



Carmona Water District

19 Taon ng Serbisyo Plubliko

*Abril 27, 1997 - Abril 27, 2016*

# CITIZEN'S CHARTER

## TABLE OF CONTENTS

<b>Vision and Mission</b> .....	1
<b>Core Values</b> .....	2
<b>Foreword</b> .....	3
<b>Message from the GM</b> .....	4
<b>Feedback and Redress Mechanisms</b> .....	5
<b>List of Frontline Services</b> .....	6
<b>Carmona Water District Citizen’s Charter</b> .....	7
<b>Article 1. General Provision</b> .....	7
<b>Section 1. Title</b> .....	7
<b>Section 2. Purpose</b> .....	7
<b>Section 3. ARTA Committee</b> .....	7
<b>Section 4. Declaration of Principles</b> .....	8
<b>Section 5. Definition of Terms</b> .....	8
<b>Article 2. Service Standards, Procedures, and Commitment</b> .....	9
<b>Section 1. Declaration of Duty</b> .....	9
<b>Section 2. Service Standards</b> .....	9
<b>Section 3. Services, Procedures and Commitment and Flowcharts</b> .....	9
<b>Processing of Water Service Application</b> .....	10
<b>Processing of Payments for Water Bill</b> .....	16
<b>Attending to Service Requests</b> .....	21
<b>Request for Water Meter Test</b> .....	31
<b>Issuance of Statement of Account</b> .....	35
<b>Request for Voluntary Disconnection</b> .....	39
<b>Request for Reconnection</b> .....	43
<b>Request for Senior Citizen Discount</b> .....	49
<b>Request for Change Name/Address</b> .....	52
<b>Issuance of Certification- Inspection of Flowmeter Installation</b> .....	55
<b>Forms</b> .....	61
<b>Carmona Water District Board Resolution</b> .....	73



# **CARMONA WATER DISTRICT**

**(LWUA CCC No. 561)**

## **Vision**

**The premier Water District in Cavite highly recognized for excellence in providing service and quality water for welfare of the concessionaires and waste water industry.**

## **Mission**

**Carmona Water District shall provide safe, adequate, economical water and deliver services to address the needs of the concessionaires thereby actively participate in the environmental protection program of the community.**

Carmona Water District and its employees are guided by the following **Core Values**:

**Accountability**

Our employees take responsibility for our own actions. We perform duties required by our job functions in an efficient, fair, and transparent manner.

**Leadership**

We work in an environment where the management values group motivation and team work, thus creating a vision that motivates and inspires all employees.

**Ecological Awareness**

We realize the important need to preserve the environment and natural resources. We strongly support this advocacy through different activities within the agency.

**Reliability**

Our dependability and consistent good service reflect our commitment to our valued concessionaires.

**Timelessness**

As a public servant, we are always at your service going above and beyond our regular job duties.

# Foreword

Carmona Water District's goal to ensure concessionaire satisfaction is anchored to service excellence. Inherent in this goal is the responsibility to provide efficient services through the creation and implementation of our Citizen's Charter. This shall deliver complete information on the agency's frontline services, accessible to the general public.

Carmona Water District Citizen's Charter aims to promote efficiency and transparency in delivering government services to its concessionaires through streamlined procedures and processes. With this complete and simplified approach, the management is positive that this manual will be of great help to Carmona Water District personnel, concessionaires, and the general public and will contribute significantly in our efforts to disseminate this information to support the agency's mission.

**LEOPOLDO A. DIAZ**

Chairperson, Board of Directors

# Message

Our services are most important because we value our concessionaires. It is Carmona Water District's aim to render good, fair, and quality service to the public. More importantly, it is our goal to serve our concessionaires with efficiency and transparency.

In this regard, the management facilitated the creation of our Citizen's Charter pursuant to Republic Act No. 9485 otherwise known as the Anti-Red tape Act of 2007 which will serve as a guide for efficient business transactions with our agency. The step-by-step processes will ensure proper understanding of the procedures for availing the agency's frontline services.

We are proud of this initiative and will continue to improve our processes to provide excellent and consistent services to you, our valued concessionaires.

**ANILINE B. FRANCIA**  
General Manager

## FEEDBACK AND REDRESS MECHANISMS

You can send your feedback, suggestions, and complaints through any of the following:

- ✓ **Customer Service Feedback Form and Suggestion Box** located at the Customer's Lobby Area
- ✓ **Customer Service Representatives** located at the Customer's Lobby Area
- ✓ **Office telephone numbers: Service Account Concern (ex: billing, disconnection)**  
430-0832 / 430-0832 local (111) Monday to Friday 8am to 5pm  
Saturday 7am to 12 noon
- ✓ **Hotline Numbers: Emergency Cases (ex: leaks, broken pipe)**  
0917-844-6049 (24 hours)  
**Water Interruption & Water Quality**  
0917-630-8634 (24 hours)
- ✓ **E-mail address:** carmonawd@yahoo.com
- ✓ **Facebook:** Carmona Water-District

Thank you for helping us improve our services.

# List of Carmona Water District's Frontline Services

- **PROCESSING OF WATER SERVICE APPLICATION**
- **PROCESSING OF PAYMENTS FOR WATER BILL**
- **ATTENDING TO SERVICE REQUESTS**
- **REQUEST FOR WATER METER TEST**
- **ISSUANCE OF STATEMENT OF ACCOUNT**
- **REQUEST FOR VOLUNTARY DISCONNECTION**
- **REQUEST FOR RECONNECTION**
- **REQUEST FOR SENIOR CITIZEN DISCOUNT**
- **REQUEST FOR CHANGE NAME/ADDRESS**
- **ISSUANCE OF CERTIFICATION - INSPECTION OF FLOWMETER INSTALLATION**



# CARMONA WATER DISTRICT CITIZEN'S CHARTER

## ARTICLE 1 GENERAL PROVISIONS

**Section 1. Title.** These procedures on availing the frontline services of Carmona Water District shall be known as the Carmona Water District Citizen's Charter.

**Section 2. Purpose.** This is ratified to provide a guide on the step-by-step procedures for availing the frontline services of Carmona Water District. This shall diminish red tape, ensure transparency in the management, ensure customer satisfaction, and encourage concessionaires to give feedbacks, comments, and suggestions for the agency's improvement.

**Section 3. ARTA Committee.** The Committee for Anti Red-Tape Act (ARTA) shall ensure the compliance of the agency with the provisions in the Implementing Rules and Regulations of Republic Act 9485 (Anti-Red Tape Act of 2007). The Committee shall monitor and periodically review the Citizen's Charter's implementation and shall also be in-charge of evaluating the service standards to ensure compliance.

Chairman	Aniline B. Francia	General Manager C
Members	Alvie R. de las Alas Lani O. Manguit Rocelisa G. Maulanin Joemar G. Cunanan Marvie N. Manigbas	HR and Administration Division Manager C Administrative Services Chief C Customer Services Officer B Finance Division Manager C Engineering and Operations Division Manager C

**Section 4. Declaration of Principles.** Carmona Water District Citizen's Charter and its implementation shall be guided by the following principles:

- 4.1. Transparency in management. The Citizen's Charter shall provide concessionaires with needed information regarding the frontline services management of the agency.
- 4.2. Efficient customer service. The streamlined procedures and processes shall effectively contribute to customer satisfaction.
- 4.3. Enhanced accountability. The Citizen's Charter shall help improve governance within the agency rendering fast, efficient, convenient and reliable service.

**Section 5. Definition of Terms.** The following terms used herein shall mean as follows:

- 5.1. Citizen's Charter refers to an official document of the Carmona Water District which incorporates step-by-step procedures for availing a specific service.
- 5.2. Frontline Services refer to the transactions between clients and the district's section/department involving applications for any privilege, permit, documents, and concession and/or requests which are acted upon in the ordinary course of business of the section/department concerned.
- 5.3. Officer, employee, or staff refers to a person employed in the water district required to perform particular duties and responsibilities related to the application or request tendered by a client for processing.
- 5.4. Concessionaire / customer / client refers to the person who has an active/inactive water connection with the Carmona Water District
- 5.5 Agency refers to the Carmona Water District

**ARTICLE 2**  
**SERVICE STANDARDS, PROCEDURES, AND COMMITMENT**

**Section 1. Declaration of Duty and Commitment.** The Carmona Water District hereby declares its duty and commitment to bind itself to carry out the following:

- 1.1. Publish and distribute the Carmona Water District Citizen's Charter to the different sectors
- 1.2. Head and monitor the information dissemination of the Carmona Water District Citizens' Charter among the CWD employees and concessionaires through postings on bulletin boards, Customer Lobby Area, CWD websites, social media pages, and other means of publication

**Section 2. Service Standards.** The Carmona Water District shall uphold these service standards at all times:

- 2.1. Employees are in their designated post everyday from 8:00 AM to 5:00 PM and beyond as may deem necessary
- 2.2. The **Cashier** shall be open from 7:00 am to 5:00 pm during weekdays and shall be open from **7:00 am to 12:00 noon** during Saturdays.
- 2.3. Employees or staff transacting with the client must always wear the proper identification card
- 2.4. For simple transactions, expect action within one (1) working day. For complex ones, it shall be **maximum of ten (10)** working days.
- 2.5. Signatories in the documents for any transaction are limited to **four (4)**.
- 2.6. Telephone calls are answered within three (3) rings. When dealing with inquiries, the staff shall assist clients by transferring them to the concerned officer who shall answer within 5 minutes for simple inquiries and more than 5 minutes for complex ones.
- 2.7. Inquiries through e-mail and social media shall be acted upon **within the day**.
- 2.8. Transactions through the 24-Hour Hotline number shall be acted upon **within the day**.

**Section 3. Services, Procedures and Commitment.** The following are the services and procedures for availment and service commitments of the Carmona Water District.