



SIPALAY WATER DISTRICT

CITIZEN'S CHARTER (2024 1st Edition)



SIPALAY WATER DISTRICT

CITIZEN'S CHARTER (2024 1st Edition)



FOREWORD

In accordance with Republic Act No. 9485 (Anti-Red Tape Act of 2007) entitled “ 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 Thereof “ dated June 2, 2007 which implemented by Civil Service Commission. Subsequently, Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, was passed on May 28, 2018. This law created the Anti-Red Tape Authority (ARTA) to monitor and enforce compliance with the anti-red tape measures outlined in RA 9485.

The implementation of the Citizen’s Charter by the Sipalay Water District, as mandated by Republic Act No. 11032, aims to achieve several key objectives to enhance the quality of service delivery. The Citizen’s Charter outlines the services provided by the Sipalay Water District in a clear, step-by-step manner. This clarity helps ensure that clients (citizens, businesses, government, etc.) understand what services are available, how to access them, and what to expect in terms of timelines and requirement. By detailing the responsibilities of each employee involved in service delivery, the Citizen’s Charter promotes transparency. Clients know exactly who is accountable for each step of their transaction or request. The Charter sets timeframes for concluding transactions. This commitment to efficiency reduces delays and bureaucratic red tape, making the process smoother and more predictable for clients. By streamlining frontline service processes; the Sipalay Water District demonstrates its commitment to serving the public promptly and effectively. Clear guidelines and responsibilities help employees focus on delivering high-quality service.

Overall, the implementation of the Citizen’s Charter aligns with the broader goals of Republic Act No. 11032, which aims to eliminate bureaucratic red tape, enhance public service delivery, and foster transparency and accountability across government agencies. By adhering to the principles outlined in the Charter, the Sipalay Water District not only improves its operational efficiency but also strengthens its relationship with the community it serves.



I. Mandate:

The Sipalay Water District (SWD) was formed on July 6, 1982 giving its jurisdiction over the water supply system of Municipality of Sipalay. Conditional Certificate of Conformance No. 252 was issued on October 7, 1983 which entitled it to all the rights and privileges embodied in PD 198 or Water Utilities Act of 1978. SWD was categorized as Category “D” water district last March 30, 2012.

The SWD is an autonomous quasi-public corporation which is politically free from the local government. As constituted, the water district is subject to the provisions of PD 198 and to the rules and regulations of LWUA. The water district can promulgate its own operational laws through its five-member Board of Directors.

The SWD was formed for the purpose of acquiring, installing, improving, maintaining, and operating the water supply system.

The SWD has recently started receiving assistance in its institutional development from the LWUA Regulatory Department. Advisory services are conducted by a LWUA advisory team to guide the water district towards self- sufficiency and provide assistance in the preparation and implementation of their improvement programs. It is anticipated that with the advisory team’s guidance, the SWD will soon adopt new systems and procedures in the operation and maintenance of the water system.

II. Vision:

The Sipalay Water District envisions itself to be the premiere water utility in the province committed to provide quality, sufficient and affordable water supply through an honest and efficient service..

III. Mission:

To provide better quality of life by providing adequate, safe and potable water in the community.

To properly develop and manage water sources and help the preservation of the environment.



IV. Service Pledge:

Striving for excellent output

Work hard to satisfy concessionaire's needs

Dedication and commitment to provide quality service

All of these we pledge because we are here to serve you our best!



LIST OF SERVICES

External Services	Page Number
Water Bill Payment	7
Application for New Service Connection	8
Transfer of Service Connection	10
Reconnection of Service Connection	11
Change of Account Name	12
Maintenance of Service Connection	13
Internal Services	
Request for Leave Credits Monetization	16
Application for Leave	18
Request for Certificate of Employment	20
Request for Certificate of Net Pay	21
Request for Office Supplies	22
Receiving of Incoming Documents	23
Feedback and Complaints Mechanism	24
List of Offices	25
Approval	26



EXTERNAL SERVICES



1. Water Bill Payment

Concessionaires are responsible for paying their water bills on time. Under certain circumstances, Sipalay Water District may add late-payment charges to bills not paid on time.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens, Government-to-Business ,Government-to-Government			
Who may avail:	All SWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill / Statement of Accounts (Concessionaire's Copy)		From SWD Billing Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE PAYMENTS SERVICES 1.1 Go to www.landbank.com and click on Link.BizPortal 1.2 Select Sipalay Water District as merchant. 1.3 Choose Water Bill as transaction type. 1.4 Select your preferred Payment Gateway Option and supply the other payment details. 1.5 Key in all the required account details including the One-Time Password (OTP) and ATM PIN 1.6 View /Print Payment Confirmation	1.1 Check payment inquiry and issue Official Receipt	Amount Varies	2 minutes	Cashier
OVER THE COUNTER 2. Present Water Bill to Cashier	2.1 Receive payment and issue Official Receipt	Amount Varies	1 minute	Cashier
Total		Total amount due stated at the water bill account.	3 minutes	



2. Application for New Service Connection

Application and Installation of New Water Connection

Office or Division:	Office of the General Manager			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens, Government-to-Business , Government-to-Government			
Who may avail:	Anyone residing within service area of the Sipalay Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of one (1) valid ID and present original.		Applicant		
2. Three (3) pieces 2 x2 picture		Applicant		
3. Application Form and Water Service Contract		Customer Service Assistant		
CLIENT STEPS (Step 1)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and fill-out application form	1.1. Evaluate the application form for new connection and give checklist of requirements. 1.2 Check if the application is completely fills out and all the requirements are attached.	None	10 minutes	Customer Service
2. Attend to inspecting team from the SWD	2.1 Conduct inspection of area and make list of materials needed.	None	1 hour	Maintenance Team
Total		None	1 hour, 10 minutes	



CLIENT STEPS (Step 2)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Return the application form after signed to the office for assessment of fees	1.1 Assessment of fees and process payment. Then, issuance of Official Receipt.	Application fee: Php 500.00 plus cost of service connection materials to be used for installation.	3 minutes	Cashier
2. Sign Water Service Contract	2.1.Orient Concessionaire about the content of the contract and the Utility Rules and Regulations	None	30 minutes	Customer Service
	2.2. Sign Service Contract with customer		10 minutes	General Manager
3. Get Service Contract Notarized	3.1 Instruct customer to get the service contract notarized and give one copy back to the Customer Service and get schedule of installation.	None	10 minutes	Customer Service
4. Attend during installation and signed maintenance order on the conformed portion (Customer's approved) for the work accomplishment.	4.1 Installation of service connection	None	1 to 6 hours	Maintenance Team
Total		Php 500.00 plus cost of service connection materials	6 hours , 53 minutes	



3. Transfer of Service Connection

Transfer of service connection from one tapping point to another within Sipalay Water District service area.

Office or Division:	Office of the General Manager			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	All Concessionaires of SWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service and fill out Service Request Form	1.1 Verify the status of Concessionaire's account and prepare maintenance order	None	5 minutes	Customer Service
2. Attend to inspecting team	2.1 Conduct inspection of the area and make list of materials needed for transfer and prepare cost estimate of materials	None	1 hour	Maintenance Team
3. Pay transfer fee and materials needed for transfer	3.1. Process payment and issue Official Receipt	Transfer fee of Php 200.00 and cost of materials needed for transfer	2 minutes	Cashier
	3.2. Prepare maintenance order for transfer		2 minutes	Customer Service
4. Attend to the transfer of service connection	4.1 Execution of job Specified in the maintenance order	None	1 to 3 hours	Maintenance Team
	Total	None	4 hours, 9 minutes	



4. Reconnection of Service Connection

Reactivation of disconnected water service.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	All disconnected SWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form		Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Service Request Form for reconnection	1.1 Assess unpaid bills and prepare maintenance order	None	2 minutes	Customer Service
2 .Pay due account and reconnection fee.	2.1. Process payment and issue Official Receipt 2.2 Prepare maintenance order for reconnection	Total water bill account due and reconnection fee of Php 200.00	2 minutes	Cashier Customer Service
3. Attend reconnection conducted by Maintenance Team and sign on the M.O on Customer's Approved portion after reconnection.	3.1 Reconnect water services.	None	1 hour	Maintenance Team
Total		Total due water bill due account and reconnection fee of Php 200.00	1 hour, 4 minutes	



5. Change of Account Name

Changes made on the name or registered concessionaire.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	All Concessionaires of SWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Service Request Form 2. Valid ID 3.Authority letter from the previous account registered name (If applicable) 3.Waiver of Rights (If Applicable) 5. Deed of Sale (If Applicable)		1.Customer Service Assistant 2. Voter's ID, SSS ID, UMID-GSIS and TIN ID 3. Concessionaire 4. Concessionaire 5. Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for change of account name to the Customer Service	1.1 Require the customer for legal documents as proof of residence ownership	None	3 minutes	Customer Service
2. Present request legal document and fill-out Service Request Form	2.1 Receive accomplished Service Request Form and verify requirements	None	2 minutes	Customer Service
3.Pay Change of Account Name fee	3.1 Receive and issue official receipt	₱100.00	2 minutes	Cashier
	3.2 Endorse approved request for change of name to Billing /Encoder		1 minute	Billing/ Encoder
	3.3 Update records	1 minute	Billing/ Encoder	
	TOTAL	₱100.00 Change of Account Name	9 minutes	



6. Maintenance of Service Connection

Maintenance of the service line before the water meter.

Office or Division:	Office of the General Manager			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	All Concessionaires of SWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Service Request Form		1.Customer Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Discuss problem of service connection at Customer Service	1.1 Facilitate and provide Service Request Form	None	2 minutes	Customer Service
	1.2 Identify maintenance to perform			
2. Fill-out Service Request Form	2.1 Assist the concessionaire to fill-out Service Request Form with information on the kind of maintenance	None	2 minutes	Customer Service
	2.2 Receive information and prepare maintenance order for service			
3.Attend to inspecting team	3.1 Conduct inspection of the area and make cost estimate of materials needed for repair, if any	None	10 minutes	Maintenance Team



4. Pay materials needed for repair	4.1 Process payment and issue Official Receipt	Cost of materials needed for repair	2 minutes	Cashier
	4.2 Execute the maintenance job	None	15 minutes to 2 hours (depend on the nature of repair)	Maintenance Team
	TOTAL	Cost of materials needed for repair	2 hours and 18 minutes	



INTERNAL SERVICES



1. Request for Leave Credits Monetization

Monetization of leave credits incurred in accordance with CSC Rules and Regulations.

Office or Division:	Office of the General Manager			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	SWD permanent, casual and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Credits Application Form		1. Administrative Services Officer A		
2. Request Letters for Monetization		2. SWD Employee		
3. Supporting documents such as medical certificate, school fees, utility bills.....		3. SWD Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Leave Credits Monetization	1.1 Provide application form and; 1.2 Request for supporting documents as required per CSC Rules and Regulations	None	2 minutes 3 minutes	Administrative Services Officer A
2. Fill-out application form and attached supporting document/s	2.1 Facilitate and receive accomplished application form with supporting document/s 2.2 Update Leave Credits Balance 2.3 Verify/certify Leave Credits Balanced to the application form for recommendation to the Head of Office for evaluation of application whether approved or disapproved	None	10 minutes	Administrative Services Officer A



	<p>2.4 If the application is approved, the Administrative Officer A will directly forward the application form to the accounting for the preparation of voucher for monetization and inform the applicant of the approval of his/her application; If the application is disapproved, the Administrative Services Officer A will immediately return the application stating the reason why his/her application is disapproved.</p> <p>2.5 Prepare voucher for monetization</p> <p>2.6 Forward voucher to Cashier for cheque preparation and release</p>	<p>none</p>	<p>4 minutes</p>	<p>Administrative Services Officer A</p>
			<p>10 minutes</p>	<p>Accounting Processor A</p>
			<p>5 minutes</p>	<p>Accounting Processor A-Cashier</p>
<p>3. Claim monetization cheque to the Cashier and sign voucher</p>	<p>3.1 Release the cheque for monetization to the applicant</p>		<p>5 minute</p>	<p>Cashier</p>
TOTAL		<p>None</p>	<p>19 minutes</p>	

COMPUTATION FOR LEAVE MONETIZATION:

Monthly Salary x No. of days to be monetized x CF (.0481927)*= Money value of the monetized leave



2. Application for Leave

Aside from Vacation, Sick, Maternity Leave, Special Leave Privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year. Special Leaves Privilege includes: Funeral/mourning Leave, Hospitalization Leave, Accident Leave, Relocation Leave, Government transaction Leave, Calamity Leave, Graduation Leave, Enrollment Leave, Wedding Anniversary, and Birthday Leave.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	SWD permanent, casual and co-terminus employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave Form		1. Administrative Services Officer A		
2. Medical Certificate for Sick Leave incurred for 5 days or more		2. Hospital/ Clinic		
For Maternity Leave Application				
1. Medical Certificate as proof of pregnancy		1. Hospital/ Clinic		
2. Accomplished Clearance Form		2. Administrative Services Officer A		
For Solo Parent Leave Application:				
1. Solo Parent ID		1. Department of Social Welfare and Development (DSWD)		
For Paternity Leave Application:				
1. PSA Marriage Certificate		1. Philippine Statistic Authority (PSA)		
2. Birth Certificate of newly born child		2. Hospital/ Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Leave Form from ASO-A *For Vacation Leave & Mandatory (5) days Forced Leave-filing should be five (5) days in advance *For Sick Leave-filing should be done the day after the leave *For Maternity Leave-filing should be atleast thirty (30) calendar days in advance	1.1 Provide leave application form and; 1.2 Request for supporting document/s	None	1 minute	Administrative Services Officer A



<p>2. Employee fills out Leave Application form (with attached supporting document/s)</p>		<p>None</p>		
<p>3. Employee submits accomplished Leave Form to ASO-A for notification of leave availment</p>	<p>3.1 Assesses Leave application and signs for recommending approval</p> <p>3.2 Submits Leave Form to General Manager with duly recommended approval by ASO-A</p> <p>3.3 Evaluate the application form then:</p> <p>3.4 Return the application form to ASO-A</p> <p>3.5 The ASO-A will inform the applicant of the action taken to application if APPROVED/ DISAPPROVED; If the application is DISAPPROVED, the ASO-A will return the application form to the applicant stating the disapproved.</p> <p>3.6 Record and file the application form</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p>	<p>Administrative Services Officer A</p> <p>Administrative Services Officer A</p> <p>General Manager</p> <p>Administrative Services Officer A</p>
<p>TOTAL</p>		<p>None</p>	<p>7 minutes</p>	



3. Request for Certificate of Employment

Request for office data or information and service record to verify employment.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	SWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Certificate of Employment		1. Administrative Services Officer A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Employment	1.1 Validate record/s from 201 file & Service Record	None	5 minutes	Administrative Services Officer A
	1.2 Prepare Certificate of Employment based on the records of the office		2 minutes	Administrative Services Officer A
	1.3 Review the content of certificate and endorse to the Head of Office and print-out		5 minutes	Administrative Services Officer A
	1.4 Verify the authenticity of document requested for signing		2 minutes	General Manager
2. Employee claims the requested Certificate of Employment from Admin	2.1 Release the document (<i>Printed two (2) original copies of Certificate of Employment: one (1) for the requestor and one (1) for SWD file receiving copy</i>)	None	1 minute	Administrative Services Officer A
TOTAL		None	15 minutes	



4. Request for Certificate of Net Pay

Request for employee's salary or earnings received.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	SWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Certificate of Net Pay		1. Administrative Services Officer A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Net Pay	1.1 Validate records from payroll	None	5 minutes	Administrative Services Officer A
	1.2 Prepare for print-out of Certificate		1 minute	
	1.3 Endorse the certificate requested to the Head of Office		1 minutes	
	1.4 Verify the authenticity of document requested for signing		2 minutes	General Manager
2. Employee claims the requested Certificate of Net Pay	2.1 Release the document (<i>Printed two (2) original copies of Certificate of Employment: one (1) for the requestor and one (1) for SWD file receiving copy</i>)	None	1 minute	Administrative Services Officer A
TOTAL		None	10 minutes	



5. Request for Office Supplies

Request for office supplies and materials needed for official function.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	SWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Supply Request Form		1. Supply Assistant/ Clerk Processor B		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Supply Request Form	1.1 Received accomplished Supply Request Form	None	1 minute	Supply Assistant & Storekeeper
	1.2 Check the availability of supplies requested		2 minutes	
2. Received supply requested	2.1 Issued supply requested	None	1 minute	Supply Assistant & Storekeeper
	2.2 File property supply request form for office record		1 minute	
TOTAL		None	5 minutes	



6. Receiving of Incoming Documents

This covers the receipts of incoming documents from internal/external clients.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	SWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send documents to SWD Office through personal delivery, mail/courier and email	1.1Received documents	None	1 minute	Administrative Services Officer A
	1.2Forward to the Admin		1 minute	
	1.3Check details of document/s received like name of the sender/office and recipient		1 minute	
	1.4Stamp received and return the duplicate copy if requested		1 minute	
TOTAL		None	4 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> ➤ Call the Office at Mobile No. 09468422982 & Telephone No. 034-4341850 ➤ Email us at sipalaycitywd@gmail.com ➤ Write at the feedback form found at the entrance and drop it at the feedback box.
How feedbacks are processed	<p>Feedbacks requiring answers are forwarded to the concerned personnel for their immediate response/comment regarding the issue.</p> <p>If feedbacks do not require an answer, the head of agency will call the attention of the concerned personnel or regarding the issue.</p>
	<ul style="list-style-type: none"> ➤ Call the Office at 034-4341850 09468422982 &



<p>How to file a complaint</p>	<ul style="list-style-type: none"> ➤ Email us at sipalaycitywd@gmail.com ➤ Text at Mobile No. 09468422982 ➤ May send a written complaint to the office at Sipalay Water District, Purok Camatis, Brgy. Mambaroto, Sipalay City, Negros Occidental 6113
<p>How complaints are processed</p>	<p>The Customer Service prepares Service Request Form and verifies the nature of complaints.</p> <p>The Management will verify if the complaint is valid or not. If valid the Customer Service will refer the complaint to the concerned personnel for immediate action.</p> <p>The Customer Service shall give feedback to the personally, thru letter or phone call.</p>
<p>Contact Information of PCC, ARTA, CSC</p>	<p>Presidential Complaints Center (PCC)-8888</p> <p>ARTA- complaints@arta.gov.ph</p> <p>CSC Negros Occ. Field Office- (034) 474-2182 or 708-8184</p>



List of Offices

Office	Address	Contact Information
Office of the General Manager	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Telephone No. 034-4341850
Administrative Services	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Telephone No. 034-4341850
Commercial Services	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Telephone No. 034-4341850

APPROVAL

This Citizen's Charter Guidebook, as amended, was signed and approved on July 16, 2024 by:

AR. EDGARDO C. CUAYCONG JR.
General Manager D
Sipalay Water District
(Original Signed)