

Republic of the Philippines
CALABANGA WATER DISTRICT
San Antonio, Calabanga, Camarines Sur

CITIZEN'S CHARTER

FRONT LINE SERVICE 1	:	INSTALLATION OF NEW SERVICE CONNECTION
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga without existing water service connection.

What are the Requirements:

- a. Community Tax Certificate
- b. Barangay Clearance

Duration:

Monday - Friday
1 minute and 1 day (excluding travel time and depending of the schedule of turn-over of inspected applications)

How to Avail the Service:

FRONT LINE SERVICE 1	:	INSTALLATION OF NEW SERVICE CONNECTION				
CLIENT	STEPS	SERVICE PROVIDER	FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
1.) Approach the Public Assistant Desk Officer of the Day (see table signage)	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Ask the purpose of his/her presence				Officer of the Day	
2.) Get a copy of the requirements: Brgy. Clearance Community Tax Certificate	2.) Interview and encode the personal details of the applicant <i>Explain the procedure for application</i> 1 Accomplishment of Form with requirements 2 Inspection 3 Payment 4 Installation of new service connection <i>(Check the information required for New Connection)</i> > <u>Owned</u> - <i>(Ask for the Community Tax Certificate Number)</i> > <u>Rented</u> - <i>(Let the client bring the Water Service Application Form for the approval of the building owner)</i> <i>(Classification of the Connection)</i> <u>Minimum Charge</u> > Residential/Government > Commercial A /Industrial > Commercial B		Php 236.00 Php 472.00 Php 354.00	5 minutes	Ms. Arlene Asuncion	Application for Water Service Connection
3.) Payment for Inspection	3.) Assist for payment and schedule for inspection > Inspection Fee		Php 100.00	5 minutes	Ms. Charito Planas	
4.) Render the Official Receipt	4.) Recording of Official Receipt			1 minute	Ms. Arlene Asuncion	

5.) Return on Thursday for Payment	5.) Explain the schedule of Inspection (Every Wednesday) Record and forward to the Inspector for Inspection		1 day	Mr. Romulo Villena	
6.) Settle the payment	6.) Inspection/Investigation (The inspector will visit the location according to the given data) * If the inspector has completed, client may now pay for the required fees for application		1 day	Mr. Romulo Villena	
7.) Free-hand Questioning	7.) Will assist for the payment (Cashier) Assessment of payments are classified according to the following: Type of connection: > ALONG > ACROSS Registration Fee Notarial Fee (MOA) Water Maintenance Fee Materials for New Connection	Php 500.00 Php 1,000.00 Php 500.00 Php 100.00 Php 1,300.00	8 minutes	Ms. Arlene Asuncion	MOA
8.) Sign the Memorandum of Agreement	8.) Prepare New Sets of Memorandum of Agreement for signature		3 minutes	Ms. Arlene Asuncion	
9.) May leave the Office and wait for the installation of New Water Service Connection.	9.) Orientation and Briefing Explanation on the categories for application, memorandum of agreements and other concerns Advice the client that one (1) copy of MOA will be given to them after it is duly notarized.		10 minutes 1 minute	Ms. Arlene Asuncion	
	10.) Check, certify correct and sign the Water Service Application Form		1 minute	Ms. Raquel Saavedra/ Engr. Michael Gutierrez	
	11.) Endorses to the General Manager for Final Approval.		10 minutes	Ms. Arlene Asuncion	
	12.) Create a schedule when the Installation of New Service Connection will be implemented.		1 minute	Engr. Michael Gutierrez Moreno	
	13.) Issuance of Maintenance Order to the plumber-in-charge of Installation of New Service Connection.		10 minutes	Engr. Michael Gutierrez Moreno	
	15.) Installation of New Service Connection Proper a. Along b. Across		2 hours 3 hours	Mr. Rolando Ogsomer Mr. Rowel Tatel Mr. Guillermo Nosil	
END OF TRANSACTION					

FRONT LINE SERVICE 2

RECONNECTION

Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga who paid overdue accounts and reconnection fee.

What are the Requirements:

- Previous billing notice or bill receipt
- Payment of Reconnection fee

Duration:

Monday - Friday

1 day and 2-3 hours (excluding travel time and depending of the schedule of turn-over of inspected service connections)

How to Avail the Service:

FRONT LINE SERVICE 2		RECONNECTION			
CLIENT	STEPS	FEEs	PROCESSING TIME	RESPONSIBLE PERSON	FORM
1.) Approach the Public Assistance Desk Officer of the Day and inquire for the details on how to reconnect your disconnected service connection.	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Ask the purpose of his/her presence b. Determine the date of closure of water connection whether less than or over a year closed			Officer of the Day	
	2.) Check the Customer Ledger Cad (Arrears)		3 minutes		
2.) Payment of Arrears and Reconnection Fee	3.) Assessment of Reconnection Fee a. Disconnected Service Line (with Arrears) > within 24 hours > more than 24 hours > 3 months to 1 year > 1 year above b. Temporary close or Voluntary disconnection > within 6 months > 6 months to 1 year > 1 year above	Php 300.00 Php 500.00 Php 1,500.00 Php 2,000.00 Php 200.00 Php 1,000.00 Php 1,500.00	5 minutes	Ms. Arlene Asuncion	Service Request (pink)
	4.) Assist on Payment		3 minutes	Ms. Charito Planas	
	5.) The Commercial Section will forward the job order to the maintenance section		1 minute	Ms. Arlene Asuncion	
	6.) Issuance of Maintenance Order. Advises the customer of probable schedule of reconnection,		5 minutes	Engr. Michael Gutierrez Moreno	
7.) Issuance of water meter and accessories		10 minutes	Mr. Ferdinand Espina		

	8.) Reconnection proper a.) at main line b.) at meter stand		2-3 hours 30 minutes	Mr. Felix Mendoza Mr. Idefonso Cruzat Mr. Manny Pablo	
3.) Signs on the SR form attesting that action was taken on request	9.) Let the customer sign on the SR form. Informs the customer that service charge will reflect on next month's billing		3 minutes	Mr. Felix Mendoza Mr. Idefonso Cruzat Mr. Manny Pablo	
END OF TRANSACTION					

FRONT LINE SERVICE 3	:	REPAIR OF SERVICE CONNECTION/GENERAL WORKS
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga with existing water service connection and are requesting for the following services:

Leak before the meter	Check Reading
Meter Leak	High Consumption
Mainline Leak	Dirty Water
No Water	Change Meter

What are the Requirements:

a. Properly accomplished Service Request (SR) form

Duration:

1-2 hours

How to Avail the Service:

FRONT LINE SERVICE 3	:	REPAIR OF SERVICE CONNECTION/GENERAL REPAIR WORKS				
CLIENT		STEPS	FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
		SERVICE PROVIDER				
1.) Approach the Public Assistance Desk Officer of the Day <i>Note:</i> > Please specify the type of repair you want for your service connection > Free repair work is limited only to main line tapping up to the water meter > For repair of leaking service connection after the water meter, the cost of materials and labor will be shouldered by the applicant		1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Ask the purpose of his/her presence 2.) Encode the complain of the concessionaires to Request/Complaint <i>Requests/Complaints are classified according to the nature of damages occurred:</i> Complaint: a. Leakages before the water meter b. Leakages after the water meter c. Main line leak d. Water meter leak Request: a. Check service connection (high consumption) b. Request for replacement of ball valve/water meter c. Request for replacement of faucet d. Re-check reading e. Request for water meter calibration		3 minutes	Ms. Arlene Asuncion	Service Request (blue)

	3.) The Commercial Section will forward the job order to the Maintenance Section		1 minute	Ms. Arlene Asuncion	
	4.) Issuance of Maintenance Order		5 minutes	Engr. Michael Gutierrez Moreno	
	5.) Issuance of Fittings		10 minutes	Mr. Jorge C. Comia	
	6-A) Repair of service connection a. Main line leak repair b. Service connection <i>For repair of leaking service connection after the water meter:</i> a. Pipe repair b. Gasket replacement c. Gate valve replacement d. Faucet e. Re-tapping/re-installation (relocation) *depth = 0.40 to 0.60m *depth = 0.60m below f. Installation of additional faucet (cost per faucet) g. Repair/replacement of water closet fittings h. Trouble shooting of leaking embedded in-house connection (Ground floor only)	Php 200.00 Php 100.00 Php 100.00 Php 100.00 Php 1,000.00 Php 1,500.00 Php 350.00 Php 500.00 Php 3,500.00	1-2 hours 30 minutes 30 minutes 15 minutes 15 minutes 15 minutes 2 hours	Mr. Felix Mendoza Mr. Idefonso Cruzat Mr. Manny Pablo	
	6-B) General repair works a. Transmission line b. Distribution line c. Lateral line		4-6 hours 2-4 hours 1-2 hours		
2.) Signs on the SR form attesting that action was taken on request.	7.) Let the customer sign on the SR form. Informs the customer that service charge will reflect on next month's billing		3 minutes	Mr. Felix Mendoza Mr. Idefonso Cruzat Mr. Manny Pablo	
END OF TRANSACTION					

** the maximum time, depending on the nature of service requested.

FRONT LINE SERVICE 4	:	CLASSIFICATION OF PAYMENTS
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga with existing water service connection and willing to pay their respective water bill.

What are the Requirements:

- a. Billing Notice
- b. Cash or check

Duration:

3 minutes

How to Avail the Service:

FRONT LINE SERVICE 4	:	CLASSIFICATION OF PAYMENTS			
		STEPS			
CLIENT		SERVICE PROVIDER	FEES	PROCESSING TIME	RESPONSIBLE PERSON
					FORM

1.) Approach the Public Assistance Desk Officer of the Day	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Gives customer priority service number.			Officer of the Day	
* <i>Cash Payment</i> * <i>Check Payment</i> Note: For check payment the Government Institutions, Agencies and Business establishments who are duly registered with the BIR who withhold taxes (2%)	2.) Assist to the counter area for cash payment Assist to the accounting area for checking of computation and receiving of other forms			Officer of the Day	
2.) Payment for Active Accounts	* <i>Payments for Water Bills</i> * <i>New Connection</i> * <i>Reconnection</i> * <i>Materials Request</i> * <i>Change of Name (Ordinary & Senior Citizen)</i> * <i>Certification</i>		3 minutes		
3.) Payment for New Accounts	3.) Ask the registered concessionaire's name 4.) Check the Customer's Ledger File in the computer 5.) Explain to the client the fees to be paid regarding to their transaction A. NEW SERVICE CONNECTION Type of connection: > ALONG > ACROSS Registration Fee Notarial Fee (MOA) Water Maintenance Fee Materials	Php 500.00 Php 1,000.00 Php 500.00 Php 100.00 Php 1,300.00	3 minutes	Ms. Raquel M. Saavedra	
4.) Ask for the Original Receipt	B. RECONNECTION a. Disconnected Service Line (with Arrears) <i>within 24 hours</i> <i>more than 24 hours</i> <i>3 months to 1 year</i> <i>1 year above</i> b. Temporary Close or Voluntary Disconnection <i>within 6 months</i> <i>6 months to 1 year</i> <i>1 year above</i> C. MATERIALS REQUEST Ball Valve Water Meter (Water Meter Maintenance Fee) Brass Coupling P/E Tubing per meter ** <i>Pipe and Fittings materials may vary on the availability of stocks.</i> D. CHANGE OF NAME Ordinary Senior Citizen	Php 300.00 Php 500.00 Php 1,500.00 Php 2,000.00 Php 200.00 Php 1,000.00 Php 1,500.00 Php 211.68 Php 1,300.00 Php 119.70 Php 24.00 Php 150.00 Php 200.00	3 minutes	Ms. Charito Planas	
	6.) Print the Receipt of the payment				

5.) Receives the Official Water Bill	7.) Issue Official Water Bill Receipt for the payment made.	3minutes	Ms. Jennifer B. Sambo Ms. / Chona C. Dela Peña / Ms. Charito Planas
END OF TRANSACTION			

FRONT LINE SERVICE 5	:	CHANGE OF ACCOUNT NAME
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga with existing water service connection and intend to change/update the registration of their account.

What are the Requirements:

a. Community Tax Certificate

Duration:

5 minutes plus 10 minutes (for new customers)

How to Avail the Service:

FRONT LINE SERVICE 5		CHANGE OF ACCOUNT NAME					
	:	STEPS		FEEs	PROCESSING TIME	RESPONSIBLE PERSON	FORM
CLIENT		SERVICE PROVIDER					
1.) Approach the Public Assistance Desk Officer of the Day (see table signage)		1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Ask the purpose of his/her presence b. Ask the registered concessionaire's name c. Check the Customer's Ledger File in the computer				Officer of the Day	
2.) Fill-up the Water Service Application Form & Information Sheet		2.) Give a blank Water Service Application Form & Information Sheet a. Assist the client in filling-up the application form, explain the procedure, requirements needed and fees required <i>(Check the information required for Change of Account Name)</i> > <u>Owned</u> - <i>(Ask his/her present Community Tax Certificate Number)</i> > <u>Rented</u> - <i>(Let the client bring the Water Service Application Form for the approval of the building owner)</i> <i>(Classify the Connection)</i> > <i>Senior Citizen</i> > <i>Ordinary</i> > <i>Residential/Government</i> > <i>Commercial A or B</i> > <i>Industrial</i>			5 minutes	Ms. Arlene Asuncion	Water Service Application Form and Information Sheet
				Php 200.00 Php 150.00	5 minutes	Ms. Arlene Asuncion	

3.) Free-hand Questionning	3.) Orientation and Briefing <i>Explanation on the categories for application, memorandum of agreements and other concerns</i>		10 minutes	Ms. Arlene E. Asuncion	
4.) Settle the payments	4.) Will assist for the payment (Cashier)		3 minutes	Ms. Arlene E. Asuncion Ms. Charito Planas	
5.) Render the Official Receipt	5.) Recording of Official Receipt		2 minutes	Ms. Arlene E. Asuncion	
6.) Sign the Memorandum of Agreement	6.) Prepare New Sets of Memorandum of Agreement for signature		5 minutes		
	7.) Advice the client that one (1) copy of MOA will be given to them after it is duly notarized, record the new account		1 minute		
END OF TRANSACTION					

FRONT LINE SERVICE 6

RECLASSIFICATION OF BILLING CATEGORY

Schedule of Availability of Services:
 Monday - Friday
 8:00am - 5:00pm
 NO NOON BREAK

Who May Avail of the Service:
 The concessionaires of Calabanga with existing water service connection to change its classification of billing category.

What are the Requirements:
 a. Request for adjustment
 b. Accomplished inspection report.

Duration:
 5 minutes and 5 days

How to Avail the Service:

FRONT LINE SERVICE 6		RECLASSIFICATION OF BILLING CATEGORY			
STEPS		FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
CLIENT	SERVICE PROVIDER				
1.) Approach the Officer of the Day about the purpose	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			Officer of the Day	Service Request (blue)
	2.) At Commercial Section clients will be assisted and forwarded to the Billing Section		5 minutes	Ms. Arlene E. Asuncion	
	Note: <i>Assessment of Billing Section will depend on result of investigation</i> Billing Category: > Residential/Government > Commercial/Industrial > Commercial A > Commercial B Note: <u>Minimum Charge of each Component is listed, but in case of not paying on the scheduled due date, 10% PENALTY CHARGE IS ADDED.</u> Billing Components: > Current Year > Previous Year Arrears > Other Water Revenue > Materials Request * Ball Valve * Water Meter * P/E Tubing	Php 236.00 Php 472.00 Php 413.00 Php 354.00	15 minutes	Ms. Jubel S. Penion Ms. Aiza H. Velez	

	<ul style="list-style-type: none"> > <i>New Service Connection Installation</i> * <i>Payment for New Connection is forwarded by the Customer Service Assistant to the Billing Section for the recording of the certain applied account, depending on its classification.</i> 		2 minutes	Ms. Arlene E. Asuncion	
	1.) Encoding of the data of the Client / Printing <ul style="list-style-type: none"> > Name > Address > Account Number > Meter Number > Date Applied > Present Reading > Period Covered > Arrears CY/PY/OWR 		1-5 days	Ms. Jubel S. Penion Ms. Aiza H. Velez	
	Note: <i>Calabanga Water District has its designated account number for each Zones of every Barangays/Sitio.</i>				
	* Billing adjustment is done due to some unexpected damages to line (Billing Adjustment Memo) <ul style="list-style-type: none"> A) Check the record from the ledger B) Logbook for checking both the line and reading C) Adjustment to the bill, depending on the type of damage D) Printing of Billing Adjustment Memo E) Ready for paying 		3 minutes	Ms. Jubel S. Penion / Ms. Aiza H. Velez	
END OF TRANSACTION					

FRONT LINE SERVICE 7	:	BILLING ADJUSTMENT
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga with existing water service connection and are requesting that their water bills be adjusted based on the prescribed rules.

What are the Requirements:

a. Letter requesting for billing adjustment

Duration:

10 minutes

How to Avail the Service:

FRONT LINE SERVICE 7	:	BILLING ADJUSTMENT			
CLIENT	STEPS	FEEs	PROCESSING TIME	RESPONSIBLE PERSON	FORM
	SERVICE PROVIDER				
1.) Approach the Officer of the Day	Water Bill for adjustment is forwarded to the billing section for checking			Officer of the Day	
	** as per BOD resolution re: One-Time Policy of Billing Adjustment Memo for High Consumption. (Billing Adjustment Memo) A) Check the record from the ledger			Ms. Arlene E. Asuncion Ms. Jubel S. Penion	

	B) Logbook for checking both the line and reading C) Computes the adjustment base on nature of complaint and justification. D) Reviews the computation and recommend the appropriate rate of adjustment. E) Printing of Billing Adjustment Memo F) Ready for paying		10 minutes	Ms. Raquel Saavedra	Service Request (yellow)
2.) Acceptance	1.) Checking and verification of Billing Adjustment 2.) Render a copy of Billing Adjustment Memo Explains to the customer the adjustment and that will reflect on the Accounts Receivable ledger upon approval of Billing Adjustment Memo (BAM) 3.) Explains to the customer the adjustment and that will reflect on the Accounts Receivable ledger upon approval of Billing Adjustment Memo (BAM)			Ms. Jubel S. Penion Ms. Chona Dela Peña	
3.) Payment	1.) Issuance of Official Receipts upon payment of adjusted bill.			Ms. Jennifer B. Sambo Ms. Chona Dela Peña	
END OF TRANSACTION					

FRONT LINE SERVICE 8	:	TEMPORARY CLOSE (Service Closure)
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The consumer of Calabanga with existing water service connection requesting for Temporary Close.

What are the Requirements:

a. Payment of all arrearages

Duration:

5 minutes and 30 minutes

How to Avail the Service:

FRONT LINE SERVICE 8	:	TEMPORARY CLOSE (Service Closure)			
	STEPS		FEEs	PROCESSING TIME	RESPONSIBLE PERSON
CLIENT	SERVICE PROVIDER				FORM
1.) Approach the officer of the day about the details of your disconnected water service connection	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			1 minute	Officer of the Day
	2.) Check the ledger to assure the name registered.			2 minutes	
	3.) Explain the Procedure of voluntary request for temporary close (Reconnection fee is in need to be paid) Voluntary Disconnection > <i>within 6 months</i> > <i>6 months to 1 years</i> > <i>1 year above</i>		Php 200.00 Php 1,000.00 Php 1,500.00	5 minutes	Ms. Arlene E. Asuncion
					Service Request (Green)

2.) Payments	4.) Advise the client to go to the Teller (Collector) to settle the arrears Issuance of Official Receipts. <i>(After paying, the client will go to the Customer Service Assistant's table for the recording)</i>		3 minutes	Ms. Jennifer B. Sambo
3.) Acceptance	5.) Request for temporary close will be forwarded to the Maintenance Section		1 minute	Ms. Arlene E. Asuncion
	6.) Maintenance Section for the schedule		3 minutes	Engr. Michael Gutierrez Moreno
	7.) Issuance of Maintenance Order			
	8.) Removal of Water Meter is done		30 minutes	Mr. Giovanni Bronzal Mr. Pascual Azañes Rodel
END OF TRANSACTION				

FRONT LINE SERVICE 9	:	CALIBRATION AND TESTING OF WATER SERVICE CONNECTION
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Schedule of Availability of Services:
Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:
The consumer of Calabanga with existing water service connection requesting for calibration of water meter.

Duration:
2 minutes and 30 minutes

How to Avail the Service:

FRONT LINE SERVICE 9		CALIBRATION AND TESTING OF WATER SERVICE CONNECTION			
CLIENT	SERVICE PROVIDER	FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
1.) Approach the officer of the day about the details of your disconnected water service connection	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			Officer of the Day	Service Request (blue)
	2.) Record the complain of the concessionaire to the Request/Complaint Logbook for records		3 minutes	Ms. Arlene E. Asuncion	
	3.) The Commercial Section will forward the job order to the Maintenance Section		2 minutes	Ms. Arlene E. Asuncion	
	4.) Issuance of Maintenance Order		5 minutes	Engr. Michael Gutierrez	
	5.) Accuracy testing/Calibration <i>The accuracy testing will be performed using a 10-liter calibrated container:</i> a.) <u>Normal Reading</u> > The same water meter will be reinstalled in the complainant's water meter stand b.) <u>Over Reading</u> > The water meter will be subjected for calibration procedure using the Test bench > Adjustment on the meter will be implemented depending on the excess percentage (max. tolerance less over reading) Example: Meter reading : 25 m ³		15 minutes		
		30 minutes	Mr. Zaldy Rayos		

	Tolerance : 98% to 102% Over reading : 120% Excess percentage : 18% = 25 m ³ - 25 (18%) = 25 - 4.5 Correction Under Reading (Min. tolerance less under reading)		30 minutes	
2.) Signs on the MO attesting that action was taken on the maintenance order.	6.) Let the customer sign on the Maintenance order.		2 minutes	Designated Water Maint. Man
END OF TRANSACTION				

FRONT LINE SERVICE 10	:	WATER QUALITY ANALYSIS
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The consumer of Calabanga with existing water service connection requesting for the following services:

Dirty Water
Taste or odor of water

Duration:

3 minutes and 5 days

How to Avail the Service:

FRONT LINE SERVICE 10	:	WATER QUALITY ANALYSIS
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	STEPS		PROCESSING TIME	RESPONSIBLE PERSON	FORM
CLIENT	SERVICE PROVIDER	FEES			
Case 1: Concessionaire's request 1.) Approach the Officer of the Day about your complain	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			Officer of the Day	
Case 2: Office Routine	2.) Record the complain of the concessionaire to the Request/Complaint Logbook for recording and forward to the Water Quality Area for checking		3 minutes	Ms. Arlene E. Asuncion	
	3.) Gathering of water sample <i>a.) Bacteriological test</i> <i>b.) Chlorine Residual Test</i>		4 hours 8 hours	Ms. Maribel R. Gabarda / Dwayne Edward Pavilando	
	4.) The water sample will be transported to Metropolitan Naga Water District for testing			Mr. Arnel Casida	
	5.) Testing proper		5 days	MNWD-Lab Technician	
	6.) Release of Test Result a.) Chemical/Physical Analysis (Annually) b.) Bacteriological Test (Monthly) c.) Chlorine Residual Test d.) Line Flushing e.) Air scouring		8 hours 4 hours 8 hours 30 minutes 6 hours	Ms. Maribel R. Gabarda Mr. Dwayne Edward Pavilando Mr. Rolando Ogsomer Mr. Felix Mendoza Mr. Dante Asug	
END OF TRANSACTION					

FRONT LINE SERVICE 11	:	RELOCATION OF WATER METER
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Schedule of Availability of Services:
Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:
The consumer of Calabanga with existing water service connection requesting for services concerning meter relocation.

Duration:
2 minutes and 2 hours

How to Avail the Service:

FRONT LINE SERVICE 11	:	RELOCATION OF WATER METER				
CLIENT	STEPS		FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
		SERVICE PROVIDER				
1.) Approach the Officer of the Day about your complain	1.)	Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			Officer of the Day	Service Request (blue)
	2.)	Record the complain of the concessionaire to the Request/Complaint logbook for recording		2 minutes	Ms. Arlene E. Asuncion	
	3.)	Inspection/Investigation		15 minutes	Mr. Romulo Villena	
	4.)	The Commercial Section will forward the job order to the Maintenance Section		5 minutes	Engr. Michael Gutierrez Moreno	
2.) Signs on the SR form attesting that action was taken on request	5.)	Relocation of Water Meter		1-2 hours	Amadeo Narbonita Rafael Velarde	
	6.)	Lets the customer sign on the SR form. Informs the customer that service charge will relfect on the next month's billing.				
END OF TRANSACTION						

FRONT LINE SERVICE 12	:	TRANSFER OF SERVICE TAPPING
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Schedule of Availability of Services:
Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:
The consumer of Calabanga with existing water service connection requesting for service concerning transfer of service tapping

Duration:
2 minutes and 2 hours

How to Avail the Service:

FRONT LINE SERVICE 12	:	TRANSFER OF SERVICE TAPPING				
CLIENT	STEPS		FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
		SERVICE PROVIDER				
1.) Approach the Officer of the Day about your complain	1.)	Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence			Officer of the Day	Service Request form
	2.)	Record the complain of the concessionaire to the Request/Complaint Logbook for recording		1 minute	Ms. Arlene E. Asuncion	

	3.) Inspection/Investigation	Php 100.00	15 minutes	Mr. Romulo Villena
	4.) The Commercial Section will forward the job order to the Maintenance Section		2 minutes	Engr. Michael Gutierrez Moreno Mr. Jorge C. Comia
	5.) Intervention of Main line disconnection is ordered	Php 500.00	1-2 hours	Mr. Amadeo Narbonita Mr. Rafael Velarde
	6.) Transfer of service connection is applied Note: <i>Cost of Materials will be shouldered by the conscessionaire.</i>	Php 500.00		
2.) Signs on the SR form attesting that action was taken on request	5.) Transfer of service connection is done		1-2 hours	Amadeo Narbonita Rafael Velarde
	6.) Lets the customer sign on the SR form			
END OF TRANSACTION				

FRONT LINE SERVICE 13	:	(EXPANSION PROJECT) LATERAL/DISTRIBUTION LINES
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The consumer of Calabanga without existing water service connection.

What are the Requirements:

Community Tax Certificate
Barangay Clearance

Duration:

2 minutes and 2 hours

How to Avail the Service:

FRONT LINE SERVICE 13		(EXPANSION PROJECT) LATERAL/DISTRIBUTION LINES				
	STEPS		FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
CLIENT	SERVICE PROVIDER					
1.) Approach the Officer of the Day about your complain	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> Ask the purpose of his/her presence				Officer of the Day	
	2.) Record the complain of the conscessionaire to the Request/Complaint Logbook for recording			1 minute	Ms. Arlene E. Asuncion	
	3.) Schedule for Preliminary Investigation/Site Inspection			2-3 hours	Mr. Edwin C. Barawel	
	4.) House-to-House survey is conducted <i>re:</i> The number of Service Connection to a certain Barangay/Sitio is generated.			2-3 days	Mr. Romulo Villena	
	5.) Preparation of Program of Works and Cost is duely estimated			4 hours	Mr. Edwin C. Barawel	
	6.) Board of Director's approval Note: The criteria for Board of Diretor's approval will depend on the cost of materials with respect to the no. of service connection that could be			2 hours	Board of Directors	

2.) Application/Payment for New Connection	generated.				
	7.) Let the applicant fill up properly the Application for water service connection. Advises the applicant to pay the fees to the teller (bill collector)		2 hours	Ms. Arlene E. Asuncion	Application Form for New Service Connection
	8.) Excavation/Pipe Laying/Backlifting works/ Connection and Restoration		20-30 days	Extra Work Order	
9.) Installation of New Service Connection		3-4 days	Designated Water Maintenance Man		

END OF TRANSACTION

FRONT LINE SERVICE 14	:	ISSUANCE OF CERTIFICATION
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Schedule of Availability of Services:

Monday - Friday
8:00am - 5:00pm
NO NOON BREAK

Who May Avail of the Service:

The concessionaires of Calabanga with existing water service connection and are requesting for the Issuance of Certification

What are the Requirements:

- a. Community Tax Certificate
- b. Valid Identification

Duration:

5 minutes to 30 minutes

How to Avail the Service:

FRONT LINE SERVICE 14	:	ISSUANCE OF CERTIFICATION				
	STEPS		FEES	PROCESSING TIME	RESPONSIBLE PERSON	FORM
CLIENT	SERVICE PROVIDER					
1.) Approach the Public Assistance Desk Officer of the Day (see table signage)	1.) Greet the client, offer a seat <i>(let the client be comfortable)</i> a. Ask the purpose of his/her presence b. Ask the registered concessionaire's name		Php 50.00		Officer of the Day	
2.) Request for Certification a. Potability Certification b. Concessionaire's Certification	2.) a. Check the Customer's Ledger File in the computer b. Ask for the letter of request			5 minutes	Ms. Arlene E. Asuncion	
3.) Settle the payments	3.) Will assist for the payment (Cashier)			3 minutes	Ms. Arlene E. Asuncion Ms. Charito Planas	
4.) Render the Official Receipt	4.) Recording of Official Receipt			2 minutes	Ms. Arlene E. Asuncion Ms. Betty B. Viola	
	5.) Prepare Certification			30 minutes		
	6.) For Signature			1 minute		
5.) Received 2 copies of Certification	7.) Render Original Copy of Certification			1 minute	GM Celedonio I. Tolentino, Ms. Betty B. Viola	
	8.) Record the Request for accomplishment			1 minute	Ms. Betty B. Viola	
END OF TRANSACTION						