

ZCWD

Citizen's Charter

2016



For all forms of complaints/
reports on water services, call
CUSTOMER CARE DIVISION
955 - 1007-1008
8:00AM - 5:00PM (Mon - Fri)

For complaints after office hours, call
WATER TREATMENT PLANT (WTP)
957 - 3651 Loc. 100
5:00PM - 8:00AM (Mon - Fri)
(Whole day Sat - Sun & Holidays)



<http://www.zcwd.gov.ph>
<https://www.facebook.com/ZamboangaCityWaterDistrict>



FOREWORD

The Zamboanga City Water District aims for service excellence through its core values that guide actions and behavior of all its human resource. Its public image is always challenged by the kind of frontline services it provides. Public and customers' satisfaction are measured by how well such services are delivered.

The norm of all ZCWD official and employees is geared towards establishing good better rapport and relations with both the internal and external clients and performing exemplary service beyond expectation taking into account Ethical Standards for Public Officials and Employees or R.A 6713.

This Citizen's Charter is a manifestation of that commitment to public service. It serves as a tangible and easy reference for all frontline service providers including those services provided to the customers in the field.

The procedures elaborated and/or illustrated herein are standards by which every frontline personnel have to adhere at all times, anywhere. This is how we all intend to serve best our customers and the public.

AMBALI A. TAOLA
Acting General Manager

EDWIN M. CALIOLIO
Chairman of the Board

THE ZCWD: POWERS AND FUNCTIONS

1. **Acquisition of Waterworks.** The district may purchase, construct, or otherwise acquire works, water, water rights and privileges useful or necessary to convey, supply, store, collect, threat, dispose of or make other use of water for any purpose authorized by this Title. In the acquisition of water or water rights the district shall cooperate with existing agencies of the government of the Philippines. (As amended by Sec.5, PD 1479).
2. **Sale of Water.** The district shall have the power to sell water pursuant applicable rules and regulations, to any person for use within the district. As a condition of such sale, the district may require the filing of a written application for service, payment of established chargers or deposit and execution of a water service contract. A district may provide service to public faucets or hydrants provided that it shall first have executed an application and service contract with the Government entity to establish or maintain such faucets or hydrants within the district. The district will be paid for such service in the same manner as regular domestic service and pursuant to the adopted rules and regulations of the district. Any district holding a valid Certificate of Conformance or a Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission or its successors. (As amended by Sec.5, PD 1479).
3. **Sewerage.** A district may, require, construct, operate and furnish facilities and service, within or without the district, for the collection, treatment and disposal of sewerage, waste, and storm water. The district may only furnish such service outside the district by means of facilities designed primarily to serve inside the district. Upon providing a sewer system in any area of the district, the district may acquire all buildings used by human beings to be connected to the sewer system within such reasonable times as may be prescribed by the district, provided that the property upon which such building to be connected stands is located within 35 meters of an existing main of the district's sewer system. The district may declare the further maintenance or use of cesspools, septic tanks, or other local means of sewerage disposal in such area to be a public nuisance and, after notice in writing of at least 10 days, deprive said property owner of any and all services provided by the district, which sanction may be co-extensive with the

period during which the property owner persists in refusing to connect with the district's sewer system. (As amended by Sec.5, PAD 1479)

4. **Rights of Way.** The right of way is hereby granted to locate, construct and maintain works of the district on any land which is now, or hereafter may be, owned by the Government of the Philippines or by any of its political subdivisions, and/or instrumentalities. A district may construct any works along, under or across any street, watercourse, railway, or conduct in any manner, which will afford security for life and property. Provided, That in planning any such works, the environmental aspects shall also be considered. (As amended by Sec.5, PD 1479)
5. **Contracts.** A district shall have the power to enter into contract with any person for the purpose of performing any function of the district: Provided, That the Board of Directors may not by contract delegate any of the discretionary powers vested in the Board by the Title. Specifically, but without limiting said general power, a district may enter into the following contracts:
 - (a) Cooperation. Agreement with the Government of the Philippines or any its agencies or political subdivisions for the cooperative or joint performance of any function of the district.
 - (b) In-Lieu Share. As an incident to the acquisition of the existing water system of a city, municipality, or province, a district may enter into a contract to pay in-lieu share for such utility plant, an annual amount not exceeding three percent (3%) of the district's gross receipts from water sales in any year: Provided, however, That no contract of this nature shall be executed during the first five years of the existence of the district; and Provided, further, That the Board of Directors shall determined that such contract will not adversely affect or impair the fiscal positions and operations of the district as verified by the Administration. (As amended by Sec.11, PD 768: Sec.5, PD 1479).
6. **Protection of Waters and Facilities of District.** A district shall have the right to:
 - (a) Commence, maintain, intervene in, defend and compromise actions or proceedings to prevent interference with or deterioration of water quality

or the natural flow of any surface, stream or ground water supply which may be used or useful for any purpose of the district or be a common benefit to the lands or its inhabitants. The ground water within a district is necessary to the performance of the district's powers and such district is hereby authorized to adopt rules and regulations subject to the approval of the National Water Resources Council governing the drilling, maintenance and operation of wells within its boundaries for purposes other than single family domestic use on overlaying land. Any well operated in interference with the water of the district.

- (b) Require a developer or builder of any structure within the service areas of the district to extend or connect its pipeline facilities to the district facilities whenever such development or structure is within one hundred meters of existing district facilities or whenever the district is willing to extend its facilities within one hundred meters of said development or structure. For the purpose of this section, development shall include the subdivision of land for any purpose other than agricultural purpose, and structure shall mean any building or facility to be used for residential, commercial or industrial purpose.
- (c) Prohibit any person, firm or corporation from vending, selling, or otherwise disposing of water for public purposes within the service area of the district facilities are available to provide such service, or fix terms and conditions by permit for such sale or disposition of water.
- (d) Safeguard and protect the use of its waters. For this purpose, any person who installs any water connection without the previous authority from the water district established under this Decree; tampers water meters or uses jumpers or other devices whereby water is stolen; steals or pilfers water or water meters; knowingly possesses stolen or pilfers water or water meters shall upon conviction, be punished by prison correccional in its minimum period or a fine ranging from two thousand pesos to six thousand pesos, or both. If the violation is committed with the connivance or permission of an employee or officer of the water district, an employee or officer shall, upon conviction, be punished by a penalty one degree lower than prison correccional in its minimum period and forthwith be dismissed and perpetually disqualified from employment in any utility or service company owned or controlled by the government (as amended by Sec.6, PD 1479);

(e) Take over the management, administration, operation, and maintenance of all watersheds within its territorial boundaries. (As amended by Sec.6, PD 1479)

7. **Fire Protection Capacity.** The district may install and maintain pipeline capacity and additional hydrants for fire protection purposes: Provided, That prior agreement has been executed with the public entity having principal fire protection responsibility within the district whereby the district will be reimbursed over the reasonable life of said facilities for the cost of installation and operation of such fire protection capacity and facilities. (As amended by Sec.7, PD 1479).

VISION, MISSION AND CORE VALUES

Vision

By 2020, The Zamboanga City Water is a premier water utility that provides excellent services towards improving the quality of life of its customers in adherence to the belief that Agua es Vida.

Mission

The Zamboanga City Water District exists to provide adequate, affordable and sustainable supply of water; develop and protect the city's water resources; and manage waste water system in accordance with National and International Policies and Standards.

Core Values

- Committed
- Reliability
- Integrity
- Solidarity
- Professionalism
- Innovativeness

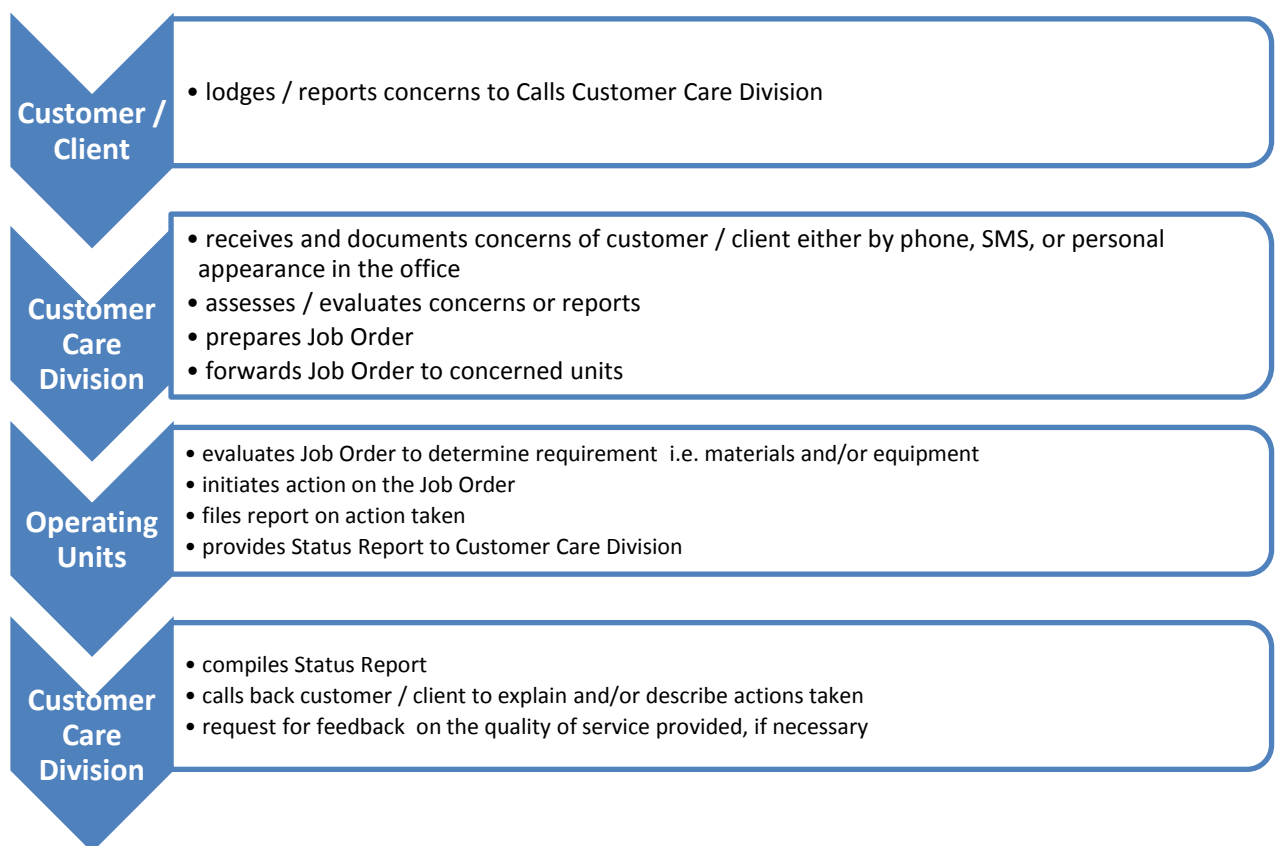
Performance Pledge

We, in the Zamboanga City Water District, pledge to serve our customers and the public with utmost respect and excellence.

Feedback and Redress Mechanism

Complaints and/or requests MUST be reported and received at the Customer Care Division which shall undertake initial investigation and/or assessment of the case, if needed. It shall prepare Job Order and forwards the same to the concerned units for appropriate action within the prescribed timeline.

The concerned units shall take action on the Job Order and reports back status of actions undertaken to Customer Care Division which shall likewise responsible in providing feedback to the customer / client.



Frontline Services

As defined in Section 4.c of Republic Act No. 9485, "Frontline Service" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.

In the case of Zamboanga City Water District, the following are its key frontline services:

1. ***Collection of payment for water bills and other service fees.*** This service is primarily available at the Main Building (Ground Floor) and Putik Collection Center. Other payment centers include Amanah Islamic Bank (Veterans Avenue), One Network Bank (Ayala and Sangali branches), Philippine Veterans Bank (Governor Lim), Land Bank of the Philippines (all branches), and via all ATM Machines of the Development Bank of the Philippines (DBP).
2. ***Tendering of water bills and Notices of Disconnection.*** Each account's water meter is read once a month. The corresponding Water Bills are delivered to designated points and are mostly handed over to the registered account holder or his/her representative. The recipients are normally requested to acknowledge receipt of said Water Bills.
3. ***Processing of application for new water service connections.*** The first step for prospective applicants is to register for the *Orientation* conducted every Saturday morning at the ground floor of the office's Main Building. After interview and assessment, interested applicants prepare the necessary requirements and submit the same to the Customer Services Division at the ground floor of the office's Main Building. The applicant is advised when to come back to pay the corresponding fees.
4. ***Complaint management.*** Concerned customers / citizens may personally lodge a request and/or complaint at the Customer Care Division (CCD) at the ground floor of the office's Main Building or through calls, email or SMS. Such request and/or complaint are initially assessed before a Job Order is prepared for appropriate action by concerned units of the Zamboanga City Water District. CCD staffs are obliged to give feedback on the action taken after

receiving report from the responding unit. For complaints, refer to the Feedback and Redress Mechanism on Page 6 of this document.

5. ***Water delivery.*** This service is offered to registered customers whose account is “active”. The customer or his/her authorized representative fills-up the required form at the Billing Division housed at ZCWD Main Building. The customer/client is advised to wait for the delivery.
6. ***Water quality analysis.*** Customers may request for bacteriological and physical/chemical analysis of water. The customer pays the corresponding fee at the Treasury Section at the 4th Floor of the ZCWD Main Building. The customer is advised accordingly and handed out the Instruction Form. Water samples are submitted to the Water Quality Division at the Water Treatment Plant compound in Pasonanca. The customer will be advised when the test result is available for pick-up.
7. ***Installation of new water service connections.*** This is done by the Pipeline and Appurtenances Maintenance Department under the Operations Group. Water meters are installed within three days after payment of all required fees. Installers are instructed to inform the customer who shall be requested to sign in the Acknowledgement Receipt Form.
8. ***Relocation of water meters.*** Relocation of water meters is done for a purpose. It could be done upon the customer’s request subject to the exercise of lawful discretion by the ZCWD.
9. ***Payment of materials.*** Payment of materials needed for installation of water meters and sewer among others are done at the Treasury Section at the 4th Floor of the ZCWD Main Building after filing a request with the Customer Services Division at the ground floor of the same office.
10. ***Billing Inquiry.*** This service can be done online and over the phone. It can also be done personally at the ground floor of the office’s Main Building, particularly at the Billing Division or Customer Care Division.
11. Application, Installation, and Maintenance of Service.
12. Issuance of Certification of Registered Customers

Other services that indirectly involve customers are:

1. **Disconnection and reconnection of water meters involving delinquent accounts.** *Water meters are disconnected after failing to pay outstanding accounts on specified due date. For reconnection, the customer or his/her authorized representative fills-up the form at the Customer Account Division located at the ground floor of the ZCWD Main Building. He/she pays the reconnection fee at the Treasury Section at the 4th Floor of the same office.*
2. **Calibration of water meters.** *Water meters which are within five years from date of installation that are suspected to be non-functioning and/or under/over registering tested onsite. In some instances, these are pulled out for calibration and testing at the Water Meter Maintenance Division located at the ZCWD Motorpool in Pasonanca. A service meter is installed during the duration of the calibration/testing.*
3. **Repair of leaks.** *Request for and/or complaint on leak repairs are must be lodged/filed at the Customer Care Division either in person or through phone calls, emails, SMS. Such is initially assessed and the corresponding Job Order is forwarded to the implementing unit for appropriate action. The implementing unit evaluates the Job Order and undertakes the needed repair within the prescribed timeline.*
4. **Transfer of tapping site (TST).** *This service is carried out upon request of the customer or upon the initiatives of the ZCWD personnel when the need to do so is necessary. In the case of the former, the customer files a request at the Customer Care Division at the ground floor of the ZCWD Main Building. The CCD prepares and forwards the Job Order to the implementing unit for appropriate action.*

A. REQUEST FOR METER TESTING / CALIBRATION					
Schedule of Service Monday to Friday (no noon break), 8:00 A.M – 5:00 P.M					
Who may avail? Customers and other interested persons					
Requirements Official Receipt					
Fees ½ inch meter - PhP 50.00 ¾ inch meter - PhP 75.00 1 inch meter - PhP 100.00 1 ½ - 2 inches - PhP 200.00 3 inches - PhP 300.00 4 inches - PhP 400.00					
How to avail of the service?					
Step No.	Customer	Service Provider	Duration	Person In-charge	Form
1	Files request for meter testing / calibration at Water Meter Maintenance Division at ZCWD Motorpool, Pasonanca	Interviews, evaluates request and advises customer to pay the corresponding fee at the Treasury Section, 4 th Floor, Main Building	3 minutes	Front Desk Officer	Water Bill
2	Presents evaluation / endorsement for payment at the Treasury Section, 4 th Floor, Main Building	Receives payment and issues Official Receipt	2 minutes	Cashier	None

3	Presents Official Receipt or proof of payment and the water meter to the Water Meter Maintenance Division	<p>Sets schedule for meter testing / calibration</p> <p>Advises customer / client when to pick up results and water meter</p>	<p>1 inch & below: 30 minutes</p> <p>Above 1 inch: 2 days</p>	Senior Instrument Technician	None
4	Receives result and water meter				None
END OF TRANSACTION					

B. REQUEST FOR WATER DELIVERY

Schedule of Service

Monday to Friday

Who may avail?

Government agencies, private institutions and individual customers with active account.

Schedule of Filing of Request

Monday to Friday, 8:00 AM to 5:00 PM at the Customer Care Division, Ground Floor, ZCWD Main Office

Requirements

Water Bill or ZCWD Official Receipt

Fees

₱54.00/m³ - Residential

₱102.00/m³ - Commercial/ Industrial/ Government

Minimum of two cubic meters (2 m³) per request

How to avail of the service?

Step No.	Customer / Concerned Citizen	Service Provider	Duration	Person In-charge	Fees	Form
1	Submit letter of request for water delivery, sketch of delivery location and photocopies of Water Bill or ZCWD Official Receipt to the Records Section at the 2nd Floor of the ZCWD Main Office	a. Record date of submission and forward copies of the documents to the Offices of the Assistant General Managers for Finance and Operations Groups for evaluation	5 minutes	Administrative Assistant or any personnel at the Records Section	None	Duly signed letter of request OR duly accomplished request form

C. REQUEST FOR WATER ANALYSIS

Schedule of Service

Monday to Thursday, 8:00 A.M. – 3:00 P.M.

Who may avail?

Customers and other interested parties

Requirements

Payment of Test Fees and Water Sample(s)

Fees

₱200.00 for Bacteriological Test ~ ₱800.00 for Physical and Chemical Test

How to avail of the service?

Step	Customer	Service Provider	Duration	Person In-charge	Form
1	Proceeds to the Cashier at Main Office for payment of Water Analysis Fee	<ul style="list-style-type: none">▪ Issues O.R. for payment▪ Provides the sample bottles with Instruction Slip	5 minutes	Cashier	
		<ul style="list-style-type: none">▪ Coordinates Lab Personnel for booking schedule▪ Informs customer regarding schedule with Lab Personnel	5 minutes	Cashier	
2	Submits water sample(s) to the Lab personnel as per schedule/booking date	Receives water sample and advises customer to return after 7 days (maximum) for the test results	5 minutes	Lab Personnel	
		Conducts water analysis	maximum 7 days	Lab Personnel	
		Prepares analysis report/s	5 minutes	Lab Personnel	
3	Returns on the specified date to secure test result/s	Release analysis report/s	2 minutes	Lab Personnel	

END OF TRANSACTION

D. REQUEST FOR REPAIR OF LEAK AND COMPLAINT OF NO WATER**Schedule of Service**

24/7 depending on the nature of request

Who may avail?

All registered customers or concerned citizens

Requirements

Job Order Slip

Duration of the Service

Simple Case: within the day

Complex Case: within 3 days

Fees**How to avail of the service**

Step No.	Customer / Concerned Citizen	Service Provider	Duration	Person In-charge	Form
1	Walk-in: proceeds to the Public Assistance Desk or Customer Care Division at the ground floor, Main Building	Gets details of complaints and evaluates; Prepares Job Order; Forwards to PAMD	5 minutes	Customer Service Assistant, or any available front desk personnel	Job Order Form (computer-generated)
Preparation for Leak Repair					
2		Prepares RIS; withdraws materials from Warehouse	45 mins to 1 hour		
3		Gives JO and materials to field personnel	10 mins		

Leak Repair					
4		Proceeds to area			
5		Repair Leak			
6		Reports back to station			
7		Submits accomplishment report			
8		Forwards AR to CCD			
Customer Feedback					
9		Logs Report			
10		Calls reporter			
END OF TRANSACTION					

E. REQUEST FOR DISCONNECTION OF WATER SERVICE CONNECTION

Schedule of Service

Monday to Friday, 8:00 AM to 5:00 PM (no noon break)

Who may avail?

Customers with no unpaid accounts

Requirements

- Water bill or Official Receipt for authentication or valid ID of registered customer
- Clearance of water use; current reading at the water meter to be reported by the customer to be included in the billing before disconnection
- Authorization from registered customer if requested by a representative
- Affidavit of undertaking that the occupant owns the lot

Fees

None

How to avail of the service?

Step	Customer	Service Provider	Duration	Person In-charge	Form
1	Files request for disconnection at the Customer Care Division at ground floor of Main Building	<ul style="list-style-type: none">▪ Evaluates customer's record, if requirements are complete▪ Prepares Job Order for disconnection	3 minutes	Customer Care Service Officer or any front desk personnel	Form OR Request Letter
2	Proceeds to Customer Account Division	<ul style="list-style-type: none">▪ Evaluates Job Order for complete details i.e. sketch and contact number;▪ Forwards Job Order to field personnel	3 minutes	Customer Care Service Officer or any front desk personnel	

END OF TRANSACTION

F. REQUEST AND PAYMENT OF MATERIALS FOR RECONNECTIONS, REPLACE OF LOST MATERIALS AND REHABILITATION

Schedule of Service

Monday to Friday, 8:30 AM to 5:00 PM (no noon break)

Who may avail?

All registered customer or their authorized representatives

Requirements

Statement of Accounts / Correct name of registered customer

How to avail of the service?

Step No.	Customer	Service Provider	Duration 15 mins	Person In-charge	Form
1	Proceeds to General Accounting Division at 2 nd Floor, Main Building	Issues Store Requisition Slip after computing total cost of materials	5 minutes	Accounting Clerk	None
2	Receives print-out of billing statement and proceeds to Treasury Section at 4 th Floor, Main Building	Accepts payment and issues Official Receipt	2 minutes	Treasury personnel	SRS
3	Proceeds to Customer Account Division	<ul style="list-style-type: none"> ▪ Examines the Official Receipt. If payment made is commensurate to the materials requested, approves the SRS ▪ Prepares Job Order for reconnection; ▪ Forwards to Reconnection Team (WMMD) 	2 minutes	Customer Service Officer WMMD	SRS

END OF TRANSACTION

G. COMPLAINTS ON HIGH/ABRUPT INCREASE IN CONSUMPTION

Schedule of Service

Monday to Friday, 8:00 AM to 5:00 PM

Who may avail?

Customers with complaint and/or request

Requirements

Water Bill / Official Receipt (O.R.)

How to avail of the service?

Step	Customer	Service Provider	Duration	Person In-charge	Fees	Form
1	Files complaint at Customer Care Division	<ul style="list-style-type: none">▪ Interviews customer to determine circumstance surrounding the complain▪ Prepares Job Order▪ Draws / sketches location of water meter▪ Advises customers to return after two days	10 mins	Customer Service Assistant OR Customer Service Officer (Commercial Services Department)		Form No. 3
Inspection						
		<ul style="list-style-type: none">▪ Undertakes field inspection of the complaint▪ Submits assessment/ finding to Supervisor	24 hrs	Field Inspector		

2	<p>Proceeds to Customer Care Division</p>	<ul style="list-style-type: none"> ▪ Informs customer about the result and action taken on the complaint ▪ Prepares Billing Adjustment Memo if adjustment is warranted. Advises customer to pay the amount stated in the Water Bill if otherwise 	5 minutes	CCD personnel	None	Form No. 3
Post-Inspection (with leak)						
3	<p>Proceeds to the Supervising Customer Service Officer, Customer Care Division</p> <p>Presents the result of the investigation conducted</p>	<ul style="list-style-type: none"> ▪ Reviews / checks account ▪ Approves Billing Adjustment Memo 	5 mins	<p>Customer Care Service Assistant</p> <p>or</p> <p>Customer Service Officer</p>	None	Form No. 3
4	<p>Proceeds to Billing Adjustment Counter</p> <p>Presents Approved Billing Adjustment Memo</p>	<ul style="list-style-type: none"> ▪ Receives Approved Billing Adjustment Memo ▪ Encodes Form 3 in database 	1 min	<p>Supervising Customer Service Officer</p> <p>or</p> <p>Data Analyst</p>		

5	Proceeds to Collection Section at ground floor of Main Building (any window)	Receives payment of adjusted Water Bill Issues Official Receipt (O.R)	1 min	Teller		
Post-Inspection (no leak)						
6	Proceeds to Customer Care Division at ground floor of Main Building	<ul style="list-style-type: none"> ▪ Reviews the billing record ▪ Informs customer that a meter test on site will be conducted or a monitoring/service water meter will be installed for fifteen (15) days for observation ▪ Advises the customer to return for result and resolution ▪ Generates Job Order and forwards the same to WMMD ▪ Advises the customer to return on the 16th day 	5 minute	Customer Care Service Assistant or Customer Service Officer	None	Job Order
After meter test and/or monitoring of service water meter...						

7	Proceeds to Customer Care Division	With "Passed" Remarks: <ul style="list-style-type: none"> ▪ Advises customer to proceed to the Treasury Section at 4th Floor, Main Building ▪ With "Failed" Remarks" ▪ Generates Job Order for replacement of water meters ▪ Advises customer to proceed to the Billing section at ground floor of Main Building for adjustment 	5 minutes	Customer Care Service Assistant or Customer Service Officer	None	Job Order
8	Proceeds to Collection Section	<ul style="list-style-type: none"> ▪ Receives payment ▪ Issues Official Receipt (O.R) 	1 minute	Teller		
9	Proceeds to Billing Section	Reviews result and computed adjustment	5 minutes	Supervising Customer Service Officer		
10	Proceeds to Collection Section	Receives payment and issues Official Receipt (O.R)	1 minute	Teller		
END OF TRANSACTION						
No leak by wrong reading						
11	Proceeds to Billing Section at ground floor of Main Building	<ul style="list-style-type: none"> ▪ Prepares Billing Adjustment Memo ▪ Approves Billing Adjustment Memo 	1 minutes	Customer Care Service Assistant; OR Customer Service Officer		

12	Proceeds to Collection Section at ground floor of Main Building	Receives payment	1 minute	Teller		
END OF TRANSACTION						

H. APPLICATION FOR WATER SERVICE CONNECTION AND REOPENING OF ABANDONED WATER SERVICE CONNECTION (WSC)

Schedule of Service

Monday to Friday, 8:30 AM to 5:00 PM (no noon break)

Who may avail?

Prospective/registered customers and/or their authorized representatives

Requirements

Refer to the list below

Inspection Fee

PhP 150.00 – *Note: Actual cost of connection may differ based on assessment*

How to avail of the service?

Step	Customer	Service Provider	Duration	Person In-charge	Form
Pre-Orientation					
1	Secure a Pass Slip from the Service Application Section (Ground Floor, Main Building) for entry/attendance in the Orientation activity.	<ul style="list-style-type: none"> Conducts a quick interview of the applicant to assess his/her application requirements Gives List of Requirements and Customer Information Sheet for applicant's completion and compliance. Issues Pass Slip for client's Orientation schedule 	5 minutes	Customer Service Assistant or Customer Service Officer	


Orientation					
2	Logs / registers at Log Book and proceeds to Orientation venue (Ground Floor, Main Building)	Conducts customers' orientation activity as scheduled	3 hours	Orientation Team	
Submission of Requirements					
3	Present requirements to Service Application Section (Ground Floor, Main Building)	<ul style="list-style-type: none"> Checks completeness of requirements Advises applicant to pay Inspection Fee at the Treasury Section (4th Floor, Main Building) 	5 minutes	Customer Service Assistant or Customer Service Officer	
4	Pays Inspection Fee at the Treasury Section (4th Floor, Main Building)	<ul style="list-style-type: none"> Collects payment for Inspection Fee and issues corresponding O.R. Refers applicant back to Service Application Section for presentation of O.R. 	2 minutes	Cashier	
5	Presents O.R. to Service Application Section (SAS), together with the submission of application documents	<ul style="list-style-type: none"> Takes photo of application Advises applicant regarding the schedule of inspection 	1-2 mins.	Customer Service Assistant	SAS Form
Inspection and Approval					
6		Undertakes site inspection	Max of 72 hours	Customer Service Officer or Supervising Customer Service Officer	Job Order

7		<p>Submit inspection results to Supervisor for further processing of application</p> <p>Forward the processed application to the Approving Authority for approval</p>			
Payment of Materials					
8	Secures Referral Slip at Service Application Section (Ground Floor, Main Building)	Upon approval of application, issues Referral Slip and advises Client to proceed to General Accounting Division, 3rd Floor, Main Building	2 minutes	Customer Service Assistant or Customer Service Officer	
9	Presents Referral Slip at General Accounting Office at 3 rd Floor	<ul style="list-style-type: none"> ▪ Computes total cost of materials ▪ Refers client to Treasury Section, 4th Floor, for payment of materials cost 	5 minutes	Senior Accounting Processor	
10	Pays cost of materials at the Treasury Section at 4 th Floor	<ul style="list-style-type: none"> ▪ Issues corresponding O.R. ▪ Refers client to Service Application Section for presentation of O.R. 	5 minutes	Cashier	
11	Presents O.R to Service Application Section	<ul style="list-style-type: none"> ▪ Provide the applicant with a copy of his/her application documents ▪ Advises applicant to expect ZCWD tappers within 72 hours (3 days) 	2 minutes		

Tapping of New Water Service Connection					
12		Prepares and forwards Job Order for Tapping to PAMD	2 minutes <i>thru electronic means</i>		
13		Prepares materials for tapping	48 hours		
14		Taps / connects water service connection			
15		Secures conforme / signature of customer on Acknowledgement Receipt			
16		Prepares / submits the necessary report to Supervisor			
END OF TRANSACTION					

FEEDBACK FORM

The Zamboanga City Water District aims for service excellence. A Customer Satisfaction Survey Form has been adopted and made available for all customers / clients availing of its services in all its offices. The following Forms also capture customer / client feedback on the services provided.

 <i>Agua es Vida</i>	ZAMBOANGA CITY WATER DISTRICT	Reference Code:	FG-CSD-001-FR101
	CUSTOMER SATISFACTION SURVEY FORM	Date Created:	2016-08-30
		Revision No.:	0
		Page No.:	1/1

We aim for service excellence. Please let us know how you want us to serve you best by filling up this survey form. Thank you.

Date : _____ Time : _____

1. What is the purpose of your visit?

- | | |
|--|--|
| <input type="checkbox"/> Payment of water bill | <input type="checkbox"/> Payment of Penalties (LMSD) |
| <input type="checkbox"/> Complaint/J.O. Request | <input type="checkbox"/> Submit Bidding Documents |
| <input type="checkbox"/> Request/ Payment for Reconnection | <input type="checkbox"/> Collection of Payments (AFMD) |
| <input type="checkbox"/> Apply for new ater service connection | <input type="checkbox"/> Request for Water Quality Test |
| <input type="checkbox"/> Billing Inquiry | <input type="checkbox"/> Buy Bid Documents |
| <input type="checkbox"/> Follow-up Documents | |
| <input type="checkbox"/> Others (please Specify) _____ | |

2. How long did you wait before they attended and accomplished the purpose of your visit? Minutes : _____ Hours : _____

Please (✓) check the box of your choice using the rating scale below.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree
Timely response was given				
Staff are courteous and approachable				
Received the appropriate services needed				
Staff are well informed				
The workplace is clean and organized				
Services rendered were fair, honest and just				

3. As a whole are you satisfied with the services provided/ received? Yes _____ No _____

4. Comments and Suggestions : _____

Contact information (Optional)

Name _____
 Tel No./Mobile No. _____
 Email Address _____

THANK YOU VERY MUCH!

DIRECTORY

ZCWD OFFICE	LOCAL	DIRECTLINE
Main Office (Private Exchange Connecting All Departments)		Hotline: 991-1556
OFFICE OF THE BOARD	8116	991-1634 (Telefax)
OFFICE OF THE GENERAL MANAGER	8104/8124/8107	991-2799 (Telefax) 992-3682
CORPORATE PLANNING DEPARTMENT <ul style="list-style-type: none"> Department Manager CREA Section Planning and Monitoring Division MIS Division 	8110 8134 8133 8119	992-7831 (Telefax)
LEGAL DEPARTMENT	8103	990-2114 991-1463
FINANCE GROUP <ul style="list-style-type: none"> Assistant General Manager AGM FAG General Accounting Division Commercial Services Department Customer Care Division Collection Section Customer Account Division Treasury Section Customer Services Division Billing Section 	8109 8101 8112 8111 8128 8121 8123 8130 8135	955-1004 955-1006 (Telefax) 991-1440 955-1005 992-7831 955-1007 / 1008 / 1009 991-1338 991-6329 993-2517
C. O. A.	8126	
ADMINISTRATION GROUP <ul style="list-style-type: none"> AGM- Administration Group General Services Department Human Resource Department HR Department Manager General Services Division Purchasing Section BAC Security 	8120 8132 8118 8113 8110 8125 8127 8114	
WTP/OLD RESERVOIR/ COCO PAVILION <ul style="list-style-type: none"> Guard House Panel Board 	100/106 101	Hotlines: 991-1553 / 991-1554
OPERATIONS GROUP <ul style="list-style-type: none"> AGM- Operations Group Production Department Pipelines & Leakage Control Division Water Production Division Electro-Mechanical Division 	107 102 108 103 104	

<ul style="list-style-type: none"> Water Quality Division 	105	
TECHNICAL GROUP <ul style="list-style-type: none"> AGM-Technical Service Group 	109	
MOTORPOOL <ul style="list-style-type: none"> Guard House General Services Department Transport Operation & Equipment Maintenance Division Procurement & Materials Management Division Property & Warehousing Section 	200 201 202/207 205 206	Hotline: 991-4283 993-2682 926-4414
PRODUCTION WELLS <ul style="list-style-type: none"> Baliwasan Bienvenido Drive, Canelar Cadena de Amor, Guiwan Gov. Camins Avenue Gov. Ramos Avenue Putik San Lorenzo Ruiz, Tetuan Sta. Maria 		991-9595 990-1879 991-9215 991-6759 991-9297 984-1033 990-1948 991-9279
PUMPING STATIONS (Sewer) <ul style="list-style-type: none"> East Pumping, Gov. Lim West Pumping, Magay 		992-2690 992-2689
SUB-OFFICES <ul style="list-style-type: none"> Ayala Sub-Office Putik San Lorenzo Ruiz, Tetuan 		982-0330 984-1033 990-1948

