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VISION

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

MISSION

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

CORE VALUES

Commitment to water quality customer
Teamwork
Environmental Stewardship.

Performance Pledge

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

Work efficiently, religiously and with utmost courtesy by all the employees and personnel from Monday to Friday from 8:00a.m. to 5:00p.m. and during Saturday and Sunday with skeletal force from 8:00 a.m. to 5:00p.m

Adhere strictly to work with strict compliance of the service standards, with written explanation for any delays in the priority services;

To act promptly in every priority services the soonest possible time or within the day;

Ensure the safety of our water concessionaries through 24/7 supply of potable, reliable and sufficient water.

Respond 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**

Redress Mechanism

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 dissatisfactions with our services. Rest assured that we are continually making improvement in our services for the satisfactions of our customers/ concessionaries.

For your complaints, you may file at our Customers Service Assistance or call 251-2669/543-3259, anytime during office hours (8:00to 12:00 A.M &and 1:00 to 5:00 P.M)

Feedback Mechanism

We believe that our customers 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 smiley forms available at the teller's booth.

We assure that your feedback will be taken with utmost confidentiality for the purpose of improving of our services.

**Catbalogan Water District
Citizen's Charter**

List of Frontline Services

Service	Step/procedure	Requirement	Activity	Accountable Person	Duration	Fees
NWSC (New Water Service Connection.	1. Concessionaire secure application form on NWSC	1. Brgy. Certification, tax Declaration, Community tax Certification	1. Inform the applicant to submit application forms with complete documents required.	Aristotle B. Calades	5 minutes	
	2. Received from the customer duly filled up application form with complete documents required.	2. Duly filled up application with complete documents required		Aristotle B. Calades	10 minutes	
	3. Prepare Job Order and Work Order for Investigation & Survey.				5 minutes	
	4. Forward Job Order for Investigation to Manager, Commercial Division for Approval					
	5. Forward Job Order for Survey to Manager, Engineering Division for Approval					
	6. Received Job Order from Engineering Division (A. Calades) for survey	Duly filled-up Application Form with sketch & location			Engr. Miguel P. Macaspag	5 minutes

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	7. Survey for NWSC	Job Order	Survey	Macario M. Gabunar	45 minutes	
	8. Compute for the Bill of Materials	Job Order with Survey	Computation	Engr. Miguel P. Macaspag	5 minutes	
	9. Received Job Order for Investigations	Duly filled up Job Order & Work Order	Approval	Julia. P Lobriño	2 minutes	
	10. Forward Job Order for Investigation to Investigator.					
	11. Received Job Order for Investigation.	Duly filled up Job Order	Investigate Concessionaire w/ Sketch & Location	Carlo c. Tugao Odette Tesoro	1 day	
	12. Received Job Order for Survey from Eng'g Division	Duly filled up Job Order		Aristotle Calades	2 minutes	
	13. Forward Job Order duly Investigated.					
	14. Received Job Order & and Work Order Duly Investigated w/ Sketch & Locations		Evaluates Investigation Report	Julia P. Lobriño	10 minutes	
	15. Forward Job Order and other documents to Customer Service Clerk.					
	16. Received Job Order, Work Order and other documents from the Manager, Commercial Division	Duly filled up Job Order and Work order		Aristotle Calades	1 minute	

Service	Step/procedure	Requirement	Activity	Accountable Person	Duration	Fees
	17. Prepare Customers Service for Contract signing			Aristotle Calades	15 minutes	
	18. Forward Work Order and other documents required to Manager, Commercial Division for Approval.					
	19. Received Work Order and other documents	Duly filled up Work Order & other documents	Approval	Julia P. Lobriño	5 minutes	
	20. Forward Work Order & other documents to Cashier for payments					
	21. Accepted Work Order from Comm'l. Division for Payment(A. Calades)	Work Order with attached required documents for NWSC	Issuance of Official Receipt	Arlene Jabinal (Cashier)	5 minutes	Php 2,575.00
	22. Received Work Order & other documents	Duly filled up work Order, Official Receipt & other documents		Aristotle Calades	2 minutes	
	23. Forward Work Order and other documents to Eng'g Division for Approval	Duly filled up Work Order and other documents required	Approval	Engr. Miguel P. Macaspag		
	24. Affix signature in the Work Order	Work Order		Engr. Miguel P. Macaspag	2 minutes	
	25. Accepted approved Work Order from Engineering Division for issuance of the materials and water meter.	Duly approved Work Order with attached required documents	Issuance of Requisition Issue Slip duly assigned by concerned officials and release of materials	Pacita B. Macaspag (Property Officer) and/or Y. De Guzman	15 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	25. Installation	Duly Approved Work Order/ Contract and Materials	Installation	Macario M.Gabunar & Plumbers	2 hours	
Reconnections	1. Customers apply for reconnection	Payment of arrears, reconnection fee, survey, & investigation	Concessionaires informed all requirements needed	Aristotle Calades	5 minutes	
	2. Prepare Job Order for investigation and survey for Reopen	Job Order for investigation & Survey		Aristotle Calades	5 minutes	
	3. Forward Job Order for Investigation to Manager Commercial Division					
	4. Forward Job Order for Survey to Eng'g Division					
	5. Received Job Order from Comm'l Division (A. Calades) survey for re-open of cut off services connection	Job Order		Engr. Miguel P. Macaspag		
	6. Survey for Re-open	Job Order	Survey	Macario M. Gabunar	45 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	17. Received reconnection order	Dully filled-up Order & official Receipt		Aristotle Calades	2 minutes	
	18. Forward Job Order for reconnection to manager Eng'g Division					
	19. Accepted Reconnection Order from Engineering division for issuance of materials and water meter	Duly approved Reconnection Order	Issuance of requisition issue slip duly signed by the concerned officials and release of materials	Pacita B. Macaspag (Property Official) and/or Y. De Guzman	15 minutes	
	19. Installation	Duly approved work order/ contract and materials	Installation	Macario M Gabunar and Plumbers	30 minutes	
Transfer of Tapping	1. Customer apply for transfer of tapping	Investigation Survey and Payments of all amount due	Informed the customer of all the requirement needed	Aristotle Calades	5 minutes	
	2. Prepare Job Order for Investigation & survey	Duly filled up Job Order		Aristotle Calades	3 minutes	
	3. Forward Job Order for investigation to manager, Commercial Division					

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	4. Received Job Order for Investigation	Duly filled up Job order	Approval	Julia P. Lobriño	2 minutes	
	5. Forward Job Order for investigation					
	5. Received Job Order for investigation	Duly filled up Job order	For investigation & Sketch	Carlo Tugao Odette Tesoro	10 minutes	
	Forward Job Order for investigation to manager, commercial division					
	7. Received job Order for investigation	Duly filled up Job order	Evaluate investigation report	Julia P. Lobriño	10 minutes	
	8. Forward Job Order for investigation					
	9. Received Job Order for Investigation	Duly filled up Job order		Aristotle Calades	2 minutes	
	10. Prepare Work order for transfer of tapping for payment	Work Order		Aristotle Calades	5 minutes	
	11. Forward 'Work Order to Cashier for payment					
	Accepted Work Order from Comm'l. Division for payment(s. Cabuñag)	Work Order with attached required documents for transfer of tapping of service connection	Issuance of Official Receipt	Arlene R. Jabinal (Cashier)	5 minutes	Php 1,110.00

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	12. Received Work Order & other documents	Work Order & official Receipt & other documents		Aristotle Calades	2 minutes	
	13. Forward Work Order to manager, Eng'g Division					
	Accepted approve Work Order from Engineering Division for issuance for materials and water meter	Duly approved Work Order with attached required documents	Issuance of Requisition issue slip duly signed by officials and release of materials	Pacita B. Macaspag (Property Officer) and/or Y. De Guzman	15 mminutes	
	14. Installation	Duly approved Transfer of tapping order & materials		Macario M. Gabunar	2 hours	
Meter Reading	1. Upload previous Meter Reading	Psion	Uploading previous reading to psion	Azel D. Jabiñar	5 minutes	
	2. Forward Psion to Meter Reading	Psion				
	3. Received Psion	Psion	Reading	Cristito D. Cinco Silvio T. Dacles Rector U. Topacio		
	4. Perform reading of water meters		Perform water meter to concessionaire	Cristito D. Cinco Silvio T. Dacles Rector U. Topacio Jesus J. Abaigar	2 minutes	
	5. Printing of statement of account	Statements of accounts		Cristito D. Cinco Silvio T. Dacles Rector U. Topacio Jesus J. Abaigar	1 minute	
	6. Distribution of statement of account	Statement of accounts		Cristito D. Cinco Silvio T. Dacles Rector U. Topacio Jesus J. Abaigar	5 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	7. Receive Psion from meter Readers	Psion		Azel D. Jabiñar	3 minutes	
	8. Downloading Reading to computer	Psion		Azel D. Jabiñar	5 minutes	
Replacement of Ball Valve	1. Received fir m customer request for replacement of Ball Valve	Payment of labor for installation of ball valve	Inform customer of the requirements needed	Aristotle Calades	5 minutes	
	2. Prepare job Order for the Installation of ball valve	Duly filled up Job Order		Aristotle Calades	3 minutes	
	3. Forward Job Order for replacement of Ball Valve to the cashier for payment					
	Received work order from Comm'l Division for payment	Work order for replacement of ball valve	Issuance of official receipt	Arlene R. Jabinal (Cashier)	5 minutes	Php 75.00
	4. Received Job order for replacement of Ball Valve from the Cashier	Duly filled up Job Order		Aristotle Calades	2 minutes	
	5. Forward Job Order for replacement of Ball valve to manager Eng'g division					

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	6. Received Job Order From Comm'l Division (A. Calades) for replacement of Ball Valve	Duly filled up Job Order form with sketch & Location		Engr. Miguel P. Macaspag	2 minutes	
	Accepted approved Work order from Engineering Division For issuance of materials	Duly filled Up Work order	Issuance of requisition issue slip duly signed by concerned officials and release if materials	Pacita B. Macaspag, (Property Officer) or Y. De Guzman	10 minutes	
	7. Installation of Ball valve	Duly approved Job order	Installation	Macario M. Gabunar	30 minutes	
Relocation of Water Meter	1. Received form customer Request for relocation of Water Meter		Informed customer of the Requirements needed	Aristotle Calades	5 minutes	
	2. Prepare Job Order for Investigation & Survey			Aristotle Calades	3 minutes	
	3. Forward Job Order for investigation to manager commercial division					
	4. Forward Job Order for survey to Manager Eng'g Division					
	5. Received Job Order for investigation	Duly filled Up Job Order	Approval	Julia P. Lobriño	2 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	6. Forward Job Order for investigation					
	7. Received Job order for investigation	Duly filled up Job Order	For investigation, sketch & Location	Carlo Tugao Odette Tesoro	10 minutes	
	8. Forward Job Order to manager Commercial division					
	9. Received job order	Duly filled Up Job order	Evaluate Job Order	Julia P. Lobriño	10 minutes	
	10. Forward Job Order					
	11. Received Job Order for relocation of water meter from Manager Commercial Division	Duly filled Up Job Order		Aristotle Calades	2 minutes	
	12. Forward Job Order for relocation of water meter & other supported documents to the Cashier					
	Accepted Reconnection order From Engineering division for issuance of materials and water meter	Duly approved Reconnection Order	Issuance of requisition Issue Slip duly signed by concerned officials and release materials	Pacita B. Macaspag (Property Officer) and /or Y. De Guzman	15 minutes	
	Received Job Order and other documents	Duly Filled up Job Order, Official receipt		Aristotle Calades	2 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	13. Forward to manager Eng'g division					
	15. Received Job Order from Comm'l Division(A. Calades)	Duly filled up Job Order form with sketch & location		Engr. Miguel P. Macaspag	3 minutes	
	16. survey for relocate water meter	Job order	Survey	Macario M. Gabunar	30 minutes	
	17. Compute for bill of Materials	Job order with survey`	Computation	Engr. Miguel P. Macaspag	2 minutes	
	18. Received relocation order from commercial division for approval	Relocation order	Approval	Engr. Miguel P. Macaspag	2 minutes	
	Accepted Reconnection Order from Engineering division for issuance of materials and water meter	Duly approved Reconnection Order	Issuance of requisition Issue slip duly signed by concerned officials and release of materials	Pacita B. Macaspag (Property Officer)	15 minutes	
Re-Classification/ Change of Classification	1. Prepare Job Order for investigation	Concessionaire request		Aristotle Calades	5 minutes	
	2. Forward Job Order to manager, Commercial Division					

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	3. Received Job Order for Investigation	Duly filled up job Order	Approval	Julia P. Lobriño	2 minutes	
	4. Forward Job Order for investigation to investigator					
	5. Received Job Order	Duly Filled up Job Order	Investigate concessionaire	Carlo Tugao Odette Tesoro	30 minutes	
	6. Forward Job Order to manager commercial Division					
	7. Received Job Order for investigation	Duly filled up Job Order	Evaluate investigation Report	Julia P. Lobriño	2 minutes	
	8. Forward Job Order and investigation report to customer assistant c.					
	9. Received Job Order w/ Investigation report	Duly filled u Job Order	Prepare re-classification letter	Julieta A. Gonzales	2 minutes	
	10. Forward classification letter to manager commercial division					
	11. Received re-classification letter	Re- classification letter	For initial & counter signing	Julia P. Lobriño	2 minutes	
	12. Forward customer Service Assistant B					
	13. Received re-classification letter	Counter signed re-classification		Julieta A. Gonzales	1 minute	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	14. Forward Re-classification letter to the Office of the GM for Approval		Approval	Engr. Ralph Uy	3 minutes	
	15. Received approved re-classification letter	Approved Re-classification letter		Julieta A. Gonzales	2 minutes	
	16. Forward to meter reader (Rector Topacio)					
	17. Received Approved Re-classification Letter	Approved Re-classification Letter	Deliver Re-classification Letter to concessionaire and affix signature	Rector Topacio		
	18. Forward to J. A. Gonzales the duplicate copy by the re classification letter					
	18. Received the duplicate copy of Re- classification letter			Julieta A. Gonzales	3 minutes	
	19. Forward duplicate copy of Re- classification letter to computer encoder					
	20. Received duplicate copy of Re- Classification letter. Duplicate copy of Re-classification letter	Duplicate copy of Re- classification letter	Encode to concessionaires Ledger card to change of classification	Azel D. Jabiñar	5 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
Complaints on High Consumption	1. Received complaints on high consumptions			Aristotle Calades	10 minutes	
	2. Prepare Job order	Duly filled up Job order		Aristotle Calades	5 minutes	
	3. Forward Job order by commercial Division					
	4. Received Job Order	Duly filled up Job Order	Approval	Julia P. Lobriño	2 minutes	
	5. Forward Job Order to investigator					
	6. Received Job Order for investigation	Duly filled up Job Order	Investigate concessionaire complaints	Carlo Tugao Odette Tesoro	30 minutes	
	7. Forward to manager commercial Division					
	8. Received Job order investigation	Duly filled up Job Order	Evaluate investigation report	Julia P. Lobriño	10 minutes	
	9. Forward Job Order to customer Service clerk					
	10. Received Job Order for filing	Duly filled up Job Order		Aristotle Calades	3 minutes	
	11. Inform concessionaire of the findings and recommendation through letter					

Service	Step/Procedure	Requirement	Activity	Accountable person	Duration	Fees
Check Up water meter for Low Pressure/ No water	1. Prepare Job Order for Check up of water meter	Duly filled up Job Order		Aristotle Calades	5 minutes	
	2. Forward Job Order to manager Eng'g Division					
	3. Received Job Order from Comm'l Division(A. Calades) For check up of water meter	Duly filled up Job Order		Aristotle Calades	5 minutes	
Restoration of Meter Stand/ pipe & fittings	1. Prepare Job Order for Survey and restoration Meter Stand/ Pipe & fittings	Duly filled up Job Order		Aristotle Calades	5 minutes	
	2. Forward to Eng'g Division					
	3. Received Job Order from Comm'l Division (A. Calades) for survey of restoration	Duly filled up Job Order with Sketch & location		Engr. Miguel P. Macaspag	5 minutes	
	4. Survey for Restoration	Job Order	Survey	Macario Gabunar	45 minutes	
	5. Assessment for the needed Materials	Ob Order with Survey	Asses	Engr. Miguel P. Macaspag	5 minutes	

Service	Step/Procedure	Requirement	Activity	Accountable Person	Duration	Fees
	6. Received Job Order from Engineering Division for issuance of materials	Duly approved Job order	Issuance Requisition Issue slip Duly signed by concerned officials and release of materials	Pacita B. Macaspag (Property Officer) and /Or Y. De Guzman	15 minutes	
	7. Restoration	Duly approved Job Order and materials	Restore	Macario M. Gabunar	45 minutes	

FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for complaints, or suggestions: Simply check the corresponding box.
Ipaalam po ninyo sa amain kung paano naming kayo napaglingkuran. Maaaring gamitin sa papuri, reklamu or mungkahi. Mangyaring I-tsek lamang and kahong naaayon

Compliment
(Papuri)

Complaint
(Reklamu)

Suggestion
(Mungkahi)

Person(s)/Unit/Office concerned or Involve:

Mga tao/pangkat/ tanggapan na may kinalaman sa papuri, reklamo, o mungkahi

Facts or Details Surrounding the incident

(kaganapan o detalying bumabalot sa pangyayari)

(Please use addition sheets if necessary)

(Mangyaring gumamit ng karagdagan papel kung kinakailangan)

Recommendation(s) Suggestion(s)/ desired Action from our office

(Rekomendasyon/mungkahi/nais na aksyon mula sa aming taggapan)

(Please use addition sheets if necessary)

(Mangyaring gumamit ng karagdagan papel kung kinakailangan)

Name (optional): _____
(Pangalan)

Office/Agency: _____
(Tanggapan)

Address: _____
(Tirahan)

Contact number (if any): _____
(Telepono)

E-mail address (if any): _____

Signature: _____
(Lagda)

Date: _____
(Petsa)