



IRIGA CITY WATER DISTRICT

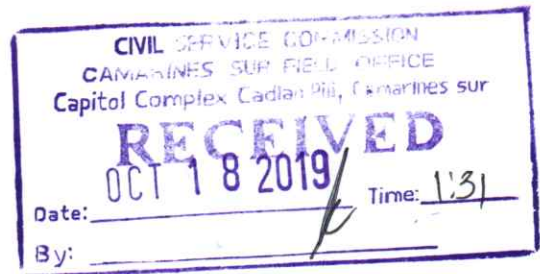
RUFINO LLAGAS SR. STREET, SAN ROQUE

IRIGA CITY

TELEFAX: (054) 2995709

16 October 2019

Dir. MA. DOLORES D. SALUD
Director II
Civil Service Commission
Camarines Sur Field Office
Pili, Camarines Sur



Dear Ma'am,

May we respectfully submit the updated Iriga City Water District and PrimeWater Infrastructure Corporation Citizen's Charter in compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018".

Thank you.

Very truly yours,


ROMULO M. CORPORAL, JR.
General Manager



CITIZEN'S CHARTER

Pursuant to EODB – EGSD (R.A. 11032)

July, 2019

(1st Edition)



MESSAGE

This is the IRIGA CITY WATER DISTRICT CITIZEN'S CHARTER.

aimed at promoting efficiency and transparency in the government service, this is in pursuant of Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 issued through the Civil Service Commission in order to enhance good and quality service by government personnel.

The IRIGA CITY WATER DISTRICT

A government owned and/ or controlled corporation aims to help its concessionaires have a better understanding of the law including its implementation rules and regulations.

It is the hope that this manual will serve as a guide for the ICWD personnel especially those in the frontline through its simplified approach and set a service standard for the benefit of the public in the water sector.

Mandate

Presidential Decree No. 198 otherwise known as the Provincial Water Utilities Act of 1973 as Amended by Presidential Decree Nos. 768 and 1479 declared a National Policy favoring local operation and control of water system authorizing the formation of Local Water Districts and providing for the government and administration to facilitate improvement of local water utility granting said administration to facilitate such power as necessary to optimize public service from the water utility operations and for the purpose.



Vision

IRIGA CITY WATER DISTRICT AS A HALLMARK OF EFFICIENT
PUBLIC SERVICE PROVIDING THE BEST QUALITY OF WATER TO EVERY
RESIDENT OF IRIGA.

Vision (PWIC)

TO PROVIDE POTABLE, RELIABLE AND
SUSTAINABLE WATER TO FILIPINO COMMUNITIES

Mission

TO PROVIDE ADEQUATE, SAFE AND AFFORDABLE WATER TO THE PEOPLE
OF IRIGA

Mission (PWIC)

TO BE ONE OF THE COUNTRY'S PREMIER WATER UTILITY COMPANIES

Service Pledge

WE ARE AT YOUR SERVICE!

AVAILABILITY OF SERVICES

MONDAY TO FRIDAY (Except Holidays)

8:00 a.m to 5:00 p.m (Regulars Days)

NO NOONBREAK TIME

WATER SERVICES 24/7

AVAILABILITY OF SERVICES (PWIC)

MONDAY TO FRIDAY (REGULAR DAYS)

(7:00 AM to 5:00 PM)

Saturday

(8:00 Am to 12:00 PM)

During Due Dates

(7:00 AM to 6:00 PM)

No Noon Break

Water Services 24/7



LIST OF SERVICES

Administrative Service

1. Receive Incoming Communications (p.6)
2. Receive Job Application (p.6)
3. Request For Employee's Employment Certification, Service Record, 201 File, Leave Credits, Etc. (p.7)

Commercial Service

1. Processing of Application for New Service Connection (p.9)
2. Receive Payment for New Connection (NSC) (p.10)
3. Serve Statement of Account (SOA) (p.11)
4. Receive Water Bill Payment (p.12)
5. Receive Payment for Reconnection (p.13)
6. Change of Name (p.14)
7. Request for Transfer of Meter (p.14)
8. Receive on the Spot Compliant – Through telephone call/walk-in clients (*No Water Service Line & Mainline Leaks & other Complaints related to Services*) (p.16)
9. Receive Complaints (*Related to Billing*) (p.17)

Technical Service

1. Disconnection Water Service (*Concessionaire's with unpaid bill exceeding 2 months*) (p.18)
2. Disconnection Water Service (*Disconnected Concessionaires*) (p.18)
3. Act on Request (*In-house leak*) (p.19)
4. Act on Request (*Defective Water Meter*) (p.20)
5. Receive Spot Complaint (p.21)
6. Check Water Quality (p.22)
7. Expansion Project (p.23)
8. Disconnection of Water Service (p.24)
9. Connect Water Service (p.25)



IRIGA CITY WATER DISTRICT / PRIMEWATER IRIGA CITY

INTERNAL SERVICES



1. Receive Incoming Communication

Receiving, recording, & preparing of incoming Communication.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Communication, letter of Request/ Complaints, etc...		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients Submits communication	1.1 Receive Documents	N/A	2 minutes	HR Personnel
	1.2 Prepare Routing Slip	N/A	5 minutes	HR Personnel
	1.3 BM directives/ advice for action	N/A	5 minutes	Admin. Head/HR
	1.4 Disseminate BM's directive to personnel concerned	N/A	5 minutes	Admin. Head/HR

2. Receive Job Application

Submission of Job Application

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Application letter & Resume w/ Picture. PDS, TOR, Certificate of Eligibility, Certificate of Trainings and Seminars, etc.		Administrative Division		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits Letter of Intent/ Job Application	1.1 Receive Job Application	N/A	2 minutes	HR Personnel
	1.2 Prepare Routing	N/A	5 minutes	HR Personnel
	1.3 BM directives/ advice for action	N/A	5 minutes	Admin. Head/HR
	1.4 Determine Manpower ratio if qualified to hire.	N/A	5 minutes	Admin. Head/HR
	1.5 Prepare Manpower request Form (MRF) for approval	N/A	5 minutes	Admin. Head/HR
	1.6 Filing of documents	N/A	5 Minutes	HR Personnel

3. Processing of Request for Employee's Certificate of Employment, Service Record, 201 File, Leave Balances, Etc.

Human Resource Management Officer

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Current/Previous Employee or any authorize representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Form, ID, authorization (if applicable)		PACD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee (current/previous) files request form	1.1 Admin. Services Asst. prepares routing slip to the request.	N/A	5 minutes	Administration Services Assistant
	1.2 Admin.	N/A	1 minute	Administration



	Services Asst. submits routing slip and the request form to the General Manager.			Services Assistant
	1.3 GM reviews the request and provides action to be taken for the request.	N/A	10 minutes	General Manager
	1.4 GM forwards the routing slip with remarks to the Admin. Services Asst. on what action to be taken.	N/A	2 minutes	Admin. Services Asst.
	1.5 Admin. Services Asst. forwards routing slip and request form to HRMO.	N/A	1 minute	Admin. Services Asst.
	1.6 HRMO receives and verifies the request, verifies and prepares the required document(s).	N/A	20 minutes	HRMO
	1.7 HRMO submits to the General Manager prepared documents for signature and dry seal.	N/A	2 minutes	HRMO
	1.8 GM forwards to HRMO signed documents.	N/A	1 minute	GM/HRMO
	1.9 HRMO prepares release form/received	N/A	1 minute	GM/HRMO



	copy.			
2. Requestor receives the documents requested.	2.1 HRMO requires the requestor to sign on the acknowledgment receipt.	N/A	2 minutes	HRMO

1. Processing of Application for New Service Connection

Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Communication, Valid ID w/ Picture, & Community Tax Certificate (Cedula) (Photocopy)		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New Applicant shall approach at the Public Assistance and Complaint Desk (PACD). PACD personnel forwards the applicant to the Customer Service Representative.	1.1 CSR conducts an interview to the applicant enters the data to the computer & conducts short briefing to applicants. CRS prepare Job Order (J.O.) for on-site inspection	N/A	5 minutes	Customer Service Representative
	1.2 Inspector conduct onsite inspector	N/A	10 minutes	Inspector
2. New Consumer attends Orientation Seminar	2.1 Customer Service Representative conducts	N/A	30 minutes	Customer Service Representative



	NSC Orientation Seminar (Every Wed. & Friday)			
3. Clients pays for the Installation fee	3.1 CSR processes payment for installation fee.	N/A	30 minutes	Customer Service Representative
	3.2 For Installment Basis: CSR Prepares Promissory note (PN)	N/A	1 minute	Customer Service Representative
	3.3 CSR Submits the Contract & PN (for installment only) to Commercial Head & the Branch Manager for Signature (revised)	N/A	5 minutes	Customer Service Representative
	3.4 Notarization of Contract to notary Public	N/A	10 minutes	Customer Service Representative
	3.5 CSR prepare Job Order for Implementation by Technical Division	N/A	3 minutes	Customer Service Representative

2. Receive Payment for New Service Connection (NSC)



Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Approved Application Form, Cash/Check for Payment		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall proceed to the CSR/teller for processing of payment.	1.1 Applicant presents Application Form	N/A	5 seconds	Customer Service Representative
	1.2 Issuance of Officials	N/A	5 seconds	Customer Service Representative
	1.3 Instruction for the next step/s	N/A	15 seconds	Customer Service Representative
	1.4 Application Presents Application Form to Commercial Head	N/A	5 seconds	Customer Service Representative



3. Serve Statement of Account (SOA)

Meter Reader

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
All Active Concessionaires Statement of Account (SOA)		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New Concessionaire awaits for SOA	1.1 Read the Water Meter to determine the consumption	N/A	10 seconds	Meter Reader
2. Concessionaires receives SOA	2.1 Serve SOA to Concessionaire	N/A	10 seconds	Meter Reader

4. Receive Water Bill Payment

Teller

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Statement of Account (SOA), Cash/Check for payment, Official receipt (2 OR will be received by the Clients)		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets priority no.	1.1 Security Officer gives priority number to	N/A	5 minutes	Security Officer



	the concessionaire			
2. Client present SOA to the teller	2.1 Teller receives concessionaire's payment	N/A	5 seconds	Teller
	2.2 Teller counts the money, Print Official Receipt (OR) & gives the OR to the Clients	N/A	15 seconds	Teller

5. Receive Payment for Reconnection

Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Statement of Account (SOA), Cash/Check for Payment, Official Receipt		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets priority number.	1.1 Security officer gives priority number to the concessionaire.	N/A	5 minutes	Security Officer
2. Client present SOA to the teller	2.1 Client present SOA and money to the teller	N/A	5 seconds	Teller
	2.2 Teller receives the money to the Client, Print	N/A	15 seconds	Teller



	Official Receipt (OR) & gives the OR to the Clients			
	2.3 Client receives the or & go to CSR for payment of reconnection Fee	N/A	10 seconds	Customer Service Representative
	2.4 CSR receives the money to the client, print official Receipt (OR) & issue another OR to the Client	N/A	15 seconds	Teller

6. Change of Name

Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Proof of payment/billing & Authorization Letter from the existing account		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Concessionaires present the required documents to the CSR	1.1 CSR receives the required documents.	N/A	10 seconds	Customer Service Representative (CSR)
	1.2 Approval from the Commercial Head	N/A	10 seconds	Commercial Head
	1.3 Concessionaire	N/A	10 seconds	Teller



	ires pays fee			
	1.4 CSR replaces name in the computer	N/A	10 seconds	CSR

7. Request for Transfer of Meter

Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Proof of payment/Statement of Account (SOA)& P300.00 Transfer Fee plus Materials, Authorization letter if Dual Connection is applied		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire informs the CSR where to transfer the meter.	1.1 CSR receives information on the purpose of concessionaire.	N/A	5 minutes	Customer Service Representative (CSR)
	1.2 CSR prepares Job Order to inspect the site transfer	N/A	30 minutes	CSR
	1.3 Inspector inspect the site to determine the tapping point & materials needed	N/A	10 minutes	Inspector
	1.4 CSR asses the computation of materials & transfer fee	N/A	1 minute	CSR
2. Concessionaire pays the transfer	2.1 CSR receives	N/A	10 seconds	CRS



fee & materials	payment form the concessionaire.			
	2.2 CSR prepares Job Order for the transfer of meter for implementation of Technical Division	N/A	30 seconds	CRS

8. Receive on the Spot Complaint – Through telephone call/walk-in Clients (No Water, Service line & Mainline Leaks & other Complaints Related to services)

Customer Service Representative (CSR)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Complaint/ Request if any		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concerned Citizen of Concessionaire who files complaints shall approach to the PACD.	1.1 Customer Service Representative (CSR) receives call/letter of complaint	N/A	1 minute/ situational	Customer Service Representative (CSR)
	1.2 CSR records the information to the logbook if the complaint is through telephone call or send	N/A	1 minute	CSR



	the letter to admin secretary or clerk			
	1.3 CSR prepare Job Order or maintenance Order if needed, & refers the complaint to the Technical Division for implementation	N/A	30 seconds	CSR

9. Receive Complaint (Related to Billing)

Customer Service Representative (CSR) Account Officer (AO)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Complaint/ Request if any <ul style="list-style-type: none"> Telephone Call/Walk-in Tel. No's. 299-2220 & 299-4672 		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Active Concessionaire shall approach to the PACD, logs her purpose/complaint. PACD personnel forwards to the CSR.	1.1 Consumer Service Representative (CSR) receives (Logbook) the complaint, call or letter of complaint	N/A	5 minutes	Customer Service Representative (CSR)
	1.2 CSR refers the	N/A	10 minutes	Account Officer



	complaint to the Account Officer for verification of account			
	1.3 AO entertains the complains & verifies account.	N/A	10 minutes	Account Officer

1. Disconnection Water Service

Water Maintenance Man

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Statement of Account & Maintenance Order		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delinquent Concessionaires receives notice for disconnection.	1.1 Disconnection Man Remind Concessionaires	N/A	10 seconds	Disconnection Man
	1.2 Concessionaires Accepts disconnection	N/A	10 seconds	Water Maintenance Man
	1.3 Water Maintenance Man implement request for temporary disconnection	N/A	30 minutes/situational	Water Maintenance Man



2. Disconnection Water Service

Water Maintenance Man

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Officials receipts for payment of arrears & reconnection Fee P500.00		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Delinquent Concessionaires visits ICWD/PWIC office – Commercial Division.	1.1 Concessionaires pays acreages	N/A	2 minutes	Cashier
	1.2 Concessionaires present payment present payments to Customer Service Asst.	N/A	1 minutes	Maintenance Order
	1.3 Customer Service Asst. Coordinates w/ Tech. Div.	N/A	1 minutes	Maintenance Order
	1.4 Installation of Water Meter for reconnection	N/A	30 minutes	Maintenance Order

3. Act on Request

Water Maintenance Man

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			



Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Maintenance Order		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaires with in-house leak requests for water maintenance.	1.1 Concessionaire calls/ report leakages	N/A	1 minute	CSA/Clerk/OD
	1.2 Customer Service Asst./Clerk/Officer of the day coordinate with the Division Head	N/A	2 minutes	Customer Service Asst./Clerk/OD
	1.3 CSA/Clerk/OD Prepare Maintenance Order	N/A	2 Minutes	CSA/Clerk/OD
	1.4 Act on the Service request	N/A	Situational	Water Maintenance Man

4. Act on Request

Water Maintenance Man

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Reports/ Complaints from Meter Reader/Concessionaires.		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaires w/ defective Water Meter request for check of water meter.	1.1 Receive Complaints.	N/A	1 minute	CSA/Clerk/OD
	1.2 Reports	N/A	1 minute	Water



	made by Meter Reader			Maintenance
	1.3 Info brought to the attention of Division Manager	N/A	1 minute	CSA/Clerk/OD
	1.4 Compliant if verify/confirm ed	N/A	30 minutes	Customer Service Asst.
	1.5 Maintenance Order is Prepaid	N/A	1 minute	Water Maintenance
	1.6 Act on the Change Meter	N/A	30 minutes	Water Maintenance Man

5. Receive Spot Complaint

Water Maintenance Foreman (Note: The Technical & Commercial Division may receive complaints.)

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Compliant/Request <ul style="list-style-type: none"> Telephone Call Tel. No's 299-4672 or 299-2220 		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Any Citizen or concerned files/reports complaint.	1.1 Customer Service Asst. /Officer of the day receive phone calls/letter communication to Admin.	N/A	1 minute Situational	Customer Service of the day



	Clerk			
	1.2 Officer of the day turns over letter/communications to Admin. Clerk	N/A	2 minutes	CSA/Secretary/ Clerk/Officer of the day
	1.3 Customer Service Asst. information Division concerned	N/A	30 minutes	Customer Service Asst.
	Division Manager Issue directives	N/A	10 seconds	Customer Service Asst.
	1.4 Division prepare Maintenance Order	N/A	10 seconds	Customer Service Asst.
	1.5 Act to the Spot Compliant	N/A	30 minutes/Situational	Water Maintenance Man

6. Check Water Quality

Quality Control Officer

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Spot Compliant (Quality of Water) Letter/Call		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any Citizen or concerned Individual/Daily Routine may request water quality test.	1.1 Receive Complaint/Routine	N/A	2 hours	Quality Control Officer
	1.2 Quality	N/A	1 hour	Quality Control



	Control Officer Certify/ test the area			Officer
	1.3 Quality Control Officer Informs Complaint/ Public	N/A	1 hour	Quality Control Officer
	1.4 Appropriate Action	N/A	Situational	Quality Control Officer
	1.5 Water Test of Chlorination	N/A	Daily	Quality Control Officer

7. Expansion Project

Water Maintenance Man/Engineering Team

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Quality • Inspection • Program of works/detailed estimated • Board Approval • Meeting/Orientation • Cooperative Style Excavation (Rabus) • Advance Payment for Connection 		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Group of Prospective Concessionaire submits proposal, project, plan, activities, etc.	1. 1 Resolution/Letter Reg. Sent to the PWIC Office (Petitio	N/A	Situational	Technical Division Head



	n)			
	1.2 Technical Head Evaluation/estimated cost (includes inspection)	N/A	2 days	Sr. Engineer
	1.3 Technical Division Recommends project	N/A	1 hour	Sr. Engineer
	1.4 Management issue	N/A	1 hour	Technical Division Head
	1.5 Operation Management & Central Office	N/A	Situational	Technical Division Head
	1.6 Orientation	N/A	4 hours	Technical Division Head
	1.7 Mobilization/ excavation	N/A	Situational	Contractor Team
	1.8 Pipe Laying	N/A	2 days	Contractor Team
	1.9 Interconnection	N/A	2 days	Contractor Team

8. Disconnection of Water Service



Quality Control Officer

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Spot Complaint (Quality of Water) Letter/Call		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any Citizen or Concerned Individual/Daily Routine	1.1 Receive Complaint/Routine	N/A	2 hours	Quality Control Officer
	1.2 Quality Control Officer Certify/ Test the Area	N/A	1 hour	Quality Control Officer
	1.3 Quality Control Officer informs Complaint/Public	N/A	1 hour	Quality Control Officer
	1.4 Appropriate Action	N/A	Situational	Quality Control Officer
	1.5 Water Test of Chlorination	N/A	Daily	Quality Control Officer



9. Connect Water Service

Water Maintenance

Office or Division:	Technical Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Any individual or concerned citizen			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved new service connection application • Maintenance Order • Approved Application form w/ Official receipt 		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire files New Application	1.1 Receives approved application (Paid)	N/A	1 minute	Customer Service Assistant
	1.2 Customer Service Asst. Prepare Maintaining Order	N/A	2 minutes	Customer Service Assistant
	1.3 Customer Service Asst. prepare Maintenance to Technical Division	N/A	1 minute	Customer Service Assistant
	1.4 Reconnect Water Meter	N/A	2 hour	Water Maintenance



ICWD/PWIC FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	1. Get Form No. 5 - Concessionaire's Feedback Form from PACD.
	2. Fill out Feedback Form.
	3. Drop the filled out form at the Suggestion Box available at the office façade.
	4. Individuals/Concessionaires/concerned citizen may send feedbacks through email address: irigawd@yahoo.com or agency website: www.irigacitywater.gov.ph
How feedbacks are processed	1. PACD personnel collects all the Feedback Forms from the suggestion box, email and website.
	2. PACD personnel summarizes all the feedbacks collected from the suggestion box, email or website.
	3. Summary of feedbacks shall be submitted to the Head of Agency and Anti-Red Tape Unit.
	4. Anti-Red Tape Unit shall use the feedbacks for the improvement of ICWD/PWIC Citizen's Charter.
How to file a complaint/ How complaints are processed.	1. Concessionaire/Individual/Concerned Citizen shall fill out Form no. 3 - Complaint Form available at the Public Assistance and Complaint Desk (PACD).
	2. Submit the filled out complaint form to the assigned officer of the day manned at the Public Assistance and Complaint Desk.
	3. The officer of the day shall forward the complaint to the concerned personnel/division.
	4. Person-in-charge/person responsible shall do the appropriate action for the complaint.
	5. Person-in-charge/person responsible shall prepare accomplishment report with the status for the action taken relative to the complaint.
Contact Information: Contact Center ng Bayan (CCB) PCC and ARTA	CCB Contact No. 1-6565. SMS: 0908-881-6565 PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA(2782)



Water Sources and Pumping Stations of Iriga City Water District

- Butawan Pump Station with an average production capacity of 40 lps With 40 HP electric pump and diesel pump supplying Commercial Area-barangays of San Roque, San Miguel, San Francisco, & River Unit Area.
- The 36 lps Masuso Pump Station with a 40 HP electric pump & 2-diesel engine pump to supply nearby brgy. Of Mt. Unit going to Perpetual Help, Sta. Teresita, San Andres with concrete ground reservoir at Parina.
- The Old Guilid 20 lps w/ diesel turbine pump supply part of city proper and municipality of Nabua.
- The 46 lps New Guilid Pump Station with 1-100 HP & 1-40 HP submersible pump to exclusively supply inorogan ground reservoir and supply by gravity to elevated area.
- The 600 cu.m Sto. Domingo (Inurogan) ground reservoir to distribute water to augment river unit barangay and Barangay Sta. Elena , La Anunciacion, La Purisima, and Sto. Domingo elevated areas.
- The 80 cu.m Sto. Niño elevated steel tank to augment supply of water at Sto. Niño, La Trinidad, La Medalla part of San Antonio.
- The 80 cu.m capacity Parina ground reservoir w/ booster pump for augmentation to water distribution going Perpetual Help, Sta. Teresita, & San Andres.
- Ground reservoir 80 cu.m located at boguitiz, San Roque as fill and draw reservoir.
- 1.5 lps submersible pump at Parina & Sta. Teresita to augment he water supply distribution to Mt. Unit.
- 2 lps new submersible pump at Salvacion to augment the water supply at River Unit barangay.
- The 80 cu.m concrete ground reservoir with booster pump located at La Trinidad booster pump to supply the River Unit barangay.



PLEDGE OF PERFORMANCE

We, the Officials and Employees of the
IRIGA CITY WATER DISTRICT, commit ourselves to:

- ❖ Carry out our duties & responsibilities with a genuine concern for service;
- ❖ Promptly and courteously act on requests, comments, suggestions and complaints of our concessionaires; and
- ❖ Serve our public to the best of our ability.

Our Public Assistance and Complaint Desk is open
Monday to Friday from 8:00 am to 5:00 pm
with **NO NOON BREAK.**

Call us up at our hotline (054) 299-6504
anytime.



PLEDGE OF THE PERSONNEL OF THE IRIGA CITY WATER DISTRICT

We, the personnel of the IRIGA CITY WATER DISTRICT, a Government Owned and Controlled Corporation do hereby pledge to uphold the Constitution of the Republic of the Philippines and the provisions of Section 12, (2). Chapter 3, Book V of Executive Order No. 292 and the pertinent Civil Service Laws, Likewise, we pledge to implement the mandate Provided by Presidential Decree No. 198 and Republic Act 8041.

We further pledge to:

1. Provide adequate, affordable, potable and safe water to our concessionaires;
2. Respond to the needs, request for assistance, complaints and suggestions of our concessionaires and other public relation to our water service;
3. Be transparent in its transaction and operations in its adherence for an honest public service.
4. Uphold the ICWD office rules and policies;
5. Further enhance employee relations that will rebound to the improvement in work atmosphere and client services.

Finally, We the personnel of the Iriga City Water District further pledge to be accountable to our concessionaires and to appropriate government agencies.

