



# **TIAONG WATER DISTRICT**

**Citizen's Charter**



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## **I. Mandate:**

PRESIDENTIAL DECREE NO. 198 (As amended by Presidential Decree Nos. 768 and 1479, R.A. 9286)

DECLARING A NATIONAL POLICY FAVORING LOCAL OPERATION AND CONTROL OF WATER SYSTEMS; AUTHORIZING THE FORMATION OF LOCAL WATER DISTRICTS AND PROVIDING FOR THE GOVERNMENT AND ADMINISTRATION OF SUCH DISTRICTS; CHARTERING A NATIONAL ADMINISTRATION TO FACILITATE IMPROVEMENT OF LOCAL WATER UTILITIES; GRANTING SAID ADMINISTRATION SUCH POWERS AS ARE NECESSARY TO OPTIMIZE PUBLIC SERVICE FROM WATER UTILITY OPERATIONS, AND FOR OTHER PURPOSES.

## **II. Vision:**

The Tiaong Water District exists as an institution tasked to provide clean, safe and affordable water.

## **III. Mission:**

- 1.To provide the entire Municipality of Tiaong clean, potable and affordable water
- 2.To cooperate & coordinate with government agencies, water associations and private entities to ensure sustainable water supply in the locality;
- 3.To act as catalyst to economic growth of Tiaong by providing better water service

## **IV. Service Pledge:**

We the officers and employees of Tiaong Water District commit to:

Take resolute and prompt action to strengthen our efforts in ensuring access to life, potable, affordable and adequate supply of water for a healthier citizenry of Tiaong;

With utmost initiative to develop more effective management of water resources for the benefit of consuming public;

Do gladly best to provide you high quality service at all times.



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# **MAIN OFFICE FRONTLINE SERVICES**



## 1. Acceptance of Payment of Water Bills

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any person with service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
❖ Concessionaires copy of Statement of Account		TWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to teller/cashier window and give statement of account 2. Receive and check official receipt and count loose charge	Process payments and issue the corresponding receipt	Amount to be paid	5 minutes	Cashier/ Teller Finance & Commercial Division
<b>TOTAL:</b>			5 minutes	



## 2.Processing of New Service Connection

<b>Office or Division:</b>	Finance and Commercial Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen

Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>a) If transacted by applicant</p> <ul style="list-style-type: none"> <li>▪ Valid ID (SSS, GSIS, HDMF, PHILHEALTH, POSTAL, DRIVER'S LICENSE, etc...)</li> <li>▪ Barangay Clearance</li> <li>▪ Cedula</li> <li>▪ Barangay certificate of Residency or any proof of ownership (photocopy)</li> <li>▪ One Valid ID of the lot and/or building owner/s (if lot and building are not owned by the applicant)</li> </ul> <p>b) If transacted by representative</p> <ul style="list-style-type: none"> <li>▪ Original and photocopy of representative's one valid identification card or barangay certificate/clearance</li> <li>▪ One photocopy of applicant's valid Identification card or his/her barangay certificate/clearance</li> <li>▪ Photocopy of one valid ID of the lot and building owners (if building and lot are not owned by the applicant)</li> <li>▪ Special power of Attorney (SPA), General Power of Attorney or notarized Authorization letter</li> </ul>		TWD Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBL E

1. Present requirements for application of service connection	Provide the following documents to fill-out by client/applicant: A. Service application and construction form B. Application contract C. Waiver for service disconnection	None	5-10 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
2. Fill Up all forms given by (CSA)	Make sure all forms are filled up correctly and attached all documentary requirements	None	5 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
3. Listen to orientation/briefing regarding TWD policies and possible installation schedule	Orient/brief the customer regarding TWD policies and installation schedule	None	15 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
4. Pay service connection fee and materials	Process payments issues the corresponding receipt	₱2005 (residential) ₱2305 (commercial)	5 minutes	<i>Cashier/Teller</i> Finance & Commercial Division
<b>TOTAL:</b>		₱2005 (residential) ₱2305 (commercial)	35 minutes	



**3.RECEIVING OF COMPLAINTS/REQUEST (no water, high consumption, low high pressure, water leak, stuck meter, etc...)**

<b>Office or Division:</b>	Finance and Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Person with TWD service connection	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

1. Latest water bill 2. Account name, complete Address and Account number		TWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to customer Service to inform about the complaints/request and fill up Service Request Form	Acknowledge complaints/request and prepare Service Request Form	None	5 minutes	Customer Service Assistant Finance & Commercial Division
2. Sign routing slip of Service Request	Prepare maintenance order attached the Service Request Form and forward to maintenance section for final action	None	2 minutes	Customer Service Assistant Finance & Commercial Division
<b>TOTAL:</b>			7 minutes	



#### 4. Request for Transfer of Service Connection

<b>Office or Division:</b>	Finance and Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Active and inactive concessionaires of the District	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

Filled-up Service Requested Form		<b>TWD Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Customer Service desk & fill-up and submit Service Request Form	Check if there is an available line in the area. Inform the customer if there are materials to be purchased	None	10 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
2. Pay to the cashier	Process payment and issue official receipt	Transfer fee P500 additional & national arrears ( if any)	5 minutes	<i>Cashier/ Teller</i> Finance & Commercial Division
3. Present receipt and accept materials	Inform the applicant when the installation will take place. Make Maintenance order toward to operations/technical section for final action	None	3 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
<b>TOTAL:</b>			18 minutes	



## 5. Disconnection of Service Connection (Voluntary Cut-off)

<b>Office or Division:</b>	Finance and Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Any person who has service connection to Tiaong Water District	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Water bill receipts/collector's receipt for water bill payments 2. Request letter	<b>TWD Office</b>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to Customer Service & fill-up Service Request Form	Check customer record then advice customer to pay arrears if there's any	None	5 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
2.Pay unpaid water bills at cashier	Process payment and issue corresponding receipt	None	2 to 3 minutes	<i>Cashier/ Teller</i> Finance & Commercial Division
3.Go back to Customer Service and present the COR/OR and request letter	Record details of payment and letter of request process maintenance order and forward to operations/ technical section	None	3 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
<b>TOTAL:</b>			11 minutes	



## 6.Reconnection of Service Connection

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Any person whose service connection is disconnected either voluntary or unpaid			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
*Official receipt for reconnection Fee and; *Collection's official receipt for water bill payments		<b>TWD Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to Customer Service desk & fill-up the Service Request Form	Check Customer record/advice customer to pay reconnection fee and arrears if there's any	None	5 to 10 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division

2. Pay unpaid water bills and reconnection fee at Teller's/cashier's window	Process payment and issue corresponding receipt	P 150+areas (below 6 mos.) Disconnection) new service connection change apply if above 6mos. Disconnection +arrears if there's any If disconnected w/in the ff. period: Below 6 mos.- 150+arrears Above 6mos. But below 1yr- 500+arrears 1yr above- new application charge+ arrears	2 to 3 minutes	<i>Cashier/ Teller</i> Finance & Commercial Division
3. Go back to customer's service desk and present the OR/COR	Process maintenance order and forward to operations/ technical section	None	3 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
<b>TOTAL:</b>			16 minutes	



## 7. Application for Senior Citizen Discount Availment

<b>Office or Division:</b>	Finance and Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Senior Citizen resident of household with Service Connection with Tiaong WD	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>If applied by the Senior Citizen (SC)</p> <ol style="list-style-type: none"> <li>1. Photocopy of Cedula</li> <li>2. Photocopy of Valid Senior Citizen ID (present the Valid ID at the Office)</li> <li>3. Recent picture (2x2)</li> </ol> <p>If applied through Senior Citizen's representative</p> <ol style="list-style-type: none"> <li>1. Photocopy of valid Senior Citizen ID card (present the original ID at the office)</li> <li>2. Authorization letter by the Senior Citizen</li> <li>3. Recent picture (2x2) of the Senior Citizen</li> <li>4. Valid ID of the representative</li> <li>5. Proof of residence of the Senior Citizen/Barangay Certification</li> </ol> <p>CONDITION FOR THE AVAILMENT:</p> <ol style="list-style-type: none"> <li>1. The Senior Citizen must be a resident of the household</li> <li>2. Consumption should not exceed 30 cubic meter</li> <li>3. This is granted by household regardless of the number of Senior Citizens living therein</li> <li>4. Water connection/water bill should be in the name of the Senior Citizen for a</li> </ol>		<b>TWD Office</b>

period of One Year 5. There shall be annual renewal of application 6. A Senior citizen can only avail the discount of one residential connection amount 7. A valid Senior Citizen ID must be presented upon payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service assistance desk and fill-out application form for Senior Citizen Discount availment form and submit/documentary requirements	Make sure the application forms is filled-up correctly and attached the documentary requirements	None	5 to 10 minutes	<i>Customer Service Assistant</i> Finance & Commercial Division
<b>TOTAL:</b>			5 to 10 minutes	



### Feedback and Complaints Mechanism

## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How to send a feedback</b></p>	<p>*Accomplish our Feedback Form available in the office and put it in the drop box at TWD office          *Send your feedback through email tiaongwd@yahoo.com          *Talk to our customer Service Assistants</p>
<p><b>How feedbacks are processed</b></p>	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. 34 For inquiries and follow-ups, clients may contact the following telephone number: 545-9170/09518689135</p>
<p><b>How to file a complaint</b></p>	<p>If you are not satisfied with our services, your written/ verbal complaints shall immediately be attended by the Customer Service Assistant.</p>
<p><b>How complaints are processed</b></p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 545-9170/09518689135.</p>
<p><b>Contact information of TWD</b></p>	<p>tiaongwd@yahoo.com          545-9170          09518689135</p>



### LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
MAIN OFFICE	NEW PUBLIC MARKET, BRGY. LALIG, TIAONG, QUEZON	545-9170 09518689135