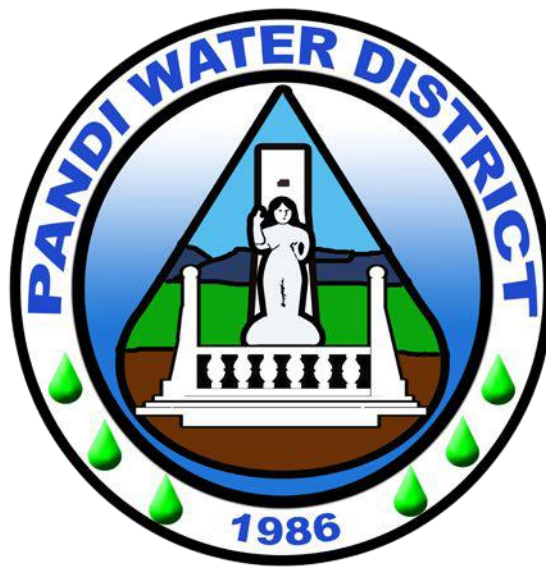


PANDI WATER DISTRICT

CITIZEN'S CHARTER

"Our Water, Our Life, Our Responsibility"



PANDI WATER DISTRICT

CITIZEN'S CHARTER



I. Mandate

The Pandi Water District (PanWaDis) was formed on September 24, 1986 and granted the Conditional Certificate No. 271 on December 5, 1986 by the Local Water Utilities Administration (LWUA). The Water District began its operations on November 3, 1986.

Since 1992, by virtue of the Supreme Court En Banc Decision, G.R. No. 95237-38 (Davao City Water District, et.al. Vs. CSC et.al) water districts were Declared Government Owned and/or Controlled Corporation (GOCC) with original charter and as such under the jurisdiction of the Civil Service Commission and Commission on Audit.

II. Vision

Pandi Water District is committed to assure that every consumer in our community especially the poor will have access to safe, potable, and affordable water and sanitation services.

III. Mission

To be a nation's partner in water utility and sanitation services, contributing to nation building by bringing safe, potable and affordable water in every home and enjoy the quality of our services through productivity and workforce.

IV. Performance Pledge

We the officials and employees of Pandi Water District pledge and commit to deliver public service with integrity and efficiently serve you with safe potable and affordable supply of water and sanitation services.



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1. Application of New Service Connection

The service connection will not be made until it is approved and all charges are paid.

Office or Division:		Commercial Division		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All bonafide residents of Pandi, Bulacan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Barangay permit for Water Installation		Barangay Hall where the service connection be installed		
Residence Certificate/Cedula (Photocopy)		Barangay Hall of the citizen's address		
1x1 size picture (1 original)		Applicant		
1 valid ID (1 original and 1 Photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID		
Photo copy of water bill of nearest concessionaires		nearest house that have water connection.		
Representative				
Special Power of Attorney (If applicable)		Person being represented		
1 valid ID (1 original and 1 Photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for new service connection	1. Interview the applicant regarding on the new service connection request	None	5 minutes	<i>Customer Service Assistant</i> Commercial Division



2. Pay the survey fee	2. Accept payment for survey fee and issue Official Receipt	Survey Fee- PHP 100	2 minutes	Cashier Finance Division
3. End of transaction	3. Site inspection	None	10 minutes	Water Maintenance Man Commercial Division
4. Present requirements for application of new service connection	4. Check all the requirements if complete	None	3 minutes	Customer Service Assistant Commercial Division
5. End of transaction	5. Computes Installation fee and materials	None	5 minutes	Customer Service Assistant Commercial Division
6. Sign the application from for service connection	6.Process request service application then inform client all the details about rules and regulations and payment	None	5 minutes	Customer Service Assistant Commercial Division
7. Proceed to cashier for payment	7.Accept payment and issue Official Receipt	For 1/2 diameter connection Meter Maintenance - PHP 1,600 Application Fee - PHP 1,350 Labor (regular)- PHP 700 Clustering - PHP 900 Excavation - PHP 1,300	2 minutes	Cashier Finance Division



		<p>PHP 2,200</p> <p>Guarantee Deposit:</p> <p>Residential - PHP 500</p> <p>Commercial A- PHP 1,000</p> <p>Commercial B- PHP 1,000</p> <p>Commercial C- PHP 1,000</p> <p>Commercial D- PHP 1,000</p> <p>Note: *Fee, Charges and prices of materials are subject to increase in case of inflation</p> <p>*Cost of materials varies on service connection size & length</p>		
8. End of transaction	8.Forward all documents to storekeeper for preparation of materials	None	2 minutes	<p><i>Customer Service Assistant</i></p> <p>Commercial Division</p>
9.	9.Installation of Service Connection Tapping	None	<p>Regular- 2 hours</p> <p>Traverse- 4 hours</p>	<p><i>Utility Worker</i></p> <p>Engineering Division</p>



10. Sign the Maintenance order for work done, Accept the copy of Bill of Materials, comments and suggestion other request	10.Post Inspection of service connection	None	10 minutes	Utility Worker Engineering Division
	TOTAL :	PHP 100 and Amount Computed	Regular : 2 hours and 44 minutes Traverse: 4 hours and 44 minutes	



2. Paying the Water Bill

Pay the Water Bill on or before 14th day of Date Billed. Your Water Bill have 10% penalty charge upon non-payment of due amount after the Due Date. Non-payment on the 33rd day from the Date Billed will cause disconnection of your water service connection. Payment of Water Bill on disconnection date will stop the scheduled disconnection in cases wherein water service has not yet been stopped

Office or Division:		Finance Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail :		All concessionaires of Pandi Water District		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill Cash and Government Check/ Big Company Check (PHP) payment			Owner of the account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Water Bill additional Bill of Materials for new connection	1.Accept payments and issue corresponding Official Receipt	Total due Amount	2 minutes	<i>Cashier</i> Finance Division
2.	END OF TRANSACTION			
	TOTAL		2 minutes	



3.Request for Temporary Service Disconnection

The maximum length of time for Temporary Disconnection is six (6) months, provided that all obligations are fully paid.

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail :		All concessionaires of Pandi Water District with active service connection		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Full payment of Water Bill and disconnection fee			Owner of the account	
1 valid ID (1 original and 1 Photocopy)			UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID	
Representative				
1 valid ID (1 original and 1 Photocopy)			UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID	
Special Power of Attorney (SPA) or Notarized Authorization Letter			Person being represented	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Customer Service and request for Temporary Service Disconnection	1.Verify if there is remaining balance, prepare and print disconnection order and statement of account	None	5 minutes	<i>Customer Service</i> Commercial Division
2. Accept the remaining water bill then proceed to cashier and present statement of account	2.Accept payment and issue official receipt	Temporary Disconnection Fee- PHP 250 and unpaid water bill	2 minutes	<i>Cashier</i> Finance Division



3. End of Transaction	3.Process request and implement Maintenance Order	None	5 minutes	Customer Service Commercial Division
4.	4.Implementat ion of Temporary Disconnection	None	1 hour	Water Maintenance Man Commercial Division
5. Sign the Maintenance order for work done, Accept the copy of Bill of materials comments and suggestions other request	5.Post Inspection of Temporary Disconnection	None	10 minutes	Utility Worker Engineering Division
6.	End of Transaction			
	TOTAL		1 hour and 22 minutes	



4.Request for Service Re-connection

Applying for Service Re-connection covers installation of water service that been disconnected.

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail :		All concessionaires with disconnected service connection of Pandi Water District		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Full payment of Water Bill and reconnection fee			Owner of the account	
1 valid ID (1 original and 1 Photocopy)			UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID	
Representative				
1 valid ID (1 original and 1 Photocopy)			UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID	
Special Power of Attorney (SPA) or Notarized Authorization Letter			Person being represented	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Customer Service and request for Service Reconnection	1.Prepare and print re-opening form and statement of accounts	None	5 minutes	Customer Service Commercial Division
Proceed to cashier for payment	2.Accept payment and issue official receipt	Service Re-connection Fee- PHP 250 and unpaid water bills	2 minutes	Cashier Finance Division
End of Transaction	3.Process request and implement Maintenance Order	None	5 minutes	Customer Service Commercial Division
	4.Implementat ion of Service	None	1 hour	Water Maintenance Man



	re-connection			Commercial Division
Sign the Maintenance Order for Work done, Accept the copy of Bill of Materials comments and suggestions other request	5.Post Inspection of Service re-connection	None	10 minutes	Utility Worker Engineering Division
6.	END OF TRANSACTION			
	TOTAL		1 hour and 22 minutes	



5.Request for Maintenance Order

This involves the concessionaire’s request for maintenance such as:

- 1. Leak repair
- 2. Line repair
- 3. High Consumption
- 4. Water Meter Calibration
- 5. Change Water Meter
- 6. Meter and Line transfer
- 7. Request for flushing

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail :		All concessionaires who wish to request service regarding their water service connection		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Maintenance Order Form			Customer Service Assistant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Customer Service and request for Service Reconnection	1.Prepare and print re-opening form and statement of accounts	None	5 minutes	Customer Service Commercial Division
2.Proceed to cashier for payment	2.Accept payment and issue official receipt	Service Re-connection Fee- PHP 250 and unpaid water bills	2 minutes	Cashier Finance Division
3.End of Transaction	3.Process request and implement Maintenance	None	5 minutes	Customer Service Commercial Division



	Order and forwarded to Engineering Division			
4.	4.Implementat ion of any maintenance order	None	4 hours	Utility Worker Engineering Division
Sign the Maintenance Order for Work done, Accept the copy of Bill of Materials comments and suggestions other request	5.Post Inspection of request of Maintenance order	None	10 minutes	Utility Worker Engineering Division
6.	END OF TRANSACTION			
	TOTAL		4 hours and 22 minutes	



Administrative and General Services Division

Internal Services



1. Application of Leave

Granted to officials and employees (permanent, temporary, casual) not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292.

Office or Division:		Administrative and General Services Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail :		Pandi Water District employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of CSC Form No. 6 Application for Leave			Administrative Division-HR	
One (1) original copy of Medical Certificate (for leave of absence exceeding 5 days sick leave)			Provided by employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division to file a Leave of absence	1. Provide CSC Form No. 6 Application Leave to requesting employee	None	1 minute	<i>Administration Services Assistant A</i> Administrative and General Services Division
2.Fill-up the CSC Form No. 6 and submit to Administrative Services Assistant	2.Evaluate and sign CSC form No. 6 Application for Leave	None	2 minutes	<i>Division Head</i> Administrative and General Services Division
3.Wait for the approval	3.sign by the General Manager	None	1 minute	<i>General Manager</i> Office of the General Manager
4.End of Transaction	4. Inform the employee if the request are approve or disapprove File and encode approve leave to employee Leave Record	None	1 minute	<i>Administration Services Assistant A</i> Administrative and General Services Division



2. Request for Certificate of Employment

a certificate from the employer specifying the dates of an employee's engagement and the termination of his/her employment and the type or types of work in which he/she is employed.

Office or Division:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Employee			
Who may avail :	Pandi Water District employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Request form			Administrative Division-HR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division and fill up the request form	1. Receive the request form and prepare the certificate of employment	None	2 minutes	Administration Services Assistant A Administrative and General Services Division
2.Wait for the issuance of Certificate of Employment	2. sign the Certificate of Employment	None	1 minute	General Manager Office of the General Manager
3. Receive the Certificate of Employment End of Transaction	4. Issuance of Certificate of Employment to requesting employee File the received copy of Certificate of Employment	None	1 minute	Administration Services Assistant A Administrative and General Services Division

3. Request for Service Record



A document that indicates the total years of service of an employee.

Office or Division:		Administrative and General Services Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail :		Pandi Water District employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Request form			Administrative Division-HR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division and fill up the request form	1. Receive the request form and prepare the service record	None	3 minutes	Senior IRMO Administrative and General Services Division
2.Wait for the issuance of Service Record	2. sign the Service Record	None	1 minute	General Manager Office of the General Manager
3.Receive the service record End of Transaction	3.Issuance of service record to requesting employee. File the received copy of service record	None	1 minute	Senior IRMO Administrative and General Services Division

4. Request for office supplies



consumables and regularly used by employees engaged in written communications, record keeping or bookkeeping, janitorial and cleaning and for storage of supplies or data.

Office or Division:		Administrative and General Services Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail :		Pandi Water District employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Requisition and issue slip supplies form			Administrative Division-Property and Supply	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division and fill-up the requisition and issue slip supplies form	1. Receive the requisition and issue slip supplies form and prepare the request office supplies	None	2 hours	<i>Administration Services Assistant C</i> Administrative and General Services Division
2.Wait for the issuance of the requested office supplies	2. sign the approve requisition and issue slip supplies form	None	1 minute	<i>General Manager</i> Office of the General Manager
3.Receives supplies requested and signed in the "Received by" portion of the Requisition and issue slip supplies form End of Transaction	3.Issuance of requested office supplies to the concerned office requesting employee. File the received copy of requisition and issue slip supplies form	None	2 minutes	<i>Administration Services Assistant C</i> Administrative and General Services Division



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.</p> <p>Contact info: (044) 661-1050 09972536220/09429807556 Pandi Water District FB page Email: pandiwaterdistrict@yahoo.com</p>
How feedbacks are processed?	<p>The customer service representative gathers the feedback form and submit it to the Customer Service Officer for recording and assessment.</p> <p>For valid negative feedbacks, the responsible division shall devise immediate action(s) to address the discrepancy and generate corrective actions.</p> <p>Answers to the feedbacks are then relayed to the concessionaire concerned.</p> <p>For inquiries and follow-ups, client may contact the following contact number: (044)661-1050/09972536220/ 09429807556</p>
How to file complaints	<p>Answer the client complaint form and drop it to the designated drop box in front of Public Assistance and Complaint desk.</p> <p>Complaints can also be filed via phone call or email. Make sure to provide the following information:</p> <ol style="list-style-type: none">1. Name of person being complained2. Incident3. Evidence <p>For inquiries and follow-up, clients may</p>



	<p>contact the following:</p> <p>(044) 661-1050/09972536220/ 09429807556</p>
How complaints are processed?	<p>The customer service representative opens the complains drop box on a daily basis, and submit it to the Customer Service Officer to evaluate each complaints.</p> <p>Upon evaluation, the Customer Service Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Customer Service Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p> <p>The Customer Service Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, client may contact the following: (044) 661-1050/ 09972536220/09429807556</p>



List of Offices

Office	Address	Contact Information
Pandi Water District	Manuel Santos St. Poblacion, Pandi, Bulacan	Landline : (044) 661-1050 Cellphone : 09972536220 09429807556