

# ALBUERA MUNICIPAL WATER SUPPLY SYSTEM

## CITIZEN'S CHARTER

**COMMENTS** Please check the edits and review and apply the suggestions uniformly across all services.

**Common  
revisions:**

Add back the positions, both names and positions of the person responsible should be present.  
Add the legal basis at the very bottom of the service.

## **I. Mandates and Functions**

The Albuera Municipal Water Supply System (AMWSS) Level III is a public utility service owned and operated by the LGU-ALBUERA, Leyte by virtue of Municipal Ordinance No. 2007-031, mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for all constituents in the municipality.

## **II. VISION**

A highly efficient water utility, rendering excellent service to the community.

## **III. MISSION**

The Albuera 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.

## **IV. SERVICE PLEDGE**

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.

## NEW WATER SERVICE CONNECTION APPLICATION

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

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Highly Technical			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: All residents and establishment in Albuera			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Barangay Clearance</li> <li>Waiver, if applicant is not the owner of the lot/building (duly notarized)</li> <li>2x2 ID picture- 1pc</li> <li>Signed Water Connection Contract</li> </ol>		<ol style="list-style-type: none"> <li>Barangay where the applicant resides</li> <li>Lot Owner/ Authorized Person</li> <li>Applicant</li> <li>AMWSS Office</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 1 copy of filled up Application Form, 1 copy of Barangay Clearance, 1 copy of Waiver duly notarized, and 1 copy 2x2 ID Picture.	1. Received the needed documents.	None	2 minutes	Lady Sabrina Fernandez (Job Order)
	1.1 Verify from the computer as to whether the applicant has long outstanding accounts.	None	5 minutes	Charles Rey P. Palco (Job Order)
	1.2 Investigate and estimate proposed service connection lines and corresponding charges, and prepare New Service Connection Report.	None	19 days	Kervy Jhun L. Samson (plumber)
2. Attend Orientation Seminar.	Conduct brief orientation seminar	None	2 hours	Antonia A. Elegio (Job Order)
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.	None	15 minutes	Antonia A. Elegio (Job Order)
4. Pay installation charges at Municipal Treasurer's Office	4. Receive the amount and issue corresponding official receipt	P 1,000.00	2 minutes	Jeffrey Armond Casera (Cashier)
	4.1 Verify and approve Service Application Connection Order	None	5 minutes	Rodolfo A. Casane Jr. (Waterworks Superintendent II)
	4.2 Conduct installation of water service connection	None	2 hours	Kervy Jhun L. Samson (plumber)
<b>TOTAL</b>		P1,000.00	19 days, 4 hours and 29 minutes	

*New Water Service Connection Application is covered under the SB Resolution No. 2013-119 amending the existing policy in the installation of water meter.*

## Reconnection of Water Service Connection

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

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: All concessionaires and authorized representatives with disconnected service connections.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Present a copy of the latest water bill paid in full</li> <li>2. Sign the application for reconnection</li> <li>3. Present payment for materials (when needed)</li> </ol>		<ol style="list-style-type: none"> <li>1. Consumer</li> <li>2. AMWSS Office</li> <li>3. Consumer</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer proceeds to Customer Service Assistant	1. Provide the customer with the necessary form to fill up	None	2 minutes	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
	1.1 Verify the application and the account of the customer	None	2 minutes	Charles Rey P. Palco (Job Order)
2. Proceed to Municipal Treasurer's Office for payment of the unpaid bill/s if any.	2. Received payment and issue Official Receipt		5 minutes	Jeffrey Armond Casera (Cashier)
3. Present Official Receipt to Customer Service Assistant	3. Attached the Official Receipt to the Reconnection Form.	None	2 minutes	Antonia A. Elegio (Job Order)
	3.1 Conduct inspection for reconnection applied by the customer to determine if there are materials needed.	None	1 day	Kervy Jhun L. Samson (plumber)
	3.2 Reconnect the water service connection	None	1 day	Kervy Jhun L. Samson (plumber)
4. Acceptance of Work Done	4. Submit the Reconnection Document signed by customer upon return to the office	None	10 minutes	Kervy Jhun L. Samson (plumber)
<b>TOTAL</b>		None	2 days, 21 minutes	

## Action on Complaints

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.

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Complex			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: One may file the complaint at the Customer Service Counter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present a copy of the latest water bill or Official Receipt		1. Consumer/ Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer files complaints to Customer Service Assistant	1. Interviews customer to Determine the nature of complaint	None	5 minutes	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
2. Wait for Action	2. Prepares Service Request Form indicating the complaint.	None	1 minute	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
	2.1 Log complaints in log book and set schedule of date action.	None	2 minutes	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
	2.2 Conduct inspection to the consumer's household to determine the problem and if there are materials needed.	None	2 days	Kervy Jhun L. Samson (plumber)
3. Acceptance of Work Done	3. Acts on the complaint and request client to sign the Service Request Form after the work done.	None	4 days	Kervy Jhun L. Samson (plumber)
<b>TOTAL</b>		None	6 days, 8 minutes	

## Transfer of location of the Service Connection

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

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: One may file the request at the Customer Service Counter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present a copy of the latest water bill or Official Receipt		1. Consumer/ Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer approach the Customer Service Assistant	1. Interviews customer to determine the nature of request.	None	5 minutes	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
2. Wait for Action	2. Prepares Service Request Form indicating the request	None	1 minute	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
	2.1 Log the request in log book and forward to the Plumbers for the execution of service request.	None	2 days	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
3. Acceptance of Work Done	3. Acts on the service request and return the customer sign documents after the work done.	None	2 minutes	Kervy Jhun L. Samson (plumber)
	3.1 Update the consumer's account based on the new location	None	1 minute	Mark Pastoril (Administrative Aide III)
<b>TOTAL</b>		None	2 days, 9 minutes	

## Billing Complaints

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

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: One may file the complaint at the Customer Service Counter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present a copy of the latest water bill or Official Receipt		1. Consumer/ Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer report to Customer Service Assistant the problem	1. Interviews customer to Determine the nature of complaint.	None	5 minutes	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
2. Wait for Action	2. Prepares Service Request Form indicating the complaint	None	1 minute	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
	2.1 Log complaints in log book/ computer and set schedule for the execution of service request	None	2 days	Antonia A. Elegio (Job Order) Lady Sabrina Fernandez (Job Order)
3. Acceptance of Work Done	3. Acts on the complaints and request client to sign the Service Request Form after the work done	None	3 minutes	Antonia A. Elegio (Job Order)
	3.1 Make adjustments based on the erroneous reading.	None	3 minutes	Mark Pastoril (Administrative Aide III)
<b>TOTAL</b>		None	2 days, 12 minutes	

## Request for Change of Account Name

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.

<b>Office or Division</b>	:	Albuera Municipal Water Supply System (AMWSS)		
<b>Classification</b>	:	Simple		
<b>Type of Transaction</b>	:	G2C – Government to Citizen		
<b>Who may avail</b>	:	One may file the request at the Customer Service Counter		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Present a copy of the latest water bill or Official Receipt</li> <li>2. Deed of Sale or wavier of previous concessionaires</li> </ol>		<ol style="list-style-type: none"> <li>1. Consumer/ Treasurer's Office</li> <li>2. Lot Owner/ Applicant</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer approach the Customer Service Assistant	1. Interviews customer to Determine the nature of complaint	None	5 minutes	Antonia A. Elegio (Job Order)
2. Wait for Action	2. Prepares Customer Change Form indicating the request	None	1 minute	Antonia A. Elegio (Job Order)
3. Pay to the cashier the unpaid bills if any	3. Receive payment and Issue Official Receipt upon payment.	None	5 minutes	Kervy Jhun L. Samson (plumber)
	3.1 Log request in log book and forward to Computer Operator for the execution of service request	None	5 minutes	Charles Rey P. Palco (Job Order)
4. Acceptance of Work Done	4. Edit the name at Billing and Collection System, Changing the name of the previous owner in favor or the new owner	None	5 minutes	Mark Pastoril (Administrative Aide III)
<b>TOTAL</b>		None	21 minutes	



## Request for Reclassification of Service Connection

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.

<b>Office or Division</b>	: Albuera Municipal Water Supply System (AMWSS)			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: G2C – Government to Citizen			
<b>Who may avail</b>	: One may file the request at the Customer Service Counter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present a copy of the latest water bill or Official Receipt		1. Consumer/ Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer approach the Customer Service Assistant	1. Interviews customer and inform his/ her the requirements	None	5 minutes	Antonia A. Elegio (Job Order)
2. Wait for Action	2. Log request in log book and forward to Meter Reader for verification	None	2 minutes	Antonia A. Elegio (Job Order)
	2.1 Input/verifies the request	None	3 minutes	<b><u>Meter Readers (JO)</u></b> Kim L. Manatad Guilbert A. Ygaña Carlos M. Reyes Rolyn A. Casane Leopoldo C. Impas Jesus F. Alao
3. Acceptance of Work Done	Edit the classification of water service connection at Billing and Collection System	None	3 minutes	Mark Pastoril (Administrative Aide III)
<b>TOTAL</b>		None	13 minutes	

<b>ALBUERA MUNICIPAL WATER SUPPLY SYSTEM - FEEDBACK AND COMPLAINTS MECHANISMS</b>	
<b>HOW TO SEND A FEEDBACK</b>	<p>For walk-ins:</p> <ol style="list-style-type: none"> <li>1. Get a copy of the Client Satisfaction Survey (CSS) Form.</li> <li>2. Answer the CSS Form.</li> <li>3. Check the bottom portion of the CSR Form and indicate your feedback.</li> <li>4. Drop it in the designated drop box in front of the AMWSS.</li> </ol>
<b>HOW FEEDBACK IS PROCESSED</b>	<p>Every Friday, the AMWSS staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant staff and they are required to answer within three (3) days of the receipt of feedback. The answer is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact our official FB Page and e-mail address:</p> <p><a href="https://www.facebook.com/albueraWaterworks">https://www.facebook.com/albueraWaterworks</a> Albuera Waterworks</p> <p><a href="mailto:albueraWaterworks@gmail.com">albueraWaterworks@gmail.com</a></p>
<b>HOW TO SEND A COMPLAINT</b>	<p>For walk-ins:</p> <ol style="list-style-type: none"> <li>1. Get a copy of the Client Satisfaction Survey (CSS) Form.</li> <li>2. Answer the CSS Form.</li> <li>3. At the bottom portion of the CSS Form, indicate the following: <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> </li> <li>4. Drop it in the designated drop box in front of the AMWSS.</li> </ol> <p>A more detailed complaint may be sent through e-mail at <a href="mailto:albueraWaterworks@gmail.com">albueraWaterworks@gmail.com</a></p>
<b>HOW COMPLAINT IS PROCESSED</b>	<p>Complaints are evaluated and forwarded to the Investigation Committee. Replies to the concerned public regarding the results of the investigation and actions taken are sent via the official email.</p> <p>For inquiries and follow-ups, clients may contact our official FB Page and e-mail address:</p> <p><a href="https://www.facebook.com/albueraWaterworks">https://www.facebook.com/albueraWaterworks</a> Albuera Waterworks</p> <p><a href="mailto:albueraWaterworks@gmail.com">albueraWaterworks@gmail.com</a></p>
<b>CONTACT INFORMATION OF CCB, PCC, ARTA</b>	<p><b>ARTA:</b> <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>, 1-ARTA (2782)</p> <p><b>PCC:</b> 8888</p> <p><b>CCB:</b> 0908-881-6565 (SMS)</p>