



**DAGUPAN CITY WATER DISTRICT
PAMANA WATER-DAGUPAN CITY**

CITIZEN'S CHARTER



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PAMANA WATER-DAGUPAN CITY**

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I. MANDATE

Pursuant to Presidential Decree No. 198, the Dagupan City Water District was created and mandated 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.

Pamana Water Corporation (PAMANA) is duly organized and existing under Philippine Laws with principal office address at No. 900 D. Romualdez St., Paco Manila.

I. VISION

For the DCWD-PAMANA Joint Venture to be an essential and trusted partner of the People of Dagupan City in providing sustainable, high quality water-related services to meet the increasing demand and needs for water supply.

II. MISSION

DCWD-PAMANA Joint Venture's General Objective is:

Primarily to attain the highest possible level of water supply services for, as far as feasibly possible, one hundred percent (100%) of water consumers in the JV Area.”

DCWD-PAMANA Joint Venture has the following specific objectives:

1. To develop new/additional sustainable water sources to meet long- term water demand;
2. To reduce and maintain distribution losses (Non-Revenue Water) to national or industry acceptable levels;
3. To expand service coverage within the existing barangays utilizing and improving DCWD Facilities.
4. To ensure, as far as feasibly possible, uninterrupted twenty-four (24) hour water supply to connected consumers;
5. To ensure that water supplied to consumers comply with prevailing standards on drinking water quality under Philippine National Standards for Drinking Water;
6. To mitigate tariff impact to Consumers;
7. To maintain good and harmonious relationship with water consumers at all times through their improved satisfaction level.



8. To protect the environment by ensuring responsible use of groundwater resources, promoting utilization of surface water and providing sound management and protection of watershed, in strict compliance to Republic Act No. 11039 or the Expanded National Integrated Protected Areas System (NIPAS) Act of 2018.
9. To assure security of tenure and maintain harmonious work relations, no DCWD absorbed employee regardless of status (permanent, casual, Contract-Of-Service, job order) shall be removed from service for the duration of the contract period, except for cause and after due process.
10. As a matter of policy, no retrenchment, right-sizing, downsizing or any other scheme of removing employees shall be implemented for the duration of the contract period, whether directly or through association or contract with an agency.

III. SERVICE PLEDGE

We, the officers and employees of the DCWD-PAMANA JV commit to:

PROVIDE you adequate, potable, safe, affordable and high-quality water twenty four hours a day seven days a week;

ATTEND to you as soon as you enter our premises from

Dagupan City Water District:	Monday – Friday	8:00 am to 5:00 pm
PAMANA Water-Dagupan:	Monday – Friday	7:30 a.m to 5:30 pm

RESPOND to you promptly and take necessary actions to improve our services;

HEAR your complaints and suggestions about our services and take necessary actions to improve the same;

ENSURE that you will be served by our authorized hardworking and dedicated personnel.

TREAT everyone equally.



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EXTERNAL SERVICES

1. NEW SERVICE CONNECTION APPLICATION

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	A resident of Dagupan City; at least 18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Lot Owner:</p> <ul style="list-style-type: none"> Community Tax Certificate (CEDULA) Ordinance 165 Declaration of Real Property Tax Receipt Latest Real Property Tax receipt <p>Tenant/Lessee:</p> <ul style="list-style-type: none"> Community Tax Certificate (CEDULA) Ordinance 165 Declaration of Real Property Tax Receipt Latest Real Property Tax receipt Affidavit of Consent of Owner (Notarized) <p>Government Lot:</p> <ul style="list-style-type: none"> Barangay Certificate indicated that property is situated in a government lot Barangay Clearance Electric Bill Notarized Deed of Undertaking 		<p>Dagupan City Hall – One Stop Shop City Assessor’s Office Dagupan City Hall – One Stop Shop City Assessor’s Office</p> <p>Dagupan City Hall – One Stop Shop City Assessor’s Office Dagupan City Hall – One Stop Shop City Assessor’s Office</p> <p>Barangay Hall Barangay Hall</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from New Service Application Counter.	1. Respond to queries and assist customers.	None	2 minutes	<i>PACD Officer</i>
2. Secure and fill out the New Service Connection Form and submit the requirements.	2. Reviews and evaluate the accomplished form and the requirements.	None	10 minutes	<i>Customer Service Assistant</i>
3. Ask for the schedule of site inspection.	3. Conduct site inspection within 1-2 working days upon receipt of the application.	None	20 minutes	<i>Service Inspector</i>
4. Attend an orientation and sign the attendance sheet.	4. Conduct orientation for new service connection.	None	1 hour	<i>Customer Service Assistant</i>
5. Obtain the total amount to be paid at	5. Evaluate submitted	None	15 minutes	<i>CSA/ Customer Service</i>



Customer Service.	documents for approval. 5.1 Process application and bill of materials, labor, and miscellaneous fees.			<i>Supervisor/ Customer Service Manager/ Branch Manager</i>
6. Pay the fees and materials to secure the Official Receipt (O.R.)	6. Accept payment and issue official receipt.	Residential Account: Application Fee – PHP 90 Meter Maintenance Fee – PHP 500 Tapping Fee – PHP 180 Labor & Installation Fee – PHP 500 Inspection Fee – PHP 45 Meter Test – PHP 25 TOTAL MISC. FEES RESIDENTIAL – PHP 1,340 COMMERCIAL – PHP P1,550 MATERIALS PHPxxx (Water Meter and Fittings) Price depending on size	10 minutes	<i>Teller</i>
7. Present the O.R. to the Customer Service Office.	7. Prepare service request for the tapping.	None	3 minutes	<i>Customer Service Assistant</i>
8. Present the application form, service request, and O.R. to the General Services Division.	8. Issue the materials to the customer as specified in the O.R.	None	10 minutes	<i>Property Custodian</i>
9. Witness the installation of the new service connection.	9. Install the new water service connection	None	2-3 hours	<i>Maintenance Team-Construction</i>



	within 3-4 working days.			and Maintenance Division
10. Accomplish a Customer Satisfaction Survey Form.	10. Conduct customer satisfaction survey.	None	5 minutes	<i>Customer Service Assistant</i>
	TOTAL:	Subject to type of service application	5 hours & 15 minutes	

2. REOPENING OF TEMPORARY CLOSED CONNECTION

For concessionaire whose water connection/services were temporarily disconnected upon request.

NOTE :

These accounts are only considered temporarily disconnected for a maximum duration of six (6) months. Beyond the 6-month period, the account is considered permanently disconnected.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All registered concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD Officer</i>
2. Request to reopen the temporarily closed connection.	2. Gather information and check customer's record and requirements. 2.1 Issue Order Payment Form	None	5 minutes	<i>Customer Service Assistant</i>
3. Pay the necessary fees and materials to secure the official receipt (O.R.)	3. Accept payment and issue official receipt indicating the paid amount.	Unpaid water bill, if any Reconnection Fee PHP 150 with free	5 minutes	<i>Teller</i>



		<p>calibration (for accounts disconnected less than 3 months)</p> <p>Reconnection Fee PHP 150 + calibration fee* (for accounts disconnected more than 3 months)</p> <p>*Calibration Fee(s): $\frac{1}{2}$" water meter – PHP 50 $\frac{3}{4}$" water meter – PHP 75 1" water meter – PHP 100</p> <p>Note: No calibration charge for defective and replaced water meter.</p>		
4. Present the O.R. for the preparation of service request and/or reconnection order.	4. Prepare service request and reconnection order.	None	3 minutes	<i>Customer Service Assistant</i>
5. Witness the reconnection of water service.	<p>5. Reopening of service connection for accounts disconnected less than 3 months is completed within 24 hours.</p> <p><i>Schedule for reopening is as follows:</i></p> <ul style="list-style-type: none"> ○ <i>Payments made between 8:00 am to 12:00 noon, service connection will be reopened from 1:00 pm to 5:00 pm;</i> ○ <i>Payments made</i> 	None	15 minutes	<i>Disconnection Personnel (CSD)</i>



	<p><i>between 1:00 pm to 5:00 pm, service connection will be reopened from 8:00 am to 12 noon on the next working day;</i></p> <ul style="list-style-type: none"> ○ <i>Reopening of service connection will be done on Monday if payment is made on a Friday.</i> ● Reopening of service connection for accounts that have been disconnected for 3 to 6 months is completed within 24 hours subject to calibration of the water meter. 		1 hour	Construction and Maintenance Team
6. Accomplish a Customer Satisfaction Survey Form.	6. Conduct customer satisfaction survey.	None	5 minutes	Construction and Maintenance Team
	TOTAL:	Subject to the customer's account and service rendered	1 hour & 35 minutes	

3. REOPENING OF PERMANENTLY CLOSED CONNECTION

For concessionaires whose water connection/services were disconnected due to the following reasons:

1. Temporarily disconnected accounts that are more than six (6) months; and
2. Disconnected account due to non-payment

Office or Division:		Customer Service Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All registered concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD Officer</i>
2. Request to reconnect permanently closed connection.	2. Gather information and check customer's record and requirements. 2.1 Prepare service request for the inspection.	None	10 minutes	<i>Customer Service Assistant</i>
3. Ask for the schedule of site inspection.	3. Site inspection will be conducted within 2-3 working days.	None	20 minutes	<i>Service Inspector</i>
4. Obtain the total amount to be paid.	4. Review and discuss the assessment of the service inspector. 4.1 Issues Order Payment Form	None	5 minutes	<i>Customer Service Assistant</i>
5. Pay the fees and bill of materials to secure the O.R.	5. Accept payment and issue an official receipt indicating the paid amount.	P500 + Bill Arrears + Bill of Materials + Calibration Fee* (for accounts	5 minutes	<i>Teller</i>



		<p>disconnected due to non-payment)</p> <p>* Calibration Fee(s): P 50 - ½" water meter P 75 - ¾" water meter P 100 - 1" water meter</p> <p>Note: No calibration charge for defective and replaced water meter.</p>		
6. Present the O.R. for the preparation of service request and/or reconnection order.	6. Prepare and issue a service request for reconnection.	None	3 minutes	<i>Customer Service Assistant</i>
7. Proceed to the General Services Division for the issuance of purchased materials.	7. Issue the materials to the customer as specified in the O.R.	None	10 minutes	<i>Storekeeper</i>
8. Reconnection of the service connection within 2 – 3 working days. <i>Calibration of the water meter is required for accounts that are inactive for at least three (3) months.</i>	8. Conducts meter calibration 8.1 Conducts reconnection by installing calibrated water meter and connection fittings.	None	2 hours	<i>Construction and Maintenance Team</i>
9. Accomplish Customer Satisfaction Survey Form.	9. Conduct customer satisfaction survey.	None	5 minutes	<i>Construction and Maintenance Team</i>
	TOTAL:	Subject to type of calibration service	3 hours	

4. RELOCATION, TRANSFER, AND ELEVATION OF WATER METER

For concessionaires who are requesting to transfer, relocate or elevate water meter within their service line vicinity.

Office or Division:		Customer Service Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All registered concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD Officer</i>
2. Request relocation/transfer/elevation of water meter.	2. Gather information and check the account status. 2.1 Prepares and issues Service Request for inspection.	None	10 minutes	<i>Customer Service Assistant</i>
3. Wait for the schedule of the site inspection.	3. Site inspection will be conducted within 1-2 working days.	None	20 minutes	<i>Engineering Staff</i>
4. Obtain the total amount to be paid.	4. Issue bill of materials.	None	5 minutes	<i>Customer Service Assistant</i>
5. Pay the fees and bill of materials to secure the O.R.	5. Accept payment and issue official receipt indicating the paid amount.	Bills of Materials (to be determined upon site inspection)	5 minutes	<i>Teller</i>
6. Present the O.R. for the preparation of service request.	6. Prepare and issues service request for the transfer/relocation/ elevation of water meter.	None	3 minutes	<i>Customer Service Assistant</i>
7. Proceed to the General Services Division for the issuance of purchased materials.	7. Issue the materials to the customer as specified in the O.R.	None	10 minutes	<i>Storekeeper</i>

8. Witness the relocation/transfer/elevation of water meter.	8. Relocation / transfer of water meters or service lines will be conducted within 2-3 working days.	None	2 hours	Construction and Maintenance Team
9. Accomplish a Customer Satisfaction Survey Form.	9. Conduct customer satisfaction survey.	None	5 minutes	Customer Service Assistant or Field Personnel
	TOTAL:	Subject to site inspection	3 hours	

5. CHANGE OF CLIENT'S ACCOUNT NAME

For Concessionaires requesting to change their account name due to a change of ownership or property/premises.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All new owners of properties/premises that has water connection An heir of a deceased concessionaire An heir or an authorized representative of a registered concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Ownership (Absolute Deed of Sale) if property was acquired through purchase Proof of Affiliation of the Transferee: Death Certificate of the deceased registered concessionaire Birth Certificate of the transferee One (1) Valid ID		Philippine Statistics Authority/Office of the Civil Registry Philippine Statistics Authority/Office of the Civil Registry Any Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	PACD Officer
2. Request to change the account name.	2. Reviews the status of the account and discuss the list of requirements. 2.1 Prepares and issues Order of Payment	None	10 minutes	Customer Service Assistant
3. Pay the necessary fee to secure the O.R.	3. Accept payment and issue official receipt	Change of Ownership (Transfer of	5 minutes	Teller

	indicating the paid amount.	Rights) – PHP 120		
4. Present the O.R. for the preparation of the requested name change. <i>The new account name shall reflect on the next billing cycle.</i>	4. Accomplish Edit Account Information Form	None	5 minutes	<i>Customer Service Assistant</i>
5. Accomplish a Customer Satisfaction Survey Form.	9. Conduct customer satisfaction survey.	None	5 minutes	<i>Customer Service Assistant</i>
TOTAL:		PHP 120	27 minutes	

6. INSPECTION OF WATER METER DUE TO HIGH OR LOW CONSUMPTION

For Concessionaires who are requesting for inspection due to unusual water consumption reflected on the bill.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All registered concessionaires Meter Readers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to customer service.	None	2 minutes	<i>PACD Officer</i>
2. Report (abnormal/unusual) high/low water consumption in the water bill. Note: Client may address their concern thru text/ phone call, Facebook messenger.	2. Prepares Service Request for the inspection of water meter and service line.	None	2 minutes	<i>Customer Service Assistant</i>
	2.1 Site inspection will be conducted within 1 day.	None	1 hour	<i>Meter Calibration Team</i>
	2.2 Conduct on-site calibration.	None	1 hour	<i>Meter Calibration Team</i>

	Note: If the client contested the result of the on-site calibration, the water meter will be calibrated in the meter test bench witnessed by the concessionaire.			
3. Accomplish a Customer Satisfaction Survey Form	3. Conduct customer satisfaction survey.	None	5 minutes	<i>Meter Calibration Team</i>
	TOTAL:	None	2 hours & 9 minutes	

7. REPAIR OF LEAKAGES AT MAINLINE AND SERVICE LINE

For concessionaires reporting leaks found in the transmission, distribution, and service lines.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All registered concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries.	None	2 minutes	<i>PACD Officer</i>
2. Report leaks and provide the necessary information. Note: Client may report thru text/ phone calls, Facebook messenger	2. Prepares Service Request Form and coordinates with the division concerned.	None	20 minutes	<i>PACD Officer</i>
	2.1 Site inspection will be conducted within the day.	None	20 minutes	<i>Construction and Maintenance Team</i>
	2.2 Leak Repair will be conducted: a. Mainline (transmission/distribution) – within 24	None	6 hours	<i>Construction and Maintenance Team</i>



	<p>hours from the receipt of the report.</p> <p>b. Service line - within the day from the receipt of the report.</p> <p>NOTE: Processing time may vary based on work complexity, such as concrete breaking, the severity of the damage, and other factors.</p>		2 hours	
3. Accomplish a Customer Satisfaction Survey Form	3. Conduct customer satisfaction survey.	None	5 minutes	<i>Repair/Leakage Team</i>
	TOTAL:	None	1 day & 47 minutes	

8. PAYMENT OF WATER BILL

Office or Division:		Customer Service Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All registered concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pay the Water Bill and secure the O.R.</p> <p><i>NOTE: Customers may avail of alternative payment methods thru GCASH, PayMaya, Bank transfers, etc.</i></p> <p>WARNING! Beware of fixers and immediately report if you experience such incident.</p>	<p>1. Receives the Statement of Account and verifies the same.</p> <p>1.1 Receives the payment and issues official receipt.</p>	<p>Water Bill as shown in the statement of account</p> <p>* 12% VAT **10% penalty shall be added to the current bill if paid after the due date. *** 5% discount for Senior Citizens</p>	5 minutes	<i>Teller</i>
	TOTAL:	None	5 minutes	



9. WATER TESTING LABORATORY

For concessionaires availing the bacteriological and other water-testing testing parameters set by the Philippine Standard for Drinking Water (PNSDW) 2017.

Office or Division:		Laboratory Section		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All registered concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Sample		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD Officer regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD Officer</i>
2. Present water sample/s to the Laboratory and fill out the Requisition Slip Form with the following details: • Desired test/s • Source of sample • Name of Client and Address • Container sterile or not • Contact No. • Name of Person Submitting	2. Receives samples and evaluates filled-out Requisition Slip form	None	10 minutes	<i>Laboratory Personnel</i>
3. Obtain the total amount to be paid.	3. Fills out the order field in the Requisition Slip form	None	5 minutes	<i>Laboratory Personnel</i>
4. Pay the laboratory fee(s).	4. Accept payment and issue official receipt indicating the paid amount.	Bacteriological Analysis – PHP 360 Per parameter (PhyChem) Color – PHP 300 Free Residual Chlorine – PHP 300 Turbidity – PHP 300 TDS – PHP	5 minutes	<i>Teller</i>



		300 Ph – PHP 300		
5. Present the Requisition Slip Form and O.R. • Release of results will be after five (5) working days.	5. Receives Requisition slip form and official receipt(s) 5.1 Processing of samples for water analysis	None	5 minutes	<i>Laboratory Personnel</i>
6. Present the O.R. to claim the result.	6. Releases Laboratory Results	None	5 minutes	<i>Laboratory Personnel</i>
7. Accomplish a Customer Satisfaction Survey Form.	7. Conduct customer satisfaction survey.	None	3-5 minutes	<i>Laboratory Personnel</i>
	TOTAL:	Subject to the type of laboratory test availed	37 minutes	

10. BULK WATER SERVICE DELIVERY

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD officer</i>
2. Provide the needed information for the bulk water delivery.	2. Discuss the requirements and the rate for bulk water delivery.	None	5 minutes	<i>Customer Service Supervisor</i>
3. Assist the truck driver in the location of the property.	3. Conduct an ocular visit to the address given by the customer to determine the accessibility of the area, availability of the container/water	None	Within Dagupan City Area - within 2 hours Outside Dagupan City – within 4 hours	<i>Truck Driver</i>



	tank where to transfer the water, and check the quantity of water needed.			
	3. Submit the report of the ocular visit to the Customer Service. 3.1 Inform the customer regarding the approval of the bulk water delivery.	None	5 minutes	<i>Truck Driver/ Customer Service Supervisor</i>
4. Obtain the total amount to be paid from the Customer Service.	4. Fill-out the Bulk water order slip/ withdrawal slip and compute the total billing.	None	10 minutes	<i>Customer Service Supervisor</i>
5. Pay the total billing to the Teller.	5. Receive the payment and issue O.R.	Delivery within Dagupan City One-Time – PHP 2,095 More than one delivery 1 st delivery – PHP 2,983 Succeeding – PHP 1,208 Delivery outside Dagupan City within 30km One-Time – PHP 2,257 More than one delivery 1 st delivery – PHP 3,145 Succeeding – PHP 1,369	5 minutes	<i>Teller</i>
6. None	6. Fill the water truck witnessed by the security guard and accomplishes the bulk water withdrawal form.	None	20 minutes	<i>Truck driver</i>
7. Expect the delivery of the bulk water on the scheduled date.	7. Deliver the bulk water.	None	On the agreed date and time	<i>Truck driver</i>



8. Accomplish a Customer Satisfaction Survey Form.	8. Conduct Customer Satisfaction Survey	None	3-5 minutes	<i>Truck driver</i>
	TOTAL:	Subject to the location and quantity of bulk water	Subject to the location	

11. CALIBRATION VIA METER TEST BENCH

Office or Division:		Construction and Maintenance Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD Officer</i>
2. Provide all the information needed for the service request.	2. Discuss the water meter testing and calibration fees.	None	10 minutes	<i>Customer Service Assistant</i>
3. Pay the total amount to the Teller.	3. Receive the payment and issue O.R.	Water Meter testing/ Calibration Charges per size for Non-Concessionaires of Pamana Water-Dagupan City 1/2" – PHP 150 3/4" – PHP 200 1" – PHP 250	5 minutes	<i>Teller</i>
4. Transmit the water meter/s for calibration	4. Forward the service request to the Construction and Maintenance Division.	None	5 minutes	<i>Customer Service Assistant/ Clerk</i>
	4.1 Conduct the calibration of water meters.	None	Depending on the number of water meters	<i>Instrument Technician</i>



	<p><i>Note: The test bench calibrates 7 water meters in a single series where the process may take about an hour.</i></p> <p>4.2 Process Calibration certificate</p>	None	5 minutes	<i>Instrument Repair and Maintenance Clerk</i>
5. Receive the calibration certificate and calibrated water meters.	5. Issue Calibration Certificate and Calibrated Water Meter	None	5 minutes	<i>Instrument Repair and Maintenance Clerk / Instrument Technician</i>
	TOTAL:	Subject to the sizes of water meter for calibration	32 minutes	

12. APPLICATION FOR SENIOR CITIZEN DISCOUNT

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All senior citizens with existing accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form Photocopy of Senior Citizen ID Photocopy of Barangay clearance		PACD or Customer Service Assistant		
Additional Requirements if the application is made by a representative: 1. Authorization Letter 2. Any valid ID of the representative		From the senior citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD regarding the concern.	1. Respond to queries and direct customers to Customer Service.	None	2 minutes	<i>PACD officer</i>
2. Fill out the application form for senior citizen discount and submit the requirements.	2. Discuss the requirements and the conditions to be met to avail senior citizen discount. 2.1 Evaluate the	None	10 minutes	<i>Customer Service Assistant</i>



	accomplished form and the requirements which are subject to approval by the Branch Manager.			
3. Accomplish a Customer Satisfaction Survey Form.	3. Conduct customer satisfaction survey	None	5 minutes	<i>Customer Service Assistant</i>
	TOTAL:	None	17 minutes	

13. COMPLAINTS AND FEEDBACK FROM CUSTOMER

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with PACD on how to file a complaint. For complaints relating to water services, the service request shall be used. For other concerns, the complaints shall be made in writing.	1. Respond to queries. 1.1 Record the complaint/ service request in the logbook. 1.2 Forward the service request form to the concerned division while the written complaint to the Customer Service Manager.	None	10 minutes	PACD Officer
2. Submits a written complaint	2. Validate the written complaint and forward it to the Division Manager concerned for appropriate action 2.1 Make an investigation regarding the complaint.	None	10 minutes	Customer Service Manager and Division Manager concerned

	2.2 Discuss the result of the investigation to the Branch Manager.			
3. Wait for the answer to the feedback or complaints.	3. Monitor the status of the service request/ written complaint. 3.1 Discuss the answer to the feedback/ complaints to the customer.	None	10 minutes	PACD Officer Customer Service Manager
4. Accomplish a Customer Satisfaction Survey Form.	4. Conduct customer satisfaction survey.	None	5 minutes	Customer Service Assistant
	TOTAL:	None	35 minutes	



INTERNAL SERVICES



1. METER READING AND DELIVERY OF WATER BILL (SOA)

Office or Division:		Customer Accounts Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the water bill and sign the Receiving Copy Form. <i>NOTE: Customers are encouraged to report any instance of not receiving the actual water bill.</i>	1. Meter Readers shall read and bill water meters once a month. A water bill is furnished to the concessionaire showing the following information : a. Present and previous reading b. Consumption (Cu.M.) c. Amount Due d. Arrears (if any) e. Due Date Records field findings (if any)	None	3 minutes	<i>Meter Reader</i> Customer Accounts Division
TOTAL:		None	3 minutes	

2. DISCONNECTION DUE TO NON-PAYMENT

Accounts unpaid for two months will be subject to disconnection upon issuance of a Disconnection Notice.

After three working days upon issuance of the Notice, and the account remains unpaid, your water service will be disconnected without further notice.

If payment has been made, you may disregard the Disconnection Notice

- For reconnection (*due to non-payment account*) the ARREARS must be paid in full and a *reconnection fee* of PHP 500.00
- Inactive account for a year (*due to non-payment*) will be disconnected at Main line.
- Calibration fee (P 50.00) for water meter regardless of the size will be collected to inactive account (*more than 3 months*) upon request for reconnection.

Office or Division:		Customer Service Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Disconnection Notice and signs the receiving copy	1 Delivers disconnection notice to accounts with 2 months arrears.	None	5 minutes	<i>Service Inspection Assistant</i>
	1.1 Follow up payment of accounts with disconnection notice. <i>Note: Failure to pay 3 days after the receipt of notice will be subjected for disconnection</i>	None	5 minutes	<i>Service Inspection Assistant</i>
2. None	2. The Customer Accounts Division generates a Disconnection Order and list of delinquent accounts and	None	30 minutes	<i>Customer Service Assistant</i>



	forwarded them to the Customer Service Division.			
3. None	3. The Customer Service Assistant shall verify the list of delinquent accounts if there was a payment made by the concessionaire prior to the actual disconnection of the service line.	None	1 hour	<i>Customer Service Assistant</i>
4. None	4. The Disconnection order will be forwarded to the Branch Manager for approval.	None	10 minutes	<i>Customer Service Assistant/ Branch Manager</i>
5. None	5. The Service Inspection Assistant disconnects the service line of the accounts for disconnection. He records the last meter reading and method of disconnection used.	None	15 minutes	<i>Service Inspection Assistant</i>
6. None	6. The Service Inspection Assistant shall submit the disconnection report to the Customer Service Assistant on the day of disconnection or the following day.	None	5 minutes	<i>Service Inspection Assistant/ Customer Service Assistant</i>
7. None	7. The Customer Service Assistant shall record the details of the Disconnection Report in the Logbook for Disconnection	None	10 minutes	<i>Customer Service Assistant</i>

	and forward the same to the Customer Accounts Division.			
8. None	8. The Customer Service Assistant shall update the concessionaire's account.	None	5 minutes	<i>Customer Service Assistant</i>
	TOTAL:	None	2 hours & 25 minutes	

3. CALIBRATION OF WATER METERS

For reconnection of inactive accounts of more than three (3) months

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Concessionaires with inactive accounts of more than 3 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive service requests for calibration of concessionaire's water meter and reconnection from Customer Service Division. • Must be completed within 24 hours.	None	5 minutes	<i>Construction and Maintenance Clerk</i>
2. None	1. Conduct on-site calibration of water meter	None	1 hour	<i>Instrument Technician (field)</i>
3. None	1. Record calibration results in the service request form. Note: If the client contested the result of the on-site calibration, the water meter will be calibrated in the	None	5 minutes	<i>Instrument Technician (field)</i>

	meter test bench witnessed by the concessionaire.			
4. None	1. Conduct Customer Satisfaction Survey	None	5 minutes	<i>Instrument Technician (field)</i>
5. None	1. Submit the service request form and Customer Satisfaction Survey form to the Construction and Maintenance Clerk.	None	5 minutes	<i>Instrument Technician (field)</i>
6. None	1. Furnish a copy of the service request and calibration report to the Customer Service Division.	None	5 minutes	<i>Construction and Maintenance Clerk</i>
	TOTAL:	None	2 hours & 25 minutes	

4. INFORMATION DISSEMINATION OF WATER INTERRUPTION TO THE PUBLIC
(SCHEDULED WATER INTERRUPTIONS / NO-WATER)

Office or Division:		Water Resources Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Employees of CMD and WRD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Fill up work activity for publication form five (5) days prior to the activity.	None	3 minutes	<i>CMD or WRD authorized staff</i>
2. None	2. Secure approval of the activity to the concerned division head. Then forward to Public Relation Office	None	3 minutes	<i>CMD or WRD Division Head</i>
3. None	3. The Public Relations Officer drafts the	None	7 minutes	<i>Public Relation Officer</i>



	proposed official statement for information dissemination.			
4. None	4. The Management Information System lays out the water interruption announcement.	None	10 minutes	<i>Management Information System Head</i>
5. None	5. The Branch Manager approves the work activity, the proposed official statement, and the announcement layout.	None	5 minutes	<i>Branch Manager</i>
6. None	6. The Management Information System posts the approved announcement to the official Pamana Water Dagupan Facebook page.	None	2 minutes	<i>Management Information System Head</i>
7. None	7. The Public Relations Office seeks the assistance of media partners, other broadcast networks, and concerned Barangay Officials for information dissemination to the public particularly the affected areas.	None	30 minutes	<i>Public Relation Officer</i>
	TOTAL:	None	1 hour	



5. INFORMATION DISSEMINATION OF WATER INTERRUPTION TO THE PUBLIC

(EMERGENCY WATER INTERRUPTIONS / NO-WATER)

Office or Division:		Water Resources Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Employees of CMD and WRD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	<p>1. The concerned Division Head calls the BM and Public Relations Officer about the emergency water interruption.</p> <p>Note: Details of Water Interruption such as the cause of the water interruption; work to be done; affected areas, expected duration of time of repair, and other pertinent information etc.</p>	None	5 minutes	<p><i>CMD or WRD</i></p> <p><i>Branch Manager</i></p> <p><i>Public Relation Officer</i></p>
2. None	2. The Public Relation Officers informs details of emergency water interruption to the Management Information System for layout and social media posting.	None	5 minutes	<p><i>Public Relation Officer</i></p> <p><i>Management Information System Head</i></p>
3. None	3. The Management Information System lays out the announcement and thereafter immediately posts it on the official Pamana Water Dagupan Facebook page.	None	5 minutes	<i>Management Information System Head</i>
4. None	4. The Public Relations Officer calls media	None	20 minutes	<i>Public Relation Officer</i>



	partners, concerned barangay officials, and other stakeholders about the announcement for dissemination.			
5. None	5. Coordinate with the concerned Division Head from time to time regarding the status of the work activity for appropriate action.	None	Until the repair is done	<i>Public Relation Officer</i> <i>CMD or WRD Division Head</i>
6. None	6. For any pipeline leak repair, flushing shall be conducted by the Construction and Maintenance Division thereafter.	None	ASAP	<i>CMD</i>
	TOTAL:	None	Subject to the severity of the emergency interruption	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>The client may accomplish feedback form available in the PAMANA office and put in the box at the Public Assistance and Complaints Desk (PACD).</p> <p>The client may send feedback through DCWD email address dcwd87@yahoo.com or call DCWD Telephone no. 523-2741, Pamana Hotline Nos. 653-2299, 0928-3911414 (Smart), 0917-8428653 (Globe)</p> <p>The client may talk the PACD officer at PAMANA Office.</p>
How feedbacks are processed	Feedback shall be immediately collected or attended by the Customer Service Assistant (Customer Service Division) for evaluation and prepares service request or maintenance job for proper and appropriate action.
How to file a complaint	<p>The client may proceed to PACD Officer at PAMANA Office and report complaints.</p> <p>The client can also file a complaint through telephone calls via nos. 653-2299, 0928-3911414 (Smart), 0917-8428653 (Globe), or thru https://www.facebook.com/DagupanCityWD/ or at DCWD website: https://dcwd.gov.ph/</p>
How complaints are processed	PACD officer prepares service request form for immediate inspection and proper action by the Maintenance Team and other concern team/s.
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Dagupan City Water District	DCWD Motorpool Building, Tambac District, Dagupan City	(075) 523-2741
PAMANA Water-Dagupan – Customer Service Division	DCWD Admin. Building, Tambac District, Dagupan City	(075) 653-2299 0928-3911414 0917-8428653
PAMANA Water-Dagupan – Laboratory Section	DCWD Admin. Building, Tambac District, Dagupan City	0936-6772156
City Hall Collection Office	Jovellanos St., Dagupan City (at the back of Dagupan City Hall)	(075) 656-8438
Herrero-Perez Collection Office	Perez Market Site, Dagupan City	(075) 523-7018