



# PANDI WATER DISTRICT

CITIZEN'S CHARTER  
2023,(2<sup>nd</sup> Edition)

## **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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## **External Services**

## 1. Application of New Service Connection

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

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

2. Pay the survey fee	2. Accept payment for survey fee and issue Official Receipt	Survey Fee- PHP 100	2 minutes	<i>Cashier</i> Finance Division
3. End of transaction	3. Site inspection	None	10 minutes	<i>Water Maintenance Man</i> Commercial Division
4. Present requirements for application of new service connection	4. Check all the requirements if complete	None	3 minutes	<i>Customer Service Assistant</i> Commercial Division
5. End of transaction	5. Computes Installation fee and materials	None	5 minutes	<i>Customer Service Assistant</i> 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	<i>Customer Service Assistant</i> 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	<i>Cashier</i> Finance Division

		<p>PHP 2,200</p> <p>Guarantee Deposit: Residential - PHP 500 Commercial A- PHP 1,000 Commercial B- PHP 1,000 Commercial C- PHP 1,000 Commercial D- PHP 1,000</p> <p>Note: *Fee, Charges and prices of materials are subject to increase in case of inflation *Cost of materials varies on service connection size &amp; length</p>		
8. End of transaction	8.Forward all documents to storekeeper for preparation of materials	None	2 minutes	<i>Customer Service Assistant Commercial Division</i>
9.	9.Installation of Service Connection Tapping	None	Regular- 2 hours Traverse- 4 hours	<i>Utility Worker Engineering Division</i>
10. Sign the Maintenance	10.Post Inspection of	None	10 minutes	<i>Utility Worker</i>

order for work done, Accept the copy of Bill of Materials, comments and suggestion other request	service connection			Engineering Division
<b>TOTAL :</b>		<b>PHP 100 and Amount Computed</b>	<b>Regular : 2 hours and 44 minutes Traverse: 4 hours and 44 minutes</b>	

## 2. Paying the Water Bill

Pay the Water Bill on or before 14<sup>th</sup> 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 33<sup>rd</sup> 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.

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



### 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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	All concessionaires of Pandi Water District with active service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>If Transacted by the Principal Owner</i>				
Full payment of Water Bill and disconnection fee		Owner of the account		
1 valid ID (1 original and 1 Photocopy)		Applicant's Valid ID Example of IDs : UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal ID		
<i>If Transacted by the Representative</i>				
1 valid ID (1 original and 1 Photocopy)		Representative's Valid ID Example of IDs : 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Commercial Division</i>
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 Finance Division</i>
3. End of Transaction	3.Process request and	None	5 minutes	<i>Customer Service Commercial</i>

	implement Maintenance Order			Division
4.	4.Implementation of Temporary Disconnection	None	1 hour	<i>Water Maintenance Man Commercial Division</i>
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
<b>TOTAL</b>		<b>Temporary Disconnection Fee- PHP 250 and unpaid water bill</b>	<b>1 hour and 22 minutes</b>	

#### 4. Request for Service Reconnection

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

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	All concessionaires with disconnected service connection of Pandi Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Principal</i>				
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		
<i>Representative</i>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to	1.Prepare and			

Customer Service and request for Service Reconnection	print re-opening form and statement of accounts	None	5 minutes	<i>Customer Service Commercial Division</i>
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	<i>Cashier Finance Division</i>
End of Transaction	3.Process request and implement Maintenance Order	None	5 minutes	<i>Customer Service Commercial Division</i>
	4.Implementation of Service re-connection	None	1 hour	<i>Water Maintenance Man Commercial Division</i>
5.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	<i>Utility Worker Engineering Division</i>
<b>TOTAL</b>		<b>Service Re-connection Fee-PHP 250 and unpaid water bills</b>	<b>1 hour and 22 minutes</b>	

## 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

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	All concessionaires who wish to request service regarding their water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Principal				
Maintenance Order Form			Customer Service Assistant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Customer Service and request for Service Reconnection	1.Prepare and print re-opening form and statement of accounts	None	5 minutes	<i>Customer Service Commercial Division</i>
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	<i>Cashier Finance Division</i>
3.End of Transaction	3.Process request and implement Maintenance Order and forwarded to Engineering Division	None	5 minutes	<i>Customer Service Commercial Division</i>
	4.Implementation of any maintenance order	None	4 hours	Utility Worker Engineering 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 request of Maintenance order	None	10 minutes	Utility Worker Engineering Division
<b>TOTAL</b>		<b>None</b>	<b>4 hours and 22 minutes</b>	

**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.

<b>Office or Division:</b>	Administrative and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government Employee			
<b>Who may avail :</b>	Pandi Water District employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of CSC Form No. 6 Application for Leave		Administrative Division-Public Relations Officer A		
One (1) original copy of Medical Certificate (for leave of absence exceeding 5 days sick leave)		Provided by employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>Public Relations Officer 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>Public Relations Officer A</i>  Administrative and General Services Division
<b>Total:</b>		<b>None</b>	<b>5 minutes</b>	

## 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.

<b>Office or Division:</b>	Administrative and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government Employee			
<b>Who may avail :</b>	Pandi Water District employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) original copy of Request form			Administrative Division- <i>Public Relations Officer A</i>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Public Relations Officer A</i> Administrative and General Services Division
2.Wait for the issuance of Certificate of Employment	2. sign the Certificate of Employment	None	1 minute	<i>General Manager</i> Office of the General Manager
3.Receive the Certificate of Employment  End of Transaction	3.Issuance of Certificate of Employment to requesting employee File the received copy of Certificate of Employment	None	1 minute	<i>Public Relations Officer A</i>  Administrative and General Services Division
<b>Total</b>		<b>None</b>	<b>4 minutes</b>	

## 3. Request for Service Record

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

<b>Office or Division:</b>	Administrative and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government Employee			
<b>Who may avail :</b>	Pandi Water District employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	

One (1) original copy of Request form		Administrative Division-Senior IRMO		
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
<b>Total</b>		<b>None</b>	<b>5 minutes</b>	

#### 4. Request and release for office supplies

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

<b>Office or Division:</b>	Administrative and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government Employee			
<b>Who may avail :</b>	Pandi Water District employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of Requisition and issue slip supplies form		Administrative Division- <i>Administration Services Assistant C</i>		
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
<b>Total:</b>		<b>None</b>	<b>2 hours and 3 minutes</b>	

## 5. Payroll Preparation for Permanent and Casual Employees

To account for salaries and benefits of permanent, temporary, and casual employees of Pandi Water District.

<b>Office or Division:</b>	Administrative and General Services Division Finance Division Landbank of the Philippines
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government Employee
<b>Who may avail :</b>	Pandi Water District permanent and casual employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>Attendance from Biometrics</li> <li>Updated remittance list and loan payment of GSIS, Pag-IBIG Fund, Philhealth, Landbank, as well as the BIR (Tax computation)</li> <li>Summary of Leave with pay</li> </ol>	<ol style="list-style-type: none"> <li>Biometrics</li> <li>GSIS, Philhealth, Pagibig Fund, BIR, Landbank of the Philippines</li> <li>Administrative Division</li> <li>Landbank of the Philippines</li> </ol>

and without pay 4. Landbank payroll list and Authority to Debit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Download the attendance from Biometrics to be checked and recorded	None	15 minutes	<i>Public Relations Officer A</i>  Administrative Division
2. None	2. Checks and inputs to the system the remittances and loan deductions (if any) to GSIS, Philhealth, PagIBIG Fund and Landbank	None	1 day	<i>Public Relations Officer A</i>  Administrative Division
3. None	3. Checks and inputs to the system the number of days of leave without pay (if any)	None	1 day	<i>Public Relations Officer A</i>  Administrative Division
	4. Reviews and prints tentative copy of payroll to be submitted to Finance Division	None	1 day	Senior IRMO  Administrative Division
<b>Total:</b>		<b>None</b>	<b>3 days and 15 minutes</b>	

**Finance Division**

Internal Services

## 1. Check Payment Disbursement Preparation

This internal service covers activities from the preparation of Disbursement Voucher (DV), receipt of approved DV, check, issuance of payments, and preparation of disbursement reports for Accounting.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2C-Government to Citizen G2B-Government to Businesses			
<b>Who may avail :</b>	Pandi Water District employees, contractors and suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Disbursement Voucher (DV) and other supporting documents 2. Budget Utilization Request (BUR) 3. Checkbook			Senior Accounting Processor A Corporate Budget Specialist A <i>Finance Division</i>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Gathers Supporting Documents (SDs) for payments from requesting Division	None	60 minutes	Senior Accounting Processor A
	2. Prepares Disbursement Vouchers (DV)	None	30 minutes	Senior Accounting Processor A
	3. Prepares Budget Utilization Request (BUR)	None	30 minutes	Senior Accounting Processor A
	4. Submits to the Budget Officer for funding	None	30 minutes	Senior Accounting Processor A
	5. Check documents received	None	30 minutes	Corporate Budget Specialist A
	6. Certifies the Budget Utilization Request	None	30 minutes	Corporate Budget Specialist A

	(BUR)			
	7. Certifies correctness of DV	None	60 minutes	Corporate Budget Specialist A
	8. Verifies claim and certifies funds availability	None	30 minutes	Corporate Budget Specialist A
	9. Forwards to General Manager (GM)	None	30 minutes	Corporate Budget Specialist A
	10. Prepares and signs the check	None	30 minutes	Cashier
	11. Countersigns check	None	30 minutes	General Manager
	12. Releases check to claimant	None	30 minutes	Cashier
<b>Total:</b>		<b>None</b>	<b>7 hours</b>	

## 2. Collection Process Report

This is receiving payments from concessionaires and issue official receipt, then summarize and tallies cash/check payment collection for bank deposit.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District employees, contractors and suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Bill		Owner of the account  Teller/Collecting Officer and Cashier		
2. Cash and Government Check/ Big Company Check (PHP) payment				
3. Daily Collection Report				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Received payment from concessionaires and issue Official Receipts	None	3 minutes	Teller/Collecting Officer

	2. After business hours transactions, prepares Daily Collection Report (DCR)	None	60 minutes	Cashier
	3. Summarize and tallies collections for deposit	None	2 hours	Cashier
<b>Total:</b>		None	<b>3 hours and 3 minutes</b>	

**Engineering and Construction Division**  
Internal Services

## 1. Service Request for Tapping Regular and Traverse

These are one of the main services rendered by Engineering Division after the application of new service connection. Tapping regular, is consists of excavation of main road, installation of saddle clamp, meter stand and water meter. In the other hand, tapping traverse has the same procedure, however, it requires additional activities such as cutting of roads, laying after meter service pipes and road traverse restoration.

<b>Office or Division:</b>	Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Issuance of Fully Accomplished Service Request (SR) Tapping Regular or Tapping Traverse to Engineering Division Head	1.The Division Head will check the SR, then schedule the Tapping Activities	None	1 minute	<i>Engineering Division Head</i>
	2.The Division Head will give the SR to Storekeeper for preparation of all the needed materials, then issue back to the Division	None	1 minute	<i>Engineering Division Head and Storekeeper</i>



	Head.			
	3.The Division Head will give the SR to the Engineering Staff.	None	1 minute	<i>Engineering Utility Staff</i>
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR.	None	3 minutes	<i>Engineering Utility Staff</i>
	5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment.	None	5 minutes	<i>Engineering Utility Staff</i>
	6.The Engineering Staff will drive to the address written on the give SR to conduct the Tapping Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) *Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
7.Acknowledge	7. The			

the Engineering Staff to do their services.	Engineering Staff will notify the person on the address on the SR to confirm the correctness of the SR	None	2 minutes	<i>Engineering Utility Staff</i>
	8.The Engineering Staff, (compose of two person) will start the Excavation on the ground on the possible location of Main Pipe line.	None	60 minutes	<i>Engineering Utility Staff</i>
	9.In case of Tapping Traverse, the Engineering Staff will start cutting the road using concrete cutter and take it off using chisel.	None	120 minutes	<i>Engineering Utility Staff</i>
	10.The Engineering will start to install the Saddle Clamp and Meter Stand.	None	45 minutes	<i>Engineering Utility Staff</i>
	11.The Engineering Staff will restore/ backfill the excavation	None	45 minutes	<i>Engineering Utility Staff</i>

	and concreting of the meter stand			
	12.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Tapping Activity Work	None	2 minutes	<i>Engineering Utility Staff</i>
<b>TOTAL</b>		None	<b>Based on external services Regular : 2 hours and 44 minutes Traverse: 4 hours and 44 minutes</b>	

## 2. Service Request for Leak Repair

Leak repair is the major activity to control the Non-Water Revenue of Pandi Water District. The Engineering staff will replace leaking water meter stand parts, replaced the corroded pipes, defectives fittings etc., to control or to stop the leaks.

<b>Office or Division:</b>	Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Issuance of	1.The Division			<i>Engineering</i>

Fully Accomplished Service Request (SR), Leak Repair to Engineering Division Head	Head to Check the Service Request (SR). Schedule the Leak Repair Activities	None	1 minute	<i>Division Head</i>
	2.The Division Head to give the Service Request to Storekeeper for preparation of all the needed materials. Then issue back to Division Head the SR	None	1 minute	<i>Engineering Division Head and Storekeeper</i>
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	<i>Engineering Staff</i>
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	<i>Engineering Utility Staff</i>
	5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment	None	5 minutes	<i>Engineering Utility Staff</i>

	6.The Engineering Staff will drive to the address written on the give SR to conduct the Leak Repair Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
	7.The Engineering Staff will notify the person on the address on the SR to confirm the correctness of the SR	None	2 minutes	<i>Engineering Utility Staff</i>
	8.The Engineering Staff shall start working to repair the reported leak and restoration activities	None	60 minutes	<i>Engineering Utility Staff</i>
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Leak repair work.	None	2 minutes	<i>Engineering Utility Staff</i>

<b>TOTAL</b>		<b>1 hour and 45 minutes</b> *Travel duration depends on the location of the SR *Time of repairs depends on the complexity of leaks/damages.	
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### 3. Service Request for Reconnection

Service Request for Reconnection is the activity to install again the water meter of a concessionaire that was previously pulled-out due to delinquency of payment. The reconnection activity may include the concreting of water meter base and replacement of old water meter stand parts.

<b>Office or Division:</b>	Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Issuance of Fully Accomplished Service Request (SR), Reconnection to Engineering Division Head	1.The Division Head to Check the Service Request (SR). Schedule the Reconnection Activities	None	1 minute	<i>Engineering Division Head</i>
	2.The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed	None	1 minute	<i>Engineering Division Head and Store Keeper</i>

	materials. Then issue back to Division Head the SR			
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	<i>Engineering Staff</i>
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	<i>Engineering Utility Staff</i>
	5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment	None	5 minutes	<i>Engineering Utility Staff</i>
	6.The Engineering Staff will drive to the address written on the give SR to conduct the Reconnection Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
	7.The Engineering Staff will notify the person on the address	None	2 minutes	<i>Engineering Utility Staff</i>

	on the SR to confirm the correctness of the SR			
	8.The Engineering Staff shall start working to reconnect the water meter and restoration activities	None	30 minutes	<i>Engineering Utility Staff</i>
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the reconnection activities.	None	2 minutes	<i>Engineering Utility Staff</i>
<b>Total</b>		<b>None</b>	<b>1 hour and 15 minutes</b> *Travel duration depends on the location of the SR	

#### 4. Service Request for Meter Change

Service Request for Meter Change is the activity to replace the water meter of a concessionaire that was reported defective and/or out of calibration.

<b>Office or Division:</b>	Engineering and Construction Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail :</b>	Pandi Water District Concessionaires
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Fully Accomplished Service Request (SR), Meter Change to Engineering Division Head	1. The Division Head to Check the Service Request (SR). Schedule the Meter Change Activities	None	1 minute	<i>Engineering Division Head</i>
	2. The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed materials. Then issue back to Division Head the SR	None	1 minute	<i>Engineering Division Head and Store Keeper</i>
	3. The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	<i>Engineering Staff</i>
	4. The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	<i>Engineering Utility Staff</i>
	5. The Engineering Utility Staff will load the needed materials to	None	5 minutes	<i>Engineering Utility Staff</i>

	the service vehicle including all the needed tools and equipment			
	6.The Engineering Staff will drive to the address written on the give SR to conduct the Meter Change Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
	7.The Engineering Staff will notify the person on the address on the SR to confirm the correctness of the SR	None	2 minutes	<i>Engineering Utility Staff</i>
	8.The Engineering Staff shall start working to do the mater change and restoration activities	None	30 minutes	<i>Engineering Utility Staff</i>
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Meter Change Activity Work	None	2 minutes	<i>Engineering Utility Staff</i>

<b>Total</b>	<b>None</b>	<b>1 hour and 15 minutes</b> *Travel duration depends on the location of the SR	
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## 5. Service Request for Meter Transfer

Service Request for Meter Transfer is to transfer one water meter stand or a cluster of water meter stand as requested by concessionaire since the existing location will be affected by improvement of the vicinity around it

<b>Office or Division:</b>	Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Issuance of Fully Accomplished Service Request (SR), Meter Transfer to Engineering Division Head	1.The Division Head to Check the Service Request (SR). Schedule the Meter Transfer Activities	None	1 minute	<i>Engineering Division Head</i>
	2.The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed materials. Then issue back to	None	1 minute	<i>Engineering Division Head and Store Keeper</i>

	Division Head the SR			
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	<i>Engineering Staff</i>
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	<i>Engineering Utility Staff</i>
	5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment	None	5 minutes	<i>Engineering Utility Staff</i>
	6.The Engineering Staff will drive to the address written on the give SR to conduct the Meter Transfer Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
	7.The Engineering Staff will notify the person on	None	2 minutes	<i>Engineering Utility Staff</i>

	the address on the SR to confirm the correctness of the SR			
	8.The Engineering Staff shall start working to do the meter transfer and restoration activities	None	30 minutes	<i>Engineering Utility Staff</i>
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Meter Transfer Activity Work	None	2 minutes	<i>Engineering Utility Staff</i>
<b>Total</b>			<b>1 hour and 15 minutes</b> *Travel duration depends on the location of the SR	

## 6. Service Request for Meter Pull-out

The Service Request for Meter Pull-out is to pull-out the water meter of a concessionaire either Temporarily or Permanent due to payment delinquency.

<b>Office or Division:</b>	Engineering and Construction Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail :</b>	Pandi Water District Concessionaires

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request (SR) Materials/Equipment to be used		Engineering Division Head Storekeeper Engineering Utility Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Issuance of Fully Accomplished Service Request (SR), Meter Pull-out to Engineering Division Head	1.The Division Head to Check the Service Request (SR). Schedule the Meter Pull-out Activities	None	1 minute	<i>Engineering Division Head</i>
	2.The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed materials. Then issue back to Division Head the SR	None	1 minute	<i>Engineering Division Head and Store Keeper</i>
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	<i>Engineering Staff</i>
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	<i>Engineering Utility Staff</i>
	5.The Engineering Utility Staff	None	5 minutes	<i>Engineering Utility Staff</i>

	will load the needed materials to the service vehicle including all the needed tools and equipment			
	6.The Engineering Staff will drive to the address written on the give SR to conduct the Meter Pull-out Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	<i>Engineering Utility Staff</i>
	7.The Engineering Staff will notify the person on the address on the SR to confirm the correctness of the SR	None	2 minutes	<i>Engineering Utility Staff</i>
	8.The Engineering Staff shall start working to do the mater Pull-out and restoration activities	None	30 minutes	<i>Engineering Utility Staff</i>
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Meter Pull-out	None	2 minutes	<i>Engineering Utility Staff</i>

	Activity Work			
<b>Total</b>		<b>None</b>	<b>1 hour and 15 minutes</b> *Travel duration depends on the location of the SR	



**Production and Water Quality Division**  
Internal Services

## 1. Service Request for water insufficiency, no water, dirty water complaints.

This service request is to address the received complaints from the concessionaires regarding water insufficiency, no and dirty water to the service coverage area.

<b>Office or Division:</b>	Production and Water Quality Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail :</b>	Pandi Water District Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Maintenance Order		Commercial Division Production and Water Quality Division Water Resources Facilities Operator (WRFO)		
<b>CLIENT STEPS</b>	<b>ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Commercial Division to make a Maintenance Order (MO) showing the nature of request/complaint, name and location of requesting concessionaire.	1.Production Division Head to verify/evaluate the request/complaint. Give order to WRFO base on evaluation made.	None	5 minutes	<i>Division Head</i>
	1.WRFO to proceed to the location and carry out the order.	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	WRFO
2.Concessionaire to sign the maintenance order after execution of the job.	2.WRFO to write his action done in the maintenance order form, Division Head check and submit this form	None	1 minute	WRFO  <i>Production Division Head</i>

	back to Commercial Division.			
<b>Total</b>			<b>36 minutes</b>  *Travel duration depends on the location of the MO	

## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<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) 309-5121 0942-9807-556</p> <p>Pandi Water District FB page</p> <p>Email: pandiwaterdistrict@yahoo.com</p>
<p>How are feedbacks processed?</p>	<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)309-5121/0942-980-7556</p>
<p>How to file complaints?</p>	<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"> <li>1. Name of person being complained.</li> <li>2. Incident</li> </ol>

	<p>3. Evidence</p> <p>For inquiries and follow-up, clients may contact the following: (044)309-5121/0942-980-7556</p>
<p>How are complaints processed?</p>	<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)309-5121/0942-980-7556</p>

### List of Offices

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Pandi Water District	Manuel Santos St. Poblacion, Pandi, Bulacan	Landline : (044) 309-5121 Cellphone:09429807556