



SABLAYAN WATER DISTRICT
Sablayan, Occ. Mindoro

CITIZEN'S CHARTER

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LIST OF FRONTLINE SERVICES

Type of Frontline Services	Fees	Forms	Processing Time (Under normal Circumstances per transaction)
COLLECTION AND ACTUAL PERFORMANCE OF ACTIVITIES - Accept payment of water bills OTHER CHARGES: - Inspection and Installation for new service connection - Reconnection - Disconnection - Transfer/relocation of water meter within the household - Change of Ownership - Repair of pipe fittings	Depends on the water consumption P150.00 P200.00 None P200.00 P150.00 None	Billing Statement Application for new service connection Request Form Request Form Request Form Request Form Request Form	3 minutes 5 hours and 6 minutes 43 minutes 30 minutes 4 hours and 38 minutes 5 minutes 46 minutes
OTHER SERVICES - Emergency Repair 1) Minor Leak 2) Major Leak 3) Minor Power Production Repair 4) Major Power Production Repair	None None None None	Job Order Job Order Log Book Log Book	4 hours 3 days 1day 2 days
INFORMATION & RECORDS MANAGEMENT <i>Reports on:</i> - Financial Statement - Monthly Data Sheet - Bacteriological Test - Physical & Chemical Test	50.00 50.00 50.00 50.00	Request Form Request Form Request Form Request Form	21 minutes 6 minutes 6 minutes

ACCEPT PAYMENT OF WATER BILLS:

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 3:00 p.m.

Who May Avail of the Service:

Those active and inactive concessionaires:

What are the Requirements:

1. Presentation of Billing Statement.
2. Full name of concessionaire if no billing statement were presented.

Duration:

Without Discrepancy - 1 minute

With Discrepancy - 2 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Present billing statement or the name of the concessionaire	Verify from the Billing & Collection Window	1 minute	Collector/Cashier		Billing Statement
2	Pay to the cashier	Process payment and Issue Collectors Official Receipt	2 minutes	Collector/Cashier		

☺*End of Transaction*☺

COLLECTION FROM INSPECTION AND INSTALLATION OF NEW SERVICE CONNECTION:

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Applicants who are interested to have water service within the District’s coverage.

What are the Requirements:

1. The owner or the lessee of house must sign the contract.
2. Must have cell phone or telephone number.

Duration:

Without Discrepancy - 4 hours and 50 minutes

With Discrepancy - 6 hours

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Present request form	Check the filled-up request form	1 minute	Collector/Cashier		Request Form
2	Fill up service connection form and sign	Inspect filled-up service connection form	5 minutes	Storekeeper-D		New Service connection Form
3	Schedule availability of time on inspection day of both applicant and District’s personnel	Schedule the date and time for actual inspection of the area	1 hour	Water Sewerage Maint. Man-B		

4		Fill up bill of materials	5 minutes	Water Sewerage Maint. Man – B		
5		Costing of materials	5 minutes	Storekeeper - D		
6	Pay to Cashier	Process payment and Issue Official Receipt for Inspection	3 minutes		P150.00	
7	Briefing of concessionaires	Explain the rules and regulations of the District	20 minutes	Storekeeper - D		
8		Pay to cashier before installation	3 minutes	Cashier/Collector	Depends on labor & cost of materials	None
9		Preparation of materials	10 minutes	Maintenance Man		
10		Tapping of water meter	4 hours	Hired Laborer		
11		Request for additional materials due to non availability in the District	4 hours			

☺End of Transaction ☺

RECONNECTION OF SERVICE LINE

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Those inactive concessionaires.

What are the Requirements:

1. Present request form.
2. Pay the arrears, guaranty deposit, reconnection fee, and other charges.

Duration:

Without Discrepancy - 43 minutes

With Discrepancy - 1 hour and 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out request form	Scrutinize the request form	1 minute	Collector/Cashier	None	None
2	Pay to the cashier	Process payment and Issue Official Receipt	3 minutes	Collector/Cashier	P200 Reconnection fee & other charges	
3		Preparation of materials	9 minutes	Maintenance Man-	None	None
4		Reconnection of water meter	30 minutes	Maintenance Man	None	None

☺End of Transaction ☺

DISCONNECTION OF SERVICE LINE

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Active concessionaires.

What are the Requirements:

1. Present request form.
2. Pay the arrears.

Duration:

Without Discrepancy - 39 minutes

With Discrepancy - 1 hour and 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out request form	Scrutinize the request form	1 minute	Collector/Cashier	None	None
2	Pay to the cashier	Process payment and Issue Official Receipt	3 minutes	Collector/Cashier		
3		Preparation of materials	5 minutes	Maintenance Man	None	None
4		Disconnection of water meter	30 minutes	Maintenance Man	None	None

☺End of Transaction ☺

TRANSFER/RELOCATION OF WATER METER WITHIN THE HOUSEHOLD

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Concessionaires who wish to transfer/relocate water meter within their property line.

What are the Requirements:

- 1. Present request form.

Duration:

Without Discrepancy - 4 hours and 36 minutes

With Discrepancy - 6 hours

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out request form	Scrutinize the request filled-up request form	1 minute	Collector/Cashier	None	None
2	Pay to the cashier	Process payment and Issue Official Receipt	3 minutes	Collector/Cashier	P200 labor	None
3		Inspection of the area	20 minutes	Water Sewerage Maintenance Man	None	None

4		Fill up bill of materials	2 minutes	Storekeeper-D	None	None
5		Costing of materials	2 minutes	Storekeeper-D	None	None
6		Preparation of materials	10 minutes	Maintenance Man	None	None
7		Transfer of water meter	4 hours	Maintenance Man	None	None

☺*End of Transaction*☺

CHANGE OF OWNERSHIP

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

New owner of property

What are the Requirements:

1. Present request form.
2. Submit the waiver documents/deed of absolute sale of the old concessionaire.

Duration:

Without Discrepancy - 5 minutes

With Discrepancy - 10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out request form	Assure that the request form is filled up	1 minute	Collector/Cashier	None	None
2	Submit the waiver document or deed of absolute sale	Check out the documents submitted by the new concessionaire	1 minute	Collector/Cashier	None	None
3	Pay to the cashier	Process payment and Issue Official Receipt	3 minutes	Collector/Cashier	P150.00	None

☺End of Transaction ☺

REPAIR OF PIPE FITTINGS

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Active concessionaires.

What are the Requirements:

1. Present request form.

Duration:

Without Discrepancy - 46 minutes

With Discrepancy - 1 hour

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out client request form	Scrutinize the filled-up request form	1 minute	Collector/Cashier	None	None
2		Preparation of materials including purchase of gate valve outside the District	15 minutes	Maintenance Man	None	None
3		Repair of pipe fittings	30 minutes	Maintenance Man	None	None

☺End of Transaction ☺

OTHER SERVICES

EMERGENCY REPAIR (Leak)

Schedule of Availability of Service:

24/7

Who May Avail of the Service:

All SWD concessionaire.

What are the Requirements:

1. Present request form.
2. Job Order

Duration:

Minor Leak - 4 hours
Major Leak - 3 days

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Relay specific concern to service provider	Receive, discuss & write customer's concern including name, address, meter number & account number	2 minutes	Complaint Desk Personnel		Request form
2	Fill-up request form	Inspect the filled-up request form	1 minute	Complaint Desk Personnel		Request form
3	Wait for the maintenance team	Inspect for leakages and list materials needed for the repair	10 minutes	Maintenance Team		Job Order
4	Shoulder all the materials to be used	Repair leakages	Minor leak-4 hours Major Leak- 3 days	Maintenance Team		Job Order

☺End of Transaction ☺

EMERGENCY REPAIR (Power Production)

Schedule of Availability of Service:

24/7

Who may Avail the Service:

All concessionaires

What are the Requirements:

Job Order

Duration:

Minor- 1 day

Major- 2 days

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1		Awareness for machine sound abnormalities, and its physical condition	10 minutes	Pump Operators		Log Book
2		Inspect the machine	10 minutes	Technician		Log Book
3		Machine repair	Minor- 1 day Major- 2 days	Technician		Log Book

☺End of Transaction ☺

SUBMISSION OF FINANCIAL STATEMENT REPORT AND MONTHLY DATA SHEET REPORT

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Those interested suppliers, private and public entities.

What are the Requirements:

- 3. Present request form.

Duration:

Without Discrepancy - 21 minutes

With Discrepancy - 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out client request form	Checking of filled-up request form	1 minute	Admin. Serv. Assist. D	50.00	None
2		Print out of said request	10 minutes	Admin. Serv. Assist. D	None	None

☺End of Transaction ☺

SUBMISSION OF BACTERIOLOGICAL TEST

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Municipal Health Officer, Hospitals, LWUA and other government entities.

What are the Requirements:

1. Present client request form.
2. Letter of request

Duration:

Without Discrepancy - 6 minutes

With Discrepancy - 10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out client request form	Check out filled-up client request form	1 minute	Admin. Serv. Aide	50.00	None
2		Print out copy of bacteriological test result	5 minutes	Admin. Serv. Aide	None	None

☺End of Transaction ☺

SUBMISSION OF PHYSICAL & CHEMICAL TEST RESULT

Schedule of Availability of Service:

Monday to Friday except Holidays

8:00 a.m. to 12:00 n.n. and 1:00 p.m. to 5:00 p.m.

Who May Avail of the Service:

Municipal Health Officer, Hospitals, LWUA and other government entities.

What are the Requirements:

- 3. Present client request form.
- 4. Letter of request

Duration:

Without Discrepancy - 6 minutes

With Discrepancy - 10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	Fill out client request form	Check out filled-up client request form	1 minute	Admin. Serv. Aide	50.00	None
2		Print out copy of physical/chemical test result	5 minutes	Admin. Serv. Aide	None	None

☺End of Transaction ☺

MISSION STATEMENT

Sablayan Water District endeavors to deliver sustainable and reliable high-quality water at affordable price through responsible resource stewardship. With integrity, Sablayan Water District dedicates and ensures the economic vitality of the “heart” of Occidental Mindoro-Sablayan.

VISION STATEMENT

We envision for the upliftment of the quality of life and economic vitality of Sablayeños by providing high-quality, reasonably priced potable water and premium customer service.

PERFORMANCE PLEDGE

We, the officials and employees of the Sablayan Water District pledge and commit to deliver quality public service as promised in the Citizen's Charter. Specifically, we will:

- Serve with integrity.
- Be prompt and timely.
- Display procedures, fees and charges.
- Provide adequate and correct information.
- Be consistent in applying the rules.
- Provide feedback mechanism.
- Wear proper uniform and identification.
- Be available during office and non office hours.
- Respond to complaints.
- Treat everyone equally.

All these we pledge,
because YOU deserve no less.

Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

- √ Accomplish our feedback form and drop it into our suggestion box.
- √ Send your feedback through email (waterdistrict_sablayan@yahoo.com) or text us at cellphone nos. 09293028560, 09052882370, and 09997226550.
- √ Talk to our OFFICER OF THE DAY.

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended by our Officer of the Day.

Thank you for helping us continuously improve our services.

FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this for compliments, complaints, or suggestions. Simply check the corresponding box. *(Ipaalamponinyosaamin kung paano naming kayo napaglingkuran. Maaaringgamitinito para sapapuri, reklamo, o mungkahi. Mangyaringi-tseklamangangkahongnaayon).*

COMPLIMENT

(Papuri)

COMPLAINT

(Reklamo)

SUGGESTIONS

(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga) tao/pangkat/tanggapanna may kinalamansapapuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:
(Kaganapan o detalyengbumabalotsapangyayari)

(Please use additional sheet/s if necessary)

Recommendation/s/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Naisnaaksiyonmulasaamingtanggapan)

(Please use additional sheet/s if necessary)

Name [optional]: _____ Office/Agency: _____
Pangalan) Tanggapan/Ahensya)

Address: _____
(Tirahan)

Contact Number(s) (if any): _____
E-mail Address (if any): _____

Signature: _____ Date: _____
(Lagda) (Petsa)