

# LIGAO CITY WATER DISTRICT

## CITIZEN'S CHARTER 2024 3<sup>RD</sup> EDITION



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#### I. MANDATE

Pursuant to **PD 198** otherwise known as *the Provincial Water Utilities Act of* **1973**, Ligao City Water District is a public utility and service-driven organization which purpose is acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and lands within the all areas of operations at all times and all within reasonable cost.

#### II. VISION

To provide steadfast service in supplying adequate and safe potable drinking water twenty-four seven within its area of operation and in all the barangays of Ligao City without compromising its constituents' benefits.

#### III. MISSION

To efficiently provide adequate and continuous water supply 24/7 in all areas of Ligao City, maintain effective and efficient delivery of services and continuously develop access to sustainable water sources while promoting the protection of the environment.

#### IV. SERVICE PLEDGE

We, the **Board of Directors**, **Management** and **Employees** of **Ligao City Water District** commit to:

- Serve concessionaires directly, effectively, and with utmost courtesy through our authorized personnel with proper identification from Mondays to Fridays, 8:00 to 5:00 pm (except legal holidays) without noon breaks and during Saturdays, 8:00 to 12:00noon;
- Ensure strict observance of service standards, with written report for any delays in frontline services;
- Answer complaints about our services the timeliest manner possible or within the day through our **Complaint and Assistance Desk** and take corrective actions and immediate service response;
- Assess every citizen's comments, suggestions and needs, as well as those with special needs like person impaired, pregnant women and senior citizens and;
- Entrust and provide the public a 24/7 access to information on our policies, activities, and services by calling our hotline no. (052)202-1924 or contacting us through email at ligaocitywaterdistrict@yahoo.com.
- Make certain that the consumers are the top priority and assure the delivery of safe, potable drinking water through constant development, maintenance and upgrade of our water system.



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# COMMERCIAL SERVICES DIVISION External Services



#### 1. APPLICATION FOR NEW WATER SERVICE CONNECTION

Application of new water service connection by any person / establishment within the service area of LigaoWD who are interested in having water connection for a 24/7 supply of safe and potable drinking water.

Ottice	/Division	Commercial Ser	<u> </u>			
	ification:	Highly Technica				
_	of Transaction:	1. G2C – Goveri				
Type		2. G2B – Govern				
		3. G2G – Government to Government				
Who may avail:         All bonafide residents of Ligao City and nearby Municipaliti					Municipalitica	
	dule of				wunicipalities	
		Monday – Friday 8:00 am – 5:00 p		ак)		
Servi	ability of		JIII			
Servio	Je.	Saturday 8:00 am – 12:00				
Durat	ion	Inspection: 1-2 c		f filing of oppli	action	
Durat	ion.	Installation: 1-7				
			uays nom the u	ate of payment	or rees and	
		charges	14/1			
	ECKLIST OF REG					
	Government issue	<b>,</b>	GSIS, SSS, LT		-	
	Driver's License, F		PRC	ILHEALTH, L	OFA, OSCA, BIR,	
	stal ID, Philhealth	•	FRU			
1	ID, PRC ID)., etc Client	(1 photocopy) Agency	Fees to be	Processing	Person	
Step	Chem	Action	Paid	Time	Responsible	
	Proceed to	Provide the	Faiu		Responsible	
	Customer	client	None	10 minutes	Customer	
	Service	application	None	TO minutes	Service	
	Assistance	form and list of			Assistant	
	Desk	requirements			(Commercial	
	DUSK	requirements			Services	
1						
	Fill out Client	Check duly				
1	Fill out Client	Check duly			Division)	
1	Information	accomplished				
1	Information Form and	accomplished application				
1	Information Form and submit	accomplished application form and				
1	Information Form and	accomplished application form and encode the				
1	Information Form and submit	accomplished application form and encode the data on the				
1	Information Form and submit	accomplished application form and encode the data on the Customer				
1	Information Form and submit	accomplished application form and encode the data on the Customer Service				
1	Information Form and submit requirements	accomplished application form and encode the data on the Customer Service Software	Inspection		Division)	
1	Information Form and submit requirements Proceed to	accomplished application form and encode the data on the Customer Service Software Receive	Inspection Fee -	10 minutes	Division) Acting Cashier	
	Information Form and submit requirements Proceed to Cashier's	accomplished application form and encode the data on the Customer Service Software Receive payment and	Fee -	10 minutes	Division) Acting Cashier (Finance	
2	Information Form and submit requirements Proceed to Cashier's Booth and pay	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official	Fee - <del>P</del> 200.00	10 minutes	Division) Acting Cashier (Finance Services	
	Information Form and submit requirements Proceed to Cashier's	accomplished application form and encode the data on the Customer Service Software Receive payment and	Fee - <del>P</del> 200.00 (Residential)	10 minutes	Division) Acting Cashier (Finance	
	Information Form and submit requirements Proceed to Cashier's Booth and pay	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official	Fee - <del>P</del> 200.00 (Residential) <del>P</del> 400.00	10 minutes	Division) Acting Cashier (Finance Services	
	Information Form and submit requirements Proceed to Cashier's Booth and pay the total fees.	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official Receipt	Fee - <del>P</del> 200.00 (Residential) <del>P</del> 400.00 (Commercial)		Division) Acting Cashier (Finance Services Division)	
2	Information Form and submit requirements Proceed to Cashier's Booth and pay the total fees. Assist	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official Receipt Conduct on-	Fee - <del>P</del> 200.00 (Residential) <del>P</del> 400.00	1-3 days	Division) Acting Cashier (Finance Services Division) Water /	
	Information Form and submit requirements Proceed to Cashier's Booth and pay the total fees. Assist LigaoWD	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official Receipt Conduct on- site inspection	Fee - <del>P</del> 200.00 (Residential) <del>P</del> 400.00 (Commercial)	1-3 days from the	Division) Acting Cashier (Finance Services Division) Water / Sewerage	
2	Information Form and submit requirements Proceed to Cashier's Booth and pay the total fees. Assist	accomplished application form and encode the data on the Customer Service Software Receive payment and issue Official Receipt Conduct on-	Fee - <del>P</del> 200.00 (Residential) <del>P</del> 400.00 (Commercial)	1-3 days	Division) Acting Cashier (Finance Services Division) Water /	

	during on-site inspection Acknowledge the work performed by signing the service order	other requirements needed. Accomplish Service Application Form and Checklist of fees			Services Division)
4	Proceed to the Cashier's Booth and pay total fees and charges	Receive payment and issue Official Receipt	Installation Fee - <del>P</del> 2,300.00 (Residential) <del>P</del> 4,600.00 (Commercial)	10 minutes	Acting Cashier (Finance Services Division)
5	Proceed to Customer Service Assistance Desk and present the Official Receipt and sign the service contract	Inform client on the schedule of installation Process service application and prepare maintenance order / service order	None	10 minutes	Customer Service Assistant (Commercial Services Division)
6	Assist LigaoWD personnel in the conduct of installation Acknowledge work performed by signing the service order	Perform installation of New Water Service Connection	None	1-7 days from the date of payment of fees and charges	Water / Sewerage Maintenance Man (Technical Services Division)
		TOTAL:	P2500.00 (Residential) P5000.00 (Commercial)	11 days	
		END OF 1	RANSACTION		



#### 2. RECONNECTION OF WATER SERVICE CONNECTION

Reconnection of water service connection of a closed / disconnected water connection of LigaoWD concessionaire's due customer request of temporary discontinue of service, non-payment of water bills, etc.

	Office/Division Commercial Services Division					
-	ification:	Highly Technica				
	of Transaction:		mment to Citizer			
Type						
		<ol> <li>G2B – Government to Business</li> <li>G2G – Government to Government</li> </ol>				
Who may avail:         All registered concessionaires of Ligao City Water District						
	dule of					
			y (No Noon Brea	ak)		
Servi	ability of	8:00 am – 5:00 Saturday	pm			
Servio	Je.	8:00 am – 12:00	Jun			
Durat	ion	Reconnection:				
Durat	ion:		oto of filing of or	nlightion		
			ate of filing of ap			
	ECKLIST OF REC			HERE TO SEC		
	id ID of Registered		Liga	ao City Water D	ISTICT	
	essionaires (1 pho					
	payment of Arrea					
	ment of Reconne			Dresseing	Dereen	
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
	Proceed to	Verify client's	None	10 minutes	Customer	
	Customer	account and	None	TO Minutes	Service	
	Service	provide the			Assistant	
	Assistance	checklist for			(Commercial	
	Desk and	reconnection			Services	
	inform the	reconnection			Division)	
1	Customer				Division	
	Service					
	Assistant about					
	the Service					
	Request.					
	Requesi.					
	Proceed to	Accept	None	10 minutes	Collecting	
	Teller's Booth	payment for			Officer	
2	and pay the	water bill and			(Commercial	
-	arrearages (if	issue Official			Services	
	any).	Receipt			Division)	
	Proceed to	Receive	Reconnection	10 minutes	Acting Cashier	
	Cashier's	payment and	Fee		(Finance	
	Booth and pay	issue Official			Services	
3	reconnection	Receipt	1Day to		Division)	
	fee		11Mos -		=	
			<del>P</del> 500.00			
			(Residential)			
1			(Residential)			

			P800.00 (Commercial) 1Yr and Above – P2,500.00 (Residential) P5,000.00 (Commercial)			
4	Proceed to Customer Service Assistance Desk and present Official Receipt	Prepare Maintenance Order / Service Order	None	5 minutes	Customer Service Assistant (Commercial Services Division)	
5	Assist LigaoWD personnel in the conduct of reconnection Acknowledge the work performed by signing the service order	Perform reconnection	None	1-3 days from the date of payment of reconnection	Water / Sewerage Maintenance Man (Technical Services Division)	
	P500.00     4 days       TOTAL:     P500.00       P800.00     (Commercial)					
		END OF	TRANSACTION			



#### 3. REPAIR OF WATER SERVICE CONNECTION

Repair of LigaoWD concessionaires' pipelines or lateral lines tap at the distribution lines to every household and all other technical responses to water service request.

No V	Vater		Inadequate	Supply of Wa	ater	
Dirty	Water	Low Pressure				
Serv	ice Line Leak	Meter Replacement				
Distr	ibution Line Leak		Transfer of	Tapping		
Wate	er Meter Leak		Meter Relo	cation		
Tapp	oing Point Leak		Restoration	า		
• •	piece Leak		Disconnect	ed Meter / Se	rvice Line	
<u> </u>	/Division	Commercial Serv	vices Division			
Classi	ification:	Highly Technical				
Туре с	of Transaction:	1. G2C – Govern 2. G2B – Govern 3. G2G – Govern	ment to Busines			
Who n	nay avail:	All registered cor			District	
Sched of Ser	lule of Availability vice:	Monday – Friday 8:00 am – 5:00 p Saturday 8:00 am – 5:00 p	m			
Durati	ion:	Acting on Maintenance Order/Service Request				
C	HECKLIST OF REQU	1-3 days from date of complaint/request         IREMENTS       WHERE TO SECURE				
	of Account (Registered					
1 1001 0				ab only water D	lothot	
Step	Client	Agency	Fees to be	Processing	Person	
	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
	Client Proceed to Customer Service Assistance Desk and inform about the complaint/request Or Call (052)202-1924	Agency	Fees to be Paid None	Processing Time 10 minutes	Person Responsible Customer Service Assistant (Commercial Services Division)	
Step	Client Proceed to Customer Service Assistance Desk and inform about the complaint/request Or Call (052)202-1924 Assist LigaoWD personnel (Plumbers) in the conduct of repair	Agency Action Prepare Maintenance Order / Service	Fees to be Paid	Processing Time	Person Responsible Customer Service Assistant (Commercial Services Division) Water / Sewerage Maintenance Man (Technical Services	
Step 1	Client Proceed to Customer Service Assistance Desk and inform about the complaint/request Or Call (052)202-1924 Assist LigaoWD personnel (Plumbers) in the	Agency Action Prepare Maintenance Order / Service Request Perform repair	Fees to be Paid None	Processing Time 10 minutes 1-3 days from the date of complaint / request	Person Responsible Customer Service Assistant (Commercial Services Division) Water / Sewerage Maintenance Man (Technical	
Step 1	Client Proceed to Customer Service Assistance Desk and inform about the complaint/request Or Call (052)202-1924 Assist LigaoWD personnel (Plumbers) in the conduct of repair Acknowledge the work performed by signing the service	Agency Action Prepare Maintenance Order / Service Request Perform repair TOTAL:	Fees to be Paid None	Processing Time 10 minutes 10 minutes 10 minutes	Person Responsible Customer Service Assistant (Commercial Services Division) Water / Sewerage Maintenance Man (Technical Services	



#### 4. TEMPORARY DISCONNECTION OF SERVICE CONNECTION

Request for temporary cut-off/disconnection of active water service connection as per concessionaire for valid personal reasons and approved by the agency and may also be imposed by the LigaoWD for non-payments and illegal use of water service.

-			-		
-	/Division	Commercial Serv	rices Division		
	fication:	Highly Technical			
			ment to Citizen	_	
		ment to Busines			
		3. G2G – Govern			<u> </u>
	nay avail:	All registered cor			District
	ule of Availability	Monday – Friday		)	
of Ser		8:00 am – 5:00 p	m		
Durati	on:	Disconnection:			
		1-3 days from da	te of payment of	all arrearages	
	HECKLIST OF REQU	JIREMENTS		HERE TO SECU	
	D (1 photocopy)		Lig	jao City Water D	istrict
	yment of all arrearage				
	ccomplished request	form for			
	prary Disconnection			_	_
Step	Client	Agency Action	Fees to be	Processing	Person
			Paid	Time	Responsible
	Proceed to	Verify client's	None	10 minutes	Customer
	Customer Service	ledger for any			Service
	Assistance Desk	arrearages in			Assistant
1	and request of	his/her			(Commercial
	service	account.			Services
	disconnection				Division)
	Proceed to Teller's	Receive	None	10 minutes	Collecting
	Booth and pay the	payment and	None	TO IIIIIIdeo	Officer
2	arrearages (if any)	issue Official			(Commercial
2	anearages (ir any)	Receipt			Services
		rooopr			Division)
	Proceed to	Prepare service	None	10 minutes	Customer
	Customer Service	order for			Service
	Assistance Desk	temporary			Assistant
3	and sign the	disconnection			(Commercial
	application for	of service			Services
	temporary service	connection			Division)
	disconnection				
	Assist LigaoWD	Perform	None	1-3 days from	Water /
	personnel in the	disconnection		the date of	Sewerage
	conduct of			payment of	Maintenance
	disconnection			all arrearages	Man (Technical
4					Services
	Acknowledge the				Division)
	work performed by				
	signing the service				
	order				
		TOTAL:	None	3 days	
		END OF T	RANSACTION		



#### 5. REQUEST FOR TRANSFER OF TAPPING

Request for transfer of tapping by the concessionaire from one barangay to other barangay.

	igay.	Commorpial Com	ioon Division					
	/Division	Commercial Serv	lices Division					
	fication:	Highly Technical						
Type of	of Transaction:	1. G2C – Govern		-				
		2. G2B – Government to Business						
3. G2G – Government to Government								
	nay avail:	All registered cor			District			
	lule of Availability	Monday – Friday		()				
of Ser		8:00 am – 5:00 p						
Durati	on:	Transfer of Tappi						
		1-3 days from da						
	HECKLIST OF REQU	JIREMENTS		HERE TO SECU				
	D (1 photocopy)		Lię	gao City Water D	istrict			
	ent for Transfer of Tap							
	ccomplished request	form for Transfer						
of Tap								
Step	Client	Agency Action	Fees to be	Processing	Person			
			Paid	Time	Responsible			
	Proceed to	Verify client's	None	10 minutes	Customer			
	Customer Service	ledger for any			Service			
1	Assistance Desk	arrearages in			Assistant			
•	and request of	his/her			(Commercial			
	transfer of tapping	account.			Services			
					Division)			
	Proceed to	Receive	Transfer of	10 minutes	Acting Cashier			
2	Cashier's Booth	payment and	Tapping Fee		(Finance			
2	and pay transfer of	issue Official	5000.00		Services			
	tapping fees.	Receipt	<del>P</del> 800.00		Division)			
	Proceed to	Prepare	None	10 minutes	Customer			
	Customer Service	maintenance			Service			
3	Assistance Desk	order for			Assistant			
3	and present the	transfer of			(Commercial			
	official receipt	tapping			Services			
					Division)			
	Assist LigaoWD	Perform	None	1-3 days from	Water /			
	personnel in the	transfer of		the date of	Sewerage			
	conduct of	tapping		payment of	Maintenance			
	Transfer of			all arrearages	Man (Technical			
4	Tapping			-	Services			
4					Division)			
	Acknowledge the							
	work performed by							
	signing the							
	maintenance order							
		TOTAL:	<del>P</del> 800.00	3 days				
		END OF T	RANSACTION					
	END OF TRANSACTION							



#### 6. REQUEST FOR CERTIFICATE OF POTABLE WATER AND OTHERS RELATED TO WATER SERVICE CONNECTION

Issuance of Certificate of Potable Water and others related to water service connection.

Office	/Division	Commercial Serv	vices Division		
	fication:	Simple			
	of Transaction:	1. G2C – Govern 2. G2B – Govern 3. G2G – Govern	ment to Business		
	nay avail:	All registered cor			District
Sched of Serv	ule of Availability vice:	Monday – Friday 8:00 am – 5:00 p		)	
Duration: Processing: 1-2 days					
CI	HECKLIST OF REQU	JIREMENTS		HERE TO SEC	
	of Account (Registere			gao City Water D	
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and request for Certificate of Potable Water and others related to water service connection.	Provide the client request form for certificate of Potable Water and others related to water service connection.	None	5 minutes	Customer Service Assistant (Commercial Services Division)
2	Fill out request form for Certificate of Potable Water and others related to water service connection.	Check duly accomplished form	None	5 minutes	Customer Service Assistant (Commercial Services Division)
3	Proceed to Cashier's Booth and pay for certification fee	Receive payment and issue Official Receipt	Certification Fee - P50.00	10 minutes	Acting Cashier (Finance Services Division)
4	Proceed to Customer Service Assistance Desk and present Official Receipt	Submit the request form to Administrative and General Services Officer	None	2 minutes	Customer Service Assistant (Commercial Services Division)
5		Prepare Certificate of Potable Water	None	15 minutes	Administrative and General Services Officer (Administrative and General Services Division)
		TOTAL:	P50.00	1 day	
		END OF	<b>TRANSACTION</b>		



#### 7. APPLICATION FOR LOADING

Loading of Water on Government / Private Vessels & Water Trucks.

Office/Division		rvices Division		
Classification:	Commercial Se Highly Technica			
Type of Transaction:	1. G2B – Gover			
2. G2G – Government to Government				
Who may avail:	Private / Gov't \			
Schedule of	Monday – Frida			
Availability of Service:	8:00 am – 5:00		ear)	
Availability of Service.	Saturday	рш		
	8:00 am – 5:00	nm		
Duration:	Loading to Wate		els.	
Bulation.	1-2 days		00.	
CHECKLIST OF REG		W	HERE TO SEC	URE
Duly accomplished re			ao City Water D	
Loading		9		
Step Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Proceed to Customer Service Assistance Desk and request for loadingFill out request form for loading2	Provide the client request form for loading Check duly accomplished form Inform the client of probable	None	5 minutes	Customer Service Assistant (Commercial Services Division) Customer Service Assistant (Commercial Services Division)
Assist LigaoWD personnel in the conduct of loading 3 Acknowledge the work performed by signing the service order		None	1-2 days	Water / Sewerage Maintenance Man (Technical Services Division)
	TOTAL:	None	2 days	
	END OF T	RANSACTION		



#### 8. APPLICATION FOR SENIOR CITIZEN'S DISCOUNT

Pursuant to RA no. 9994 also known as the "*Expanded Senior Citizens Act of 2010*", there is a grant of **5% discount** to the water bills of LigaoWD concessionaires who are Senior Citizen (concessionaires aged 60yrs. And above) who's account is under their name, with monthly water consumption **not exceeding 30cum.** 

	Office/Division Commercial Services Division				
	assification: Simple				
Туре	of Transaction:	1. G2C – Gover			
		2. G2B – Gover			
	3. G2G – Government to Government				
	may avail:	All registered Senior Citizens of Ligao City Water District			
Schee	dule of	Monday – Frida	y (No Noon Bre	eak)	
Availa	ability of Service:	8:00 am – 5:00			
Durat	ion:	Processing: 30	minutes		
		Discount will tal			
	ECKLIST OF REQ			HERE TO SEC	
For N	ew Applicants & Re	newal	Liga	ao City Water D	District
1. Ser	nior Citizen's ID (OS	SCA ID) 1			
photo	сору				
	y accomplished app				
for the	e grant of 5% senior	citizens'			
discou					
	Client	Agency	Fees to be	Processing	Person
discou	Client	Agency Action	Paid	Time	Person Responsible
discou		Agency Action Check duly			Responsible Customer
discou	Client Proceed to Customer	Agency Action Check duly accomplished	Paid	Time	Responsible Customer Service
discou	Client Proceed to Customer Service	Agency Action Check duly	Paid	Time	Responsible Customer
discou	Client Proceed to Customer Service Assistance Desk	Agency Action Check duly accomplished	Paid	Time	Responsible Customer Service Assistant (Commercial
discou	Client Proceed to Customer Service	Agency Action Check duly accomplished form and	Paid	Time	Responsible Customer Service Assistant
discou	Client Proceed to Customer Service Assistance Desk	Agency Action Check duly accomplished form and	Paid	Time	Responsible Customer Service Assistant (Commercial
discou Step	Client Proceed to Customer Service Assistance Desk and fill out	Agency Action Check duly accomplished form and requirements	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form	Agency Action Check duly accomplished form and requirements Inform the client of the	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit	Agency Action Check duly accomplished form and requirements Inform the	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit necessary	Agency Action Check duly accomplished form and requirements Inform the client of the validity of 5% discount	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit	Agency Action Check duly accomplished form and requirements Inform the client of the validity of 5%	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit necessary	Agency Action Check duly accomplished form and requirements Inform the client of the validity of 5% discount	Paid	Time	Responsible Customer Service Assistant (Commercial Services
discou Step	Client Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit necessary	Agency Action Check duly accomplished form and requirements Inform the client of the validity of 5% discount privilege TOTAL:	Paid None	Time 15 minutes 30 minutes	Responsible Customer Service Assistant (Commercial Services



#### 9. COLLECTION OF PAYMENT FOR WATER BILL

Acceptance of concessionaires' payments every month for water their water consumption on the indicated due date.

Office	e/Division	Commercial Se	rvices Division				
Class	ification:	Simple					
Туре	of Transaction:	1. G2C – Gove	rnment to Citize	en			
		2. G2B – Gove	rnment to Busir	ness			
		3. G2G – Government to Government					
Who I	may avail:	All registered concessionaires of Ligao City Water District					
Schedule of Monday – Friday (No Noon Break)							
Availa	ability of Service:	ty of Service: 8:00 am – 5:00 pm					
		Saturday					
		8:00 am – 12:0					
		ECPAY – GCA	-				
		6:00 am – 6:00					
Durat		Processing: 5 n					
	ECKLIST OF REQU	JIREMENTS		HERE TO SEC			
	Notice		Ligao City Water District				
	% late payment cl						
	ed if no payment re	ceived after the					
due d		-	_		-		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible		
1	Secure queuing number and proceed to Teller's Booth, present billing statement, and pay the water bill	Receive payment and issue Office Receipt	None	5 minutes	Collecting Officer (Commercial Services Division)		
	• • •	TOTAL:	None	5 minutes			
	END OF TRANSACTION						

# HUMAN RESOURCE, ADMINISTRATIVE AND GENERAL SERVICES DIVISION

**Internal Services** 



#### 10. REQUEST FOR CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

Issuance of Certificate of Employment and other personnel records upon request of the employee for reasons such as loans, benefit claims, retirement, employment by other agencies and other legal purposes.

		<u> </u>			<u> </u>		
Office/Division		Administrative, Human Resource and Finance Services Division					
Classification:		Simple					
Туре	of Transaction:	1. C2G – Citize	n to Governme	nt			
Who r	may avail:	Officials and En	nployees of Lig	ao City Water I	District		
Scheo	dule of	Monday – Frida	y (No Noon Br	eak)			
Availa	ability of Service:	8:00 am – 5:00 pm					
Durat		Processing: 30	minutes				
CH	ECKLIST OF REQ	UIREMENTS	W	HERE TO SEC	URE		
	accomplished req				District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible		
1	Proceed to Human Resource and Administrative / General Services Division and request for Certificate of Employment and other personnel records	Provide the client request form for Certificate of Employment and other personnel records	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)		
2	Fill out request form for certificate of employment and other personnel records	Check duly accomplished form	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)		
3		Prepare Certificate of Employment and other personnel records	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)		
TOTAL: None 15 minutes							
			RANSACTION				



#### 11. APPLICATION FOR LEAVE

Facilitation of application of officials and employees leaves and/or compensatory time-off with or without pay as may be provided by law.

		Administrative, Human Resource and Finance Services Division				
Classification: S		Simple				
Туре	of Transaction:	1. C2G – Citize	n to Governme	nt		
	may avail:	Officials and Employees of Ligao City Water District				
Schee	dule of	Monday – Frida		eak)		
	ability of Service:	8:00 am – 5:00 pm				
Durat		Processing: 15 minutes				
CH	ECKLIST OF REQ					
	accomplished Leave			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1	Proceed to Human Resource and Administrative / General Services Division and request for leave form	Provide the client Leave Form	None	5 minutes	Personnel Assistant (Human Resource and Administrative Division)	
2	Fill out Leave Form	Check duly accomplished form	None	5 minutes	Personnel Assistant (Human Resource and Administrative Division)	
3	Submit Certified Leave Form	Approval of Application for Leave	None	5 minutes	General Manager (Office of the General Manager)	
	TOTAL: None 15 minutes					
	END OF TRANSACTION					



#### 12. REQUEST FOR SERVICE RECORD

Issuance of Service Record.

Office/Division		Administrative, Human Resource and Finance Services				
		Division				
	ification:	Simple				
	of Transaction:	1. C2G – Citizer				
	may avail:	Officials and En			District	
Scheo	dule of	Monday – Friday (No Noon Break)				
Availa	ability of Service:	8:00 am – 5:00	pm			
Durat	-	Processing: 20	minutes			
CH	ECKLIST OF REQ	UIREMENTS	REMENTS WHERE TO SECURE			
Duly accomplished rec Service Record		uest form for	Ligao City Water District		District	
Step	Client	Agency	Fees to be	Processing	Person	
		Action	Paid	Time	Responsible	
1	Proceed to Human Resource and Administrative / General Services Division and request for service record	Provide the client request form for service record	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)	
2	Fill out request form for Service Record	Check duly accomplished form Prepare Service Record	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)	
		TOTAL:	None	20 minutes		
	END OF TRANSACTION					



#### 13. REQUEST FOR WORKING FUND

Provide limited fund for small / emergency purchases of office supplies and materials unavailable at the Supply, travel expenses, etc.

Office	Office/Division Administrative, Human Resource and Finance Services				e Services	
		Division				
	ification:	Simple				
	of Transaction:	1. C2G – Citizer				
	may avail:	Officials and En			District	
	dule of	Monday – Frida	<b>v</b> (	eak)		
	ability of	8:00 am – 5:00 pm				
Servio						
Durat	-	Processing: 15				
CH	ECKLIST OF REQ		WHERE TO SECURE			
	uly accomplished	l Petty Cash	Ligao City Water District		District	
Vouch	-					
Step	Client	Agency	Fees to be	Processing	Person	
		Action	Paid	Time	Responsible	
1	Proceed to Finance Services Division and request for Petty Cash Voucher	Provide the client Petty Cash Voucher	None	5 minutes	Accounting Staff (Finance Services Division)	
2	Fill out Petty Cash Voucher	Check duly accomplished form	None	5 minutes	Accounting Staff (Finance Services Division)	
3	Present Official Receipt	Grant requested amount	None	5 minutes	Acting Cashier (Finance Services Division)	
	TOTAL: None 15 minutes					
END OF TRANSACTION						



#### 14. REQUEST FOR TRAVEL ORDER

Issuance of copy of Travel Order.

Office	Office/Division Administrative, Human Resource and Finance Services Division			e Services		
Classification: Simple		Simple				
Туре	of Transaction:	1. C2G – Citize				
	may avail:	Officials and En	nployees of Lig	ao City Water I	District	
	dule of	Monday – Friday (No Noon Break)				
	ability of Service:	8:00 am – 5:00 pm				
Durat		Processing: 20				
	ECKLIST OF REQ		WHERE TO SECURE			
	accomplished req I Order	uest form for	Ligao City Water District			
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1	Proceed to Human Resource and Administrative / General Services Division and request for Travel Order	Provide the client request form for Travel Order	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)	
2	Fill out request form for Travel Order	Check duly accomplished form Prepare and issue Travel Order	None	10 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)	
	TOTAL: None 20 minutes					
	END OF TRANSACTION					



## FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK	AND COMPLAINTS MECHANISM
How to send feedback	Answer the feedback form in the guard area and put it in
	the feedback and complaints drop box.
	Human Resource, Administrative & General Services
	Division
	Contact Info: (052)202-1924
How feedbacks are processed	The Administrative Officer verifies the nature of queries and feedback within one working day. Feedbacks will be referred to the Division concerned. Upon receiving the
	reply from the concerned Division, the client will be informed via email or phone call.
	For follow-ups or queries: Landline No. – (052)202-1924
	ligaocitywaterdistrict@yahoo.com
How to file a complaint	To file a complaint against the District, provide the
	following details via email or Facebook Page.
	<ul> <li>Full name and contact information of complainant</li> <li>Narrative of the complain</li> </ul>
	- Evidences - Name of the person being complained
	Send it through ligaocitywaterdistrict@yahoo.com
	For follow-ups or queries: Landline No. – (052)202-1924
How complaints are processed	All complaints received will be processed by the Human Resource, Administrative and General Services Division of the District.
	The Administrative and General Services Officer scan, evaluates, and decides the complaints received daily. The AGSO shall coordinate with concerned Division to answer the complaint and shall investigate, if necessary. After the concerned has been addressed or after the investigation, the AGSO shall create an incident report for the General Manager for appropriate action.
	The AGSO shall give the feedback to the clients via email.
	For follow-ups or queries: Landline No. – (052)202-1924
	E-mail: ligaocitywaterdistrict@yahoo.com
Contact Information of ARTA, PCC, CCB	ARTA: - 8478 5093 complaints@arta.gov.ph
	PCC: - <b>8888</b>
	CCB: - 0908-881-6565 (SMS)



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Ligao City Water District	Natera St, Dunao, Ligao	Tel. No: (052)202-1924
	City	Email:ligaocitywaterdistrict@yahoo.com