

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.