



CITY OF KORONADAL WATER DISTRICT

CITIZEN'S CHARTER

2024 (1st Edition)

Signature

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Mandate

CHAPTER II – Purpose and Formation SEC. 5.

Purpose. – Local water districts may be formed pursuant to this Title for the purpose of

- (a) 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,
- (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- (c) 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.

Vision

A progressive, self- sustaining provider of sufficient potable water supply and quality service in the City of Koronadal.

Mission

As a public utility firm, CKWD is committed to promote the well-being of the people of City of Koronadal through effective and efficient delivery of potable and sustainable water supply, better quality and responsive services, utilization of modern technology, enhancement of its human resource capability and the transformation of the District into one of the most progressive and viable water districts in the Province of South Cotabato.

Quality Policy

With the commitment to provide excellent services, we in the CITY OF KORONADAL WATER DISTRICT, shall adopt the following principles:

1. Diligently adhere to our service standards and strive for excellence in customer service
2. Ensure compliance to all applicable statutory and legal requirements
3. Engage competent personnel and provide continuous personnel training and development
4. Regularly review the performance of our Quality Management System for continual improvement



Performance Pledge

We, the officials and employees of the **CITY OF KORONADAL WATER DISTRICT**, pledge to deliver efficient and equitable public service to all our concessionaires. Specifically, we will:

Serve with integrity, impartiality and professionalism,
Attend to our concessionaires' concerns and complaints Politely, Courteously and without delay.

We work according to the eight-hour standard working time, or beyond when the need arises.

Be prompt and timely; be presentable at all times by wearing proper office uniform and identification.

Provide feedback system to assess the quality of the services rendered and make necessary improvements.

Treat everyone equally and provide comfortable area for front line Services.



Main Office

FRONTLINE SERVICES



1. New Water Service Connection

The New Water Service Connection Application caters to individuals, business and government offices who wish to avail water service connection.

Office or Division:	Customer Account and Services Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All clients within the service areas of CKWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Service Application and Construction Order 2. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] <ul style="list-style-type: none"> ✓ Certificate of Title ✓ Brgy. Certificate (For homestead lots) ✓ Special Power of Attorney ✓ Any written authority issued by lawful owner <p>Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> ✓ PRC ✓ Driver's License ✓ UMID ID ✓ Voter's ID/ Certificate ✓ Postal ID ✓ TIN ID ✓ Senior Citizen's ID ✓ PHIC ID ✓ PWD ID ✓ Solo Parent ID ✓ Pantawid Familyang Pilipino Program (4Ps) 	<ul style="list-style-type: none"> - Personal Copy of Applicant - Local Lawyer - Barangay Hall of the applicant - Lawful Owner <ul style="list-style-type: none"> - Municipal Hall/ Private building owner - Board of Directors (for Companies) - Local Lawyer - Professional Regulations Commission - Land Transportation Office - GSIS/SSS - Department of Foreign Affairs - Commission on Election - Philippine Postal Corporation - Bureau of Internal Revenue - Office of Senior Citizen's Affairs - Philippine Health Insurance Corporation - Home Development Mutual Fund - Municipal Social Welfare and Development Office <ul style="list-style-type: none"> - CKWD Office



CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 4 or 5 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Proceed to Customer Service table 1 & 2 and submit Application Form with requirements attached	Prepare request for Site Inspection	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
4. Wait for Site Inspection	Conduct site inspection and material estimation	None	2-3 Working Days	Ronald M. Pagurayan <i>Water Maintenance Man C</i>
5. Proceed to Customer Service table 1& 2 for review of material costs	Review and check availability of materials/ Countersign cost	None	15 Minutes	Albert E. Escovidal <i>Water Maintenance Man B</i>
6. Wait for a text from CKWD PACD Service after approval	Approval of estimation after inspection and availability of materials	None	1-2 working days	Ms. Genelyn E. Caballo <i>Division Manager B</i> <i>Customer Accounts & Services Division</i>
7. Attend Orientation	Conduct Orientation (MWF 9:30-11:00 AM) @ CKWD Office	None	1 Hour 30 Mins	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>
8. Pay amount in the cost estimate at the teller counter	Accept payment / Issue Official Receipt (OR)	Service Connecti on Fee: Php 2,700 + Variable	5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>



9. Submit all requirements and show OR at Customer Service table 1 & 2	Check documents submitted	None	10 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Encode data to the system and approve application by the head of the office.	None	1-2 Working Days	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i> Atty. Benjie G. Espinosa <i>General Manager</i>
	Preparation of materials that will be use during installation	None	1 Day	Randy L. Benedicto <i>Designated Storekeeper B</i>
10. Wait for a call for the schedule of installation	Installation of new service connection	None	7-10 Working Days	Eduardo A. Panes <i>Water Maintenance General Foreman</i>
TOTAL		Php 2,700.00 + Variable	20 Working Days	
End of Transaction				



2. Reading and Billing

With this service, customers of CKWD is reminded of their dues and arrears

Office or Division:	Customer Accounts and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of CKWD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Demand for water bill every month	Read and deliver water bills <i>(If no person around insert water bills at the mailbox, door or window or in a place where it is safe and readily Noticeable)</i>	None	30 Minutes	Enriqueto Hinobiagon, Arnulfo Marcos, Gilbert Parba <i>Meter Reader</i>
TOTAL		None	5 Minutes	
End of transaction				



3. Payment of Water Bills

1. Office Payment

a. Full Payment

Office or Division:	Customer Account and Services Division Accounting, Budget and Cash Management Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of CKWD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Present and pay bill to Teller	Accept Payment / Issue Official Receipt (OR)	Variable	3-5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
TOTAL		Variable	6 Minutes	
End of Transaction				



b. Partial Payment with Promissory Note

Office or Division:	Customer Account and Services Division Accounting, Budget and Cash Management Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of CKWD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority number and wait for your number to be called	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 and 2/ Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	None	5-10 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i> Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i> Genelyn E. Caballo <i>CASD Division Manager B</i> Josephine J. Cosep <i>FCD Department Manager B</i> Benjie G. Espinosa <i>General Manager</i>
3. Present and pay bill to Teller	Accept Payment / Issue Official Receipt (OR)	Variable	3-5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
TOTAL		Variable	16 Mins	
End of Transaction				



2. Payment thru Collecting Agents

– KCC, Ace, Veterans Bank, RD, Lhuillier

Office or Division:		Accounting, Budget and Cash Management Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and pay bill to Teller	Accept payment / Issue Acknowledgment Receipt (AR)	Php 5.00 service fee (RD)+ Bill	3 Minutes	Cashier Section
TOTAL		Php5.00+bill	3 Minutes	
End of transaction				

3. Online Payment

a. EC Pay

Office or Division:		Accounting, Budget and Cash Management Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to Gcash /Paymaya Account		Php10.00 service fee + bill	3 Minutes	Client
2. Select Water Utilities and choose "City of Koronadal Water District"				
3. Enter the 9-digit account number including dash (-), account name, email address and amount				
4. Click "next" to confirm				



5. Save Receipt for reference				
TOTAL		Php10.00+ bill	3 Minutes	
End of transaction				

b. Kiosk – 7/11

Office or Division:		Accounting, Budget and Cash Management Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citizen's Charter		ARTA - A task force of the agency availing the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CLIQQ Kiosk		Php10.00 service fee + bill	3 Minutes	Client
2. Select Biller and choose "City of Koronadal Water District"				
3. Enter the 9-digit account number including dash (-), account name, email address and amount				
4. Click "next" to confirm				
5. Wait for the transaction slip and present it to the counter for payment				
6. Wait for the Official Receipt				
TOTAL		Php10.00 + bill	3 Minutes	
End of transaction				



4. Service Requests, Complaints and Inquiries

City of Koronadal Water District provides assistance to customers for various transactions according to their needs.

A. Application for change of Account

Office or Division:	Customer Account and Service Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business	
Who may avail:	All clients within the service areas of CKWD	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Service Application and Construction Order 2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] ✓ PRC ✓ Driver's License ✓ UMID ID ✓ Voter's ID/ Certificate ✓ Postal ID ✓ TIN ID ✓ Senior Citizen's ID ✓ PHIC ID ✓ PWD ID ✓ Solo Parent ID ✓ Pantawid Pamilyang Pilipino Program (4Ps) 3. Notarized Legal documents on transfer of ownership signed by the previous owner or heirs as the case maybe 4. Death Certificate, if applicable	<ul style="list-style-type: none"> - Personal Copy of Applicant - Local Lawyer - Barangay Hall of the applicant - Lawful Owner - Municipal Hall/ Private building owner - Board of Directors (for Companies) - Local Lawyer - Professional Regulations Commission - Land Transportation Office - GSIS/SSS - Department of Foreign Affairs - Commission on Election - Philippine Postal Corporation - Bureau of Internal Revenue - Office of Senior Citizen's Affairs - Philippine Health Insurance Corporation - Home Development Mutual Fund - Municipal Social Welfare and Development Office - CKWD Office 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 and 2 Inquire and get requirements	Provide list of requirements/ Application Form	None	3 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Proceed to Customer Service table 1 and 2 and submit required documents	Check completeness of requirements and provide Information Sheet	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
TOTAL		None	9 Minutes	
End of Transaction				

B. Application/Renewal of Senior citizen Discount Privilege

Office or Division:	Customer Account and Service Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All clients within the service areas of CKWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Senior Citizen Application Form 2. 1 – photocopy of senior citizen ID	- Public Assistance Complaints Desk (PACD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service table 1 and 2, present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>



2. Sign Application Form	Check, approve and update Application Form	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Encode RA 7432 discount	None	2 minutes	Aser G. Sadava <i>Computer Services Programmer</i>
TOTAL		None	12 Minutes	
End of transaction				

C. 1. Temporary Disconnection (without arrears)

Office or Division:	Customer Account and Service Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of CKWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 & 2 and Request for Disconnection	Fill-up Request Service Form	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Sign Disconnection Order Form	Approve Disconnection request	None	5 Minutes	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>



4. Wait for Disconnection	Forward request to CASD Disconnection Team for disconnection	None	1-2 Days	
TOTAL		None	2 Days	
End of transaction				

D. 2. Temporary disconnection (with arrears)

Office or Division:		Customer Account and Service Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 & 2 and Request for Disconnection	Fill-up Request Service Form And prepare due amount	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Proceed to teller window to pay	Accept Payment / Issue Official Receipt (OR)	Variable	3 - 5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>



4. Proceed to Customer Service 1 & 2 and show OR	Process account in system and forward to CASD Disconnection team for disconnection	None	5 Minutes	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>
5. Wait for Disconnection	Process and post disconnection	None	1 Day	
TOTAL		None	1 Day	
End of transaction				

5. HANDLING OF COMPLAINTS

A. For Water Quality

Office or Division:		Customer Account and Service Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Text or call: 0925 445 4907 Tel. no.: 2284049 or personally visit our office and proceed to PACD Section	Refer to Production Section	None	1 Minute	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Validate and investigate complaint	None	1-2 days	Mailene B. Umadhay Christopher John Dimput <i>Supervising Engineer</i> Planning & Water Resources Division
2. Give feedback if action was taken	Initiate appropriate action	None	1 day	
TOTAL		None	3 days	
End of transaction				



B. For No Water (Low Pressure) and Leakage before meter

Office or Division:	Customer Account and Service Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All clients within the service areas of CKWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Service Request Form (to be signed)	- Public Assistance Complaints Desk (PACD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Text or call: 0925 445 4907 Tel. no.: 2284049 or personally visit our office and proceed to PACD Section	Refer to Construction and Maintenance	None	1 Minute	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Validate and investigate complaint	None	1-2 days	Mailene B. Umadhay Christopher John Dimput <i>Supervising Engineer</i> Planning & Water Resources Division
2. Give feedback if action was taken	Initiate appropriate action	None	1 day	
TOTAL		None	3 days	
End of transaction				



C. For Leakage before meter

Office or Division:	Customer Account and Service Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All clients within the service areas of CKWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Service Request Form (to be signed)	- Public Assistance Complaints Desk (PACD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Text or call: 0925 445 4907 Tel. no.: 2284049 or personally visit our office and proceed to PACD Section	Refer to Construction and Maintenance	None	1 Minute	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Validate and investigate complaint	None	1-2 days	Milborn N. Nombre <i>Division Manager B</i> Construction and Maintenance Division
2. Give feedback if action was taken	Initiate appropriate action	None	1 day	
TOTAL		None	3 days	
End of transaction				

D. No bill notice, Erroneous reading and High consumption

Office or Division:	Customer Account and Service Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All clients within the service areas of CKWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Service Request Form (to be signed)	- Public Assistance Complaints Desk (PACD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service Table 1/2 and express complaints	Validate and investigate complaint	None	1 day	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Give feedback if action was taken	Initiate appropriate action	None	1 day	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>
TOTAL		None	2 days	
End of transaction				

E. MAINTENANCE & REPAIR WORKS

E.1. Before the water meter (24/7)

Office or Division:	Customer Account and Service Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of CKWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report leak text or call: 0925 445 4907 telephone no.: 2284049 or personally visit our office	Receive report / request for maintenance / record service request	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>



	Prepare Maintenance Service Request Form	None	2 Minutes	
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	Variable	2 days	Milborn N. Nombre <i>Division Manager B</i> Construction & Maintenance Division
TOTAL		Variable	2 days and 7 minutes	
End of transaction				

E.2. Transfer of meter within the vicinity

Office or Division:		Customer Account and Service Division		
Classification:		Technical		
Type of Transaction:		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on Screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer service table 1 / 2 and explain your concern	Receive report / request for water maintenance man	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
	Prepare Service Request	None	2 Minutes	
3. Wait for the accredited private plumber / maintenance man to check and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	None	3 days	Ronald M. Pagurayan <i>Water Maintenance Man C</i>



4. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform service request	Variable	Variable	Eduardo A. Panes <i>Water Maintenance General Foreman</i>
TOTAL		Variable	8 Minutes + Variable	
End of transaction				

E.3. Water Meter Efficiency Test

Office or Division:		Customer Account and Service Division		
Classification:		Technical		
Type of Transaction:		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		All clients within the service areas of CKWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (to be signed)		- Public Assistance Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 & 2 request for meter test	Fill-up Service Request Form	None	2 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Wait for the schedule of meter test	Schedule Service request	None	3-5 Working Days	Jerry M. Gayanilo <i>Senior Maintenance Man A</i>
4. Proceed to tellers and pay amount due	Accept payment / Issue Official Receipt (OR)	Failed Test None Passed Test Php 250.00	3 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
TOTAL		Php 250.00	5 Days	
End of transaction				



5. Reconnection of Water Service

City of Koronadal Water District allows the reconnection of water service connection upon the customer's payment of the required amount.

A. Reconnection for Non-Payment of Water Bill

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computed amount due 2. Official Receipt		Customer Account and Services Division Accounting, Budget and Cash Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1/2 and request for reconnection	Verify account and compute amount due Provide payment order form	None	5 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
If Pulled Out due to Illegal Tapping				
3. Pay the required amount to teller	Accept payment Issue official receipt (OR)	<i>Arrears + Reconnection Fee: 200 + Illegal Tapping(IT): 2,000</i>	3 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
4. Present Official Receipt to Customer Service table 1 & 2 for reconnection	Issue Reconnection Order on service request form	None	3 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
5. Sign Reconnection Service Request Form	Forward Reconnection Service Request to Reconnector	None	1 day	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>



3. Pay the required amount to teller	Accept payment Issue official receipt (OR)	Arrears + Php 200	3 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
4. Present Official Receipt to Customer Service table 1 & 2 for reconnection	Issue Reconnection Order on service request form	None	3 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
5. Sign Reconnection Service Request Form	Forward Reconnection Service Request to Reconnector	None	Within the day	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>
TOTAL		Arrears + Php 200 + 2,000 (IT)	2 Days	
End of transaction				

B. Reconnection for Temporary Disconnection

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computed amount due 2. Official Receipt		Customer Account and Services Division Accounting, Budget and Cash Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 1 & 2 and request for reconnection	Verify account	None	3 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Sign Reconnection Service Request Form	Forward Reconnection SR to Reconnector	None	Within the day	Barby Gail Luanne S. Mananes <i>Senior Customer Service Officer</i>
TOTAL		None	1 Day	
End of transaction				



6. Transfer of Service Connection

The customer may opt to transfer the water service connection to another address within the service areas of Koronadal Water District with compliance to the needed requirements to process the transaction.

Office or Division:	Customer Account and Services Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Client G2B – Government to Business	
Who may avail:	All clients within the service areas of CKWD	
CHECKLIST OF REQUIREMENTS		
<p>1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]</p> <p>Brgy. Certificate (For homestead lots) Special Power of Attorney Any written authority issued by lawful owner</p> <p>Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> ✓ PRC ✓ Driver's License ✓ UMID ID ✓ Voter's ID/ Certificate ✓ Postal ID ✓ TIN ID ✓ Senior Citizen's ID ✓ PHIC ID ✓ PWD ID ✓ Solo Parent ID ✓ Pantawid Pamilyang Pilipino Program (4Ps) <p>✓ CKWD Orientation/Seminar Certificate</p>	<th style="text-align: center;">WHERE TO SECURE</th> <ul style="list-style-type: none"> - Personal Copy of Applicant - Local Lawyer - Barangay Hall of the applicant - Lawful Owner - Municipal Hall/ Private building owner - Board of Directors (for Companies) - Local Lawyer - Professional Regulations Commission - Land Transportation Office - GSIS/SSS - Department of Foreign Affairs - Commission on Election - Philippine Postal Corporation - Bureau of Internal Revenue - Office of Senior Citizen's Affairs - Philippine Health Insurance Corporation - Home Development Mutual Fund - Municipal Social Welfare and Development Office - CKWD Office 	WHERE TO SECURE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 4 or 5 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Wait for site inspection at the new address	Conduct area inspection and estimate additional material cost	None	2-3 Days	Ronald M. Pagurayan <i>Water Maintenance Man C</i>
4. Proceed to Teller and pay for additional material cost and meter transfer fee	Accept payment and issue Official Receipt (OR)	Cost of additional materials + Php 150	5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
5. Wait for the processing of the requested service	Prepare and Release of additional materials	None	1- 2 Days	Randy L. Benedicto <i>Designated Storekeeper B</i>
6. Wait for the scheduled installation of the request	Installation of scheduled water meter transfer	None	15 days	Eduardo A. Panes <i>Water Maintenance General Foreman</i>
TOTAL		Php 150 + Cost of Materials	20 Working Days	
End of transaction				



Office or Division:	Customer Account and Services Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All clients within the service areas of CKWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] <ul style="list-style-type: none"> ✓ PRC ✓ Driver's License ✓ UMID ✓ Voter's ID/ Certificate ✓ Postal ID ✓ TIN ✓ PHIC ✓ HDMF ✓ Person with Disability 	<ul style="list-style-type: none"> - Professional Regulations Commission - Land Transportation Office - GSIS/SSS - Department of Foreign Affairs - Commission on Election - Philippine Postal Corporation - Bureau of Internal Revenue - Office of Senior Citizen's Affairs - Philippine Health Insurance Corporation - Home Development Mutual Fund - Municipal Social Welfare and Development Office - Municipal Social Welfare and Development Office - Municipal Social Welfare and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Alvin Trojillo <i>PACD</i>
2. Proceed to Customer Service table 4 or 5 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
3. Wait for site inspection at the new address	Conduct area inspection and estimate additional material cost	None	2-3 Days	Ronald M. Pagurayan <i>Water Maintenance Man C</i>



4. Proceed to Teller and pay for additional material cost and meter transfer fee	Accept payment and issue Official Receipt (OR)	Cost of additional Materials + Php 150	5 Minutes	Rayjohn Faith P. Leones Jesza Mae M. Juele <i>Collection Assistant</i> Karlo E. Palma Ylliza Gene C. Nemes <i>Designated Collection Assistant</i>
5. Wait for the processing of the requested service	Schedule water meter transfer	None	2 Days	Randy L. Benedicto <i>Designated Storekeeper B</i>
6. Wait for the scheduled installation of the request	Installation of water meter transfer	None	15 days	Eduardo A. Panes <i>Water Maintenance General Foreman</i>
TOTAL		Cost of Materials + Php 150	20 Working Days	
End of transaction				

7. Disbursement of Funds (Refund Process)

Office or Division:	Accounting, Budget and Cash Management			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Summary of Canvass 2. Approved Purchase Request 3. Purchase Order 4. Disbursement Voucher			Admin and General Services Division Accounting, Budget and Cash Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply all necessary documents	Fill-up all Documents required by the purchaser	None	10 minutes	Jimmy C. Panganiban <i>Customer Service Asst. D</i>
2. Wait for preparation of disbursement	Prepare disbursement voucher	None	Priority – 1 day Non-priority –	Ivan N. Padilla <i>Accounting Processor A</i>



voucher (DV)			2 days	
3. Wait for preparation of cheque	Prepare cheque	None	1 day	Dinah B. Songcog <i>Cashiering Assistant</i>
4. Wait for the schedule release of Checks	Log all checks for disbursement	None	remittance through bank (every Friday) internal customer (Everyday)	
TOTAL		None	4 Working Days and 10 minutes	
End of transaction				



INTERNAL SERVICES

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1. Request for Certificate of Employment

This request is made for CKWD employee(s) or former employee(s) for whatever legal purpose(s) it may serve.

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		CKWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		CKWD Office @ Administrative Department		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist Client	None	3 Minutes	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
Fill-up form and check the Request for Certificate of Employment checkbox.				
2. Submit filled-up request form	Accept client's form for assessment	None	5 Minutes	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
	Prepare the Certificate of Employment for signing.	None	5 Minutes	Paul Anthony B. Pe <i>Records Assistant</i>
	Checking and verifying the records for finalization.	None	1 Day	Amy P. Aguirre <i>Division Manager B</i> Admin & Human Resource Division
	Signing of the Certificate of Employment.	None	1-2 Days	Ma. Lourdes G. Solatorio <i>Department Manager B</i> Admin & General Services Department
3. Receive signed Certificate of Employment	Releasing of Certificate of Employment.	None	3 Minutes	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
TOTAL		None	3 Working Days	
END OF TRANSACTION				



2. Request for Certificate of Completion (OJT)

This request is made for students who have their On-The-Job Training done here at CKWD Office which is one of the academic requirements.

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All clients who have their OJT at CKWD Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		CKWD Office @ Administrative Department		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist client	None	3 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
2. Fill-up form and check the Request for Certificate of Completion checkbox.				
3. Submit filled-up request form	Accept client's form for assessment	None.	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
	Prepare the necessary records such as Daily Time Record of the client	None	1 hour	Paul Anthony B. Pe <i>Records Assistant</i>
	Assessing and Verifying of the Records	None	1 hour	Amy P. Aguirre <i>Division Manager B</i> Admin & Human Resource Division
	Preparation of Certificate of Completion	None	30 mins	Paul Anthony B. Pe <i>Records Assistant</i>
	Signing of Certificate of Completion	None	1-3 days	Amy P. Aguirre <i>Division Manager B</i> Admin & Human Resource Division Ma. Lourdes G. Solatorio <i>Department Manager B</i> Admin & General Services Department
4. Receive signed Certificate of Completion	Release Certificate of Completion of the client	None	3 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
TOTAL		None	3 Working Days	
END OF TRANSACTION				



3. Request of Certified True Copy of Records

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All clients who have records at CKWD Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		✓ CKWD Office @ Administrative Department		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist client	None	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
2. Fill-up form and check the Request for Certified True Copy of Records				
3. Submit filled-up request form	Accept client's form for assessment	None.	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
	Preparation of documents needed for the Certified True Copy of Records	None	2-3 days	
	Checking and verifying the records for finalization.	None	Within the day	Amy P. Aguirre <i>Division Manager B</i> Admin & Human Resource Division
	Preparation of the finalized records for stamping	None	30 mins	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
4. Receive Certified True Copy of Records	Release Certified True Copy of Records of the client	None	3 mins.	
TOTAL		None	3 Working Days	
END OF TRANSACTION				



4. Request of Certified True Copy of Annual Tax Return

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All clients who have records at CKWD Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		✓ CKWD Office @ Administrative Department		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist client	None	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
2. Fill-up form and check the Request for Certified True Copy of Records				
3. Submit filled-up request form	Accept client's form for assessment	None.	5 mins.	
	Preparation of documents needed for the Certified True Copy of Annual Tax Return	None	2-3 days	
	Checking and verifying the records for finalization.	None	Within the day	Amy P. Aguirre <i>Division Manager B</i> Admin & Human Resource Division
	Preparation of the finalized records for stamping	None	30 mins	
4. Receive Certified True Copy of Annual Tax Return	Release Certified True Copy of Annual Tax Return of the client	None	3 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
TOTAL		None	3 Working Days	
End of Transaction				



5. Issuance of Copy of Travel Order

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All employee of CKWD		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			✓ CKWD Office @ Administrative Department	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist client	None	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
2. Fill-up form and check the Request for Certified True Copy of Records				
3. Submit filled-up request form	Accept client's form for assessment	None.	5 mins.	
	Prepare copy of Travel Order from file	None	1 day	
	Stamping of Certified Copy of Travel Order	None	5 mins.	
4. Receive Certified True Copy of Travel Order	Release Certified True Copy of Travel Order	None	3 mins.	
TOTAL		None	1 Day	
End of Transaction				



6. Application for Leave

Office or Division:		Admin and Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All employee of CKWD		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			✓ CKWD Office @ Administrative Department	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Form from Admin office.	Assist client	None	5 mins.	Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
Fill-up form				
2. Submit filled-up request form	Accept client's form for assessment	None	5 mins.	Amy P Aguirre <i>Division Manager B</i> Admin & Human Resource Division
	Check and verify leave requested and leave credits.	None	30 mins.	Department Head <i>(Employee who is under the said department)</i>
	Signing of Leave Application Form	None	1-3 days	Atty. Benjie G. Espinosa <i>General Manager B</i>
3. Receive signed Leave Application Form				Ellen Toni Grace P. Hisug <i>Administrative Assistant C</i>
TOTAL		None	3 Working Days	
End of Transaction				



Sub-Collection Offices

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1. Payment of Water Bills

a) City of Koronadal Water District makes payment accessible to customers thru its Five (5) sub-collection offices.

b)

1. **Philippine Veterans Bank** (Monday – Friday @ 10:00 AM– 2:30 PM)
2. **KCC Mall of Marbel** (4th Floor @ KCC Bayad Center)
3. **Mall of Ace Centerpoint** (ACE Bayad Center)
4. **All RD Pawnshop** (All branches located within the City of Koronadal)
5. **City Mall of Marbel** (Bayad Center)
6. **GCASH**



FEEDBACK and COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Request and Answer the client feedback form and drop it at the designated drop box beside PACD Email: ckwd_koronadalcity@yahoo.com
How feedback is processed	<p>Every end of the working day, the employee in charge at the PACD will submit to the Public Relations Officer (PRO) the feedback & complaints filled-up form gathered from the drop box for compilation.</p> <p>Feedback requiring answers are forwarded to the Division concerned and they are required to answer within five (5) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the consumers concerned.</p> <p>For inquiries and follow-ups, clients may contact telephone no. <u>228-4049</u></p>
How to file a complaint	<ol style="list-style-type: none"> 1) Directly communicate with our PACD for inquiries. 2) Accomplish the complaint form and submit it to our PACD 3) Complaints can also be filed thru telephone numbers <u>228-4049 / 228-8141</u> 4) Make sure to provide the following information: <ol style="list-style-type: none"> i) Name of person being complained ii) Incident or Situation iii) Evidence 5) For inquiries and follow-ups, consumers may contact telephone number - <u>228-4049</u> 6) For customer service and maintenance concern – text or call <u>0925 445 4907</u>
How complaints are processed	<p>The PACD opens the complaints drop box on a daily basis and forward the same to the concerned Division for investigation and give appropriate action.</p> <p>The Division concerned will give the feedback to the consumer.</p> <p>For inquiries and follow-ups, consumers may contact telephone number <u>500-9400</u></p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>