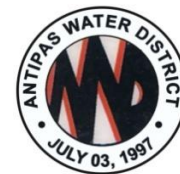


ANTIPAS WATER DISTRICT

CITIZEN'S CHARTER



AGENCY PROFILE

Prior to the creation of Antipas Water District (AWD), the water system belongs to the Local Government Unit of Antipas. Later, the LGU donated the water system to Antipas Water District thru Resolution No. 37, s. of 1996 of the Sangguniang Panlalawigan ng Cotabato Province based on P.D. 198 as amended, the law of creating Local Water District (LWD).

AWD received its Conditional Certificate of Conformance (CCC) No. 565 last July 3, 1997. Construction of pipelines and reservoir were done last 1998 to 1999. We comply all the requirements of NWRB. Finally, January 2000 comes, AWD starts its metering operation with 376 initial connections. After 21 years of operation, AWD now is serving 2,022 active concessionaires without noon break. We are serving Five (5) Barangays out of Thirteen (13) Barangays namely: Poblacion of Antipas, barangay Magsaysay, B. Cadungon, Kiya-ab and Datu Agod and planning to expand to other nearby barangays in the future.

I. MANDATE:

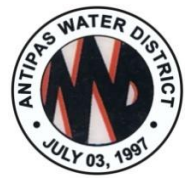
- 1.To acquire, install, improve, maintain and operate water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of the district.
- 2.To provide, maintain and operate waste water collection treatment and disposal facilities
- 3.To conduct such other functions and operations incidental to water resource development, utilization and disposal within the district, as are necessary or incidental to said purpose.

II. VISION:

The Antipas Water District management and staff with the help of LGU-Antipas is committed to provide quality, sufficient, potable, and affordable water supply thru honest and excellent service.

III. MISSION:

1. To operate sustainability and meet our responsibilities of delivering water to widest extent



2. Keep abreast with technological advancement in the field system and management.
3. To expand service coverage in facing the challenges of our changing times.

IV. SERVICE PLEDGE:

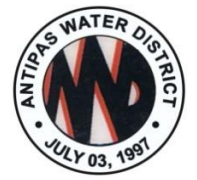
We commit to:

- W** – Willingness to serve the public with safe and affordable water to the best of our ability
- A** – Active in responding the installation, improvements and maintaining the water supply to the constituents of Antipas.
- T** – Transparency by displaying the appropriate fees and time frame with honest, courtesy, integrity and professionalism.
- E** – Empower the employees for exemplary performance and value the Client's welfare by providing conducive environment while transacting business in our office.
- R** – Responsive employees in serving the public in order to achieve our vision-mission.
- S** – Serve the public without NOON BREAK in the modest/ humble way by wearing proper uniform and I.D.



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TECHNICAL SECTION

EXTERNAL SERVICES



1. Installation of New Service Connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Approved New service applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of materials to be use for installation of new service line connection		Technical Section - Plumber assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of materials to be use	1. Plumber will give a list of materials to be use for the installation	None	15 minutes	WSM Man B
2. Report if materials are ready	2. Customer will report if materials was already bought	None		
3. Installation of new service connection	3. Assigned plumber will install the new service connection	None	2 hours for simple connection	WSM Man B
TOTAL:		None	2 hrs 15 mins.	



2. Reading/ Tendering of Water Bills

Office or Section:		Technical Section		
Classification		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Customer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water bill		Meter Reader		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for meter reader/bill tender for water bill	Meter reader will read & serve water bill for the month	None	2 hours per Zone	WSM Man B/ meter reader
2. Check reading and water bill against water meter				
3. Request AWD office for services of discrepancy	Meter reader will verify through the meter for any discrepancy	None	10 minutes	WSM Man B/ meter reader
TOTAL:		None	2 hours 10 minutes	



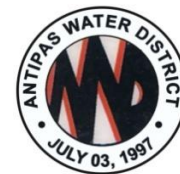
3. Repair of service line connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Estimate of materials needed for the repair		Technical Section – Plumber assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Client ask the customer assistance for the repair of damage/ leakage of service connection 2. Seek materials list to be use for repair 3. Wait for services 4. Sign service request after service/s rendered	1. Customer assistance will forward Maintenance Order to Technical Section for the schedule of repair. 2. Plumber will repair the damage pipeline	Service Fee- Php150.00 Threading Fee- Php50.00	3 hrs for simple repair 3-4 hrs for complica-ted repair	WSM Man B
TOTAL:		Php 200.00	3-4 hours	



4. Transfer of service connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Estimate of materials needed for the transfer of connection		Technical Section – plumber assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Ask the customer assistance for the transfer of service connection	1. Customer assistance will instruct the client to pay transfer fee to the cashier.	None	5 minutes	Customer Assis-tance
2. Process payment of transfer fee to the cashier	2. Cashier will issue OR to the customer who will ask for transfer of connection	Php 300.00	3 minutes	Cashier
3. Present OR to customers assistance for scheduling of transfer of connection	3. Customer assistance will forward Maintenance Order to technical Section for the schedule of transfer	None	2 minutes	Customer Assis-tance
	4. Plumber will transfer the connection to the new area of the customer.	None	3-4 hours	WSM Man B
TOTAL:		Php300	4 hrs 10 minutes	



5. Extension of Service Connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of materials to be use for extension of service line connection			Technical Section -Plumber assigned	
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Ask the customer assistance for the extension of service connection	1. Customer assistance will record the request for the estimate of materials	None	5 minutes	Customer Assistance
2. Request for list of materials to be used for extension of service connection	2. Plumber will estimate materials to be used for extension of service connection		5 minutes	WSM Man B
3. Report if materials was already bought for scheduling of installation	3. Plumber will install the extension		3-4 hours	WSM Man B
4. Sign Service Request after service/s rendered				
TOTAL:		None	4 hrs 10 minutes	



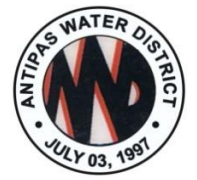
6. Disconnect of Service Connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Report to the customer assistance for the disconnection of service connection 2. Wait for services 3. Sign Maintenance Order after service/s rendered	1. Customer assistance will record the request for the disconnection of service connection & forward to the technical section for schedule 2. Plumber will disconnect the service connection & record the closing bill, meter number & other data to the log book	None	5 minutes 15 minutes	Customer Assistance WSM Man B
TOTAL:		None	20 minutes	



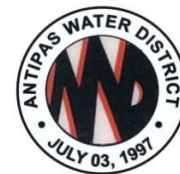
7. Reconnection of Service Connection

Office or Section:	Technical Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Report to the customer assistance for the reconnection of service connection 2. Pay reconnection fee and arrears (if there was a closing bill) to the cashier 4. Wait for services 5. Sign Maintenance Order after service/s rendered	1. Customer assistance will record the request for reconnection of service connection & forward to the technical section for schedule 2. Plumber will reconnect the service	Re-opening fee (Php250.00) + Arrears /closing bill	5 minutes 15 minutes	Customer Assistance Cashier WSM Man B
TOTAL:		Php 250.00	20 minutes	



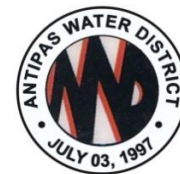
ADMINISTRATIVE SECTION

EXTERNAL SERVICES



1. Membership/ Orientation of new service connection

Office or Section:		Administrative Services Section		
Classification		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Interested new service applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Attend orientation on AWD rules & regulations	1. Customer assistance will conduct orientation seminar for new service connection applicants	None	1 hr every Friday	Customer's Assistance
2. Pay corresponding application fee	2. Customer will pay application fee to the cashier	P3,000	3 minutes	Cashier B
TOTAL:		P3,000	1 hr 3 mins.	



ADMINISTRATIVE SECTION

INTERNAL SERVICES



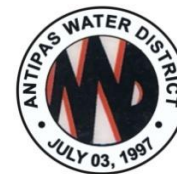
1. Certification:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies, Private entity, employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Present letter request, checklist of requirements from bank (for bank loan purposes) to HRMO	HRMO will issue certification of the requesting party	none	20 minutes	HRMO
TOTAL:		none	20 minutes	



2. Request for Leave:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Leave			Human Resource Officer	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Request for Application for Leave form to HRMO 2. Attached medical certificate for admitted patient/ employee	1. HRMO will process the leave and post to employee's ledger of earned leave, sign and submit to general manager for approval.	none	30 minutes	HRMO
	2. General Manager will signed the approved leave	none	5 minutes	General Manager
TOTAL:		none	35 minutes	



3. Request for Monetization of Leave Credits:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave and letter request for more than 10 days to be monetized		Human Resource Officer		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Submit letter request for more than 10days of leave to be monetized.	1. HRMO will process the application for monetization and submit to accounting section.	None	2 hours	HRMO
2. Fill up application for leave monetized and submit to HRMO	2. Accounting will review and make the voucher and check for payment of monetization	None	3 hours	Accounting
3. Wait for further notice and claim payment to the cashier	3. Cashier will pay the amount to be monetized.			Cashier
TOTAL:		none	20 minutes	



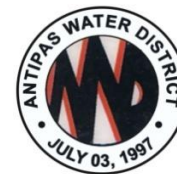
4. Request for Loan Requirements:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist of Requirements		Bank		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Submit checklist of requirements to HRMO	1. HRMO will make the certifications on: a. leave credits b. employment c. net take-home pay d. Certify authentication of payroll, appointment, service record and other needed requirements	None	4 hours	HRMO
	2. Accounting and general manager will review and sign the application and certifications.	None	3 hours	Accounting and General Manager
TOTAL:		none	20 minutes	



FINANCE AND
COMMERCIAL SECTION

**EXTERNAL
SERVICES**



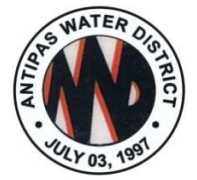
1. Payment of water bill:

Office or Section:		Commercial Section		
Classification		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Customer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Meter reader		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Present water bill to cashier for payment of water consumption	Cashier will issue Official Receipt	Charges stated in the water bill	3 minutes	Cashier
2. Wait for the issued Official Receipt from the cashier				Cashier
TOTAL:		Charged depends on the commodity charges	3 minutes	



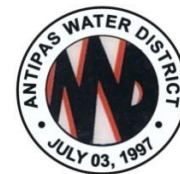
2. Payment of other fees:

Office or Section:	Commercial Section			
Classification	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request (SR) / Maintenance Order (MO)		Plumber assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Present MO/SR to cashier for payment of Miscellaneous Service Request & other fees	Cashier will issue Official Receipt for every payment	Service Charges: Service Fee-Php 150.00 Transfer Fee-Php 300.00 Inspection Fee-Php 300.00 Re-Opening Fee-Php250.00 Threading Fee-Php 50.00	3 minutes	Cashier
TOTAL:		Charged depends on the commodity charges and service availed	3 minutes	



FINANCE AND COMMERCIAL SECTION

INTERNAL SERVICES



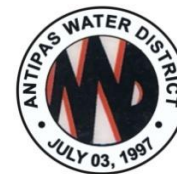
1. Data Requirements:

Office or Section:		Administrative Services Section		
Classification		Simple and complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Monitoring Agencies (LWUA, COA, PSA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
1. Submit letter request for data needed	1. Accounting will fill up and answer all the data needed by the requesting agencies	None	3 days for simple, 7 days for complex and 20 days for highly technical transactions	Accounting
TOTAL:		none	3 days – simple 7 days – complex 20 days – highly technical	



2. Monthly Data Sheet:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Monitoring Agencies (LWUA, COA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES- SING TIME	PERSON RESPON- SIBLE
1. Submit letter request for data needed	1. Accounting will print and email to the requesting agency	None	1 day	Accounting
TOTAL:		none	1 day	



3. Financial Statement:

Office or Section:	Administrative Services Section			
Classification	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Monitoring Agencies (LWUA, COA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES-SING TIME	PERSON RESPON-SIBLE
1. Submit letter request for data needed	1. Accounting will print and email to the requesting agency	None	1 day	Accounting
TOTAL:		none	1 day	



FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Answer the client feedback form and drop at the drop box at Customer Assistance desk/ Officer of the day Contact info.: 09126886082 , Antipas Water District Facebook page or antipaswd@yahoo.com/ antipaswd@gmail.com</p>
How feedback is processed	<p>The front desk officer opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officer and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups clients may contact the following CP number: 09126886082</p> <p>Messenger: Antipas Water District</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the customer's assistance.</p> <p>Complaints can also be filed via cellphone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of connection - Occurrence <p>For inquiries and follow-ups clients may contact the following CP number: 09126886082</p>



	<p>Messenger: Antipas Water District</p> <p>Email: antipaswd@yahoo.com/ antipaswd@gmail.com</p>
<p>How complaints are processed</p>	<p>The complaint officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the complaint officer shall start the investigation and forward the complaint to the relevant officer for the explanation</p> <p>The complaint officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p> <p>The complaint officer will give a feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following CP number: 09126886082</p> <p>Messenger: Antipas Water District</p> <p>Email: antipaswd@yahoo.com/ antipaswd@gmail.com</p>
<p>Contact Information of Antipas Water District</p>	<p>Email: antipaswd@yahoo.com or antipaswd@gmail.com</p> <p>Facebook page: Antipas Water District</p> <p>Text or call: CP # 09126886082</p>



ANTIPAS WATER DISTRICT
B. Cadungon St., Poblacion, Antipas, Cotabato
FEEDBACK FORM

Purpose of Visit:

- Payment
- Inquiry
- Application:
 - New Connection
 - Reconnection
 - Relocation/Transfer

Please let us know how we have served you.

You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

- Compliment Complaint Suggestions

Facts or Details:

Name: _____

Address: _____

Contact Number: _____