



# **CITIZEN'S CHARTER**

# VISION

A LEADING SERVICE PROVIDER OF WATER AND WASTEWATER WITH THE RESPONSIBILITY TO PROTECT THE PEOPLE AND THE ENVIRONMENT

# MISSION

TO CONTINUOUSLY AND SUSTAINABLY PROVIDE POTABLE WATER SUPPLY AND WASTEWATER TREATMENT SERVICES TO THE COMMUNITY

## PERFORMANCE PLEDGE

We, the board of directors and employees of Tupi Water District (Tupi WD) commit to:

- T** - reat all customers with utmost courtesy and take actions to all complaints and service requests the soonest possible.
- U** - ndertake our duties and responsibilities with dedication and efficiency.
- P** - rotect our water resources for a sustainable supply of potable water.
- I** - nstitute quality initiatives for the improvement of the district's operation and human resources.

**WATER . . . our thrust, our commitment, because we CARE.**

## CORE VALUES

**DIGNITY.** Treating customers and employees worthy of esteem and respect.

**INTEGRITY.** Conducting ourselves with honesty and transparency.

**GOD-FEARING.** A reverent feeling toward God and living in a way that is considered morally right.

**EXCELLENCE.** Diligently adhere to our service standards and strive for excellence.

**STEWARDSHIP.** Feeling a sense of ownership over water district's assets and resources.

**TEAMWORK.** Motivated to work as a team to achieve the district's goals.

## **FEEDBACK AND REDRESS MECHANISMS**

To improve the delivery of services, you may give your suggestions or feedback through

Mailing Address : Tupi Water District  
Block 6 Lot 11, Tupi Pilot Subdivision,  
Poblacion, Tupi, South Cotabato 9505

E – Mail Address : [tupewaterdistrict@yahoo.com](mailto:tupewaterdistrict@yahoo.com)

Telephone # : (083) 226-1008  
Fax # : (083) 226-1008

Mobile # : 0950-445-7776 (tnt)  
0935-406-4054 (tm)

## LIST OF TUPI WD'S FRONTLINE SERVICES

| Type of Frontline Service  | Fees   | Forms   | Person in-charge                |
|--|--|---|---------------------------------|
| 1. Application for New Service Connection and/or Transfer and meter Relocation | P2,300.00 for new service connection<br>P300 for transfer of meter or relocation | Water Service Application Form and Water Service Connection Contract Form, Service Request Form | PACD/Customer Service assistant |
| 2. Meter Reconnection<br>Meter Disconnected<br>Temporary Disconnected          | P250.00 for disconnected meter<br>P30.00 for Temporary disconnection             | Service Request Form  | PACD/Customer Service Assistant |
| 3. Request for Temporary Disconnection of Water Meter                          | None   | Service Request Form  | PACD/customer Service Assistant |
| 4. Request for change in Account Data and Information                          | None   | Service Request Form  | PACD/Customer Service Assistant |
| 5. Verification of Water Bill – High Consumption                               | None   | Service Request Form  | PACD/Customer Service Assistant |
| 6. Verification of Water bill – Erroneous Reading                              | None   | Service Request Form  | PACD/Customer Service Assistant |
| 7. Request for Meter Test  | None   | Service Request Form  | PACD/Customer Service Assistant |
| 8. Repair of Leakages – Before Meter   | None   | Service Request Form  | PACD/Customer Service Assistant |
| 9. Repair of Leakages – After Meter  | None   | Service Request Form  | PACD/Customer Service Assistant |
| 10. Request for Inspection due to Low Pressure or No Water Supply              | None   | Service Request Form  | PACD/Customer Service Assistant |
| 11. Delivery of Water Bills  | None   | Acknowledgement Receipt Sheet   | Bill Distributor                |
| 12. Collection of Payments   | None   | Water Bill  | Cashier                         |

**I. APPLICATION FOR NEW SERVICE CONNECTION and/or TRANSFER OR METER RELOCATION**

**Person(s) who want to avail the water service connection of Tupi Water District and/or existing customer who want to transfer their existing service connection due to demolition or loss of property.**

**Schedule of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All interested Applicants

**What are the Requirements:**

1. **Orientation.** Applicants must attend Orientation Seminar every Friday at 9:00am – 10:30am
2. **Fill up** two (2) copies of Application Form and Service Contract
3. **Submit** the filled up application form to the Customer Service and attach the following:
  - Certificate of Attendance to NSC Orientation
  - Photocopy of Tax Clearance (cedula)
  - Brgy. Clearance
  - Photocopy of two (2) valid IDs (back to back)
  - Photocopy of proof of Ownership (Land Title, Tax Declaration, or Deed of Sale)
  - If the applicant is not the Landowner:
    - a. Authorization from the Landowner
    - b. Photocopy of one (1) valid ID of Landowner (back to back)
  - If applicant rents the unit:
    - a. Lease contract
  - If applicant dwells in public land:
    - a. DENR certification
    - b. Certification from Brgy. Captain
    - c. Affidavit of Waiver

**How to Avail the Service:**

| Step | Applicant/Client  | Service Provider   | Duration of Activity | Person in-charge                | Fees | Form  |
|------|---|--|----------------------|---------------------------------|------|---|
| 1    | Inquire for requirements of New Service Connection  | Give List of Requirements to the Applicant   | 1 minute             | PACD/Customer Service Assistant | None | None  |
| 2    | Attend Orientation Seminar/Fill up Water Service Connection Application Form & Water Service Contract   | Conduct Orientation Seminar to all applicants and Facilitate Filling up of Water Service Connection Application Form and Water Service Contract Form | 1 hour & 30 mins.    | PACD/Customer Service Assistant | None | Water Service Connection Application Form and Water Service Contract Form |
| 3    | Submit the Filled up Water Service Connection Application Form and Water Service Contract Form to the PACD/Customer Service Assistant with the required documents | Receive the Water Service Connection Application Form and Water Service Contract Form and check completeness of documents                            | 3 minutes            | PACD/Customer Service Assistant | None | None  |

|   |  |  |           |                                 |           |      |
|---|--|--|-----------|---------------------------------|-----------|------|
|   |  | Forward documents to Billing Section for verification of existing connection or old accounts                       | 1 minute  | PACD/Customer Service Assistant | None      | None |
|   |  | Return the documents to the PACD/Customer Service Assistant  | 1 minute  | Billing Posting Clerk           | None      | None |
|   |  | Forward documents to Operation/Plumbing Section  | 1 minute  | PACD/Customer Service Assistant | None      | None |
| 4 | Wait for 1 day to inspect and survey the area for connection     | Conduct survey of the area and verify possible account number and estimate materials to be purchased by applicants | 1 day     | Operation/Technical Staff       | None      | None |
| 5 | Receive and review estimate of materials                         | Estimate materials and release estimates to the customer   | 5 minutes | Operation/Technical Staff       | None      | None |
| 6 | Purchase the estimated materials and inform the District         | Receive information from customer of materials purchased   | 2 minutes | PACD/Customer Service Assistant | None      | None |
|   |  | Assign account number  | 1 minute  | Operation/Technical Staff       | None      | None |
|   |  | Forward Application to General Manager for Approval of the Contract.   | 2 minutes | Operation/Technical Staff       | None      | None |
|   |  | Approval of the contract   | 2 minutes | General Manager                 | None      | None |
|   |  | Return the document to the Billing Section for encoding of account number  | 1 minute  | General Manager                 | None      | None |
| 7 | <b>Follow up Application for New Service Connection</b>          | Retrieve the Application form and review completeness of the documents   | 3 minutes | PACD/Customer Service Assistant | None      | None |
| 8 | Proceed to the Cashier for payment of New Service Connection Fee | Process payment and Issue Official Receipt (OR)  | 3 minutes | Cashier                         | P2,300.00 | None |

|                           |   |  |           |                                 |      |                   |
|---------------------------|---|--|-----------|---------------------------------|------|-------------------|
| 9                         | Present Official Receipt (OR) to the PACD/Customer Service assistant        | Record Official Receipt (OR) to the Application Form and inform the applicant on the schedule of installation. | 3 minutes | PACD/Customer Service Assistant | None | None              |
|                           |   | Withdraw needed materials  | 2 minutes | Operation/Technical Staff       | None | None              |
| 10                        | Wait within three to seven working days to install water service connection | Install the service connection   | 3-7 days  | Operation/Technical Staff       | None | Maintenance Order |
| <b>END OF TRANSACTION</b> |   |  |           |                                 |      |                   |

**How to Avail the Service:**

| Step | Applicant/Client                                     | Service Provider   | Duration of Activity | Person in-charge                | Fees    | Form                 |
|------|--|--|----------------------|---------------------------------|---------|----------------------|
| 1    | Fill up Service Request Form                         | Evaluate Request for Meter Relocation, inform charges                          | 5 minutes            | PACD/Customer Service Assistant | None    | Service Request Form |
|      |  | a. Issue Official Receipt (OR)   | 3 minutes            | Cashier                         | P300.00 | None                 |
| 2    | Pay to the Cashier amount of transfer/relocation fee | b. Forward Service Request to the Operation/Technical Section for survey       | 1 minute             | Cashier                         | None    | None                 |
|      |  | c. Conduct survey  | 1 day                | Operation/Technical Staff       | None    | None                 |
|      | Wait for one day to inspect and survey the area      | d. Prepare and review Plan and estimates of materials for customer to purchase | 45 minutes           | Operation/Technical Staff       | None    | None                 |
|      |  | e. Approval of Cost estimates  | 3 minutes            | General Manager                 | None    | None                 |



|                           |  |  |                    |                           |      |                              |
|---------------------------|--|--|--------------------|---------------------------|------|------------------------------|
|                           | Receive and review the estimates                       | f. Release the estimate to the applicant             | 2 minutes          | Operation/Technical Staff | None | None                         |
|                           | Purchase estimated materials and inform Water district | g. Prepare and schedule transfer or meter relocation | 2 minutes          | Operation/Technical Staff | None | None                         |
|                           |  | h. Withdraw needed Materials                         | 2 minutes          | Operation/Technical Staff | None | Requisition Issue Slip (RIS) |
|                           | Wait for 3-7 days to transfer or relocate the meter    | i. Transfer/Meter Relocation                         | 3 – 7 working days | Operation/Technical Staff | None | None                         |
| <b>END OF TRANSACTION</b> |  |  |                    |                           |      |                              |

## II. METER RECONNECTION OF DISCONNECTED WATER SERVICE CONNECTION

### Reopening of Disconnected Water Meter due to arrears or Temporary Disconnection

**Schedule of Service:**

Monday to Friday 8:00am-4:00pm (No Noon Break)

**Who May Avail of the Service:**

Registered concessionaires with disconnected service connections

**What are the Requirements:**

Payment of water bill arrears and penalties  
 Reconnection Fee  
 Attendance to Orientation and New Service connection application (if more than 1 year disconnected)

**How to Avail the Service:**

| Step | Applicant/Client  | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form                 |
|------|---|---|----------------------|---------------------------------|------|----------------------|
| 1    | A. Reopening – if disconnected in less than a year<br><br>Get and Fill up Service Request Form from PACD/Customer Service assistant | a. Process Service Request of the customer and forwards to Billing Section    | 3 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
|      |   | b. Verify if customer has arrears and forward verified account to the Cashier | 5 minutes            | Billing & Posting clerk         | None | None                 |

|   |   |   |                     |                                 |           |   |
|---|---|---|---------------------|---------------------------------|-----------|---|
| 2 | Pay to the Cashier  | c. Issue Official Receipt (OR)  | 3 minutes           | Cashier                         | P250.00   | None  |
|   |   | d. Forward request to the General Manager for approval  | 2 minutes           | PACD/Customer Service Assistant | None      | Maintenance Order (MO)  |
|   |   | e. Service Request Approval   | 2 minutes           | General Manager                 | None      | None  |
|   |   | f. Reconnection of customer's water service   | 30 minutes          | Operation/Technical Section     | None      | None  |
| 1 | <b>B. Reopening – Disconnected for more than a year</b><br><br>Fill up Service Request Form   | a. Process Service Request Form and Forwards to billing Section   | 2 minutes           | PACD/Customer service Assistant | None      | Service Request Form  |
|   |   | b. Verify if customer has arrears and forward verified account to the Cashier   | 2 minutes           | PACD/Customer service Assistant | None      | None  |
| 2 | Pay to the Cashier  | Issue Official Receipt (OR)   | 3 minutes           | Cashier                         | P2,300.00 | None  |
| 3 | Attendance to Orientation and Fill up new Water Service Connection Application and Water Service Contract Form  | Conduct Orientation Seminar and Facilitate Filling up of Water Service Connection Application and Water Service Contract Form | 1 hour & 30 minutes | PACD/Customer Service Assistant | None      | Water Service Connection Application Form and Water Service Contract Form |
| 4 | Submit the Filled up Water Service Connection Application Form and Water Service Contract Form to the PACD/Customer Service Assistant with the required documents | Receive the Water Service Connection Application Form and Water Service Contract Form and check completeness of documents     | 3 minutes           | PACD/Customer Service Assistant | None      | None  |
|   |   | Forward documents to Billing Section for verification of existing connection or old accounts                                  | 2 minutes           | PACD/Customer Service Assistant | None      | None  |
|   |   | Return the documents to the PACD/Customer Service Assistant   | 2 minutes           | PACD/Customer Service Assistant | None      | None  |

|  |  |  |           |                                 |        |                      |
|--|--|--|-----------|---------------------------------|--------|----------------------|
| 5  | Wait for 1 day to inspect and survey the area for connection | Conduct survey of the area and estimate possible materials needed to be purchased by the applicant | 1 day     | Operation/Technical Staff       | None   | None                 |
|  | Receive the estimates of materials and purchase              | Release estimates to the applicant   | 1 minute  | Operation/Technical Staff       | None   | None                 |
|  |  | Forward Application to General Manager for Approval of the Contract                                | 2 minutes | Operation/Technical Staff       | None   | None                 |
|  |  | Approval of the Contract   | 1 minute  | General Manager                 | None   | None                 |
|  |  | Forward the document to the Billing Section for encoding   | 1 minute  | General Manger                  | None   | None                 |
|  |  | Forward document to PACD/Customer Service Assistant  | 1 minute  | Billing &Posting Clerk          | None   | None                 |
| 6  | Follow up Application for New Service Connection             | Retrieve the Application form and review completeness of the documents                             | 3 minutes | PACD/Customer Service Assistant | None   | None                 |
| 7  | Wait for 3-7 days to install the service connection          | Install the service connection   | 3-7 days  | Operation/Technical Staff       | None   |                      |
| <b>C. Re-opening – Temporary Disconnection</b> |  |  |           |                                 |        |                      |
| 1  | Fill up Service Request Form                                 | Facilitates Filling up of service Request and forward to the Cashier for payment                   | 3 minutes | PACD/Customer Service Assistant | None   | Service Request Form |
| 2  | Pay to the Cashier   | Issue Official Receipt (OR)  | 3 minutes | Cashier                         | P30.00 | None                 |
|  |  | Forward the documents to the Operation/Technical Section   | 2 minutes | Cashier                         | None   | None                 |
| 3  | Wait within 5 hours to re-open the Service Connection        | Re-open the service connection   | 5 hours   | Operation/Technical Section     | None   | None                 |
| <b>END OF TRANSACTION</b>                      |  |  |           |                                 |        |                      |

### III. REQUEST FOR TEMPORARY DISCONNECTION OF WATER METER

Customer whose properties are vacant and has no water use for more than one month are advised to have their service connection temporarily disconnected to avoid monthly minimum billing.

**Schedule of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form

**How to Avail the Service:**

| Step                      | Applicant/Client  | Service Provider   | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|---|--|----------------------|---------------------------------|------|----------------------|
| 1                         | Fill up Service Request Form  | Receive Service Request Form and forward to Billing Section      | 2 minutes            | PACD/customer Service Assistant | None | Service Request Form |
|                           |   | Verify accounts, and advice customer to settle all unpaid bills. | 3 minutes            | Billing & Posting Clerk         | None | None                 |
|                           |   | Prepares schedule of disconnection                               | 4 minutes            | PACD/Customer Service Assistant | None | None                 |
| 2                         | Wait within 2 days to temporary disconnect the water service connection | Disconnect Service connection                                    | 2 days               | Operation/Technical Staff       | None | None                 |
| <b>END OF TRANSACTION</b> |   |  |                      |                                 |      |                      |

### IV. REQUEST FOR CHANGE IN ACCOUNT DATA AND INFORMATION

**Schedule of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form  
 Proof of Ownership (Photocopy of the following)

1. Land Title
2. Deed of Sale
3. Waiver of Rights
4. Birth, Marriage or Death Certificate

**How to Avail the Service:**

| Step | Applicant/Client             | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form |
|------|------------------------------|---|----------------------|---------------------------------|------|------|
| 1    | Fill up Service Request Form | Facilitates Service Request and review existing account | 2 minutes            | PACD/Customer Service Assistant | None | None |

|                           |  |                                |                     |                                 |      |      |
|---------------------------|--|--------------------------------|---------------------|---------------------------------|------|------|
| 2                         | Present proof of ownership                                     | Verify the documents presented | 3 minutes           | PACD/Customer Service Assistant | None | None |
| 3                         | Attend Orientation if you don't have active service connection | Conduct Orientation            | 1 hour & 30 minutes | PACD/Customer Service Assistant | None | None |
| 4                         | Sign the Service Connection Contract                           | Update records of customer     | 3 minutes           | PACD/Customer Service Assistant | None | None |
| <b>END OF TRANSACTION</b> |  |                                |                     |                                 |      |      |

#### V. VERIFICATION OF WATER BILL – HIGH CONSUMPTION

**Customer may request for Inspection of water service connection if there is an abrupt increase in their consumption to determine the possible causes of high consumption.**

**Schedule of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form  
Latest Water Bill

**How to Avail the Service:**

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form |
|---------------------------|--|---|----------------------|---------------------------------|------|------|
| 1                         | Fill up Service Request Form   | Facilitates Service Request and review existing account                                 | 2 minutes            | PACD/Customer Service Assistant | None | None |
| 2                         | Provide additional data/information to PACD/Customer Service Assistant | Conduct preliminary evaluation, retrieve meter reading card, review consumption history | 3 minutes            | PACD/Customer Service Assistant | None | None |
| 3                         | Get schedule of inspection from PACD/Customer Service Assistant        | Conduct Inspection  | 1 hour & 30 minutes  | PACD/Customer Service Assistant | None | None |
| 4                         | Sign the Service Connection Contract                                   | Update records of customer  | 3 minutes            | PACD/Customer Service Assistant | None | None |
| <b>END OF TRANSACTION</b> |  |   |                      |                                 |      |      |

## VI. VERIFICATION OF WATER BILL – ERRONEOUS WATER BILL

**Customer may request for inspection of water bill if due to erroneous billing.**

**Schedule of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form  
Latest Water bill

**How to Avail the Service:**

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|--|---|----------------------|---------------------------------|------|----------------------|
| 1                         | Fill up Service Request Form   | Facilitates Service Request and review existing account   | 2 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
| 2                         | Provide additional data/information to PACD/Customer Service Assistant | Retrieve meter reading card, review consumption history, verify water billed against actual reading. Write the correct billing and forward the findings to General Manager for approval | 15 minutes           | PACD/Customer Service Assistant | None | None                 |
| 3                         | Proceed to the Cashier for payment of Corrected Water bill             | Process payment and Issue Official Receipt (OR)   | 2 minutes            | Cashier                         | None | None                 |
| <b>END OF TRANSACTION</b> |  |   |                      |                                 |      |                      |

## VII. REQUEST FOR METER TEST

Customer may avail of this service to check the efficiency of his/her water meter because of abnormal water consumption.

**Schedule of Availability of Service:** Monday to Friday 8:00am -5:00pm (no noon break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form  
Latest Water bill

**How to Avail the Service:**

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|--|--|----------------------|---------------------------------|------|----------------------|
| 1                         | Fill up Service Request Form   | Evaluate Request, orient procedures  | 5 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
|                           |  | Set Schedule of Meter Testing  | 2 minutes            | PACD/Customer Service Assistant | None | None                 |
| 2                         |  | Pull-out meter for testing and install temporary meter   | 30 minutes           | Operation/Technical Staff       | None | None                 |
| 3                         | <b>TO FOLLOW UP THE RESULT OF METER TEST</b>                           | Retrieve and review the result of meter test, inform the customer on the result and the recommended action | 15 minutes           | Operation/Technical Staff       | None | None                 |
|                           | Wait within one day for the installation or replacement of water meter | Reinstall or replace water meter   | 1 day                | Operation/Technical Staff       | None | None                 |
| <b>END OF TRANSACTION</b> |  |  |                      |                                 |      |                      |

## VIII. REPAIR OF LEAKAGES – BEFORE METER

### Leakages or complaints received on service line before the meter

**Schedule of Availability of Service:** Monday to Friday 8:00am-5:00pm (No Noonbreak)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form

#### How to Avail the Service:

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|--|--|----------------------|---------------------------------|------|----------------------|
| 1                         | <p><b>For walk in customer:</b><br/>Fill up Service Request Form</p> <p><b>For Service Request accepted through phone:</b> Give complete details as to the type of service requests.</p> | <p>Receive Service Request form and review existing account</p> <p>Ask the customer information to address his/her service request.</p> <p>PACD/Customer Service Assistant fills up the form</p> | 5 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
|                           | Get the schedule of inspection from the frontline staff  | <p>PACD/Customer Service Assistant: Advice customer on the schedule of inspection and repair and inform the</p> <p>Operation/Technical section on the request</p>                                | 3 minutes            | PACD/Customer Service Assistant | None | None                 |
|                           | Wait within one day for the inspection and repair of leaks   | Conduct inspection and repair  | 1 day                | Operation/Technical Staff       | None | None                 |
| <b>END OF TRANSACTION</b> |  |  |                      |                                 |      |                      |



**IX. REPAIR OF LEAKAGES – AFTER METER**

**Leakages or complaints received on service line after the meter**

**Schedule of Availability of Service:** Monday to Friday 8:00am-5:00pm (No Noonbreak)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form

**How to Avail the Service:**

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|--|---|----------------------|---------------------------------|------|----------------------|
| 1                         | <b>For walk in customer:</b><br>Fill up Service Request Form   | Receive Service Request form and review existing account  | 5 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
|                           | <b>For Service Request accepted through phone:</b> Give complete details as to the type of service requests. | Ask the customer information to address his/her service request. PACD/Customer Service Assistant fills up the form                                  | 10 minutes           | PACD/Customer Service Assistant | None | None                 |
|                           | Provide additional information to PACD/Customer Service Assistant  | Retrieve customer files, conduct preliminary evaluation and verification  | 10 minutes           | PACD/Customer Service Assistant | None | None                 |
|                           | Get the schedule of inspection from the frontline staff  | PACD/Customer Service Assistant: Advice customer on the schedule of inspection and repair and inform the Operation/Technical section on the request | 2 minutes            | PACD/Customer Service Assistant | None | None                 |
|                           | Wait within 2 days for the inspection and repair of leaks  | Conduct inspection and repair   | 2 days               | Operation/Technical Staff       | None | None                 |
| <b>END OF TRANSACTION</b> |  |   |                      |                                 |      |                      |

**X. REQUEST FOR INSPECTION DUE TO LOW PRESSURE OR NO WATER SUPPLY**

**Concessioners may request for an inspection of service line due to low pressure or no water supply.**

**Schedule of Availability of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Fully Accomplished Service Request Form

**How to Avail the Service:**

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity | Person in-charge                | Fees | Form                 |
|---------------------------|--|---|----------------------|---------------------------------|------|----------------------|
| 1                         | <b>For walk in customer:</b><br>Fill up Service Request Form   | Receive Service Request form and review existing account  | 5 minutes            | PACD/Customer Service Assistant | None | Service Request Form |
|                           | <b>For Service Request accepted through phone:</b> Give complete details as to the type of service requests. | Ask the customer information to address his/her service request. PACD/Customer Service Assistant fills up the form                                  | 10 minutes           | PACD/Customer Service Assistant | None | None                 |
|                           | Provide additional information to PACD/Customer Service Assistant  | Retrieve customer files, conduct preliminary evaluation and verification  | 10 minutes           | PACD/Customer Service Assistant | None | None                 |
|                           | Get the schedule of inspection from the frontline staff  | PACD/Customer Service Assistant: Advice customer on the schedule of inspection and repair and inform the Operation/Technical section on the request | 2 minutes            | PACD/Customer Service Assistant | None | None                 |
|                           | Wait within 5 hours for the inspection and repair of leaks   | Conduct inspection and repair   | 5 hours              | Operation/Technical Staff       | None | None                 |
| <b>END OF TRANSACTION</b> |  |   |                      |                                 |      |                      |

**XI. DELIVERY OF WATER BILLS**

**Schedule of Availability of Service:** Monday to Friday 8:00am-5:00pm (No Noon Break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** None

**How to Avail the Service:**

| Step                      | Applicant/Client                  | Service Provider  | Duration of Activity | Person in-charge | Fees | Form                  |
|---------------------------|-----------------------------------|---|----------------------|------------------|------|-----------------------|
| 1                         | Acknowledge receipt of water bill | Deliver water bills<br><br>If no person is around or refuses to sign the acknowledgement sheet: Put water bill in a cellophane and in the mailbox, gate, door or window and note in the acknowledgment sheet. | 5 minutes            | Meter Reader     | None | Acknowledgement Sheet |
| <b>END OF TRANSACTION</b> |                                   |   |                      |                  |      |                       |

**XII. COLLECTION OF PAYMENTS**

**Schedule of Availability of Service:** Monday to Friday 8:00am -4:00pm (no noon break)

**Who May Avail of the Service:** All Registered concessionaires

**What are the Requirements:** Latest Water Bill

**How to Avail the Service:**

| Step | Applicant/Client  | Service Provider   | Duration of Activity | Person in-charge | Fees | Form |
|------|---|--|----------------------|------------------|------|------|
| 1    | <b>A. CASH PAYMENT</b><br><br>Present Latest Water Bill | Accept, process payment and issue an Official Receipt based on the latest bill | 3 minutes            | Cashier          | None | None |
|      |   | If without water bill, locate name in the                                      | 3 minutes            | Cashier          | None | None |

|                           |   |   |  |  |                                     |                                     |
|---------------------------|---|---|--|--|-------------------------------------|-------------------------------------|
|                           |   | <p>master file and accept, process payment and issue Official Receipt (OR)</p> <p>If delinquent, locate in the master file and refer to disconnection report/disconnection officer.</p>   | 3 minutes  | Cashier                                | None                                | None                                |
| 2                         | Claim Official Receipt and count change before leaving the counter  | Acknowledge and thank the customer  | 2 seconds  | Cashier                                | None                                | None                                |
|                           | <p><b>B. CHECK PAYMENT</b><br/><b>I. Personal/Business Checks</b></p> <p>Present Latest Water Bill</p>  | <p>Review date, payee, signatories and the correctness of words and figures of amount</p> <p>Verify from the bank as to the availability of funds</p> <p>Write OR number, contact name and telephone or cellphone number at the back of the check</p> | <p>2 minutes</p> <p>5 minutes</p> <p>3 minutes</p> | <p>Cashier</p> <p>None</p> <p>None</p> | <p>None</p> <p>None</p> <p>None</p> | <p>None</p> <p>None</p> <p>None</p> |
|                           | Receive Official Receipt  | Accept, process payment and issue an Official Receipt   | 3 minutes  | None                                   | None                                | None                                |
|                           | <p><b>II. GOVERNMENT CHECKS AND PAYMENTS WITH TAX WITHHELD</b></p> <p>Present Water bill, voucher with check and bank advice and BIR Form 2306 and 2307</p> | <p>Review computation, retain copy of BIR form 2036 and 2307</p>  | 5 minutes  | Cashier                                | None                                | None                                |
|                           | Receive Official Receipt  | Accept, process payment and issue Official Receipt (OR)   | 3 minutes  | Cashier                                | None                                | None                                |
| <b>END OF TRANSACTION</b> |   |   |  |  |                                     |                                     |