



# **CITIZEN'S CHARTER**

2019 (3<sup>rd</sup> Edition)

## **EXTERNAL TRANSACTIONS**

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## FCD-EX-01: Payment of Water Bill

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	VIWAD Concessionaires/Clients, Businesses, Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill		Concerned Concessionaires/Clients,		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Water Bill to Cashier	Receive water bill and retrieves the statement of account from the Billing and Collection System	none	1 minute	Cashier
2. Tender Payment	Process payment; encode the amount paid, prints and signs Official Receipt	amount indicated in the bill	3 minutes	Cashier
3. Receive original copy of Official Receipt and change, if any	Issue original copy of Official Receipt and change, if any	none	3 minutes	Cashier
<b>TOTAL</b>		amount indicated in the bill	7 minutes	



## FCD-EX-02: Other Payments

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	VIWAD Concessionaires/Clients paying for: <ul style="list-style-type: none"> <li>• Purchase of fittings/ materials</li> <li>• Labor Charges</li> <li>• Reconnection of water services</li> <li>• Relocation of water meter</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Memo		Customer Service Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Billing Memo to Cashier	Receive Billing Memo, process payment and Official Receipt	none	1 minute	Cashier
Tender Payment	Receive Payment and write the amount paid and signs Official Receipt	amount indicated in the bill	3 minutes	Senior Cashier
Receive original copy of Official Receipt and change, if any	Issue original copy of Official Receipt and change, if any	none	3 minutes	Senior Cashier
<b>TOTAL</b>		amount indicated in the bill	7 minutes	



## FCD-EX-03: Application for New Service Connection

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	General Public, Businesses, Government Offices within the service area of Virac Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Service Application and Construction Order (SACO) with the following attachments:		Customer Service Officer		
• Proof of Lot/Building Ownership		Concerned Water Service Applicant		
• Photocopy of Transfer Certificate (TCT)		Concerned Water Service Applicant		
• Photocopy of Tax Declaration plus Authorization from the Owner (if tenant)		Concerned Water Service Applicant		
• Photocopy of 1 valid ID		Concerned Water Service Applicant		
• Photocopy of Residence Certificate		Concerned Water Service Applicant		
• Authority to Sub-Connect (for Sub connection Tapping)		Concerned Water Service Applicant		
• Location Sketch		Concerned Water Service Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire/request from the Customer Service Counter for the list of requirements for New Service Connection	Inform applicant of the requirements and give list of documents to be submitted	none	3 minutes	Customer Service Officer /PACD
Fill out Service Application and Construction Order Form and submits required documents	<ul style="list-style-type: none"> <li>Receive and check the data of the applicant.</li> <li>Verify submitted documents.</li> <li>Advise the applicant to attend orientation (scheduled every Tuesday and Thursday at 2:00 P.M.)</li> </ul>	none	10 minutes	Customer Service Officer B



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attend Orientation	<ul style="list-style-type: none"> <li>• Orient the applicant about the provisions cited in the contract and other policies of the district.</li> <li>• Advise the applicant that the application is subject for inspection within two (2) working days</li> </ul>	None	1 hour	Customer Service Officer B  or  Senior Engineer
	Endorse the application to Construction and Production Division	none	10 minutes	Customer Service Officer B
	Certify water supply availability	none	3 minutes	Water Maintenance Foreman
	Conduct actual site inspection and prepares report. <i>(Informs the applicant that payment for new service connection fee can be paid on the next working day if no problem is noted)</i>		1 day	Senior Engineer
Tenders Payment for New Service Connection Fee <ul style="list-style-type: none"> <li>• Present Service Application and Construction Order (SACO)</li> <li>• Tender Payment</li> <li>• Receive original copy of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Receive evaluate completeness of the SACO</li> <li>• Receive payment, and Issue Official Receipt</li> <li>• record payment in the SACO, return documents presented and change, if any</li> </ul>	P 3,000.00 <i>Plus cost of labor and materials.</i>	1 minute  3 minutes	Senior Cashier  Senior Cashier

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the SACO together with the OR to the Customer Service Officer	<ul style="list-style-type: none"> <li>Assign SACO number and processes the application form.</li> <li>Advise the applicant of probable schedule of installation {within three (3) working days}.</li> <li>Endorse to the Commercial and Finance Division for recommending approval</li> </ul>	none	10 minutes	Customer Service Officer B
	<ul style="list-style-type: none"> <li>Sign the application form;</li> <li>Endorse to the Construction and Production Division Managers for recommending approval</li> </ul>	none	2 minutes	Finance & Commercial Division Manager
	Sign the application form recommending approval	none	2 minutes	Construction & Production Division Manager
	Approve the application for installation	none	2 minutes	General Manager
	Endorse the application to the Construction and Production Division	none	2 minutes	Industrial Relations Management Officer C
	Record the application and assigns to Water Maintenance Man	none	2 minutes	Water Maintenance Foreman
	Request materials needed for the installation	none	1 minute	Assigned Water Maintenance Man



	Issue materials for installation and prepares Water Meter Issuance Slip	none	5 minutes	Storekeeper
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Install the water service connection <ul style="list-style-type: none"> <li>• With concrete breaking</li> <li>• Without concrete breaking</li> </ul>	none	<ul style="list-style-type: none"> <li>• 1 day</li> <li>• 4 hrs.</li> </ul>	Assigned Water Maintenance Man
Signs the “complete action received by” portion of the Water Meter Issuance Slip	Receive the dully signed Water Meter Issuance Slip	none	1 minute	Assigned Water Maintenance Man
<b>TOTAL:</b>		Water service application fee: <u>P 2,500.00</u> Installation Fee: <u>P500.00</u> <u>Plus cost of materials, as billed.</u>	In office transaction: <ul style="list-style-type: none"> <li>• 1 day, 1 hour and 46 mins.</li> </ul> Installation: <ul style="list-style-type: none"> <li>• <i>Under normal conditions</i> Within 3 working days from completion of requirements</li> </ul>	



## FCD-EX-04 A: Reconnection of Water Service within 6 Months from Disconnection Date

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Concessionaire/s with disconnected water service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill and/or Statement of Account (SOA)		Concerned customer or may secure an SOA from the Customer Service Assistant A		
Properly accomplished Maintenance Order (MO) Form		Customer Service Officer		
Proof of Payment of Bill and reconnection fee (Official Receipts)		Cashier/Senior Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for reconnection of disconnected water service	Instruct/Advice client secure his/her SOA from the Customer Service Assistant and pay his past due bill at the Cashier's counter	none	1 minute	Customer Service Officer
Request for balance of accounts payable	Determine the date of closure of water connection and gives assessment of accounts payable	none	2 minutes	Customer Service Assistant A
Present Water Bill/Statement of Account (SOA) and tenders payment	Receive Water Bill/SOA and payment ;	Amount stated in the SOA/ past due bill	3 minutes	Cashier
Receive Official Receipt (OR)	Issue and release Official Receipt and change, if any	none	2 minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Official Receipt to Customer Service Officer	Accept OR and issue Maintenance Order Form(MO) instruct client to present the MO to the Senior Cashier for payment of reconnection fee	none	3 minutes	Customer Service Officer B
Present MO and tender payment for reconnection fee	Receive MO and payment; issue OR; Return MO to the Client and instruct her/him to return the form to the Customer service Officer	Reconnection Fee (RF): <b>P200.00</b>	2 minutes	Senior Cashier
Receive MO and return it to the Customer Service Officer	Receive and record MO and instruct client that reconnection will be done within 24 hours; Endorses the MO to the General Manager for approval	none	3 minutes	Finance and Commercial Div. Manager C
	Approve the Maintenance Order	none	2 minutes	General Manager
	Record and endorse the MO to the Construction and Production Division for action	none	2 minutes	Industrial Relations Management Officer C
<b>TOTAL</b>	Reconnection Fee: P200.00 Plus amount of past due bill		In office transaction: 20 minutes. <i>(Under normal conditions, reconnection of water service will be within 24 hours from approval of MO)</i>	



## CD-EX-04 B: Reconnection of Water service After 6 Months from Disconnection Date

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Concessionaire/s with disconnected water service of more than 6 months			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill and/or Statement of Account (SOA)		Concerned customer or may secure an SOA from the Customer Service Assistant A		
Properly accomplished Maintenance Order (MO) Form		Customer Service Officer		
Proof of Payment of Bill and reconnection fee (Official Receipts)		Cashier/Senior Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for reconnection of disconnected water service	Instruct/Advise client secure his/her SOA from the Customer Service Assistant and pay his past due bill at the Cashier's counter	none	1 minute	Customer Service Officer
Request for balance of accounts payable	Determine the date of closure of water connection and gives assessment of accounts payable	none	2 minutes	Customer Service Assistant A
Present Water Bill/Statement of Account (SOA) and tenders payment	Receive Water Bill/SOA and payment ;	Amount stated in the SOA	3 minutes	Cashier
Receive Official Receipt (OR)	Issue and release Official Receipt and change, if any	none	2 minutes	Cashier

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
Present Official Receipt to Customer Service Officer	Accept OR and inform the client that the service reconnection will be subject to inspection; Prepare Service Request (SR)	none	3 minutes	Customer Service Officer B
	Instruct client to return upon completion of inspection;  Forward the Service Request to to the General Manager for Approval	none	3 minutes	Customer Service Officer B
	Record the Service Request and endorses to the Investigator for appropriate action	none	2 minutes	Industrial Relations Management Officer C/ GM's Secretary
	Conduct inspection; Prepare and submit Investigation Report	none	Within 24 hours from receipt of SR	Designated Inspection Officer
	Approve the Investigation Report;  Forward it to the Customer Service Officer for preparation of Maintenance Order	none	3 minutes	General Manager  Industrial Relations Management Officer C/ GM's Secretary
	Prepare Maintenance Order and Billing Memo	none	3 minutes	Customer Service Officer B
Request for status of request	Inform client of the result of Inspection and present MO and billing memo	none	1 minute	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present MO and Tenders Payment for Reconnection and other Fee	Receive MO and payment; issue OR and note its details in the MO;	Reconnection Fee (RF): P3,100.00 plus bill for services and materials, if any	2 minutes	
Accept Official Receipt and duly filled our MO	Release MO to the Client and instruct her/him to return the form to the Customer service Officer	none	2 minutes	
Receive MO and return it to the Customer Service Officer	Receive and record MO and instruct client that reconnection will be done within 24 hours; Endorses the MO to the General Manager for approval	none	3 minutes	Finance and Commercial Div. Manager C
	Approve the Maintenance Order	none	2 minutes	General Manager
	Record the MO and endorses to the Construction and Production Division for action	none	2 minutes	Industrial Relations Management Officer C
<b>TOTAL</b>		Reconnection Fee: P3,100.00 <i>Plus bill for past due account, service and materials, if any</i>	In office transaction: 34 minutes <i>(Under normal conditions, reconnection of water service is within 24 hours from approval of MO)</i>	



## FCD-EX-05: Service Request

<b>Office or Division:</b>	Finance and Commercial Division + Construction & Production Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Concessionaires with existing service connection and are requesting for services concerning: <ul style="list-style-type: none"> <li>• Reclassification</li> <li>• Transfer Tapping/Service Connection</li> <li>• Change Registration Name</li> <li>• Re-reading of Water Meter</li> <li>• High/Low Consumption</li> <li>• Relocation of Water Meter</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Service Request (SR) Form		Customer Service Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Relay specific concern to the Customer Service Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare the appropriate Service Request Form</li> <li>• Advise the concessionaire that the request is subject for inspection</li> </ul>	none	3 Minutes	Customer Service Officer B
	Forward the Service Request to the Finance and Commercial Division Manager	none	1 minute	Customer Service Officer B
	Verify the authenticity of request and recommends approval of the General Manager	none	3 minutes	Finance and Commercial Div. Manager C
	Approve the Service Request	none	2 minutes	General Manager
	Record the Service Request and endorses to the Inspector	none	2 minutes	Industrial Relations Management Officer C



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct inspection to verify the request and relay the results to the requesting party	none	1 hour	Designated Inspector
Acknowledge that inspection was conducted by signing in the SR Form	Request concessionaire sign on the SR form	none	1 minute	Designated Inspector
	Prepare Inspection Report and submit it to the Office of the Division Manager for the approval of the General Manager	none	30 minutes	Designated Inspector
	Approve the Inspection Report	none	3 minutes	General Manager
	<i>If Recommendation involves billing adjustments:</i> Endorses to the Customer Service Assistant A/Billing for appropriate Action	none	1 minute	Customer Service Officer B
	Act on the request per recommendation of the investigator		3 minutes	Customer Service Assistant A
	<i>If Recommendation involves repair/maintenance (Meter relocation, transfer of tapping, reconnection etc.)</i> Endorse to the Customer Service Officer B for preparation of Maintenance Order	none	1 minutes	Designated Inspector
	Prepares Maintenance Order ( <i>proceed to Maintenance Order</i> )	none	3 minutes	Customer Service Officer B
<b>TOTAL</b>		none	1 hour 53 minutes	

## FCD-EX-06: Maintenance Order

<b>Office or Division:</b>	Finance and Commercial Division + Construction & Production Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	Concessionaires with existing service connection and are requesting for services concerning: <ul style="list-style-type: none"> <li>• Service line /Distribution line/Meter stand leak</li> <li>• Meter relocation</li> <li>• Transfer of tapping</li> <li>• Disconnection</li> <li>• Meter calibration</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Properly accomplished Maintenance Order</li> </ul>		Customer Service Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Relay specific concern to the Customer Service Officer	Prepare appropriate Maintenance Order Form (MO) Advises the concessionaire of probable work schedule and fees to be paid, if any	none	3 minutes	Customer Service Officer B
Tender payment based on the type of work to be done	Receive payment, issues Official Receipt and records payment in the MO	<ul style="list-style-type: none"> <li>• Transfer of tapping: P850.00;</li> <li>• Relocation of Water Meter : P700.00</li> <li>• Piper threading: <ul style="list-style-type: none"> <li>• 1/2" – P25.00</li> <li>• 3/4" – P35.00</li> <li>• 1" – P 45.00</li> </ul> </li> <li>• (Plus bill of materials, if any)</li> </ul>	3 minutes	Senior Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the MO and proof of Payment to Customer Service Officer	Forward the Maintenance Order to the Finance and Commercial Division Manager for signature	none	2 minutes	Customer Service Officer B
	Verify request and sign as recommending the approval of the General Manager	none	3 minutes	Finance and Commercial Division Manager C
	Approve the Maintenance Order	none	1 minute	General Manager
	Record the MO and endorses it to the Construction and Production Division for action	none	2 minutes	Customer Service Officer B
	Record the MO and assign to Water Maintenance Man	none	2 minutes	Water Maintenance Foreman
	Issue materials needed	none	5 minutes	Storekeeper A
	Act on the Maintenance Order <ul style="list-style-type: none"> <li>• With concrete breaking</li> <li>• without concrete breaking</li> </ul>	none	1 day 4 hours	Designated Water Maintenance Man
TOTAL		<ul style="list-style-type: none"> <li>•Transfer of tapping: P850.00;</li> <li>•Relocation of Water Meter : P700.00</li> <li>•Pipe threading: <ul style="list-style-type: none"> <li>- 1/2" – P25.00</li> <li>- 3/4" – P35.001" – P 45.00 (<i>Plus bill of materials, if any</i>)</li> </ul> </li> </ul>	In Office transaction : 21 mins. Fieldwork/ Onsite: <ul style="list-style-type: none"> <li>• W/ concrete breaking: 1 day</li> <li>• Without concrete breaking: 4 hrs.</li> </ul>	



## FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Feedback forms are available at the customer service and assistance desk. Accomplished forms can be submitted or placed in the drop box located at the customer service area
How feedbacks are processed	Feedbacks are opened regularly, and are submitted to the concerned Division Manager and to the General Manager for proper action and resolution.
How to file a complaint	Complaints may be filed through the following: <ul style="list-style-type: none"> <li>• in person at the Customer Service Assistance Desk;</li> <li>• thru calls and text to the following Office Hotline: <b>09318912854</b>;</li> <li>• through email at <b>v1wad@yahoo.com</b></li> </ul>
How complaints are processed	Complaints are immediately attended to by the customer service officer at the customer service and assistance desk and/or by the designated Officers in charge of the office hotline phones and emails.
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Office of the General Manager	San Isidro Village, Virac, Catanduanes	GABRIEL T. TEJERERO General Manager C
Office of the Finance and Commercial Division	San Isidro Village, Virac, Catanduanes	Mr. Samuel P. Gianan Division Manager C
Office of the Construction and Production Division	San Isidro Village, Virac, Catanduanes	Engr. Elmer O. Macenas Division Manager C
Office of the Administrative and General Services Division	San Isidro Village, Virac, Catanduanes	Ms. Elaine R. Ang Division Manager C