



CITIZENS' CHARTER

**VISION**

We envision to provide 100% water supply requirements to all the people of Daraga.

**MISSION**

As an independent and self-sustaining public entity, it aims to promote, manage, and regulate a water supply system operating within its territorial boundaries, according to its capability and competence, and in harmony with nature, by providing the members of the community with the proper distribution and allocation of potable water supply.

[dawdwaterdistrict@gmail.com](mailto:dawdwaterdistrict@gmail.com)

483-3232 (hotline)

483-3906 (fax)

*A. Application for New Water Service Connection, Reconnection, Transfer of Tapping Or Water Meter Relocation*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Apply for new water connection service from the Public Assistance/Complaint Counter (PAC)	5 minutes	Customer Service Assistant (CSA)/Staff Assigned		Inspection Report Form (IRF)
2	Accomplish the IRF and return to CSA/Staff Assigned	2 minutes	CSA/Staff assigned		
3	Pay the inspection fee to the Cashier	4 minutes	Cashier	P 50.00	
4	Present OR and accomplished IRF to the CSA	1 minute	CSA/Staff Assigned		
5	Wait for the conduct of inspection	1-2 days	CSA/Inspector		

*B. Application For New Service Connection After Inspection*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the PAC and present the Inspection Report Form (IRF) duly accomplished by the CSA/Inspector	20 minutes	CSA/Staff Assigned		Inspection Report Form(IRF)/Order to Accept Payment (OAP)
2	Pay the amount indicated in the OAP to the Cashier	5 minutes	Cashier	As billed	Order to Accept Payment (OAP)
3	Go to the CSA and return documents received and present OR	10 minutes	CSA/Staff Assigned		
4	Accomplish and sign the Service Application And Construction Order(SACO) & Application Form & Water Service Agreement (AFWSA)	6 minutes	CSA/Staff Assigned		
5	Wait for 3 working days from date of payment for the installation of the service connection	3 working days	CSA/Staff Assigned		

*C. Application for Reconnection After Inspection*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the PAC and know the status of application for reconnection.	25 minutes	CSA/Staff Assigned		Order to Accept Payment (OAP)
2	Pay the amount indicated in the OAP	5 minutes	Cashier		
3	Go to CSA and present OR	3 minutes	CSA/Staff Assigned		
4	Wait for 2 working days (maximum) from date of payment	2 working days	Water Maintenance Man (WMM)- Commercial Division		Maintenance Order (MO)

*D. Request for (1) Transfer of Tapping and (2) Water Meter Relocation After Inspection*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the PAC and know the status of request and submit requirements.	20 minutes	CSA/Staff Assigned		Order to Accept Payment (OAP)
2	Pay the fees indicated in the OAP to the	5 minutes	Cashier	As billed	

	Cashier				
3	Go to CSA and present OR	5 minutes	CSA/Staff Assigned		
4	Wait for 3 working days (maximum) from date of payment	3 working days	EOD/WMM-Commercial Division		

*E. Change of Account Name/Registration*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the PAC and submit requirements.	55 minutes	Customer Service Officer /CSA/Staff Assigned	P 200.00	
2	Pay the required amount to the Cashier	5 minutes	Cashier	As billed	
3	Go to CSA and present OR				

*F. Application for Water Service Closure As Requested By Client*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the CSA and submit required documents	10 minutes	CSA/Staff Assigned		Service Request
2	Pay the amount indicated in the OAP to the Cashier	5 minutes	Cashier	As billed	Order to Accept Payment
3	Go to the CSA and return all documents received and present OR/ Water Bill Receipt (WBR)	2 minutes	CSA/Staff Assigned		
4	Wait for the implementation of the disconnection	1 working day	WMM-Commercial Division		
5	Sign SR to acknowledge implementation of disconnection	1 working day	WMM-Commercial Division		

*G. Application For Reclassification Of Service Connection*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Go to the PAC and make the request for reclassification	1 minute	CSA/Staff Assigned		Service Request
2	Wait for the result of the inspection.	1 working day	CSA/Inspector	As billed	OAP
3	Sign the SR to confirm reclassification		CSA/Inspector		

*H. Processing of Service Request and Complaints On Water Supply And Billing*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	File the request/complaint at the PAC by personal visit or thru phone	10 minutes	CSA/WMM-Commercial Division/EOD		Service Request (SR)
2	Wait for the complaint to be acted upon within 2 working days	1 or 2 working day/s	CSA/WMM-Commercial Division/EOD		
3	Sign the Service Request (SR) to acknowledge the repair/remedial action	2 working days	Engineering & Operations Division (EOD)		

*I. Payment for Water Bills, Fees, and Other Charges*

STEP	APPLICANT/CLIENT	MAX. TIME	Person in Charge	Fees	Form
1	Get priority number before entering the main door going to the customers' lobby and wait for his/her number to be called.	5 minutes	Customer Service Assistant (CSA)	As billed	
2	Pay the amount to the Teller be it full or partial payment * If payment is partial, client is advised to see the CSA in charge of the promissory note.	2 minutes 3 minutes	CSA/WMM-Commercial Division/EOD		