

CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER



CATBALOGAN WATER DISTRICT

CITIZEN'S CHARTER
2019 (1st 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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Central/Head Office

External Services

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1. Application of New Water Service Connection

Service Information

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				
Brgy. Certification				
Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay				
Valid Community Tax Certificate				
Photocopy of Government Issued ID				
Concrete Cutting/Excavation Permit, if applicable				
Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)				
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 Commercial Division</i>
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 Commercial Division</i>
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 Commercial Division</i>
4. Wait for Investigation	4.1 Investigation 4.2 Approval	None	2 days	<i>Investigator Division Manager, Commercial</i>
5. Wait for Survey & Billing	5.1 Conduct Survey	PHP 200.00	2 days 15 mins	<i>Sewerage Maintenance Foreman Engineering Division</i>

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	5.2 Computation of billing & other necessary fees			Supervising Engineer Engineering Division
6. Install after the meter pipeline and inform the frontline	6.1 Prepare service request for checkup after the meter pipeline	None	20 mins	Customer Service Assistant Commercial Division
	6.2 Conduct checkup of after the meter pipeline		1 day	Plumbers Engineering Division
7. Water Service Contract	7.1 Preparation and Contract Signing		15 mins	Customer Services Assistant Commercial Division
	7.2 Receive Notarized Contract			
8. Payment of Installation Fee	8.1 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
1.	1.1 Preparation of Service Request	None	20 mins	Customer Services Assistant Commercial Division
2.	2.1 Approval of Service	None	2 hours	Division Managers General Manager

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	Request			
3. Wait for schedule			1-10 days	Engineering Division
4.	4.1 Preparation of Requisition & Issuance Slip, Gate Pass		30 mins	Engineering Division
5.	5.1 Assign, Record to logbook & Dispatch plumber		30 mins	Sewerage Maintenance Foreman Engineering Division
6.	6.1 Approval of Requisition and Issuance Slip		30 mins	Division Manager Engineering Division
	6.2 Approval of Gate Pass		30 mins.	Property Officer General Manager
7.	7.1 Issuance of Materials and tools needed		30 mins	Property Officer Administrative Division
8.	8.1 Installation of Service Connection		4 hours	Water Services Maintenance Man Engineering Division
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
Who may avail:	Disconnected customers that have already paid their arrears and reconnection fee

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 Direct to Front Desk	None	1 min.	Guard on Duty
2. Inquire account	2.1 Ask		30 mins.	Customer Services

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status	authorization letter from registered person 2.2 Advice payment 2.3 Discuss mode of payment 2.4 Prepare promissory note (case to case basis)			Assistant Commercial Division
3.	3.1 Prepare Service Request		5 mins	Customer Services Assistant Commercial Division
4. Ask for priority sequence (number)	4.1 Direct to guard		1 min	Guard on Duty
5. Pay Unpaid Water Bills	5.1 Receive payment, Issue Billing Receipt		5 mins	Teller Commercial Division
6. Payment of Reconnection Pay	6.1 Receive Payment, Issue O.R.		5 mins	Cashier C Commercial Division
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	Customer Services Assistant Commercial Division
8.	8.1 Approval of Service Request 8.2 Assign, record and dispatch personnel 8.3 For padlocked proceed to step 8 8.4 For removed water meter proceed to step 5		15 mins	Division Manager Engineering Division Division Manager Engineering Division
9.	9.1 Preparation of Requisition and Gate Pass for water meter and materials		15 mins	Engineering Division
10.	10.1 Approval of Requisition and		1 hour	Plumber Engineering

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	Issuance Slip 10.2 Approval of Gate Pass			Division Administrative 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			<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		
None				
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	<i>Customer Services Assistant</i> Commercial Division
3. Pay Survey Fee	Issue O.R.		5 mins per O.R.	Cashier Commercial Division
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 Approval		2 days	<i>Investigator</i> Commercial Division <i>Division Manager</i> Commercial Division

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6. Wait for Survey & Billing	Conduct Survey		2 days	<i>Sewerage Maintenance Foreman</i> Engineering Division
	Computation of billing & other necessary fees		15 mins	<i>Supervising Engineer</i> Engineering Division
Wait advise for payment	Inform customer for payment		5 mins	<i>Customer Services Assistant</i> Commercial Division
Ask for priority sequence (number)			1 min	Guard on Duty
Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt		5 mins per water bill	Teller Commercial Division
Payment of Reopen Fee and other necessary fees	Receive Payment, issue O.R.		5 mins per O.R.	Cashier Commercial Division
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
	Assign, record & dispatch Personnel			
	Preparation of Requisition & Gate pass for Water Meter & Materials		15 mins	<i>Engineering Staff</i> Engineering Division
	Approval of Requisition & Issuance Slip		1 hour	<i>Assigned Plumber</i> <i>Supervising Engineer</i> Engineering Division
	Approval of Gate Pass			<i>General Manager</i> <i>Division Manager</i> <i>Property Officer</i> Admin Division
	Issuance of Materials & tools needed		30 mins	<i>Property Officer</i> Admin Division
Sign Accomplished Service Request	Reopen service connection		1 day	<i>Assigned Plumbers</i> Engineering Division

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Total		<u>5 days, 3 hours & 17mins</u>	
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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	
2. Brgy. Certification	
3. Proof of Ownership : Land Title or Tax Declaration or Waiver from the barangay	
4. Valid Community Tax Certificate	
5. Photocopy of Government Issued ID	
6. Concrete Cutting/Excavation Permit, if applicable	
7. Survey Fee (Php 200.00)	
8. Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)	

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	- Provide application form With attached List of Requirements - Briefing of applicants		20 mins per applicant	<i>Customer Services Assistant Commercial Division</i>
3. Submit fully accomplished Application form and requirements	-Receive and check the completeness of data and requirements - Prepare Service Request for Survey and Investigation		20 mins per applicant	<i>Customer Services Assistant Commercial Division</i>

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Attend orientation / seminar	- Conduct/ Facilitate Orientation Seminar of CWD policies and guidelines - Issue certificate of Attendance		1 hour	<i>Customer Services Assistant Commercial Division</i>
Wait for Investigation	Investigation		2 days	<i>Investigator Commercial Division</i>
	Approval			<i>Division Manager Commercial Division</i>
Wait for Survey & Billing	Conduct Survey		2 days	<i>Sewerage Maintenance Foreman Engineering Division</i>
	Computation of billing & other necessary fees		15 mins	<i>Supervising Engineer Engineering Division</i>
Install after the meter pipeline and inform the frontline	Prepare service request for checkup after the meter pipeline		20 mins	<i>Customer Services Assistant Commercial Division</i>
	Conduct checkup of after the meter pipeline		1 day	<i>Plumbers Engineering Division</i>
Wait advise for payment	Inform applicant for payment		5 mins	<i>Customer Services Assistant Commercial Division</i>
Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt		5 mins per water bill	<i>Teller Commercial Division</i>
Payment of Installation fee other necessary fees	Receive Payment, issue O.R.		5 mins per O.R.	<i>Cashier Commercial Division</i>
Present O.R. and Billing receipt to front desk	Prepare Form SR 005: Service Request for Reconnection		5 mins	<i>Customer Services Assistant Commercial Division</i>
Ask for priority sequence (Number)			1 min	<i>Guard</i>

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Payment of Installation Fee	Issuance of Receipt	*see installations fees	20 mins	Cashier / Teller Commercial Division
Signing of Service Contract				
Notarize Service Contract				
Refer to Steps on Installation of Water Service Connection				
Total			<u>4 days, 2 hours & 57 mins</u>	

*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

Service Information

Office or Division:	CWD Office Front Desk - Commercial Division			
Classification:	Complex			
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
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	
If request needs survey & investigation, Pay Survey Fee	Issue O.R.		5 mins per O.R.	<i>Cashier</i> Commercial Division

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

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	work		
	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
- Change Registration
- 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				
Senior Citizen ID				
Barangay Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask for priority lane number	Direct to Front desk		1 min	Guard
Inform front desk	Discuss needed requirements		20 mins	Customer Services Assistant Commercial Division

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	and provide application form			
Fill Up application form and submit with required documents	Check application form and required documents		15 mins	<i>Customer Services Assistant</i> Commercial Division
	Prepare Service Request for Investigation		15 mins	<i>Customer Services Assistant</i> Commercial Division
	Investigation		2 days	<i>Investigator</i> Commercial Division
-	Check application form and investigation of GMs approval		20 mins	<i>Division Manager</i> Commercial Division <i>General Manager</i>
-	Encode to System of qualified customers		10 min	<i>Customer Services Assistant</i> 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				
	Discuss details of complaints			<i>Customer Services Assistant</i> Commercial Division
	Refer to the Concerned			Concerned Person

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Person			
Total		<u>1 min</u>	

9. Sale of Materials

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
	Issuance of Materials		10 mins	<i>General Manager</i> <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
Total			<u>1.5 mins.</u>	

- 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.

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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		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Ask For Priority number from the guard	1.1 Give customer priority number		30 seconds	<i>Guard on Duty</i>
3. Wait until number is called			Normal Days: <u>5 mins</u> During Due Dates: <u>30 mins</u>	
4. Give statement of account to teller or if statement of account is missing, give the registered name & address	3.1 Posting of payment and printing 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			
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		20 mins	<i>Customer Services Assistant</i> Commercial Division

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	Subject for Disconnection			
2.	2.1 Checking and Approval		<u>20 mins</u>	<i>Division Manager Commercial Division</i>
3.	3.1 Verifying for possible payments, prepare Job Order and dispatched personnel		20 mins	<i>Customer Services Assistant Commercial Division</i>
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 Commercial Division</i>
5.	5.1 Validate NON-payments Service Connection for disconnection and dispatched personnel		20 mins.	<i>Customer Services Assistant Commercial Division</i>
6.	6.1 Locate and Disconnect SCs, Submit List of Disconnected SC		3 hours	<i>Cut-off Team Commercial Division</i>
7.	Encode Disconnected SC in the System		20 mins.	<i>Customer Services Assistant Commercial Division</i>
Total			7 hours and <u>40 mins.</u>	

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

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

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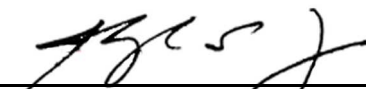
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask For Priority sequence (Letter)	1.1 Give customer priority number		1 min.	<i>Guard on Duty</i>
2. Inquire Account Status	2.1 Ask Authorization Letter from registered 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.	5.1 Approval of Service Request Assign & Dispatch Personnel		10 mins.	<i>Division Manager Commercial Division</i>
6.	6.1 Issuance of Tools Needed		10 mins.	<i>Property Officer Commercial 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.



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