



# **CASIGURAN WATER DISTRICT**

## **CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)**



## FOREWORD

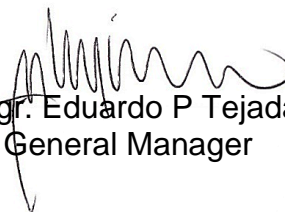
Casiguran Water District is true to its resolve to provide...

CWD, a Government Owned and Controlled Corporation, having been in existence for the past twenty six years, is true to its resolve to provide honest, effective and efficient public service to its clients. Through the passage of time, with all modesty, CWD has been consistent in adapting to needs of our stakeholders, bearing in mind that we are delivering one of the most important need of any human being – in twenty-four-hour-a-day basis.

The implementation of RA 9485 or the Anti-Red Tape Act of 2007 is an added and welcome development. This law will further enhance the delivery of public service, improve efficiency, reduce bureaucratic Red Tape and prevent graft and corruption. Our office will religiously adhere to the letters of this law, after all the optimum satisfaction of our water consumers is our paramount concern.

This Citizen Charter intends to satisfy the spirit of RA 9485, setting service standard and giving information on the services we are rendering. This document attempts to describe step-by-step procedure for availing our services, and give information on the performance level that our clients may expect of us.

Our long-time battlecry “SERBISYONG BULAHOS PARA SA GABOS” is expected to be more appreciated by our dear clients.

  
Engr. Eduardo P Tejada  
General Manager



## **I. Mandate:**

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Casiguran Water District was formed for the purpose of the following:

Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;

Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

## **II. Vision:**

The Casiguran Water District works towards a dynamic, reliable and self-sustaining water utility, using its resources for the optimum satisfaction of its concessionaires.

## **III. Mission:**

To provide safe and sufficient water supply, affordable to every concessionaire through an effective and efficient delivery system.

## **IV. Service Pledge:**

“SERBISYONG BULAHOS PARA SA GABOS”



## LIST OF SERVICES

### Casiguran Water District Main Office

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## 1. HOW TO AVAIL OF THE WATER SERVICE

<b>Office or Division:</b>	Customer Services, Accounts and Billing Section and Engineering, Construction and Production Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen, G2B–Government to Business, G2G–Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Service Application Form		Public Assistance and Complaints Desk		
1 pc. 2X2 ID Picture		Applicant		
Photocopy of CTC (CEDULA)		Municipal Treasury, Barangay Hall		
Certificate of Plumbing Inspection		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry of new Service Connection.	1.1. Explanation on how to avail water service.	None	5 Minutes	PACD Officer
	1.2. Conducts interview & process of application form. Advice client to wait for the inspection report.	None	5 Minutes	PACD Officer
2. Accomplish the application form while waiting to inspection report.	2.1. Forward to plumber the inspection report form to conduct site inspection.	None	3 Minutes	PACD Officer
	2.2. Conduct site inspection and accomplished the inspection report form, then bring it back to commercial unit.	Php300.00	1 Hour	Engineering, Construction and Production Division



3. Submit the accomplished application form to commercial unit.	3.1. Receive and review the application form. Computes the materials & miscellaneous fees then give it back to client.	None	3 Minutes	PACD Officer
4. Attend Orientation Seminar	4.1. Conducts orientation seminar. After the orientation seminar, advice the client to pay fees	None	1 Hour	PACD Officer
5. Bring the accomplished application form to the cashier to pay fees.	5.1. Receive payment and issue OR, then forward the application form to GM	Php1,405.00 plus Cost of Materials	5 Minutes	Cashier
	5.2. Approval of the application form and bring it back to commercial unit.	None	2 Minutes	General Manager
	5.3. Forward the processed and approved application form to plumbers for Installation	None	2 Minutes	PACD Officer
<b>TOTAL:</b>		Php1,705.00 plus Cost of Materials	2 Hours, 25 Minutes	



## 2. SERVICE REQUEST AND COMPLAINTS

<b>Office or Division:</b>	Customer Services, Accounts and Billing Section and Engineering, Construction and Production Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen, G2B–Government to Business, G2G–Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Service Request and Complaints Form		Public Assistance and Complaints Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the office of the complaints/ requests.	1.1. Accepts request/ complaints	None	5 Minutes	PACD Officer
	1.2. Record the request/complaints in the logbook	None	5 Minutes	PACD Officer
	1.3. Prepares and forward service order (SO) to plumbers.	None	3 Minutes	PACD Officer
2.	2.1. Plumbers conduct site investigation, inspection.	None	1 Hour	Engineering, Construction and Production Division
	2.2. Inform the client if there are materials needed and if possible, have to purchase it first.	Cost of Materials	5 Minutes	Engineering, Construction and Production Division
	2.3. Execute purpose of maintenance order (MO) or service request (SR)	None	5 Minutes	Engineering, Construction and Production Division
3. Accepts and sign finished SO	3.1. Plumber forward the SO to commercial unit	None	2 Minutes	Engineering, Construction and Production Division
<b>TOTAL:</b>		Cost of Materials	1 Hour, 25 Minutes	



### 3. ISSUANCE OF CERTIFICATES AND DOCUMENTS

<b>Office or Division:</b>	FOI Officer			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C –Government to Citizen, G2B–Government to Business, G2G–Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished FOI Request Form		FOI Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the office of the requests.	1.1. Receive request and records processing.	None	5 Minutes	FOI Receiving Officer
	1.2. Forward the request to the Decision Maker	None	5 Minutes	FOI Receiving Officer
	1.3. Assess request for approval or denial and issues response	None	1-15 days	Decision Maker
2. Receive Documents	2.1. Issuance of requested documents or Letter of Denial	Php1.00 per bond paper plus Actual Postal/Couriers Fee	10 Minutes	FOI Receiving Officer
<b>TOTAL:</b>		Php1.00 per bond paper plus Actual Postal/Couriers Fee	15 days, 20 Minutes	





#### 4. SENIOR CITIZEN DISCOUNT AVAILMENT

<b>Office or Division:</b>	Customer Services, Accounts and Billing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Senior Citizen Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Senior Citizen Discount Availment Form		Public Assistance and Complaints Desk		
Picture with the latest calendar		Applicant		
Senior Citizen I.D.		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply personally or thru a representative	1.1. Explain the IRR and the requirements in the availing the discount.	None	10 Minutes	PACD Officer
2. Accomplish the application form with the requirements	2.1. Receives and process the application form, then forward the processed application to Customer Services, Accounts and Billing Section	None	10 Minutes	PACD Officer
	2.2. Review then forward the application form to office of the General Manager for approval	None	10 Minutes	PACD Officer
	2.3. Approval of application form	None	10 Minutes	General Manager
<b>TOTAL:</b>		None	40 Minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Walk In: Accomplished the Feedback form available in the PACD and put it in drop box.</p> <p>E-Mail: <a href="mailto:casiguranwd1988@gmail.com">casiguranwd1988@gmail.com</a></p> <p>Text us FREE: Globe, TM - 21588793 Smart, Sun, TNT - 29290588793</p>
How feedbacks are processed	PACD assess the queries and feedback within one working day. The same will be referred to the Department/Section concerned. Upon receiving the reply from the concerned Department/Section, the concessionaire will be informed via email/phone call/sms.
How to file a complaint	<p>To file a complaint against the Water District, provide the following details via walk-in/email:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complain</li> <li>- Evidences</li> <li>- Name of the person being complained</li> </ul> <p>Send all complaints against the Water District to PACD and via email at <a href="mailto:casiguranwd1988@gmail.com">casiguranwd1988@gmail.com</a></p>
How complaints are processed	<p>All complaints received against the Water District will be processed by the Administrative Section of the District.</p> <p>The Administrative Section evaluates and determines the complaints received. The Administrative Section shall coordinate with the concerned Department/Section to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation,</p>



	the Administrative Section shall create an incident report for the General Manager, for appropriate action. The Administrative Section shall give the feedback to the concessionaire via email.
Contact Information of CCB, PCC, ARTA	<b>CCB:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565  <b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  <b>ARTA:</b> 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>



Office	Address	Contact Information
CASIGURAN WATER DISTRICT	L. Hapal St., Brgy. Central, Casiguran, Sorsogon	09172095367 casiguranwd1988@gmail.com
CASIGURAN WATER DISTRICT Office of the General Manager	L. Hapal St., Brgy. Central, Casiguran, Sorsogon	09172095367
CASIGURAN WATER DISTRICT Public Assistance and Complaints Desk	L. Hapal St., Brgy. Central, Casiguran, Sorsogon	Globe, TM - 21588793 Smart, Sun, TNT - 29290588793