

**CATBALOGAN WATER DISTRICT
CITIZEN'S CHARTER**



CATBALOGAN WATER DISTRICT

**CITIZEN'S CHARTER
2020 (2nd Edition)**

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I. Mandate

The Catbalogan Water District was formed pursuant to Presidential Decree No. 198, s.1973, for the purposes of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating waste-water collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision

To be an excellent water utility providing potable and sustainable water with efficient and economically viable services and ensuring the preservation of our natural resources.

III. Mission

We are committed to be a customer service-oriented utility that is concerned with the preservation of our natural resources.

IV. Service Pledge

We the officials and employees of the Catbalogan Water District, commit to:

- **W**ork efficiently, religiously and with utmost courtesy by all the employees and personnel from Monday to Friday from 8:00 a.m. to 5:00 p.m.;
- **A**dhere strictly to work with strict compliance of the service standards, with written explanations for any delays in the priority services;
- **T**o act promptly on every priority services the soonest possible time or within the day;
- **E**nsure the safety of our water concessionaires through 24/7 supply of potable, reliable and sufficient water;
- **R**espond to your complaint about our services the earliest possible time through our customer service assistance/front desk and take corrective measures.

All these we pledge.

***because it's the service we offer;

***because the services we offer concerns **WATER** and water is **LIFE**



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CATBALOGAN WATER DISTRICT External Services

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1. Application of New Water Service Connection

This is the process of evaluating the application on the basis of documents presented and to determine whether water service can be legally provided. It is therefore important that documentary requirements for this process is identified and established for every type of application.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Household/Property Owner/ Private & Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled up Application Form		CWD Front Desk -Customer Service Assistant		
Brgy. Certification		Office of the Barangay		
Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay		City Assessor's Office		
Valid Community Tax Certificate		City Assessor's Office		
Photocopy of Government Issued ID		Issuing government agency		
Concrete Cutting/Excavation Permit, if applicable		DPWH/City Engineer's Office/Homeowners' Assoc.		
Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)		CWD Front Desk -Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire	1.1 Provide application form with attached list of requirements 1.2 Briefing of applicants	None	20 mins	<i>Customer Services Assistant</i> Commercial Division
2. Submit fully accomplished Application form and requirements	2.1 Receive and check the completeness of data and requirements 2.2 Prepare Service Request for Survey and Investigation	None	20 mins	<i>Customer Services Assistant</i> Commercial Division
3. Attend orientation / seminar	3.1 Conduct/ Facilitate Orientation Seminar of CWD policies and guidelines 3.2 Issue certificate of Attendance	None	1 hour	<i>Customer Services Assistant</i> Commercial Division
4. Pay Survey Fee	4.1 Receive payment	PHP 200.00	5 mins.	<i>Cashier</i> Commercial Division
5. Wait for Investigation	5.1 Investigation 5.2 Approval	None	2 days	<i>Investigator</i> <i>Division Manager,</i> Commercial Division

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6. Wait for Survey & Billing	6.1 Conduct Survey		2 days 15 mins	Sewerage Maintenance Foreman Engineering Division
	6.2 Computation of billing & other necessary fees			Supervising Engineer Engineering Division
7. Install after the meter pipeline and inform the frontline	7.1 Prepare service request for checkup after the meter pipeline	None	20 mins	Customer Service Assistant Commercial Division
	7.2 Conduct checkup of after the meter pipeline		1 day	Plumbers Engineering Division
8. Water Service Contract Signing	8.1 Preparation and Contract Signing		15 mins	Customer Services Assistant Commercial Division
	8.2 Receive Notarized Contract			
9. Payment of Installation Fee	9.1 Issuance of Receipt	*see Installation Fees	15 mins	Cashier C Commercial Division
TOTAL			5 days, 2 hours & 45 mins.	

*Installation Fees	1/2"	3/4"	1"	1 1/2"	2"
• Residential / Gov't	Php 4,100.00	Php 7,800.00	Php 11,000.00		
• Commercial	Php 4,600.00	Php 8,300.00	Php 11,500.00		
• Commercial A	Php 4,400.00				
• Commercial B	Php 4,300.00				
• Commercial C	Php 4,200.00				

2. Installation of Water Service Connection

Installation of New Water Service Connection is the tapping of water main and the laying of pipes from the main to the curb line or outside of property line immediately after the mainline and setting of the water meter.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who have paid the installation fee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1.	1.1 Preparation of Service Request	None	20 mins	<i>Customer Services Assistant Commercial Division</i>
2.	2.1 Approval of Service Request	None	2 hours	<i>Division Managers General Manager</i>
3. Wait for schedule			*1-10 days	<i>Engineering Division</i>
4.	4.1 Preparation of Requisition & Issuance Slip, Gate Pass		30 mins	<i>Engineering Division</i>
5.	5.1 Assign, Record to logbook & Dispatch plumber		30 mins	<i>Sewerage Maintenance Foreman Engineering Division</i>
6.	6.1 Approval of Requisition and Issuance Slip		30 mins	<i>Supervising Engineer A Engineering Division</i>
	6.2 Approval of Gate Pass		30 mins.	<i>General Manager Division Manager Admin Division</i>
7.	7.1 Issuance of Materials and tools needed		30 mins	<i>Property Officer Administrative Division</i>
8.	8.1 Installation of Service Connection		4 hours	<i>Water Sewerage Maintenance Man Engineering Division</i>
9. Check proper installation, sign accomplished Form SR 004: Service Request for Installation of NWSC	9.1 Inform customer		5 mins.	
TOTAL			1 day, 1 hour & 5 mins	

Note:

*1-10 days waiting time depending on the number of applicants (First-Come-First-Serve Basis)

3. Reopen of Water Service Connection (Disconnected below 3 months)

Disconnected customers that have already paid their arrears and reconnection fee

Office or Division:	CWD Office Front Desk - Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

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Who may avail:	Disconnected customers that have already paid their arrears and reconnection fee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter from registered person, if applicable.		Account Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for priority sequence (letter)	1.1 Direct to Front Desk	None	1 min.	<i>Guard on Duty</i>
2. Inquire account status	2.1 Ask authorization letter from registered person 2.2 Advice payment 2.3 Discuss mode of payment		30 mins.	<i>Customer Services Assistant Commercial Division</i>
3.	3.1 Prepare Service Request		5 mins	<i>Customer Services Assistant Commercial Division</i>
4. Ask for priority sequence (number)	4.1 Direct to guard		1 min	<i>Guard on Duty</i>
5. Pay Unpaid Water Bills	5.1 Receive payment, Issue Billing Receipt		5 mins	<i>Teller Commercial Division</i>
6. Payment of Reconnection Pay	6.1 Receive Payment, Issue O.R.	500.00	5 mins	<i>Cashier C Commercial Division</i>
7. Return Form SR 005: Service Request for Reconnection with Official Receipt/Billing Receipt to Front Desk	7.1 Receive and input OR number in Form SR: 005 and forward to Engineering Division		5 mins	<i>Customer Services Assistant Commercial Division</i>
8.	8.1 Approval of Service Request 8.2 Assign, record and dispatch personnel 8.3 For padlocked proceed to step 12.1 8.4 For removed water meter proceed to step 9		15 mins	<i>Division Manager Engineering Division Water Sewerage Maintenance Foreman Engineering Division</i>

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9.	9.1 Preparation of Requisition and Gate Pass for water meter and materials		15 mins	Engineering Staff Engineering Division
10.	10.1 Approval of Requisition and Issuance Slip 10.2 Approval of Gate Pass		1 hour	Supervising Engineer A Engineering Division General Manager Division Manager Admin Division
11.	11.1 Issuance of Materials and tools needed		30 mins	Property Officer Administrative Division
12.	12.1 Reopen service connection		1 day	Assigned Plumbers
TOTAL		500.00	<u>1 day, 2 hours & 52 mins</u>	

4. Reopening/Reconnection of Water Service Connection (Disconnected below 1 year but Over 3 months)

Disconnected customers below one year but over three months that have already paid their arrears and reconnection fee

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Disconnected customers below one year but over three months that have already paid their arrears and reconnection fee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter from registered person, if applicable		Account Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for priority sequence (letter)	Direct to Front Desk		1 min	Guard on Duty
2. Inquire account status	Ask authorization letter from registered person, if applicable		30 mins	Customer Services Assistant Commercial Division
3. Pay Survey Fee	Issue O.R.	200.00	5 mins per O.R.	Cashier Commercial Division

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4. Present O.R. of Survey Fee to Front Desk	Prepare Form SR 002 Service Request for Investigation and Form SR 001 Service Request for Survey		5 mins	<i>Customer Services Assistant</i> Commercial Division
5. Wait for Investigation	Investigation		2 days	<i>Investigator</i> Commercial Division
	Approval			<i>Division Manager</i> Commercial Division
6. Wait for Survey & Billing	Conduct Survey		2 days	<i>Sewerage Maintenance Foreman</i> Engineering Division
	Computation of billing & other necessary fees			15 mins
7. Wait advise for payment	Inform customer for payment		5 mins	<i>Customer Services Assistant</i> Commercial Division
8. Ask for priority sequence (number)			1 min	Guard on Duty
9. Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt		5 mins per water bill	Teller Commercial Division
10. Payment of Reopen Fee and other necessary fees	Receive Payment, issue O.R.	500.00	5 mins per O.R.	Cashier Commercial Division
11. Present O.R. and Billing receipt to front desk	Prepare Form SR 005: Service Request for Reconnection		5 mins	<i>Customer Services Assistant</i> Commercial Division
	Approval of Service Request		15 mins	<i>Division Manager</i> Engineering Division
	Preparation of Requisition & Gate pass for Water Meter & Materials		15 mins	<i>Engineering Staff</i> Engineering Division
	Assign, record & dispatch Personnel		15 mins	<i>Engineering Staff</i> Engineering Division

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	Approval of Requisition & Issuance Slip		1 hour	<i>Supervising Engineer A</i> Engineering Division
	Approval of Gate Pass			<i>General Manager</i> <i>Division Manager</i> Admin Division
	Issuance of Materials & tools needed		30 mins	<i>Property Officer</i> Admin Division
12. Sign Accomplished Service Request	Reopen service connection		1 day	<i>Water Sewerage Maintenance Man</i> Engineering Division
Total		200.00	<u>5 days, 3 hours & 17mins</u>	

5. Reconnection of Water Service Connection (Disconnected over 1 year)

Service connection disconnected over one year

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants who have paid the installation fee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up Application Form				CWD Front Desk -Customer Service Assistant
2. Brgy. Certification				Office of the Barangay
3. Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay				City Assessor's Office
4. Valid Community Tax Certificate				City Assessor's Office
5. Photocopy of Government Issued ID				Issuing government agency
6. Concrete Cutting/Excavation Permit, if applicable				DPWH/City Engineer's Office/Homeowners' Assoc.
7. Survey Fee (Php 200.00)				CWD Cashier
8. Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)				CWD Front Desk -Customer Service Assistant
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for priority sequence (Letter)			1 min	<i>Guard</i>
2. Inquire	2.1 Provide application form With attached List of Requirements - Briefing of applicants		20 mins per applicant	<i>Customer Services Assistant</i> Commercial Division

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3. Submit fully accomplished Application form and requirements	-Receive and check the completeness of data and requirements		20 mins per applicant	<i>Customer Services Assistant</i> Commercial Division
4. Pay Survey Fee	Issue OR	200.00	5 mins. Per OR	<i>Cashier</i> Commercial Division
5. Present OR of Survey Fee to Front Desk	Prepare Service Request for Survey and Investigation		5 mins.	<i>Customer Services Assistant</i> Commercial Division
6. Attend orientation / seminar	- Conduct/ Facilitate Orientation Seminar of CWD policies and guidelines - Issue certificate of Attendance		1 hour	<i>Customer Services Assistant</i> Commercial Division
7. Wait for Investigation	Investigation		1 day	<i>Investigator</i> Commercial Division
	Approval			<i>Division Manager</i> Commercial Division
8. Wait for Survey & Billing	Conduct Survey		1 day	<i>Sewerage Maintenance Foreman</i> Engineering Division
	Computation of billing & other necessary fees		15 mins	<i>Supervising Engineer</i> Engineering Division
9. Install after the meter pipeline and inform the frontline	Prepare service request for checkup after the meter pipeline		20 mins	<i>Customer Services Assistant</i> Commercial Division
	Conduct checkup of after the meter pipeline		1 day	<i>Water Sewerage Maintenance Man</i> Engineering Division
10. Water Service Contract	Preparation and Contract Signing		15 mins	<i>Customer Services Assistant</i> Commercial Division

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	Receive Notarized Contract			
11. Ask for priority sequence (Number)			1 min	Guard
12. Payment of Installation fee other necessary fees	Receive Payment, issue O.R.	* see installation fees	5 mins per O.R.	Cashier Commercial Division
13. Present O.R. and Billing receipt to front desk	Prepare Form SR 005: Service Request for Reconnection		5 mins	Customer Services Assistant Commercial Division
14. Refer to Steps on Installation of Water Service Connection				
Total			3 days, 2 hours & 42 mins	

*Installation Fees	1/2"	3/4"	1"	1 1/2"	2"
• Residential / Gov't	Php 4,100.00	Php 7,800.00	Php 11,000.00		
• Commercial	Php 4,600.00	Php 8,300.00	Php 11,500.00		
• Commercial A	Php 4,400.00				
• Commercial B	Php 4,300.00				
• Commercial C	Php 4,200.00				

6. Attending Request for Repair Works

All registered concessionaire of Catbalogan Water District may request for any repair works.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All registered concessionaire			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CONCESSIONAIRE	OFFICE STAFF		DURATION	PERSON-IN-CHARGE
Ask for priority sequence (Letter)	Direct to Front desk		1 min	Guard
Inform front desk for Request Details	Assess request & Prepare Service Request for maintenance (no need of survey and investigation, Skip Steps 3- 6)		20 mins	

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If request needs survey & investigation, Pay Survey Fee	Issue O.R.	200.00	5 mins per O.R.	Cashier Commercial Division
Present O.R. of Survey Fee to Front Desk	Prepare Form SR 002 Service Request for Investigation and/or Form SR 001 Service Request for Survey		5 mins	Customer Services Assistant Commercial Division
Wait for Investigation, if needed	Investigation		2 days	Investigator Commercial Division
	Approval			Division Manager Commercial Division
Wait for Survey & cost of labor and materials	Conduct Survey		2 days	Sewerage Maintenance Foreman Engineering Division
	Computation of labor and materials & other necessary fees		15 mins	Supervising Engineer Engineering Division
Wait advise for payment	Inform customer for payment		5 mins	Customer Services Assistant Commercial Division
Ask for priority sequence (number)	Direct to Front desk		1 min	Guard
Payment of Repair Fee	Receive Payment, issue O.R.	<i>*see Services and fees</i>	20 mins	Cashier Commercial Division
	Preparation of Requisition & Issuance Slip, Gate Pass		2 hours	Assigned Staff Engineering Division
-	Assign plumber & schedule repair		10 mins	Division Manager Engineering Division
	Approval of Requisition & Issuance Slip, Gate Pass		1 hour	Division Managers
-	Issuance of Materials & tools needed		30 mins	Property Officer Admin Division

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-	Prepare service request for repair		15 mins	Customer Services Assistant Commercial Division
-	Conduct repair work		15 mins	Installation Team
Total			<u>4 days, 5 hours & 22 mins</u>	

Services & Fees

- Transfer of Tapping
 - a) Cluster - Php 750.00 (plus materials)
 - b) Mainline - Php 1,500.00 (plus materials)
 - c) Extension Line - Php 1,000.00 (plus materials)
- Replacement of Ball Valve & Fittings - Php 200.00
- Relocation of Water Meter - Php 300.00
- Pull-out, Calibration, & Re-Installation of Water Meter - Php 500.00
- Calibration of Water Meter - Php 100.00
- Change of Registration - Php 75.00
- Installation of Faucet - Php 75.00
- Installation of Pipes - Php 15.00/meter
- Hydro Testing - Php 1,000.00 per one storey
- Concrete Cutting
 - a.) Single - Php 75.00
 - b.) Double - Php 150.00
- Hydro Testing
- Restoration/Concreting 4"x4" - Php 150.00/lm
- Concrete Breaking 4"x4" - Php 100.00/lm.
- Excavation
 - a) Hard Rock - Php 4,000.00/cu.m
 - b) Soft Rock - Php 3,000.00/cu.m
 - c) Pure Soil - Php 500.00/cu.m

7. Availing of Senior Citizen Discount

Senior Citizen with at least one year active service connection

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen with at least one year active service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form SC 004: Application for Senior Citizen Discount form		Front Desk		
Senior Citizen ID		Office of the Senior Citizen Affairs		
Barangay Certification		Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask for priority lane number	Direct to Front desk		1 min	Guard

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Inform front desk	Discuss needed requirements and provide application form		20 mins	Customer Services Assistant Commercial Division
Fill Up application form and submit with required documents	Check application form and required documents		15 mins	Customer Services Assistant Commercial Division
	Prepare Service Request for Investigation		15 mins	Customer Services Assistant Commercial Division
	Investigation		2 days	Investigator Commercial Division
-	Check application form and GMs approval on investigation		20 mins	Division Manager Commercial Division General Manager
-	Encode to System of qualified customers		10 min	Customer Services Assistant Commercial Division
Total			<u>2 days, 1 hour & 21 mins</u>	

Notes

- Discount is 5% of your current bill
- Consumption must not exceed 30 cubic meters/month
- Renewal of membership is every one year

8. Attending Complaints

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All registered customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask for priority lane number	Direct to Front desk		1 min	Guard
Fill up logbook of transaction				

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	Discuss details of complaints			<i>Customer Services Assistant</i> Commercial Division
	Refer to the Concerned Person			Concerned Person
Total			<u>1 min</u>	

9. Sale of Materials

Registered customers may purchase materials and fittings from Catbalogan Water District.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at Customer Assistant (Front Desk Clerk)	1.1 Direct customer to Cashier for payment		5 mins	<i>Customer Services Assistant</i> Commercial Division
2. Payment of Materials	2.1 Receive Payment, issue O.R.		20 mins	<i>Cashier</i> Commercial Division
3. Present OR	3.1 Preparation of Requisition & Issuance Slip, Gate Pass		10 mins	<i>Property Officer</i> Admin Division
	Approval of Requisition & Issuance Slip, Gate Pass		10 mins	<i>Division Manager</i> Admin Division <i>General Manager</i>
	Issuance of Materials		10 mins	<i>Property Officer</i> Admin Division
Total			<u>55 mins</u>	

10. Water Meter Reading and Bill Tendering

Water Meter Reading is the process of measuring client's monthly consumption.

Office or Division:	CWD Billing Section - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All active customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept Water Bill	1.1 Read, Bill & Issue Water Bill to Client	None	1.5 mins	<i>Customer Services Assistant</i> Commercial Division

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Total	<u>1.5 mins.</u>
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- During the ECQ, the district adopted the average billing as we have temporarily suspended meter reading. The water bill was based on the average consumption for the past three months. Any differences versus actual consumption was reflected and charges was adjusted on their next bill when we resumed the read-and-bill operation last May 2020.

11. Payment of Water Bills

This refers to the water fees that are billed prior to the billing period that are due and payable at the main office of the district from the date the meter is read and bill is served to the consumer.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Billed customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account or Prior month's Official receipt		Account Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask For Priority number from the guard	1.1 Give customer priority number		30 seconds	<i>Guard on Duty</i>
2. Wait until number is called			Normal Days: <u>5 mins</u> During Due Dates: <u>30 mins</u>	
3. Give statement of account to teller or if statement of account is missing, give the registered name & address and pay water bill	3.1 Receive payment of water bill		3 mins	<i>Teller</i> Commercial Division
Total			Normal Days: <u>5 mins</u> Due Date: <u>30 mins.</u>	

- As a health protocol, before entering the CWD Office, everyone are required to wash their hands and step on the chlorinated mat. They are also required to wear mask and observe physical distancing at all times. During ECQ, payment were only made thru online and imposition of penalties for non-payment were lifted until June 1, 2020.

12. Disconnection due to Non-payment of Water Bill.

This refers to the disconnection of service connection due to non-payment of water bill. The service connection will be padlocked and the district has the right to pull-out the water meter if the account is not settled for 3 months.

Office or Division:	CWD Office Front Desk - Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

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Who may avail:		All customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Print-out Service Connections Subject for Disconnection		20 mins	<i>Customer Services Assistant</i> Commercial Division
2.	2.1 Checking and Approval		<u>20 mins</u>	<i>Division Manager</i> Commercial Division
3.	3.1 Verify possible payments, prepare Job Order and dispatched personnel		20 mins	<i>Customer Services Assistant</i> Commercial Division
4.	4.1 Locate and advice payment to avoid disconnection, submit advised Service Connection Located for possible payment of Water Bill		3 hours	<i>Cut-off Team</i> Commercial Division
5.	5.1 Validate NON-payments Service Connection for disconnection and dispatched personnel		20 mins.	<i>Customer Services Assistant</i> Commercial Division
6.	6.1 Locate and Disconnect SCs, Submit List of Disconnected SC		3 hours	<i>Cut-off Team</i> Commercial Division
7.	Encode Disconnected SC in the System		20 mins.	<i>Customer Services Assistant</i> Commercial Division
Total			7 hours and 40 mins.	

- No disconnection activities were conducted during the ECQ until July 6, 2020.

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13. Temporary/Voluntary Disconnection

Temporary/Voluntary Disconnection is when clients request for temporary disconnection of their service connection. Temporary/Voluntary Disconnection are considered New Water Service Connection if not reconnected after a year.

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask For Priority sequence (Letter)	1.1 Give customer priority number		1 min.	<i>Guard on Duty</i>
2. Inquire Account Status	2.1 Ask Authorization Letter from registered concessionaire if applicable and Water Bill for payment		20 mins.	<i>Customer Services Assistant Commercial Division</i>
3. Pay Water Bill	3.1 Issue Official Receipt	Full amount of water bill	20 mins	<i>Cashier Commercial Division</i>
4. Present OR of WB & Fill-up Form SC007	4.1 Prepare Form SC008		20 mins.	<i>Customer Services Assistant Commercial Division</i>
5.	Approval of Service Request Assign & Dispatch Personnel		10 mins.	<i>Division Manager Commercial Division Utilities/Customer Services Assistant Commercial Division</i>
6.	6.1 Issuance of Tools Needed		10 mins.	<i>Property Officer Administrative Division</i>
7.	7.1 Disconnect Water Service Connection		1 day	<i>Assigned Personnel Commercial Division</i>
Total			1 day, 1 hour and 21 mins.	

- No disconnection activities were conducted during the ECQ until July 6, 2020.



CATBALOGAN WATER DISTRICT
Administrative Division
Internal Services

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



1. Request for Certification of Employment

Certification duly signed by the General Manager is issued to employee/s (active service) needing this document for promotion purposes and as pre-requisite for claims of welfare and benefits as required by government agencies to like Government Service Insurance System(GSIS), PhilHealth and Pag-IBIG Fund.

Office or Division:	CWD Human Resource Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Ask HR Section for Certificate of Employment	1.1 Prepare/Print Certificate of Employment	none	10 mins.	<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division
	1.2 Forward Certificate of Employment to Admin Division Manager for Review and Initial			<i>Division Manager</i> Administrative Division
	1.3 Forward to Head of Office for Signature when all details are in order.			<i>General Manager</i>
2. Receive requested document (sign logbook)	2.1 Inform and give the requested document		5 min.	<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division
Total			15 mins.	

2. Request for Service Record

Employee Service Record is a document/record of employees years of services rendered in the government/private agencies. This is issued to employee/s (active service) needing this document for promotion purposes and as pre-requisite for claims of welfare and benefits as required by government agencies to like Government Service Insurance System(GSIS), PhilHealth and Pag-IBIG Fund.

Office or Division:	CWD Human Resource Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Ask HR Section for Service Record	1.1 Prepare/Print Service Record 1.2 Forward Service Record to Admin Division Manager for Review and Initial 1.3 Forward to Head of Office for Signature when all details are in order.	none	10 mins.	<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division <i>Division Manager</i> Administrative Division <i>General Manager</i>
2. Receive requested document (sign logbook)	2.1 Inform and give the requested document		5 min.	<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division
Total			15 mins.	

3. Request for Certified True Copy of 201 Documents

Employees may request for certified true copy of their 201 Documents, which include Appointment(s), Birth / Marriage Certificates, Personal Data Sheet, Notices and Other Documents on File. These will be certified true copy from 201 file by the HR Section.

Office or Division:	CWD Human Resource Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Ask HR Section for Certified True Copy of 201 Documents	1.1 Prepare/Print Certified True Copy of 201 Documents	none	25 mins.	<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



2. Receive requested document (sign logbook)	2.1 Inform and give the requested document		5 min.	<i>Industrial Relations Management Officer-B HR Section Administrative Division</i>
Total			30 mins.	

4. Request for Leave/Compensatory Time-Off (CTO)

Employees may request for certified true copy of their 201 Documents, which include Appointment(s), Birth / Marriage Certificates, Personal Data Sheet, Notices and Other Documents on File. These will be certified true copy from 201 file by the HR Section.

Office or Division:	CWD Human Resource Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the application for Leave/CTO and submit to the HR section	1.1 Receive and process the application for Leave and CTO	none	30 mins.	<i>Industrial Relations Management Officer-B HR Section Administrative Division</i>
	1.2 Print the Leave Cards and COC for attachment and check the balances of Leave Credits and COC			
	1.3 Certify that employee has available Leave Credits/COC			<i>Industrial Relations Management Officer-B HR Section Division Manager Administrative Division</i>
	1.4 Forward the Application for Leave and CTO to respective Division Head concerned as recommending approval			<i>Division Managers</i>
	1.5 Division Managers forward Application for Leave/CTO to the			<i>Head of Office</i>

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	Head of Office for approval/disapproval. 1.6 Receive approved leave/CTO and inform concerned employee			<i>Industrial Relations Management Officer-B</i> HR Section Administrative Division
Total			30 mins.	

5. Issuance of Supplies and Materials

The Supplies and Materials are issued to requisitioning division to be used for daily operations, repair and maintenance and projects.

Office or Division:	Property and Supplies Management Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly signed and approved Requisition and Issuance Slip (RIS)		<ul style="list-style-type: none"> Requisitioning Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Requisition and Issuance Slip (RIS) to the Property Officer.	1.1 Check and accept the Requisition and Issuance Slip (RIS) from the requisitioners.	none	20 mins.	<i>Property Officer</i> PSM Section
	1.2 Gather requested supplies and materials from the stock room.			<i>Property Officer</i> PSM Section
	1.3 Check the gathered stock items before issuance			<i>Property Officer</i> PSM Section
	1.4 Affix the signatures on the Requisition			<i>Property Officer</i> PSM Section

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	and Issuance Slip (RIS). 1.5 Release the requested stock materials to the requisitioners.			<i>Property Officer</i> PSM Section
Total			20 mins.	

6. Preparation and Issuance of Property Acknowledgement Receipt (PAR)

The Property Acknowledgement Receipt (PAR) are issued to accountable employees who are needing these documents to monitor and validate their accountabilities and serve as guide for their request for transfer of accountabilities to another accountable employee.

Office or Division:	Property and Supplies Management Section – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employees and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Prepare Property Acknowledgement Receipt (PAR)		Property Officer – Property and Supplies Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the Property Officer to prepare Property Acknowledgement Receipt (PAR) for the requested item.	1.1 Verify the requested Property Acknowledgement Receipt (PAR) in the Materials, Supplies and Property Inventory System (MSPIS) 1.2 Print a copy of Property Acknowledgement Receipt (PAR) 1.3 Affix signatures of the in-charge employee 1.4 Issue the Property Acknowledgement Receipt (PAR) to the requisitioning employee.	none	20 mins.	<i>Property Officer</i> Administrative Division
Total			20 mins.	



CATBALOGAN WATER DISTRICT
Commercial Division
Internal Services

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



1. Processing of Disbursement Voucher and Payment to Suppliers

This procedure will start from the receipt of Budget Utilization Request (BUR) from the requisitioning division attached with complete required documents and ends with the endorsement of the duly certified Disbursement Voucher (DV) to Accounting Section for check issuance and payment.

Office or Division:	CWD Accounting Section – Commercial Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Goods: <ol style="list-style-type: none"> 1. Budget Utilization Request (BUR) 2. Purchase Request (PR) 3. Purchase Order (PO) 4. Journal Entry Voucher (JEV) 5. Annual Procurement Plan (APP) 6. Project Procurement Management Plan (PPMP) 7. Request for Updating the APP 8. Quotation 9. BAC Resolution 10. Sales Invoice 11. Delivery Receipt 12. Inspection and Acceptance Report 13. Computation of Liquidated Damages, if applicable 14. Abstract of Bids 15. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) For Projects and Other Services <ol style="list-style-type: none"> 1. Budget Utilization Request (BUR) 2. Job Request (JR) 3. Job Order (JO) 4. Journal Entry Voucher (JEV) 5. Cash Advance (CA), if applicable 6. Annual Procurement Plan (APP) 7. Project Procurement Management Plan (PPMP) 8. Request for Updating the APP 9. Quotation 10. BAC Resolution 11. Sales Invoice 12. Delivery Receipt 13. Approved Work Order / Detailed Estimates / Variation Order 14. Certificate of Acceptance 15. Board Resolution 16. Notice to Award / Notice to Proceed 17. Project Completion and Inspection Report (PCIR) 18. Progress Billing Report 		<ul style="list-style-type: none"> • Requisitioning Division • Accounting Section

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



19. Computation of Liquidated Damages, if applicable 20. Abstract of Bids 21. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Responsible division submits BUR form to Accounting Section	1.1 Validate completeness and accuracy of the attached required documents before acceptance for processing	none	55 mins.	<i>Accounting Staff</i> Accounting Section
	1.2 Sign as to budget availability			<i>Accounting Head</i> Accounting Section
	1.3 Sign as to budget necessity			<i>Division Manager</i> Commercial Division
	1.4 Prepare DV related to complete, appropriate and valid transactions			<i>Accounting Staff</i> Accounting Section
	1.5 Certify as to the completeness of documents			<i>Accounting Head</i> Accounting Section
	1.6 Approve for payment.			<i>General Manager</i>
	1.7 Forwards the signed DV with attached BIR Forms 2306 and 2307 to cashier for issuance of check.			<i>Cashier</i> Accounting Section

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	1.8 Signing of Check			<i>General Manager Cashier</i>
	Total		55 mins.	

2. Granting of Petty Cash Advances

An employee may request cash advances through petty cash forms used to cover small expenses amounting to less than 1,000.

Office or Division:	CWD Accounting Section – Commercial Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Catbalogan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher Form		<ul style="list-style-type: none"> Commercial Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents.	1.1 Fill out the petty cash voucher form with the amount and reason for petty cash advances and have it approved by the Division Manager	none	3 mins.	<i>Cashier</i> Commercial Division
2. Forward it to the cashier for release of the requested amount.	2.1 Release requested amount		2 minute	<i>Cashier</i> Commercial Division
	Total		5 mins.	



CATBALOGAN WATER DISTRICT
Engineering Division
Internal Services

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



1. Elevate/Arrange Water Meters

To elevate and arrange water meters, as requested by the Commercial Division - is the action taken by Engineering Division to those water meter which have sunk below the standard height.

Office or Division:	Engineering Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private Person and Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Prepare Job Order (JO) to elevate/arrange water meter		CSA – Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the prepared Job Order (JO) to Engineering Division to elevate/arrange water meter	1.1 Received the Job Order and submit to Engineering Division Head for Approval 1.2 Dispatch the Job Order to Engineering Division Personnel for appropriate action. 1.3 Withdraw the necessary materials from CWD stock room. 1.4 Elevate/arrange the specified water meter per instruction of the Field Foreman. 1.5 Submit the accomplished Job Order to Supervising Engineer. 1.6 Post the details of accomplished Job Order in Billing, Collection and Customer Service System (BCCSS) and file.	none	1 day	<i>Engineering Staff</i> Engineering Division <i>Engineering Foreman</i> Engineering Division <i>Engineering Personnel</i> Engineering Division <i>Engineering Personnel</i> Engineering Division <i>Engineering Personnel</i> Engineering Division <i>Engineering Staff</i> Engineering Division
Total			1 day	

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



2. Transfer of Water Meters

The transfer of water meters as requested by the Commercial Division, is the action taken by the Engineering Division to relocate those water meters that are obstructing the right-of-way, located inside a private property, submerged in water or as requested by the customer.

Office or Division:	Engineering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private Person and Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Signed Job Order (JO) for transfer of water meters		CSA – Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Job Order to the Engineering Division	1.1 Received the Job Order and submit to Engineering Division Head for Approval	none	1 day	<i>Engineering Staff</i> Engineering Division
	1.2 Dispatch the Job Order to Engineering Division Personnel for execution.			<i>Engineering Foreman</i> Engineering Division
	1.3 Withdraw the necessary materials from CWD stock room.			<i>Engineering Personnel</i> Engineering Division
	1.4 Transfer the specified meter per instruction of Field Foreman.			<i>Engineering Personnel</i> Engineering Division
	1.5 Submit the accomplished Job Order to Supervising Engineer.			<i>Engineering Personnel</i> Engineering Division
	1.6 Post the details of accomplished Job Order in Billing, Collection and Customer Service System (BCCSS) and file.			<i>Engineering Staff</i> Engineering Division
Total			1 day	

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



3. Repair of Transmission Line Leak

The repair of leak is the action taken by the Engineering Division in an answer to the leaks reported by the customer as received by CWD through its Customer Service Assistant.

Office or Division:	Engineering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private Persons and Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Prepare Job Order (JO) to repair Transmission Line Leak		CSA – Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the leak to the Customer Service Assistant or call the CWD hotline.	1.1 Take note of the details of the customer's complaint and personal information details	none	1 day	<i>Customer Service Assistant Commercial Division</i>
	1.2 Encode the customer's complaint and relevant details in the Billing, Collection and Customer Support System (BCCSS) and print Job Order.			<i>Customer Service Assistant Commercial Division</i>
	1.3 Forward the Job Order to the Engineering Division			<i>Customer Service Assistant Commercial Division</i>
	1.4 Dispatched the Job Order to the Engineering Personnel for action.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>
	1.5 If the leak is under a thick concrete pavement, request for jackhammer. Concrete breaking will immediately start as soon as the equipment has arrived.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>
	1.6 Simultaneously, close all valve leading to the leaking pipe.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	<p>1.7 If the leak is not under concrete, immediately begin the activity by manually excavating the leak site.</p> <p>1.8 Either repair or replace the leaking pipe, depending on the extent of the damage</p> <p>1.9 Re-open the valve/s after the repair/ replacement of the leaking pipe. Then, open the blow-off valve/s to flush out the dirty water and the debris that goes into the pipe until the running water becomes clear and restore concrete road/pavement.</p> <p>1.10 Inform the Dispatching Team on the time the repair was completed and the water service was restored.</p> <p>1.11 Close the blow-off valve/s after the flushing activity was done.</p> <p>1.12 Inform the Customer Service Assistant on the date and time the water service was restored and return the hard copy with the same remarks.</p> <p>1.13 Enter the accomplished Job Order in the Billing, Collection and Support System (BCCSS).</p>			<p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Staff</i> Engineering Division</p>
Total		none	1 day	

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



4. Repair of Distribution Line Leak

The repair of leak is the action taken by the Engineering Division in an answer to the leaks reported by the customer as received by CWD through its Customer Service Assistant.

Office or Division:	Engineering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private Person and Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Prepare Job Order (JO) to repair Distribution Line Leak		CSA – Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the leak to the Customer Service Assistant or call the CWD hotline.	1.1 Take note of the details of the customer's complaint and personal information details	none	1 day	<i>Customer Service Assistant Commercial Division</i>
	1.2 Encode the customer's complaint and relevant details in the Billing, Collection and Customer Support System (BCCSS) and print Job Order.			<i>Customer Service Assistant Commercial Division</i>
	1.3 Forward the Job Order to the Engineering Division			<i>Customer Service Assistant Commercial Division</i>
	1.4 Dispatched the Job Order to the Engineering Personnel for action.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>
	1.5 If the leak is under a thick concrete pavement, request for jackhammer. Concrete breaking will immediately start as soon as the equipment has arrived.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>
	1.6 Simultaneously, close all valve leading to the leaking pipe.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	<p>1.7 If the leak is not under concrete, immediately begin the activity by manually excavating the leak site.</p> <p>1.8 Either repair or replace the leaking pipe, depending on the extent of the damage</p> <p>1.9 Re-open the valve/s after the repair/ replacement of the leaking pipe. Then, open the blow-off valve/s to flush out the dirty water and the debris that goes into the pipe until the running water becomes clear and restore concrete road/pavement.</p> <p>1.10 Inform the Dispatching Team on the time the repair was completed and the water service was restored.</p> <p>1.11 Close the blow-off valve/s after the flushing activity was done.</p> <p>1.12 Inform the Customer Service Assistant on the date and time the water service was restored and return the hard copy with the same remarks.</p> <p>1.13 Enter the accomplished Job</p>			<p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Staff</i> Engineering Division</p>
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CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	Order in the Billing, Collection and Support System (BCCSS).			
	Total	none	1 day	

5. Repair of Service Line Leak

The repair of leak is the action taken by the Engineering Division in an answer to the leaks reported by the customer as received by CWD through its Customer Service Assistant.

Office or Division:	Engineering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Private Person and Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: <ol style="list-style-type: none"> 1. Account name and number (if applicable) 2. Location of the complaint 3. Contact details of the complainant 4. Nearest customer meter to the location of the complaint (if applicable) 		CSA – Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the leak to the Customer Service Assistant or call the CWD hotline.	1.1 Take note of the details of the customer's complaint and personal information details	none	1 day	<i>Customer Service Assistant Commercial Division</i>
	1.2 Encode the customer's complaint and relevant details in the Billing, Collection and Customer Support System (BCCSS) and print Job Order.			<i>Customer Service Assistant Commercial Division</i>
	1.3 Forward the Job Order to the Engineering Division			<i>Customer Service Assistant Commercial Division</i>
	1.4 Dispatched the Job Order to the concerned Engineering Personnel for action.			<i>Water Sewerage Maintenance Foreman Engineering Division</i>
	1.5 If the leak is under a thick concrete pavement,			<i>Water Sewerage Maintenance Foreman</i>

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	<p>request for jackhammer. Concrete breaking will immediately start as soon as the equipment has arrived.</p> <p>1.6 If the leak is not under concrete, immediately begin the activity by manually excavating the leak site.</p> <p>1.7 Either repair or replace the leaking pipe, depending on the extent of the damage</p> <p>1.8 After the repair of the service line flush out the dirty water until the running water becomes clear and restore concrete road/pavement.</p> <p>1.9 Inform the Dispatching Team on the time the repair was completed and the water service was restored.</p> <p>1.10 Close the blow-off valve/s after the flushing activity was done.</p> <p>1.11 Inform the Customer Service Assistant on the date and time the water service was restored and return the hard copy with the same remarks.</p> <p>1.12 Enter the accomplished Job Order in the Billing, Collection</p>			<p>Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Water Sewerage Maintenance Foreman</i> Engineering Division</p> <p><i>Engineering Personnel</i> Engineering Division</p> <p><i>Engineering Staff</i> Engineering Division</p>
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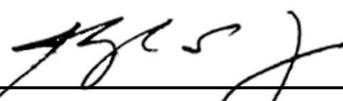
CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



	and Support System (BCCSS).			
	Total	none	1 day	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	We believe that our customer deserve the highest level of satisfaction for our services. Therefore, we encourage our customers, that after payment of their water bills, kindly fill-up the <i>smiley</i> forms available at the Teller's Booth.
How feedbacks are processed	We assure that your feedback will be taken with utmost confidentiality for the purpose of improving of our services.
How to file a complaint	For your complaints, you may file at our Customer Service Assistance or call (055) 543-9259, anytime during office hours (8:00 A.M. to 12:00 Noon and 1:00 P.M. to 5:00 P.M.)
How complaints are processed	We are committed to providing potable and sustainable water, efficient and economically viable services to Catbaloganons. However, there may be times when you will have dissatisfaction with our services. Rest assured that we are continually making improvements in our services for the satisfaction of our customer/concessionaires.
Contact Information of CWD	Customer Services Assistant: (055) 543-9259 Email Address: catbaloganwd@gmail.com Facebook Page: www.facebook.com/CatbaloganWD
Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



ENGR. RALPH S. UY
 General Manager
 Catbalogan Water District