

RATIONALE:

Corruption represents a threat for democracy, for law supremacy, social equality and justice, wears away the principles of an efficient administration and endangers the stability of public institutions. Corruption for us is much more than a 'bread and butter' issue, like working conditions and salaries. For us, the moral issue – having honest, efficient and functioning government offices – is even more important. Corruption exists only when there is an opportunity. The removal of the opportunity therefore tends to stop corruption. Lack of supervision gives splendid opportunity for the perpetration of corruption as nobody checks wrongdoings. People behave and continue to be honest and efficient when they know they will be checked at anytime.

The passage of Republic Act No. 0485 “An act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape Preventing Graft and Corruption, and Providing Penalties Therefore” otherwise known as Anti-Red Tape Act of 2007 made it possible to address the problem on graft and corruption.

Romblon Water District serving the constituents of Romblon, Romblon is likewise mandated to create its own Citizen’s Charter to efficiently serve the public by improving the current procedures and system. This should deal with the criminal factors and the removal of the vulnerability points to corruption.

As a rejoinder to a lawful mandate, the Romblon Water District has responded to the challenge to improve efficiency in the delivery of government service to the people.

Hence, this Citizen’s Charter

OBJECTIVES:

The Citizen’s Charter aspire to enhance the efficiency of Romblon Water District’s present delivery of public service by eradicating bureaucratic red-tape and thwart off graft and corruption. Specifically, the Charter intends to:

- Enhance the present frontline services
- Come up with attainable service benchmarks for the frontline services of Romblon Water District
- Provide concessionaires with feedback mechanisms
- Promote excellent community relations

SERVICE STANDARDS OF ROMBLON WATER DISTRICT

- **Entertain, record and endorse to concerned personnel legitimate customers' complaint/ request within five (5) minutes upon receipt of the same**
- **Accept water bill payment within five (5) minutes per receipt upon presentation of the same to the teller**
- **Refer customers to a maximum of only two (2) personnel**
- **Complex transaction that require the use of discretion in the resolution of complicated issues will be acted by the assigned officer or employee within five (5) working days and may be extended for another five (5) working days under unusual circumstances.**
- **Set appointments for customers who may have to wait for more than ten (10) minutes**
- **Provide assistance to senior citizens and persons with disabilities (PWDs) while taking flights of stairs**
- **Provide directions to visitors who are unfamiliar with the office premises**
- **Render service with a sincere smile at all times**
- **Provide clean rest rooms**
- **Guarantee that there are no extra fees and charges to be collected in the processing of documents.**
- **Provide direct access to:**

Mrs. Edna P. Martos
General Manager F
Romblon Water District

For written customer requests complaints

The Frontline Services

Romblon Water District

INSPECTION OF NEW SERVICE CONNECTION/TRANSFER OF SERVICE CONNECTION

Schedule of Availability of Service

Monday to Friday

8:00 to 5:00 PM no noon break

Who may avail of the service?

Person without service connection with RWD (within jurisdiction)

What are the Requirements?

Valid ID picture

Original copy of Barangay clearance

Photocopy of community tax certificate

Duration: 40 minutes

How to avail of the service

Step:	Applicant/Client	Service Provider	Duration of Activity (under: Normal	Person in Charge	Fees	Form
1	: Get a BLUE number at the Counter	: Give client corresponding number	:	: Officer of the day	:	:
2	: Go to Customer's Lobby. : Wait for the number to be called at Window 5	: Call Priority Service number	:	: Customer Service	:	:
3	: Sign Inspection Request Form	: Prepare Inspection Report Form	: 2minutes	: Customer Service	:	: Inspection Request Form
	: Return after two (2) days	:	:	:	:	:
4	: Fill up the Contract for New Service Connection and affix your signature	: Prepare Contract of New Service Connection	: 10 minutes	: Customer Service	:	: Kasunduan sa Pagpapakabit ng Kuntador ng Tubig
5	: Pay Application Fee & Materials	: If Cashier is around Process Payment and issue OR; if not ask the	: 10 minutes	: Cashier	: P 2,000	: Official Receipt
6	: Listen to Orientation/Seminar regarding RED Policies	: Orient/Brief customer regarding RWD Polices	: 15 minutes	: Customer Service	:	:
	: Wait for two (2) days for installation of new water service connection	:	:	:	:	:

END OF TRANSACTION

RECEIVING OF COMPLAINTS/SERVICE REQUEST

(Inspection, leakages, Meter Leak, Rehab, transfer of water meter, no water high consumption, temporary close, re-open)

Schedule of Availability of Service

Monday to Friday

8:00 AM TO 5:00 PM No noon break

Who may avail of the service?

Person with RWD service connection

What are the requirements?

Service request forms

Duration: 2 days

How to avail of the service:

Step	Applicants/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Forms
1	Go to Customer's Lobby. Wait for your turn to explain your complaints/ request	Entertain customers service request/ complaints		Clerk Processor C		
2	Inform the Service Provider of your complaints/requests	Acknowledge complaint/s and prepare service request		Clerk Processor C		
3	Sign service request form for reference. Pay the service charge to the cashier and present O.R. to the service provider	Record customers service requests/ complaints and number the service request form for filing, then forward to the GM for approval	2 minutes	-do-	P30.00; 50.00 or more	Service Request Form
4	Wait for the service provider schedule for the request in first come first serve basis	Schedule the customer's service request for field men's action				

END OF TRANSACTION

ACCEPTANCE OF PAYMENT ON WATER BILL:

Schedule of Availability of Service

Monday to Friday (except Holidays)

8:00 AM to 11:30 AM & 1:00 PM to 4:30 PM No noon break

Who may avail of the service?

Any person with service connection

What are the Requirements?

Concessionaire's copy of water bill receipt

Duration: 15 minutes

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Forms
1	Get Priority service number	Give Client corresponding number				
2	Go to Customer's Lobby. Wait for the number to be called.	Call priority service number	5-10 minutes not due date 30 mins – 1hour due date	Bill Collector/Teller		
3	Go to Teller's Counter, pay the water bill	With water bill receipt. Water bill is validated and serve as O.R. Detached office copy. Issue validated water bill receipt to concessionaires.	2 minutes	Bill Collector/Teller		Water bill receipt/ Collector's Official receipt
		Without water bill receipt. Search account number from the system. Provide replacement to lost water bill with service charge of P20.00. Water bill is validated and serve a O.R. Detached office copy. Issue validated water bill receipt to concessionaires.	3 minutes			P20.00

END OF TRANSACTION

DISCONNECTION OF SERVICE CONNECTION (voluntary cut off)

Schedule of Availing of Service

Monday to Friday (Except Holidays)

8:00 AM to 5:00 PM No noon break

Who may avail of the service?

Any person who has service connection with RWD

What are the Requirements?

Water bill receipt/Collector's Official receipt for water bill payments

Request Letter

Duration: 3 days

How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Forms
1	Pay unpaid water bill on Cashier	Issue validated water bill receipt	2-3 minutes	Cashiering Assistant/Bill Collector		Water bill receipt
2	Sign the maintenance Order-voluntary cut-off	Record maintenance order-voluntary cut off and forward to forward to the GM for approval. Forward to Field men for final action	1 minute	Clerk Processor C		Maintenance Order
3	Wait for 1 day for the disconnection of service connection					

END OF TRANSACTION

Feedback and Redness Mechanisms

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put in the drop box at RWD
- Talk to the Clerk Processor C, the Service Provider

If you are not satisfied with our services, your written/verbal complaints shall immediately be attended to by the Clerk Processor C/Service Provider Desk.

Thank you for helping us continuously improve our service.

Feedback Form
Romblon Water District
Brgy. Bagacay, Romblon, Romblon

Tulungan ninyo po kaming malaman kung paano
naming kayo higit na mapaglilingkuran.

1. Ano po ang masasabi ninyo sa serbisyo naming sa patubig?

_____ Maayos
_____ Hindi Maayos
_____ Kailangan ng pagpapabuti

2. Ano naman po ang masasabi ninyo sa serbisyo at pakikitungo sa inyo ng aming mga empleyado

_____ Magalang at maayos makipag-usap
_____ Malinaw ang pagpapaliwanag sa aming mga katanungan at reklamo
_____ Hindi malinaw magpaliwanag
_____ Nakasimangot at hindi maayos ang pakikipag-usap

3. May pangyayari na po ba kayo ay nakatawag sa aming tanggapan upang magtanong o magreport? Kumusta naman po ang pagtanggap ng aming empleyado sa inyong tawag?

4. Ano pa ang maaaring gawin ng aming tanggapan unpang mas lalong mapabuti an gaming serbisyo sa inyo?

Pangalan at Lagda ng Kunsimidores

Feedback Form
Romblon Water District
Brgy. Bagacay, Romblon, Romblon

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Pangalan at Lagda ng Kunsimidores

RECONNECTION OF SERVICE CONNECTION

Schedule of Availability of Service

Monday to Friday (except Holidays)

9:00 AM to 5:00 PM No noon break

Who may avail of the service?

Any person whose service connection is disconnected either voluntarily or unpaid

What are the requirements?

Official Receipt on reconnection fee

Water bill receipt/Collector's Official receipt for water bill payments

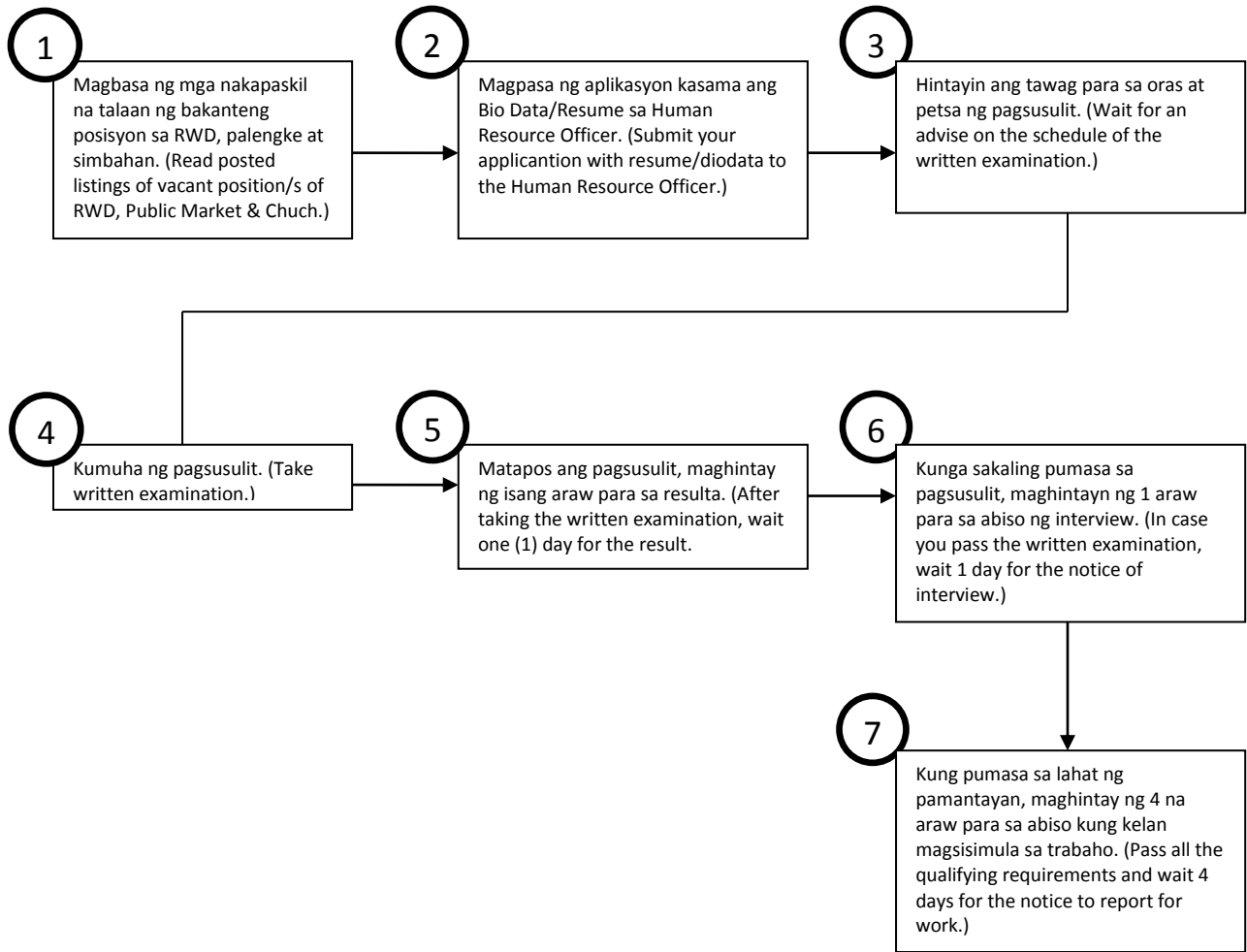
Duration: 2days

How to avail of the service:

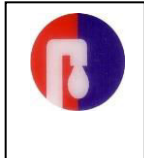
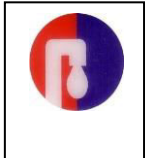
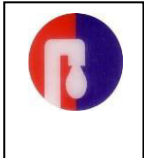
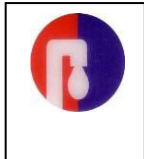
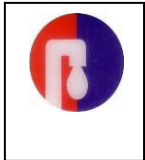
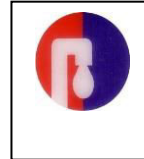
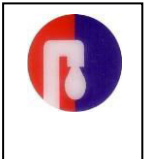
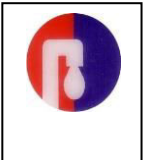
Step	Application/Client	Service Provider	Duration of Activity (under normal)	Person in Charge	Fees	Forms
1	Pay unpaid water bills to be cashier	Issue validated water bill receipt and /or Collector C.O.R.	2-3 minutes	Cashiering		
2	Go to the Service Provider and present water bill receipt and/or COR.	Secure details on water bill receipt and/or COR. Inform concessionaire on amount of reconnection fee. Prepare Maintenance Order – Reconnection		Clerk Processor C		Maintenance Order
3	Pay reconnection pay to the Cashier and/or Bill Collector	If Cashier is around; process payment and issue O.R.; If not around; Bill Collector will process payment and issue COR.	10 minutes	Cashiering Assistant	P300	Official Receipt
4	Wait for the Maintenance Order	Record Maintenance Order – Reconnection and forward to the GM for approval, then forward to the field men for final action.		Clerk Processor C		
	Wait for 1 day to reconnect the service connection					

END TRANSACTION

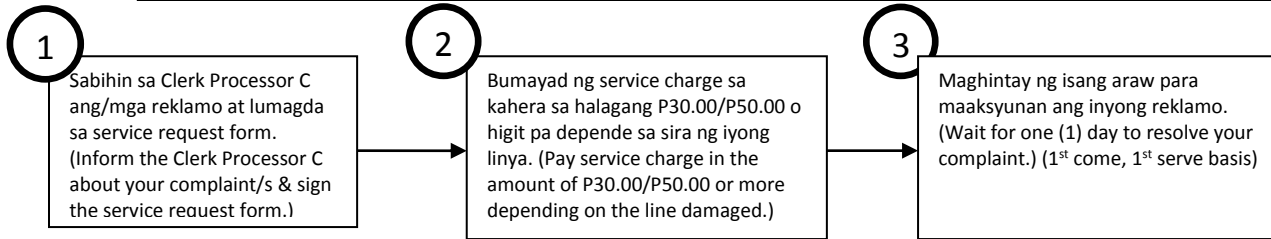
PROSESO SA PAGPILI NG MGA APLIKANTE (Process of Hiring Job Applicants)



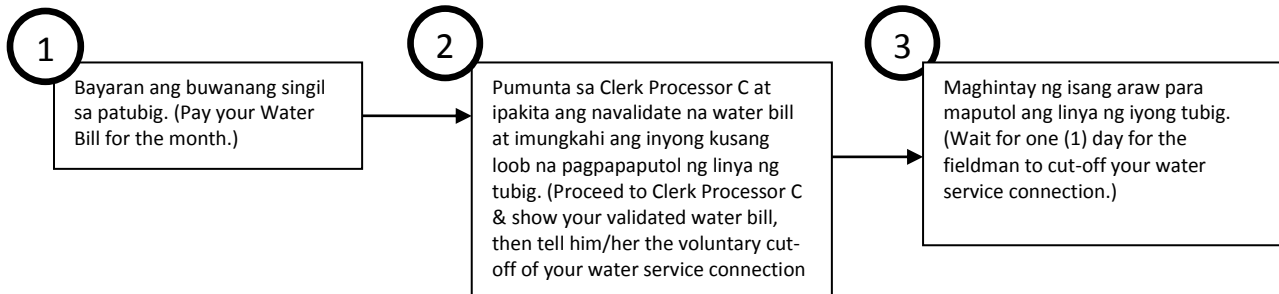
PARA SA AGARANG PAGLILINGKOD (Frontline Services)

- | | | |
|---|--|--|
| 
EDNA P. MARTOS
General Manager F | 
PATRIA M. MAGADA
Clerk Processor c | 
ROMEO E. CAPALAD
Customer Service |
| 
ERLINDA M. MAGRACIA
Accounting Processor B | 
MARIEL CODERA
Cashiering Assistant | 
NESTOR M. MANGARING
Water Resources Facilities Tender B |
| 
CELSO C. RELOX
Utility Worker A | 
WILFREDO M. MARIÑO
Utility Worker A | |

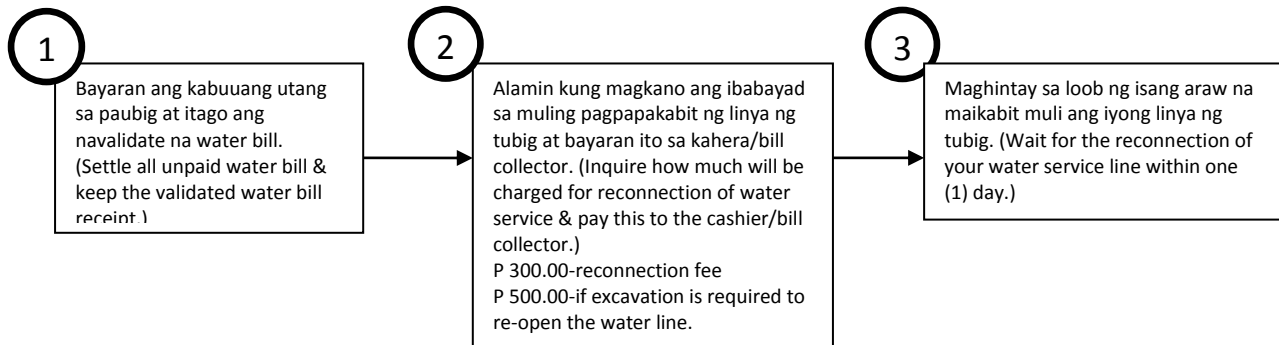
KAHILINGAN SA PAGKUMPUNI AT IBA PA (Request for Repair & Others)



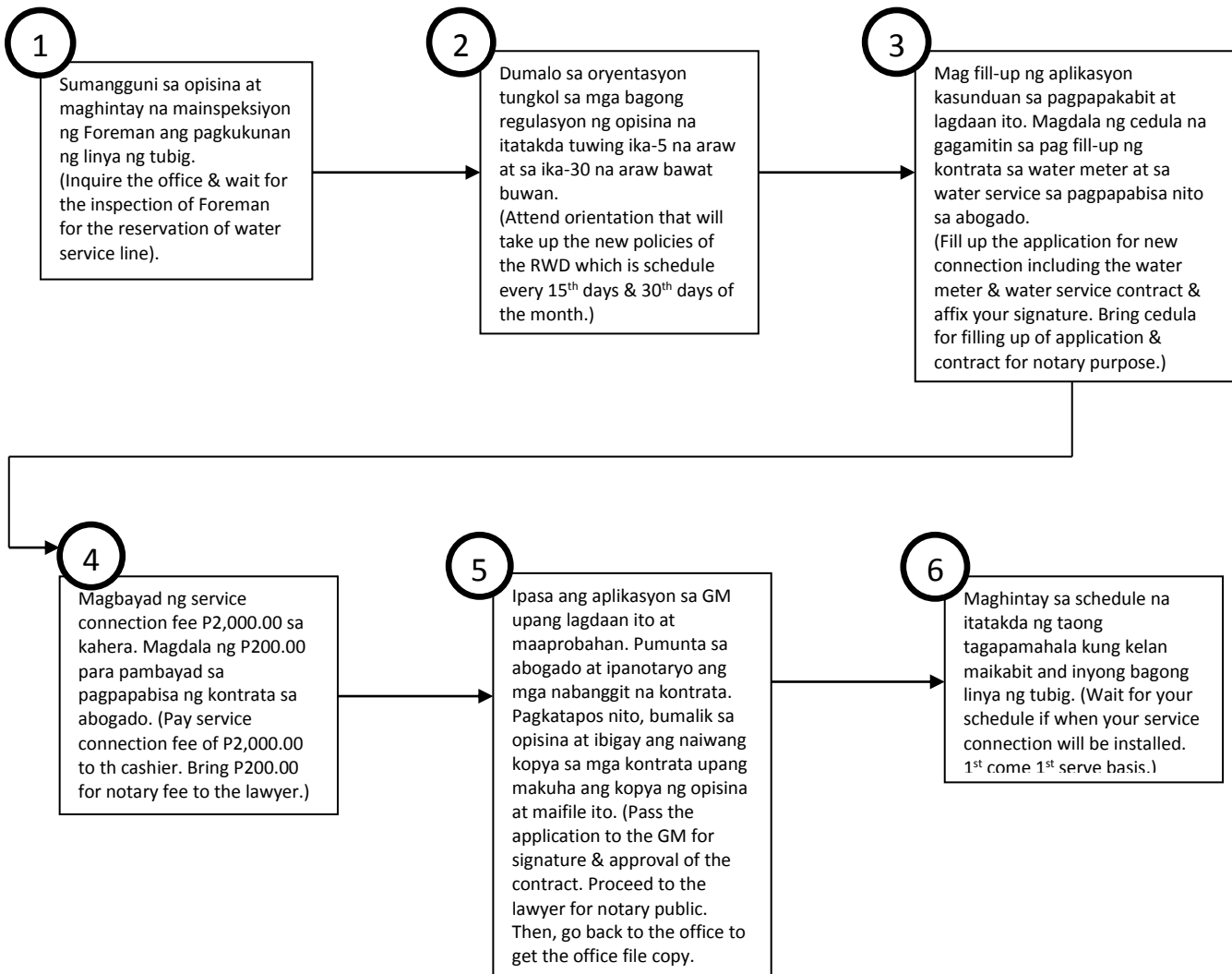
PAGPAPAPUTOL NG LINYA NG TUBIG (Disconnection/Voluntary cut-off)



PAGPAPAKABIT MULI NG LINYA NG TUBIG (Reconnection/ Voluntary cut-off)



PAGPAPAKABIT NG BAGONG LINYA NG TUBIG (New Service Connection)



PAGBABAYAD NG SINGIL SA PATUBIG (PAYMENT OF WATER BILLS)

