

# CITIZEN'S CHARTER

CATBALOGAN WATER DISTRICT



*serving Catbaloganons since 1979*

## TABLE OF CONTENTS

Vision, Mission and Core Values	2
Performance Pledge	3
Feedback and Redress Mechanism	4
List of CWD Frontline Services	
Application of New Water Service Connection	5
Installation of New Water Service Connection	8
Reopening/Reconnection of Water Service Connection	10
Attending Request for Repair Works	18
Availing Senior Citizen Discount	21
Attending Complaints	23
Sale of Materials	24
Payment / Collection	25
Feedback form	26



# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## **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.

## **MISSION**

We are committed to be 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

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## PERFORMANCE 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**

## FEEDBACK AND REDRESS MECHANISM

### Feedback Mechanism

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 *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.

### 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 dissatisfaction with our services. Rest assured that we are continually making improvements in our services for the satisfaction of our customer/concessionaires.

For your complaints, you may file at our Customer Service Assistance or call 251-2669/543-9259, anytime during office hours (8:00 A.M. to 12:00 Noon and 1:00 P.M. to 5:00 P.M.)

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## LIST OF CWD FRONTLINE SERVICES

### Application of New Water Service Connection

#### Who may avail?

- Household/Property Owner
- Private & Government Offices

Installation Fee	½"	¾"	1"	1 ½"	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				

#### Requirements

- 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
- Survey Fee (Php 200.00)
- Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)

#### Availability of Service

- Monday to Friday – 8:00am to 5:00pm

#### Location

- CWD Office Front Desk – Commercial Division

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION Turnaround Time	PERSON-IN- CHARGE	Name of Documents
1	Inquire	- Provide application form With attached List of Requirements - Briefing of applicants	20 mins per applicant	Odette Tesoro Constancia Panela	FORM 1 : Application Form

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

2	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	Odette Tesoro Constancia Panala	Form 1 : Application Form  Form SR 001: Service Request for Survey Form SR 002 Service Request for Investigation
4	Attend orientation / seminar	- Conduct/ Facilitate Orientation Seminar of CWD policies and guidelines - Issue certificate of Attendance	2 hours	Constancia Panala / Julia P. Lobriño	Attendance Sheet  Form 2: Certificate of Attendance
6	Wait for Investigation	Investigation  approval	2 days	Jerome Maglente Richard Espina Martin Palardon  Julia P. Lobriño	Form SR 002 Service Request for Investigation
	Wait for Survey & Billing	Conduct Survey	2 days	Macario Gabunar	Form SR 001: Service Request for Survey
		Computation of billing & other necessary fees	15 mins	Engr. Miguel Macaspag Engr. Herminia Tuazon	Form SR 001: Service Request for Survey
8	Install after the meter pipeline and inform the frontline	Prepare service request for checkup after the meter pipeline	20 mins	Odette Tesoro Constancia Panala	Form SR 003: Service Request for Check-up after the meter pipeline
		Conduct checkup of after the meter pipeline	1 day	Plumbers	Form SR 003: Service Request for Check-up after the meter pipeline
9	Wait advise for payment	Inform applicant for payment	5 mins	Constancia Panala / Odette Tesoro	

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

10	Payment of Installation Fee  Signing of Service Contract  Notarize Service Contract	Issuance of Receipt	20 mins	Arlene Jabinal / Teller	Form SR 001: Service Request for Survey Official Receipt  Form 3: Service Contract
----	---	---------------------	---------	-------------------------	--

**Total = 5 days, 3 hours & 40 mins**



# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Installation of Water Service Connection

### Who May Avail

- Applicants who have paid the installation fee

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm  
(Except Holidays)

### For Inquiries of installation status

- Frontline Services
- Call (055) 251-2669; (055) 543-9259

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION Turnaround Time	PERSON-IN-CHARGE	Documents
1		Preparation of Service Request	30 mins	Odette Tesoro Constancia Panela	Form SR 004: Service Request for Installation of NWSC
2		Approval of Service Request	2 hours	Julia P. Lobriño Engr. Miguel Macaspag Engr. Ralph S. Uy or his authorized representative	Form SR 004: Service Request for Installation of NWSC
		Schedule of Installation (First come first serve basis)	10 working days	Engr. Miguel Macaspag / Engr. Tuazon	Form SR 004: Service Request for Installation of NWSC
3		Preparation of Requisition & Issuance Slip, Gate Pass	30 mins	Engineering Staff	Form SI 0008: RIS Form SI 0009: Gate Pass
5		Assign, Record to logbook & Dispatch plumber	30 mins	Macario Gabunar / Engr. Miguel Macaspag / Engr. Tuazon	Form SR 004: Service Request for Installation of NWSC
6		Approval of Requisition & Issuance Slip	30 mins	Plumber Engr. Tuazon	Form SI 0008: RIS
		Approval of Gate Pass	30 mins	Eusebia Christina Yboa Engr. Ralph Uy Pacita Macaspag	Form SI 0009: Gate Pass

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

7		Issuance of Materials & tools needed	30 mins	Pacita B. Macaspag / Suzette T. Cabuñag	Form SI 0008: RIS Form SI 0009: Gate Pass
8		Installation of Service Connection	4 hours	Assigned Plumbers	Form SR 004: Service Request for Installation of NWSC
9	Check proper Installation, sign accomplished Form SR 004: Service Request for Installation of NWSC	Inform customer	5 mins		Form SR 004: Service Request for Installation of NWSC

**Total = 11 days, 1 hour & 5 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Re-open of Water Service Connection Disconnected below three Months

### Who May Avail

- Disconnected customers that have already paid their arrears and reconnection fee

### Fees

- Payment of Unpaid Water Bills
- Reopen Fee
  - For Temporary Disconnection - Php 100.00
  - For Disconnection due to unpaid wb- Php 500.00

### Availability of Service

- Monday to Friday – 8:00am to 4:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

### For Inquiries of installation status

- Front Desk
- Call (055) 251-2669

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE	Document
	Ask for priority sequence (letter)	Direct to Front Desk	1 min	Guard on Duty	Priority sequence (letter)
	Inquire account status	Ask authorization letter from registered person  Advise payment  Discuss mode of payment  Prepare Promissory Note (Case to case basis)	30 mins	Odette Tesoro Constancia Panela  Julia Lobrino  Pevey Alarcon	Authorization Letter  Valid ID  Form SC 006: Promissory Note  Form SC 006: Promissory Note
		Prepare Service Request	5 mins	Odette Tesoro / Constancia Panela	Form SR 005: Service Request for Reconnection
	Ask for priority sequence (number)	Direct to Guard	1 min	Odette Tesoro Constancia Panela	Ask for priority sequence (number)

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

	Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt	5 mins per water bill	Marianne C. Cruz Nida L. Jabon	Billing Receipt
2	Payment of Reconnection Fee	Receive Payment, issue O.R.	5 mins per O.R.	Arlene R. Jabinal	Official Receipt
	Return Form SR 005: Service Request for Reconnection with Official Receipt/Billing Receipt to Front Desk	Receive and input OR number in Form SR 005 and forward to Engineering Division	5 mins	Odette Tesoro Constancia Panela	Form SR 005: Service Request for Reconnection  Official Receipt  Billing Receipt
4		Approval of Service Request  Assign, record & dispatch Personnel	15 mins	Engr. Miguel Macaspag / Engr. Herminia Tuazon  Macario Gabunar	Form SR 005: Service Request for Reconnection
		For Padlocked proceed to step 8  For removed water meter proceed to step 5			
5		Preparation of Requisition & Gate pass for Water Meter & Materials	15 mins	Engineering Staff	
6		Approval of Requisition & Issuance Slip  Approval of Gate Pass	1 hour	Assigned Plumber Herminia Tuazon  Eusebia Christina Yboa Engr. Ralph S. Uy Pacita B. Macaspag	
7		Issuance of Materials & tools needed	30 mins	Pacita B. Macaspag Suzette T. Cabuñag	
8		Reopen service connection	1 day	Assigned Plumbers	

**Total = 1 day, 2 hours & 52 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Reopening/Reconnection of Water Service Connection Disconnected Below One Year but Over Three Months

### Who May Avail

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

### Fees

- Payment of Unpaid Water Bills
- Reopen Fee
  - For Temporary Disconnection - Php 100.00
  - For Disconnection due to unpaid wb- Php 500.00

### Availability of Service

- Monday to Friday – 8:00am to 4:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

### For Inquiries of installation status

- Front Desk
- Call (055) 251-2669

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE	Document
	Ask for priority <b>sequence (letter)</b>	Direct to Front Desk	1 min	Guard on Duty	Priority <b>sequence (letter)</b>
	Inquire account status	Ask authorization letter from registered person, if applicable	30 mins	Odette Tesoro Constancia Panela	Authorization Letter  Government Issued ID
	Pay Survey Fee	Issue O.R.	5 mins per O.R.	Arlene R. Jabinal	Official Receipt
	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	Odette Tesoro Constancia Panela	Form SR 002 Service Request for Investigation  Form SR 001 Service Request for Survey
	Wait for Investigation	Investigation  approval	2 days	Jerome Maglente Richard Espina Martin Palardon  Julia P. Lobriño	Form SR 002 Service Request for Investigation

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

	Wait for Survey & Billing	Conduct Survey	2 days	Macario Gabunar	Form SR 001: Service Request for Survey
		Computation of billing & other necessary fees	15 mins	Engr. Miguel Macaspag / Engr. Herminia Tuazon	Form SR 001: Service Request for Survey
9	Wait advise for payment	Inform customer for payment	5 mins	Constancia Panela / Odette Tesoro	
	Ask for priority sequence (number)		1 min	Guard	priority sequence (number)
	Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt	5 mins per water bill	Marianne C. Cruz Nida L. Jabon	Billing Receipt
2	Payment of Reopen Fee and other necessary fees	Receive Payment, issue O.R.	5 mins per O.R.	Arlene R. Jabinal	Official Receipt
	Present O.R. and Billing receipt to front desk	Prepare Form SR 005: Service Request for Reconnection	5 mins	Odette Tesoro Constancia Panela	Form SR 005: Service Request for Reconnection  Official Receipt  Billing Receipt
4		Approval of Service Request  Assign, record & dispatch Personnel	15 mins	Engr. Miguel Macaspag / Engr. Herminia Tuazon  Macario Gabunar	Form SR 005: Service Request for Reconnection
5		Preparation of Requisition & Gate pass for Water Meter & Materials	15 mins	Engineering Staff	
6		Approval of Requisition & Issuance Slip  Approval of Gate Pass	1 hour	Assigned Plumber Herminia Tuazon  Eusebia Christina Yboa Engr. Ralph S. Uy Pacita B. Macaspag	

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

7		Issuance of Materials & tools needed	30 mins	Pacita B. Macaspag Suzette T. Cabuñag	
8	Sign Accomplished Service Request	Reopen service connection	1 day	Assigned Plumbers	Form SR 005: Service Request for Reconnection

**Total = 5 days, 3 hours & 17mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Reconnection of Water Service Connection Disconnected Over One Year

### Who may avail?

- Service connection disconnected over one year

Installation Fee	½	¾	1"	1 ½"	2"
• Residential / Gov't	- Php 3,200.00	Php 3,570.00	Php 6,410.00		
• Commercial	- Php 3,500.00	Php 4,030.00	Php 7,320.00		
• Commercial A	- Php 3,500.00				
• Commercial B	- Php 3,430.00				
• Commercial C	- Php 3,360.00				

### Requirements

- 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
- Survey Fee (Php 200.00)
- Certificate of Attendance – Orientation/Seminar for NWSC (Friday @ 9:00 a.m.)

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm

### Location

- CWD Office Front Desk – Commercial Division

STEP S	CONCESSIONAIRE	OFFICE STAFF	DURATION Turnaround Time	PERSON-IN-CHARGE	Name of Documents
	Ask for priority sequence (Letter)		1 min	Guard	priority sequence (Letter)
1	Inquire	- Provide application form With attached List of Requirements - Briefing of applicants	20 mins per applicant	Odette Tesoro Constancia Panela	FORM 1 : Application Form



# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

2	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	Odette Tesoro Constancia Panela	Form 1 : Application Form  Form SR 001: Service Request for Survey Form SR 002 Service Request for Investigation
4	Attend orientation / seminar	- Conduct/ Facilitate Orientation Seminar of CWD policies and guidelines - Issue certificate of Attendance	2 hours	Constancia Panela / Julia P. Lobriño	Attendance Sheet  Form 2: Certificate of Attendance
6	Wait for Investigation	Investigation  approval	2 days	Jerome Maglente Richard Espina Martin Palardon  Julia P. Lobriño	Form SR 002 Service Request for Investigation
	Wait for Survey & Billing	Conduct Survey	2 days	Macario Gabunar	Form SR 001: Service Request for Survey
		Computation of billing & other necessary fees	15 mins	Engr. Miguel Macaspag Engr. Herminia Tuazon	Form SR 001: Service Request for Survey
8	Install after the meter pipeline and inform the frontline	Prepare service request for checkup after the meter pipeline	20 mins	Odette Tesoro Constancia Panela	Form SR 003: Service Request for Check-up after the meter pipeline
		Conduct checkup of after the meter pipeline	1 day	Plumbers	Form SR 003: Service Request for Check-up after the meter pipeline
9	Wait advise for payment	Inform applicant for payment	5 mins	Constancia Panela / Odette Tesoro	
	Pay Unpaid Water Bills	Receive payment, Issue Billing Receipt	5 mins per water bill	Marianne C. Cruz Nida L. Jabon	Billing Receipt
	Payment of Installation fee other necessary fees	Receive Payment, issue O.R.	5 mins per O.R.	Arlene R. Jabinal	Official Receipt

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

	Present O.R. and Billing receipt to front desk	Prepare Form SR 005: Service Request for Reconnection	5 mins	Odette Tesoro Constancia Panaela	Form SR 005: Service Request for Reconnection  Official Receipt  Billing Receipt
	Ask for priority sequence (Number)		1 min	Guard	priority sequence (Number)
10	Payment of Installation Fee  Signing of Service Contract  Notarize Service Contract	Issuance of Receipt	20 mins	Arlene Jabinal / Teller	Form SR 001: Service Request for Survey Official Receipt  Form 3: Service Contract
	Refer to Steps on Installation of Water Service Connection				

**Total = 4 days, 3 hours & 57 mins**

## Attending Request for Repair Works

### Who May Avail

- All registered customers

### 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 150.00/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

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

### For Inquiries of Request status

- Commercial Division
- Call (055) 251-2669

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE	Document
1	Ask for priority sequence (Letter)	Direct to Front desk	1 min	Guard	priority sequence (Letter)
2	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		Form SR 006 Service Request for Maintenance Work
3	If request needs survey & investigation, Pay Survey Fee	Issue O.R.	5 mins per O.R.	Arlene R. Jabinal	Official Receipt
4	Present O.R. of Survey Fee to Front Desk	Prepare Form SR 002 Service Request for Investigation and/or Form SR 003 Service Request for Survey	5 mins	Odette Tesoro Constancia Panela	Form SR 002 Service Request for Investigation  Form SR 003 Service Request for Survey
5	Wait for Investigation, if needed	Investigation  approval	2 days	Jerome Maglente Richard Espina Martin Palardon  Julia P. Lobriño	Form SR 002 Service Request for Investigation
	Wait for Survey & cost of labor and materials	Conduct Survey	2 days	Macario Gabunar	Form SR 001: Service Request for Survey
		Computation of labor and materials & other necessary fees	15 mins	Engr. Miguel Macaspag / Engr. Herminia Tuazon	Form SR 001: Service Request for Survey
6	Wait advise for payment	Inform customer for payment	5 mins	Constancia Panela / Odette Tesoro	
7	Ask for priority sequence (number)	Direct to Front desk	1 min	Guard	priority sequence (number)
8	Payment of Repair Fee	Receive Payment, issue O.R.	20 mins	Cashier	

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

9		Preparation of Requisition & Issuance Slip, Gate Pass	2 hours	Jesus Nachura	
7	-	Assign plumber & schedule repair	10 mins	Engr. Miguel Macaspag Engr. Herminia Tuazon Macario Gabunar	
8		Approval of Requisition & Issuance Slip, Gate Pass	1 hour	Engr. Herminia Tuazon Eusebia Christina Yboa Engr. Miguel Macaspag Engr. Ralph S. Uy	
9	-	Issuance of Materials & tools needed	30 mins	Pacita B. Macaspag Suzette T. Cabuñag	
10	-	Prepare service request for repair	15 mins	Customer Assistant (Frontdesk Clerk)	
11	-	Conduct repair work	15 mins	Installation Team	

**Total = 4 days, 5 hours & 22 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Availing of Senior Citizen Discount

### Who May Avail

- Senior Citizen with at least one year active service connection

### Requirements

- Form SC 004: Application for Senior Citizen Discount form
- Senior Citizen ID
- Barangay Certification

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

### Notes

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

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE	Document
1	Ask for priority lane number	Direct to Front desk	1 min	Guard	priority lane number
2	Inform front desk	Discuss needed requirements and provide application form	20 mins	Constancia Panela / Odette Tesoro	Form SC 004: Application for Senior Citizen Discount form
4		Prepare Service Request for Investigation	15 mins	Odette Tesoro Constancia Panela	Form SRE 02 Investagation
5		Investigation	2 days	Jerome Maglente Richard Espina Martin Palardon	
3	Fill Up application form and submit with required documents	Check application form and required documents	15 mins	Odette Tesoro Constancia Panela	Form SC 004: Application for Senior

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

					Citizen Discount form
6	-	Check application form and investigation of GMs approval	20 mins	Julia P. Lobriño Engr. Ralph S. Uy	Form SC 004: Application for Senior Citizen Discount form
6	-	Encode to System of qualified customers	10 min	Odette Tesoro Constancia Panela	

**Total = 2 days, 1 hour & 21 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Attending Complaints

### Who May Avail

- All registered customers

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

### For Inquiries of installation status

- Front Desk
- Call (055) 251-2669

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE	Document
1	Ask for priority lane number	Direct to Front desk	1 min	Guard	priority lane number
	Fill up logbook of transaction				
1		Discuss details of complaints		Odette Tesoro Constancia Panela	
2		Refer to the Concerned Person		Concerned Person	

**Total = 1 min**



# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## Sale of Materials

### Who May Avail

- Registered Customers

### Fees

- Inquire at Customer Assistant (Frontdesk Clerk) for prices of materials

### Availability of Service

- Monday to Friday – 8:00am to 5:00pm  
(Except Holidays)

### Location

- CWD Office Front Desk – Commercial Division

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE
1	Inquire at Customer Assistant (Frontdesk Clerk)	Direct customer to Cashier for payment	5 mins	Customer Assistant (Frontdesk Clerk)
2	Payment of Materials	Receive Payment, issue O.R.	20 mins	Cashier
3	Present OR	Preparation of Requisition & Issuance Slip, Gate Pass	10 mins	Pacita Macaspag Suzette T. Cabuñag
4		Approval of Requisition & Issuance Slip, Gate Pass	10 mins	Eusebia Christina Yboa Engr. Ralph S. Uy
5		Issuance of Materials	10 mins	Pacita B. Macaspag Suzette T. Cabuñag

**Total = 55 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## PAYMENT OF WATER BILLS

### Who May Avail

- All Billed customers

### Availability of Service

- Monday to Friday – 7:45 am to 5:00pm  
(Except Holidays)

### Location

- CWD Office Tellers – Commercial Division
- Teller 1, Teller 2, Teller 3

STEPS	CONCESSIONAIRE	OFFICE STAFF	DURATION	PERSON-IN-CHARGE
1	Ask For Priority number from the guard	Give customer priority number	30 seconds	Office Guard
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	Posting of payment and printing of Water Bill	3 mins	Teller 1 – Marianne C. Cruz Teller 2 – Nida L. Jabon Teller 3 – Cristito D. Cinco - Silvio T. Dacles - Jesus J. Abaigar

**Total = Normal Days: 10 mins  
Due Date: 40 mins**

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

## FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box.

*(Ipaalamponinyosaamin kung paano naming kayo napaglingkuran. Maaaringgamitinitoparasapapuri, reklamo o mungkahi. Mangyaring i-tseklamangangkahongnaayon.)*

Compliment  
(Papuri)

Complaint  
(Reklamo)

Suggestion  
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: \_\_\_\_\_  
*(Mgatao/pangkat/tanggapanna may kinalamansapapuri, reklamo o mungkahi)*

Facts or Details Surrounding the Incident:  
*(Kaganapan o detalyengbumabalotsapangyayari)*

Please use additional sheet/s if necessary  
*(Mangyaringgamitngkaragdagangpapelkungkinakailangan)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office  
*(Rekomendasyon/Mungkahi/Naisnaaksiyonmulasaamingtanggapan)*

Please use additional sheet/s if necessary  
*(Mangyaringgamitngkaragdagangpapelkungkinakailangan)*

-----  
**Name(Optional):** \_\_\_\_\_ **Office/Agency:** \_\_\_\_\_  
*(Pangalan) (Tanggapan/Ahensya)*

**Address:** \_\_\_\_\_  
*(Tirahan)*

Contact Number(s)(if any): \_\_\_\_\_ E-mail Address(if any): \_\_\_\_\_  
*(Telepono)*

# CATBALOGAN WATER DISTRICT CITIZEN'S CHARTER

Signature: \_\_\_\_\_  
(Lagda)

Date: \_\_\_\_\_  
(Petsa)