



Annex "A"

Zero Backlog Program

Government Agency/Office Logo	
	
Department/Agency	LEMERY WATER DISTRICT
Program Title/Name	LEWAD Zero Backlog Program (LEWAD Citizen's Charter)
Program Objective	To set a simplified, streamlined and digitized standards, measures and procedures to ensure efficient and hazard free internal and external services.
Target Output	A simplified internal and external in accordance with RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
Date Implemented	2022
Implementing office	Lemery Water District Administrative Services and Finance Division Primewater Lemery 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/perm it/clearan ces, etc. received per day	Average number of applications/requs ts/ license/perm/clear ances, etc. processed within the prescribed processing time	Average number of application s/ requests/ license/perm it/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



Consumption						
Administrative Services Division						
INTERNAL SERVICES						
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
EXTERNAL SERVICES						
Request for Certificate of Potability	Simple	1	1	1	None	None
Applying for Job Vacancy and promotion	Highly Technical	1	1	1	None	None
Finance Section						
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.