/herself or through his/her predecessor-in-interest under a bona fide claim of ownership since time immemorial or since June 12, 1945 .					
TOTAL				30 Days, 2 Hours and 50 Minutes	Please refer table below



FEES				
	Size of Meter			
	½" Ø	¾" Ø	1" Ø	1½" to 2" Ø and above
Security Deposit Fee	Php 1,000.00	Php 1,500.00	Php 2,000.00	Php 3,000.00
Installation Fee	Php 600.00	Php 900.00	Php 1,200.00	Php 1,700.00

GOVERNMENT SERVICE: <u>WATER METER READING</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		
1. None	None	1. Received water bill given by the meter reader	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	2 days	None
		2. Pay the water bill to CTO		40 Minutes	None
TOTAL				2 Days and 40 Minutes	



GOVERNMENT SERVICE: <u>WATER RECONNECTION</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		
1. Water Account Statement of Accounts	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	1. Applicant or his authorized representative proceed to ORWASA to reopen account	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	5 Minutes	None
2. Reconnection Assessment		2. Wait for the confirmation text from ORWASA for those accounts that are disconnected more than a year. For those less than a year that are disconnected may proceed to next step.		4 Days	None
		3. Wait for the assessment to be given by the ORWASA		10 Minutes	See table below
		4. Payment of Reconnection Fee and Water Meter Purchase, if necessary		30 Minutes	See table below
		5. Wait for ORWASA Personnel in the area		1 Hour	None
TOTAL				4 Days, 1 Hour and 45 Minutes	Please refer table below

FEES				
	Size of Meter			
	1/2" Ø	3/4" Ø	1" Ø	1 1/2" to 2" Ø and above
Reconnection Fee	Php 300.00	Php 600.00	Php 1,200.00	Php 2,400.00



GOVERNMENT SERVICE: REPLACEMENT OF DEFECTIVE WATER METERS

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		
1. Water Account Statement of Accounts	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	1. As notice is received, visit ORWASA immediately for change meter.	Ordinance No. 64 Series of 2018 An Ordinance	5 Days and 4 Hours	None
2. Change Water Meter Assessment		2. Wait for the assessment to be given by the ORWASA	Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	10 Minutes	None
		3. Payment of Water Meter Purchase		30 Minutes	Php 3,000.00 (Cash) Php 83.34 / month (payable for 3 years)
TOTAL				5 Days, 4 Hours and 40 Minutes	



GOVERNMENT SERVICE: ILLEGAL CONNECTIONS IDENTIFICATION

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		
1. Water Account Statement of Accounts	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	1. As notice is received, visit ORWASA immediately for settlement of illegal.	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: "An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	10 Days and 4 Hours	None
2. Illegal Connection Fee Assessment		2. Wait for the assessment to be given by the ORWASA		10 Minutes	None
		3. Payment of Violation		30 Minutes	See table below
TOTAL				10 Days, 4 Hours and 40 Minutes	

FEEES

	Offenses			
	1 st Offense	2 nd Offense	3 rd and succeeding Offenses	Other(s)
Violation Fee	Php 2,000.00	Php 3,000.00	Php 5,000.00	Pay equivalent value of stolen water or value of the damaged facilities



GOVERNMENT SERVICE: <u>CHANGE NAME FEE & TRANSFER LOCATION OF WATER METER</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		
1. For Change Name & Transfer Location – Photocopy of Land Title / Deed Of Sale / Deed of Donation / CLOA or equivalent	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: “An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	1. Applicant or his authorized representative proceed to ORWASA for change name of account or transfer water meter to other location	Ordinance No. 64 Series of 2018 An Ordinance Amending Sections 2,3,4,6 and 7 of Tax Ordinance No 99-02 Entitled: “An Ordinance adopting a Revised Schedule of Water and Service Fees for the Consumer/Users of the Ormoc Waterworks System Administration (ORWASA) thereby amending the Pertinent Provisions of Tax	5 Minutes	None
2. Change Name or Transfer Fee Assessment, whichever is applicable		2. Wait for the assessment to be given by the ORWASA for change name		10 Minutes	None
		3. For transfer water meter to other location, wait for the confirmation text from ORWASA		4 Days and 10 Minutes	None
		4. Payment of Change Name Fee or Transfer Water Meter, whichever is applicable.		30 Minutes	See table below
TOTAL (FOR CHANGE NAME)				45 Minutes	Please refer table below
TOTAL (FOR TRANSFER WATER METER LOCATION)				4 Days and 45 Minutes	Please refer table below

FEES	
Change Name Fee	Php 600.00
Transfer Fee	Php 600.00