



# SABLAYAN WATER DISTRICT

**Citizen's Charter Handbook**  
2019 (1<sup>st</sup> Edition)





# **SABLAYAN WATER DISTRICT**

## **CITIZEN'S CHARTER**

2019 (1<sup>st</sup> Edition)



## **I. MANDATE**

As mandated by PD No. 198, otherwise known as the Provincial Water Utilities Act of 1973, Water Districts have the following purposes:

- To acquire, install, improve, maintain and operate water supply and distribution system for domestic, industrial and agricultural use for residents and lands within the boundaries of the Water District;
- To provide, maintain and operate waste water collection, treatment and disposal facilities; and
- To conduct such other functions and operations incidental to water resource development, utilization and disposal within the Water District, as necessary or incidental to said purpose.

## **II. VISION**

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 services.

## **III. MISSION**

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

## **IV. SERVICE 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



## LIST OF SERVICES

	Page
<b>External Services</b>	
<b>Commercial Section</b>	<b>4</b>
Change of Ownership	5
Payment of Water Bills	6
<b>Field Operation Section</b>	<b>7</b>
Installation of New Service Line	8
Disconnection of Service Line	9
Reconnection of Service Line	10
Leak Repair	11
Transfer of Water Meter	12
<b>Administrative Section</b>	<b>13</b>
Issuance of Certificate of Employment	14
<b>Internal Services</b>	
<b>Commercial Section</b>	<b>15</b>
Issuance of Bacteriological Test	16
Issuance of Billing Statement	17
Issuance of Certified True Copy of Official Receipt	17
Issuance of Statement of Account	17



# **Commercial Section**

## **External Services**



## 1. Change of Ownership

Change of Ownership shall be accomplished if the real owner passed away or if there was a deed of absolute sale of property presented. Upon presentation of either one of the said documents, change of name will be done immediately on the service document.

<b>Officer or Section:</b>		Commercial Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
2) Waiver or Deed of Absolute Sale				
3) Cash Php 150.00				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form	Assure that the request form is filled up	None	1 minute	Public Assistance and Complaints Desk (PACD)
Submit the waiver or Deed of Absolute Sale (DAS)	Check out the documents submitted by the new concessionaire	None	1 minute	Customer Services Officer A
Pay to the Cashier	Process payment and Issue Official Receipt	Php 150.00	3 minutes	Cashier
<b>Total</b>		<b>Php 150.00</b>		
<b>- End of transaction -</b>				



## 2. Payment of Water Bills

Water bills refer to the amount of water consumed within a month including other charges.

<b>Office or Section:</b>		Commercial Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Billing Statement		1) Given during reading period (First 5 days of the month)		
2) Cash depending on the amount stated on the billing statement				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present billing statement or the name of the concessionaire	Verify from the Billing & Collection Window	Depending on the billing statement	30 seconds	Collector/ Cashier
Pay to the cashier	Process payment and issue Collector's Official Receipt.		1.5 minutes	Collector/ Cashier
<b>- End of Transaction -</b>				



# **Field Operation Section**

## **External Services**





## 1. Installation of New Service Line

Installation of service line by new concessionaire.

<b>Office or Section:</b>		Field Operation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
2) Service Connection and Construction Order with Contract		2) Public Assistance Desk Officer		
3) Cash Php 150.00				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form	Check the filled-up request form	None	1 minute	PACD
Fill out and sign service connection form	Inspect filled-up service connection form	None	3 minutes	PACD
Pay to Cashier	Process payment and issue Official Receipt for inspection	Php 150.00	3 minutes	Collector/ Cashier
Waiting Time	Inspect the area/ estimate the materials needed for service connection	None	30 minutes	Water/ Sewerage Maintenance Head
Waiting Time	Prepare list of materials	None	5 minutes	Water/ Sewerage Maintenance Head
Waiting Time	Costing of materials	None	5 minutes	Sr. Accounting Processor A
Briefing of Concessionaire's	Explain the content of Service Construction Order and scheduling of	None	5 minutes	PACD



	Seminar for District's Rule & Policies			
Waiting Time	Pay to cashier before installation	Depends on labor & cost of material (Php 3,000.00- Php 4,000.00)	3 minutes	Collector/ Cashier
Waiting Time	Approval for installation	None	3 minutes	General Manager/ Division Manager
Waiting Time	Preparation of materials	None	10 minutes	Warehouse man
Waiting Time	Tapping of Water Meter	None	Minor - 2 hours Major - 4 hours	Maintenance Man
<b>- End of Transaction -</b>				

## 2. Disconnection of Service Line

Voluntary disconnection of service line due to long vacation of the concessionaire or if the rented residence/ apartment was vacated.

<b>Office or Section:</b>		Field Operation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form	Scrutinize the request form	None	1 minute	PACD
Waiting Time	Preparation of materials		5 minutes	Maintenance Man
Waiting Time	Disconnection of Water Meter		30 minutes	Maintenance Man
<b>- End of Transaction -</b>				



### 3. Reconnection of Service Line

Reconnection of service line conducted upon request of the concessionaire on the disconnected water meter.

<b>Office or Section:</b>		Commercial Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
2) Cash P 200.00-P500.00 for reconnection fee plus amount of arrears.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form	Scrutinize the request form	None	1 minute	Customer Services Officer A
Pay to the cashier	Process payment and issue Collector's Official Receipt.	P200.00 for reconnection fee (for the 1 <sup>st</sup> and 2 <sup>nd</sup> reconnection and 500.00 for the 3 <sup>rd</sup> reconnection within a year) and other charges.	3 minutes	Collector/ Cashier
Waiting Time	Preparation of materials	None	9 minutes	Maintenance Man
Waiting Time	Reconnection of water meter	None	30 minutes	Maintenance Man
<b>- End of Transaction -</b>				



#### 4. Leak Repair

Leak repair of service line conducted during meter stand corrosion, accidental damages, natural damages and others.

<b>Office or Section:</b>		Field Operation Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
2) Cash Php 200.00 for labor services (minor leak) and material's cost depending on its inspection				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Relay specific concern to service provider	Receive, discuss & write customer's concern including name, address, meter number and account number	None	2 minutes	PACD
Fill-up request form	Inspect the filled-up request form	None	1 minute	PACD
Waiting Time	Inspect the leakages and list of materials needed for the repair	None	10 minutes	Maintenance Team/Foreman
Shoulder all the materials to be used based on inspection	Repair leakages	Labor Php 200 (minor leak) and amount of materials depending on the list of inspection	Minor leak- 4 hours Major leak- 3 days	Maintenance Team
<b>- End of Transaction -</b>				



## 5. Transfer of Water Meter

Transfer of water meter happens upon request of the concessionaire due to construction of garage/ cementing of fence/ building improvement and the like.

<b>Office or Section:</b>		Field Operation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Transacting Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Form		1) Cashier corner		
2) Cash Php 500.00				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out request form	Scrutinize the request form		1 minute	Customer Service Officer A
Pay to the Cashier	Process payment and issue Official Receipt for Transfer of Water Meter	Php 500.00	3 minutes	Collector/ Cashier
Waiting Time	Inspection of area	None	20 minutes	Maintenance Man/Foreman
Waiting Time	Actual Transfer of water meter	None	1 hour	Maintenance Man
<b>- End of Transaction -</b>				



# **Administrative Section**

## **External Services**



## 1. Certificate of Employment

Certificate of Employment shall be secured by the Agency's former employees who are already retired, resigned or terminated and for whatever reasons it may serve them.

<b>Office or Section:</b>		Human Resource Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government Agency, government employee or official		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Freedom of Information (FOI) Request Form		1) Public Assistance Desk Officer		
2) Cash Php 50.00				
3) Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPON-SIBLE</b>
Fill out the FOI Request Form	Scrutinize the FOI Request Form	None	10 minutes	PACD
Pay to the cashier	Process payment and issue Collector's Official Receipt	Php 50.00	3 minutes	Collector/ Cashier
Waiting Time	Preparation of documents	None	15 minutes	HR
Claim of Document	Give the pertinent document upon presentation of his/her valid ID such as Agency ID/ Driver's License/ PhilHealth/ TIN Card/ Voter's ID/Proof of Payment	Claim of Document	10 minutes	PACD
<b>- End of Transaction -</b>				



# **Commercial Section**

## **Internal Services**





## 1. Bacteriological Test Result

Bacteriological Test Result usually is needed by concessionaires who sell water, fish buyers and others.

<b>Office or Section:</b>		Commercial		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B-Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Freedom of Information (FOI) Request Form		1) Public Assistance Desk Officer		
2) Cash Php 50.00				
3) Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out the FOI Request Form	Scrutinize the FOI Request Form	None	10 minutes	PACD
Pay to the cashier	Process payment and issue Collector's Official Receipt.	Php 50.00	3 minutes	Collector/Cashier
Waiting Time	Preparation of documents	None	20 minutes	Quality Control Assurance Inspector
Claim of Document	Give the pertinent document upon presentation of his/her valid ID such as Agency ID/ Driver's License/ PhilHealth/ TIN Card/ Voter's ID/Proof of Payment	None	10 minutes	Customer Services Officer A
<b>- End of Transaction -</b>				



## 2. Billing Statement / Certified True Copy of Official Receipt and Statement of Account

Billing Statement/Certified True Copy of Official Receipt and Statement of Account can be acquired by the concerned agency once their billing statement was lost/misplaced upon reading. Usually the requestor is from the Department of Education to be utilized on their liquidation report.

<b>Office or Section:</b>		Commercial		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G- Government Agency		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Freedom of Information (FOI) Request Form		1) Public Assistance Desk Officer		
2) Cash Php 50.00				
3) Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out the FOI Request Form	Scrutinize the FOI Request Form	None	10 minutes	Customer Services Officer A
Pay to the cashier	Process payment and issue Collector's Official Receipt	Php 50.00	3 minutes	Collector/ Cashier
Waiting Time	Preparation of document	none	10 minutes	Customer Services Officer A
Claim of Document	Give the pertinent document upon presentation of his/her valid ID such as Agency ID/ Driver's License/ PhilHealth/ TIN Card/ Voter's ID/Proof of Payment	Claim of Document	10 minutes	PACD
<b>- End of Transaction -</b>				




<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback?</b>	<p>Answer the client feedback from the suggestion/feedback mechanism box in front of the teller's booth.</p> <p>Contact info: 0909-723-4713</p>
<b>How feedback is processed?</b>	<p>Every day, the Utilities/ Customer Services Officer A opens the suggestion/feedback mechanism box in front of the teller's booth. He compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the concerned citizen.</p> <p>For inquiries and follow-ups, client may contact CP # 0909-723-4713</p>
<b>How complaints are processed?</b>	<p>The Utilities/Customer Services Officer A opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Utilities/ Customer Services Officer A shall start the investigation and forward the investigation or complaint to the concerned officer for his/her explanation.</p> <p>The Utilities/Customer Services Officer A will make a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Utilities/Customer Services Officer A will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact CP # 0909-723-4713</p>
<b>How to file complaints?</b>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the teller's booth.</p>



## LIST OF OFFICES

Section	Address	Contact Information
Administrative	Buenavista, Sablayan, Occidental Mindoro 5104	0929-302-8560
Finance	Buenavista, Sablayan, Occidental Mindoro 5104	0929-302-8560
Commercial	Buenavista, Sablayan, Occidental Mindoro 5104	0909-723-4713
Field Operation	Buenavista, Sablayan, Occidental Mindoro 5104	0928-198-1787

Approved by:

  
**JOSE M. ABELEDA, JR.**  
General Manager C



**CERTIFICATE OF COMPLIANCE**


*Pursuant to Republic Act No. 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Jose M. Abeleda, Jr., Filipino, of legal age, General Manager C of Sablayan Water District, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts

- 1) The Sablayan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 6<sup>th</sup> day of December, 2019 in Buenavista, Sablayan, Occidental Mindoro Philippines.

  
**JOSE M. ABELEDA, JR.**  
 General Manager C  
 Sablayan Water District

**SUBSCRIBED AND SWORN** to before me this 09 DEC 2019 of SABLAYAN, OCC. MINDORO in Philippines, with affiant exhibiting to me his Driver's License issued on April 4, 2016 at Parañaque Extension, Manila and will expire on April 5, 2024.

**ATTY. MELVIE S. DACAYANAN**  
 NOTARY PUBLIC / ADMINISTERING OFFICER

Doc. No. 11240  
 Page No. 106  
 Book No. XXXIV  
 Series of 2019

UNIT NO. 10224657  
 A.T. NO. 1570 ROLL NO. 50003  
 I.P.P. NO. 010-18  
 P.T.R. NO. 0357817  
**MLE COMPLIANCE NO. VI-0016804**



**CERTIFICATE OF COMPLIANCE**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Jose M. Abeleda, Jr., Filipino, of legal age, General Manager C of Sablayan Water District, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Sablayan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 24<sup>th</sup> day of November, 2020 in Buenavista, Sablayan, Occidental Mindoro Philippines.

**JOSE M. ABELEDA, JR.**  
General Manager C  
Sablayan Water District

**SUBSCRIBED AND SWORN** to before me this 25 NOV 2020 of SABLAYAN, OCC. MINDORO in Philippines, with affiant exhibiting to me his Driver's License issued on April 4, 2016 at Parañaque Extension Office and will expire on April 5, 2024.

Doc. No. 12907  
Page No. 17  
Book No. 17  
Series of AAA

**ATTY. MELISSA M. MONTANO-DACAYANAN**  
NOTARY PUBLIC - ADMINISTERING OFFICER  
UNTIL DECEMBER 31, 2020  
ATTORNEY ROLL NO. 64003  
IBP NO. 016818  
PTR NO. 120157  
MCLE COMPLIANCE NO. VI-0016804