



Republic of the Philippines
Mariveles Water District
Mariveles, Bataan

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REENGINEERING PLANS

As of December 2022

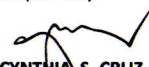
DEPARTMENT/AGENCY:

MARIVELES WATER DISTRICT


REENGINEERING PLANS													
NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COST INCURRED THE TRANSACTING PUBLIC/CLIENT (3)				BY	SUBSTANTIVE COMPLIANCE COST (3.3)		TURNAROUND 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 OUTPUT			
EXTERNAL SERVICES													
1. New Connection	6	No Changes	Application Fee: 1/2" - P2,200	No Changes	0	No changes	1. EM - Variable 2. Installation Fee - Variable (both will depend on types of connection)	No changes	1 day, 1 hour, & 44 Minutes		Customer Service Division	All household owners, business establishment & other agencies within the service area	
2. Reconnection 2.1. within the year	3	No Changes	2.1.a. RF - P200 (within 3 days) 2.1.b. RF - P250 (after 3 days)	No Changes	0	No changes	0	No changes	9 Minutes (within a year)		Customer Service Division	Concessionaires with Inactive/Disconnect ed connections	
2.2 after 1 year	4	No Changes	RF - P250 MMF - P900.00 (after 1 year)	No Changes	0	No changes	EM - Variable (after 1 year)	No changes	1 day & 9 minutes (after 1 year)		Customer Service Division	Concessionaires with Inactive/Disconnect ed connections	
3. Payment Water bill 3.1	1	No Changes	Amount of WB	No Changes	0	No changes	0	No changes	3 Minutes		Customer Service Division	Active/Inactive Concessionaires	
3.2 Non-Water Bill	2	No Changes	Others - Variable	No Changes	0	No changes	0	No changes	6 Minutes		Customer Service Division	Active/Inactive Concessionaires	
4. Calibration	3	No Changes	CF - P200	No Changes	0	No changes	0	No changes	8 Minutes		Customer Service Division	Active/Regular Concessionaires	
5. Request for Correction of supply - A. Leaks	4	No Changes	Others - Variable	No Changes	0	No changes	0	No changes	1 day & 9 minutes		Customer Service Division	Active/Regular Concessionaires	
Request for Correction of supply - B. Low Pressure	4	No Changes	Others - Variable	No Changes	0	No changes	0	No changes	1 day & 9 minutes		Customer Service Division	Active/Regular Concessionaires	
Request for Correction of supply - C. High Consumption	3	No Changes	0	No Changes	0	No changes	0	No changes	1 day & 13 minutes		Customer Service Division	Active/Regular Concessionaires	
6. Transfer of Meter Stand	4	No Changes	Others - Variable	No Changes	0	No changes	0	No changes	1 day & 9 minutes		Customer Service Division	Active/Regular Concessionaires	

NAME OF SERVICES (1)	NUMBER OF STEPS (2)		TRANSACTION COST INCURRED THE TRANSACTING PUBLIC/CLIENT (3)				BY	SUBSTANTIVE COMPLIANCE COST (3.3)		TURNAROUND 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 OUTPUT			
EXTERNAL SERVICES													
7. Temporary Plug	3	No Changes	Amount of WB (Balance)	No changes	0	No Changes	0	No Changes	9 Minutes			Customer Service Division	Active/Regular Concessionaires
8. Change of Account Name	3	No Changes	CN Fee - P150	No changes	0	No Changes	0	No Changes	9 Minutes			Customer Service Division	Active/Inactive Concessionaires
INTERNAL SERVICES													
1. Leave Application	5	No Changes	0	No changes	0	No Changes	0	No Changes	17 Minutes			Admin. Services Division	Permanent & Casual Employees
2. Service Record	3	No Changes	0	No changes	0	No Changes	0	No Changes	13			Admin. Services Division	Permanent & Casual Employees
3. Certificate of Employment	3	No Changes	0	No changes	0	No Changes	0	No Changes	13			Admin. Services Division	Permanent & Casual Employees
EXTERNAL SERVICES (FILING OF COMPLAINTS)													
1. Complaints Regarding Services	4	No Changes	0	No changes	0	No Changes	0	No Changes	1 day & 9 minutes			Customer Service Division	Active/Regular Concessionaires
2. Complaints Regarding Employees	4	No Changes	0	No changes	0	No Changes	0	No Changes	1 day & 21 minutes			Admin. Services Division	Active/Regular Concessionaires

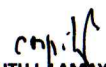
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