



CARCAR WATER DISTRICT CWD

CITIZEN'S CHARTER

2022

3rd Edition



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CWD

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I. MANDATE

CWD is a Government Owned and Controlled Corporation (GOCC) formed under and by virtue of PD 198, as amended, and is subject to the rules and regulations of the Civil Service Commission, the Commission on Audit and DBM. It is headed and managed by its general manager, department managers and division managers while policy making is vested with the five-member Board of Directors, each representing the sectors on business, education, civic, professional and women

The mandate of the Water District has been briefly defined under Section 5 of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. These include:

- (a) 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;
- (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- (c) 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.

II. VISION

CWD: The most outstanding government water and sanitation service provider in the Philippines by the year 2030

III. MISSION

CWD commits to provide excellent water and sanitation services through compliance with mandated standards and responsible administration of corporate and natural resources by competent and value-oriented employees



IV. SERVICE PLEDGE

CWD is committed to fulfill the task of providing the highest quality of potable water and the best quality of service to the community. It shall relentlessly improve its operations and management systems through compliance with regulatory and statutory requirements.

CWD shall be compliant to the provisions of R.A. 11032, specifically on Section 21 (f), which states that all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



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1. APPLICATION FOR NEW SERVICE CONNECTION

This frontline service covers application, inspection and installation of a new service connection. Service connection refers to the water service which will be installed after submission of all requirements and payment of applicable fees.

Office or Division:	Commercial Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Property owners in Carcar City Lessee and the lessor Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
If applicant is an individual:			
Any one (1) Valid Proof of Identity of the applicant			
- Any government issued ID		Issuing government agency	
- NBI Clearance		NBI	
- PNP Clearance		PNP	
- Barangay Clearance or Certificate of Residency (Photo and signature of the applicant must appear on the document)		Office of the Barangay	
1x1 ID Picture of the Applicant (2 pcs)			
Proof of ownership/ Land Title/ Tax Declaration (if needed)		Property Owner/ Assessor’s Office	
Right of way consent (if needed)/ Barangay undertaking (if needed)		Property Owner/Barangay	
Endorsement Letter from subdivision (if applicable)		Subdivision	
Additional Requirements if thru representative:			
- Special Power of Attorney or Authorization Letter		Requesting party/notary public/private lawyer	
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay	
If applicant is a corporation:			
- Notarized Secretary’s Certificate/Board Resolution		Company being represented	
- Any one (1) valid proof of Identity of the authorizing person and its representative (any government issued ID/ NBI clearance/		Issuing government agency/ NBI/ PNP/ Office of the Barangay	

PNP clearance/ Barangay Clearance or Certificate of Residency)				
If applicant is a government agency:				
- Authorization from the Manager or Head of Agency and the like		Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person and its representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Additional requirement for contractors:				
- Transient Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUEST FOR APPOINTMENT				
1. Proceed to Public Assistance and Complaints Desk and request for an appointment ▪ Requests for appointment can also be done thru phone by calling the PACD Officer at (032) 487 9141 or 0915 257 3166	1. Informs applicant of the requirements for new installation and the available schedule	None	4 Minutes	Public Assistance and Complaints (PACD) Officer
2. Coordinate/Agree on the schedule	2. Set the appointment for application	None	1 minute	PACD Officer
3. If appointment is on the same day, proceed to waiting area and wait for the schedule. If appointment is set for another date, return to the CWD Office on the date and time of appointment	3. If appointment is on the same day, inform applicant to proceed to waiting area and wait for the schedule. If appointment is set for another date, inform applicant to return on the date and time of appointment			PACD Officer

TOTAL	None	5 minutes	
END OF REQUEST FOR APPOINTMENT			

APPLICATION AND ORIENTATION				
4. Request for New Service Application (NSCA) Form and accomplishes the same. (The form can also be downloaded from the CWD website at carcarwaterdistrict.gov.ph)	4. Issues NSCA Form to the applicant	None		Customer Service Representative (CSR)
5. Submit the filled out NSCA Form, present the requirements and provide necessary details.	5.1 Receives the application and checks the requirements 5.2 Endorses applicant to the cashier for payment	None	6 Minutes	CSR
6. Proceed to Cashier, present the NSCA Form and pay the inspection fee	6. Receives the NSCA Form and payment then issues an official receipt	P300.00	2 minutes	Cashier
7. Attend orientation of CWD utility rules and regulations as scheduled	7. Conduct Orientation	None	30 minutes	CSR
TOTAL		P300.00	38 minutes	
END OF APPLICATION AND ORIENTATION				

INSPECTION				
8. Coordinate for inspection	8. Conduct site inspection and provide bill of materials	None	15 minutes	Inspection and Installation Team
9. After the materials are purchased, return to CWD office	9.1 Verify completeness of required	None	5 minutes	CSR

and inform the CSR that the materials are complied with and set/agree on the schedule for installation (Must present proof of purchase and/or availability of materials and fittings)	materials and fittings 9.2 Retrieve application form from file 9.3 Agree with customer on schedule of installation			
10. Proceed to cashier and pay application fee and transient fee if applicable	10. Receives the NSCA Form and payment then issues an official receipt	P3,200.00 Application Fee P5,000.00 Transient fee	2 minutes	Cashier
TOTAL		P3,200.00 / P8,200.00	22 minutes	
END OF INSPECTION				

INSTALLATION				
11. Coordinate for installation	11. Install new service connection	None	30 minutes	Inspection and Installation Team
TOTAL		None	30 minutes	
END OF INSTALLATION				

2. PAYMENT OF WATER BILLS

CWD concessionaires are obliged to pay their bills monthly. Due dates vary every month depending on the date the water meter is read. The bill becomes due on the 15th day following the billing date. A penalty of 10% is incurred if the bill is not settled on the due date. Disconnection of service line shall be made, without need of additional notice as contained in the service contract and reflected on the statement of account, if the bill is unpaid after the five (5) day grace period from due date.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (Old or New) or;		Account Owner		
Prior month's Official Receipt;		Account Owner		
If none of the above, request for account number		Public Assistance and Complaints Desk Officer or Customer Service Officer		
For payments with withholding tax				
- BIR Form 2307 (3 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number from queuing machine	1. Provide priority number thru queuing machine	None	.5 minute	Concessionaire
2. Wait for number to be called	2. Calls the priority number	None	5 minutes	Teller
3. Present requirements at the teller's booth and pay total dues	3.1 Checks requirement 3.2 Accepts payment 3.3 Issues Official Receipt	None	2 minutes per account paid	Teller
TOTAL		None	7.5 minutes	

3. REQUEST FOR TRANSFER OF METER

Any concessionaire of Carcar Water District or his authorized representative may request to transfer his service connection from one location to another within the service area of CWD.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any One (1) Valid Proof of Identity of the registered account owner:				
- Any government issued ID		Issuing government agency		
- NBI Clearance		NBI		
- PNP Clearance		PNP		
- Barangay Clearance or Certificate of Residency		Office of the Barangay		
For corporations:				
- Notarized Secretary's Certificate/Board Resolution		Company being represented		
For government agencies:				
- Authorization from the Manager or Head of Agency and the like		Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Additional Requirements if thru representative:				
- Letter of Request for Transfer of Meter		Registered Account Owner		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
1.1 Proceed to Public Assistance and	1.1 Ask for account details and	None	13 minutes	PACD Officer



Complaints Desk for assistance 1.2 Present requirements and secure JO form	customer's concerns 1.2 Checks requirements 1.3 Prepare Job Order for Inspection 1.4 Agree with customer on schedule of inspection 1.5 Advises customer to pay transfer fee	None	2 minutes	PACD Officer
2. Present JO form to cashier and pay transfer fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	P 300.00 (Nonrefundable Service Fee of 150.00)	2 minutes	Cashier
TOTAL		P 300.00	17 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION AND SECOND OFFICE VISIT				
1. Coordinate for inspection	1.1 Perform inspection at the new location 1.2 Provides bill of materials, if needed 1.3 Advises customer to prepare their service line and visit/inform the office when the new service line is ready for tapping	None	15 minutes	Assigned Commercial Division team
2. Return to CWD office and inform customer service	2.1 Prepares JO for transfer of meter	None	2 minutes	PACD Officer



representative that the new service line is ready for tapping	2.2 Agree with customer on schedule of transfer 2.3 Forwards JO Form to Commercial Division			
TOTAL		None	17 minutes	
END OF SITE INSPECTION AND SECOND OFFICE VISIT				

TRANSFER OF METER				
1. Coordinate for Transfer	1.1 Perform Transfer of Meter	None	30 minutes (same zone) 1 hour (another zone)	Assigned Commercial Division team
TOTAL		None	30 minutes / 1 hour	
END OF TRANSFER OF METER				

4. REQUEST FOR REPLACEMENT OF DEFECTIVE METER STAND FITTINGS

Any concessionaire of Carcar Water District or his authorized representative may request for the replacement of fittings/defective ball valve within the meter stand.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Needed Materials and Fittings		From CWD or any hardware store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	8 minutes	PACD Officer
1.2 Secure JO form after fitting for replacement have been presented	1.2 Prepare JO for replacement of fitting/defective ball valve 1.3 Agree with customer on schedule of replacement 1.4 Advises customer to pay for service fee	None	2 minutes	PACD Officer
2. Present JO form to cashier and pay service fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	P350.00 (with 1 fitting and teflon) / P 200.00 (service charge only)	2 minutes	Cashier



3. Coordinate for replacement	3. Perform replacement of defective fittings	None	10 minutes (Replacement shall take place within the day if request is made before 4:00 pm, if beyond 4:00 pm, replacement is on the next working day)	Assigned Commercial Division team
TOTAL		P200.00/ P350.00	22 minutes	

5. REQUEST FOR CHANGE OF ACCOUNT NAME

Any concessionaire of Carcar Water District or his authorized representative may request to change the existing registered name of an account.

Office or Division:	Commercial Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All concessionaires of Carcar Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If by voluntary waiver by registered account owner		
- Form - Waiver of Water Service Connection and Change of Account Name (1 copy)		Public Assistance and Complaints Desk
- Any one (1) Valid Proof of Identity of the registered account owner and of the applicant for change of name		
o Any government issued ID		Issuing government agency
o NBI Clearance		NBI
o PNP Clearance		PNP
o Barangay Clearance or Certificate of Residency		Office of the Barangay
If the service connection was acquired thru sale:		
- One (1) Photocopy of the Deed of Sale		
- Any one (1) valid proof of Identity of the buyer (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay
If registered account owner is deceased:		
- Letter request for change of name		Requesting Party
- One (1) Photocopy of the Death Certificate		Philippine Statistics Authority
- Proof of filiation (e.g. birth certificate)		Philippine Statistics Authority
- Waiver of rights (if the deceased registered account owner has more than 1 heir)		Heirs of the deceased registered
Additional Requirements if thru representative:		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer
- Any one (1) valid proof of Identity of the representative (any government issued		Issuing government agency/ NBI/ PNP/ Office of the Barangay

ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)				
If registered account owner is a corporation or government agency:				
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Other requirements (if applicable)				
- Barangay Certification		Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	5 minutes	PACD Officer
1.2 Present/Submit requirements	1.2 Check requirements 1.3 Prepare JO for change name 1.4 Forward JO to Commercial Division	None	5 minutes	PACD
	2. Change Name	None	2 minutes	Billing/Accounts Officer
TOTAL		None	12 minutes	

6. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION

A concessionaire may request for the temporary/permanent disconnection of his service line if he has no intention to use the same permanently or for a certain period of time. Temporary disconnections should not exceed six (6) months.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid Proof of Identity of the registered account owner				
- Any government issued ID		Issuing government agency		
- NBI Clearance		NBI		
- PNP Clearance		PNP		
- Barangay Clearance or Certificate of Residency		Office of the Barangay		
Additional Requirements if thru representative:				
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
No outstanding balance on water bills and application fee		Carcar Water District		
If registered account owner is a corporation or government agency:				
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				

1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	5 minutes	PACD Officer
1.2 Present requirements	1.2 Checks requirements	None	2 minutes	PACD
	1.3 Prepare Job Order for Disconnection		3 minutes	
	1.4 Agree with customer on schedule of disconnection			
	1.5 Give JO form to customer			
2. Present JO form to cashier and pay service fee	2.1 Receive payment and issue Official Receipt	P150.00	2 minutes	Cashier
	2.2 Forward JO form to Commercial Division			
TOTAL		150.00	12 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

TEMPORARY DISCONNECTION				
1. Coordinate for Disconnection	1. Perform disconnection of service connection	None	10 minutes	Assigned commercial division team
TOTAL		None	10 minutes	
END OF TEMPORARY DISCONNECTION				

7. REQUEST FOR EXTENSION OF TEMPORARY DISCONNECTION

A concessionaire may request for the extension of the temporary disconnection of his service line if he has no intention to use the same for a certain period of time. Only a maximum of 3 extensions can be availed.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid Proof of Identity of the registered account owner				
- Any government issued ID		Issuing government agency		
- NBI Clearance		NBI		
- PNP Clearance		PNP		
- Barangay Clearance or Certificate of Residency		Office of the Barangay		
Additional Requirements if thru representative:				
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
If registered account owner is a corporation or government agency:				
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Checks requirements	None	5 minutes	PACD Officer



1.2 Present requirements	1.2 Prepare Job Order for Disconnection 1.3 Give JO form to customer	None	2 minutes 3 minutes	PACD
2. Present JO form to cashier and pay service fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	P300.00	2 minutes	Cashier
TOTAL		P300.00	12 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				



8. REQUEST FOR INSPECTION DUE TO ABNORMAL CONSUMPTION

Any concessionaire of Carcar Water District or his authorized representative may request for the inspection of his service connection arising as a result of abnormal consumption.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
1. Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns 1.2 Prepare JO for Inspection 1.3 Agree with customer on schedule of Inspection 1.4 Forward Job Order to Commercial Division	None	10 minutes	PACD Officer
TOTAL		None	10 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

SITE INSPECTION				
2. Coordinate for Inspection	2. Perform Inspection	None	10 minutes	Assigned Commercial Division team
TOTAL		None	10 minutes	
END OF SITE INSPECTION				

9. REQUEST FOR CALIBRATION OF WATER METER

Any concessionaire of Carcar Water District or his authorized representative may request for the calibration of the water meter when in doubt of its accuracy.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns 1.2 Prepare JO for Calibration	None	10 minutes	PACD Officer
2. Present JO form to cashier and pay transfer fee	2.1 Receive payment and issue Official Receipt 2.2 Advise customer to return to PACD	P100.00	2 minutes	Cashier
3. Return to PACD and present receipt	2.3 Checks OR 2.4 Forward JO to Commercial Division	None	2 minutes	PACD
4. Coordinate for disconnection of water meter	4.1 Disconnect Water Meter 4.2 Forward water meter to warehouse for calibration	None	10 minutes	Assigned Commercial Division Team
5. Witness calibration	5. Perform Calibration	None	1 hour	Warehouse Personnel
6. Proceed to Commercial Division	6.1 Inform concessionaire of calibration results	None	10 minutes	Commercial Division Personnel

	6.2 If water meter fails calibration, water meter will be replaced and customer is advised to return to cashier for a refund.			
7. Coordinate for reconnection	7. Reconnect water meter	None	10 minutes	Assigned Commercial Division Team
TOTAL		P 0 / P100.00	1 hour, 44 minutes	



10. AVAILMENT OF SENIOR CITIZEN DISCOUNT PRIVILEGE

Concessionaires classified as senior citizens can avail of a 5% discount on their water bills, provided that the accounts are registered in their name and the household consumption does not exceed 30 cubic meters of water in a month.

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Registered Senior Citizen Concessionaires of Carcar Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID		Office of the Senior Citizen Affairs		
Form – Individual Application for senior citizen discount availment		CWD PACD		
Additional Requirements if thru representative:				
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- “Proof of Life”				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance 1.2 Present Requirements	1.1 Ask for account details and customer’s concerns 1.2 Check requirements 1.3 Forward Form to Commercial Division	None	10 minutes	PACD Officer
	2. Update customer account	None	5 minutes	Billing/Accounts Officer
TOTAL		None	15 minutes	

11. RECONNECTION OF DISCONNECTED ACCOUNTS

A concessionaire of a disconnected service account may request for reconnection of the disconnected service after payment of reconnection fees.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District whose account has been inactive for six (6) months or less			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for reconnection		CWD Teller		
For temporarily disconnected accounts:				
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like, if registered account owner is a corporation or government agency:		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency), if registered account owner is a corporation or government agency:		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to teller and pay outstanding balance and reconnection fee	1.1 Accepts Payment and Issues Official Receipt 1.2 Advises customer to	Outstanding balance on water bill and;	7.5 minutes	Teller

(refer to payment of water bills for the steps and requirements)	proceed to PACD for the preparation of JO	Reconnecti on Fee: P100 – disconnecte d within 1 month and temporarily disconnecte d accounts P300.00 – 1 to 3 months P500.00 – 3 to 6 months		
2. Proceed to PACD and present receipt for reconnection	2.1 Checks OR 2.2 Prepare JO for reconnection 2.3 Advise customer that reconnection will be made within the day 2.4 Forward JO to Commercial Division	None	5 minutes	PACD Officer
3. Coordinate for reconnection	3. Perform reconnection	None	10 minutes	Assigned Commercial Division Team
TOTAL		Outstanding Water Bill + P100 / 300 / 500	22.5 minutes	

12. REOPENING OF DISCONNECTED ACCOUNTS

A concessionaire of a disconnected service account may request for reopening of the disconnected service after payment of reconnection fees and inspection.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District whose account has been inactive for more than six (6) months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for reconnection		CWD Teller		
For temporarily disconnected accounts:				
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like, if registered account owner is a corporation or government agency:		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency), if registered account owner is a corporation or government agency:		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
1. Proceed to teller and pay outstanding balance and reconnection fee	1.1 Accepts Payment and Issues Official Receipt	Outstanding balance on water bill and;	7.5 minutes	Teller

(refer to payment of water bills for the steps and requirements)	1.2 Advises customer to proceed to PACD for the preparation of JO	Reconnect on Fee: P1,000.00 – 6 months and above 2,000 – year 2000 and below		
2. Proceed to PACD and present receipt for reconnection	2.1 Checks OR 2.2 Prepare JO for inspection and reconnection 2.3 Agree with customer on schedule of inspection 2.4 Forward JO to Commercial Division	None	5 minutes	PACD Officer
TOTAL		Outstanding Water Bill + P1000 / 2000	12.5 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION/RECONNECTION				
1. Coordinate for inspection/reconnection	1.1 Perform inspection 1.2 If service line is ready for tapping, reconnect water meter 1.3 If service line is not ready, advise customer to prepare their service line and visit/inform the office when the service line is ready for reconnection	None	10 minutes	Assigned Commercial Division Team



Additional steps if service line is not ready for tapping during inspection				
2. Call/Return to CWD office and inform PACD that service line is ready for tapping	2. Notifies Commercial Division Personnel that service line is ready for tapping	None	2 minutes	PACD Officer
3. Coordinate for reopening	3. Perform reopening	None	10 minutes	Assigned Commercial Division Team
TOTAL		None	10 / 22 minutes	
END OF SITE INSPECTION/RECONNECTION				

13. SALE OF PLUMBING MATERIALS AND FITTINGS

The general public may purchase plumbing materials and fittings from Carcar Water District.

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bill of Materials (if needed)			Private Plumber/ CWD Inspection and Installation Team	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Cashier 1.2 Present Bill of Materials or inform the cashier of the materials/fittings to be purchased	1.1 Accepts bill of materials (if any) 1.2 Informs concessionaire of the total amount due	None	3 minutes	Cashier
2. Pay amount due	2.1 Accept payment and issue Official Receipt 2.2 Forward OR to Commercial Division personnel	Cost of materials purchased	2 minutes	Cashier
	3.1 Prepare a request for the paid materials/fittings 3.2 Forward request to warehouse	None	2 minutes	Commercial Division Office Personnel
4. Receive and check official receipt and materials purchased	4.1 Release materials/fittings to customer	None	5 minutes	Warehouse personnel
TOTAL		None	12 minutes	



14. FEEDBACKS AND COMPLAINTS

CWD concessionaires may send their feedbacks on the services of the water district or log their complaints thru the following feedback and complaints mechanism of the office:

How to send a feedback?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in front of the Public Assistance Unit Office.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address: renriquez.cwd@gmail.com 09177095606 Atty. Ra Solomon Enriquez</p>
How to file complaints?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. Complaints can also be filed via telephone. Make sure to provide the following information: <ol style="list-style-type: none"> a. Identification of field/office personnel being complained b. Incident c. Evidence
How complaints are processed?	<p>The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly basis and evaluate each complaint. Upon evaluation,</p>

	the PAO shall forward the complaint to the relevant office for their appropriate action.
Contact Information of Anti-Red Tape Authority (ARTA)	Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph