



Polomolok Water District

CITIZEN'S CHARTER (ANTI-RED TAPE ACT)

Frontline Services

1. NEW SERVICE CONNECTION APPLICATION						
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No in monitor	Max. of 3 min / person	Priority Number	Guard	None	None
3. Proceed to Counter 6-7 / Inquire and/or get requirements	Provide list of requirements	10 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of Requirements
4. Request Site Inspection	Prepare request for Site Inspection	5 min	None	AQCatampo / RMHisuan	None	Site Inspection Form
5. Pay Inspection Fee	Issue Official Receipt (OR)	3 min	Site Inspection Request Form	Teller/s	P100.00	Official Receipt
6. Proceed to EOD-CMS / Present OR & Inspection Request	Schedule for site inspection	5 min	Inspection Request Form & OR	ACLagudas / EDEscuadra GARon	None	None
7. Attend Orientation	Conduct Orientation (Wed 9:00-11:00 AM)	2 hours	Personal appearance	AQCatampo / EUEdillo	None	Attendance Sheet
8. Proceed to Acctg. for review of Cost estimates	Check and countersign Cost estimates	10 min	Cost estimates form	DGCastillo / JLCerbo / ECTonguia	None	None
9. Pay amount in the cost estimates	Issue Official Receipt (OR)	3 min	Approved cost estimate	Teller/s	Variable	Official Receipt
10. Submit all requirements including Official Receipt (OR)	Check documents submitted	5 min	Valid ID and proof of lot ownership & OR	AQCatampo / RMHisuan	None	None
11. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with complete attachments
12. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit SACO to CD-DM for signature / Forward to EOD	5 min	SACO with complete attachments	AQCatampo / RMHisuan / CDMirasol	None	Signed SACO by CD DM
	Prepare Job Order / Request materials / Secure signature of EOD-DM & GM	1-2 days	Signed SACO by CD DM	MLVisande / GARon	None	Approved SACO by EOD DM & GM / Job Order & RIS
13. Wait 1-3 working days for installation	Schedule release of SACO (new Service Connection)	1-3 days	Approved SACO / Job Order & RIS	ACLagudas	None	Approved SACO
End of transaction						

2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (NO NOON BREAK)

A. WITHOUT ARREARS

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Present Billing Notice & Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Billing Notice	Teller/s	Variable	Official Receipt
If NO Billing Notice						
a. Inform PACD No Billing Notice	Give Payment Order Form	1 min	None	PACD	None	Payment Order Form (POF)
b. Fill-up form / Return to PACD	Receive POF and verify account	5 min	None	PACD	None	Payment Order Form (POF)
c. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
d. Present Payment Order Form & Pay bill	Accept payment / issue Official Receipt	3 min	Billing Notice	Teller/s	Variable	Official Receipt
End of transaction						

B. WITH ARREARS

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 / Present Billing Notice for account verification	Verify account	10 min	Billing Notice	LCSoriano	None	Verified Billing Notice
4. Present and pay bill to Teller	Accept payment / issue Official Receipt (OR)	3 min	Verified Billing Notice	Teller/s	Variable	Official Receipt
If NO Billing Notice						
a. Inform PACD No Billing Notice	Give Payment Order Form	1 min	None	PACD	None	Payment Order Form (POF)
b. Fill-up form / Return to PACD	Receive Payment Order Form and verify account	5 min	Payment Order Form	PACD	None	Payment Order Form
c. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
d. Proceed to Counter 5 with POF for account verification	Verify account	10 min	Payment Order Form	LCSoriano	None	Verified Billing Notice
e. Present and pay bill to Teller	Accept payment / issue Official Receipt (OR)	3 min	Verified Payment Order Form	Teller/s	Variable	Official Receipt
End of transaction						

C. SENIOR CITIZENS, DIFFERENTLY-ABLED PERSON, PREGNANT WOMEN (W/ OR W/OUT ARREARS)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Present and pay bill to Teller 1 (Priority Lane)	Accept payment / issue Official Receipt (OR)	3 min	Billing Notice	Teller/s	Variable	Official Receipt
If NO Billing Notice						
a. Inform PACD No Billing Notice	Give Payment Order Form	1 min	None	PACD	None	Payment Order Form
b. Fill-up form / Return to PACD	Receive Payment Order Form and verify account	5 min	Payment Order Form	PACD	None	Payment Order Form
c. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
d. Pay bill to Teller 1	Accept payment / issue Official Receipt (OR)	3 min	Verified Payment Order Form	Teller/s	Variable	Official Receipt
End of transaction						

3. CUSTOMER SERVICES

A. APPLICATION FOR CHANGE OF ACCOUNT NAME

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 6-7 and request for list of requirements	Provide list of requirements and payment form	5 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of requirements
4. Pay Transfer Fee and Notarial Fee	Accept payment / Issue OR	3 min	Payment Form	Teller/s	Transfer Fee P100.00 / Notarial Fee P80.00	Official Receipt
5. Proceed to Counter 6-7 and present required documents and OR	Check completeness of requirements and provide Information Sheet	5 min	Valid ID, proof of lot ownership and any of the ff. applicable documents: 1. Marriage Contract 2. Death Certificate 3. Waiver of Rights 4. Official Receipt	AQCatampo / RMHisuan	None	None
6. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with complete attachments
7. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit to CD-DM for signature / Forward to EOD	5 minutes	SACO with complete attachments	AQCatampo / RMHisuan / CDMirasol	None	Signed SACO by CD DM
	Secure signature of EOD-DM and GM	1-2 days	Signed SACO by CD DM	MLVisande	None	Approved SACO by EOD DM & GM

End of transaction

B. APPLICATION / RENEWAL OF SR. CITIZEN DISCOUNT PRIVILEGE

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 6-7 and present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	5 min	Sr. Citizen ID w/ at least 1 yr existing connection registered in his/her name	AQCatampo / RMHisuan	None	Sr. Citizen Application Form
4. Sign Application Form	Check, approve and update Application Form	5 min	Signed application form	AQCatampo / RMHisuan / CDMirasol	None	Approved application form

End of transaction

C. GRANTING OF PROMISSORY NOTE (ONCE EVERY QUARTER ONLY)

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 / Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	10 min	None	LCSoriano	None	None

End of transaction

D. TEMPORARY DISCONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Request Disconnection at Counter 5	Fill-up Disconnection Order Form	5 min	Latest Billing Notice	LCSoriano	1st Request within the year FREE; succeeding request P50	Disconnection Order Form
4. Sign Disconnection Order Form	Approve Disconnection request	1 min	None	LCSoriano	None	Disconnection Order Form
5. Wait for Disconnection	Forward request to EOD CMS for disconnection	1-2 days	Approved Disconnection Order	JSAsilo / Water Maintenance Man	None	Approved Disconnection Order

End of transaction

E. HANDLING OF COMPLAINTS

● NO BILLING NOTICE

● HIGH BILLING CONSUMPTION

● ERRONEOUS BILLING

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Approach PACD	Give Complaint Form and determine manner of complaint	5 min	Priority Number	PACD	None	Complaint Form
4. Fill-up & submit the Complaint Form	Refer customer to Division / Personnel in-charge	3 min	Complaint Form	PACD	None	Complaint Form
	Validate / investigate complaint / submit recommendation report	w/in 24 hours	Complaint Form	RBCabe / LCSoriano / NGGalleto	None	Field Investigation Report
	Initiate appropriate action	w/in 24 hours	Field Investigation Report Result	LPFabros / CDMirasol	None	No Billing - issue Billing / Erroneous Billing - issue corrected Billing

End of transaction

F. MAINTENANCE & REPAIR WORKS

● BEFORE THE WATER METER 24/7

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Report leak (text, telephone call or personally visit office)	Receive report / request for maintenance	5 min	None	Guard / PACD / AQCcatampo / GARon	None	None
	Prepare Maintenance Order Form	2 min	None	Guard / PACD / AQCcatampo / GARon	None	Maintenance Order
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	w/in 24 hours	Maintenance Order	JSAsilo	None	Maintenance Order

End of transaction

• AFTER THE METER / EXTENSION OF IN-HOUSE INSTALLATION / TRANSFER OF METER WITHIN THE VICINITY

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Report leak (text, telephone call or personally visit office)	Receive report / request for maintenance	5 min	None	Guard / PACD / AQCatampo / GARon	None	None
	Prepare Job Request	5 min	None	JSAsilo / JEECUBE / GARon	None	Job Request
2. Proceed to Accounting Section for price costing	Itemize costing of materials	1-3 min / bill of materials	Bill of Materials	DGCastillo / JLCerbo / ECTonguia	None	Bill of Materials
3. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform job request	Max. of 3 min / person	Job Request	Accredited Private Plumber	variable	Job Request
4. Wait for the accredited private plumber to repair leak/s	Initiate appropriate action / assign maintenance work to accredited private plumber	w/in 24 hours	Job Request	JSAsilo / JEECUBE / GARon	None	Job Request

End of transaction

G. WATER METER EFFICIENCY TEST

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 request water meter efficiency test	Fill-up Request Form	2 min	Priority Number	RBCabe / LCSoriano	None	Request Form
4. Pay amount due	Request Form	3 min	Request Form	Teller/s	P50.00	Official Receipt
5. Go back to Counter 4-5 for confirmation of request	Log and forward request to EOD-CMS	2 min	Request Form	RBCabe / LCSoriano	None	Approved Request Form
6. Wait for the schedule of meter test	Schedule request	1-3 days	Approved Request Form	JDFlores / BLViscayda	None	Approved Request Form

End of transaction

4. RECONNECTION OF WATER SERVICE**A. NON PAYMENT OF WATER BILL / VOLUNTARY WITH ACCOUNT**

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 request reconnection	Verify account and compute amount due	2 min	Priority Number	LCSoriano	None	None
4. Pay the required amount to Teller	Accept payment / issue OR	3 min	Computed amount due	Teller/s	Stand Pipe - Arrears + Reconnection Fee of P160	Official Receipt
					Service Line - Arrears + Reconnection Fee of P280 + materials & actual labor before meter	
					Mainline - Arrears + Reconnection Fee of P480 + materials & actual labor before meter	
5. Present OR to Counter 5	Issue Reconnection Order	3 min	Official Receipt	LCSoriano	None	Reconnection Order Form
6. Sign Reconnection Order	Schedule reconnection	within the day	Approved Reconnection Order	LCSoriano / Reconnector	None	Approved Reconnection Order

End of transaction

B. VOLUNTARY / NO ACCOUNT

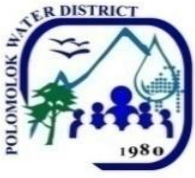
STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 request reconnection	Verify account / Issue Reconnection Order	Max. of 3 min. / person	Priority Number	LCSoriano	None	Reconnection Order Form
4. Sign Reconnection Order	Schedule reconnection	within the day	Approved Reconnection Order	JSAsilo / Maintenance Crew	None	Approved Reconnection Order

End of transaction

5. TRANSFER OF SERVICE CONNECTION

STEP-BY-STEP PROCEDURE		DURATION	REQUIREMENTS	PERSON-IN-CHARGE	FEES & CHARGES	FORM / DOCUMENT
CUSTOMER	SERVICE PROVIDER					
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
2. Proceed to Counter 6-7 / Inquire and get requirements	Provide list of requirements	10 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of Requirements
3. Request for Site Inspection	Prepare request for Site Inspection	5 min	None	AQCatampo / RMHisuan	None	Site Inspection Form
4. Pay Inspection Fee	Issue Official Receipt (OR)	3 min	Site Inspection Request Form	Teller/s	P100.00	Official Receipt
5. Present Inspection Request & OR to EOD - CMS	Schedule for site inspection	5 min	Site Inspection Request Form & OR	ACLagudas / EDEscuadra / GARon	None	None
6. Attend Orientation	Conduct Orientation (Wed 9:00-11:00 AM)	2 hours	Personal appearance	AQCatampo / EUEdillo	None	Attendance Sheet
7. Proceed to Acctg. for review of Cost estimates	Check and countersign Cost estimates	1-3 min	Cost estimates form	DGCastillo / JLCerbo / ECTonguia	None	None
8. Pay amount in the cost estimates	Issue Official Receipt (OR)	3 min	Approved cost estimate	Teller/s	Variable	Official Receipt
9. Submit all requirements including Official Receipt (OR)	Check documents submitted	5 min	Required documents & OR	AQCatampo / RMHisuan	None	None
10. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with complete attachments
11. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit to CD-DM for signature / Forward to EOD	5 min	SACO with complete attachments	CDMirasol	None	Signed SACO by CD DM
	Prepare Job Order and request materials for transfer of SC / Secure signature of EOD-DM and GM	1-2 days	Signed SACO by CD DM	MLVisande / GARon	None	Approved SACO by EOD DM & GM
11. Wait 1-3 working days for transfer of Service Connection	Schedule release of SACO for transfer of SC to another location	1-3 days	Approved SACO by EOD DM & GM	ACLagudas /	None	Approved SACO

End of transaction



Polomolok Water District
CITIZEN'S CHARTER (ANTI-RED TAPE ACT)

Frontline Services

1. NEW SERVICE CONNECTION APPLICATION
 2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (No Noon Break)
 - A. Without Arrears
 - B. With Arrears
 - C. Senior Citizens, Differently-abled Person, Pregnant Women (w/ or w/out Arrears)
 3. CUSTOMER SERVICES
 - A. Application for Change of Account Name
 - B. Application / Renewal of Sr. Citizen Discount Privilege
 - C. Granting of Promissory Note (once every quarter only)
 - D. Temporary Disconnection
 - E. Handling of Complaints
 - A. No Billing Notice
 - B. High Billing Consumption
 - C. Erroneous Billing
 - F. Maintenance & Repair Works
 - A. Before the Water Meter 24/7
 - B. After the Water Meter / Extension of In-House Installation / Transfer of Water Meter Within the Vicinity
 - H. Water Meter Efficiency Test
 4. RECONNECTION OF WATER SERVICES
 - A. Non Payment of Water Bill / Voluntary with Account
 - B. Voluntary / No Account
 5. TRANSFER OF SERVICE CONNECTION
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FEEDBACK AND REDRESS MECHANISM

FEEDBACK / COMPLAINT FORM

Name : _____

Address : _____

Phone / Mobile No. : _____

E-mail Address : _____

Division / Employee/ Service Involved : _____

Compliment or Comment : _____

When did it happen? _____

What would you like us to do? _____

Signature : _____

Would you like to receive a written reply? _____

Yes _____ No _____

If yes, in what form:

Written reply _____ E-mail _____

(Please provide E-mail address)

ACTION BY THE AGENCY

Received by (Officer of the Day):

Name : _____ Signature : _____

Date : _____ Time : _____

Action Taken : _____

To be acted within : _____

(Signature Over Printed Name)

