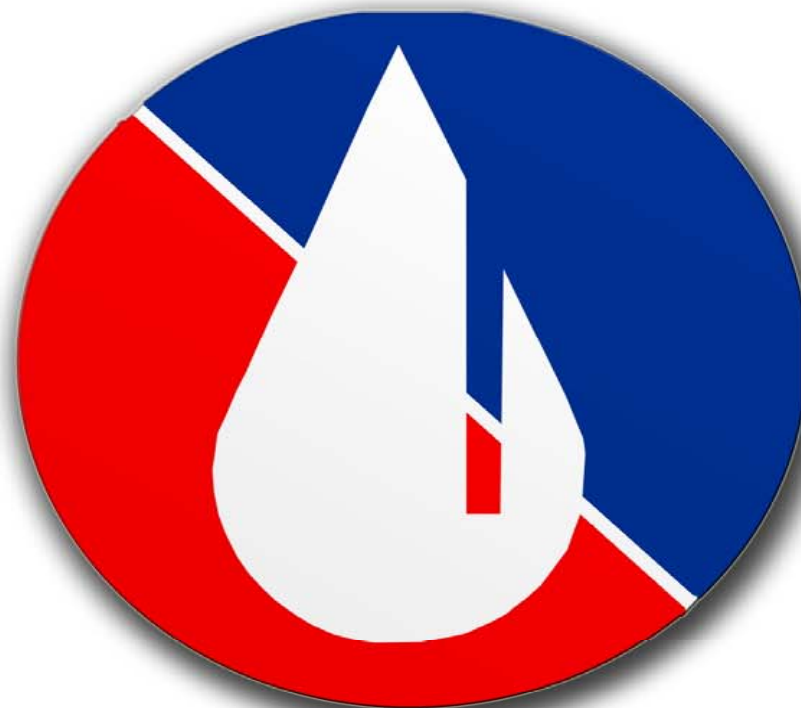


LOCAL WATER UTILITIES ADMINISTRATION



SERVICE CHARTER



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LWUA SERVICE CHARTER

CREATION OF LWUA

Presidential Decree No. 198

(As amended by Presidential Decree Nos. 768 and 1479, R.A. 9286)

DECLARING A NATIONAL POLICY FAVOURING LOCAL OPERATION AND CONTROL OF WATER SYSTEMS; AUTHORIZING THE FORMATION OF LOCAL WATER DISTRICTS AND PROVIDING FOR THE GOVERNMENT AND ADMINISTRATION OF SUCH DISTRICTS; CHARTERING A NATIONAL ADMINISTRATION TO FACILITATE IMPROVEMENT OF LOCAL WATER UTILITIES; GRANTING SAID ADMINISTRATION SUCH POWERS AS ARE NECESSARY TO OPTIMIZE PUBLIC SERVICE FROM WATER UTILITY OPERATIONS, AND FOR OTHER PURPOSES:



RATIONALE

WHEREAS, one of the prerequisites to the orderly and well-balanced growth of urban areas is an effective system of local utilities, the absence of which is recognized as deterrent to economic growth, a hazard to public health and an irritant to the spirit and well-being of citizenry;

WHEREAS, domestic water systems and sanitary sewers are two of the most basic and essential elements of local water utility systems, which, is with a few exceptions, do not exist in provincial areas in the Philippines;

WHEREAS, existing domestic water utilities are not meeting the needs of the communities they serve; water quality is unsatisfactory; pressure is inadequate and reliability of service is poor, in fact, many persons receive no piped water service whatsoever;

WHEREAS, conditions of service continue to worsen for two (2) apparent reasons, namely: (1) that key elements of existing systems are deteriorating faster than they are being maintained or replaced, and (2) that they are not being expanded at a rate sufficient to match population growth; and

WHEREAS, local water utilities should be locally-controlled and managed, as well as have support on the national level in the area of technical advisory services and financing.



THE LWUA VISION

TO PROVIDE WATER AND ADEQUATE SANITATION SERVICES TO ALL HOUSEHOLDS IN THE COUNTRYSIDE THROUGH SELF-RELIANT AND SUSTAINABLE WATER UTILITIES.

THE LWUA MISSION

TO PURSUE THE NATIONAL GOVERNMENT'S GOAL OF UNIVERSAL ACCESS TO SAFE, POTABLE WATER AND SANITATION INCLUDING SEPTAGE AND SEWERAGE IN THE COUNTRYSIDE BY:

DEVELOPING WATER DISTRICTS AND OTHER LOCAL WATER UTILITIES INTO SELF-SUSTAINING INSTITUTIONS THROUGH FINANCIAL, TECHNICAL AND INSTITUTIONAL ASSISTANCE AND REGULATION.

PARTNERING WITH OTHER GOVERNMENT AGENCIES AND INSTITUTIONS.

SUSTAINING LWUA AS A VIABLE, EFFECTIVE AND WORLD-CLASS ORGANIZATION.

LWUA CORE VALUES

DEDICATION

PROFESSIONALISM

INTEGRITY

EXCELLENCE

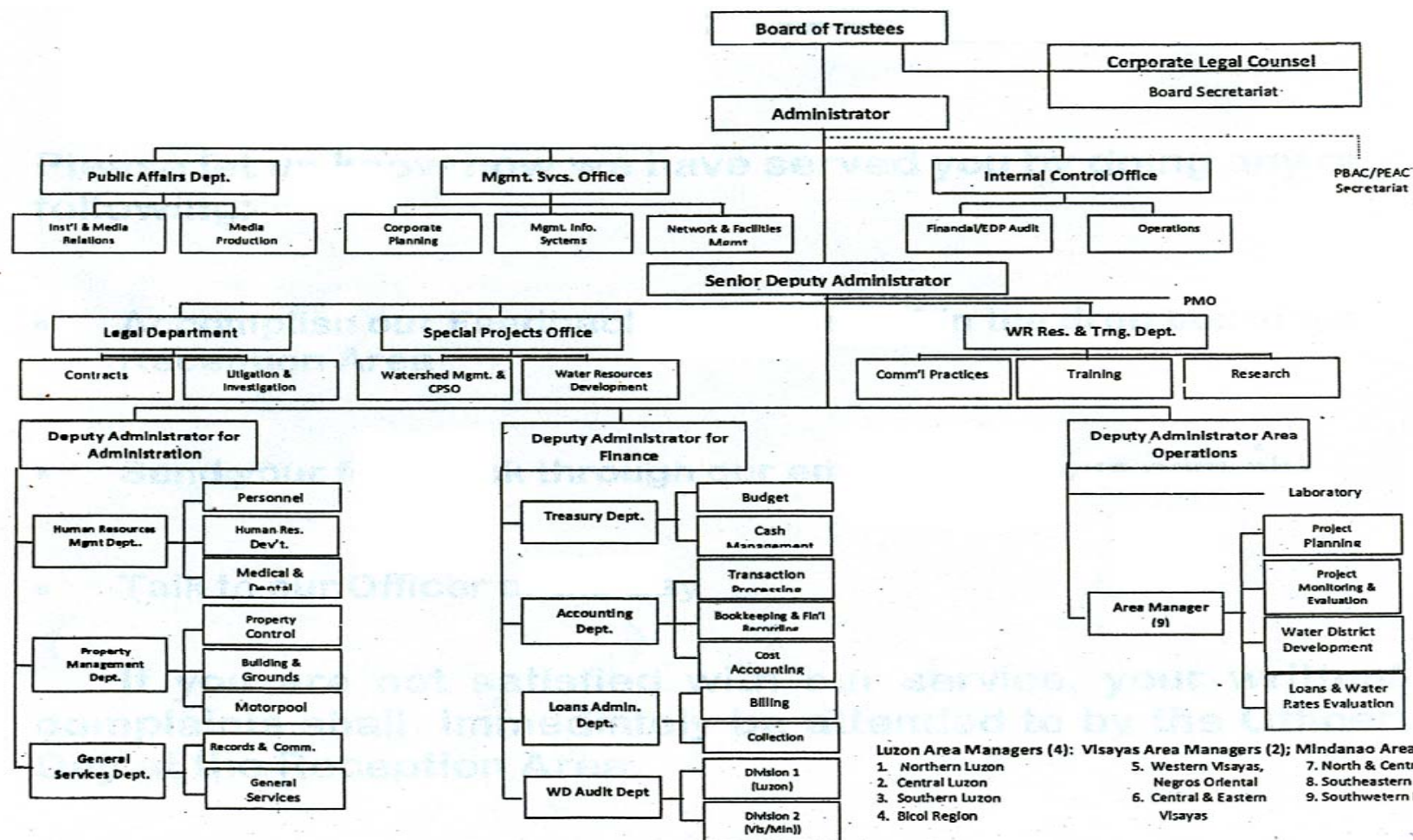


LWUA SERVICES AT A GLANCE:

1. FINANCIAL ASSISTANCE THROUGH LOANS AT COMPETITIVE TERMS, LOCAL AND MUTI-LATERAL FUND SOURCING.
2. INSTITUTIONAL DEVELOPMENT ASSISTANCE THROUGH MANAGEMENT AND OPERATIONS ADVISORY, PUBLIC RELATIONS AND MARKETING, TRAINING IN OPERATIONS AND POLICY FORMULATION, DESIGN AND INSTALLATION OF COMMERCIAL PRACTICES SYSTEMS, WATER RATES FORMULATION AND EVALUATION, REGULATORY ASSISTANCE.
3. TECHNICAL ASSISTANCE THROUGH FEASIBILITY STUDIES, WATER SYSTEMS DESIGNS, CONSTRUCTION AND MAINTENANCE.



**LOCAL WATER UTILITIES ADMINISTRATION
APPROVED ORGANIZATION per EO 286**





FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form and put it in the drop box at the Reception Area
- Send your feedback through our email (www.lwua.com.ph)
- Talk to our Officer of the Day
- Please call us through the following telephone nos.
 - OAD** - 929-6107 **OSDA** - 920-5444
 - AO** - 926-6918 **ADMIN** - 920-5435
 - IFS** - 927-3028

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Reception Area.



FEEDBACK FORM

Your opinion is of great importance to us. Please let us know how we have served you. You may use this form for complements, complaints or suggestions:

Person(s)/Unit/Office Concerned or Involved:

Facts or Details Surrounding the Incident:

Recommendation(s) Suggestion(s) Desired Action from our Office

Name (Optional) _____

Address: _____

Contact Nos. _____

Email Address: _____

Date: _____

LIST OF SERVICES:

WATER DISTRICT FORMATION/ISSUANCE OF CONDITIONAL CERTIFICATE OF CONFORMANCE

Schedule of Availability of Service:

* Monday to Friday: 8:00 A.M. - 5:00 P.M.

Who may avail of the service:

* Local Government Units (LGU) who wants to form a Water District

How to avail of the service:

Duration: 2 Months and 1 hour

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
1	LGU representative submits letter request to form a Water District	Receives/reviews request to form a Water District. Explains requirements such as SB resolution forming a Water District. Provides Proforma of documents to be submitted.	1 hour	LGU's letter request SB resolution to form a water district.	None	Action Officers - WDDD Mgt. Advisors Areas 1-3 4th Flr. South Wing, Areas 4-6 3rd Flr. North Wing and 2nd Flr. South Wing Areas 7-9 2nd Flr. North and South Wing
2	LGU thru SB conducts Public hearing, solicitation/nomination/Appointment of BOD	Assists LGU in Public Hearing and BOD appointment process	4 weeks	LGU's letter re: Schedule of Public Hearing	- do -	-do-
3	LGU submits the documents for LWUA's review and approval	Reviews submitted docs by LGU -Recommends approval of the formation of WD -Files approved formation documents	2 weeks	- SB resolution forming a water district -WD BOD appointment documents	-do -	-do-

WATER DISTRICT FORMATION/ISSUANCE OF CONDITIONAL CERTIFICATE OF CONFORMANCE (cont...)

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
4	<p>Newly formed WD BOD thru a Board Resolution:</p> <ul style="list-style-type: none"> - Conducts election of officers appointment of GM - WD adopts By-Laws and LWUA Technical Standard, and - Submits to LWUA a Certification Program - WD Picks-up copy of CCC 	<ul style="list-style-type: none"> - Reviews/Evaluates the Certification Program - Approves the issuance of CCC - Issue CCC - Notifies WD 	2 weeks	<ul style="list-style-type: none"> - WD BOD resolution on the conduct of election of officers, -Appointment of GM - Adoption of By-Laws and LWUA Technical Standard 	None	<p>Action Officers - WDDD Mgt. Advisors</p> <p>Areas 1-3 4th Flr. South Wing,</p> <p>Areas 4-6 3rd Flr. North Wing and 2nd Flr. South Wing</p> <p>Areas 7-9 2nd Flr. North and South Wing</p>
END OF TRANSACTION						

APPROVAL OF WATER DISTRICT CATEGORIZATION/RECATORIZATION

Schedule of Availability of Service:

* Monday to Friday: 8:00 A.M. - 5:00 P.M.

Who may avail of the service:

* Water Districts, RWSAs, LGUs, General Public

How to avail of the service:

Duration: 1 Month and 1 hour

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
1	WD representative submits request for CAT/RECAT	Receives request Provides WD with list of requirements such as BOD Plantilla of Positions, Financial Statements, Cas Flow Projections (3 years), Computation of Ratios.	1 hour	WD BOD Resolution /Letter requesting for Categorization/ Recategorization	None	WDDD-Action Officers Mgt. Advisors (Areas 1-3 4th Flr. South Wing, Areas 4-6 3rd Flr. North Wing and 2nd Flr. South Wing, Areas 7-9 2nd Flr. North and South Wing)
2	WD submits required docs to LWUA WD picks up approved WD CAT/RECAT	Evaluates submitted - Docs and recommends approval of CAT/RECAT - Administrator approves CAT/RECAT - Issues letter re: Approved WD CAT/RECAT	1 month	- BOD resolution on CAT/RECAT - Organizational Structure - Plantilla of Positions - Financial Statements - Cash Flow Projection - Computation of Ratios	-do-	-do-
END OF TRANSACTION						

APPROVAL OF PROGRAM OF WORK

Schedule of Availability of Service:

* Monday to Friday: 8:00 A.M. - 5:00 P.M.

Who may avail of the service:

* Water Districts, RWSAs, LGUs, General Public

How to avail of the service:

Duration: 3 Months & 7 days

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
1	WD/LGU submits Board Resolution/SB Resolution/Letter Requesting for Technical/Financial Assistance from LWUA	Receives request from the Client Project Planning Stage: -Evaluates Request -Assesses the Client's Needs -Enumerates the types of Technical Assistance and corresponding charges	1 day	WD Resolution LGU Sangguniang Bayan Resolution	9% of the Project cost	Action Officers - PPD Engineers Areas 1, 2 & 9 2nd floor North Wing Areas 3-8 2nd Floor South Wing
2	Assists LWUA Engineers during the conduct of data gathering, georesistivity survey and other activities that are needed for Program of Work/Feasibility Study Preparation	Prepares the following Activites for POW: - Georesistivity Survey - Line and Profile survey - Topographical Survey - Hydraulic Analysis - Detailed Cost Estimates - Perpare Draft of POW	3 months	-do-	-do-	-do-
3	Client approves of POW/Design Plans	Project Presentation to the WD & Public Hearing	3 days	-do-	-do-	-do-
4	Picks-up copy of approved POW & Design Plans	LWUA Approves of POW/Design Plans	3 days	-do-	-do-	-do-
END OF TRANSACTION						

APPROVAL OF FEASIBILITY STUDIES (FS)

Schedule of Availability of Service:

* Monday to Friday: 8:00 A.M. - 5:00 P.M.

Who may avail of the service:

* Water Districts, RWSAs, LGUs, General Public

How to avail of the service:

Duration: 6 Months & 7 days

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
1	WD/LGU submits Board Resolution/SB Resolution/Letter Requesting for Technical/Financial Assistance from LWUA	Project Planning Stage: -Evaluates Request -Assesses Client's Needs -Enumerates the types of Technical Assistance and corresponding charges	1 day	WD Resolution LGU Sangguniang Bayan Resolution	9% of the Project cost	Action Officers - PPD Engineers Areas 1, 2 & 9 2nd floor North Wing Areas 3-8 2nd Floor South Wing
2	Assists LWUA Engineers during the conduct of data gathering, georesistivity survey and other activities that are needed for Program of Work,/Feasibility Study Preparation	Prepares the following: POW - Georesistivity Survey - Line and Profile survey - Topographical Survey - Ground Water Assessment - Alternative Analysis - Hydraulic Analysis - Detailed Cost Estimate - Economical/Financial Analysis - Institutional Deveelopment - Prepare Draft of F.S.	6 months	-do-	-do-	-do-
3	Client Approves the FS	Project Presentation to the WD & Public Hearing	3 days	-do-	-do-	-do-
4	Picks-up copy of the approved FS	LWUA Approves the FS	3 days	-do-	-do-	-do-
END OF TRANSACTION						

APPROVAL OF CERTIFICATE OF PROJECT COMPLETION/ACCEPTANCE

Schedule of Availability of Service:

* Monday to Friday: 8:00 A.M. - 5:00 P.M.

Who may avail of the service:

* Water Districts, RWSAs, LGUs, General Public

How to avail of the service:

Duration: 2 Months and 1 hour

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
1	Reviews & Signs Memorandum of Agreement (MOA)/Project Agreement (PA)	Prepares: MOA/Project Agreement - Reviews of MOA/PA by Legal Department - Approves of MOA/PA by the Administrator	1 month	WD Board resolution SB Board Resolution requesting for the release of fund Authority of WD General Manager/LGU Officer as signatories and other necessary documents	4% of the Project cost	Action Officers - PMED Engineers Areas 1, 2 & 9 2nd floor North Wing Areas 3-8 2nd Floor South Wing
2	Requests for release of the construction	Accepts of Documents		-do-	-do-	-do-
3	Provides documents required	Requests for release of funds by accomplishing the following the following: - Memo for the Administrator	1 month	-do-	-do-	-do-
4	Picks-up Check	Releases Checks		-do-	-do-	-do-
5	Deposits - Joint Account WD - LWUA Engineer	Deposits check & w/ instruction to open Joint Account with LWUA Resident Engineers	7 days	-do-	-do-	-do-

APPROVAL OF CERTIFICATE OF PROJECT COMPLETION/ACCEPTANCE (cont...)

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	DOCUMENTS REQUIRED	FEES	PERSON/DIV./DEPT. IN-CHARGE /LOCATION
6	Undertakes projects/activities jointly with LWUA Engineers	Monitors the following Projects: - Inform WD of Joint Undertaking in the supervision/monitoring of projects - undertakes the following activities: - Well Drilling - Electro-Mechanical Equipment - Pump House - Disinfection Equipment - Reservoir - Excavation - Pipe Laying of Distribution & transmission pipes - Hydro testing - Backfilling - Surface Restoration - Inter Connection works - Service Connection Installation - Start-up Operation	6-12 Months	WD Board resolution SB Board Resolution requesting for the release of fund Authority of WD General Manager/LGU Officer as signatories and other necessary documents	4% of the Project cost	Action Officers - PMED Engineers Areas 1, 2 & 9 2nd floor North Wing Areas 3-8 2nd Floor South Wing
7	WD/LGU reviews and signs Certificate of Project Completion/Acceptance	Prepares Certificate Project of Completion Signs Documents submitted	1 week	Signed Certificate of Project Completion	-do-	-do-
8	Picks-up of Approved Certificate of Project Completion/Acceptance	Approves Certificate of Project Completion/Acceptance	3 days	-do	-do-	-do-
END OF TRANSACTION						