



REENGINEERING PLAN
 As of December 2023

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE				SUBSTANTIVE COMPLIANCE COST (3.3)		TURN AROUND TIME (4)		CONCERNED UNIT/DIVISION (5)	TARGET CLIENTS (6)	
			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME			
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME							CURRENT STATUS
FINANCE AND COMMERCIAL DIVISION (CUSTOMER SERVICE SECTION)													
External Services													
1	Application for New Water Service Connection (First Visit - Customer in-office Transaction)	3	No changes	None	No changes	0	No changes	0	No changes	26 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All legal age residents in the existing service area of the Manaoag Water District.
2	Application for New Water Service Connection (Second Visit - Customer in-office Transaction)	4	No changes	₱6,010.00 <i>Note: Fees may vary depending on the need of the service installations and are subject to change.</i>	No changes	0	No changes	0	No changes	20 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All senior citizen customers in the existing service area of the Manaoag Water District registered for at least one (1) year.
3	Application for Senior Citizen Discount Availment	3	No changes	₱660.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	16 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
4	Arrangement/ Elevation of Water Meter	3	No changes	None	No changes	0	No changes	0	No changes	10 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
5	Billing Details and other Billing Concerns	4	No changes	None	No changes	0	No changes	0	No changes	20 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer
6	Billing of Water Consumption	2	No changes	None	No changes	0	No changes	0	No changes	2 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All MANWAD Customer

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			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME			
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME							CURRENT STATUS
7	Payment of Water Bill and Other Fees	3	No changes	Stated amount in the billing notice/SOA.	No changes	0	No changes	0	No changes	6 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
8	Request for Change of Account Name/Transfer of Ownership	4	No changes	₱710.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	22 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
9	Request for Reconnection of Water Service Line	4	No changes	₱1,045.98 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	18 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
10	Request for Reconnection (Re-application) of Water Service Line (First Visit - Customer in-office Transaction)	5	No changes	₱1,080.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	19 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
11	Request for Reconnection (Re-application) of Water Service Line (Second Visit - Customer in-office Transaction)	3	No changes	₱15.98 <i>Note: Fees may vary depending on the need of the service installations and are subject to change.</i>	No changes	0	No changes	0	No changes	8 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.

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			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME		
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME						
12 Request for Relocation of Water Meter	5	No changes	₱1,030.00 <i>Note: Fees may vary depending on the guaranty deposit balance and are subject to change.</i>	No changes	0	No changes	0	No changes	22 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
13 Request for Repair of Service Line or Mainline Connections (Walk-in)	2	No changes	None	No changes	0	No changes	0	No changes	5 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
14 Request for Repair of Service Line or Mainline Connections (Phone-in)	1	No changes	None	No changes	0	No changes	0	No changes	5 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
15 Request for Temporary or Permanent Disconnection of Water Service Line (First Visit - Customer in-office Transaction)	2	No changes	None	No changes	0	No changes	0	No changes	6 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
16 Request for Temporary or Permanent Disconnection of Water Service Line (Second Visit - Customer in-office Transaction)	3	No changes	₱100.00	No changes	0	No changes	0	No changes	6 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
FINANCE AND COMMERCIAL DIVISION (COLLECTION SECTION SECTION)												
External Services												
1 Disbursement of Approved Checks	6	No changes	None	No changes	0	No changes	0	No changes	19 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	MANWAD Suppliers
2 Disbursement of Petty Cash to Suppliers	7	No changes	None	No changes	0	No changes	0	No changes	18 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	MANWAD Suppliers

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			FEES PAID (3.1)		OTHER TRANSACTION FEES (3.2)		CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME			
	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME	CURRENT STATUS	PROJECTED OUTCOME							CURRENT STATUS
FINANCE AND COMMERCIAL DIVISION													
Internal Services													
1	Processing of Disbursement Voucher (Payment to Suppliers)	1	No changes	None	No changes	0	No changes	0	No changes	15 minutes	No changes	FINANCE AND COMMERCIAL DIVISION	MANWAD Suppliers
PRODUCTION AND WATER QUALITY DIVISION													
Internal Services													
1	Water Quality Complaints	2	No changes	None	No changes	0	No changes	0	No changes	8 hours and 1 minute	No changes	PRODUCTION AND WATER QUALITY DIVISION	Government Agencies, private organizations & institutions
ENGINEERING AND CONSTRUCTION DIVISION													
External Services													
1	Realignment of Pipelines (uPVC / PE) due to Road Infrastructure Projects (First Stage)	1	No changes	None	No changes	0	No changes	0	No changes	3 days	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies
2	Realignment of Pipelines (uPVC / PE) due to Road Infrastructure Projects (Second Stage)	1	No changes	None	No changes	0	No changes	0	No changes	8 days and 18 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies
3	Transfer of Blow-Off Valve (First Stage)	1	No changes	None	No changes	0	No changes	0	No changes	3 days	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies
4	Transfer of Blow-Off Valve (Second Stage)	1	No changes	None	No changes	0	No changes	0	No changes	6 days and 18 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies
5	Transfer of Fire Hydrant (Commercial / Residential) (First Stage)	1	No changes	None	No changes	0	No changes	0	No changes	3 days	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies
6	Transfer of Fire Hydrant (Commercial / Residential) (Second Stage)	1	No changes	None	No changes	0	No changes	0	No changes	6 days and 18 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	Government agencies

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ENGINEERING AND CONSTRUCTION DIVISION													
Internal Services													
1	Application for New Water Service Connection	4	No changes	None	No changes	0	No changes	0	No changes	8 hours and 18 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All legal age residents in the existing service area of the Manaoag Water District.
2	Request for Reconnection of Water Service Line	2	No changes	None	No changes	0	No changes	0	No changes	2 hours and 2 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
3	Request for Reconnection (Re-application) of Water Service Line	4	No changes	None	No changes	0	No changes	0	No changes	6 days and 18 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
4	Request for Relocation of Water Meter	3	No changes	None	No changes	0	No changes	0	No changes	3 hours and 2 minutes	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
5	Request for Repair of Service Line or Mainline Connections	1	No changes	None	No changes	0	No changes	0	No changes	1 hour and 1 minute	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All concessionaires in the existing service area of the Manaoag Water District.
6	Request for Temporary or Permanent Disconnection of Water Service Line	1	No changes	None	No changes	0	No changes	0	No changes	1 hour and 1 minute	No changes	ENGINEERING AND CONSTRUCTION DIVISION	All concessionaires in the existing service area of the Manaoag Water District.

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ADMINISTRATIVE AND GENERAL SERVICES DIVISION													
External Services													
1	Issuance of Certificate of Employment (For Separated Employees)	1	No changes	None	No changes	0	No changes	0	No changes	13 minutes	No changes	ADMINISTRATIVE AND GENERAL SERVICES DIVISION	Separated employees
2	Issuance of Service Record (For Separated Employees)	1	No changes	None	No changes	0	No changes	0	No changes	13 minutes	No changes	ADMINISTRATIVE AND GENERAL SERVICES DIVISION	Separated employees
ADMINISTRATIVE AND GENERAL SERVICES DIVISION													
Internal Services													
1	Issuance of Certificate of Employment (For Active Employees)	1	No changes	None	No changes	0	No changes	0	No changes	13 minutes	No changes	ADMINISTRATIVE AND GENERAL SERVICES DIVISION	Active Employees
2	Issuance of Service Record (For Active Employees)	1	No changes	None	No changes	0	No changes	0	No changes	13 minutes	No changes	ADMINISTRATIVE AND GENERAL SERVICES DIVISION	Active Employees

Prepared by:

CHARLIE D. LORILLA, JR.

CART Secretariat

Reviewed by:

MARLENE CONSTANCIA F. MANAOIS

CART Vice-Chairperson

Reviewed by:

FLORDELIZA N. TEJANO

General Manager, CART Chairperson

SUBSCRIBED AND SWORN TO BEFORE ME
THIS 24th DAY OF DECEMBER 2023
AT MANADAG, PANGASINAN

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SERIES OF 2023

ATTY. EDGARDO Y. PASCUAL
NOTARY PUBLIC
UNTIL DECEMBER 31, 2023
COMMISSION SERIAL NO. U-15, JULY 4, 2022
SG ROLL OF ATTY'S no. 50722
PSE no. 294969 -02/10/2023- DAGUPAN CITY
PSE NO. 0012096- 01/03/2023- Manaoag, Pang.
MORL Compliance no. VII-0024516-Dec 12, 2022