



KAPATAGAN WATER DISTRICT

CITIZEN'S CHARTER 2019 (1st Edition)



OUR MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Kapatagan Water District 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)

Vision

KPWD intends to provide safe and potable water to all service areas in the Municipality of Kapatagan.

Mission

A God fearing client and environmental friendly facility which aims to serve the public with state of the art facilities, ensuring safety, efficiency and prompt delivery of services, with potable water conforming to the PNSDW (Philippine National Standard for Drinking Water) standards and technical design in accordance with LWUA (Local Water Utilities Administration

SERVICE PLEDGE

Serve the clients promptly, efficiently with outmost courtesy by authorized assigned personnel with proper identification and grooming, round the clock daily

Ensure strict compliance with service standards to front line services as well as the internal routines

Respond to your complaint and request the soonest possible time with in the day

Value every client's comments, suggestions, and needs
Especially to our concessionaires

Empower the public through access to information on our service through KAPWD hotline no. (063) 382-8071 or visit us at our Office located Pueblos Street, Kapatagan, Lanao del Norte



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1. PAYMENT OF WATER BILL

CONCESSIONAIRES WILL PAY THEIR WATER BILL BEFORE DUE DATES

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. WATER BILL		COMMERCIAL SECTION-METER READERS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.PRESENT WATER BILL OR INQUIRE TO THE TELLER REGARDING AMOUNT TO BE PAID	1.1 ISSUE OFFICIAL RECEIPT AND CHANGE IF ANY	DEPENDING ON THE AMOUNT DUE LIST TO BE PAID -WATER BILL -PENALTY	3 MINUTES	TELLER - COMMERCIAL SECTION
-END-				

2. SENIOR CITIZEN MEMBERSHIP

SENIOR CITIZEN CLIENTS ARE QUALIFIED TO AVAIL THE 5% DISCOUNT

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B			
Who may avail:	SENIOR CITIZENS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SENIOR CITIZENS ID		DSWD		
		LGU- MAYORS OFFICE (FOR SIGNATURE)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE SENIOR CITIZEN ID TO THE INCHARGE	1.1 ENTRY THE SENIOR CITIZEN ID INFORMATION TO THE BCWIN SYSTEM	NONE	5 MINUTES	DATA ENCODER-COMMERCIAL SECTION
-END-				



3. SENIOR CITIZEN RENEWAL

SENIOR CITIZEN MEMBERSHIP WILL BE RENEWED YEARLY

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B			
Who may avail:	SENIOR CITIZENS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SENIOR CITIZEN ID		DSWD		
		LGU- MAYORS OFFICE (FOR SIGNATURE)		
		SENIOR CITIZEN CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT SENIOR CITIZEN ID TO THE INCHARGE	1.1 RENEW THE MEMBERSHIP OF REGISTERED SENIOR CITIZEN	NONE	5 MINUTES	DATA ENCODER-COMMERCIAL SECTION
-END-				

4. REQUEST OF BILLING STATEMENT OR LEDGER

CONCESSIONAIRES CAN REQUEST A BILLING STATEMENT OR LEDGER FOR ANY LEGAL PURPOSES

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. REPRESENTATIVE-1 COPY OF AUTHORIZATION LETTER		OWNER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <ul style="list-style-type: none"> OWNER-ASK COPY OF BILLING STATEMENT/LEDGER REPRESENTATIVE-PRESENT AUTHORIZATION LETTER 	1.1 PRINT THE BILLING STATEMENT/ LEDGER	NONE	5 MINUTES	DATA ENCODER-COMMERCIAL SECTION
-END-				



5. DISTRIBUTION OF WATER BILL

METER READERS WILL DISTRIBUTE THE WATER BILL HOUSE TO HOUSE

Office or Division:	COMMERCIAL			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 DISTRIBUTION OF WATER BILL PER ZONE	NONE	4HRS 1DAY	METER READERS – COMMERCIAL SECTION
1. RECEIVE WATER BILL	1.1 ADVISE CONCESSIONAIRES TO PAY THE BILL BEFORE DUE DATE	NONE	2MINUTES	METER READERS – COMMERCIAL SECTION
-END-				

6. SALE OF PUMBLING MATERIALS

AGENCY HAS READY AVAILABLE MATERIALS

Office or Division:	COMMERCIAL			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PAYMENT (DEPENDING ON THE LIST OF MATERIALS NEEDED)		CONCESSIONAIRES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE THE LIST OF MATERIALS	1.1 CHECK AVAILABILITY OF MATERIALS	NONE	5 MINUTES	PACD – ADMINISTRATIVE SECTION
	1.2 ADVISE CLIENT TO PAY THE TOTAL AMOUNT	NONE	4 MINUTES	PACD – ADMINISTRATIVE SECTION
2. PAY THE TOTAL AMOUNT	1.1 ISSUE OFFICIAL RECEIPT AND RELEASE MATERIALS	DEPENDING ON THE TOTAL AMOUNT COMPUTED	5 MINUTES	TELLER-COMMERCIAL SECTION STORE KEEPER – COMMERCIAL SECTION
-END-				



7. COLLECTION OF PAYMENTS

SUPPLIERS MAY COLLECT PAYMENTS BASE ON THE SCHEDULE DATE ON THE CONTRACT

Office or Division:	FINANCE			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B G2G			
Who may avail:	SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DELIVERY RECEIPT, BILLING STATEMENT AND OFFICIAL RECEIPT		COMPANY-ACCOUNTING		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT THE DELIVERY RECEIPT, BILLING STATEMENT	1.1 PROCESS DISBURSEMENT VOUCHER	NONE	30 MINUTES	SENIOR ACCOUNTING PROCESSOR –B – FINANCE SECTION
	1.2 PROCESS CHECK FOR PAYMENT	NONE	10 MINUTES	CASHIER D – FINANCE SECTION
	1.3 SIGN THE DV AND CHECK FOR PAYMENT	NONE	20 MINUTES	GENERAL MANAGER
2. SIGN THE DV,CHECK AND ISSUE OFFICIAL RECEIPT	1.1 RECEIVE OFFICIAL RECEIPT	NONE	10 MINUTES	CASHIER D – FINANCE SECTION
-END-				

8. PREPARATION OF PAYROLL

Office or Division:	FINANCE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DAILY TIME RECORDS		EMPLOYEES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT DTR	1.1 PROCESS THE PREPARATION OF PAYROLL	NONE	1 HOUR	ACCOUNTING PROCESSOR A – FINANCE SECTION
-END-				



9. PREPARATION AND SUBMISSION OF FINANCIAL STATEMENT AND MONTHLY DATA SHEET

Office or Division:	FINANCE			
Classification:	COMPLEX			
Type of Transaction:	G2G			
Who may avail:	COA, LWUA ,BOD AND GM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 PROCESS THE PREPARATION OF FINANCIAL STATEMENT AND MONTHLY DATA SHEET	NONE	10DAYS	ACCOUNTING PROCESSOR A – FINANCE SECTION
	1.2 SUBMIT THROUGH EMAIL AND COURIER			
-END-				

10. PREPARATION OF PAYMENTS (UTILITY BILLS)

Office or Division:	FINANCE			
Classification:	SIMPLE			
Type of Transaction:	G2C,G2B,G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BILLING STATEMENT AND OFFICIAL RECEIPT		COMPANY - ACCOUNTING		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT BILLING STATEMENT	1.1 PROCESS THE DISBURSEMENT VOUCHER	NONE	30 MINUTES	SENIOR ACCOUNTING PROCESSOR B – FINANCE SECTION
	1.2 PROCESS THE CHECK FOR PAYMENT	NONE	10 MINUTES	CASHIER – FINANCE SECTION
2. ISSUE OFFICIAL RECEIPT	1.1 RECEIVE OFFICIAL RECEIPT	NONE	1 MINUTES	CASHIER – FINANCE SECTION
-END-				



11. PREPARATION AND PAYMENT OF REMITTANCES

(GSIS, PAG-IBIG, PHILHEALTH AND BIR)

Office or Division:	FINANCE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C,G2B,G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MONTHLY BILLING		GSIS, PAG-IBIG,PHILHEALTH AND BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MONTHLY BILLING STATEMENT	1.1 PROCESS THE REMITTANCE LIST AND DV	NONE	1 HOUR	ACCOUNTING PROCESSOR A – FINANCE SECTION
	1.2 PROCESS CHECK	NONE	10 MINUTES	CASHIER – FINANCE SECTION
	1.3 PAY REMITTANCES	NONE	1 DAY	CASHIER – FINANCE SECTION
2. ISSUE OFFICIAL RECEIPT	1.1 RECEIVE OFFICIAL RECEIPTS	NONE		
-END-				

12. PREPARES DAILY COLLECTION REPORT AND CASHIERS COLLECTION SUMMARY TO DEPOSITS COLLECTIONS

ALL ACCEPTED PAYMENTS WILL BE DEPOSITED TO THE NEAREST GOVERNMENT BANK

Office or Division:	FINANCE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	ACCOUNTING			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 PROCESS DCR AND REMIT COLLECTION	NONE	1 HOUR	TELLER-COMMERCIAL SECTION
	1.2 RECEIVE COLLECTION, PREPARE CCS AND DEPOSIT SLIP	NONE	1 HOUR	CASHIER – FINANCE SECTION
1. ISSUE VALIDATED DEPOSIT SLIP	1.1 DEPOSIT TO BANK RECEIVED VALIDATED DEPOSIT SLIP	NONE	4 HOURS	CASHIER – FINANCE SECTION
-END-				



13. ACCEPTANCE OF JOB APPLICATION

ANY INDIVIDUAL MAY SUBMIT THEIR APPLICATION DOCUMENTS TO THE ADMIN SECTION.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	JOB APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APPLICATION LETTER 2 COPIES	APPLICANTS			
2. TRANSCRIPT OF RECORDS 2 COPIES (IF APPLICABLE)	SCHOOL/UNIVERSITY GRADUATED			
3. ELIGIBILITY CERTIFICATE (AUTHENTICATED) 2 COPIES (IF APPLICABLE)	CIVIL SERVICE COMMISSION			
4. PERSONAL DATA SHEET 2 COPIES	APPLICANT			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT APPLICATION REQUIREMENTS	1.1 RECEIVE THE APPLICATION DOCUMENTS AND STAMP RECEIVED	NONE	30 MINUTES	HRMO – ADMINISTRATIVE SECTION
	1.2 IF QUALIFIED OR NOT THE APPLICANT WILL BE INFORMED			
-END-				

14. SUBMISSION OF SALN

ADMIN SECTION WILL COLLECT THE SALN ON THE SCHEDULED DATE SET BY THE MANAGEMENT

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES, OMBUDSMAN, CSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 6 COPIES OF ACCOMPLISHED SALN	EMPLOYEES			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT ACCOMPLISHED SALN	1.1 RECEIVE AND EVALUATE SALN AND NOTARIZED	NONE	1 DAY	HRMO – ADMINISTRATIVE SECTION
	1.2 SUBMIT TO OMBUDSMAN, CSC	NONE	1 DAY	HRMO – ADMINISTRATIVE SECTION
-END-				



15. LEAVE APPLICATION

EMPLOYEES MAY REQUEST APPLICATION OF LEAVE IN THE EVENT FAMILY MATTERS, EMERGENCY AND PERSONAL TRANSACTIONS

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 COPIES OF LEAVE FORMS		EMPLOYEES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE THE 3 COPIES OF LEAVE FORMS TO THE ADMIN	1.1 PROCESS LEAVE APPLICATION	NONE	5 MINUTES	HRMO – ADMINISTRATIVE SECTION
-END-				

16. APPLICATION OF MONETIZATION OF LEAVE CREDITS

EMPLOYEES MAY MONETIZE THEIR LEAVE CREDITS IN CASE OF EMERGENCY.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 COPIES OF LEAVE FORMS		EMPLOYEES		
2. 1 LETTER TO SUPPORT THE MONETIZATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE THE 3 COPIES OF LEAVE FORMS AND 1 COPY OF LETTER	1.1 PROCESS MONETIZATION	NONE	10 MINUTES	HRMO – ADMINISTRATIVE SECTION
-END-				



17. REQUEST OF SERVICE RECORDS

CURRENT AND EX EMPLOYEES MAY REQUEST A COPY OF THEIR SERVICE RECORD FOR ANY LEGAL PURPOSES

Office or Division:	HUMAN RESOURCE MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	CURRENT AND PREVIOUS EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REPRESENTATIVE – AUTHORIZATION LETTER		CURRENT EMPLOYEE/S AND EX EMPLOYEE/S OF THE AGENCY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REPRESENTATIVE – GIVE AUTHORIZATION LETTER TO THE IN-CHARGE EMPLOYEE –ASK IN-CHARGE FOR A COPY	1.1 PROCESS THE REQUEST	NONE	5 MINUTES	HRMO – ADMINISTRATIVE SECTION
-END-				



18. APPLICATION AND INSTALATION OF NEW SERVICE CONNECTION

ANY CLIENT MAY REQUEST FOR A NEW SERVICE CONNECTION.

Office or Division:	COMMERCIAL,ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BARANGAY CLEARANCE OR 2. VALID ID (SSS, GSIS, Postal, Driver's License, PWD, Senior Citizen, TIN, NBI, Passport, Voter's)		BARANGAY OFFICE SSS OFFICE OZAMIS CITY, POST OFFICE, LTO TUBOD, DSWD OFFICE, BIR OFFICE, NBI OFFICE OZAMIS CITY, DFA CDO CITY COMELEC OFFICE		
PHP 5,00.00		CLIENT		
AVAILABLE EVERY MONDAY AND WEDNESDAY				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILL OUT APPLICATION FORM	1.1 PROCCES APPLICATION AND ADVICE CLIENT FOR PAYMENT	PHP 5,000.00	5 MINUTES	PACD – ENGINEERING SECTION
2. PAY AT THE TELLER	1.1 ISSUE OFFICIAL RECEIPT	NONE	3 MINUTES	TELLER – COMMERCIAL SECTION
	1.2 ORIENTATION OF WATER DISTRICT POLICIES 2 ND DAY AND CONTRACT SIGNING ORIENTATION STARTS 1:00 PM IN THE AFTERNOON	NONE	2 HOURS	TECHNICAL HEAD – ENGINEERING SECTION
3. SIGN CONTRACT	1.1 INSTALLATION OF NEW SERVICE CONNECTION	NONE	2 HOURS	TECHNICAL – ENGINEERING SECTION
-END-				



19. MINOR LEAKING REQUEST FOR REPAIR

ANY CONCESSIONAIRE MAY REQUEST OR REPORT MINOR LEAKING FOR IMMEDIATE REPAIR

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MINOR LEAK REQUEST OR REPORT	1.1 PROCCES REQUEST	NONE	5 MINUTES	PACD – ENGINEERING SECTION
	1.2 REPAIR MINOR LEAKING	NONE	2 HOURS	TECHNICAL - ENGINEERING
-END-				

20. MAJOR LEAKING REQUEST FOR REPAIR

ANY CONCESSIONAIRE MAY REQUEST OR REPORT MAJOR LEAKING FOR IMMEDIATE REPAIR

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MAJOR LEAK REQUEST/R EPORT	1.1 PROCESS REQUEST	NONE	10 MINUTES	PACD – ENGINEERING SECTION
	1.2 REPAIR MAJOR LEAKING	NONE	2DAYS	TECHNICAL – ENGINEERING SECTION
-END-				



21. REQUEST FOR TEMPORARY DISCONNECTION OF WATER CONNECTION

CONCESSIONAIRES MAY REQUEST FOR TEMPORARY DISCONNECTION SPECIALLY WHEN IT'S NOT USE

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. REPRESENTATIVE-AUTHORIZATION LETTER		OWNER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST FOR TEMPORARY DISCONNECTION	1.1 PROCESS REQUEST	NONE	5 MINUTES	PACD - ENGINEERING SECTION
	1.2 PADLOCK WATER SERVICE CONNECTION	NONE	2 HOURS	METER READERS - COMMERCIAL SECTION
-END-				

22. RECONNECTION OF WATER CONNECTION

CONCESSIONAIRES MAY REQUEST RECONNECTION

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RECONNECTION FEE PHP 150.00		CLIENT		
2. OFFICIAL RECEIPT-WATERBILL		CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PAY THE RECONNECT ION FEE AND BALANCE IF ANY	1.1 ISSUE OFFICIAL RECEIPT	PHP 150.00 BALANCE DEPENDING ON THE REMAINING AMOUNT	5 MINUTES	PACD - ENGINEERING SECTION
	1.2 RE-OPEN WATER SERVICE CONNECTION	NONE	55 MINUTES	METER READERS-ENGINEERING SECTION
-END-				



23. REQUEST FOR RELOCATION/ TRANSFER OF SERVICE CONNECTION

CONCESSIONAIRES MAY REQUEST FOR METER RELOCATION ESPECIALLY DURING TRANSFER OF RESIDENCE WITHIN THE AREA

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RELOCATION FEE SAME ZONE PHP 250.00 OR 2. RELOCATION FEE DIFFERENT ZONE PHP 500.00		CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PAY THE RELOCATION FEE	1.1 ISSUE OFFICIAL RECEIPT	PHP 200.00 OR PHP 500.00	5 MINUTES	TELLER – COMMERCIAL SECTION
	1.2 PROCESS THE RELOCATION OF WATER METER	NONE	2DAYS	TECHNICAL – ENGINEERING SECTION
-END-				

24. REQUEST FOR CHECKING WATER SERVICE CONNECTION DUE TO HIGH CONSUMPTION

.CONCESSIONAIRES MAY REQUEST FOR CHECKING WATER SERVICE CONNECTION WHEN THEY RECEIVE THEIR HIGH WATER BILL.

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP REQUEST FORM	PROCESS THE REQUEST	NONE	5 MINUTES	PACD – ENGINEERING SECTION
	INSPECTION OF WATER SERVICE CONNECTION AND EXPLAIN CURRENT SITUATION TO THE CONCESSIONAIRE	NONE	2 HOURS	TECHNICAL – ENGINEERING SECTION
-END-				



25. CHECKING OF SERVICE CONNECTION DUE TO LOW WATER PRESSURE

CONCESSIONAIRES MAY REQUEST CHECKING OF THEIR SERVICE CONNECTION WHEN THEY ARE EXPERIENCING LOW PRESSURE OR UNEXPECTED LEAKING.

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST FOR CHECKING OF SERVICE CONNECTION	1.1 PROCESS REQUEST FOR CHECKING OF SERVICE CONNECTION	NONE	5 MINUTES	PACD - ENGINEERING SECTION
	1.2 INSPECTION OF WATER LINES AND EXPLAIN TO CONCESSIONAIRE CURRENT STATUS	NONE	2 HOURS	TECHNICAL – ENGINEERING SECTION
-END-				



26. REQUEST FOR SERVICE EXPANSION ON SERVICE AREA.

CLIENTS MAY REQUEST SERVICE EXPANSION ESPECIALLY TO HIGHLY POPULATED AREA.

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT THE REQUEST TO THE OFFICE OF THE GENERAL MANAGER	1.1 PROCESS REQUEST	NONE	1 HOUR	PACD – ENGINEERING SECTION
	1.2 CONDUCT FEASIBILITY STUDY	NONE	3 DAYS	ENGINEERS - ENGINEERING SECTION
	1.3 IF NOT FEASIBLE, INFORM THE REQUESTING CLIENT WITH ATTACHED LETTER BASED ON THEIR RESULT OF THE CONDUCTED FEASIBILITY STUDY	NONE	1 DAY	ENGINEERS – ENGINEERING SECTION
	1.4 IF FEASIBLE, ENGINEERING WILL PREPARE POW AND INFORM REQUESTOR	NONE	15 DAYS	ENGINEERS – ENGINEERING SECTION
	1.5 PRESENT TO THE GM AND BOD FOR APPROVAL	NONE	1 DAYS	ENGINEERS – ENGINEERING SECTION
-END-				



27. REQUEST FOR WATER METER CALIBRATION

CONCESSIONAIRES MAY REQUEST WATER METER CALIBRATION ESPECIALLY IF THEY NOTICE THE WATER METER IS DEFECTIVE/DAMAGE OR IN TIMES OF DOUBT

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST OF WATER METER TEST (CALIBRATION)	1.1 PROCESS REQUEST	NONE	5 MINUTES	PACD – ENGINEERING SECTION
	1.2 CALIBRATE WATER METER	NONE	2 HOURS	CALIBRATOR – ENGINEERING SECTION
-END-				

28. REPLACEMENT OF WATER METER

CONCESSIONAIRES MAY REQUEST WATER METER REPLACEMENT IN CASE WATER METER WAS DESTROYED DUE TO ACCIDENT OR PROVIDES ERRONOUS READING

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST FOR WATER METER REPLACEMENT	1.1 PROCESS REQUEST	NONE	5 MINUTES	PACD – ENGINEERING SECTION
	1.2 REPLACE WATER METER	NONE	2 HOURS	TECHNICAL – ENGINEERING SECTION
-END-				



29. RECLASSIFICATION OF SERVICE CONNECTION

CONCESSIONAIRES MAY REQUEST FOR RECLASSIFICATION OF THEIR SERVICE CONNECTION (COMMERCIAL – RESIDENTIAL OR VICE VERSA)

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RECLASSIFICATION OF SERVICE CONNECTION	1.1 PROCESS REQUEST	NONE	1 HOUR	PACD - ENGINEERING
	1.2 SITE INSPECTION AND FORWARD REPORT TO DATA ENCODER	NONE	2 HOURS	METER READERS – COMMERCIAL SECTION DATA ENCODER -COMMERCIAL SECTION
-END-				

30. PROCUREMENT OF GOODS AND SERVICES

(ALTERNATIVE MODE OF PROCUREMENT)

AGENCY MAY PURCHASE GOODS, INFRA AND SERVICES IN ACCORDANCE TO THE GOVERNMENT PROCUREMENT ACT OF THE PHILIPPINES.

Office or Division:	BIDS AND AWARD COMMITTEE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B			
Who may avail:	PHILGEPS REGISTERED COMPANY OR INDIVIDUAL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILGEPS REGISTRATION-PLAATINUM		PHILGEPS		
PRICE QUOTATIONS		COMPANY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 MAKE DOCUMENTS FOR PROCUREMENT	NONE	2DAYS	REQUESTOR
	1.2 PHILGEPS POSTING	NONE	7DAYS	BAC SECRETARIAT
1. SUBMISSION OF PRICE QUOTATIONS	1.1 PROCESS PROCUREMENT	NONE	5DAYS	BAC
-END-				



31. PROCUREMENT OF GOODS AND SERVICES (PUBLIC BIDDING)

AGENCY MAY PURCHASE GOODS, INFRA AND SERVICES IN ACCORDANCE TO THE GOVERNMENT PROCUREMENT ACT OF THE PHILIPPINES.

LOWEST ALLOWABLE DAYS COMPUTED BY GPPB TIMELINES

Office or Division:	BIDS AND AWARD COMMITTEE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B			
Who may avail:	SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PHILGEPS REGISTRATION-PLATINUM		PHILGEPS		
2. BID DOCUMENTS		COMPANY		
3. BID DOCS PRICE DEPENDING ON THE ABC		AGENCY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 MAKE PROCUREMENT DOCUMENTS	NONE	3 DAYS	REQUESTOR
	1.2 PHILGEPS POSTING	NONE	7 DAYS	SECRETARIAT-BAC
1. SUBMISSION OF PRICE QUOTATIONS	1.1 PROCESS THE COMPLETE PROCUREMENT	NONE	19 DAYS	BAC - COMMITTEE
-END-				



32. REQUEST FOR BACTERIOLOGICAL TEST

CONCESSIONAIRES MAY REQUEST FOR BACTERIOLOGICAL TEST FOR ANY LEGAL PURPOSES

Office or Division:	WATER SAFETY TEAM			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2X, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 COPIES OF LETTER REQUEST		REQUESTING CLIENT		
2. PHP 300.00 PER WATER SAMPLE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT 2 COPIES OF LETTER REQUEST FOR WATER ANALYSIS-BACTERIOLOGICAL TEST AND PAYMENT	1.1 PROCESS WATER ANALYSIS-BACTERIOLOGICAL TEST	PHP 300.00 PER WATER SAMPLE	10 MINUTES	MEMBER - WATER SAFETY TEAM
	1.2 ISSUE OFFICIAL RECEIPT	NONE	3 MINUTES	TELLER - COMMERCIAL SECTION
	1.3 PROCESS REQUEST TO THE DOH ACCREDITED LABORATORY-MUMC OZAMIS CITY	NONE	8 DAYS	MEMBER - WATER SAFETY TEAM
	DELIVER THE RESULT OF THE WATER ANALYSIS ON THE 9 TH DAY FIRST HOUR IN THE MORNING	NONE	1 HOUR	MEMBER - WATER SAFETY TEAM
-END-				



33. REQUEST FOR WATER ANALYSIS (PHYSICAL, CHEMICAL TEST)

CONCESSIONAIRES MAY REQUEST FOR WATER ANALYSIS TEST FOR ANY LEGAL PURPOSES

Office or Division:	WATER SAFETY TEAM			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2X, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LETTER REQUEST FOR WATER ANALYSIS- PHYSICAL CHEMICAL TEST		REQUESTING CLIENT		
2. PAYMENT PHP 17,500				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT LETTER REQUEST FOR WATER ANALYSIS- PHYSICAL CHEMICAL TEST AND PAYMENT	1.1 PROCESS WATER ANALYSIS- BACTERIOLOGICAL TEST	PHP 17,500	10 MINUTES	MEMBER - WATER SAFETY TEAM
	1.2 ISSUE OFFICIAL RECEIPT	NONE	3 MINUTES	TELLER – COMMERCIAL SECTION
	PROCESS REQUEST TO THE DOH ACCREDITED LABORATORY FAST-LABORATORIES CDO		19DAYS	MEMBER - WATER SAFETY TEAM
	DELIVER THE RESULT OF THE WATER ANALYSIS ON THE 20 TH DAY FIRST HOUR IN THE MORNING	NONE	1 HOUR	MEMBER - WATER SAFETY TEAM
-END-				



34. REQUEST FOR CERTIFICATE OF POTABILITY

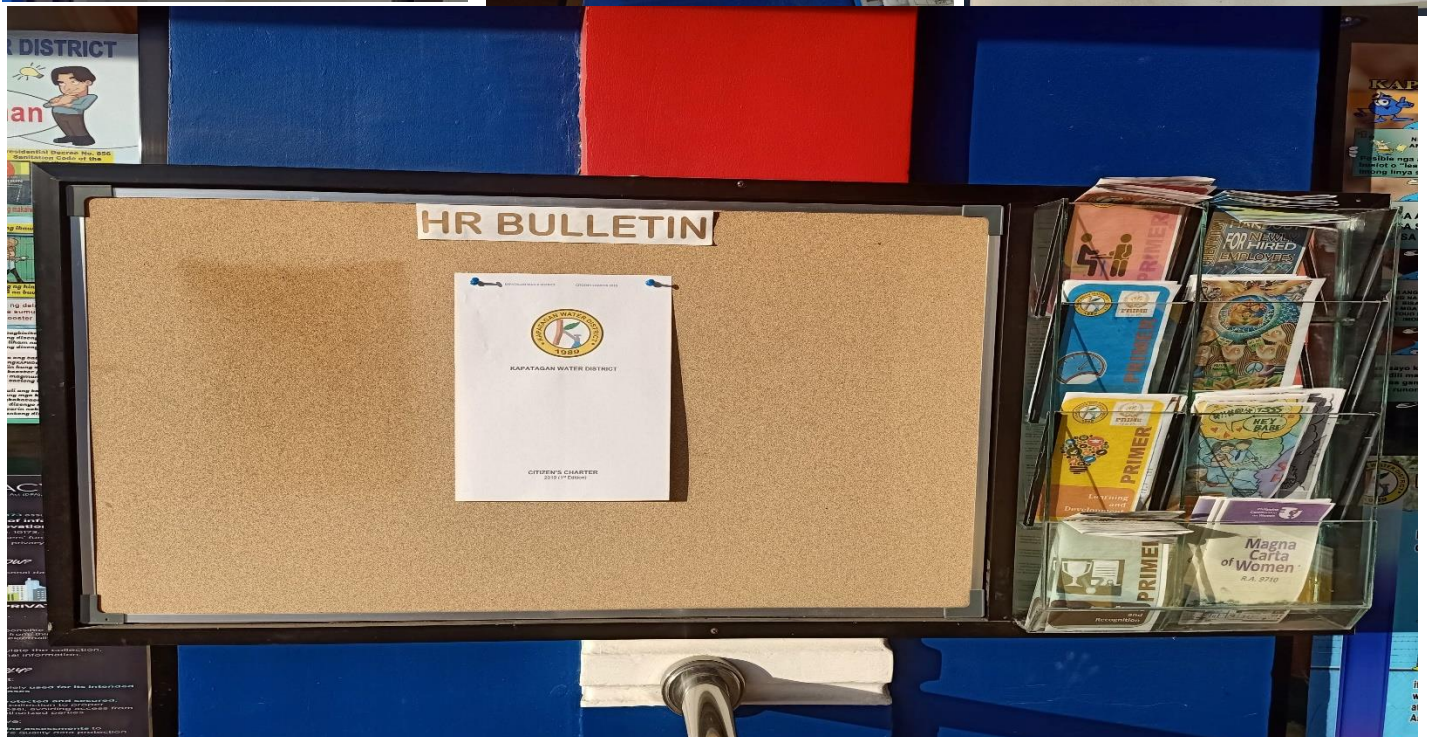
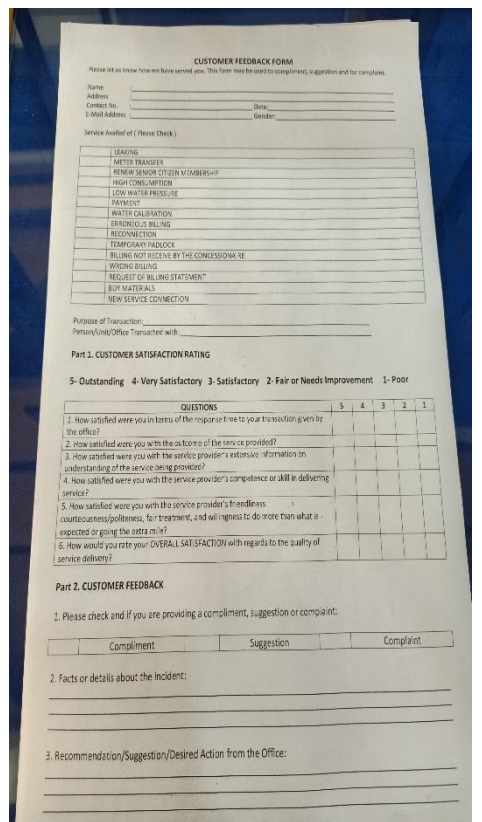
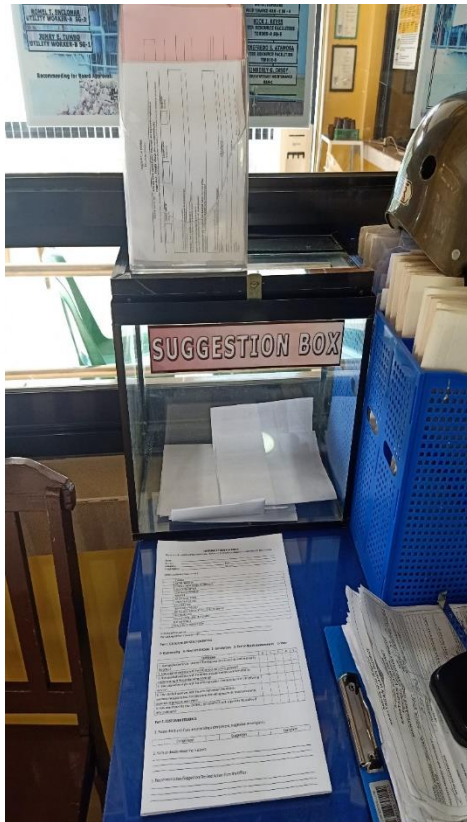
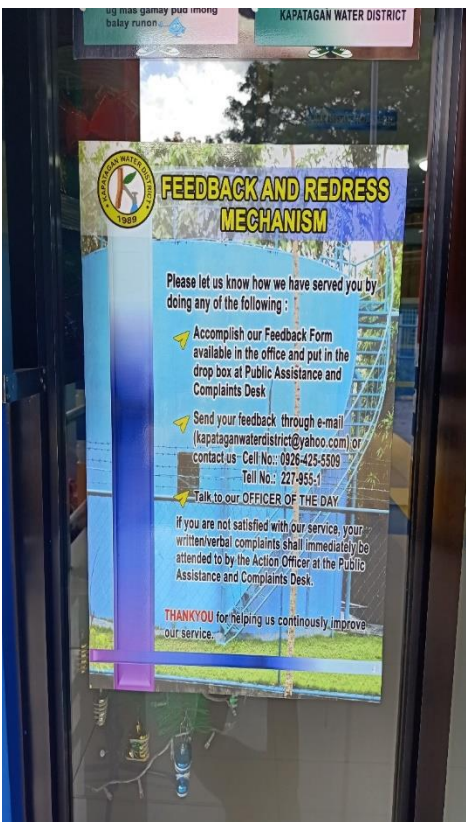
ALL CONCESSIONAIRES IN ANY TYPE MAY REQUEST CERTIFICATE OF POTABILITY FOR ANY LEGAL PURPOSES.

Office or Division:	WATER SAFETY TEAM			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. REQUEST LETTER		REQUESTING CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT LETTER REQUEST	1.1 PROCESS REQUEST	NONE	5 MINUTES	MEMBER - WATER SAFETY TEAM
-END-				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box inside KAPWD Office at PACD.</p> <p>Contact info: Globe: 0926-425-5509 Smart: 0918-704-7045 Tel No: 227-955-1 Email add: watertycoon2002@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant Complaints Desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow -ups, clients may contact the following telephone number: Globe: 0926-425-5509 Smart: 0918-704-7045 Tel No: 227-955-1 Email add: watertycoon2002@gmail.com</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information: Name of the person being complained: Incident: Evidence:</p> <p>For inquiries and follow ups Clients may contact the following numbers: Globe: 0926-425-5509 Smart: 0918-704-7045 Tel No: 227-955-1 Email add: watertycoon2002@gmail.com</p>
How complaints are processed	<p>The 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</p>

	<p>and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ol style="list-style-type: none"> 1. CCB-09088816565 (SMS) 2. PCC-8888 3. ARTA-2782





Office	Address	Contact Information
Kapatagan Water District	Kapatagan Lanao del Norte	(063)-227-9551
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