



CABAGAN WATER DISTRICT

CITIZEN'S CHARTER



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2020 (1ST Edition)

I. Mandate

Cabagan Water District was formed in 1981 by virtue of Sangguniang Bayan Resolution and became a full-fledged water district in 1982 when the Local Water Utilities Administration (LWUA) issued a Certificate of Conditional Conformance (CCC 182) on February 04, 1982

II. Vision

To ensure an efficient, sustainable, and financially viable water service provider, delivering the highest quality service to all its concessionaires and prudent steward of the environment.

III. Mission

Cabagan Water District commits to be economically viable utility firm that provides sufficient, safe and accessible water at the least possible cost while ensuring sustainability, reliability, protection of public health and preservation of the environment.

IV. Service Pledge

We, the Board of Directors, General Manager and Employees of the Cabagan Water District commit to:

W – Welcome and serve you promptly and efficiently from Monday to Friday at 8:00 A.M. to 5:00 P.M.

A – Attend to your complaints about our services the soonest possible time and take correct measures

T – Take suggestions and comments with a smile

E – Ensure strict compliance with service standards and written explanation from any delay in frontline services.

R – Render the most efficient and effective service in delivering clean, safe and potable water.



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1. Application and Installation of Service Connection

A person, firm or corporation may avail of the services of Cabagan Water District. Cost of materials is based on the size of water meter. Installation schedule will depend on the date of payment and on a first come first serve basis.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued Identification Card or Community Tax Certificate (1 copy)		DFA, LTO, BIR, Post Office, SSS, GSIS, PSA, PRC, Municipal Hall & other concerned agencies.		
Authorization Letter (if applying as representative)		Person being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service & Complaint Desk (CSCD), present valid id & fill up application for service connection	Received application form	None	15 minutes	<i>Administration Service Assistant B</i>
	Advise the applicants to set up their in-house connection first	None	1-2 days	<i>Administration Service Assistant B</i>
	Site inspection & prepare cost estimate of materials, fees & other charges Inform applicants on fees to be paid	None	1 day	<i>Utilities/ Customer Service Officer B</i>
2. Present customer copy of estimated materials to be paid.	Accept payment and issue Official Receipt (OR)	Registration fee and materials	15 minutes	<i>Cashier B</i>
3. Proceed to CSCD for orientation of policies and signing of Service Contract Agreement	Distribute and explain CWD Utility Rules & Regulations and prepare Service Contract	None	20 minutes	<i>Administration Service Assistant B</i>



	Agreement Approval of application form Prepare Job Order and inform the applicants for the date of installation		10 minutes	<i>Administration Service Assistant B</i>
4. None	Installation of Service Connection	None	1-3 days under normal circumstances	<i>Utility Worker A</i>
	TOTAL		6 days & 60 minutes	

* See schedule of fees and charges for New Service Connections.



SCHEDULE OF FEES AND CHARGES FOR NEW SERVICE CONNECTION

SADDLE CLAMP 1"		
	Regular	Road Crossing
Registration Fee	2,000.00	2,000.00
Customers Deposit	408.00	408.00
Materials	1,930.00	*1,930.00
Excavation Cost - Road Crossing		*750.00
Total	4,338.00	5,088.00

SADDLE CLAMP 2"		
	Regular	Road Crossing
Registration Fee	2,000.00	2,000.00
Customers Deposit	408.00	408.00
Materials	2,040.00	*2,040.00
Excavation Cost - Road Crossing		*750.00
Total	4,448.00	5,198.00

SADDLE CLAMP 3"		
	Regular	Road Crossing
Registration Fee	2,000.00	2,000.00
Customers Deposit	408.00	408.00
Materials	2,090.00	*2,090.00
Excavation Cost - Road Crossing		*750.00
Total	4,498.00	5,248.00



SADDLE CLAMP 4"		
	Regular	Road Crossing
Registration Fee	2,000.00	2,000.00
Customers Deposit	408.00	408.00
Materials	2,140.00	*2,140.00
Excavation Cost - Road Crossing		*750.00
Total	4,548.00	5,298.00

SADDLE CLAMP 6"		
	Regular	Road Crossing
Registration Fee	2,000.00	2,000.00
Customers Deposit	408.00	408.00
Materials	2,340.00	*2,340.00
Excavation Cost - Road Crossing		*750.00
Total	4,748.00	5,498.00

*Excavation cost depends on the size & length of service line with a minimum of 10 meters @ 75.00/meter.



2. Water bill payment and collection

The CWD established an online, office, & field collections. SM bills payment counter is also accepting payment services. A 10% surcharge for late payment and 5% discount for advance payment.

Non-payment of water bills for two (2) consecutive months will be ground for disconnection of water meter.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Billing		Serve by CWD after meter reading		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring notice of billing to the Cashier for payment	Verify & accept payment and issue Official Receipt (OR)	Total amount due	5 minutes	<i>Cashiering Assistant</i>
2. Field Collection	Accept payment of water bills and issue official receipt during field collection.	Total amount due	5 minutes	<i>Water/Sewerage Maintenance Man A</i>
	TOTAL		10 minutes	



3. Procedures on Reconnection

Payment of reconnection fee, unpaid bills (if any) and materials to the CWD is necessary before reconnection of water meter.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Billing		Serve by CWD after meter reading		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSCD and request for reconnection	Verify unpaid bills and materials to be used if there is any.	none	5 minutes	<i>Administration & Service Assistant B</i>
2. None	Provide computation to the customer of fees to be paid	Reconnection Fee – P300.00 plus materials if any	5 minutes	<i>Administration & Service Assistant B</i>
3. Proceed to the Cashier	Accept payment of fees & charges	Total amount due	5 minutes	<i>Cashier B</i>
4. Present official receipt to CSCD	Prepare Job Order for approval of reconnection	None	5 minutes	<i>General Manager</i>
5. None	Reconnection of water meter	None	1 day	<i>Utility Worker</i>
	TOTAL		1 day & 20 minutes	



4. Procedures on Disconnection

Non-payment of water bills for two (2) consecutive months will be subject for disconnection

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disconnection Notice		Issued during notice distribution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-payment of water bills for two (2) months	Prepare aging of accounts for the list of consumers with arrears	None	30 minutes	<i>Cashier B</i>
2. Customer failed to pay their outstanding balance.	Disconnection of water meter	None	1 to 2 hours per customer with arrears	<i>Utility Worker & Water/Sewerage Maintenance Man A</i>
	TOTAL	None	2 hours & 30 minutes	



5. Procedures on Meter Transfer/Relocation

Payment of transfer fee and materials if there is any must be paid to the CWD before relocation process is to be done.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Billing		Serve by CWD after meter reading		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSCD and request for meter transfer	Prepare Job Order for site inspection & estimate cost of materials to be used	None	5 minutes	<i>Administration & Service Assistant B</i>
2. Secure estimated cost materials to be paid at CSCD	Accept payment of materials	Transfer Fee – P 100.00 plus materials	5 minutes	<i>Cashier B</i>
3. Present official receipt to CSCD	Prepare Job Order for approval of relocation	None	5 minutes	<i>General Manager</i>
4. None	Relocation of water meter	None	1 to 2 days	<i>Utility Worker</i>
	TOTAL		2 days & 15 minutes	



6. Procedures on Service Repair and Complaint

No labor charge for the repair of service connection lines except for the cost of materials needed in the said repair.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Billing		Serve by CWD after meter reading		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSCD, call Telephone No. 078-396-0065, CP No. 09972366550, FB page - Cabagan Water District and email add at dcabaganwater@yahoo.com	Prepare Job Order for site inspection & estimate cost of materials (if any)	None	5 minutes	<i>Administration & Service Assistant B</i>
2. Secure estimated cost materials to be paid at CSCD (if there is any)	Accept payment of materials	Total amount due	5 minutes	<i>Cashier B</i>
3. Present official receipt to CSCD	Prepare Job Order for the repair	None	5 minutes	<i>General Manager</i>
4. None	Repair service line	None	1 day	<i>Utility Worker</i>
	TOTAL		1 day & 15 minutes	





7. Procedures in availing Senior Citizen Discount


To avail of the 5% senior citizen discount, he/she must be the registered owner of the water meter for one (1) year and consumption must not exceed 30 cubic meters.

Office or Division:	Cabagan Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen (G2C); Gov. to Business(G2B); Gov. to Government(G2G)			
Who may avail:	All Concessionaires of Cabagan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Senior Citizen ID		Office of the Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSCD, fill up application for Senior Citizen Discount & present	Accept application form and conduct orientation.	None	5 minutes	<i>Administration & Service Assistant B</i>
2. None	Approval of Senior Citizen Discount application	None	5 minutes	<i>Utilities/Customer Service Officer B</i>
3. None	Updating of records in the Collection & Billing System	None	20 minutes	<i>Cashiering Assistant</i>
	TOTAL	None	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Cashier.</p> <p>Contact Info : 078-396-0065 0997-236-6550 dcabaganwater@yahoo.com  Cabagan Water District</p>
How feedbacks are processed	<p>Every Friday, the Customer and Complaint desk officer opens the drop box then compiles and records all feedbacks dropped.</p> <p>Feedback requiring answers are forwarded to the proper authority and they are required to answer within seven (7) days from receipt.</p> <p>The answer of the office is then relayed to the concessionaire.</p> <p>For inquiries and follow-ups, concessionaires may contact the following:</p> <p style="text-align: center;">078-396-0065 0997-236-6550 dcabaganwater@yahoo.com  Cabagan Water District</p>
How to file a complaint	<p>Sign in the log book at the Customers Complaint Desk.</p> <p>The Officer of the day will entertain the concessionaire then forward it to the proper authority or if he/she can resolve it immediately, will make a Job Order.</p> <p>Complaints can also be filed via telephone or Facebook Page of the Cabagan Water District.</p> <p>Make sure to provide the following</p>



	<p>information:</p> <p><input type="checkbox"/> Name of person being complained</p>
<p>How complaints are processed</p>	<p>The Officer of the day/the person in charge of the Facebook page or telephone will forward the complaint to the General Manager.</p> <p>The General Manager will forward the incident to proper authority/the person being complained.</p> <p>The answer will then be relayed to the citizen.</p> <p>For inquiries and follow-ups, concessionaires may contact the following:</p> <p style="text-align: center;">078-396-0065 0997-236-6550 dcabaganwater@yahoo.com  Cabagan Water District</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA(2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Our office will be open from Monday to Friday from 8:00 A.M. to 5:00 P.M. and without noon break.

Office	Address	Contact Information
Cabagan Water District	Centro, Cabagan, Isabela	Telefax 078-3960065, CP No. 0997-2366550, Email Add: dcabaganwater@yahoo.com Cabagan Water District Website: www.cabaganwaterdistrict.gov.ph

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