



LICAB WATER DISTRICT

Real St., Poblacion Sur, Licab Nueva Ecija
Cel. No. 09258158582 / Tel. No. (044) 950 1397
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Certificate of Registration No.
PHP QMS 19 93 0026

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

As of March 29, 2022

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
		NO. OF STEPS	PROCESSING TIME	AMOUNT	NO. OF STEPS	PROCESSING TIME	AMOUNT	
EXTERNAL SERVICES								
Collection Unit	1.Payment of Water Bill	1	3 mins.	Total Due Amount	1	3 mins.	Total Due Amount	All concessionaires of LICAB WATER DISTRICT
Administrative Unit, Commercial Unit, Collection Unit, Engineering Unit	2. Applying for Service Connection	5	Tapping-1/3 days Boring-5/7 days	2'' Beside = ₱ 3,700.30 Across = ₱ 3,979.30 Boring = ₱ 4,889.30	5	Tapping-1/3 days Boring-5/7 days	2'' Beside = ₱ 4,226.30 Across = ₱ 4,944.03 Boring = ₱ 6,674.03	New clients of LICAB WATER DISTRICT
				3'' Beside = ₱ 3,875.30 Across = ₱ 4,154.30 Boring = ₱ 5,064.30			3'' Beside = ₱ 4,360.26 Across = ₱ 5,077.61 Boring = ₱ 6,807.61	
				4'' Beside = ₱ 3,894.30 Across = ₱ 4,173.30 Boring = ₱ 5,083.30			4'' Beside = ₱ 4,481.98 Across = ₱ 5,199.33 Boring = ₱ 6,929.33	
				6'' Beside = ₱ 4,098.30 Across = ₱ 4,377.30 Boring = ₱ 5,287.30			6'' Beside = ₱ 4,870.68 Across = ₱ 5,588.03 Boring = ₱ 7,318.03	

				Notarial fee = ₱ 100.00			2'' (cluster type) Beside (installation fee upper) = ₱ 3,786.08 Beside (installation fee lower) = ₱ 3,785.34 Across (installation fee upper) = ₱ 4,461.24 Across (installation fee lower) = ₱ 4,460.49 Beside (installation fee upper) = ₱ 6,191.24 Beside (installation fee lower) = ₱ 6,190.49 3'' (cluster type) Beside (installation fee upper) = ₱ 3,852.21 Beside (installation fee lower) = ₱ 3,851.46 Across (installation fee upper) = ₱ 4,527.36 Across (installation fee lower) = ₱ 4,526.62 Beside (installation fee upper) = ₱ 6,257.36 Beside (installation fee lower) = ₱ 6,256.62 4'' (cluster type) Beside (installation fee upper) = ₱ 3,887.28 Beside (installation fee lower) = ₱ 3,886.54 Across (installation fee upper) = ₱ 4,562.44 Across (installation fee lower) = ₱ 4,561.69 Beside (installation fee upper) = ₱ 6,292.44 Beside (installation fee lower) = ₱ 6,291.69 6'' (cluster type) Beside (installation fee upper) = ₱ 4,122.46 Beside (installation fee lower) = ₱ 4,121.71 Across (installation fee upper) = ₱ 4,797.61 Across (installation fee lower) = ₱ 4,796.87 Beside (installation fee upper) = ₱ 6,527.61 Beside (installation fee lower) = ₱ 6,526.87 Notarial fee = ₱ 100.00 Fees & Charges 1.Service Charge a.Inspection/Investigation fee = ₱ 100.00 b.Customer Service fee = ₱ 50.00 c.Registration/ Application fee = ₱ 50.00 2.Tapping fee/Installation fee = ₱ 50.00	
Commercial Unit, Collection Unit, Engineering Unit	3.A Other Service Request Complaints for Service line leak (minor repair)	3	3 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	3	3 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	All concessionaires with the request for inspection and repair of service line before water meter

Commercial Unit, Collection Unit, Engineering Unit	3.B Other Service Request Complaints for Service line leak (major repair)	3	12 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	3	12 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	All concessionaires with the request for inspection and repair of service line before water meter
Commercial Unit, Collection Unit, Engineering Unit	4. Other Service Request Re- reading of Water Meter, Low Pressure/No water	3	3 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	3	3 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping / Re-installation = ₱ 50.00	All concessionaires with the request for inspection and repair of service line before water meter
Commercial Unit, Collection Unit, Engineering Unit	5. Other Service Request for Relocation of Water Meter	4	2 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping/ Re-installation = ₱ 50.00 4.Labor Cost – For relocation of Water Meter. 0 – 3 meters = ₱ 230.00 4 – 6 meters = ₱ 480.00 7 – 11 meters = ₱ 580.00 12 meters & longer = mainline relocation (same as new service connection) Relocation or transfer of meter from one place to another depends upon the materials that will be used, and the total labor cost. Note: Costing of other charges and shall be based on charging of new service connection plus the cost of labor.	4	2 hours	1.Service Charge = ₱ 50.00 2.Bill of Materials = (actual costs) 3.Re-tapping/ Re-installation = ₱ 50.00 4.Labor Cost – For relocation of Water Meter. 0 – 3 meters = ₱ 230.00 4 – 6 meters = ₱ 480.00 7 – 11 meters = ₱ 580.00 12 meters & longer = mainline relocation (same as new service connection) Relocation or transfer of meter from one place to another depends upon the materials that will be used, and the total labor cost. Note: Costing of other charges and shall be based on charging of new service connection plus the cost of labor.	All concessionaires with the request for relocation or transfer of water meter

Commercial Unit, Collection Unit, Engineering Unit	6.Request for Temporary Service Disconnection	3	1 hour	Full settlement of all obligations, if there is any Service Charge = ₱ 50.00	3	1 hour	Full settlement of all obligations, if there is any Service Charge = ₱ 50.00	All bonafide residents of Licab
Commercial Unit, Collection Unit, Billing Unit, Engineering Unit	7.Request for Service Reconnection due to Involuntary Disconnection	3	1 hour & 30 mins.	1.Service Charge = ₱ 50.00 2.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	3	1 hour & 30 mins.	1.Service Charge = ₱ 50.00 2.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	All concessionaires with disconnected service connection
Commercial Unit, Collection Unit, Billing Unit, Engineering Unit	8.Request for Reconnection due to Voluntary Disconnection	4	1 hour	1.Service Charge = ₱ 50.00 2.Service Maintenance fee = ₱ 50.00 3.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	4	1 hour	1.Service Charge = ₱ 50.00 2.Service Maintenance fee = ₱ 50.00 3.Reconnection fee a. If disconnected for less than 6 months = Full payment of water bill + ₱ 100.00 b. If disconnected for 6 months and above (for mainline disconnection) = Full payment of water bill + ₱ 500.00 + Cost of Materials, if there is any	All concessionaires with disconnected service connection

Commercial Unit and Billing Unit	9.Request for Change of Ownership	2	20 mins.	n/a	2	15 mins.	n/a	All concessionaires with the request for Change of Ownership
Commercial Unit and Billing Unit	10.Request for senior Citizen Discount	2	20 mins.	n/a	2	15 mins.	n/a	All Senior Citizen with the request to avail the discount
INTERNAL SERVICES								
Administrative Unit and General Manager	1.Application for Leave	3	10 mins.	n/a	3	10 mins.	n/a	Licab Water District employee
Administrative Unit and General Manager	2.Request for Certificate of Employment	2	10 mins.	n/a	2	10 mins.	n/a	Licab Water District employee/board of directors

Prepared by:


HAZZEL ANNE DS. CAYETANO

Administrative Services Assistant C

March 29, 2022

Approved by:


ANNE LORELIE DL. LAURETA

General Manager

March 29, 2022