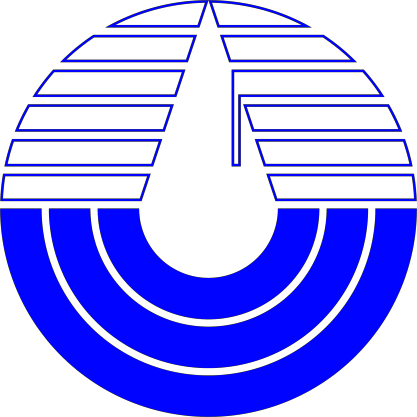
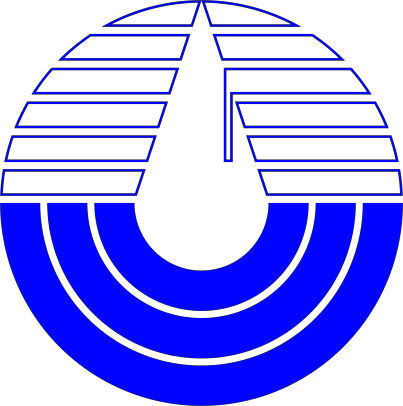
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CITIZEN’S CHARTER

December 2024 Edition



DIPOLOG CITY WATER DISTRICT

CITIZEN’S CHARTER

December 2024 Edition

**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.

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|  |  |
| --- | --- |
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**1. APPLICATION OF NEW SERVICE CONNECTION**

Procedures when applying for a new service connection

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| APPLICATION FOR NEW SERVICE CONNECTION | | | | |
| **OFFICE/DIVISION** | Customer Services Division  Account Management Division  Planning, Design & Construction Division | | | |
| **CLASSIFICATION** | Complex | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) Gov’t.-to-Gov’t. (G2G) | | | |
| **WHO MAY AVAIL** | All | | | |
|  |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1) Installation Inspection Form  2) Proof of ownership (Land Title, Deed of Absolute Sale/Donation, Certificate of  Resettlement) under the name of the applicant  3) Valid government-issued ID  4) Payment of Inspection and Installation fees based on approved current rates  5) In-house piping installed and ready for tapping to mainline  6)  *Additional for non-lot owners:*  6.1 Authorization Letter from the lot owner  6.2 Lot/Home Owner’s Undertaking  6.3 Valid government-issued ID of the user or representative  7) *Additional for Government Agencies:*  7.1 Letter of Intent from the head of office  7.2 Barangay resolution for Barangay Office  *\*\* Other requirements (if applicable):*  a) Barangay Clearance (for Punta, Sinaman, Sangkol, San Jose and Cogon residents)  b) Settlement of all unpaid bills from other accounts  c) 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 as mentioned above.  **Amount of C ustome r’ s De posi t**  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 Division  To be provided by the applicant  Private plumber at applicant’s expense  To be provided by the applicant  Agency  Barangay | | |
|  | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Fill out Installation Inspection form & submit the requirements | Conduct interview and screening  Check for old unpaid accounts and require settlement (if any) |  | 10 minutes | Customer Service personnel |
| 2. Pay the inspection fee & wait for site inspection to be conducted by Engineering personnel. | Issue official receipt | P250.00 | 3 minutes | Teller |
| Conduct site inspection, service pipeline and water pressure adequacy. Return inspection form to Customer Service.  (*Note: Forms forwarded in the AM will be inspected in the PM; forms forwarded in the PM will be inspected the following AM)* |  | if with existing pipeline= 4 hours if without, need GM's approval=7 days | Planning, Design & Const. Division personnel |
| Inform applicant of result of inspection. If approved, require customer to provide in- house pipings & inform the office once completed |  | 5 minutes | Customer Service personnel Command center personnel |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 3. Prepare the in-house piping | (Labor & materials from house to RPL to be provided by the applicant) | | | |
| 4. Inform customer service once completed & wait for 2nd inspection to be conducted by Commercial personnel. | Prepare job order for inspection of in-house pipings, classification and existence of previous connection. |  | 5 minutes | Customer Service personnel |
| Conduct site Inspection and submit report. Final review of submitted documents & existence of old unpaid accounts.  (*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)* |  | 4 hours | Customer Service field inspector Customer Service personnel |
| Inform applicant of the result of inspection and request presence for the contract signing & payment of installation charges |  | 5 minutes | Customer Service personnel Command center personnel |
| 5. Signing of contract & other documents | Fill-out Application for Water Service Connection, Water Supply Service Contract & other documents. Give orientation to applicant on water district policies, procedures and guidelines |  | 20 minutes | Customer Service personnel |
| 6. Pay the installation fee, customer's deposit & other charges. Wait for the meter to be installed  by Engineering personnel. | Issue official receipt  *Amount of Customer’s Deposit (if applicable) 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*  *Rate for other meter installation sizes:*  *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* | P2,250.00 for  1/2"WM (2,000 if cash) (375/month for  6 months, if installment) | 3 minutes | Teller |
| Approval of installation documents, segregate and forward to Planning Division for final installation |  | 1 hour | CS Div. Manager AM Div Manager Customer Service personnel |

2

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
|  | Assignment of contractor and prepares the Store Requisition Slip (SRS), the contractor withdraws the requested materials, and proceed to install the water meter and meter stand on-site according to approved design, after notifying the concessionaire of the installation schedule; once installed, the concessionaire attests to the Job Order, the necessary documents are submitted to the inspector who checks the workmanship and material quality, ensures water flows properly, and seals the water meter if standards are met; afterward, the inspector fills out the Job Order and submits it to the Planning, Design, and Construction Personnel, who encode it into the system, segregate the Installation and Job Order forms, log the details in the record book by contractor, meter number, concessionaire, and address, and forward the installation form to the Accounts Division – Commercial Department. | none | 3 days | Contractor/Ins pector/ Di vi s i on Manager/ Department Manager |

3

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

Procedures when paying for water bills and other fees

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PAYMENT OF WATER BILL AND OTHER FEES | | | | |
| **OFFICE/DIVISION** | Customer Services Division  Account Management Division | | | |
| **CLASSIFICATION** | Simple | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) Gov’t.-to-Gov’t. (G2G) | | | |
| **WHO MAY AVAIL** | All | | | |
|  |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Transaction document (any of the following): Waterbill or Notice of Billing  Store Requisition and Issue Slip (for purchase of materials)  Installation Inspection form or Application for Water Service Connection  Reconnection Form  Other payments | | Meter Reader/Billing Customer Service Personnel Customer Service Personnel Customer Service Personnel | | |
|  | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| ***A. For Concessionaires with Notice of Billing / known Account Number*** | | | | |
| 1.Get priority number, be seated and wait for priority number to be called | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2.Present Billing Notice to Teller and pay the required amount | Issue Official Receipt | Amount due | 3 minutes | *Teller* |
| ***B. For Concessionaires without Notice of Billing / unknown Account Number*** | | | | |
| 1.Fill out Payment Slip with correct  Account Name & Address | Provide account number and amount due in the slip given |  | 3 minutes | *PACD* |
| 2.Get priority number, be seated and wait for priority number to be called | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 3.Present Payment Slip to Teller and pay the required amount | Issue Official Receipt | Amount due | 3 minutes | *Teller* |
| ***C. For Drive Thru Payments*** | | | | |
| 1.Arrives at the drive thru and waits for your vehicle to approach teller’s window*(Note: Maximum of 3*  *Billing Notice per client)* |  |  | (Under normal conditions)  5 minutes |  |
| 2.Present Billing Notice to Teller and pay the required amount | Issue Official Receipt | Amount due | 3 minutes | *Teller* |

**3. REQUEST FOR WATER METER CALIBRATION**

Procedures when requesting for water meter calibration

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| REQUEST FOR WATER METER CALIBRATION | | | | |
| **OFFICE/DIVISION** | Customer Services Division  Account Management Division | | | |
| **CLASSIFICATION** | Complex | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) | | | |
| **WHO MAY AVAIL** | DipCWD Concessionaires and non-concessionaires | | | |
|  |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Account Number or Account Name | | Customer Service Personnel | | |
|  |  |  |  |  |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Get priority number, be seated and wait for priority number to be called | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2.Provide your account information (account number, account name, address and contact number) and request for meter calibration. | Make a Job Order for change water meter for the desired account name/ account number  and forward Job Order to the Accounts Services  personnel. Inform the customer of the calibration fee as follows:  *P300 if PASSED.*  *No fee required for FAILED or defective meters. P200 (for non-DipCWD concessionaires)* | None | 10 minutes | *Customer Service representative* |
| Pull out the desired water meter and forward to calibration personnel together with the Job Order form |  | Half day | *Account Management Div. personnel* |
| Record the last reading, serial no. & the physical condition of the meter. Calibrate the water meter and print the calibration results.  Forward result to Accounts Management Div.  Mgr. for billing adjustment (BAM) if necessary |  | 1 day | *Calibration personnel Accounts Management Division* |
| Inform customer of the calibration result |  | 10 minutes | *Customer Service personnel Command center personnel* |

**4. CUSTOMER COMPLAINTS AND REQUESTS**

Procedure in handling issues/concerns from concessionaires regarding problems of their water connection.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CUSTOMER COMPLAINTS AND REQUESTS | | | | |
| **OFFICE/DIVISION** | Customer Services Division | | | |
| **CLASSIFICATION** | Complex | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) Gov’t.-to-Gov’t. (G2G) | | | |
| **WHO MAY AVAIL** | DipCWD Concessionaires and non-concessionaires | | | |
|  |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Account Number, Account Name, Address, Contact/Mobile Number | | Customer Service Personnel | | |
|  |  |  |  |  |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Get priority number, be seated and wait for priority number to be called | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2. Provide your account information (account number, account name, address and contact number). State your concern/request | Receive the complaint/ request and record it to the computer. 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 personnel* |
| 3. Wait for action or feedback | Concerned unit/action personnel to take immediate action on the complaint/request and update the customer of the action taken. |  | Depending on the action to be taken | *Action personnel*  *of the concerned unit* |
| Follow-up customer satisfaction on the action taken |  | 3-5 days after being acted by the concerned unit | *Command center personnel* |

**5. APPLICATION FOR SENIOR CITIZEN’S DISCOUNT**

Procedure for the availment of senior citizen discount privilege on water bills

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| APPLICATION FOR SENIOR CITIZEN’S DISCOUNT | | | | |
| **OFFICE/DIVISION** | Customer Services Division | | | |
| **CLASSIFICATION** | Simple | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) | | | |
| **WHO MAY AVAIL** | DipCWD Concessionaires 60 years old and above | | | |
|  |  | | | |
| **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)  3. Proof of billing – the meter registration should be in the name of the senior  citizen.  4. Proof of residence – Barangay clearance issued within 2 months from date of  application if billing address is different from address in the ID.  5. If applying through a representative:  5.1 Picture of senior citizen holding calendar or newspaper with visible date. Date of newspaper must be within 2 months from date of application/renewal.  5.2 Authorization letter  5.3 Valid ID of representative | | Customer Service Personnel  Barangay of Residence | | |
|  |  |  |  |  |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Get priority number, be seated and wait for priority number to be called | Give priority number |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2. Fill-out application for senior citizen's discount. Submit to customer service with valid ID. | Evaluate submitted requirements and forward to Customer Service and Account Management for approval | None | 10 minutes | *Customer personnel CS Division Manager AM Division Manager* |
| Forward to Billing in-charge for recording into the system |  | 5 minutes | *Billing personnel* |

**6. APPLICATION FOR RECONNECTION**

Procedure & requirements for reconnection

|  |  |  |
| --- | --- | --- |
| APPLICATION FOR RECONNECTION | | |
| **OFFICE/DIVISION** | Customer Services Division | |
| **CLASSIFICATION** | Complex | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) Gov’t.-to-Gov’t. (G2G) | |
| **WHO MAY AVAIL** | DipCWD Concessionaires | |
|  |  | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| Account Number, Account Name, Address, Contact/Mobile Number  ***If within 24 hours from disconnection:***  a) May be requested by the account owner, representative, or occupant of the said account;  b) Settlement of all outstanding bills;  c) Payment of reconnection fee;  d) If with no previous disconnection within the last 12 months, the reconnection fee is WAIVED.  ***If within sixty (60) days or less from disconnection:***  a) May be requested by the account owner, representative, or occupant of the said account;  b) Settlement of all outstanding bills;  c) Payment of reconnection fee  ***Reconnection more than sixty (60) days up to one (1) year from the date of***  ***disconnection:***  a) Request must be made by the account owner;  b) If done by a representative or occupant of the account, they must submit:  b.1. written authorization from the account owner;  b.2 valid ID of the account owner  b.3 valid ID of the representative or occupant c) Settlement of all outstanding bills;  d) Payment of reconnection fee including cost of lacking & worn-out fittings, if any.  A concessionaire can only apply for reconnection up to maximum period of one (1) year from date of disconnection. Otherwise, such application for reactivation shall be considered as new installation and subject to the prevailing new installation policy. | | Customer Service Personnel |

APPLICATION FOR RECONNECTION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Get priority number, be seated and wait for priority number to be called | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2. Provide account number, account name, address and contact number to be reconnected. | Fills up request form and require submission of requirements (refer to above list). |  | 5 minutes | *Customer Service personnel* |
| **For Reconnection more than sixty (60) days up to one (1) year from the date of disconnection** | | | |
| Prepares Job Order for inspection of location, classification, previous account (if any), and in- house piping. |  | 5 minutes | *Customer Service personnel* |
| Conduct site Inspection and submit report. Final review of submitted documents & existence of old unpaid accounts (if any) *(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)* |  | 4 hours | *Customer Service field inspector*  *Customer Service personnel* |
| 3. Pay the required amount & wait for the account to be reconnected. | Receives payment of the outstanding account and applicable fees, issues OR and forwards the application for reconnection to the reconnection in-charge | outstanding bills, P400 reconnection fee plus cost of lacking & worn- out fittings (if any) | 3 minutes | *Teller* |
| Reconnect the account |  | Within the day of application  for reconnection | *Reconnection personnel* |

7. **PURCHASE OF MATERIALS**

Procedure for purchasing of materials

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PURCHASE OF MATERIALS | | | | |
| **OFFICE/DIVISION** | Customer Services Division  Administrative & General Services Division  Account Management Division | | | |
| **CLASSIFICATION** | Simple | | | |
| **TYPE OF TRANSACTION** | Government-to-Citizen (G2C) Government-to-Business (G2B) Gov’t.-to-Gov’t. (G2G) | | | |
| **WHO MAY AVAIL** | All | | | |
|  |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Store Requisition and Issue Receipt  2. Official Receipt for the purchased materials | | Customer Services Division  Teller | | |
|  | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON/S RESPONSIBLE |
| 1.Get priority number, be seated and wait for priority number to be called (Customer Service) | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 2.Present list of materials to be purchased to Customer Service personnel | Issue Store Requisition and Issue Receipt. Direct customer to pay for the purchased materials |  | 5 minutes | *Customer Service representative* |
| 3.Get priority number, be seated and wait for priority number to be called (Teller) | Give priority number ( “RT” for Regular and “PT” for PWD’s, Senior Citizen, Pregnant Women) |  | (Under normal conditions)  5 minutes | *Guard on Duty* |
| 4.Present Store Requisition and Issue Receipt to Teller and pay the required amount | Issue Official Receipt | Amount indicated in the SRS | 3 minutes | *Teller* |
| 5.Proceed to bodega and present official receipt for the purchased | Issue the corresponding purchased materials indicated in the Store Requisition & Issue Slip |  | 10 minutes | *Warehouse personnel* |

8. **RECEIVING OF CONCERNS/ISSUES VIA CALLS, SMS & SOCIAL MEDIA**

Procedure for receiving concerns & issues by the Command Center

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| RECEIVING OF CONCERNS/ISSUES VIA CALLS, SMS & SOCIAL MEDIA | | | | | |
| **OFFICE/DIVISION** | | COMMAND CENTER UNIT | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| RECEIVING OF CONCERNS FROM ALL MEDIUM OF COMMUNICATION | | All Unit | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Receives the concerns/issues in the form of writing, web, sms, telephone and social media | Logs to the computer system and forwards the concerns/issues to the concerned unit | | None | 2-3 minutes | Command Center Personnel |

9. **MONITORING OF CUSTOMER CONCERNS ACTED**

Procedure for monitoring of customer concerns acted

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MONITORING OF CUSTOMER CONCERNS ACTED | | | | | |
| **OFFICE/DIVISION** | | COMMAND CENTER UNIT | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Monitoring of Complaints Acted | | All Unit | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Follow up Job order completed | Follow up concessionaires thru sms, calls and at site if the job is completed to their satisfaction | | None | 3-5 workings days from job completion | Command Center Personnel |

10. **METER STAND AND SERVICE LINE LEAK REPAIR PROCESS**

Procedure for the leak repair of meter stand and service line

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **METER STAND AND SERVICE LINE LEAK REPAIR PROCESS** | | | | | |
| **OFFICE/DIVISION** | | Engineering Maintenance Division | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the leaking meter stand/service line to CS or field personnel. | Receive the reported complaints and enter the reported complaints into the DipCWD Information System. | | None | 20 Minutes | Customer Service/Field  Personnel |
| Assign the received complaints into the DipCWD System, print the job order form, and assign to maintenance repair team. | | None | Maintenance office clerk |
| Receive the printed job order form and call the concessionaire to verify the report and obtain location details to easily locate the reported leaking. | | None | 30 minutes-4 hours (It depends on how complex or difficult t he work is) | Maintenance repair team |
| Maintenance Repair Team verify the report, obtain location details, and perform on-site repairs of leaking or damaged ms/service line. | | None |
| Fill out the job order form, verify the concessionaire's identity, inform the concessionaire of the action taken, and require their signature on the job order form to acknowledge the rendered service with signature of the field inspector/supervisor. | | None |

11. **TRANSMISSION & DISTRIBUTION LINE LEAK REPAIR PROCESS**

Procedure for the leak repair of transmission & distribution lines

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **TRANSMISSION & DISTRIBUTION LINE LEAK REPAIR PROCESS** | | | | | |
| **OFFICE/DIVISION** | | Engineering Maintenance Division | | | |
| **CLASSIFICATION** | | Highly Technical | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the leaking transmission & distribution line to CS or field personnel. | Receive the reported complaints and enter the reported complaints into the DipCWD Information System. | | None | 20 Minutes | Customer Service/Field  Personnel |
| Immediately assign the received report into the DipCWD system, prints the job order form, and assign it to the maintenance inspector for inspection. | | None | Maintenance office clerk |
| Conduct a site inspection upon receipt of the job order form and determine the location of leaks, whether on a national highway or a barangay road.  a) If the location is on a barangay road and not along a national road, the inspector will immediately assign maintenance personnel or a contractor for immediate repair.  b) If the location is on national road the inspector needs to prepare a sketch showing the coordinates and location with photograph, conduct leak detection if necessary, and notify the office clerk to prepare a letter addressed to DPWH for demolition. | | None | 30 Minutes | Maintenance Inspector |
| Prepare a letter for demolition addressed to DPWH for proper coordination, including a sketch, coordinates, location details, and a photograph of the leak area. | | None | 20 Minutes | Maintenance office clerk |
| (If the leak is NOT on the national highway)  Conduct the repair work with demolition of concrete pavement and on-site documentation within 24 hours upon receipt of the report. | | None | within 48 hours  *(It depends on how complex or difficult the work is)* | Maintenance personnel/Assigned Contractor |
| (If the leak is on the national highway)  Conduct the repair work ensuring that the letter has already been sent to DPWH for proper coordination regarding the demolition of the concrete pavement. | | None |
| Inspect the repair work undertaken and fill-out the job order form. | | None | 30 minutes | Maintenance Inspector |
| Inform the office clerk to prepare a letter addressed to DPWH regarding the schedule for the restoration of the concrete pavement for proper coordination. | | None |
| Prepare letter addressed to DPWH for restoration schedule and prepare job order for restoration works. | | None | 20 minutes | Maintenance office clerk |
| Conduct site restoration with proper masonry work on the scheduled date, in the presence of DPWH personnel, and in accordance with DPWH standards restoration procedures. | | None | 168 hours or 7 days *(restoration and curing time)* | Maintenance personnel/Assigned Contractor |
| Inspect the work undertaken and fill-out the job order form. | | None | 20 minutes | Maintenance Inspector |
| Receive the filled-out job order form for completion and for filing. | | None | 4 Minutes | Maintenance office clerk |

12. **NO WATER COMPLAINTS**

Procedure for no water complaints (maintenance division)

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| **NO WATER COMPLAINTS PROCESS** | | | | | |
| **OFFICE/DIVISION** | | Engineering Maintenance Division | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
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| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the no water complaints to CS  or field personnel. | Receive the reported complaints and enter the reported complaints into the DipCWD Information System. | | None | 20 Minutes | Customer Service/Field  Personnel |
| Assign the received complaints into the DipCWD System, print the job order form, and assign to maintenance no water team. | | None | Maintenance office clerk |
| Receive the printed job order form and call the concessionaire to verify the report and obtain location details to easily locate the reported no-water complaints. | | None | 5 Minutes | No Water first responder  Team |
| No Water team verifies the report, obtains location details, and begins diagnosing the cause of the no-water issue. | | None | 30 Minutes-1 hour | No Water first responder  Team |
| No Water team will inspect the gate valve, check the water meter strainer for possible blockages, assess the water pressure at the RPL, and inspect the service line for  possible leaks. If the issue is resolved and water is restored, the team will fill-out the job order form, verify the concessionaire’s identity, inform them of the actions taken, and obtain their signature, along with the field inspector  /supervisor signature. | | None |
| If the no-water issue remains unresolved due to insufficient water supply from the mainlines, booster pumps or pumping stations, the matter will be referred to the Water Resources Division for appropriate action. | | None | Water Resources Division |

**13. NO WATER DUE TO BOOSTER PUMP BREAKDOWN**

Process when the reason for no water is due to booster pump breakdown

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| **NO WATER DUE TO BOOSTER PUMP BREAKDOWN PROCESS** | | | | | |
| **OFFICE/DIVISION** | | Water Resources Division | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the no water complaints to CS or field personnel. | After maintenance team inspection for no water and no-water issue remains unresolved due to insufficient water supply from the mainlines, booster pumps or pumping stations, the matter will be referred to the Water Resources Division for appropriate action. The Water Resources Division will now take over the situation. The manager of the Water Resources Division will communicate with the assigned operator in the area to check if there’s a problem at the booster pump near the area. | | None | 15 minutes | Pump Operator |
| The operator together with electrician will go to the booster station to check if there is pressure, verify if the pressure is sufficient, and test the bypass to see if the booster pump is running efficiently. And also check the controls or any parts for any breakdown in the pump or motor, and to verify if it is running properly. If pump or motor not working after testing using multimeter tester, immediately inform supervisor and advise if parts are broken or the whole unit is defective and for replacement. | | None | 1-2 hours | Pump Operator & Electrician/Mechanical Engineer |
| If issue on booster pump breakdown is verified by the electrician, supervisor informs the office and customer service personnel regarding the breakdown of booster pump, the repair or replacement to be done. | | None | 10 minutes | Water Resources Division  Manager |
| The electrician/mechanical engineer team will transport the necessary equipment and materials in order to begin the work. | | None | 1-2 hours | Electrician/Mechanical  Engineer |
| Once the work is completed, the office/customer service personnel will be informed through Messenger/beep for information dissemination. Clerk inputs the job order in the DipCWD Information Sytem, print and complete. | | None | 10 minutes | Water Resources Division office clerk |

**14. NO WATER DUE TO PUMP/MOTOR BREAKDOWN**

Process when the reason for no water is due to pump/motor breakdown

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| **NO WATER DUE TO PUMP/MOTOR BREAKDOWN PROCESS** | | | | | |
| **OFFICE/DIVISION** | | Water Resources Division | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
|  | | | | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the no water complaints to CS or field personnel. | After maintenance team inspection for no water and no-water issue remains unresolved due to insufficient water supply from the mainlines, booster pumps or pumping stations, the matter will be referred to the Water Resources Division for appropriate action. The Water Resources Division will now take over the situation. The manager of  the Water Resources Division will communicate  with the assigned operator in the area to check if  there’s a problem at the pumping station near the  area. | | None | 15 minutes | Pump Operator |
| Pump operator will return to the pump station to check the controls for any breakdown in the pump or motor, and to verify if it is running properly. If pump or motor not working after testing using multimeter tester, immediately inform supervisor and contact electrician/mechanical engineer immediately for experts to check and determine the exact issue. | | None | 1 hour | Pump Operator & Electrician/Mechanical Engineer |
| If issue on pump or motor breakdown is verified by the electrician and emergency pump-pullout is required, immediately report to supervisor and supervisor issues an Emergency Water Supply Interruption to be sent to radio stations and post in the Water District pages for information of concessionaires. | | None | 1 hour | Water Resources Division  Manager |
| The pump pull-out team will transport the necessary equipment and materials in order to begin the work. Supervisor is present during pump pull-out to oversee the ongoing work. | | None | 16-30 hours | Pump pull-out team |
| Once the work is completed, the office/guard will be informed through Messenger/beep for information dissemination. Clerk inputs the job order in the DipCWD Information Sytem, print and complete for checking and billing of work done. | | None | 30 minutes | Water Resources Division office clerk |

**15. REQUEST FOR FLUSHING DUE TO DIRTY/TURBID WATER**

Process when requesting for flushing

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| **REQUEST FOR FLUSHING DUE TO DIRTY/TURBID WATER** | | | | | |
| **OFFICE/DIVISION** | | Water Resources Division | | | |
| **CLASSIFICATION** | | Simple | | | |
| **TYPE OF TRANSACTION** | | Government to Citizen | | | |
| **WHO MAY AVAIL** | | Water District Concessionaires | | | |
|  | |  | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | | |
| Job Order form | | Dipolog City Water District Information System | | | |
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| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Report the dirty water complaints to CS or field personnel. | Enter the reported complaints into the  DipCWD Information System. | | None | 2 Minutes | Customer Service/Field  Personnel |
| Assign the received complaints into the DipCWD System, print the job order form, and assign to flushing team. | | None | 5 Minutes | Water Resources Division office clerk |
| Receive the printed job order form and call the concessionaire to verify the report and obtain location details to easily locate the reported dirty/turbid water complaints. | | None | 3-5 Minutes | Flushing team |
| Flushing team verifies the report, obtains location details, and afterwards go to the complainant's location. | | None | 5-15 Minutes | Flushing team |
| The Flushing team will perform flushing activities in the area. If the issue of dirty/turbid water is resolved and water is already clear, flushing activity will stop and the team will complete the job order form, verify the concessionaire’s identity, inform them of the actions taken, and obtain their signature, | | None | 15-30 Minutes | Flushing team |
| Flushing team will submit job order form to the office cleark for completion into the DipCWD Information System. | | None | 3-5 Minutes | Water Resources Division office clerk |

**VI. FEEDBACK AND COMPLAINTS**

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| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Answer the client Feedback Form and drop it at the designated drop box at the Public Assistance and Complaint Desk (PACD).  Contact information:  Mobile: 09488662763; 09989981315  PLDT: (065) 9080154 |
| How feedbacks are processed | Every day before 5:00PM, the designated  PACD Officer opens the drop box and compiles and records all feedback submitted.  Feedback requiring answers are forwarded to the concerned 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:  Mobile: 09488662763; 09989981315  PLDT: (065) 9080154 |
| How to file a complaint | Answer the client Complaint Form and drop it at the Public Assistance and  Complaint Desk (PACD). Complaints can also be filed via a written letter addressed to the General Manager or thru FB page:  Dipolog City Water District Customer  Service (DipCWD CS)  Make sure to provide the following information:  a) Complete name of the complainant b) Address & contact number  c) Name of the person being complained about  d) Incident details e) Evidence  For inquiries and follow-ups, clients may contact the following telephone number:  Mobile: 09488662763; 09989981315  PLDT: (065) 9080154 |
| How complaints are processed | The designated PACD officer opens the complaints drop box before 5:00PM on a  daily basis. All complaints are then forwarded to the General Manager thru |

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|  | the Committee on Anti-Red Tape  (CART).  Upon evaluation, the GM forwards the complaint to the concerned Office unit for their explanation.  The concerned unit will render a report and shall submit it to the General Manager. The Office of the General Manager will then reply in writing to the client.  For inquiries and follow-ups, clients may contact the following telephone number:  Mobile: 09488662763; 09989981315  PLDT: (065) 9080154 |
| 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) |

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**VII. LIST OF OFFICES**

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| **Office/Unit** | **Address** | **Contact Information** |
| Office of the Board of  Directors | Dipolog City Water District, Highway Minaog, Dipolog City | Dir. Enrico V. Montano  09563351714 |
| Office of the General  Manager | Dipolog City Water District, Highway Minaog, Dipolog City | Engr. Ruel D. Tabada  09988606265 |
| Administrative & Finance  Department | Dipolog City Water District, Highway Minaog, Dipolog City | Ms. Gracella B. Paluca  09099119692 |
| Engineering & Operations  Department | Dipolog City Water District, Highway Minaog, Dipolog City | Engr. Jeffrey Kris  Daymiel  09077163739 |
| Commercial Services  Department | Dipolog City Water District, Highway Minaog, Dipolog City | Ms. Nursiva S. Tome  09365645927 |
| Human Resource Office | Dipolog City Water District, Highway Minaog, Dipolog City | Ms. Genelyn O.  Empeynado  09323297798 |
| BAC Secretariat  Procurement Office | Dipolog City Water District, Highway Minaog, Dipolog City | Mr. Richard B. Dagpin  09516522047 |

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