

CALABANGA WATER DISTRICT CITIZEN'S CHARTER 2017

VISION

To meet the concessionaires satisfaction through sustainable water management

MISSION

We are committed:

To provide potable and affordable water supply 24/7 To help improve the living condition and to contribute to economic productivity of the people of Calabanga.

B. Frontline Services Offered	C. Step-by-step procedure in availing of frontline services	D. Employee responsible for each step	E. Time Frame	F. Amount of fees	G. Required documents	
1. Installation of New Service Connection	Application	Day 1 visit: 1. Inquire and get list of requirements 2. Submit list of requirements to process Application for New Connection 3. Encode personal details of concessionaires 4. Payment of P100.00 for inspection fee.	Arlene E. Asuncion (Customer Service Assist. E)	3 minutes	100.00	1. Barangay Clearance 2. Community Tax Certificate (CTC) or Cedula
	Assessment	Day 2 visit: 5. After inspection assesment of materials and service connection fee a. Assesment of payments are classified as follows: <div style="background-color: #d9ead3; padding: 2px;">Type of Connection:</div> Water Maintenance fee Registration fee	Romulo B. Villena (Inspector-WMMB)	30minutes	1,300.00 500.00	Water Service Application Form

		Notarial fee			100.00	
		Cluster			500.00	
		Across			1,000.00	
		Along			500.00	
Verification	6.Verification of total assesment for New Connection. 7. General Manager approves and sign Water Service Application form	Raquel M. Saavedra (SWUMDO-Verification) Engr. Celedonio I. Tolentino Jr. Office of the GM	5 minutes			Water Service Application Form
Payment	8. Payment of total assesment for New Connection.	Jennifer B. Sambo Teller 2 (Cashier C)	3minutes			Official Receipt
Orientation	9. Orientation of Memorandum of Agreement to concessionaires.	Arlene E. Asuncion (Customer Service Assist. E)	10minutes			MOA
Installation process	10. Scheduling of Installation of New Service Connection and Preparation of Maintenance Order by the Engineering Division.	Engr. Michael M. Gutierrez Moreno (Supervising Engineer)	2hours			Maint. Order
	11. General Manager approves and sign Maintenance Order.	Engr. Celedonio I. Tolentino Jr. Office of the GM				
	12. Issuance of approve Maintenance Order for Installation of New Service Connection.	Robin Cano/Vicente Ogsomer Designated Plumber				
	13. Installation of New Service Connection.					

END OF TRANSACTION

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3. Repair of Service Connection/ General Repair Works	Request/ Complaints	<p>1. Approach the Officer of the Day or Customer Service Assistant for Request/complaints</p> <p>2. Sign in the Service Request for confirmation of immediate repair.</p> <p>3. Service Request for Repair of Service Connection/General Repair Works verify and sign by:</p> <p>4. Inspector will conduct inspection and determine the materials needed.</p>	<p>Ferdinand Espina (WMMB)</p> <p>Raquel M. Saavedra (SWUMDO)</p> <p>Romulo B. Villena(WMMB)</p>	3 minutes		Service Request
	Repair	<p>5. Endorse to the Supervising Engineer for the issuance of Maintenance Order</p> <p>6. General Manager approves and sign Maintenance Order.</p> <p>7. Issuance of approve Maintenance Order for Repair of Service Connection/General Repair Works.</p> <p>Note: General Repair Works</p> <p>a. Transmission line</p> <p>b. Distribution line</p> <p>c. Lateral line</p> <p>Repair of Service Connection</p> <p>a. Mainline leak (Across)</p> <p>b. Change ball valve</p> <p> '-Purchased ball valve</p> <p> '-Charge to bill</p> <p>c. Leak before the water meter</p> <p>Note: The maximum time, depending on the nature of service request and location.</p>	<p>Engr. Michael M. Gutierrez Moreno (Supervising Engineer)</p> <p>Engr. Celedonio I. Tolentino Jr.</p> <p>Office of the GM</p> <p>Ildefonso M. Cruzat</p> <p>Guillermo Nosil</p> <p>Felix Mendoza</p> <p>Manny Pablo</p> <p>Designated Plumber</p>	<p>1-2 days</p> <p>30min-1hour</p>		Service Request and Maintenance Order

8. Client will sign in the Service Request form attesting that action was taken on request.

END OF TRANSACTION

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4. Classification of Payments	Verification of accounts <ul style="list-style-type: none"> 1. Approach the Officer of the Day to get queing number and wait to be served. 2. Once the number is called proceed to the teller and present the water bill or statement of account. 3. Verify the account name and other account dues of the Concessionaire. 	Jennifer B. Sambo Teller 2 (Cashier C) Chona Dela Pena Teller 3 (UCSA-B) Charito Concepcion P. Stancill Cashier B	1-3minutes		Water Bill or SOA
	Payment <ul style="list-style-type: none"> 4. Pay the exact amount to the Teller. Note: a.) If not exact amount is tendered, count the change and verify if the Official Receipt you have received is what are you paying for. b) If Check is received, verify it and indicate on the official receipt (office copy) the drawee bank, and its branch, check the number, date and amount of check. Verify if is dated. 5. Accept payment and issue Official receipt. 6. Received the Official Receipt 	Jennifer B. Sambo Teller 2 (Cashier C) Chona Dela Pena Teller 3 (UCSA-B) Charito Concepcion P. Stancill Cashier B	1-3minutes		Official Receipt

END OF TRANSACTION

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2. Temporary Closed/ Voluntary Disconnection	Verification of accounts	<p>1. Approach the Officer of the Day or Customer Service Assistant for Temporary Closed/Voluntary Disconnection</p> <p>2. Check the customer ledger for the arrears.</p> <p>3. Preparation of Service Request for Temporary Closed/ Voluntary Disconnection</p> <p>4. Sign in the Service Request for confirmation of immediate Temporary Closed.</p> <p>5. Service Request for Temporary Closed/Voluntary verify and sign by:</p>	5 minutes		<p>Water Bill and SOA</p> <p>Service Request</p>
	Payment	<p>Temporary Closed/Voluntary within 6 months 6 months to 1 year 1 year above</p> <p>6. Advance payment to bill collector on Water Bill if Temporary Closed was made on the second week of the month.</p>	5 minutes	<p>200.00 700.00 2,000.00</p>	Official Receipts
	Temporary Closed/ Voluntary	<p>7. Service Request will be forwarded to assigned plumber for the removal of water meter.</p> <p>8. Client will sign in the Service Request form attesting that action was taken on request.</p>	30 minutes		Service Request
	END OF TRANSACTION				

	Inspection	b.) at meterstand (The maximum time depending on the location of the service area) 10. Endorse to the Supervising Engineer for the issuance of Maintenance Order	Romulo B. Villena (Inspector-WMMB)	and 1day		Service Request
	Reconnection process	11. Issuance of Maintenance order by Engineering Division for Reconnection . 12. General Manager approves and sign Maintenance Order. 13. Client will sign in the Service Request form attesting that action was taken on request.	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engr. Celedonio I. Tolentino Jr. Office of the GM Ildfonso M. Cruzat Guillermo Nosil Felix Mendoza Manny Pablo Designated Plumber	3hours		Maintenance Order

END OF TRANSACTION

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To provide potable and

B. Frontline Services Offered	C. Step-by-step procedure in availing of frontline services	D. Employee responsible for each step	E. Time Frame	F. Amount of fees	G. Required documents
Reclassification of Billing Category	Verification of accounts <ul style="list-style-type: none"> 1. Approach the Officer of the Day or Customer Service Assistant for Reclassification of Billing 2. Encode personal details of concessionaires. 3. Client will sign in the Service Request for confirmation of reclassification. 	Ferdinand Espina (Verifier-WMMB)	5 minutes		Water Bill and SOA Water Service

		4. Service Request for Reclassification of Billing verify and sign by:	Raquel M. Saavedra (SWUMDO)			Application Form
	Inspection	5. Inspector will conduct inspection and determine the Reclassification of Billing.	Romulo B. Villena (WMMB)			
	Approval	6. After Inspection, preparation of Letter for Reclassification approve and sign by the General Manager	Engr. Celedonio I. Tolentino Jr. General Manager			
		7. The approved letter for Reclassification of Billing Category will be deliver to the Client.				
	Confirmation	8. The Client will sign in the approved letter for Reclassification of Billing Category for confirmation of new account.				
	Updating of Account	9. Reclassification of Billing Category will be forwarded to Billing to encode data.	Jubel S. Penion (UCSA-A) Aiza V. Tolentino (Admin-Aide)			
		10. The New Account as to Reclassification of Billing will be reflected next month billing.				

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B. Frontline Services Offered	C. Step-by-step procedure in availing of frontline services	D. Employee responsible for each step	E. Time Frame	F. Amount of fees	G. Required documents
2. Change of Account Name	Verification of 1. Approach the Officer of the Day or Customer Service Assistant for Change Name 2. Inquire and get list of				Water Bill and

Verification of accounts	<p>requirements for Change Name 3. Submit list of requirements to process Change Name. 4. Encode personal details of concessionaires</p> <p>4. Client will sign in the Water Service Application Form for Change Name.</p> <p>5. Water Service Application Form for Change Name verify and sign by:</p> <p>6. Water Service Application Form for Change Name approve and sign by:</p>	<p>Ferdinand Espina (Verifier-WMMB)</p> <p>Raquel M. Saavedra (SWUMDO)</p> <p>Engr. Celedonio I. Tolentino Jr. General Manager</p>	<p>5 minutes</p>		<p>Water Bill and SOA</p> <p>Water Service Application Form</p>
Payment	<p>Change Name Notarial fee Change Name inspection fee (if S.C.)</p> <p>7. Payment to cashier on Change of Account Name. 8. Accept payment and issue Official receipt. 9. Received the Official Receipt</p>	<p>Jennifer B. Sambo Teller 2 (Cashier C)</p>	<p>1-3minutes</p>	<p>100.00 50.00 50.00</p>	<p>Official Receipts</p>
Orientation	<p>10. Orientation of Memorandum of Agreement to concessionaires. 11. General Manager approves and sign MOA.</p>	<p>Engr. Celedonio I. Tolentino Jr. General Manager</p>			<p>Memorandum of Agreement</p>
Change of Account Name	<p>12. Change of Account Name will be forwarded to Billing to encode data. 13. The New Account will be reflected next month billing.</p>	<p>Jubel S. Penion (UCSA-A) Aiza V. Tolentino (Admin-Aide)</p>			

END OF TRANSACTION