



# **TUBOD-BAROY WATER DISTRICT**

## **CITIZEN'S CHARTER**

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



## **I. Mandate:**

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), TBWD was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

(Presidential Decree No. 198, Chapter II, Sec. 5)

## **II. Vision:**

A model water in its category, providing excellent service at reasonable cost for the satisfaction of the concessionaires, dedicated to the highest standard in government service with due care for the society and the environment.

## **III. Mission:**

To provide potable and affordable water to every household for the maintenance and enjoyment of healthy life and well-being of the whole populace in the municipalities of Tubod and Baroy, Lanao del Norte.

## **IV. Service Pledge:**

We, the officials and employees of Tubod-Baroy Water District commit to:

**B**est service providing employees

**I**mmEDIATE action in every field related complaint

**L**ittle to no error in every field related services

**I**llegal acts are strictly discouraged to ensure the quality of service provided to every concessionaire

**S**ervice provided in an excellent way

**A**ffordable water rates to cater to those in need most

**K**ind hearted employees ready to listen and serve

**S**afe water provided to every household

**Y**ear round services

**O**ffers assistance to all concessionaires

**N**oble employees at your service



## V. REQUIREMENTS

### Valid identification

a.) If transacted by applicant:

- ✓ Original and photocopy of one (1) Valid identification card (ID). List of acceptable ID's are all Philippine government-issued IDs bearing the signature of the applicant:
  - GSIS umid issued by *Government Service Insurance System* office;
  - SSS issued by *Social Security Service Office*;
  - B.I.R Tin issued by *Bureau of Internal Revenue Office*;
  - Postal I.D from *Postal Office*;
  - Driver's License issued by *Land Transportation Office*;
  - Passport issued by *Dept. of Foreign Affairs (DFA)*;
  - Company I.D;
  - Voter's ID issued by *COMELEC*;
  - Professional ID issued by *PRC*
  - Solo Parent ID or PWD ID issued by *Department of Social Welfare and Development*.
  
- ✓ For Senior Citizen discount application:
  - Original and photocopy of Senior Citizen's Identification Card (ID) issued by the *Office of the Senior Citizen Affairs (OSCA)*.

b.) If transacted by representative:

- ✓ Original and photocopy of one (1) Valid identification card (ID) of the representative;
  - One (1) photocopy of the applicant's valid ID; and
  - Authorization letter



## **VI. LIST OF SERVICES**

### **TUBOD-BAROY WATER DISTRICT**

#### **1. COMMERCIAL SECTION**

##### **EXTERNAL**

- 1.1 Accepting applicants for New Service Connection
- 1.2 Accepting payment of water bill
- 1.3 Accepting payment of plumbing materials
- 1.3 Processing application for Senior Citizen's discount
- 1.4 Processing application for Senior Citizen's renewal
- 1.5 Distribution of Water Bill
- 1.7 Accepting customer service requests

##### **INTERNAL**

- 1.8 Preparation of Water Bill for Distribution to concessionaire
- 1.9 Preparation of Notice of Disconnection for Distribution to Concessionaire

#### **2. FINANCE SECTION**

##### **EXTERNAL**

- 2.1 Payment to suppliers/ Utility Bills
- 2.2 Submission of required data
- 2.3 Preparation of remittances/ statutory contributions to GSIS, Pag-Ibig, Philhealth and B.I.R
- 2.4 Deposit of collection to Depository Bank

##### **INTERNAL**

- 2.5 Remittance of cash/check collection from collecting officer/teller
- 2.6 Preparation of Payroll
- 2.7 Preparation and submission of financial reports

#### **3. ADMINISTRATIVE SECTION**

##### **EXTERNAL**

- 3.1 Accepting documents for job application
- 3.2 Processing procurement of Goods and Services (Alternative Method of Procurement)
- 3.3 Processing procurement of Goods and Services (Public Bidding)

##### **INTERNAL**

- 3.4 Collection of Statement of Asset, Liabilities and Net worth (SALN)
- 3.5 Request of Service Record
- 3.6 Request for release of Terminal Leave Benefits (TLB)

#### **4. OPERATIONS/TECHNICAL/ SECTION**

- 4.1 Minor leaking repair
- 4.2 Major leaking repair
- 4.3 Request for new expansion of water supply on areas not within the territorial boundary of TBWD that do not have existing water supply 37

##### **INTERNAL**

- 4.4 Cutting and pavement restoration
- 4.5 Requests for the conduct of Bacteriological test

##### **ANNEXES**

- Annex A Water Service Contract
- Annex B Service Connection & Installation Form
- Annex C Customer Feedback Form



## **Commercial Section**

### **External Services**



## 1.1 ACCEPTING APPLICATION AND INSTALLATION OF NEW SERVICE CONNECTION

Those who need water service connection within the service area of Tubod-Baroy Water District

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		<i>(see page 4)</i>		
Registration Fee of ₱500.00		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to PACD and Fill out application form	1.Process application and advice client for payment	None	5 minutes	PACD R. Garganta
2.Pay at the Teller	2.Issue Official Receipt	₱1,500.00	3 minutes	Teller D. Fuentes/J.Obido
3. Go back to PACD and present Official Receipt	3.Orientation for new applicants every Wednesday, 8:30 AM 3.1 Contract Signing	None	30 minutes	PACD R. Garganta
	4.Installation of new service connection	None	2 hours	Commercial R. Garganta Alternate: J. Alfon
<i>-End of transaction-</i>				

## 1.2 ACCEPTING PAYMENT OF WATER BILLS

Concessionaires will pay their monthly water bill through cash or check.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		TBWD Meter Reader		
<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, inquire amount to be paid if without water bill	1.Verify account and issue official receipt and change, if any	Depending on the amount due	3 minutes	Teller D. Fuentes/J.Obido
<i>-End of transaction-</i>				



### 1.3 ACCEPTING PAYMENT OF PLUMBING MATERIALS

TBWD is selling plumbing materials to cater service connection needs.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payment (vary on list of materials)		Concessionaires		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to PACD and show list of materials	1. Check availability of materials and inform client of the total amount	None	10 minutes	<i>PACD/Commercial</i> R. Garganta
2. Pay at the Teller	2. Issue Official Receipt	Vary on list	5 minutes	<i>Teller</i> D. Fuentes/J. Obido
3. Go back to PACD and present Official Receipt	3. Process the release of materials to client	None	5 minutes	<i>PACD/Storekeeper</i> R. Garganta A. Alfon
<i>-End of transaction-</i>				

### 1.4 PROCESSING APPLICATION FOR SENIOR CITIZEN DISCOUNT

Republic Act 9994 grants 5% discounts to all senior citizen registered concessionaire of the Water District.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Senior Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen's ID (Original & 1 Photocopy)		Office of the Senior Citizens Affairs (OCSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Billing Section, submit requirements and Fill out application form	1. Process application and enter SC data to the BCWIN system	None	5 minutes	<i>Billing Section</i> J. Jumawan Alternate: J. Alfon
<i>-End of transaction-</i>				



## 1.5 PROCESSING APPLICATION FOR SENIOR CITIZEN RENEWAL

Privilege of the Senior Citizen to avail discount will be automatically cut off at the end of the year, thus, renewal of the BCWIN system is a must.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	Senior Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen's ID (Original & 1 Photocopy)		Office of the Senior Citizens Affairs (OCSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Billing Section, submit requirements and sign the renewal form	1. Process the renewal of SC data to the BCWIN system	None	5 minutes	<i>Billing Section</i> J. Jumawan Alternate: J. Alfon
-End of transaction-				

## 1.6 DISTRIBUTION OF WATER BILL

Meter Readers will read and bill the customers of their household consumption monthly.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive the water bill	1. Read the meter and give the water bill to the concessionaire	None	2 minutes	<i>Meter Readers</i> E. Buctuan Jr. N. Pagaura M. Balatero
-End of transaction-				





## 1.7 ACCEPTING CUSTOMER SERVICE REQUESTS

Concessionaires may requests the following services from the District:

- High Consumption
- Low pressure/No water supply
- Issuance of Billing Statement/ Ledger
- Change of account name registered
- Replacement of defective water meter accessories (ball valve, etc.), *with a fee*
- Temporary disconnection
- Transfer of connection, *with a fee*
- Replacement of lost water meter, *with a fee*

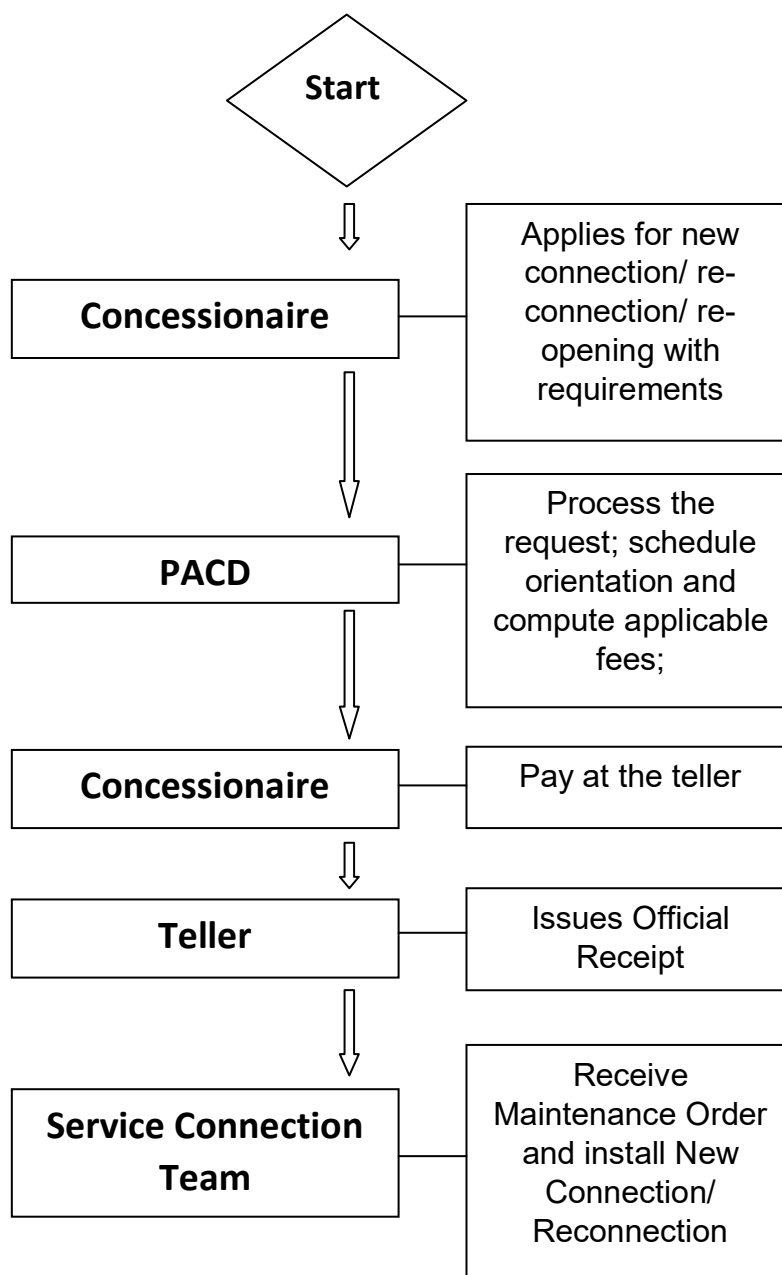
*Prevailing rates (Subject to change)*

- Transfer fee- ₱500.00;
- Reconnection fee - ₱250.00 (*1st Disconnection*)  
- ₱500.00 (*succeeding Disconnection*);
- Water Meter- ₱1,350.00
- Ball Valve – ₱ 55.00
- Meter Stand – ₱ 60.00
- Standard elbow - ₱ 45.00
- Straight elbow- ₱ 55.00
- P.E. Adoptor – ₱ 60.00

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid I.D.		<i>(see page 4)</i>		
Payment for services with a fee				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up service request form	1. Process the request and assess payment, if any. 1.1 Advice client to proceed to 2 <sup>nd</sup> step if request needs payment	None	10 minutes	PACD R. Garganta <i>Alternate:</i> J. Alfon
2. Pay to the teller for those service request with a fee	2. Accept payment and issue Official Receipt	Depends on the service request	5 minutes	<i>Teller</i> D. Fuentes/ J. Obido
3. Present the Official Receipt to PACD for processing	3. Issue Maintenance Order and withdrawals of materials, if any and repair/attend to customer's request	None	1 day	<i>Commercial Sect./ Technical Section</i> R. Garganta R. Mamburao E. Bete
<i>-End of transaction-</i>				



**NEW CONNECTION/ RE-CONNECTION/  
SERVICE GUIDE/ FLOW CHART**





## **Commercial Section**

### **Internal Services**



## 1.8 PREPARATION OF WATER BILL FOR DISTRIBUTION TO CONCESSIONAIRES

Before the month ends, Billing Section will prepare and sort water bills according to zone and according to assigned meter readers.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Meter Reader			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for concessionaire's billing and summary of lists  1.1 Proceed to concessionaires house for meter reading	1. Print out all the blank water bills per zone and distribute to each meter reader assigned	None	2 days	<i>Billing Section</i> J. Jumawan Alternate: J. Alfon
2. Return to office and give the summary of household consumption	2. Receive the summary and enter customer's usage at the BCWIN Program	None	1 day	
-End of transaction-				

## 1.9 PREPARATION OF NOTICE OF DISCONNECTION FOR DISTRIBUTION TO CONCESSIONAIRES

Delinquent concessionaires will be serve with Disconnection Notice 24 hours after due date.

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Meter Reader			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		n/a		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Notice of Disconnections and summary of lists	1. Print out all Accounts receivable after due date of every zone from BCWIN program 1.2. Print Disconnection Notice from BCWIN	None	30 minutes	<i>Billing Section</i> J. Jumawan Alternate: J. Alfon
-End of transaction-				



## **Finance Section**

## **External Services**



## 2.1 PAYMENT TO SUPPLIER/UTILITY BILLS

Suppliers or service providers may collect payments of their supplied goods and services to Tubod-Baroy Water District

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Meter Reader			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Delivery Receipt & Sales Invoice		Supplier		
Billing Statement		Supplier		
Official Receipt		Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/present billing statement, DR/SI to Accounting	1. Process disbursement voucher	None	30 minutes	<i>Accounting Section</i> G. Bontuyan
	2. Process check for payment	None	10 minutes	<i>Cashiering Dept.</i> N. Dayak
	3. Sign the DV and check for payment	None	10 minutes	<i>General Manager</i> G. Hera
4. Sign the DV, receive check and BIR form 2306/2307 and issue official receipt	4. Receive Official Receipt as proof of payment	None	10 minutes	<i>Cashiering Dept.</i> N. Dayak
-End of transaction-				

## 2.2 SUBMISSION OF REQUIRED DATA

Submission of the statistical survey on financial data, water production, water billing and other data related data to water utilities.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	PSA, Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter/ Survey Forms		Transacting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter / Survey Form to Accounting	1. Process required data / fill-up survey form	None	1 day	<i>Accounting Section</i> G. Bontuyan
	2. Sign the required data for approval	None		<i>General Manager</i> G. Hera
3. Receive documents	3. Send through email/pick-up/courier	None		<i>Accounting Section</i> G. Bontuyan
-End of transaction-				



## 2.3 PREPARATION OF REMITTANCES/STATUTORY CONTRIBUTIONS TOGSIS, PAG-IBIG, PHILHEALTH & BIR

Premiums and loan repayments were held every 15<sup>th</sup> and 30<sup>th</sup> of the month from employees salaries and wages and will be remitted to GSIS, Pag-ibig, Philhealth & BIR.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	GFI's, BIR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing		GSIS, Philhealth, Pag-ibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send monthly billing ( <i>electronic/ mail/ courier</i> ) to AAO ( <i>Agency Authorized Officer</i> )	1. Process remittance lists and prepare disbursement vouchers	None	1 hour	<i>Accounting Section</i> G. Bontuyan
	2. Process the check	None	10 minutes	<i>Cashiering Dept.</i> N. Dayak
	3. Sign the DV and check for payment	None	10 minutes	<i>General Manager</i> G. Hera
	4. Pay remittances	None	1 day	<i>Cashiering Dept.</i> AAO:N. Dayak Alternate: J.Lamdagan
5. Receive check, sign DV and issue official receipt	5. Receive Official receipt as proof of payment			
-End of transaction-				

## 2.4 DEPOSIT COLLECTION TO DEPOSITORY BANK

As mandated by COA, all collections must be deposited to nearest depository bank on the next working day after the date of collection.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Landbank of the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepare CCS and deposit slips	None	1 hour	<i>Cashiering Dept.</i> N. Dayak
2. Receive cash/check and return validated deposit slips	2. Deposit to bank and receive validated deposit slips	None	2 hours	
-End of transaction-				



## **Finance Section**

## **Internal Services**





## 2.5 REMITTANCE OF CASH/CHECK COLLECTION FROM AGENCY COLLECTING OFFICER/TELLER

Collecting Officer/Teller will remit their cash and check collections to Cashier on a daily basis.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Collecting Officer/Teller			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports on Collection & Deposit (RCD)		Teller		
Cash/Check Collection		Teller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit RCD (3 copies) together with cash/check collected from concessionaires	1. Received and cash count the collection and sign RCD	None	30 minutes	Cashiering Dept. N. Dayak
2. Receive copy of signed RCD	2. Return 1 copy of signed RCD	None	1 minute	
-End of transaction-				

## 2.6 PREPARATION OF PAYROLL

Accounting will prepare payroll on the 15<sup>th</sup> and 30<sup>th</sup> of every month.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily Time Record (DTR)		Admin Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit signed DTR together with Leave Application or Travel Order ( <i>to support absences on DTR</i> )	1. Receive DTR and check for completeness of attachments	None	1 hour	Admin/HRMO R. Garganta
	2. Process Payroll	None	1 hour	Accounting section G. Bontuyan
	3. Process DV and entry of net pay to automated payroll system of LBP			
	4. Prepare	None	10 mins	Cashiering Dept.

	Check			N. Dayak
	5. Sign DV and check for payment	None	10 mins	<i>General Manager</i> G. Hera
6. Receive salary thru Automated Payroll System	6. Forward signed Check and DV to LBP	None	1 hour	<i>Cashiering Dept.</i> N. Dayak Alternate: J. Alfon
-End of transaction-				

## 2.7 PREPARATION AND SUBMISSION OF FINANCIAL REPORTS

The Management, Board of Directors and other government regulatory bodies will require monthly reports to check the financial position of the District.

<b>Office or Division:</b>	Finance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	GM, BOD, COA, LWUA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepare financial statements and monthly data sheets	None	10 days	<i>Accounting Section</i> G. Bontuyan
	2. Submit through email/courier			
-End of transaction-				



## **Administrative Section**

### **External Services**



### 3.1 ACCEPTING JOB APPLICATIONS

Any qualified individual to work in Government Sector may submit application documents to Tubod-Baroy Water District.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Job applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application letter (2 copies)		Applicants		
Transcript of Records (2 copies), <i>if available</i>		School/University Graduated		
Eligibility Certificate (authenticated), 2 copies, <i>if applicable</i>		Civil Service Commission		
Personal Data Sheet (2 copies)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application requirements	1. Receive the application documents and stamp receive	None	30 minutes	Admin/HRMO R. Garganta
	2. Notify applicant if qualified or not			
-End of transaction-				

### 3.2 PROCUREMENT OF GOODS AND SERVICES (ALTERNATIVE MODE OF PROCUREMENT)

TBWD will procure goods and services to be effective and efficient in the performance of duties as water service provider in accordance to Government Procurement Act or RA9184.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	PhilGeps Registered Suppliers or Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PhilGeps Certificate (Platinum)		PS-PhilGeps/DBM at CDO City		
Price Quotations		Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Process PhilGeps Posting	None	7 days	<i>Bid &amp; Awards Comm.</i> K. Buenconsejo
2. Check agency purchase posting of Request for Quotation	2. Process procurement and prepare Notice of	None	5 days	<i>Bid &amp; Awards Comm.</i> K. Buenconsejo

(RFQ) at PhilGeps and submit price quotation (mail/ fax/ courier)	Award (NOA) to winning supplier			
3. Receive & sign notice of award and purchase order	3. Issue Purchase order together with NOA to supplier	None	30 minutes	<i>Property Custodian A. Galda Alternate: A. Alfon</i>
4. Deliver goods	4. Inspect and accept goods and kept in stockroom	None	1 hour	
-End of transaction-				

### 3.3 PROCUREMENT OF GOODS AND SERVICES (PUBLIC BIDDING)

Purchase of Goods and Services beyond the threshold set forth by RA 9184 should undergo Public Bidding.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2B			
<b>Who may avail:</b>	PhilGeps Registered Suppliers or Individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bid Documents (specified under RA 9184)		TBWD		
Bid Docs price ≤500,000 = ₱ 500.00 500,001- 1M = 1,000.00 1,000,001- 5M = 5,000.00 5,000,001-10M = 10,000.00 10,000,001-50M = 25,000.00 50,000,001-500M= 50,000.00				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Pre-Procurement Conference	None	1 day	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
	2. Advertisement / Posting of Invitation to Bid	None	7 days	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
3. Attend the Pre-Bid Conference and may ask clarifications regarding the procurement	3. Conduct Pre-bid Conference	None	1 day	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
4. Pay to the teller the Bidding Documents  4.1 Submit Bid Documents and attend the Opening of Bids	4. Receive payment and issue Official Receipt 4.1 Receive and Open Bid Documents on the specified time in the ITB	Standard Rates Specified in the Sale of Bidding Documents	1 day	<i>Teller D. Fuentes/J.Obido  BAC &amp; TWG K. Buenconsejo</i>
	5. Conduct Bid	None	1 day	<i>Bid &amp; Awards</i>

	Evaluation			<i>Comm. &amp; TWG K. Buenconsejo</i>
6. The Lowest Calculated Bid shall undergo the Post Qualification	6. Conduct Post Qualification	None	2 day	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
7. Receive and Sign Notice of Award	7. Approval of Resolution and / Issuance of Notice of Award	None	1 day	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
8. Receive and Sign of Purchase Order / Contract	8. Preparation of Purchase Order / Contract	None	1 hour	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
9. Receive & Sign notice of award and purchase order	9. Issue Purchase order together with NOA to supplier	None	30 minutes	<i>Bid &amp; Awards Comm. &amp; TWG K. Buenconsejo</i>
10. Deliver goods	10. Inspect and accept goods and kept in stockroom	None	1 hour	<i>Property Custodian A. Galda Alternate: A. Alfon</i>
<i>-End of transaction-</i>				



## **Administrative Section**

### **Internal Services**



### 3.4 COLLECTION OF STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN)

Administrative will collect SALN of employees on the scheduled date set by the management for compliance to CSC and Ombudsman.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Employees, Ombudsman, CSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SALN		Employees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of accomplished SALN	1. Receive, evaluate SALN to be notarized	None	1 day	Admin/HRMO R. Garganta
	2. Submit notarized SALN to Ombudsman and CSC	None	1 day	
-End of transaction-				

### 3.5 REQUEST OF SERVICE RECORD

Service records may be requested from Administrative section for any legal purposes, for retirement and claims of benefits.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Employees (Former/Present), GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter, if thru representative		Former and present Employees		
Valid ID		(see page 4)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for copy from Admin, with authorization letter and Valid ID if thru a representative	1. Process the request	None	5 minutes	Admin/HRMO R. Garganta
-End of transaction-				





### 3.6 REQUESTS FOR RELEASE OF TERMINAL LEAVE BENEFITS (TLB)

Earned leave credits of employees will be released upon retirement.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employees (Former/Present)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization letter, if thru representative		Former and present Employees		
Valid ID		(see page 4)		
SALN		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents and request for processing of TLB, with authorization letter and Valid ID if thru a representative	1. Receive and check the completeness of documents 1.1 Process the request 1.2 Forward to Finance for payment processing	None	2 days	<i>Admin/HRMO</i> R. Garganta
	2. Process DV and check Payment	None	2 hours	<i>Finance Section</i> G. Bontuyan N. Dayak
3. Receive check and sign DV	3. Release check to the claimant	None	10 minutes	<i>Cahier</i> N. Dayak
-End of transaction-				



## **Operations/Technical Section**

### **External Services**



#### 4.1 MINOR LEAKING REPAIR

PACD receives feedbacks through walk-in or calls or text to TBWD hotlines for immediate repairs of minor leaking.

<b>Office or Division:</b>	Technical Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report minor leaking to PACD	1. Receive feedback and notify Technical Section	None	5 minutes	<i>Admin/HRMO</i> R. Garganta <i>Alternate:</i> J. Jumawan
	2. Attend to clients feedback and immediately repair after receiving Maintenance Oder and materials to be used	None	2 hours	<i>Technical Section</i> R. Mamburao E. Bete
-End of transaction-				

#### 4.2 MAJOR LEAKING REPAIR

PACD receives feedbacks through walk-in or calls or text to TBWD hotlines for immediate repairs of major leaking.

<b>Office or Division:</b>	Technical Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report major leaking to PACD	1. Receive feedback and notify Technical Section	None	5 minutes	<i>Admin/HRMO</i> R. Garganta <i>Alternate:</i> J. Jumawan
	2. Attend to clients feedback	None	2 days	<i>Technical Section</i> R. Mamburao



	and immediately repair after receiving Maintenance Oder and materials to be used			E. Bete
-End of transaction-				

### 4.3 REQUESTS FOR NEW EXPANSION ON WATER SUPPLY ON AREAS NOT WITHIN THE TERRITORIAL BOUNDARY OF TBWD THAT DO NOT HAVE EXISTING WATER SUPPLY

Residents in nearby waterless Barangays not within the territorial boundary of TBWD may express their interest to avail service pipeline expansion in their respective areas.

<b>Office or Division:</b>	Technical Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Resolution (2 Copies)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to PACD and submit Barangay Resolution	1. Receive Barangay Resolution and stamp receive	None	10 minutes	<i>Admin/HRMO</i> R. Garganta <i>Alternate:</i> J. Jumawan
2. Receive copy of Barangay Resolution	2. Return copy to Client and forward the Barangay Resolution to the GM	None		<i>Technical Section</i> R. Mamburao E. Bete
	Notify client on the management's reply on their request	None	5 minutes	<i>Admin/HRMO</i> R. Garganta
-End of transaction-				



## **Operations/Technical Section**

### **Internal Services**



#### 4.4 CUTTING AND PAVEMENT RESTORATION

Laying of mainpipes during repair or expansion may sometimes require cutting and pavement restoration.

<b>Office or Division:</b>	Technical Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive Maintenance Order	None	10 minutes	<i>Technical Section</i> R. Mamburao E. Bete
	2. Facilitate the cutting and pavement restoration	None	5 days	<i>Technical Section</i> R. Mamburao E. Bete
-End of transaction-				

#### 4.5 REQUESTS FOR THE CONDUCT OF BACTERIOLOGICAL TEST

Maintenance team will conduct monthly Bacteriological test to ensure the potability of serve water within the service area of TBWD.

<b>Office or Division:</b>	Technical Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	DOH-accredited Laboratory			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive order to conduct Bacte test	None	5 minutes	<i>Technical Section</i> R. Mamburao E. Bete
2. Receive samples and process bacte testing	2. Get samples and submit to DOH-accredited laboratory	None	1 day	<i>Technical Section</i> J. Balugo <i>Alternate:</i> A. Ignacio
3. Issue Bacte Test Results	3. Receive Results through email		7 days	
-End of transaction-				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated Suggestion Box in front of the teller. Clients are also encouraged to email regarding any irregularities or slow delivery of frontline services</p> <p>Contact info: Globe: 09171396927 Smart: 09194412270 Tel No: 2276494 Email add: <a href="mailto:tbwd07@yahoo.com">tbwd07@yahoo.com</a></p>
How feedbacks are processed	<p>Admin Officer will check the suggestion box and record all feedback submitted. Feedback requiring answers are forwarded to the person's concerned and they are required to answer within three (3) working days upon the receipt of the feedback. The answer of will then be relayed to the client submitting the feedback.</p>
How to file a complaint	<p>Answer the Customer feedback form and drop it at the designated suggestion box in front of the teller.</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information:</p> <p><i>Name of the person being complained:</i> <i>Incident:</i> <i>Date of Incident:</i> <i>Evidence:</i></p>
How complaints are processed	<p>Admin Officer opens suggestion box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Admin officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Admin Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<ol style="list-style-type: none"> <li>1. CCB-09088816565 (SMS)</li> <li>2. PCC-8888</li> <li>3. ARTA-2782</li> </ol>



Office	Address	Contact Information
Tubod-Baroy Water District	Tubod, Lanao del Norte	(063)-227-6294
Local Water Utilities Administration	Katipunan Road Balara, Quezon City	(02)-8920-5581
CSC Field Office	Dep-Ed Building, Iligan City	(063) 221-4065
CSC Region	Vamenta Road, Carmen Cagayan de Oro City	(088) 858-7563 (08822) 71-00-57 (088) 858-2805 (088) 855-0397
ARTA Authority	395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines	0908-881-6565





# TUBOD-BAROY WATER DISTRICT

Provincial Trade Center, Sagadan, Tubod, Lanao del Norte  
9209 Tel. 063-341-5313 Fax No. 063-341-5313

## WATER SERVICE CONTRACT

This contract is entered into by and between TUBOD-BAROY WATER DISTRICT, a government-owned and controlled corporation created pursuant to and by virtue of PD 198 as amended, herein after referred to as TBWD and the CONSUMER whose name, signature and address appears herein below:

### **WITNESSETH**

1. TBWD agrees to furnish water service to the premises occupied by the CONSUMER at the address given herein below based on its present applicable Rate Schedule which may be modified, altered and/or increased by a Resolution of the Board of Directors of TBWD subject to review and approval by the Local Water Utilities Administration (LWUA).
2. The CONSUMER hereby agrees to pay said water service based on TBWD's present applicable Rate Schedule provided that, in the event of increase in water service rates, the CONSUMER further agrees and binds himself to pay the aforementioned service in accordance with the new Rate Schedule as may be determined and resolved by the TBWD Board of Directors and duly approved by the Local Water Utilities Administration (LWUA).
3. TBWD reserves the right to determine the size of service connection and their location with respect to the boundaries of the premises to be served. The laying of the CONSUMER'S service lateral to the meter shall not be done until the location of the service connection has been approved by TBWD.
4. The work of tapping the main, connecting the service pipe thereto and laying of the pipe from the meter stand including the excavation and back-filling of the trench in the street in which a water main is located, will be performed by the TBWD employees and/or its duly authorized representative.
5. The TBWD shall furnish all necessary pipes, fittings and materials needed from the tapping point up to the meter stand and bill of the CONSUMER accordingly based on TBWD's existing rate on materials, labor and equipment use. A private plumber can install the water connection of the CONSUMER after the water meter in accordance with TBWD standards and prescribed plumbing practices. The CONSUMER shall furnish all pipes, fittings, materials, labor and equipment in accordance with TBWD standards for the lateral after the meter assembly and it shall be the responsibility of the CONSUMER, including its proper maintenance to prevent leakage and water contamination.
6. If service laterals of the CONSUMER passes through or traverses a private or government owned lot or property, the responsibility of securing the lot or property owner's consent shall be with CONSUMER. TBWD will not be held responsible for disconnection arising from non-compliance by the CONSUMER of this provision.
7. Consumption Charge is payable at the Office of the Tubod-Baroy Water District from the date of the delivery of Bill notice to the CONSUMER or his duly authorized agent and shall be declared delinquent after the due date of 15 days after the date of the delivery and receipt of bill. A penalty charge of 10 percent of the current amount billed shall be made in addition to the consumption charge if the payment of the water rate is not made on or before the due date and the water service shall be disconnected 5 days after the due date without further notice. The service shall not be reconnected or re-opened again except upon payment of all amounts due plus the reconnection fee of Two hundred fifty pesos (P250) for first disconnection and Five hundred pesos (P500) on succeeding disconnection. The failure to receive a bill does not relieve the CONSUMER of his liability under the contract for services. Any amount due shall be deemed a failing, neglecting or refusing to pay water bills be liable to a civil action by TBWD in the court of competent jurisdiction for the amount hereof.

8. The water meter shall be installed outside the residence or premises of the consumer at a point or location to be determined by the TBWD. The consumer shall have the exclusive ownership over the meter and shall provide safety measures to safeguard the meter from loss or pilferage. In case the consumer's water meter is pilfered or stolen, the consumer shall replace the water meter and the assembly with no additional charge in the installation of the said meter. In addition, the concessionaire is not allowed to transfer, or remove the said water meter without prior authority or consent from TBWD.
9. The CONSUMER hereby agrees to allow properly authorized TBWD employees to enter his premises for purposes of determining and removing illegal service connection, inspection of in-house laterals illegal re-opened service line and delivering water bills and notices. Unreasonable refusal by the CONSUMER to allow duly authorized TBWD employees to inspect the service lines within his premises shall be a ground for disconnection of the line by TBWD.
10. Any concessionaire caught tampering water meter, illegal & series connection, illegal or unauthorized tapping to the water main or distribution pipe will be penalized a maximum of Six thousand Pesos (P6,000) plus the computed consumption charge reckoned from the date of disconnection up to the discovery of the pilferage act.
11. When the accuracy of the water meter is questioned, the TBWD upon request of the CONSUMER will cause an official test to be made in accordance with the existing Rules and Regulations of the TBWD.
12. TBWD reserves the right to determine water bill in case there is a discrepancy in the water meter. In computing the current water bill, the highest water bill from the last 6 previous months will be used as the current water bill.
13. The Concessionaire hereby agrees to pay Ten pesos (P10) to be added on monthly water bill for the Water Meter Maintenance. Replacement of Water Meter is free, provided it is inspected by the TBWD Personnel for reason of defect, old, or any other reasons deemed justifiable. TBWD is not obliged to replace stolen meter and intentionally damaged water meter, but chargeable to the account of the concessionaire.
14. The TBWD reserves the right to disconnect existing service for any of the following reasons, a) for the prevention of fraudulent use of water; b) for non-payment of bills; c) for repairs; d) for violation of any of the terms of this AGREEMENT and f) for causes beyond the TBWD control.
15. For effective water service, the CONSUMER agrees to observe the rules and regulations laid by TBWD in connection with this Water Service Contract which shall be made integral part of this AGREEMENT.
16. This CONTRACT shall not be binding unless signed by the CONSUMER and by TBWD thru its duly authorized officers.

Done at Tubod, Lanao del Norte, Philippines this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

TUBOD-BAROY WATER DISTRICT.

BY:

**GEOVANNIA. HERA**  
General Manager

\_\_\_\_\_  
Concessionaire

Address: \_\_\_\_\_

C. T. No. \_\_\_\_\_

<b>TUBOD-BAROY WATER DISTRICT</b> Service Connection and Application Installation Order		Application No. _____
<p><b>1. CONSUMER</b></p> <p>a. Applicant _____</p> <p>b. Address _____</p> <p>c. I hereby apply for a water service connection. size _____ mm, at the address stated above.</p> <p>I will confirm to all rules and regulation, policies and water rates approved for the safe keeping and protection of the service connection.</p> <p>d. Signature _____</p> <p>e. Date _____</p>	<p><b>2. SYSTEM DESCRIPTION</b></p> <p>a. Service Availabitliy                      Continues _____ Intermediate _____</p> <p>b. System Pressure                      Low _____ Average _____</p> <p>c. Main Pipe Size _____ mm Type _____</p> <p>d. Location Fronting Across Street                      Meter Stand _____</p> <p>e. Verified by: _____</p> <p>Signature : _____</p> <p>f. Date : _____</p>	
<p><b>4. LOCATION MAP</b></p>	<p><b>3. IN-HOUSE PLUMBING INSPECTION</b></p> <p>a. No. of person to be served _____</p> <p>b. In-house Piping                      existing _____ for installation _____</p> <p>c. No. of Faucet _____ Shower _____ Toilet _____                      bowl _____ others _____ booster pump _____</p> <p>d. Pipe Sizes : _____ mm Type _____</p> <p>e. Installed by: _____                      Date: _____</p> <p>f. TBWD Inspected by: _____                      g. Date: _____</p>	
<p><b>5. CONNECTION TYPE</b></p> <p>a. Single _____ Duplex _____ Triplex _____                      Cluster Rehabilitation _____</p> <p>b. Installed by: _____                      Date: _____</p>	<p><b>5. AMOUNT DUE:</b></p> <p>a. Redistratation/Inspection Fee ₱ _____</p> <p>b. Consumption Deposit (2months) _____</p> <p>c. Materials _____</p> <p>d. Labor Installation _____</p> <p>e. Tapping Fee _____</p> <p><b>TOTAL:</b> _____</p> <p>f. Advance/Reservation: _____</p> <p><b>BALANCE :</b> _____</p> <p>O.R. NO. _____ Amount P _____ Date: _____</p> <p>O.R. NO. _____ Amount P _____ Date: _____</p>	
<p><b>7. APPROVED:</b></p> <p style="text-align: center;"><b><u>GEOVANNIA. HERA</u></b>                      General Manager</p> <p style="text-align: center;">Date _____</p>	<p><b>9. CONNECTION REGISTRATION</b></p> <p>a. Classification : _____</p> <p>b. Zone: _____ Account No. _____</p> <p>c. Meter Brand: _____ Size: _____ SN: _____</p> <p>d. Initial Reading _____ Date: _____</p> <p>e. Tapping Size _____ Stand Size _____</p> <p>f. Posted by: _____</p>	
<p><b>8. ACKNOWLEDGEMENT:</b></p> <p>I hereby acknowledge the installation of the water service connection and find the to same be in order.</p> <p>_____ Customer's Signature</p> <p>_____ Date</p>		



# CUSTOMER FEEDBACK FORM

Please let us know how we have served you. This form may be used to compliment, suggest and/or complaint.

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Address: \_\_\_\_\_ Gender: \_\_\_\_\_  
 Contact No.: \_\_\_\_\_ Email Add: \_\_\_\_\_

Service Availed of (Please check):

<input type="checkbox"/>	Leaking
<input type="checkbox"/>	New Water Service Connection
<input type="checkbox"/>	Payment
<input type="checkbox"/>	Billing
<input type="checkbox"/>	Maintenance Check-Up
<input type="checkbox"/>	Request for Documents
<input type="checkbox"/>	Others: (Pls specify) _____

Purpose of Transaction: \_\_\_\_\_  
 Person/Unit/Office Transacted with: \_\_\_\_\_

**Part I: Customer Satisfaction Rating**

For the following questions, this rating scale shall be used:

5- Outstanding    4- Very Satisfactory    3- Satisfactory    2- Fair or Needs Improvement    1- Poor

QUESTIONS	5	4	3	2	1
1. How satisfied were you in terms of response time to your transaction given by the office?					
2. How satisfied were you with the outcome of the service provided?					
3. How satisfied were you with the service provider's extensive information or/understanding of the service being provided?					
4. How satisfied were you with the service provider's competence or skill in delivering service?					
5. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment and willingness to do more than what is expected or going the extra mile?					
6. How would you rate your OVERALL SATISFACTION with regard to the quality of service delivery?					

**Part II: Customer Feedback**

1. Please check if you are providing a compliment, suggestion or complaint:  
 Compliment     Suggestion     Complaint

2. Facts or details about the incident:  
 \_\_\_\_\_  
 \_\_\_\_\_

3. Recommendation/Suggestion/Desired Action from the Office:  
 \_\_\_\_\_  
 \_\_\_\_\_

THANK YOU