




Republic of the Philippines  
**LEMERY WATER DISTRICT**  
Carnero Subd., Sangalang St., Lemery, Batangas

Tel No.: (043) 406-1776  
E-mail Add.: [lemerywd@yahoo.com](mailto:lemerywd@yahoo.com)  
Website: [lemerywaterdistrict.ph](http://lemerywaterdistrict.ph)

**Annex "A"**

**Zero Backlog Program**

<b>Government Agency/Office Logo</b> 	
<b>Department/Agency</b>	<b>LEMERY WATER DISTRICT</b>
<b>Program Title/Name</b>	LEWAD Zero Backlog Program (LEWAD Citizen's Charter)
<b>Program Objective</b>	To set a simplified, streamlined and digitized standards, measures and procedures to ensure efficient and hazard free internal and external services.
<b>Target Output</b>	A simplified internal and external in accordance with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
<b>Date Implemented</b>	2022
<b>Implementing office</b>	<b>Lemery Water District</b>  Administrative Services and Finance Division  <b>Primewater Lemery</b>  Customer Service Section  Billing and Collection Section  Administrative Section

**Program Description**

The Lemery Water District adopted this Zero Backlog Program in compliance with ARTA Memorandum Circular 2019-002-A Series of 2019 entitled Supplemental Guidelines on ARTA Memorandum Circular No. 2019 or the "Guidelines on the Implementation of the Citizen's Charter in compliance with Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)"



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Matrix of Services and Plan of Action							
Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of application s/requests/ license/per mit/clearan ces, etc. received per day	Average number of applications/reques ts/ license/permit/clear ances, etc. processed within the prescribed processing time	Average number of application s/ requests/ license/per mit/clearan ces, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)	

### BILLING AND COLLECTION SECTION

#### EXTERNAL SERVICES

Application of Senior Citizen's Discount in Water Bill	Simple	1	1	1	None	None
Payment of Water Bills	Simple	630	630	630	Limited space at the office	Additional payment options/ Streamlined Payment Process
Request for Reconnection of Service Connections	Simple	4	4	4	Limited number of personnel	Training of other personnel
Request for Change of Registered Name	Simple	1	1	1	None	None

#### Engineering and Technical Section

Application for New Service Connections	Complex	4	4	4	None	None
Request for Transfer of Location (T-Connection or Cluster)	Complex	2	2	2	None	None
Report Main Line Leakages Service Line, Repair, Broken Pipelines	Highly Technical	4	4	4	Limited number of personnel	Training of other personnel
Request for Water Meter Calibration Due to High/Zero	Simple	1	1	1	None	None



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Consumption						
<b>Administrative Services Division</b>						
<b>INTERNAL SERVICES</b>						
Request for Certificate of Employment	Simple	1	1	1	None	None
Filing of Application for Leave Monetization	Simple	1	1	1	None	None
Request for Updated Service Record	Simple	1	1	1	None	None
Request for Updated Leave Ledger Summary	Simple	1	1	1	None	None
Processing of Application for Leave	Simple	1	1	1	None	None
Filing of Application for Leave Monetization	Simple	1	1	1	None	None
Request for Certificates & HR Records	Simple	1	1	1	None	None
Issuance of Travel Order	Simple	2	2	2	None	None
Request for Travel Documents	Simple	2	2	2	None	None
<b>EXTERNAL SERVICES</b>						
Request for Certificate of Potability	Simple	1	1	1	None	None
Applying for Job Vacancy and promotion	Highly Technical	1	1	1	None	None
<b>Finance Section</b>						
Processing of Disbursement Vouchers	Simple	2	2	2	None	None
Request for Cash Thru Petty Cash Fund	Simple	3	3	3	None	None

#### Implementation Results

Implementation results show that services provided for both internal and external clients improved after addressing the gap.