



KOLAMBUGAN WATER DISTRICT

CITIZEN'S CHARTER

2019 (1ST Edition)



KOLAMBUGAN WATER DISTRICT



I. Mandate

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Kolambugan Water District was formed for the purpose of the following:

- 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;
 - Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
 - 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.
- (Presidential Decree No. 198, Chapter II, Sec. 5)

II. Vision

To be a progressive economically viable effective partner of the community in providing adequate, safe, potable and affordable water 24 hours a day through outstanding services with a good management.

III. Mission

Committed to provide adequate, safe potable and affordable water supply 24 hours a day with a service that is transparent and accountable to the residents of the Municipality of Kolambugan.

IV. Service Pledge

We, the official and employees of the Kolambugan Water District commit to:

Work promptly and efficiently from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon-break;

Act immediately on your complaints about our services the soonest;

Take measures to further improve the District's services;

Ensure strict compliance with the service standards, with written explanation for any delays in frontline services;

Restore credibility in the government through transparent operations and accountability through our dedication and performance.

All these we pledge, because YOU deserve no less



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COMMERCIAL SECTION EXTERNAL



1. PAYMENT OF WATER BILL

CONCESSIONAIRES WILL PAY THEIR WATER BILL ON OR BEFORE DUE DATES.

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL CONCESSIONAIRES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WATER BILL (1 COPY)		METER READERS - KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT WATER BILL OR INQUIRE AMOUNT TO BE PAID TO THE TELLER'S WINDOW	1. ISSUE OFFICIAL RECEIPT	SEE TABLE BELOW FOR REFERENCE	5 MINUTES	FLORA MAY S. CABATAÑA/ (ASSIGNED TELLER) – COMMERCIAL SECTION
-END-				

CATEGORY	WATER RATE	MAINTENANCE FEE	CONSUMPTION PER CUBIC METER			
			MINIMUM 00-10	11-20 CUBIC METER	21-30 CUBIC METER	31-UP CUBIC METER
BULK	155.00	5.00	465.00	63.75	66.30	69.00
INDUSTRIAL	155.00	5.00	992.00	42.50	44.20	46.00
COMMERCIAL D	155.00	5.00	310.00	42.50	44.20	46.00
COMMERCIAL C	155.00	5.00	271.00	37.15	38.65	40.25
COMMERCIAL B	155.00	5.00	232.50	31.85	33.15	34.50
COMMERCIAL A	155.00	5.00	193.75	26.55	27.60	28.75
RESIDENTIAL	155.00	5.00	155.00	21.25	22.10	23.00



2. APPLICATION FOR SENIOR CITIZENS' DISCOUNT

SENIOR CITIZEN CLIENTS ARE QUALIFIED TO AVAIL THE 5% DISCOUNT.

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	SENIOR CITIZENS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SENIOR CITIZENS ID (1 COPY)		DSWD- KOLAMBUGAN, LANA O DEL NORTE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE SENIOR CITIZEN ID TO THE INCHARGE (PACD)	1. ENTRY THE SENIOR CITIZEN ID INFORMATION TO LOGBOOK	NONE	5 MINUTES	<i>PACD(OFFICER OF THE DAY)- COMMERCIAL SECTION</i>
-END-				

3. SENIOR CITIZENS' DISCOUNT RENEWAL

SENIOR CITIZEN MEMBERSHIP WILL BE RENEWED YEARLY.

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	SENIOR CITIZENS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SENIOR CITIZEN ID (1 COPY)		DSWD-KOLAMBUGAN, LANA O DEL NORTE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT SENIOR CITIZEN ID TO THE INCHARGE (PACD)	1. RENEW THE MEMBERSHIP OF REGISTERED SENIOR CITIZEN	NONE	5 MINUTES	<i>PACD(OFFICER OF THE DAY)- COMMERCIAL SECTION</i>
-END-				



4. REQUEST OF BILLING STATEMENT

CONCESSIONAIRES CAN REQUEST A BILLING STATEMENT FOR ANY LEGAL PURPOSES.

Office or Division:	COMMERCIAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL APPEARANCE		OWNER-KOLAMBUGAN, LANA O DEL NORTE		
REPRESENTATIVE-AUTHORIZATION LETTER (1 COPY)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OWNER-ASK COPY OF BILLING STATEMENT/LEDGER TO PACD REPRESENTATIVE- PRESENT AUTHORIZATION LETTER TO PACD	1. PRINT THE BILLING STATEMENT	NONE	5 MINUTES	<i>PACD(OFFICER OF THE DAY)- COMMERCIAL SECTION</i>
-END-				



FINANCE SECTION

EXTERNAL



1. PAYMENT TO SUPPLIERS/UTILITY BILLS

SUPPLIERS AND PUBLIC UTILITY FIRMS MAY COLLECT PAYMENTS BASED ON THE SCHEDULED DATE ON THE CONTRACT.

Office or Division:	ACCOUNTING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2B,G2G			
Who may avail:	SUPPLIERS AND PUBLIC UTILITY FIRMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DELIVERY RECEIPT (1 COPY)		SUPPLIERS		
BILLING STATEMENT (1 COPY)		PLDT,LANECO AND PANGUIL BAY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT/SEND THE DELIVERY RECEIPT/BILLING STATEMENT TO THE ACCOUNTING SECTION	1.1 PROCESS DISBURSEMENT VOUCHER	NONE	30 MINUTES	<i>HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)-ACCOUNTING SECTION</i>
NONE	1.2 PROCESS CHECK FOR PAYMENT	NONE	10 MINUTES	<i>MA. JAEVA C. QUINTAS (CASHIER)-FINANCE SECTION</i>
NONE	1.3 SIGN THE DV AND CHECK FOR PAYMENT	NONE	10 MINUTES	<i>ENGR. LIONEL ALFREDO A. INFANTE (GENERAL MANAGER)-OFFICE OF THE GENERAL MANAGER</i>
2. SIGN THE DV, RECEIVE CHECK AND ISSUE OFFICIAL RECEIPT AT THE FINANCE SECTION	2. RECEIVE OFFICIAL RECEIPT	NONE	10 MINUTES	<i>MA. JAEVA C. QUINTAS (CASHIER)-FINANCE SECTION</i>
-END-				



FINANCE SECTION

INTERNAL



1. PREPARATION OF SALARY

PROCESS PAYROLL FOR ALL KOLAMBUGAN WATER DISTRICT EMPLOYEES.

Office or Division:	ACCOUNTING			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	ALL KOLAMBUGAN WATER DISTRICT EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DAILY TIME RECORDS (1 COPY PER EMPLOYEE)		EMPLOYEES OF KOLAMBUGAN WATER DISTRICT		
OVERTIME AUTHORIZATION		PACD – OFFICER OF THE DAY KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT DTR TOGETHER WITH THE OVERTIME AUTHORIZATION (IF THERE IS ANY) TO THE ACCOUNTING SECTION	1.1 CHECK THE DETAILS IF THE DTR AND OTHER ATTACHMENTS ARE CORRECT AND COMPLETE	NONE	2 HRS	HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)-ACCOUNTING SECTION
NONE	1.2 PROCESS THE PAYROLL	NONE	3 HRS	HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)-ACCOUNTING SECTION
NONE	1.3 POST THE AMOUNT OF THE CALCULATED PAYROLL TO FINDES (LBP'S SOFTWARE)	NONE	1 HR	HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)-ACCOUNTING SECTION
-END-				



2. PREPARATION AND SUBMISSION OF FINANCIAL STATEMENTS AND MONTHLY DATA SHEET

FINANCIAL STATEMENTS AND MONTHLY DATA SHEET SHOULD BE SUBMITTED ON TIME. (EVERY 10TH DAY OF THE FOLLOWING MONTH)

Office or Division:	ACCOUNTING			
Classification:	COMPLEX			
Type of Transaction:	G2G			
Who may avail:	COA,LWUA,BOD & GM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	1.PROCESS THE PREPARATION OF FINANCIAL STATEMENTS AND MDS	NONE	10 DAYS	<i>HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)- FINANCE SECTION</i>
NONE	2.SUBMIT THROUGH EMAIL AND COURIER			
-END-				



3. SUBMISSION OF REQUIRED DATA

THE KOLAMBUGAN WATER DISTRICT IS OBLIGED TO SUBMIT REQUIREMENTS STIPULATED BY PHILIPPINE STATISTICS AUTHORITY AND PROVINCIAL GOVERNMENT OFFICE OF LANA O DEL NORTE.

Office or Division:	ACCOUNTING			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	PSA AND PGOLDN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GIVE THE SURVEY FORM (PSA) TO THE ACCOUNTING SECTION SUBMIT REQUEST LETTER (PGOLDN) TO THE KOLAMBUGAN WATER DISTRICT OFFICE	1.1 FILL UP SURVEY FORM 1.2 PROCESS REQUIRED DATA	NONE	1DAY	<i>HERMINIA C. BERGADO</i> (CORPORATE ACCOUNTS ANALYST)- ACCOUNTING SECTION
NONE	2. SEND THROUGH E-MAIL OR COURIER			
-END-				



4. PREPARATION OF REMITTANCES (GSIS, PAG-IBIG, PHILHEALTH AND BIR)

PROCESSING OF MONTHLY REMITTANCES FOR PAYMENT.

Office or Division:	ACCOUNTING			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	GSIS, PAG-IBIG, PHILHEALTH, AND BIR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MONTHLY BILLING (1 COPY)		GSIS, PAG-IBIG, PHILHEALTH AND BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SEND MONTHLY BILLING STATEMENT TO THE ACCOUNTING SECTION	1.1 PROCESS THE REMITTANCE LISTS AND DV	NONE	1 HOUR	<i>HERMINIA C. BERGADO (CORPORATE ACCOUNTS ANALYST)-ACCOUNTING SECTION</i>
NONE	1.2 PROCESS THE CHECK	NONE	10 MINUTES	<i>MA. JAEVA C. QUINTAS (CASHIER)-FINANCE SECTION</i>
NONE	1.3 PAY REMITTANCES	NONE	1 DAY	
2. ISSUE OFFICIAL RECEIPT AT THE FINANCE SECTION	2. RECEIVE OFFICIAL RECEIPTS	NONE		
-END-				



5. PREPARE AND DEPOSIT COLLECTIONS

ALL ACCEPTED PAYMENTS WILL BE DEPOSITED TO THE NEAREST GOVERNMENT BANK.

Office or Division:	FINANCE			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	ACCOUNTING			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	1.1 GENERATES DCR AND REMIT CASH/ CHECK COLLECTIONS	NONE	1 HOUR	<i>FLORA MAY S. CABATAÑA/ (ASSIGNED TELLER) – COMMERCIAL SECTION</i>
NONE	1.2 RECEIVES DCR AND CASH/ CHECK COLLECTIONS PREPARE CCS AND DEPOSIT SLIP	NONE	1 HOUR	<i>MA. JAEVA C. QUINTAS (CASHIER)- FINANCE SECTION</i>
NONE	1.3 DEPOSIT TO BANK	NONE	4 HOURS	
2. ISSUE VALIDATED DEPOSIT SLIP AT THE LAND BANK OF THE PHILIPPINES	2. RECEIVED VALIDATED DEPOSIT SLIP			
-END-				



ADMINISTRATIVE SECTION

EXTERNAL



1. ACCEPTANCE OF JOB APPLICANTS

ANY INDIVIDUAL MAY SUBMIT THEIR APPLICATION DOCUMENTS TO THE ADMINISTRATIVE SECTION.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	JOB APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION LETTER 2 COPIES		APPLICANT		
TRANSCRIPT OF RECORDS 2 COPIES (IF APPLICABLE)		SCHOOL/UNIVERSITY GRADUATED		
ELIGIBILITY CERTIFICATE (AUTHENTICATED) 2 COPIES (IF AVAILABLE)		CIVIL SERVICE COMMISSION – CAGAYAN DE ORO CITY/ILIGAN CITY/PAGADIAN CITY		
PERSONAL DATA SHEET 2 COPIES		APPLICANT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT APPLICATION REQUIREMENTS THROUGH EMAIL OR AT KOLAMBUGAN WATER DISTRICT OR kolambuganwaterdistrict@yahoo.com	1.1 RECEIVES THE JOB APPLICATION REQUIREMENTS SUCH AS APPLICATION LETTER, TRANSCRIPT OF RECORD, ELIGIBILITY CERTIFICATE AND PDS THEN STAMPS RECEIVED	NONE	30 MINUTES	MA. JAEVA C. QUINTAS (DESIGNATED HRMO)- FINANCE SECTION
NONE	1.2 IF QUALIFIED OR NOT THE APPLICANT WILL BE INFORMED			
-END-				



ADMINISTRATIVE SECTION
INTERNAL



1. SUBMISSION OF STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN)

ADMINISTRATIVE SECTION WILL COLLECT THE SALN ON THE SCHEDULED DATE SET BY THE MANAGEMENT.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	EMPLOYEES, OMBUDSMAN AND CSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SALN (5 COPIES)		EMPLOYEES – KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT ACCOMPLISHED SALN FORMS TO THE ADMIN SECTION	1.1 RECEIVE AND EVALUATE SALN AND NOTARIZED	NONE	1 DAY	MA. JAEVA C. QUINTAS (DESIGNATED HRMO)- FINANCE SECTION
NONE	1.2 SUBMIT TO OMBUDSMAN AND CSC	NONE	1 DAY	
-END-				



2. LEAVE APPLICATION

EMPLOYEES MAY APPLY LEAVE OF ABSENCE.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	ALL PERMANENT EMPLOYEES OF KOLAMBUGAN WATER DISTRICT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION FOR LEAVE FORMS (3 COPIES)		EMPLOYEES – KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT ACCOMPLISHED LEAVE FORMS TO THE ADMIN SECTION * 5 DAYS BEFORE FOR VL *SL UPON RETURNING BACK	1. PROCESS LEAVE APPLICATION	NONE	5 MINUTES	MA. JAEVA C. QUINTAS (DESIGNATED HRMO)- FINANCE SECTION
-END-				

3. LEAVE CREDITS MONETIZATION APPLICATION

EMPLOYEES MAY APPLY FOR LEAVE CREDITS MONETIZATION.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION FOR LEAVE FORMS (3 COPIES)		EMPLOYEES – KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT ACCOMPLISHED LEAVE FORMS TO THE ADMIN SECTION *APPLICATION MUST BE 5 DAYS BEFORE	1. PROCESS MONETIZATION	NONE	30 MINUTES	MA. JAEVA C. QUINTAS (DESIGNATED HRMO)- FINANCE SECTION
-END-				

4. REQUEST OF SERVICE RECORDS

CURRENT AND EX EMPLOYEES MAY REQUEST A COPY OF THEIR SERVICE RECORD FOR ANY LEGAL PURPOSES

Office or Division:	HUMAN RESOURCE MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	CURRENT AND PREVIOUS EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL APPEARANCE		CURRENT EMPLOYEE/S AND EX EMPLOYEE/S - KOLAMBUGAN WATER DISTRICT		
REPRESENTATIVE-AUTHORIZATION LETTER				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IF EMPLOYEE –ASK IN-CHARGE IN THE ADMIN SECTION FOR A COPY IF REPRESENTATIVE – SUBMIT AUTHORIZATION LETTER TO THE FINANCE SECTION	1.PROCESS THE REQUEST	NONE	5 MINUTES	MA. JAEVA C. QUINTAS (DESIGNATED HRMO)- FINANCE SECTION
-END-				



OPERATION/TECHNICAL SECTION
EXTERNAL



1. APPLICATION AND INSTALLATION OF NEW SERVICE CONNECTION

ANY CLIENT MAY REQUEST FOR A NEW SERVICE CONNECTION.

Office or Division:	COMMERCIAL/OPERATION/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	RESIDENTS WITHIN THE SERVICE AREA OF KOLAMBUGAN WATER DISTRICT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BARANGAY CLEARANCE (1 COPY)		BARANGAY OFFICE – KOLAMBUGAN, LANA DEL NORTE		
PHP 2, 000.00		CLIENT – KOLAMBUGAN, LANA DEL NORTE		
APPLICATION FORM		PACD (OFFICER OF THE DAY) – KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REQUEST FOR OCULAR INSPECTION/SURVEY AT THE TECHNICAL SECTION	1. CONDUCT OCULAR INSPECTION/ SURVEY IF FEASIBLE	NONE	1 HOUR	<i>PACD(OFFICER OF THE DAY)ASSIGNED PLUMBERS (TECHNICAL)-COMMERCIAL/ TECHNICAL SECTION</i>
2. FILL OUT APPLICATION FORM AT THE COMMERCIAL SECTION	2. PROCCES APPLICATION AND ADVICE CLIENT FOR PAYMENT	NONE	10 MINUTES	<i>PACD(OFFICER OF THE DAY)-COMMERCIAL SECTION</i>
3. PAY AT THE TELLER'S WINDOW	3. ISSUE OFFICIAL RECEIPT	REGISTRATION FEE – PHP 2,000.00	5 MINUTES	<i>FLORA MAY S. CABATAÑA/ (ASSIGNED TELLER) – COMMERCIAL SECTION</i>
NONE	4. ORIENTATION OF WATER DISTRICT POLICIES AT THE COMMERCIAL SECTION	NONE	30 MINUTES	<i>PACD(OFFICER OF THE DAY)-COMMERCIAL SECTION</i>
NONE	5. CONTRACT SIGNING	NONE	30 MINUTES	
NONE	6. INSTALLATION OF NEW SERVICE CONNECTION	NONE	3 HOURS	<i>ASSIGNED PLUMBERS (TECHNICAL)- TECHNICAL SECTION</i>
-END-				



2. REQUEST/REPORT FOR MINOR LEAKS REPAIR

CONCESSIONAIRES MAY REQUEST/REPORT MINOR LEAKING FOR IMMEDIATE REPAIR.

Office or Division:	OPERATION/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	CONCESSIONAIRES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MAINTENANCE ORDER FORM		PACD (OFFICER OF THE DAY) - KOLAMBIGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.FILL UP MAINTENANCE ORDER FORM AT THE COMMERCIAL SECTION	1.PROCESS REQUEST FOR IMMEDIATE REPAIR	NONE	2 HOURS	<i>PACD(OFFICER OF THE DAY)ASSIGNED PLUMBERS (TECHNICAL)- COMMERCIAL/ TECHNICAL SECTION</i>
-END-				

3. REQUEST/REPORT FOR MAJOR LEAKS REPAIR

CONCESSIONAIRES MAY REQUEST/REPORT MAJOR LEAKING FOR IMMEDIATE REPAIR.

Office or Division:	OPERATION/TECHNICAL SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	CONCESSIONAIRES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MAINTENANCE ORDER FORM		PACD (OFFICER OF THE DAY)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.FILL UP MAINTENANCE ORDER FORM AT THE COMMERCIAL SECTION	1.PROCESS REQUEST FOR IMMEDIATE REPAIR	NONE	2 DAYS	<i>PACD(OFFICER OF THE DAY)- COMMERCIAL SECTION</i>
-END-				



4. REQUEST FOR TRANSFER OF SERVICE CONNECTION, RECONNECTION, AND CHANGE OF NAME.

CONCESSIONAIRES MAY REQUEST FOR TRANSFER OF WATER SERVICE CONNECTION, RECONNECTION OF WATER SERVICE CONNECTION, AND CHANGE OF NAME.

Office or Division:	OPERATION/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	CONCESSIONAIRES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRANSFER, RECONNECTION, CHANGE OF NAME FEE PHP 100.00 EACH SERVICE		CONCESSIONAIRES – KOLAMBUGAN, LANA DEL NORTE		
SERVICE REQUEST FORM		PACD (OFFICER OF THE DAY)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILL UP SERVICE REQUEST FORM AT THE COMMERCIAL SECTION	1. CHECK CUSTOMERS LEDGER CARD FOR OUTSTANDING BALANCE	NONE	5 MINUTES	<i>PACD(OFFICER OF THE DAY)- COMMERCIAL SECTION</i>
NONE	2. OCULAR INSPECTION/ SURVEY FOR TRANSFER OF SERVICE CONNECTION	NONE	30 MINUTES	<i>ASSIGNED PLUMBERS (TECHNICAL)- TECHNICAL SECTION</i>
3. PAY THE TRANSFER/RECONNECTION/CHANGE OF NAME FEE WITH THE OUTSTANDING BALANCE IF ANY AT THE TELLER'S WINDOW	3. ISSUE OFFICIAL RECEIPT	TRANSFER/ RECONNECTION/ CHANGE OF NAME FEE – PHP 100.00	5 MINUTES	<i>FLORA MAY S. CABATAÑA/ (ASSIGNED TELLER) – COMMERCIAL SECTION</i>
NONE	4. PROCESS REQUESTS	NONE	30 MINUTES	<i>ASSIGNED PLUMBERS (TECHNICAL)- TECHNICAL SECTION</i>
-END-				



6. ATTENDING COSTUMER SERVICE REQUEST

CONCENSSIONAIRES WITH HIGH CONSUMPTION, LOW PRESSURE, NO WATER SUPPLY, REPLACEMENT OF DEFECTIVE WATER METER ACCESSORIES, DIRTY WATER, TASTE OR ODOR, WATER METER RE-READING, AND TEMPORARY DISCONNECTION WILL BE ATTENDED.

Office or Division:	OPERATIONAL/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUEST FORM		PACD – OFFICER IN CHARGE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILL UP REQUEST FORM AT THE COMMERCIAL SECTION	1.PROCESS THE REQUEST	NONE	2 HOURS	<i>PACD(OFFICER OF THE DAY)ASSIGNED PLUMBERS (TECHNICAL)-COMMERCIAL/ TECHNICAL SECTION</i>
-END-				



7. REQUEST FOR SERVICE EXPANSION ON SERVICE AREA.

CLIENTS MAY REQUEST SERVICE EXPANSION ESPECIALLY TO HIGHLY POPULATED AREA.

Office or Division:	OPERATION/TECHNICAL SECTION			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SERVICE REQUEST FORM		PACD (OFFICER OF THE DAY) KOLAMBUGAN WATER DISTRICT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PRESENT THE REQUEST	1.1 CONDUCT FEASIBILITY STUDY/ OCULAR INSPECTION	NONE	10 DAYS	ASSIGNED PLUMBERS (TECHNICAL)- TECHNICAL SECTION
NONE	1.2 IF NOT FEASIBLE, INFORM THE REQUESTING CLIENT WITH ATTACHED LETTER BASED ON THEIR RESULT OF THE CONDUCTED FEASIBILITY STUDY	NONE		
NONE	1.3 IF FEASIBLE, PRESENT TO GM AND BOD FOR APPROVAL	NONE		
NONE	1.4 PROCESS REQUEST	NONE	10 DAYS	
-END-				



9. REQUEST FOR BACTERIOLOGICAL TEST RESULT COPY

ALL INTERESTED AGENCIES MAY REQUEST FOR BACTERIOLOGICAL TEST RESULT COPY FOR ANY LEGAL PURPOSES.

Office or Division:	ENGINEERING/TECHNICAL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER REQUEST FOR BACTERIOLOGICAL TEST RESULT COPY (1 COPY)		REQUESTING CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT LETTER REQUEST FOR WATER ANALYSIS-BACTERIOLOGICAL TEST RESULT COPY TO THE TECHNICAL SECTION	1. PROCESS REQUEST	NONE	10 MINUTES	FELIXBERTO G. AUSTRIA (WATER RESOURCES FACILITIES OPERATOR) – TECHNICAL SECTION
-END-				

10. REQUEST FOR WATER ANALYSIS (PHYSICAL AND CHEMICAL TEST) RESULT COPY

ALL INTERESTED AGENCIES MAY REQUEST FOR WATER ANALYSIS TEST RESULT COPY FOR ANY LEGAL PURPOSES.

Office or Division:	WATER RESOURCES			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER REQUESTING FOR WATER ANALYSIS-PHYSICAL CHEMICAL TEST RESULT COPY (1 COPY)		REQUESTING CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT LETTER REQUEST FOR WATER ANALYSIS-PHYSICAL AND CHEMICAL TEST RESULT COPY TO THE TECHNICAL SECTION	1.PROCESS REQUEST	NONE	10 MINUTES	FELIXBERTO G. AUSTRIA (WATER RESOURCES FACILITIES OPERATOR) – TECHNICAL SECTION



-END-

BIDS AND AWARDS COMMITTEE



1. PROCUREMENT OF GOODS AND SERVICES (ALTERNATIVE MODE OF PROCUREMENT)

AGENCY MAY PURCHASE GOODS, INFRA AND SERVICES IN ACCORDANCE TO THE GOVERNMENT PROCUREMENT ACT OF THE PHILIPPINES.

Office or Division:	BIDS AND AWARD COMMITTEE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2B			
Who may avail:	PHILGEPS REGISTERED COMPANY OR INDIVIDUAL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILGEPS REGISTRATION-PLATINUM		PHILGEPS		
PRICE QUOTATIONS		COMPANY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	1.PROCESS PHILGEPS POSTING	NONE	7 DAYS	<i>FLORA MAY S. CABATAÑA/ SECRETARIAT – COMMERCIAL SECTION</i>
2. SUBMISSION OF PRICE QUOTATIONS THROUGH EMAIL kolambuganwaterdistrict@yahoo.com	2. PROCESS PROCUREMENT	NONE	5 DAYS	<i>REYNALDO R. AGAN/EDGARDO R. SACMAR/ARTURO Q. BANOY/FELIXBERTO G. AUSTRIA (BAC) – TECHNICAL SECTION/ COMMERCIAL SECTION</i>
-END-				



2. PROCUREMENT OF GOODS AND SERVICES (PUBLIC BIDDING)

TO THE GOVERNMENT PROCUREMENT ACT OF THE PHILIPPINES.
AGENCY MAY PURCHASE GOODS, INFRA AND SERVICES IN ACCORDANCE

Office or Division:	BIDS AND AWARD COMMITTEE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2B			
Who may avail:	PHILGEPS REGISTERED COMPANY OR INDIVIDUAL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILGEPS REGISTRATION-PLATINUM		PHILGEPS		
PRICE QUOTATIONS		COMPANY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	1.PROCESS PHILGEPS POSTING	NONE	7 DAYS	<i>FLORA MAY S. CABATAÑA/ SECRETARIAT – COMMERCIAL SECTION</i>
2. SUBMISSION OF PRICE QUOTATIONS THROUGH EMAIL kolambiganwaterdistrict@yahoo.com	2.PROCESS PROCUREMENT	NONE	5 DAYS	<i>REYNALDO R. AGAN/EDGARDO R. SACMAR/ARTURO Q. BANOY/FELIXBER TO G. AUSTRIA (BAC) – TECHNICAL SECTION/ COMMERCIAL SECTION</i>
-END-				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box beside payment counter at KOLWD Office.</p> <p>Tel No: (063) 227-5201 Email address: kolambuganwaterdistrict@yahoo.com</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant Complaints Desk Officer of the Day opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the person in charge and they are required to answer within three (3) days from the receipt of the feedback. The answer of the person in charge is then relayed through letter or phone call to the complainant.</p> <p>For inquiries and follow-ups, clients may contact through: Tel No: (063) 227-5201 Email address: kolambuganwaterdistrict@yahoo.com</p>
How to file a complaint	<p>Fill up the complaint form beside payment counter and drop it at the designated drop box.</p> <p>Complaints can also be filed via Telephone/E-mail. Make sure to provide the following information:</p> <p>Name of the person being complained: Incident: Evidence:</p> <p>For inquiries and follow ups Clients may contact the following numbers: Tel No: (063) 227-5201 Email address: kolambuganwaterdistrict@yahoo.com</p>

<p>How complaints are processed</p>	<p>The Officer of the Day opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Officer of the Day shall conduct an investigation, make a report and shall submit it to the General Manager for an appropriate action.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ol style="list-style-type: none"> 1. CCB-09088816565 (SMS) 2. PCC-8888 3. ARTA-2782



KOLAMBUGAN WATER DISTRICT

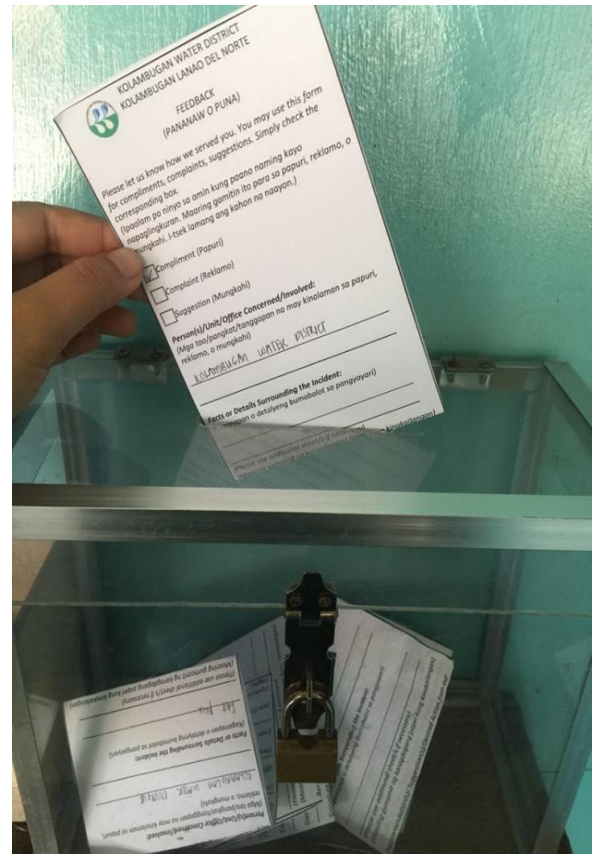
FEEDBACK AND REDRESS MECHANISM

PLEASE LET US KNOW HOW WE SERVED YOU BY DOING ANY OF THE FOLLOWING :

- * Accomplish our Feedback Form available in the office. Put in the drop box beside the payment counter.
- * Send your feedback through e-mail (kolambuganwaterdistrict@yahoo.com)
Contact us - Telephone No. (063) 227-5201
- * Talk to our Officer of the Day.

If you are not satisfied with our service, your written/ verbal complaints shall be immediately be attended to by the Action Officer at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our service.



Office	Address	Contact Information
Kolambugan Water District	Kolambugan, Lanao del Norte	(063)-227-5201
Local Water Utilities Administration	Katipunan Road Balara, Quezon City	(02)-8920-5581
CSC Field Office	Dep-Ed Building, Iligan City	(063) 221-4065
CSC Region	Vamenta Road, Carmen Cagayan de Oro City	(088) 858-7563 (08822) 71-00-57 (088) 858-2805 (088) 855-0397
ARTA Authority	395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines	0908-881-6565