

Republic of the Philippines

## **Tubod-Baroy Water District**

(GOVERNMENT OWNED & CONTROLLED CORP.)

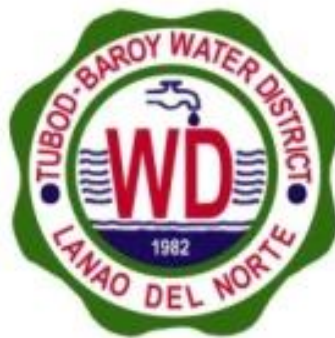
Provincial Trade Center,

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## **CITIZEN'S CHARTER**

# TUBOD-BAROY WATER DISTRICT

## **CITIZEN'S CHARTER**

### **FRONTLINE SERVICES**

#### **REQUEST FOR A PROMISSORY**

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who may avail of the service? Delinquent customers of TBWD

Requirement: Billing Slip

How to avail the service?

Step	Applicant/ Client	Activity	Duration	Person in Charge	Fees	Form
1	Look for the Officer of the Day	Verify accounts payable & ask the concessionaire	5 minutes	A.L. Galda J. Paclipan	-	Promissory Note
2	Fill up the promissory Note	Release of Approved promissory note	5 minutes	R. Garganta	-	Promissory Note

#### **ATTENDING CUSTOMER'S COMPLAINTS**

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who may avail of the service? Concessionaires of TBWD

Requirement: Problem Presentation: Dispute Bill, Quality of Water, Irregular water supply/low pressure

How to avail the service?

Step	Applicant/Client	Activity	Duration	Person in Charge	Fees	Form
1	Report Disputed Bill & present billing receipt	Verify, validate and reconcile based on consumption history of concessionaires	15 minutes	A.L. Galda J. Paclipan	-	Water Bill
2	Quality of Water	Conduct examination/ water testing	1 hour	R. Hambre	-	-
3	Irregular Water Supply/ Low pressure	Conduct Inspection	20 minutes	R. Hambre	-	-

### **APPLICATION FOR NEW SERVICE CONNECTION**

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who may avail of the service? Residents within the service area coverage of Tubod-Baroy Water District

How to avail the service?

Step	Applicant/Client	Activity	Duration	Person in Charge	Fees	Form
1	Fill up Form	Site Inspection, Verify location & Right of Way and Computation of Materials	30 minutes	R. Garganta A. Alfon C. Apao	-	Application Form
2	Orientation & Scheduling	Inform about the policies of WD including rates, due dates, penalties and required documents	10 minutes	R. Garganta	-	-
3	Approval	Signature of Head of Office	5 minutes	G. Hera	-	-
4	Payment	Process payments and issue Official Receipt	5 minutes	A.L. Galda J. Paclipan	Registration/ Installation Fee P 1,500 and Materials Fee	Official Receipt
5	Service Connection Installation	Request Materials for Installation of Service Connection	3-4 hours	A. Alfon C. Apao J. Alfon J. Gorecho	-	-

**REQUEST OF ISSUANCE OF OFFICIAL RECEIPT  
(Bill Payment)**

Schedule of Availability of Service

Monday – Friday

8:00 AM – 4:30 PM

Who may avail of the service? Concessionaires of TBWD

Requirement: Billing Receipt

How to avail the service?

Step	Applicant/ Client	Activity	Duration	Person in Charge	Fees	Form
1	Report Feedback/ Complaint	Verify location and nature of request for repair	5 minutes	R. Hambre	-	Maintenance Order Form
2	Fill up request Form	Comply leaking repair	1 hour for minor repair 4 hours for major repair	B. Aballe J. Balugo A. Quipit G. Buhawe J. Lambojon	-	Maintenance Order Form

**REQUEST FOR SERVICE**

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who may avail of the service? Concessionaires of TBWD

Requirement: Request Form

How to avail the service?

Step	Applicant/ Client	Activity	Duration	Person in Charge	Fees	Form
1	Present the Billing Slip	Browse Customer Ledger	2 minutes	A. L. Galda J. Paclipan	-	Water Bill
2	Pay the bill amount	Process payment & issue official receipt	3 minutes	A. L. Galda J. Paclipan	As billed	Official Receipt

# MISSION

To provide portable and affordable water to every household for the maintenance and enjoyment of healthy life and well-being of the whole populace in the municipalities of Tubod and Baroy, Lanao del Norte.

# VISSION

A model water district, in its category, providing excellent service at reasonable cost for the satisfaction of the concessionaires, dedicated to the highest standard in government service with due care for the society and the environment.

# PERFORMAMANCE PLEDGE

We, the officials and employees of Tubod-Baroy Water District commit to:

**B**est service providing employees

**I**mmEDIATE action in every complaint

**L**ittle to no error in every field related services

**I**llegal acts are strictly discouraged to ensure the quality of service provided to every concessionaire

**S**ervice provided in an excellent way

**A**ffordable water rates to cater to those in need most.

**K**ind hearted employees ready to listen and serve.

**S**afe water provided to every household

**Y**ear round services

**O**ffers assistance to all concessionaires

**N**oble employees at your service