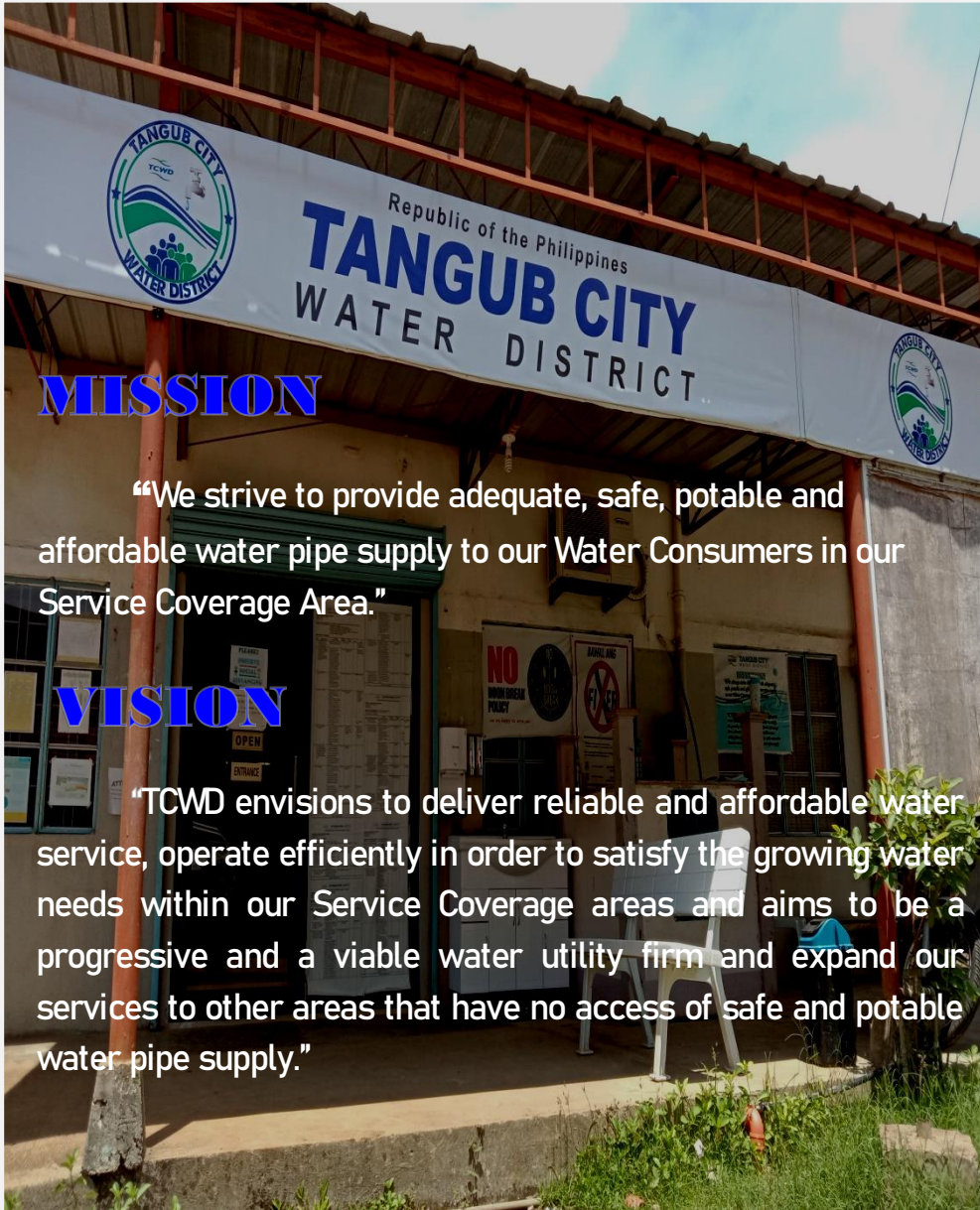




Republic of the Philippines
TANGUB CITY
WATER DISTRICT
Courtyard, Barangay Maloro, Tangub City, Mis. Occ. 7214
Tele. Fax No. (088) 395-3343 : 545-0219 TIN 004 362 004 000 Email add.: tangubcitywaterdistrict@yahoo.com.ph



MISSION

“We strive to provide adequate, safe, potable and affordable water pipe supply to our Water Consumers in our Service Coverage Area.”

VISION

“TCWD envisions to deliver reliable and affordable water service, operate efficiently in order to satisfy the growing water needs within our Service Coverage areas and aims to be a progressive and a viable water utility firm and expand our services to other areas that have no access of safe and potable water pipe supply.”

TANGUB CITY WATER DISTRICT

CITIZEN'S CHARTER

ENGR. JOEL L. ASTILLERO
General Manager

SUMMARY OF TCWD LIST OF FRONTLINE SERVICES

Type of Frontline Services	Fees	Forms	Processing Time	Person in Charge
New Water Service Connection Application	4,200.00	Water Service Application & Installation Order, TCWD Water Service Contract	1 day/ 3 hrs & 26 minutes	Frontliner/ Customer Service
Water Bills Collection and Other Payments	As billed	Official Receipt	2 minutes & 30 seconds	Teller/ Cashier
Complaints on Huge Consumption & Questionable Bills	As billed	Service Request Form, Billing Adjustment Memo, Statement of Account Slip	½ day & 17 minutes	Frontliner/ Customer Service
Attending Concessionaires Service Request: -Change of Water Meter -Change of Gate Valve to Ball valve w/ lockwing -Replacement of brass piece coupling & nut -Installation of 1 additional faucet	At cost	Service Request Form, Requisition and Issue Slip Form	1 hr & 11 minutes	Frontliner/ Customer Service/ Admin Ofcr. Eng'g Supervisor/ Inspector/ Storekeeper
Attending Concessionaires Complaints -Low / High water Pressure -High Chlorine dosage -No flow of water/ Mainline leaking, etc.		Service Request Form, Requisition and Issue Slip Form	2 hrs & 11 minutes	Frontliner/ Customer Service/ Admin Ofcr. Eng'g Supervisor/ Inspector/ Storekeeper
Reconnection of Disconnected	Plus demand fee	Statement of Account, Slip	1 hr & 20 minutes	Clerk Processor (Billing),

Service Connection -1 Month -More than 2 Months	Plus unpaid water bills 250.00 750.00	Service Request Form, Certificate of Attendance Re-orientation/ Seminar		Frontliner/ Customer Service/ Admin Ofcr. Eng'g Supervisor/ Inspector/
Transfer of Water Service Connection and Water Meter	350.00	Service Request Form, Requisition and Issue Slip Form	½ day & 2 hrs and 17 minutes	Frontliner/ Customer Service/ Admin Ofcr. Eng'g Supervisor/ Inspector/ Storekeeper

A. New Water Service Connection Application

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	Proceed to Customer Service/ Front desk	Give prospected client / concessionaire an application form.	1 minute	Customer Service		Water Service Application and Installation Order
2	Filled up Water Service Application & Installation Order form and attached all the necessary requirements. Submit the duly accomplished application form @ the Customer Service Section.	<p>Check and verify if the application is completely filled up and all the requirements are attached. Evaluate, verify and validate each of the requirements. Check / verify against the disconnected master list.</p> <p>Refer to the Engineering Section with regards to the applicant's vicinity if there's an available transmission or distribution pipelines. Request the applicant/s</p>	15 minutes	Customer Service		Water Service Application and Installation Order
3	On Site Inspection with the applicant.	<p>Customer Service will assigned plumber to check and inspect the concessionaires' area.</p> <p>Engineering Supervisor will check the material requirements written by the Customer Service and endorse to storekeeper and assigned the Service Request to the Plumbers</p>	1 day	Engineering Supervisor, Customer Service, Plumber		Water Service Application and Installation Order Service Request Form Requisition and Issue Slip

4	Verify the next working day if the application was approved or disapproved after inspection and final estimates with regards to additional material requirements for tapping if any.	Customer Service Section will get back all the application forms from the Engineering Section and verify remarks or action taken and approval for the New Water Service Connection Installation. Present to the prospected concessionaire the additional material requirements aside from the package for installation if any.	10 minutes	Customer Service		
5	Pay to the Cashier or Teller.	Process payment and issue Official Receipt. Write the issued O.R. No. at the applicants Application Form and the amount paid & affix initials. Request the applicant/s to proceed to the Customer Service Section for briefing/Orientation /	2 minutes	Cashier / Teller	P 4,200	Official Receipt
6	Orientation / Seminar	Conduct Orientation with regards to TCWD's profile, existing and new policies on Water Service Connection. After the Orientation Encode / Write personal data of the New Applicant with the date of the O.R. @ the Log Book and excel file and prepare Service Request Form Have it signed by the assigned signatories and attached to the File the Application and the Service	20 minutes	Customer Service		Guideline-s for New Water Service Connection Certificate-e of Attendance for Orientation-on / Seminar

		Request Form (check the Application Form and other requirements need to be attached)				
7	Contract Signing	<p>Verify old inactive accounts to check if the applicant/s is not included in the block listed in- active accounts. Prepare Contract for signing and endorse the same with the applicant/s duly accomplished New Water Service Application form to the Gen. Manager for Final Approval.</p> <p>After Final Approval for installation of new water service connection prepare service request form and forward the same to the engineering section for prompt and immediate action depending on the availability of plumbers</p>	<p>5 minutes</p> <p>3 minutes</p>	Customer Service		TCWD Contract Service Request Form
8	Wait for the scheduled time the Water Maintenance Man / Plumbers will do the installation and the construction works for the approved New Water Service Connection	Plumbers will do the tapping of the New Water Service Connection. note: depending on the availability of Plumbers	2 1/2 hour maximum	Plumber		
END OF TRANSACTIONS						

B. Water Bills Collection and Other Payments

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	Proceed directly to the Teller/ Cashier counter and Present any of the following; - Water Bill - Statement of Account - Billing Slip	Accept any of the following Payment Form /Slip; - Water Bill - Statement of Account - Billing Slip - Statement of Account Slip Check and verify account name and account number.	1 minute	Teller / Cashier Customer Service		Water Bill Statement of Account Billing Slip
2	Pay at the Teller / Cashier	Process payment and issue Official Receipt.	1 minute	Teller / Cashier	As Billed	Official Receipt
3	Wait for the Teller / Cashier to release the issued Official Receipt.	Release the Official Receipt including the Statement of Account or Water Bill and other Slips.	30 seconds	Teller / Cashier		Official Receipt
END OF TRANSACTIONS						

C. Complaints on Huge Consumption and Questionable Bills

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	<p>Proceed to Customer Service Front desk</p> <p>For phone complaint (through call by telephone cellphone or trough txt messages)</p>	<p>Customer Service will fill up the Service Request Form and check appropriate box on the SR form with regards to the complaint</p> <p>Customer Service Assistant will entertain or fill up the SR / complaint in behalf of the concessionaires / client. (proceed to step 2)</p>	<p>2 minutes</p> <p>3 minutes</p>	Customer Service		Service Request Form
2	Wait for the customer service transact the request	<p>Transact and Record the Service Request to the Excel File and identify whether said requests are:</p> <ul style="list-style-type: none"> - huge consumption or - questionable bills <p>Investigate, verify, validate and gather information with regards to the filed complaint on the Service Request Form with the concessionaires ledger card account.</p> <p>Forward the SR to the assigned plumber for immediate action</p>	<p>2 minutes</p> <p>3 minutes</p>	Customer Service		Service Request Form
3	On Site Check-up of Service connection, Inspection and	Customer Service will record to the excel file the SR / complaint and assigned	1/2 day	Customer Service,		Service Request Form

	reading of water meter with the presence of the concern concessionaires.	Plumber to attend the complaint and make the necessary reports after the action taken as stipulated on the Service Request Form and forward to the Engineering Supervisor for final approval of the complaint final status and adjustments if any. note: depends upon the availability of WD Inspector or Plumber		Engineering Supervisor, Plumber		
4	Verify the status of the complaint filed after inspection and verification.	Customer Service Section will check the Service Request Forms and verify remarks or action taken and approval for the final adjustment of the billing if any. Present to the final adjustment of the billing if any. Present to the concessionaire the verification and the final status of the concessionaires' complaints and prepare the necessary billing adjustment if any and have it approved by the GM. Advise the client / concessionaire to proceed to the Teller / Cashier for payment.	5 minutes	Customer Service		Billing Adjustment
5	Proceed to the Teller / Cashier counter and submit the Statement of Account Slip with the Billing Adjustment Memo & the	Process payment and issue Official Receipt and advice to proceed to the Customer Service Section	2 minutes	Teller / Cashier	at cost	Official Receipt

	Service Request Form and pay the total amount due.					
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END OF TRANSACTIONS

4	Proceed to the Customer Service Section and Submit the Official Receipt in order to processed the Service Request	<p>Accept the Official Receipt and prepare a requisition slip and have it sign by the designated signatories & forward to the Engineering Section & the Storekeeper respectively.</p> <p>Engineering Supervisor will check the material requirements written by the Customer Service and endorse to storekeeper and assigned the Service Request to the Plumbers for prompt and immediate action.</p> <p>note: depending on the availability of Plumbers</p>	<p>2 minutes</p> <p>2 minutes</p>	<p>Customer Service</p> <p>Engineering Supervisor, Storekeeper</p>		Requisition and Issue Slip
5	Wait for the scheduled time: Plumbers will attend the Service Request complaint within the day or a day after the request is filed.	<p>Plumbers will do the Service Request as required at the Concessionaire/s Service Request</p> <p>note: subject for final inspection by the Eng'g. Supervisor/ Inspector</p>	1 hour	Plumbers		
END OF TRANSACTIONS						

E. Attending Concessionaires Complaints

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	<p>Proceed to Customer Service Front desk</p> <p>For phone complaint (through call by telephone cellphone or through txt messages)</p>	<p>Customer Service will fill up the Service Request Form and check appropriate box on the SR form with regards to the complaint</p> <p>Customer Service Assistant will entertain or fill up the SR / complaint in behalf of the concessionaires / client. (proceed to step 2)</p>	<p>2 minutes</p> <p>3 minutes</p>	Customer Service		Service Request Form
2	Wait for the customer service transact the request	<p>Transact and Record the Service Request to the Excel File and identify whether said requests are:</p> <ul style="list-style-type: none"> • low water pressure • high water pressure • no flow of water • high chlorine dosage • water meter leaking dirty water / taste / odor mainline leaking • service line leaking (before the Water Meter)Investigate / verify and gather information with regards to the filed complaint on the Service Request Form and forward the SR to the General 	3 minutes	Customer Service Customer Service, Engineering Supervisor, Storekeeper		

		<p>Manager or the Administrative Officer for Approval (signature) and forward the same to the</p> <p>Engineering Section for prompt and immediate action.</p> <p>Engineering Supervisor will retrieve the material requirements written by the Customer Service and endorses to storekeeper and assigned the Service Request to the Plumbers for prompt and immediate action.</p> <p>note: depending on the availability of Plumbers / Water Maintenance Man</p>	3 minutes			
3	<p>Wait for the scheduled time: Plumbers will attend the Service Request complaint within the day or a day after the request is filed.</p>	<p>Plumbers will do the Service Request as required at the Concessionaire/s Service Request</p> <p>note: subject for final inspection by the Eng'g. Supervisor/ Inspector</p>	2 hours	Plumbers		Service Order
END OF TRANSACTIONS						

F. Reconnection of Disconnected Service Connection

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	Proceed to Customer Service/ Front desk	Customer Service will review and verify the records of the disconnected concessionaire and provide a Statement of Account Slip for the total amount dues including the reconnection fee, demands fee and area rages & prepares a Service Request Form and attached to the Statement of Account Slip and hand it to the concessionaire for payment.	6 minutes	Customer Service	at cost	Statement of Account Slip, Service Request Form
2	Proceed to the Teller / Cashier counter and submit the Statement of Account slip and pay the Total amount due.	Process payment and issue Official Receipt and advice to proceed to the Customer Service Section for briefing/ Reorientation	1 minute	Teller / Cashier	at cost	Official Receipt
3	Attend Re-orientation / Briefing	<p>Conduct re-orientation / briefing on the new and existing policies of the Water District with regards to disconnection and reconnection of the water service connection.</p> <p>After the re-orientation / briefing, Forward the Service Request to the Engineering Section for prompt and immediate action.</p>	<p>10 minutes</p> <p>3 minutes</p>	Customer Service		Guidelines for New Water Service Connection Requisition Slip, Service Order

		<p>Engineering Supervisor will check the material requirements written by the Customer Service and endorse to storekeeper and assigned the Service Request to the Plumbers for prompt and immediate action and retrieved the water meter and other materials required for the job / works to be done for the reconnection service.</p> <p>note: depending on the availability of Plumbers</p>				
4	<p>Wait for the scheduled time: Plumbers will attend the Service Request complaint within the day or a day after the request is filed.</p>	<p>Plumbers will do the Service Request as required at the Concessionaire/s Service Request</p> <p>note: subject for final inspection by the Eng'g. Supervisor/ Inspector</p>	1 hour	Water Maintenance Man C / Plumbers		
END OF TRANSACTIONS						

G. Transfer of Water Service Connection & Transfer of Water Meter

Step	Applicant/Client	Activity (Service Provider)	Duration of Activity	Person in Charge	Fees	Form
1	Proceed to Customer Service/ Front desk	Customer Service will fill up the Service Request Form and check appropriate box on the SR form with regards to the complaint	2 minutes	Customer Service	at cost	Service Request Form
2	Wait for the customer service transact the request	Accept, verify and record the Service Request to the Excel File and identify whether; <ul style="list-style-type: none"> - Transfer of Water Service Connection or - Transfer of Water Meter. Refer to the Engineering Section with regards to the applicant's vicinity if there's an available transmission or distribution pipelines. File the Service Request Form and endorse to the Engineering Section for Inspection and Estimate. Customer Service will file and record to the Excel the Service Request and assigned plumber (Transfer of Water Service Connection or Transfer of Water Meter)	4 minutes	Customer Service	P 350.00	Service Request Form

3	On Site Inspection	<p>Assigned plumbers will inspect the concessionaires vicinity on the next day or within the day with the presence of the concessionaire and the prepare the material requirements (if any) for the transfer of Water Service Connection or transfer of Water Meter and endorse to Customer Service in making Requisition Slip.</p> <p>Forward the Service Request Form and Requisition slip for the additional material requirements and have it signed to designated signatories</p>	1/2 day	Engineering, Plumbers, Customer Service		<p>Service Request Form</p> <p>Requisition and Issue Slip</p>
4	Verify the next working day if the request was approved or disapproved after inspection and final estimate with regards to the additional material requirements for Transfer of Water Service Connection or Transfer of Water Meter.	<p>Customer Service Section will verify remarks or action taken and approval for the Transfer Request.</p> <p>Present to the concessionaire the additional material requirements for the Transfer Request and prepare a Billing Slip and hand it over to the concessionaire and advise to proceed to the Teller / Cashier for payment.</p>	4 minutes	Customer Service		Billing Slip

5	Proceed to the Teller / Cashier counter and submit the Billing Slip with the Service Request Form and pay the total amount due.	Process payment and issue Official Receipt and advise concessionaire to go back to the Customer Service Section for final filing of the Transfer Request.	1 minute	Teller / Cashier	at cost	Official Receipt
6	Submit the Official Receipt to the Customer Service	<p>Accept and forward the Billing Slip together with the Service Request Form to the Engineering Section for prompt and immediate action.</p> <p>Engineering Supervisor will check the material requirements written by the Customer Service and endorse to storekeeper and assigned the Service Request to the Plumbers for prompt and immediate action and retrieved the water meter and other materials required for the job / works to be done for the reconnection service.</p> <p>note: depending on the availability of Plumbers</p>	<p>1 minute</p> <p>5 minutes</p>	Eng' Supervisor / In –charge		Requisition and Issue Slip
7	Wait for the scheduled time the Water Maintenance Man / Plumbers will attend the	Water Maintenance Man / Plumbers will attend the job / works to be done as required and the Service Request filed by the concessionaires / client.	2 hours	Plumbers		

	Transfer Service within the day or a day after the Service Request is filed.	note: subject for final inspection by the Eng'g. Supervisor/ Inspector				
END OF TRANSACTIONS						

SUBSCRIBED AND SWORN to before me this 06 JAN 2022, in Tangub City, Misamis Occidental, Philippines.

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ATTY. JOEL A. ALIMA
 Notary Public - Tangub City, Mis. Occ.
 Notarial Commission No. 2019-01
 Commission Expires on 12/31/2021
 Roll of Attorneys No. 55936
 Person Administering Oath

PTR No. 202171 - 01/21/21 - Tangub City
 IBP No. 154473 - 01/21/21 - Quezon City
 T.I.N. 256-482-343-000
 MCLE Compliance No. V1 - 0010469 - valid until 04/14/2022