



# **DAPITAN CITY WATER DISTRICT**

## **CITIZEN'S CHARTER**

2021 (1<sup>st</sup> Edition)



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**2021 (1<sup>st</sup> Edition)**



## **I. Mandate:**

The Dapitan City Water District's mandate is contained in Presidential Decree No. 198, as amended by Presidential Decree No. 768, 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.

## **II. Vision:**

To see Dapitan with sufficient supply of clear, reliable and potable drinking water distributed at reasonable rates, with a water system which is economically-viable, efficiently managed, properly maintained, employing sound methods for water conservation and to have happy contented water consumers.

## **III. Mission:**

"To continuously improve and strengthen the set-up which will redound to a viable operation of the water district and better service to the consumers"

## **IV. Service Pledge:**

"To serve every household in the city with a continuous supply of potable water, utilizing judicious means to secure more comfortable margin of financial stability, while working towards very reliable waterworks operation and maintaining organizational efficiency"





## **V. LIST OF SERVICES**

### **Commercial Services**

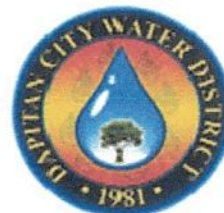
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## **Commercial Services**

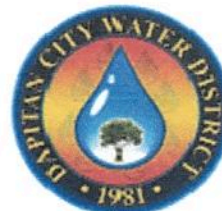
### **External Services**



## 1. APPLICATION OF NEW SERVICE CONNECTION

<b>Office or Division:</b>	Finance and Commercial Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	General Public of Dapitan City within the service areas of DapCWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Orientation 2. Duly accomplished New Service Connection Application 3. For lot owner (1 photocopy): a) Land Title or Deed of Sale b) Valid government-issued ID c) If thru representative, authorization letter and valid government-issued ID of representative  For non-lot owner (1 photocopy): a) Photocopy of land title b) Authorization and valid government-issued ID of the lot owner c) If thru representative, authorization letter and valid government-issued ID of representative  4. In-house piping installed and ready for tapping to mainline a) For government agency: Letter of Intent from the head of office b) For Barangay Office: Barangay Resolution	DapCWD Customer service in-charge  a) Register of Deeds b) National ID, LTO, SSS, GSIS, Philhealth, Pag-IBIG, UMID, NBI, Passport, PRC, BIR, Post Office, OSCA, COMELEC  a) Register of Deeds b) National ID, LTO, SSS, GSIS, Philhealth, Pag-IBIG, UMID, NBI, Passport, PRC, BIR, Post Office, OSCA, COMELEC c) National ID, LTO, SSS, GSIS, Philhealth, Pag-IBIG, UMID, NBI, Passport, PRC, BIR, Post Office, OSCA, COMELEC  a) From head of office  b) From Barangay council





First Visit - Customer in-office transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Go to lobby/ waiting area	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge for initial interview	1. Conduct interview and screening. 2. Provide list of requirements to applicant.	No fee(s) required	3 minutes	Customer Service In-charge
Fill-up and submit the accomplished Application Form	Verify authenticity and completeness of submitted form.  Advise to pay for initial fees (Application, orientation, inspection and notarial fee).	No fee(s) required	2 minutes	Customer Service In-charge
3. Pay the application, orientation, inspection and notarial fee	Issue official receipt and schedule the applicant for orientation.	250.00	2 minutes	Teller
4. Attend orientation/ seminar as scheduled	Give orientation to applicant on water district policies, procedure and guidelines.	No fee(s) required	2 hours	Commercial, Engineering, Production In-charge and General Manager
5. Proceed to Customer Services In-charge	Facilitate, prepare Service Request and advise applicant for the schedule of site inspection.	No fee(s) required	2 minutes	Customer Service In-Charge
	Forward Service Request to the Engineering Section for inspection schedule.	No fee(s) required	3 minutes	Customer Service In-charge



	Conduct inspection activity and provide lists of materials needed for connection in the Service Request Form.	No fee(s) required	Within the day or the next day	Plumber/ Inspector
	Forward Service Request Form to Supply Office with corresponding list of materials.	No fee(s) required	5 minutes	Engineering Clerk
	Receive the accomplished Service Request Form and prepare Requisition and Issuance Slip (RIS), Job-order and Bill of Materials and forward same to Customer Service In-charge.	No fee(s) required	10 minutes	Supply Section Clerk/ In-charge
	Receive and contact customer regarding the result of inspection thru contact numbers provided.	No fee(s) required	2 minutes	Customer Service In-charge

Second Visit - Customer in-office transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Go to lobby/ waiting area	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge	Facilitate. Let the customer sign the Bill of Materials and Job order.	No fee(s) required	3 minutes	Customer Service In-Charge
3. Proceed to Cashier for the payment.	Issue Official Receipt.	Amount indicated in the Bill of Materials	2 minutes	Cashier In-charge





	Forward Contract of New Water Service Connection and supporting documents to the Finance & Commercial Division Manager, then to the General Manager for signature and approval.	No fee(s) required	10 minutes	Division Manager for Finance & Commercial / General Manager
	Inform client for the schedule of installation.	No fee(s) required	2 minutes	Customer Service In-Charge
	Install new service connection.	No fee(s) required	1-3 hrs.	Plumber A Plumber B
	Prepare ledger for new concessionaire's record.	No fee(s) required	2 minutes	Billing & Commercial In-charge



Table 1: Table of Approved Water Rates per LWUA Board Trustees  
Resolution No. 079 Series of 2008, effective January, 2010.

DAPITAN CITY WATER DISTRICT  
Polo, Dapitan City

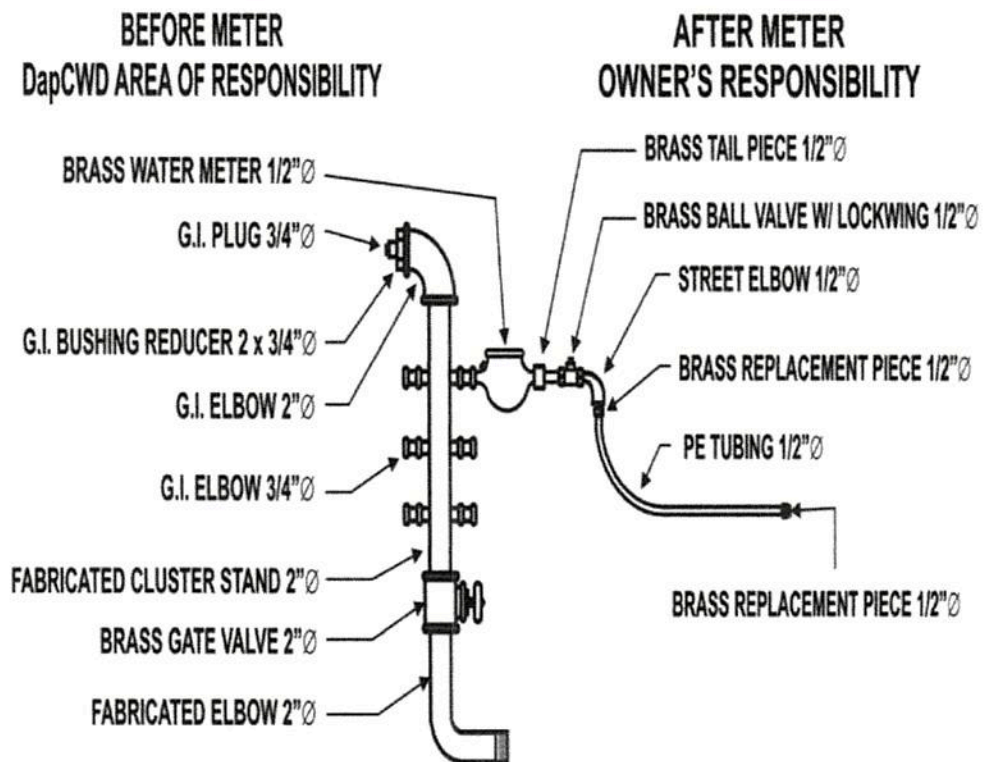
Water Rates effective January, 2010 approved by LWUA Board of Trustees on May 28, 2008 per  
Board Resolution No. 079 Series of 2008.

CLASSIFICATION	METER SIZE	MINIMUM CHARGE	COMMODITY CHARGES			
			11-20	21-30	31-40	41 -up
Residential/Government	1/2"	252.00	26.50	28.20	30.20	32.90
	3/4"	403.20	26.50	28.20	30.20	32.90
	1"	806.40	26.50	28.20	30.20	32.90
	1 1/2"	2,016.00	26.50	28.20	30.20	32.90
	2"	5,040.00	26.50	28.20	30.20	32.90
	3"	9,072.00	26.50	28.20	30.20	32.90
	4"	18,144.00	26.50	28.20	30.20	32.90
Commercial	1/2"	504.00	53.00	56.40	60.40	65.80
	3/4"	806.40	53.00	56.40	60.40	65.80
	1"	1,612.80	53.00	56.40	60.40	65.80
	1 1/2"	4,032.00	53.00	56.40	60.40	65.80
	2"	10,080.00	53.00	56.40	60.40	65.80
	3"	18,144.00	53.00	56.40	60.40	65.80
	4"	36,288.00	53.00	56.40	60.40	65.80
Commercial A	1/2"	441.00	46.35	49.35	52.85	57.55
	3/4"	705.60	46.35	49.35	52.85	57.55
	1"	1,411.20	46.35	49.35	52.85	57.55
	1 1/2"	3,528.00	46.35	49.35	52.85	57.55
	2"	8,820.00	46.35	49.35	52.85	57.55
	3"	15,876.00	46.35	49.35	52.85	57.55
	4"	31,752.00	46.35	49.35	52.85	57.55
Commercial B	1/2"	378.00	39.75	42.30	45.30	49.35
	3/4"	604.80	39.75	42.30	45.30	49.35
	1"	1,209.60	39.75	42.30	45.30	49.35
	1 1/2"	3,024.00	39.75	42.30	45.30	49.35
	2"	7,560.00	39.75	42.30	45.30	49.35
	3"	13,608.00	39.75	42.30	45.30	49.35
	4"	27,216.00	39.75	42.30	45.30	49.35
Commercial C	1/2"	315.00	33.10	35.25	37.75	41.10
	3/4"	504.00	33.10	35.25	37.75	41.10
	1"	1,008.00	33.10	35.25	37.75	41.10
	1 1/2"	2,520.00	33.10	35.25	37.75	41.10
	2"	6,300.00	33.10	35.25	37.75	41.10
	3"	11,340.00	33.10	35.25	37.75	41.10
	4"	22,680.00	33.10	35.25	37.75	41.10
Bulk/Wholesale	1/2"	756.00	79.50	84.60	90.60	98.70
	3/4"	1,209.60	79.50	84.60	90.60	98.70
	1"	2,419.20	79.50	84.60	90.60	98.70
	1 1/2"	6,048.00	79.50	84.60	90.60	98.70
	2"	15,120.00	79.50	84.60	90.60	98.70
	3"	27,216.00	79.50	84.60	90.60	98.70
	4"	54,432.00	79.50	84.60	90.60	98.70

Note: FLAT RATE shall be computed based on the average consumption of 1/2" Residential Connection times the metered rates for said connection.



## A TYPICAL HOUSEHOLD PLUMBING LAY-OUT PLAN







## 2. APPLICATION FOR RECONNECTION

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Disconnected less than one year - Simple Disconnected more than one year - Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of ownership Valid ID Official Receipt of Reconnection Fee – 300.00 <i>* Note: No reconnection fee if reconnection is within 24 hours after disconnection</i> Official Receipt of Payment of Existing Arrears, if any Service Request Form Requisition and Issue Slip, if needed		From applicant From applicant Teller – Commercial  Teller – Commercial  Customer Service In-charge Billing and Commercial		
Disconnected less than one year				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROGRESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to lobby/ waiting area	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge	Check concessionaires' record/ledger if any payment is necessary.	No fee(s) required	2 - 5 minutes	Customer service in-charge
3. Pay reconnection fee, arrears and other charges, if any	Issue official receipt.	300.00 + arrears + other charges	2 minutes	Teller
	Prepare Service Request and forward to the Engineering Division for reconnection.			



	Reconnect service connection.	No fee(s) required	15 minutes	Plumber
	Update concessionaire's account.	No fee(s) required	2 minutes	Billing & Commercial In-charge

**Disconnected more than one year  
First Visit**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Go to lobby/ waiting area	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge	Check concessionaire's record/ledger if any payment is necessary.	No fee(s) required	2 - 5 minutes	Customer service in-charge
3. Pay reconnection fee, arrears and other charges, if any	Issue official receipt.	300.00 + arrears + other charges	2 minutes	Teller
3. Go back to the Customer service in-charge and present Official Receipt	Inform concessionaire that field inspection is necessary for reconnection and additional materials may be needed. Advise customer to wait for the result of the inspection.	No fee(s) required	3 minutes	Customer service in-charge
	Prepare Service Request on inspection for reconnection and forward to the Engineering Division.	No fee(s) required	10 minutes	Customer service in-charge
	Schedule for inspection date.	No fee(s) required	2 minutes	Engineering Division
	Field inspection.	No fee(s) required	10 – 20 minutes	Plumbers



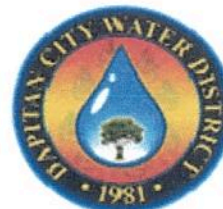


	Forward Service Request Form to Supply Office with corresponding list of materials.	No fee(s) required	5 minutes	Engineering Clerk
	Receive the accomplished Service Request Form and prepare Requisition and Issuance Slip (RIS), Job-order and Bill of Materials and forward same to Customer Service In-charge.	No fee(s) required	10 minutes	Supply Section Clerk/ In-charge
	Receive and contact customer regarding the result of inspection thru contact numbers provided.	No fee(s) required	2 minutes	Customer Service In-charge

**Disconnected more than one year  
Second Visit**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Go to lobby/ waiting area	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge	Check concessionaire's service request on inspection and inform customer of the result.	No fee(s) required	2 - 5 minutes	Customer service in-charge
3. Go to teller, present Requisition Issue Slip (RIS), Job-order and Bill of Materials and pay (if additional materials are necessary)	Issue official receipt.	Amount indicated in RIS	2 minutes	Teller





4. Return to customer service in-charge and present OR	Check OR.	No fee(s) required	2 minutes	Customer service in-charge
	Forward service request and RIS to the Engineering Division for reconnection.	No fee(s) required	2 minutes	Customer service in-charge
	Reconnect service connection.	No fee(s) required	10 - 20 minutes	Plumbers
	Update concessionaire's account.	No fee(s) required	2 minutes	Customer service in-charge

### 3. PAYMENT OF WATER BILL

#### 3.1. Thru DapCWD Office Transaction

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Billing Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROGRESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customers concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to teller and present water bill and pay required amount.	Receive payment and issue Official Receipt.	Amount indicated in the bill	2 minutes	Teller



### 3.2. Thru Online Payment

<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
CHECKLIST OF REQUIREMENTS		PAYMENT GATEWAY OPTIONS:		
Water Bill Computer/Mobile Phone Internet Connection Landbank Link.BizPortal		*Landbank ATM and debit accounts *Participating BancNet member-banks *Cash payment options via Partner Collection outlets *BPI, RCBC, Robinsons Bank, Union Bank Accounts via PCHC paygate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Follow the simple steps: a. Go to <a href="http://www.landbank.com">www.landbank.com</a> and click Link.BizPortal. b. Select Dapitan City Water District as merchant. c. Click on the transaction type, Water Bill. d. Select the payment gateway option and fill out the other payment details. e. Key in all the required accounts details including the One-Time Password (OTP) and ATM PIN.	Download payment report in the Link.BizPortal and post the same in the concessionaires' respective ledgers.	Amount indicated in the Bill	5 minutes	Concessionaire





f. View/ print payment confirmation.				
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#### 4. DISCONNECTION/ TEMPORARY CLOSURE 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 G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Ownership Valid ID No pending balance		Concessionaire Concessionaire Billing Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROGRESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customer's concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer Service In-charge.	Facilitate and check customer's account. Advise to pay the unpaid account, if any.	No fee(s) required	2 minutes	Customer service in-charge
3. Proceed to cashier for payment.	Receive payment and issue Official Receipt.	Total balance in ledger	2 minutes	Teller
	Prepare Service Request and forward the same to Engineering section for disconnection.	No fee(s) required	3 minutes	Customer service in-charge
	Disconnect the service connection.	No fee(s) required	10 minutes	Plumbers





	Update concessionaire's account.	No fee(s) required	1 minute	Billing & Commercial in-charge
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## 5. TRANSFER OF SERVICE CONNECTION

Office or Division:	Finance and Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	DapCWD concessionaires or their representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Ownership Valid ID		Concessionaire Concessionaire		
First Visit - Customer in-office transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customer's concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer Service In-charge.	Facilitate and advise to pay the required amount.	No fee(s) required	2 minutes	Customer Service In-Charge
3. Proceed to cashier for payment.	Issue Official Receipt.	₱ 350.00	2 minutes	Teller
	Advise customer to wait for feedback and to pay additional materials and other charges, if any.	No fee(s) required	3 minutes	Customer Service In-Charge



	Prepare Service Request. Forward the same to Engineering section for site inspection.			
	Conduct site inspection and provide feedback to Customer Services In-charge for them to call and inform customer.	No fee(s) required	30 minutes	Engineering / Plumbers
	If no additional charges: Plumber to undergo the said transfer.			
	If with additional materials needed: Forward Service Request Form to Supply Office with corresponding list of materials.	No fee(s) required	5 minutes	Engineering Clerk
	Receive the accomplished Service Request Form and prepare Requisition and Issuance Slip (RIS), Job-order and Bill of Materials and forward the same to Customer Service In-charge.	No fee(s) required	10 minutes	Supply Section Clerk/ In-charge
	Receive and contact customer regarding the result of inspection thru contact numbers provided.	No fee(s) required	2 minutes	Customer Service In-charge



Second Visit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/ waiting area. Secure priority number.	Ask customer's concern and give priority number. Direct customer to Customer Services and wait for turn	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-charge.	Present RIS, Bill of Materials and Job Order and advise to pay additional materials.	No fee(s) required	2 minutes	Customer service in-charge
3. Proceed to Cashier for payment.	Issue Official Receipt.	Amount indicated in the RIS	2 minutes	Teller
	Forward list of materials to warehouse for the materials to be readied and inform Engineering Section to proceed with the transfer of service connection.	No fee(s) required	10 minutes	Warehouse In-charge
	Transfer the service connection.	No fee(s) required	30 mins.	Plumber
	Update concessionaire's account.	No fee(s) required	2 minutes	Billing & Commercial In-charge





## 6. CHANGE OF CONCESSIONAIRE'S NAME

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID Waiver Death Certificate (for deceased spouse)		Concessionaire Concessionaire Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customer's concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer's Services In-charge.	Facilitate applicant.	No fee(s) required	3 minutes	Customer Services In-charge
3. Proceed to cashier for payment.	Issue Official Receipt.	₱ 100. – change name ₱ 100. – notarial fee *No change name fee in case of death of concessionaire and account name transferred to spouse's name.	2 minutes	Teller
	Updates concessionaire's account.			Billing & Commercial In-charge



## 7. REPAIRS AND OTHER COMPLAINTS ON SERVICE CONNECTION

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	DapCWD concessionaires or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Name Location		Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROGRESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customers concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer Services In-charge for complaints assessment.	Interview and assess complaints of the customer. Secure contact information and other details needed.  Advise to wait a call for feedback of complaints.  Prepare corresponding Service Request and forward the same to Engineering Section.	No fee(s) required	5 minutes	Customer Services In-charge
	Conduct site inspection.	No fee(s) required	15 mins.	Engineering/ Plumbing Section
	Provide feedback to customer regarding inspection results. Materials needed for repair after meter will be charged to the	Depends on materials needed	3 mins.	Customer Services In-charge





	concessionaire. Advise payment, if any.			
	Undergo the repairs	No fee(s) required	10-30 mins. (minor repairs)  1 day or more (major repairs)	Engineering/ Plumbing Section

## 8. LOADING OF POTABLE WATER TO VESSELS

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Vessels			
<b>Who may avail:</b>	Vessels docked at Pulauan Port			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name of Vessel		Representative for the Vessel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customer's concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer Service In-charge.	Facilitate customer. Advise to pay for the total payable as computed.	No fee(s) required	3 minutes	Customer Service In-charge
3. Proceed to cashier for the payment.	Issue Official Receipt.	₱ 900.00 – Minimum load of 5 cu.m. ₱ 230.00 – Meter Maintenance	2 minutes	Cashier
	Prepare Service Request and forward	No fee(s) required	3 minutes	Customer Service In-charge/





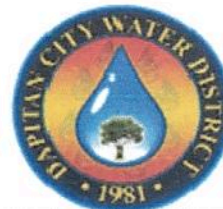
	the same to Engineering Section for schedule of load.			Dispatcher
	Load vessel.		Loading time depends on the load requested.	Engineering/ Plumber/ Loading In-charge

## 9. PURCHASE OF MATERIALS

<b>Office or Division:</b>	Finance and Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	1. DapCWD concessionaires or their representatives 2. Any person who wish to purchase materials for installation and repair of their service lines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Store Requisition and Issue Receipt Official Receipt for the purchased materials		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customers concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to the Customer Service In-Charge and present list of materials to be purchased.	Facilitate customer. Check availability of materials and forward list of materials to Supply Section In-charge.	No fee(s) required	3 minutes	Customer Services In-charge/ Dispatcher
	Prepare Requisition and Issuance Slip (RIS), Job-order (if any) and Bill of Materials.	No fee(s) required	5 minutes	Supply Section In-charge/ Dispatcher

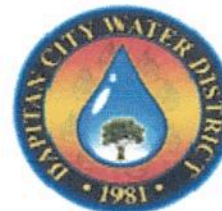






5. If applying through a representative: a) Latest picture of senior citizen holding calendar or newspaper with <u>visible date</u> . Date of newspaper must be within 2 months from date of application/renewal. b) Authorization letter c) Valid ID of representative		Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROGRESSING TIME	PERSON RESPONSIBLE
1. Proceed to lobby/waiting area. Secure priority number and wait for turn.	Ask customers concern, give priority number and advise to wait for turn.	No fee(s) required	1 minute	Guard on duty
2. Proceed to Customer Service In-charge.	Facilitate customer. Provide requirements.	No fee(s) required	2 minutes	Customer Service In-charge
3. Fill out application form for Senior Citizen's Discount.	Evaluate submitted requirements.	No fee(s) required	3 minutes	Customer Service In-Charge
	Update account records.	No fee(s) required		Billing & Commercial In-charge





## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>WRITTEN: Accomplish the "Feed Back Form" provided and drop in the designated box near the Teller Window;</p> <p>VERBAL: Approach the designated personnel manning the Customer Service Assistance &amp; Complaints Desk; or Call our hotline numbers at</p> <p>Landline: 213-6406 /917-5745; Satellite Office: 213-6172 Mobile Phone: 0948-461-6970</p> <p>EMAIL: Send to <a href="mailto:dapitancitywaterdistrict@yahoo.com">dapitancitywaterdistrict@yahoo.com</a> <a href="mailto:dapcwg.gov.ph@gmail.com">dapcwg.gov.ph@gmail.com</a></p> <p>Facebook Page: Send to Dapitan City Water District</p>
How feedbacks are processed	<p>The Customer Service Assistant or designated Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant office unit and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact:</p> <p>Landline: 213-6406 /917-5745; Satellite Office: 213-6172 Mobile Phone: 0948-461-6970</p>



<p>How to file a complaint</p>	<p>Answer the client Complaint Form and drop it at the designated drop box near the Teller Window. Complaints can also be filed via</p> <p>Landline: 213-6406 /917-5745; Satellite Office: 213-6172 Mobile Phone: 0948-461-6970 EMAIL: Send to <a href="mailto:dapitancitywaterdistrict@yahoo.com">dapitancitywaterdistrict@yahoo.com</a> <a href="mailto:dapc wd.gov.ph@gmail.com">dapc wd.gov.ph@gmail.com</a></p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>a) Name of Concessionaire</li> <li>b) Incident</li> <li>c) Evidence</li> </ul> <p>Complaints can also be filed through the following external channels:</p> <ul style="list-style-type: none"> <li>♣ Anti-Red Tape Authority (ARTA) <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li>♣ Presidential Complaint Center (PCC):8888</li> <li>♣ Contact Center ng Bayan(CCB): 0908-881-6565 (SMS) For inquiries and follow ups, clients may contact the hotline nos. indicated in this Charter</li> </ul>
<p>How complaints are processed</p>	<p>The Customer Service Assistant or designated Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant Office unit for their explanation.</p> <p>The Customer Service Assistant or designated Complaints Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p>



	<p>The Customer Service Assistant or designated Complaints Officer will give feedback to the client.</p> <p>Complaints received thru ARTA (per RA No. 11032 [EODB]) - The concerned office shall respond directly to the complainant within 24 hours from receipt of complaint and submit copy of the response and supporting document, if any, to ARTA (cc: LWUA Citizens Complaint Center).</p> <p>Complaints received thru 8888 (per EO No. 6), CCB, PCC, etc. - The concerned office shall acknowledge receipt of the complaint within 24 hours, and perform "concrete and specific action", and report the same to the complainant within 72 hours (cc. the complaint channel [8888, CCB, PCC] For inquiries and follow-ups, clients may contact the hotline nos. indicated in this Charter.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS)  PCC: 8888  A R T A: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  1-ARTA (2782)</p>





## VII. LIST OF OFFICES

Office/Unit	Address	Contact Information
Office of the Board of Directors	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
Office of the General Manager	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
Administrative & Finance Department	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
Engineering & Operations Department	Dapitan City Water District, Highway Polo, Dapitan City	213-6406
Commercial Services Department	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
Human Resource Office	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
BAC Secretariat Procurement Office	Dapitan City Water District, Highway Polo, Dapitan City	213-6406 917-5745
Collection & Satellite Office	Dapitan City Water District, Back of Dapitan City Cultural Center	231-6172