

**Republic of the Philippines**

**ALBUERA MUNICIPAL WATER SUPPLY SYSTEM**

**Albuera, Leyte**

**CITIZEN CHARTER**

**Public Market Area Poblacion, Albuera, Leyte**

**Tel. No.: (053) 562-9155**

# SERVICE PLEDGE

Mandate: Provide 24-hour supply of water to all concessionaires by developing new water services and intensive implementation from non-revenue water reduction program.

Vision: The Municipal Water Supply System is committed to contribute to the improvement of the quality of life of the people of Albuera Leyte by providing safe, potable, adequate and sustainable water supply.

Mission: We pledge to provide water services to the whole Municipality of Albuera, striving to upgrade our facilities and having the best employees to deliver excellent services to the consumers and the community as a whole.

<u>Services</u>	<u>Processing Time</u>	<u>Accountable Staff</u>	<u>Fee</u>
<b>Installation of New Water Service Connection</b>	<b>7 days</b>	<b>Customer Serv. Asst.</b>	<b>1,000.00</b>
<b>Reconnection of the disconnected Service Connection</b>	<b>1 day</b>	<b>Customer Service Asst./ Plumber</b>	

- **Our office is open from 8:00am to 5:00pm Monday through Friday**
- **Attend to you as soon as you enter the premises of the AMWSS Office;**
- **Respond to your queries or complaint about our services soonest or within the day through our Public Assistance and Complaint Desk and take corrective measures;**
- **Provide courtesy lane to those with special needs, such as the differently-abled, pregnant women, and senior citizens**

# PROCESSING OF APPLICANT FOR NEW WATER SERVICE CONNECTION

## ABOUT THE SERVICE

The Water Supply System is responsible for the installation of new service connections to provide adequate and potable water to its concessionaires.

## SCHEDULE OF AVAILABILITY OF SERVICE

Monday-Friday            8:00am – 5:00pm (No Noon Break)

## WHO MAY AVAIL OF THE SERVICE:

Residents of Albuera Leyte

## WHAT ARE THE REQUIREMENT/S:

The applicant must submit the following applicable documents

1. Attendance to the Orientation Seminar held every Friday, 9:00am-11:00am at the AMWSS Office.
2. Barangay Clearance
3. Waiver, if applicant is not the owner of the lot/building (duly notarized)
4. 2x2 ID Picture- 1pc
5. Signed Water Connection Contract

## PROCESSING FEE

### Processing Fees:

Inspection Fee	650.00
Registration Fee	150.00
Inspection Fee	150.00
Calibration Fee	<u>50.00</u>
<b>TOTAL</b>	<b>Php 1,000.00</b>

## HOW TO AVAIL OF THE SERVICE FOR NEW WATER CONNECTION

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEES	REMARKS
1	Submit 2 copies of Barangay Clearance, 2 copies of Waiver duly notarized, and 1 copy 2x2 ID Picture	Receive the needed documents	5 mins.	Danesa Narciso		
		Verify from the computer as to whether the applicant has long outstanding accounts.	5 mins	Mark Anthony Pastoril		
		Investigate and estimate proposed service connection lines and corresponding charges, and prepare New Service Connection Report.	½ day	Romero Estupa / Ignacio Rojas		
2	Attend Orientation Seminar	Conduct Orientation Seminar	2 hours	Danesa Narciso		
3	Submit New Service Connection Inspection Report and Sign the Water Service Contract.	Process Application and Contract and other documents for signature of the applicant	15 mins.			
4	Pay installation charges	Receive the amount and issue corresponding official receipt	2 mins.	Jeffrey Armond Casera	P1,000.00	
		Verify and approve Service Application Connection Order	5 mins.	Rodolfo Casane Jr.		
5		Conduct installation of water service connection	3-7 days	Romero Estupa / Ignacio		

				Rojas		
-END OF TRANSACTION-						

## PROCESSING OF APPLICANT FOR WATER SERVICE RECONNECTION

**ABOUT THE SERVICE**

The Water Supply System is responsible for the reconnections of service lines, disconnected due to delinquent account or through the request of the concessionaire.

**SCHEDULE OF AVAILABILITY OF SERVICE**

**Monday-Friday            8:00am – 5:00pm (No Noon Break)**

**WHO MAY AVAIL OF THE SERVICE:**

**All concessionaires and authorized representatives with disconnected service connections.**

**WHAT ARE THE REQUIREMENT/S:**

**The applicant must submit the following applicable documents**

- 1. Present a copy of the latest water bill paid in full**
- 2. Present a copy of reconnection fee paid**
- 3. Sign the application for reconnection**
- 4. Present payment for materials (when needed)**

**PROCESSING FEES**

**None**

## HOW TO AVAIL OF THE SERVICE FOR RECCONNECTION

STEPS	APPLICAT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEES	REMARKS
1	Customer proceeds to Customer Service Assitant	Provide the customer with the necessary form to fill up	2 min.	Danesa Narciso		
		Verify the application and the account of the customer	2 min.	Mark Anthony Pastoril		
2	Proceed to cashier for payment of the reconnection fee	Received payment and issue Official Receipt	5 min.	Jeffrey Armond Casera		Pay any unpaid bill/s
3	Present Official Receipt of Reconnection Fee to Customer Service Assistant	Attached the Official Receipt to the Reconnection Form	2 min.	Danesa Narciso		
4		Conduct inspection for reconnection applied after 2 months to determine if there are materials needed	1 day	Romero Estupa / Ignacio Rojas		
5		Reconnect the water service connection	1 day	Romero Estupa / Ignacio Rojas		
6	Acceptance of Work Done	Submit the Reconnection Document signed by customer upon return to the office		Romero Estupa / Ignacio Rojas		
-END OF TRANSACTION-						

# **PROCESSING OF ACTION ON COMPLAINTS**

## **ABOUT THE SERVICE**

**High consumption** refers to the abrupt increase of WATER CONSUMPTION compared to previous month readings

**Leakages** refers to the water that escapes through an unintentional hole or crack in the service line or meter stand

**Low pressure/ no water** refers to the decrease or absence of water that flow through the pipeline leading to the water meter of the concessionaire.

**Dirty Water/Bad Odor Water** refers to tainted water cause by excessive minerals and water flow disturbance which results to murkiness and/ or foul odor

## **SCHEDULE OF AVAILABILITY OF SERVICE:**

**Monday – Friday**

**8:00am – 5:00pm (No Noon Break)**

## **WHO MAY AVAIL OF THE SERVICE:**

**One may file the complaint at the Customer Service Counter**

## **WHAT ARE THE REQUIREMENT/S:**

**The applicant who is filling a complaint must:**

- 1. Present a copy of the latest water bill of Official Receipt**

## **DURATION OF TRANSACTION:**

**10 Minutes per customer**

## HOW TO AVAIL OF THE SERVICE OF ACTION ON COMPLAINTS

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer files complaints to Customer Service Assistant	Interviews customer to Determine the nature of complaint	5minutes	Danesa Narciso Rodolfo Casane Jr.		
2	Wait for Action	Prepares Service Request Form indicating the complaint	1 minute	Danesa Narciso Charles Rey Palco		
3		Log complaints in log book and set schedule of date action	2 minutes	Danesa Narciso Charles Rey Palco		
4	Acceptance of Work Done	Acts on the complaint and request client to sign the Maintenance Order Form after the work done		PERSON-IN CHARGE		
-END OF TRANSACTION-						



# **PROCESSING OF TRANSFER OF SERVICE CONNECTION**

## **ABOUT THE SERVICE**

**This refers to transfer of location of the services line or water meter upon the request of the concessionaire.**

## **SCHEDULE OF AVAILABILITY OF SERVICE**

**Monday – Friday                      8:00am – 5:00pm (No Noon Break)**

## **WHO MAY AVAIL OF THE SERVICE:**

**One may file the complaint at the Customer Service Counter**

## **WHAT ARE THE REQUIREMENT/S:**

**This applicant who is applying for transfer of Service Connections must:**

- 1. Present a copy of the latest water bill or Official Receipt**

## **DURATION OF TRANSACTION**

**10 minutes per customer**

## HOW TO AVAIL OF THE SERVICE TRANSFER OF SERVICE CONNECTION

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer to determine the nature of request	5minutes	Danesa Narciso		
2	Wait for Action	Prepares Service Request Form indicating the complaint	1 minute	Danesa Narciso / Charles Rey Palco		
3		Log complaints in log book and forward to the Plumbers for the execution of service request	2-3 days	Danesa Narciso / Charles Rey Palco		
4	Acceptance of Work Done	Acts on the service request and return the customer sign documents after the work done		Danesa Narciso		
5		Encode the new account number based on the new location	1 minute	Mark Anthony Pastoril		

# **PROCESSING OF BILLING COMPLAINTS**

## **ABOUT THE SERVICE**

**This refers to possible erroneous readings conducted in the water meter of the concessionaire**

## **SCHEDULE OF AVAILABILITY OF THE SERVICE:**

**One may file the complaint at the Customer Service Counter**

## **WHAT ARE THE REQUIREMENT/S:**

**The applicant who is filling complaint in billing must:**

- 1. Present a copy of the latest water bill or Official Receipt**

## **DURATION OF TRANSACTION**

**10 minutes per customer**

# HOW TO AVAIL OF THE SERVICE BILLING COMPLAINTS

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer report to Customer Service Assistant the problem	Interviews customer to Determine the nature of complaint	5minutes	Danesa Narciso		
2	Wait for Action	Prepares Service Request Form indicating the complaint	1 minute	Danesa Narciso / Charles Rey Palco		
3		Log complaints in log book and forward set schedule for the execution of service request	2-3 days	Danesa Narciso / Charles Rey Palco		
4	Acceptance of Work Done	Acts on the complaints and request client to sign the Maintenance Order Form after the work done	3 minute	Danesa Narciso		
5		Make adjustments based on the erroneous reading	1 minute	Mark Anthony Pastoril		
-END OF TRANSACTION-						

# **PROCESSING REQUEST FOR CHANGE OF ACCOUNT NAME**

## **ABOUT THE SERVICE**

**This refers to the alteration in the name of the concessionaire water account due to change of ownership on the property of the service connection or upon the signed waiver of the previous concessionaire**

## **SCHEDULE OF AVAILABILITY OF SERVICE**

**Monday – Friday          8:00am – 5:00pm (No Noon Break)**

## **WHO MAY AVAIL OF THE SERVICE:**

**One may file the request at the Customer Service Counter**

## **WHAT ARE THE REQUIREMENT/S:**

**The applicant who is applying for change of account name must:**

- 1. Present a copy of the latest water bill or Official Receipt**
- 2. Deed of Sale or wavier of previous concessionaires**

## **DURATION OF TRANSACTION**

**20 minutes per customer**

## HOW TO AVAIL OF THE SERVICE FOR CHANGE OF ACCOUNT NAME

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer to Determine the nature of complaint	5minutes	Danesa Narciso		
2	Pay to the cashier	Receive payment and Issue Official Receipt upon payment	5 minutes	Jeffrey Casera		
3		Log request in log book and forward to Computer Operator for the execution of service request	5 minutes	Danesa Narciso / Charles Rey Palco		
4	Acceptance of Work Done	Edit the name at Billing and Collection System, Changing the name of the previous owner in favor or the new owner	5 minutes	Mark Anthony Pastoril		
-END OF TRANSACTION-						

# **PROCESSING OF REQUEST FOR RECLASSIFICATION OF SERVICE CONNECTIONS**

## **ABOUT THE SERVICE**

**This refers to the request of the concessionaire to reclassify their service connections from commercial to residential classification due to closing down of their business**

## **SCHEDULE OF AVAILABILITY OF SERVICE**

**Monday – Friday      8:00am – 5:00pm (No Noon Break)**

## **WHO MAY AVAIL OF THE SERVICE:**

**One may file the request at the Customer Service Counter**

## **WHAT ARE THE REQUIREMENT/S:**

**The applicant who is applying for reclassification of service connection must:**

- 1. Present a copy of the latest water bill or Official Receipt**

## **DURATION OF TRANSACTION**

**10 minutes per customer**

## HOW TO AVAIL OF THE SERVICE RECLASSIFICATION OF SERVICE CONNECTIONS

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSNG TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer and inform his/ her the requirements	5minutes	Danesa Narciso		
2	Pay to the cashier	Log request in log book and forward to Meter Reader for verification	2 minutes	Jeffrey Casera		
3		Input/verifies the request		Kim Manatad Paul Dennis Fernandez Carlos Reyes Gilbert Ygaña		
4	Wait for action	Edit the classification of water service connection at Billing and Collection System	3 minutes	Mark Anthony Pastoril		
-END OF TRANSACTION-						



# **PROCESSING OF WATER BILL PAYMENT**

## **ABOUT THE SERVICE**

**The water supply system shall receive payments of the water bills of the concessionaires**

## **SCHEDULE OF AVAILABILITY OF SERVICE**

**Monday – Friday      8:00am – 5:00pm (No Noon Break)**

## **WHO MAY AVAIL OF THE SERVICE**

**One may pay at the Bill Collecting Windows**

## **WHAT ARE THE REQUIREMENTS/S:**

**The person who is paying must:**

- 1. Present a copy of their water bill or Official Receipt for speedy retrieval of data**

## **DURATION OF TRANSACTION**

**10 minutes per customer**

## HOW TO AVAIL OF THE SERVICE FOR BILL PAYMENT

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEEES	REMARKS
1	Customer gets priority number as they enter the office	Issues the number	1 minute			
2	Hangs number at number hook at the Counter and present water bills to the Bills to the Bill Collector	Retrieves the water bill and inform concessionaires of the amount to be paid	3 minutes	Jeffrey Casera		
3	Pays the bill collector	Issues the Official Receipt	1 minute	Jeffrey Casera		Pay the reflected amount in your billing statement
-END OF TRANSACTION-						