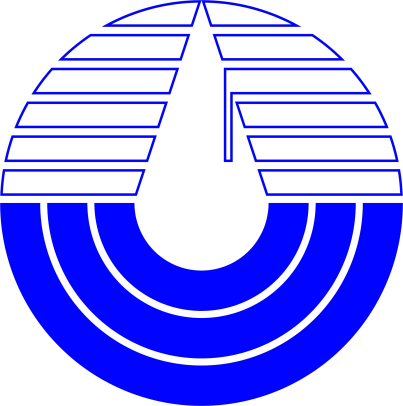


CITIZEN’S CHARTER

December 2021 Edition



DIPOLOG CITY WATER DISTRICT

CITIZEN’S CHARTER

December 2021 Edition

1. **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.

1. **Vision:**

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

1. **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.

1. **Service Pledge:**

We***,*** at the **DIPOLOG CITY WATER DISRICT,** 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.

1. **LIST OF SERVICES**

**Commercial Services**

**External Services**

APPLICATION OF NEW SERVICE CONNECTION 1

PAYMENT OF WATERBILL & OTHER FEES 6

PURCHASE OF MATERIALS 8

REQUEST FOR ADVANCE BILLING 9

REQUEST FOR METER CALIBRATION 10

CUSTOMER COMPLAINTS AND REQUESTS 12

APPLICATION/RENEWAL FOR SENIOR CITIZEN’S DISCOUNT 13

**Commercial Services**

**External Services**

1. **APPLICATION OF NEW SERVICE CONNECTION**

Procedures when applying for a new service connection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Customer Services Division | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Approved New Installation Inspection Report (Form No. Eng-08)  **For lot owner (1 photocopy):**   1. Land title or Deed of Sale 2. Certificate of Resettlement (if applicable) 3. Valid government-issued ID 4. Barangay Clearance (for Punta, Sinaman, Sangkol and Cogon residents) 5. Payment of Inspection and Installation fees based approved current rates   **For non-lot owner (1 photocopy):**   1. Land title or Deed of Sale 2. Certificate of Resettlement (if applicable) 3. Valid ID of the lot owner 4. Barangay Clearance (for Punta, Sinaman, Sangkol and Cogon residents) 5. Authorization letter from the lot owner 6. Lot/Home Owner’s Undertaking 7. Valid ID of the user/applicant 8. Valid government issued ID of the applicant or representative 9. Payment of Inspection and Installation fees based approved current rates   In-house piping installed and ready for tapping to mainline   * For Government Agency, Letter of Intent from the head of office; barangay resolution for Barangay Office. * Settlement of all unpaid bills from other accounts. * 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   Amount of Customer’s Deposit  Residential A/Government – P410  Residential B/Semi-Comm’l. B – P1,500  Residential C/Semi-Comm’l. A – P2,000  Residential D/Commercial – P3,000 | | Customer Service personnel   1. Registry of Deeds 2. City General Services Office 3. LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc. 4. Barangay Hall 5. Applicant 6. Registry of Deeds 7. City General Services Office 8. LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc. 9. Barangay Hall 10. Customer Service personnel 11. Customer Service personnel 12. LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc. 13. LTO, SSS, GSIS, PhilHealth, Pag-IBIG, UMID, NBI, passport, etc. 14. Applicant   Private plumber at applicant’s expense  From head of office; barangay council  From applicant  From applicant | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill out New Installation Inspection Report form (Form No. Eng-08) and Submit the requirements   Wait for site inspection to be conducted by Engineering personnel. | * 1. Conduct interview and screening   2. Require customer to pay P250 Inspection Fee   3. Forward Form Eng-08 to Engineering inspector for inspection and approval | P250 | 10 minutes | *Customer Service representative*  *Customer Service Division & Teller*  *Accounts Management Division* |
| * 1. Conduct site   inspection,  service pipeline and water pressure adequacy   * 1. 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 | *Engineering inspector,*  *Water/Sewerage Maint. Gen. Foreman*  *Planning, Const. & Maint. Division*  *Dept. Manager B*  *Eng’g. & Operations Department* |
| * 1. Inform applicant of result of inspection. If approved, require customer to provide in-house pipings | None | 5 minutes | *Customer Service representative*  *Customer Service Division* |
| 1. Prepare the in-house pipings and inform customer service thru hotline no. once it’s done. | * 1. Make job order for inspection of in-house pipings and existence of previous connection.   2. Conduct site   Inspection and return approved job order to Customer Service  2.3 Inform applicant of the result of inspection and require to return to office for payment and contract signing | None | 20 minutes  4 hours  Note: Job orders made in the AM, will be inspected in the PM;  Job orders made in the PM will be inspected the following AM  5 minutes | *Customer Service representative*  *Customer Service Division* |
| 1. Payment of installation fees and contract signing. | 3.1 Recheck submitted documents.    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:  ResA/Gov’t – P410  ResB/SCB – P1,500  ResC/SCA– P2,000  ResD /Comm– P3,000  3.2 Give orientation to applicant on water district policies, procedures and guidelines  3.3 Fill-out Contract for Water Service and Application for Water Service Connection and Installation Order | \*based on classifica-tion of service connect-ion  Installa-tion balance | 20 minutes  10 minutes | *Customer Service representative*  *Customer Service Division*  *Customer Service representative*  *Customer Service Division & Teller*  *Accounts Management Division* |
| * 1. Issue official receipt   3.5 Forward Application for Water Service Connection for general approval | Refer to Table 1 | 5 minutes  5 minutes | *Teller*  *Accounts Management Division*  *Division Manager*  Customer Service *Division & Department Manager*  *Accounts Management Division* |
|  | 3.6 Installation of water service connection | None | 1 day | *Private contractors,*  *Water/Sewerage Maint. Gen. Foreman*  *Planning, Const. & Maint. Division*  *Dept. Manager B*  *Eng’g. & Operations Department.* |

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

|  |  |  |
| --- | --- | --- |
| **Water Meter Size** | **Tapping/Service Line** | **Rate** |
| 1/2” | Reserved Pipeline (RPL) | 2,500.00 |
| 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 |

1. **PAYMENT OF WATER BILL AND OTHER FEES**

Procedures when paying for water bills and other fees

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Accounts Management Division | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | 1. DipCWD concessionaires or their representatives 2. Any person who wish to pay for goods or services rendered/ to be rendered | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 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 | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| A.      For Concessionaires with Notice of Billing | | | | |
| 1.   Get priority number | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) | None | 1 minute | *Guard on Duty* |
| 1. 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 | *Teller*  *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 | *Customer Service representative*  *Customer Service Division* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 2.   Get priority number | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) | None | 1 minute | *Guard on Duty* |
| 1. 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 | *Teller*  *Accounts Management Division* |

1. **PURCHASE OF MATERIALS**

Procedures when purchasing materials

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Accounts Management Division | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | 1. DipCWD concessionaires or their representatives 2. Any person who wish to purchase materials for installation and repair of their service lines | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Store Requisition and Issue Receipt  Official Receipt for the purchased materials | | Customer Services Division | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the Customer Service Personnel and present list of materials to be purchased | Issue Store Requisition and Issue Receipt | None | 5 minutes | *Customer Service representative*  *Customer Service Division* |
| 2.   Get priority number | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) | None | 1 minute | *Guard on Duty* |
| 1. Be seated and wait for priority number to be called | N/A | None | (Under normal conditions)  5 minutes | *N/A* |
| 1. Present Store Requisition and Issue Receipt to Teller and pay the required amount | Issue Official Receipt | Amount indicated in the SRS | 2 minutes | *Teller*  *Accounts Management Division* |
| 1. Proceed to bodega and present official receipt for the purchased materials | Issue the corresponding purchased materials | None | 10 minutes | *Warehouse personnel*  *Administrative Services Division* |

1. **REQUEST FOR ADVANCE BILLING**

Procedures when requesting for advance billing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Accounts Management Division | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | Concessionaires of DipCWD or their representatives | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Account Number  Account Name | | Customer Services Division | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the Customer Service and request for advance billing for the desired account name and account number | * 1. Make a Job Order for meter reading and forward to the meter reader   2. Forward reading to Billing personnel for billing of water consumption from the last reading period till the requested day   3. Issue and deliver printed bill | None  None | 1 hour  15 minutes | *Customer Service representative*  *Customer Service Division and Meter Reader*  *Accounts Management Division*  *Billing Personnel*  *Accounts Management Division* |

1. **REQUEST FOR METER CALIBRATION**

Procedures when requesting for meter calibration

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Accounts Management Division | | | |
| **Com** | Complex | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | Concessionaires of DipCWD or their representatives  External customers | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Account Number  Account Name | | Customer Services Division | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the Customer Service and request for meter calibration for the desired account name/ account number | * 1. Make a Job Order for change water meter for the desired account name/ account number and   forward Job Order to the Accounts Services personnel   * 1. Change water meter for the desired account name/ account number and forward pulled-out water meter to the calibration personnel with Job Order form   2. 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 billing adjustment if necessary | None  None  None | 10 minutes  Half day  1 day | *Customer Service representative*  *Customer Service Division and Accounts Services Personnel Accounts Management Division*  *Maintenance personnel*  *Customer Service Division*  *Calibration Personnel*  *Accounts Management Division* |
| 1. Pay the calibration fee | * 1. Inform customer of the result of the calibration test and instruct payment for PASSED meters.   2. For FAILED meters, prepare Billing Adjustment Memo | P300.00 if PASSED. No fee required for FAILED or defective meters. | 10 minutes | *Customer Service representative*  *Customer Service Division* |

1. **CUSTOMER COMPLAINTS AND REQUESTS**

Procedures for complaints and requests

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Customer Services Division | | | |
| **Com** | Complex | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | Concessionaires of DipCWD or their representatives  Anybody with a service request or complaint | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Account Number  Account Name  Address  Contact Details | | Customer Service Personnel  Customer  Customer  Customer | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Be seated and wait to be attended to by customer service personnel. Be ready to provide your account information (account number, account name, address and contact number) | * 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 | *Customer Service representative*  *Customer Service Division* |
| 1. 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) | *Action personnel*  *of the concerned unit (Engineering, Commercial, Administrative,*  *Finance, OGM, BOD)* |

1. **APPLICATION AND RENEWAL FOR SENIOR CITIZEN’S DISCOUNT**

Procedures for applying or renewing of senior citizen’s discount

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Customer Services Division | | | |
| **Com** | Simple | | | |
| **Type of Transaction:** | Government-to-Citizen (G2C)  Government-to-Business (G2B)  Government-to-Government (G2G) | | | |
| **Who may avail:** | Concessionaires of DipCWD or their representatives | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Application for Senior Citizen Discount Availment (Form No. Com-13) 2. 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)   1. Proof of billing – the meter registration should be in the name of the senior citizen. 2. Proof of residence – Barangay clearance issued within 2 months from date of application if billing address is different from address in the ID. 3. If applying through a representative: 4. Picture of senior citizen holding calendar or newspaper with visible date. Date of newspaper must be within 2 months from date of application/renewal. 5. Authorization letter 6. Valid ID of representative | | 1. Customer Service 2. Customer 3. Customer Service 4. Barangay of residence 5. Customer | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Fill out application form for Senior Citizen’s Discount | Evaluate submitted requirements and forward to Accounts Management Division | None | 5 minutes | *Customer Service representative*  *Customer Service Division and Accounts Management Division* |

1. **FEEDBACK AND COMPLAINTS**

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Answer the client Feedback Form and drop it at the designated drop box near the Teller Window.  Contact information:  Landline: 212-2574, 212-7625,  212-4485  Mobile: 09488662763 |
| How feedbacks are processed | Every Friday, the designated Public Relations Officer opens the drop box and compiles and records all feedback submitted.  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.  The answer of the office is then relayed to the citizen.  For inquiries and follow-ups, clients may contact:  Landline: 212-2574, 212-7625,  212-4485  Mobile: 09488662763 |
| How to file a complaint | Answer the client Complaint Form and drop it at the designated drop box near the Teller Window.  Complaints can also be filed via  Landline: 212-2574, 212-7625,  212-4485  Mobile: 09488662763  Make sure to provide  the following information:   1. Name of person being complained 2. Incident 3. Evidence   For inquiries and follow-ups,  clients may contact the following  telephone number:  Landline: 212-2574, 212-7625,  212-4485  Mobile: 09488662763 |
| How complaints are processed | The designated Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.  Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant  Office unit for their explanation.  The Complaints Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.  The Complaints Officer will give feedback to the client.  For inquiries and follow-ups,  clients may contact the following  telephone number:  Landline: 212-2574, 212-7625,  212-4485  Cellphone: 09488662763 |
| Contact Information of CCB, PCC, ARTA | A R T A : [complaints@arta,gov.ph](mailto:complaints@arta,gov.ph)  1-ARTA (2782)  PCC: 8888  CCB: 0908-881-6565 (SMS) |

1. **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 |