

# **DIPOLOG CITY WATER DISTRICT**

**CITIZEN'S CHARTER**

December 2019 Edition



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## **I. Mandate:**

The Dipolog City Water District's mandate is contained in Presidential Decree No. 198, as amended by Presidential Decree No. 768, declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water Districts and providing for the government and administration of such districts.

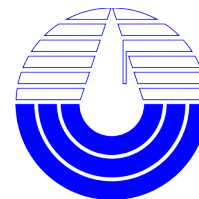
## **II. Vision:**

The Dipolog City Water District by 2028: Delivering Sufficient, Reliable and Affordable Quality Water from the Tap to your Cup 24/7.

## **III. Mission:**

Driven by our vision, we commit to:

1. Deliver constant, safe and reliable water compliant with national standards at the least possible cost;
2. Provide the highest quality service to our customers;
3. Protect and safeguard our water resources;
4. Sustain our viability through an efficiently managed and resilient network system.



#### **IV. Service Pledge:**

We, at the **DIPOLOG CITY WATER DISTRICT**, a local water utility of competent and dedicated workers uphold the values of Integrity, Teamwork, Customer Focus and Service Excellence and are committed in the effective implementation and continual improvement of our Quality Management System through providing constant, safe and reliable water compliant with national standards and other applicable statutory and regulatory requirements to our concessionaires' and other interested parties' satisfaction.

All applicants or requesting parties who are within the office premises prior to the end of official working hours and during lunch break shall be attended to.



## V. LIST OF SERVICES

### **Commercial Services**

#### **External Services**

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## **Commercial Services**

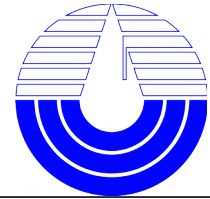
### **External Services**



## 1. APPLICATION OF NEW SERVICE CONNECTION

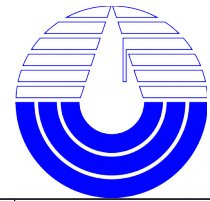
Procedures when applying for a new service connection

<b>Office or Division:</b>	Customer Services Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Approved New Installation Inspection Report (Form No. Eng-08)	Customer Service personnel
	<b>For lot owner (1 photocopy):</b> a) Land title or Deed of Sale b) Valid government-issued ID	a) Register of Deeds b) LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc.
	<b>For non-lot owner (1 photocopy):</b> a) Authorization letter from the lot owner using the prescribed format b) Photocopy of land title c) Valid government issued ID of the lot owner d) Valid government issued ID of the applicant or representative	a) Authorization from lot owner; form from Customer Service representative b) Register of Deeds c) LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc. d) LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc.
	In-house piping installed and ready for tapping to mainline	Private plumber at applicant's expense
	<ul style="list-style-type: none"> <li>For Government Agency, Letter of Intent from the head of office; barangay resolution for Barangay Office.</li> </ul>	From head of office; barangay council
	<ul style="list-style-type: none"> <li>Settlement of all unpaid bills from other accounts.</li> </ul>	From applicant
	<ul style="list-style-type: none"> <li>Customers deposit if unable to provide evidence of lot ownership (use of public land, title pending or under a mother title) or with incomplete documents</li> </ul>	From applicant

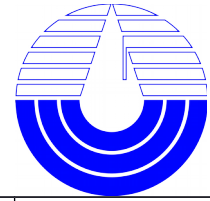


Amount of Customer's Deposit Residential A/Government – P1,000 Residential B/Semi-Comm'l. B – P1,500 Residential C/Semi-Comm'l. A – P2,000 Residential D/Commercial – P3,000				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out New Installation Inspection Report form (Form No. Eng-08)	1.1 Conduct interview and screening 1.2 Provide list of requirements to applicant 1.3 Forward Form Eng-08 to Engineering inspector for inspection and approval	None	10 minutes	<i>Customer Service representative Customer Service Division</i>
	1.4 Conduct site inspection, existence of previous connection, service pipeline and water pressure adequacy 1.5 Return approved form to Customer Service	None	4 hours  Note: Forms forwarded in the AM, will be inspected in the PM; forms forwarded in the PM will be inspected the following AM	<i>Engineering inspector, Water/Sewerage Maint. Gen. Foreman Planning, Const. &amp; Maint. Division Dept. Manager B Eng'g. &amp; Operations Department</i>
	1.6 Inform applicant of result of inspection	None	5 minutes	<i>Customer Service representative Customer Service Division</i>
2. Submit the requirements	2.1 Check submitted documents.	None	20 minutes	<i>Customer Service representative Customer Service</i>





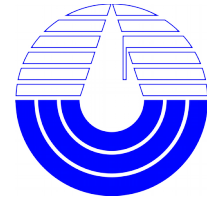
	<p>If unable to provide evidence of lot ownership (use of public land, title pending or under a mother title) or with incomplete documents, customer's deposit will be required:</p> <p>ResA/Gov't – P1,000  ResB/SCB – P1,500  ResC/SCA– P2,000  ResD /Comm– P3,000</p> <p>2.2 Give orientation to applicant on water district policies, procedures and guidelines</p> <p>2.3 Fill-out Contract for Water Service and Application for Water Service Connection and Installation Order</p>			Division
		*based on classification of service connection		
3. Pay the installation fee	<p>3.1 Issue official receipt</p> <p>3.2 Forward the Contract for Water Service to the GM for</p>	Refer to Table 1	5 minutes	<p><i>Teller</i> Commercial</p> <p><i>Customer Service representative</i></p>



	signature			Customer Service Division
	3.3 Sign the Contract for Water Service	None	5 minutes	<i>General Manager</i>
	3.4 Install the service connection	None	1 day	<i>Private contractors, Water/Sewerage Maint. Gen. Foreman Planning, Const. &amp; Maint. Division Dept. Manager B Eng'g. &amp; Operations Department</i>

Table 1: Table of Approved Installation Rates per Board Resolution No. 98-02

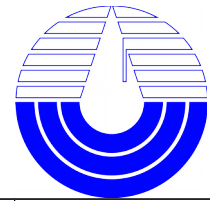
<b>Water Meter Size</b>	<b>Tapping/Service Line</b>	<b>Rate</b>
1/2"	Reserved Pipeline (RPL)	1,750.00
3/4"	Reserved Pipeline (RPL)	2,750.00
1"	Reserved Pipeline (RPL)	4,000.00
1/2"	1/2" SL	3,750.00
1/2"	3/4" SL	3,750.00
3/4"	3/4" SL	4,750.00
1/2"	1" SL	5,750.00
3/4"	1" SL	6,750.00
1"	1" SL	7,750.00



## 2. PAYMENT OF WATER BILL AND OTHER FEES

Procedures when paying for water bills and other fees

<b>Office or Division:</b>	Accounts Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	1. DipCWD concessionaires or their representatives 2. Any person who wish to pay for goods or services rendered/ to be rendered			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Billing Payment Slip Store Requisition and Issue Slip Application for New Installation Form Reconnection Form		Billing Section Customer Service Personnel Customer Service Personnel Customer Service Personnel Customer Service Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. For Concessionaires with Notice of Billing				
1. Get priority number	Give priority number ( "C" for Regular and "P" for PWD's, Senior Citizen, Pregnant Women)	None	1 minute	Guard on Duty
2. Be seated and wait for priority number to be called	N/A	None	(Under normal conditions) 5 minutes	N/A
3. Present Billing Notice to Teller and pay the required amount	Issue Official Receipt	Amount indicated in the Bill	2 minutes	<i>Teller</i> Accounts Management Division
B. For Concessionaires without Notice of Billing				
1. Fill out Payment Slip with correct Account Name & Address	Provide account number and amount due in the slip given	None	1 minute	<i>Customer Service representative</i> Customer Service Division



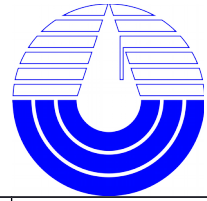
2. Get priority number	Give priority number ( "C" for Regular and "P" for PWD's, Senior Citizen, Pregnant Women)	None	1 minute	Guard on Duty
3. Be seated and wait for priority number to be called	N/A	None	(Under normal conditions) 5 minutes	N/A
4. Present Payment Slip to Teller and pay the required amount	Issue Official Receipt	Amount indicated in the Bill	2 minutes	<i>Teller</i> Accounts Management Division



### 3. PURCHASE OF MATERIALS

Procedures when purchasing materials

<b>Office or Division:</b>	Accounts Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	1. DipCWD concessionaires or their representatives 2. Any person who wish to purchase materials for installation and repair of their service lines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Store Requisition and Issue Receipt Official Receipt for the purchased materials		Customer Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service Personnel and present list of materials to be purchased	Issue Store Requisition and Issue Receipt	None	5 minutes	<i>Customer Service representative</i> Customer Service Division
2. Get priority number	Give priority number ( "C" for Regular and "P" for PWD's, Senior Citizen, Pregnant Women)	None	1 minute	Guard on Duty
3. Be seated and wait for priority number to be called	N/A	None	(Under normal conditions) 5 minutes	N/A
4. Present Store Requisition and Issue Receipt to Teller and pay the required amount	Issue Official Receipt	Amount indicated in the SRS	2 minutes	<i>Teller</i> Accounts Management Division



5. Proceed to bodega and present official receipt for the purchased materials	Issue the corresponding purchased materials	None	10 minutes	<i>Warehouse personnel</i> Administrative Services Division
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#### 4. REQUEST FOR ADVANCE BILLING

Procedures when requesting for advance billing

<b>Office or Division:</b>	Accounts Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Concessiopnaires of DipCWD or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Number Account Name		Customer Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service and request for advance billing for the desired account name and account number	1.1 Make a Job Order for meter reading and forward to the meter reader	None	1 hour	<i>Customer Service representative</i> Customer Service Division
	1.2 Forward reading to Billing personnel for billing of water consumption from the last reading period till the requested day	None	15 minutes	<i>Meter Reader</i> Accounts Management Division  <i>Billing Personnel</i> Accounts Management Division

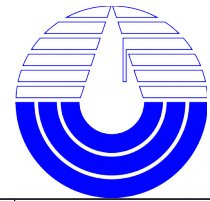


## 5. REQUEST FOR METER CALIBRATION

Procedures when requesting for meter calibration

<b>Office or Division:</b>	Accounts Management Division			
<b>Com</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Concessiopnaires of DipCWD or their representatives External customers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Number Account Name		Customer Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Customer Service and request for meter calibration for the desired account name/ account number	1.1 Make a Job Order for pull-out and installation of a temporary water meter for the desired account name/ account number Forward Job Order to the maintenance personnel	None if meter is defective; P300.00 if meter passed the calibration test	10 minutes	<i>Customer Service representative</i> Customer Service Division
	1.2 Pull-out and install temporary water meter for the desired account name/ account number Forward pulled-out water meter to the calibration personnel with	None	Half day	<i>Maintenance personnel</i> Customer Service Division





	<p>Job Order form</p> <p>1.3 Records the reading and serial number and the physical condition of the meter against the Job Order Calibrate the pull-out meter and post the data to the Water Meter System and print the WM calibration result Forward result to Customer Services for personnel adjustment if necessary</p>	<p>None</p>	<p>1 day</p>	<p><i>Calibration Personnel Accounts Management Division</i></p>
<p>2. Pay the calibration fee</p>	<p>2.1 Inform customer of the result of the calibration test and instruct payment for PASSED meters.</p> <p>2.2 For FAILED meters, prepare Billing Adjustment Memo</p>	<p>P300.00 if PASSED. No fee required for FAILED or defective meters.</p>	<p>10 minutes</p>	<p><i>Customer Service representative Customer Service Division</i></p>



## 6. CUSTOMER COMPLAINTS AND REQUESTS

Procedures for complaints and requests

<b>Office or Division:</b>	Customer Services Division			
<b>Com</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Concessiopnaires of DipCWD or their representatives Anybody with a service request or complaint			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Number Account Name Address Contact Details		Customer Service Personnel Customer Customer Customer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Be seated and wait to be attended to by a customer service personnel. Be ready to provide your account information (account number, account name, address and contact number)	1.1 Receive the complaint/ request and record it to the computer 1.2 Forward the complaint/ request to the responsible unit or action personnel. In case of written complaints/ requests, forward the same to the office of the GM	None	10 minutes	<i>Customer Service representative</i> Customer Service Division
2. Wait for feedback or result.	2.1 Concerned unit/action personnel to update the customer of the result action taken.	None	2 days (depending on the complexity of the request or complaint)	<i>Action personnel</i> of the concerned unit (Engineering, Commercial, Administrative, Finance, OGM, BOD)

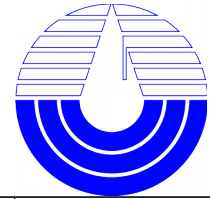


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## 7. APPLICATION AND RENEWAL FOR SENIOR CITIZEN'S DISCOUNT

Procedures for applying or renewing of senior citizen's discount

<b>Office or Division:</b>	Customer Services Division			
<b>Com</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
<b>Who may avail:</b>	Concessiopnaires of DipCWD or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of age and citizenship (any one): - Senior Citizen Card or I.D. - Valid Passport - GSIS or SSS ID - Current Driver's License (Note: Submit only photocopy but bring the original for verification purposes)		Customer		
2. Proof of billing – the meter registration should be in the name of the senior citizen		Customer Service		
3. Proof of residence – Barangay clearance issued within 2 months from date of application if billing address is different from address in the ID.		Barangay of residence		
4. If applying through a representative: a) Picture of senior citizen holding calendar or newspaper with <u>visible date</u> . Date of newspaper must be within 2 months from date of application/renewal. b) Authorization letter c) Valid ID of representative		Customer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out application form for Senior Citizen's Discount	Evaluate submitted requirements	None	5 minutes	<i>Customer Service representative</i> Customer Service Division



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## VI. FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client Feedback Form and drop it at the designated drop box near the Teller Window.</p> <p>Contact information:            Landline: 212-2574, 212-7625,            212-4485            Cellphone: 09338257335</p>
How feedbacks are processed	<p>Every Friday, the designated Public Relations Officer opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant office unit and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact:            Landline: 212-2574, 212-7625,            212-4485            Cellphone: 09338257335</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box near the Teller Window.</p> <p>Complaints can also be filed via</p>



	<p>Landline: 212-2574, 212-7625, 212-4485          Cellphone: 09338257335</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>a) Name of person being complained</li> <li>b) Incident</li> <li>c) Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number:          Landline: 212-2574, 212-7625, 212-4485          Cellphone: 09338257335</p>
<p>How complaints are processed</p>	<p>The designated Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant Office unit for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p> <p>The Complaints Officer will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:          Landline: 212-2574, 212-7625, 212-4485          Cellphone: 09338257335</p>
<p>Contact Information of CCB, PCC,</p>	<p>A R T A : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>



ARTA	1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)
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## VII. LIST OF OFFICES

Office/Unit	Address	Contact Information
Office of the Board of Directors	Dipolog City Water District, Highway Minaog, Dipolog City	212-4485
Office of the General Manager	Dipolog City Water District, Highway Minaog, Dipolog City	212-4485
Administrative & Finance Department	Dipolog City Water District, Highway Minaog, Dipolog City	212-4485 212-6742
Engineering & Operations Department	Dipolog City Water District, Highway Minaog, Dipolog City	212-6158
Commercial Services Department	Dipolog City Water District, Highway Minaog, Dipolog City	212-2574 212-7625
Human Resource Office	Dipolog City Water District, Highway Minaog, Dipolog City	212-6742
BAC Secretariat Procurement Office	Dipolog City Water District, Highway Minaog, Dipolog City	212-6742