



**DARAGA WATER DISTRICT  
SERVICE CHARTER**

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## I. PREFATORY STATEMENT

Daraga Water District entered into a Contractual Joint Venture Agreement (CJVA) with PrimeWater Infrastructure Corporation (PrimeWater) for the Financing, Development, Rehabilitation, Expansion, Improvement, Operation and Maintenance of the Water Supply System of Daraga, which commenced last March 16, 2017. Considering that DAWD is no longer on the operations of the water supply service, its major function now is focused on the monitoring of the same in accordance with the provisions of the JVA. Thus, DAWD no longer handles frontline services but rather handles internal services for its private partner, the PrimeWater.

Given the task of monitoring how the JV partner carries out the contracted responsibility of public service providing basic necessity, DAWD hereby commits its organization to the same Vision, Mission and Performance Pledge, in all means its functions can reach.

## II. VISION

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

## III. 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.

## IV. PERFORMANCE PLEDGE

- W**ORTH. We shall prove our worth of your trust and confidence in providing quality water supply to every home in Daraga, as we serve with aptitude, prudence and forethought, caution and awareness, and courtesy at all times.
- A**CCESS. As a public entity, we shall maintain and uphold the essence of the Public Assistance Counter to address the concerns of our clients, accessible and reliable.
- T**ACT. Providing one of the essential needs in life, we shall carry out our commitment with tact, to protect the safety of the water supply, in particular, and the interest of the consuming public in general.
- E**FFORT. It shall not only be about assignments, but also about the efforts of the organization, acting and proceeding as one, to go beyond the call of duty in pursuit of DAWD's Vision, Mission and Goals.
- R**ESPECT. Finally, we shall abide by our mandate and the laws governing our operations as a Government-Owned & Controlled Corporation (GOCC), and foremost, respect nature, being the instrument of what GOD provides which we deliver.

## V. INTERNAL SERVICES OFFERED, PERSONS IN-CHARGE, DURATION

Being on the monitoring side, DAWD's internal services involve policy-making and approval/disapproval of customer service practices, project implementation, and other operation management practices.

PrimeWater is the chief client being the JV Partner.

The following internal services are being offered, and each table present the flow through which the service is completed, with the persons in-charge and the duration of each activity in the flow:

### 1. Approval of Announcement/Notice of Water Supply Service Interruption

Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of draft	2 minutes	ACL Vargas		
2		Verification of the necessity of the Service Interruption	10 minutes	RM Mirafior FM Millena CR Pancho		
3		Review of the announcement/ notice	5 minutes	CR Pancho		
4		Approval/ Disapproval	2 minutes	GM AMN Jaucian		
<b>END OF TRANSACTION</b>						

Per LWUA Memorandum No. 005-18, announcement of scheduled water supply interruption must be made at least three (3) days before the scheduled interruption. Dissemination of the same shall be through different media – TV and radio networks, web site, social media instrumentalities like Facebook. Additionally, leaflets may be distributed to concessionaires or posters be posted in three (3) conspicuous places. In compliance therewith, DAWD has set a timeline to the PrimeWater within which the announcement be submitted for approval.

### 2. Approval of Program of Work

Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of Complete POW (plans, bills of materials, cost estimates, calendar, etc)	2 minutes	ACL Vargas		
2		Verification of the necessity of the Project	20 minutes	RM Mirafior FM Millena CR Pancho		

3		Perusal of the POW, including technical discussion, inspection, if necessary	4 hours	RM Miraflor FM Millena		
4		Rendering of Report/ Recommendation /Advisory to the GM	15 minutes	CR Pancho		
5		Approval/ Disapproval	2 minutes	GM AMN Jaucian		
<b>END OF TRANSACTION</b>						

The Board of Directors issued a resolution requiring the PrimeWater to submit a Program of Work (POW) complete with plans/layouts/sketches, bill of materials, cost estimates, and timeline. This is pursuant to the provision in the JVA that DAWD may verify the reasonableness and prudence of every capital expenditure being infused in the JV project.

### 3. Issuance of Certificate of Acceptance for Completed Project

Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of As-Built Plan & Accomplishment Report	2 minutes	ACL Vargas		
2		Verification, including technical discussion, site inspection, testing, if applicable	2 days	RM Miraflor FM Millena CR Pancho		
4		Rendering of Report/ Recommendation /Advisory to the GM	15 minutes	CR Pancho		
5		Issuance of Certificate of Acceptance	5 minutes	GM AMN Jaucian		Cert of Acceptance
<b>END OF TRANSACTION</b>						

### 4. Approval of 5-year Business Plan

Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of draft Business Plan	2 minutes	ACL Vargas		

2		Perusal of the draft, including plenary with PrimeWater, research, and verification of data/information	5 days	RM Mirafior FM Millena CR Pancho KYM Ecleo MM Marjalino		
3		Rendering of Report/ Recommendation /Advisory to the GM	1 hour	CR Pancho		
4		Board deliberation & resolution	2 hours	Board of Directors		Board Reso.
5		Issuance of approval/ disapproval	5 minutes	GM AMN Jaucian		Inter-Office Memo
<b>END OF TRANSACTION</b>						

#### 5. Approval of Water Safety Plan

Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of draft Water Safety Plan	2 minutes	ACL Vargas		
2		Perusal of the draft, including plenary with PrimeWater, research, and verification of data/information, inspection	5 days	RM Mirafior FM Millena CR Pancho KYM Ecleo MM Marjalino		
3		Rendering of Report/ Recommendation /Advisory to the GM	1 hour	CR Pancho		
4		Board deliberation & resolution	2 hours	Board of Directors		Board Reso.
5		Issuance of approval/ disapproval	5 minutes	GM AMN Jaucian		Inter-Office Memo
<b>END OF TRANSACTION</b>						

## 6. Approval of Water Supply Service Policies


Step	Client	Flow	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form/ Doc.
1	PrimeWater	Receiving of letter request/ proposal	2 minutes	ACL Vargas		
2		Verification as to the necessity of the policy	1 hour	RM Miraflor FM Millena CR Pancho		
3		Perusal of the proposed policy provisions	1 hour	RM Miraflor FM Millena CR Pancho		
4		Preparation of recommendation to the Board	30 minutes	CR Pancho GM AMN Jaucian		
5		Board deliberation	1 hour	Board of Directors		Board Reso.
6		Issuance of approval / disapproval	5 minutes	GM AMN Jaucian		Inter-Office Memo
<b>END OF TRANSACTION</b>						

## VI. FEEDBACK & REDRESS MECHANISM

Talk to us.

CONTACT DETAILS	(052) 483-3906 dawdwaterdistrict@gmail.com <a href="http://www.daragawater.gov.ph">http://www.daragawater.gov.ph</a> Facebook: Primewater Daraga JV
OFFICE LOCATION	4 <sup>th</sup> Floor, Daraga Water District Building Sta. Maria Street, Daraga, Albay
OFFICE HOURS	Monday to Friday, except holidays 8:00 AM to 5:00 PM No noon break

## VII. FEEDBACK FORM



Republic of the Philippines  
**DARAGA WATER DISTRICT**  
Sta. Maria St., Daraga, Albay

**FEEDBACK FORM**

**TYPE OF FEEDBACK**  
*Uri ng Puna*

<input type="checkbox"/> COMPLAINT ( <i>Reklamo</i> )	<input type="checkbox"/> REQUEST FOR ASSISTANCE ( <i>Paghingi ng Tulong</i> )
<input type="checkbox"/> COMMENDATION ( <i>Papuri</i> )	<input type="checkbox"/> SUGGESTION/RECOMMENDATION ( <i>Mungkahi</i> )

**NAME** \_\_\_\_\_ **DATE** \_\_\_\_\_  
*Pangalan*  *Petsa*

**ADDRESS** \_\_\_\_\_  
*Tirahan*

**OFFICE/AGENCY** \_\_\_\_\_  
*Tanggapan*

**PHONE NO.** \_\_\_\_\_  
*Telepono*

**EMAIL ADDRESS** \_\_\_\_\_

**NAME OF PERSON/S SUBJECT OF FEEDBACK** \_\_\_\_\_  
*Pangalan ng taong paksa*

**POSITION/OFFICE** \_\_\_\_\_  
*Posisyon/Tanggapan*

**DETAILS OF FEEDBACK** \_\_\_\_\_  
*Detalye ng Puna*

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Use backpage if necessary.  
*Gamitin an likod na pahina kung kailangan.*

\_\_\_\_\_ Signature (*Lagda*)

*God provides. We deliver.*

**ANNIE MARIE N. JAUCIAN**  
General Manager