



# CITIZEN'S CHARTER

December 2024 Edition



DIPOLOG CITY WATER DISTRICT

CITIZEN'S CHARTER

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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.

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# DIPOLOG CITY WATER DISTRICT CITIZEN'S CHARTER

## 1. APPLICATION OF NEW SERVICE CONNECTION

Procedures when applying for a new service connection

APPLICATION FOR NEW SERVICE CONNECTION				
<b>OFFICE/DIVISION</b>	Customer Services Division Account Management Division Planning, Design & Construction Division			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Gov't.-to-Gov't. (G2G)			
<b>WHO MAY AVAIL</b>	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) <u>Additional for non-lot owners:</u> 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) <u>Additional for Government Agencies:</u> 7.1 Letter of Intent from the head of office 7.2 Barangay resolution for Barangay Office <u>** Other requirements (if applicable):</u> 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. <u>Amount of Customer's Deposit</u> 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

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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 <i>Amount of Customer's Deposit (if applicable)</i> <i>Residential A/Government – P410</i> <i>Residential B/Semi-Comm'l. B – P1,500</i> <i>Residential C/Semi-Comm'l. A – P2,000</i> <i>Residential D/Commercial – P3,000</i> <i>Rate for other meter installation sizes:</i> <i>3/4" Reserved Pipeline (RPL) 2,750.00</i> <i>1" Reserved Pipeline (RPL) 4,000.00</i> <i>1/2" 1/2" SL 3,750.00</i> <i>1/2" 3/4" SL 3,750.00</i> <i>3/4" 3/4" SL 4,750.00</i> <i>1/2" 1" SL 5,750.00</i> <i>3/4" 1" SL 6,750.00</i> <i>1" 1" SL 7,750.00</i>	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

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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/Inspector/ Division Manager/ Department Manager



# DIPOLOG CITY WATER DISTRICT CITIZEN'S CHARTER

## 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
<b>A. For Concessionaires with Notice of Billing / known Account Number</b>				
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	<i>Guard on Duty</i>
2.Present Billing Notice to Teller and pay the required amount	Issue Official Receipt	Amount due	3 minutes	<i>Teller</i>
<b>B. For Concessionaires without Notice of Billing / unknown Account Number</b>				
1.Fill out Payment Slip with correct Account Name & Address	Provide account number and amount due in the slip given		3 minutes	<i>PACD</i>
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	<i>Guard on Duty</i>
3.Present Payment Slip to Teller and pay the required amount	Issue Official Receipt	Amount due	3 minutes	<i>Teller</i>
<b>C. For Drive Thru Payments</b>				
1.Arrives at the drive thru and waits for your vehicle to approach teller's window( <i>Note: Maximum of 3 Billing Notice per client</i> )			(Under normal conditions) 5 minutes	
2.Present Billing Notice to Teller and pay the required amount	Issue Official Receipt	Amount due	3 minutes	<i>Teller</i>

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## 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	<i>Guard on Duty</i>
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: <i>P300 if PASSED. No fee required for FAILED or defective meters. P200 (for non-DipCWD concessionaires)</i>	None	10 minutes	<i>Customer Service representative</i>
	Pull out the desired water meter and forward to calibration personnel together with the Job Order form		Half day	<i>Account Management Div. personnel</i>
	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	<i>Calibration personnel Accounts Management Division</i>
	Inform customer of the calibration result		10 minutes	<i>Customer Service personnel Command center personnel</i>

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## 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	<i>Guard on Duty</i>
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	<i>Customer Service personnel</i>
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	<i>Action personnel of the concerned unit</i>
	Follow-up customer satisfaction on the action taken		3-5 days after being acted by the concerned unit	<i>Command center personnel</i>



## 6. APPLICATION FOR RECONNECTION

Procedure & requirements for reconnection

APPLICATION FOR RECONNECTION	
<b>OFFICE/DIVISION</b>	Customer Services Division
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Gov't.-to-Gov't. (G2G)
<b>WHO MAY AVAIL</b>	DipCWD Concessionaires
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Account Number, Account Name, Address, Contact/Mobile Number</p> <p><b><u>If within 24 hours from disconnection:</u></b></p> <p>a) May be requested by the account owner, representative, or occupant of the said account;</p> <p>b) Settlement of all outstanding bills;</p> <p>c) Payment of reconnection fee;</p> <p>d) If with no previous disconnection within the last 12 months, the reconnection fee is WAIVED.</p> <p><b><u>If within sixty (60) days or less from disconnection:</u></b></p> <p>a) May be requested by the account owner, representative, or occupant of the said account;</p> <p>b) Settlement of all outstanding bills;</p> <p>c) Payment of reconnection fee</p> <p><b><u>Reconnection more than sixty (60) days up to one (1) year from the date of disconnection:</u></b></p> <p>a) Request must be made by the account owner;</p> <p>b) If done by a representative or occupant of the account, they must submit:</p> <p style="padding-left: 20px;">b.1. written authorization from the account owner;</p> <p style="padding-left: 20px;">b.2 valid ID of the account owner</p> <p style="padding-left: 20px;">b.3 valid ID of the representative or occupant</p> <p>c) Settlement of all outstanding bills;</p> <p>d) Payment of reconnection fee including cost of lacking &amp; worn-out fittings, if any.</p> <p>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.</p>	<p>Customer Service Personnel</p>

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### 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	<i>Guard on Duty</i>
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	<i>Customer Service personnel</i>
	<b>For Reconnection more than sixty (60) days up to one (1) year from the date of disconnection</b>			
	Prepares Job Order for inspection of location, classification, previous account (if any), and in-house piping.		5 minutes	<i>Customer Service personnel</i>
	Conduct site Inspection and submit report. Final review of submitted documents & existence of old unpaid accounts (if any) <i>(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)</i>		4 hours	<i>Customer Service field inspector Customer Service personnel</i>
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	<i>Teller</i>
	Reconnect the account		Within the day of application for reconnection	<i>Reconnection personnel</i>

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## 7. PURCHASE OF MATERIALS

Procedure for purchasing of materials

PURCHASE OF MATERIALS				
<b>OFFICE/DIVISION</b>	Customer Services Division Administrative & General Services Division Account Management Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	Government-to-Citizen (G2C) Government-to-Business (G2B) Gov't.-to-Gov't. (G2G)			
<b>WHO MAY AVAIL</b>	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	<i>Guard on Duty</i>
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	<i>Customer Service representative</i>
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	<i>Guard on Duty</i>
4. Present Store Requisition and Issue Receipt to Teller and pay the required amount	Issue Official Receipt	Amount indicated in the SRS	3 minutes	<i>Teller</i>
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	<i>Warehouse personnel</i>

## DIPOLOG CITY WATER DISTRICT CITIZEN'S CHARTER

### 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



## DIPOLOG CITY WATER DISTRICT CITIZEN'S CHARTER

### 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 the 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		

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## 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 <i>(It depends on how complex or difficult the work is)</i>	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 <i>(restoration and curing time)</i>	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

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## 12. NO WATER COMPLAINTS

Procedure for no water complaints (maintenance division)

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			
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

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## 13.NO WATER DUE TO BOOSTER PUMP BREAKDOWN

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

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

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

## DIPOLOG CITY WATER DISTRICT CITIZEN'S CHARTER

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

Process when requesting for flushing

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			
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 clerk for completion into the DipCWD Information System.	None	3-5 Minutes	Water Resources Division office clerk

## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client Feedback Form and drop it at the designated drop box at the Public Assistance and Complaint Desk (PACD).</p> <p>Contact information:                      Mobile: 09488662763; 09989981315                      PLDT: (065) 9080154</p>
How feedbacks are processed	<p>Every day before 5:00PM, the designated PACD Officer opens the drop box and compiles and records all feedback submitted.</p> <p>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.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact:                      Mobile: 09488662763; 09989981315                      PLDT: (065) 9080154</p>
How to file a complaint	<p>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)</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>a) Complete name of the complainant</li> <li>b) Address &amp; contact number</li> <li>c) Name of the person being complained about</li> <li>d) Incident details</li> <li>e) Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number:                      Mobile: 09488662763; 09989981315                      PLDT: (065) 9080154</p>
How complaints are processed	<p>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</p>

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	<p>the Committee on Anti-Red Tape (CART).</p> <p>Upon evaluation, the GM forwards the complaint to the concerned Office unit for their explanation.</p> <p>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.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:          Mobile: 09488662763; 09989981315          PLDT: (065) 9080154</p>
Contact Information of CCB, PCC, ARTA	<p>A R T A : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## VII. LIST OF OFFICES

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