

**CALABANGA WATER DISTRICT  
CITIZEN'S CHARTER  
2018**

**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.

**GOALS:**

To provide sufficient, potable and affordable water supply at all times. To conserve, protect and rehabilitate the watershed areas towards a better environment. To promote customer's full satisfaction and maintain high standard of public service. To maintain the highest degree of employees morale through effective mngement. To be sustainable and self-reliant water district.

<b>SCHEDULE OF AVAILABILITY OF SERVICES:</b>	Monday to Friday, 8:00am to 5:00pm	<b>Who May Avail of the Service:</b>	Monday to Friday
<b>NO NOON BREAK</b>		The residence of Calabanga without existing water service connection.	<b>Duration:</b> 1 minute and 1 day (excluding travel time and depending of the schedule of turn-over of processed applications)

**FRONT LINE SERVICES**

Name of Service 1 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANSACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
APPLICATION FOR INSTALLATION OF NEW SERVICE CONNECTION				FEES PAID (3)	OTHER TRANSACTION FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Application	<b>Day 1 visit:</b> 1. Inquire and get list of requirements 2. Submit list of requirements to process Application for New Connection 3. Pay to the cashier P100.00 for inspection fee.	1. Greet the client, offer a seat (let the client be comfortable) 2. Ask the purpose of his/her presence and encode personal details of concessionaires 3. Record payment and forward processed application for inspection. 4. Cashier will issue validated official receipts upon payment. <b>Inspection fee</b>	<b>1</b>	100.00			Arlene E. Asuncion Utility/Customer Service Assist.  Jennifer B. Sambo Teller 2 (Cashier C)	1. Barangay Clearance 2. Community Tax Certificate (CTC) or Cedula	3 minutes
Inspection Verification	<b>Day 2 visit:</b> 4. Sign in the Water Service Application form.	5. Inspector will conduct evaluation and inspect you place whether water mains are available and determine the materials needed	<b>2</b>				Romulo B. Villena (Inspector-WMMB)	Water Service Application Form	15minutes
Assessment Payment	5. Ask for the total assesement for payment. 6. Pay to the cashier the total assessment of fees, charges and materials.	6. Customer Service Assist. will determine the total assessment of fees, charges and materials 7. Sr. Water Utilities Mgt./Dev. Officer will verify the total assesment for New Connection. 8. Cashier will issue validated official receipt upon payment. a. Assesment of payments are classified as follows:  <b>Type of Connection:</b> Water Maintenance fee Registration fee Notarial fee Cluster Across Along	<b>3</b>	1,300.00 500.00 100.00 500.00 1,000.00 500.00			Arlene E. Asuncion Utility/Customer Service Assist. Raquel M. Saavedra (SWUMDO-Verification)  Jennifer B. Sambo Teller 2 (Cashier C)	Official Receipt	2 minutes

Orientation	7. Attend an orientation of Memorandum of Agreement	9. Conduct Orientation of Memorandum of Agreement to concessionaires.	<b>4</b>				Arlene E. Asuncion Utility/Customer Service Assist.	Memorandum of Agreement	8 minutes
	8. Sign in the Memorandum of Agreement of Water Service Installation.	10. Forward processed Memorandum of Agreement to the Office of the GM for approval							
Installation process	9. Wait for the schedule for the installation of New Water Service Connection	11. Scheduling of Installation of New Service Connection and Preparation of Maintenance Order by the Engineering Division.	<b>5</b>				Engr. Michael M. Gutierrez Moreno (Supervising Engineer)	Water Service Application Form	3 minutes
	10. Sign on the Water Service Application form attesting that water service has been installed and your request/application satisfy.	12. General Manager approves. 13. Plumbers perform the installation of new service connection					Engr. Celedonio I. Tolentino Jr.  Designated plumbers	Maint. Order	2hours
<b>END OF TRANSACTION</b>									

Name of Service 2 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
<b>REPAIR OF SERVICE CONNECTION/GENERAL WORKS</b>				FEES PAID (3)	OTHER TRANSACTIONS FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Request/ Complaints	1. <b>Approach</b> the Officer of the Day or Customer Service Assistant for Request/ complaints	1. Greet the client, offer a seat (let the client be comfortable). 2. Encode details of complaint and print the Service Request (SR) form. 3. Service Request for Repair of Service Connection/General Repair Works verify and sign by:	<b>1</b>				Ferdinand Espina (WMMB)  Raquel M. Saavedra (SWUMDO)  Romulo B. Villena (WMMB)	Service Request	3 minutes
	2. <b>Sign</b> in the Service Request for confirmation of immediate repair	4. Inspector will conduct inspection and determine the materials needed to purchase or charge next month billing							
Payment	3. <b>Pay</b> to the cashier if there is/are materials needed after inspection or charge to next month billing.	5. Cust. Service Assist will compute the materials need if there is any. 6. Cashier will issue validated official receipts upon payment.	<b>2</b>				Ferdinand Espina (WMMB) Jennifer B. Sambo (Cashier C)	Official Receipt	
REPAIR OF SERVICE CONNECTION/GENERAL WORKS	4. <b>Sign</b> in the Service Request form attesting that action was taken on request.	6. Service Request will be forward to the Supervising Engineer for the issuance of Maintenance Order 7. General Manager approves and sign Maintenance Order.  8. Issuance of approve Maintenance Order for Repair of Service Connection/General Repair Works. <b>Note:</b> General Repair Works a. Transmission line b. Distribution line c. Lateral line Repair of Service Connection a. Mainline leak (Across)	<b>3</b>				Engr. Michael M. Gutierrez Moreno (Supervising Engineer)  Engr. Celedonio I. Tolentino Jr. Office of the GM       Designated Plumber  Ildelfonso M. Cruzat Guillermo Nosil Felix Mendoza	Service Request and Maintenance Order	1-2 days

	b. Change ball valve '-Purchased ball valve '-Charge to bill c. Leak before the water meter <b>Note:</b> The maximum time, depending on the nature of service request and location.					FERNANDEZ Manny Pablo	30min-1hour
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**END OF TRANSACTION**

Name of Service 3 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANSACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
<b>TEMPORARY CLOSED/DISCONNECTION</b>				FEES PAID (3)	OTHER TRANSACTION FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Verification of accounts	1. Approach the Officer of the Day or Customer Service Assistant for Temporary Closed/Voluntary Disconnection 2. Ask for account arrearages.	1. Greet the client, offer a seat (let the client be comfortable). 2. Check the customer ledger for the arrears. 3. Preparation of Service Request for Temporary Closed/ Voluntary Disconnection	<b>1</b>				Ferdinand Espina (Verifier-WMMB)	Water Bill and SOA	3 minutes
Payment	3. Pay to the cashier/teller the arrears incurred and pay the advance payment on Water Bill if Temporary Closed was made on the second week of the month. 4. Sign in the Service Request for confirmation of immediate Temporary Closed	4. Service Request for Temporary Closed/Voluntary verify and sign by: 5. Cashier will issue validated official receipts upon payment. Assessment of Reconnection Fee for Temporary Closed are as follows: within 6 months  200.00 6 months to 1 year  700.00 1 year above  2,000.00 a. Disconnected (with arrears) within 24 hours  300.00 more than 24 hours  500.00 3 months to 1 year  1,500.00 1 year above  2,000.00	<b>2</b>				Raquel M. Saavedra (SWUMDO) Jennifer B. Sambo (Cashier C) Chona DP. Velarde (Teller 3)	Service Request Official Receipts	2minutes
Temporary Closed/ Voluntary	5. Sign in the Service Request form attesting that action was taken on request	5. Service Request will be forwarded to assigned plumber for the removal of water meter.	<b>3</b>				Pascual A. Azañes Giovanni Bronzal Designated Plumber	Service Request	20minutes

**END OF TRANSACTION**

Name of Service 4 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANSACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
<b>RECONNECTION</b>				FEES PAID (3)	OTHER TRANSACTION FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Verification of accounts	1. <b>Approach</b> the Officer of the Day or Customer Service Assistant for reconnection of service connection. 2. <b>Inquire</b> for accounts arrearages.	1. Greet the client, offer a seat (let the client be comfortable) 2. Check the customer ledger for the arrears.	<b>1</b>				Ferdinand Espina (WMMB)	Water Bill and SOA	2 minutes
	3. <b>Ask</b> for the total arrears and reconnection fee for payment. 4. <b>Pay</b> to the cashier for Reconnection Fee and total arrearages incurred.	3. Customer Service Assist. will determine the total arrearages and reconnection fee. 4. Cashier will issue validated official receipts upon payment.	<b>2</b>						

Payment	5. <b>Sign</b> in the Service Request for reconnection of service	Assessment of Reconn Fee are as follows: a. Disconnected (with arrears) within 24 hours   300.00 more than 24 hours                                     500.00 3 months to 1year                                     1,500.00 1 year above   2,000.00 b. Temporary close or Voluntary disconnection  within 6 months   200.00 6 months to 1 year                                     700.00 1 year above   2,000.00				Jennifer B. Sambo Teller 2 (Cashier C) Chona DP. Velarde Teller 3 (UCSA-B)	Official Receipts	3minutes	
Inspection	6. <b>Wait</b> for the schedule of inspection at your place.	5. Customer Service Assist. Prepares Service Request for Reconnection to verify by Sr. Water Utility Mgt./Dev. Officer.  6. Inspector will conduct inspection and inspect your place if disconnected three months and below and determine if: a.) at mainline disconnection b.) at meterstand (The maximum time depending on the location of the service area)	<b>3</b>				Romulo B. Villena (Inspector-WMMB)	Service Request	1-2hours min and 1day  2minutes
Reconnection process	7. <b>Sign</b> in the Service Request form attesting that action was taken on request.	7. Endorse to the Supervising Engineer for the issuance of Maintenance Order 8. Issuance of Maintenance order by Engineering Division for Reconnection . 9. General Manager approves and sign Maintenance Order. 10. Designated Plumbers perform the reconnection of service connection	<b>4</b>			Engr. Michael M. Gutierrez Moreno Engr. Cesarino T. Toriano Office of the GM Ildelfonso M. Cruzat Guillermo Nosil Felix Mendoza Manny Pablo Designated Plumber	Maintenance Order	2hours	
END OF TRANSACTION									

Name of Service 5 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANSACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
CLASSIFICATION OF PAYMENTS				FEES PAID (3)	OTHER TRANSACTION FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Verification of accounts	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.	1. Greet the client, offer a seat (let the client be comfortable). 2. Verify the account name and other account dues of the Concessionaire. <b>Classification of payments are as follows:</b> <b>A. Payment for water bills and Other Water</b> <b>B. Payment for New Connection</b> (Service 1) <b>C. Reconnection</b> (Service 4)	<b>1</b>				Jennifer B. Sambo Teller 2 (Cashier C) Chona DP. Velarde Teller 3 (UCSA-B)	Water Bill or SOA	2minutes
		<b>D. Change Name</b> Senior Citizen Ordinary		200.00 150.00					

		<b>E. Certification fee</b> Potability Certification Laboratory testing fee (TCT and FCT) Laboratory testing fee (TCT,FCT & HPC) conducted by: Accredited Laboratory		50.00 300.00 600.00					
Payment	4.Pay the exact amount to the Teller. <b>Note:</b> 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.	4.Cashier will issue validated official receipts upon payment. a) 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.	<b>2</b>				Jennifer B. Sambo Teller 2 (Cashier C) Chona DP. Velarde Teller 3 (UCSA-B) Raquel M. Saavedra (check verification)	Official Receipt	2minutes
<b>END OF TRANSACTION</b>									

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To maintain the highest degree of employees morale through effective mngement. To be sustainable and self-reliant water district.

<b>SCHEDULE OF AVAILABILITY OF SERVICES:</b>	Monday to Friday, 8:00am to 5:00pm	<b>Who May Avail of the Service:</b>	<b>Duration:</b>	Monday to Friday 10 minutes
<b>NO NOON BREAK</b>		The residence of Calabanga without existing water service connection.		

**NON-FRONT LINE SERVICES**

Name of Service 1 (1)			NUMBER OF STEPS (2)	TRANSACTION COST INCURRED BY THE TRANACTING PUBLIC/CLIENT		SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATORIES (6)	REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)
CHANGE OF ACCOUNT NAME				FEES PAID (3)	OTHER TRANSACTION FEES (4)				
PROCESS	CITIZENS/CLIENT	SERVICE PROVIDER							
Verification of accounts	1. Approach the Officer of the Day or Customer Service Assistant for Change Name 2. Inquire and get list of requirements for Change Name 3. Submit list of requirements to process Change Name. 4. Sign in the Water Service Application Form for Change Name.	1. Greet the client, offer a seat (let the client be comfortable) 2. Ask the registered account name 3. encode personal details of concessionaires 4. Water Service Application Form for Change Name verify and sign by:	<b>1</b>				Utility/Customer Service Assist.  Raquel M. Saavedra (SWUMDO-Verification)	1. Barangay Clearance 2. Community Tax Certificate (CTC) or Cedula Water Service Application Form	3 minutes
Payment	5. Pay to the cashier payment for Change Name and receive validated official receipt.	5. Cashier accept payment and issue validated official receipt upon payment.  Change Name Senior Citizen Ordinary	<b>2</b>	200.00 150.00			Utility/Customer Service Assist.  Jennifer B. Sambo Teller 2 (Cashier C)	Official Receipt	2 minutes
Orientation	6. Attend an orientation of Memorandum of Agreement.  7. Sign in the Memorandum of Agreement for Change of Account Name.	6. Prepare new sets of Memorandum of Agreement orientation and briefing of the Policy, Rule and Regulations. 7. Advise the client that one (1) copy of MOA will be given to them after it is duly notarized.	<b>3</b>				Utility/Customer Service Assist.	Memorandum of Agreement	8 minutes
Change of Account Name	8. Client will be notified the new account will be reflected on the next month billing.	8. Water Service Application Form for Change Name approve and sign by: 9. Change of Account Name will be forwarded to Billing to encode data	<b>4</b>				Engr. Cereonio I. Tolentino Jr. (General Manager) Jubel S. Penion (UCSAA-Billing)	Water Service Application Form	2 minutes
<b>END OF TRANSACTION</b>									