



CASTILLEJOS WATER DISTRICT

CITIZEN'S CHARTER



I. Mandate:

The Castillejos Water District (CSWD) is created purposely to acquire, install, improve, maintain, operate, and expand a water supply system.

II. Vision:

To serve the residents of Castillejos with modern water system facilities and to continuously improve through creativity, innovation and growth.

III. Mission:

To provide and ensure continuous, safe, adequate, potablewater for the people of Castillejos and to promote community welfare through efficient andaffordable water services.

IV. Service Pledge:

For better delivery of service, the Officials and Employees of Castillejos Water District, commit to:

- Supply safe, adequate, and affordable water by ensuring it is properly treated, monitored and recorded;
- Serve our customers courteously;
- Act promptly on service complaints;
- Report leaks and illegal activities for appropriate action of the management;
- Sustain the water supply and continue to develop the water system;
- Exercise our job functions dedicatedly and cooperatively;
- Care for the water district facilities;
- Participate in the conservation of our natural resources and preservation of the environment, and;
- Work with faith in God.



LIST OF SERVICES

EXTERNAL SERVICES

Water Bill Payment	5
Electronic Bills Payment	5
Bill Inquiry	6
New Service Connection	6
Relocation of Meter and/or Connection	8
Transfer or Change Name	9
Reclassification	9
Special Reading	10
Voluntary Disconnection	11
Reconnection	11
Promissory Note	12
Senior Citizen Discount	12
Billing Adjustment	13
High Consumption	14
Plumbing Services	14



EXTERNAL SERVICES



1. Water Bill Payment

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All CSWD concessionaires
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Water Bill	Respective residences as delivered by the Meter Reader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill to the Cashier.	1. Receive the required documents and validate correctness.	None	1 minute	Teller/Cashier
2. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i>	2. Accept payment and issue OR and change if there is any.	Amount due Consumption x Applicable Rate (in Php)	2 minutes	Teller/Cashier
TOTAL:		Amount Due	3 minutes	

2. Electronic Bills Payment (ECPay, Gcash, PayMaya, 7eleven)

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All CSWD concessionaires
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Water Bill (For reference)	Respective residences as delivered by the Meter Reader

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application on mobile phones or proceed to the nearest store (7eleven).		None		
2. Pay amount due.	To issue Official Receipt.	Amount due Consumption x Applicable Rate (in Php)	2 minutes	Teller/Cashier
TOTAL:		Amount Due	2 minutes	



3. Bill Inquiry

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All CSWD concessionaires
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Old Water Bill or Official Receipt	Respective residences as delivered by the Meter Reader/ OR issued by CSWD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA's desk.	1. CSA to verify payments and outstanding balances.	None	3 minutes	CSA
TOTAL:		None	3 minutes	

4. New Service Connection

All residents of Castillejos who wishes to have water service connection can avail the service for as long as needed requirements are submitted and corresponding fees and charges are paid.

Office or Division:	Commercial & Finance Division /Engineering & Maintenance Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Residents and Business Owners of Castillejos
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. VALID IDENTIFICATION • Applicant Filled-Up Application Form Latest Cedula Barangay Certification Authorization Letter (if thru representative) Valid Identification Card	Issuing government agency Issuing government agency Applicant Issuing Government agency
B. PROOF OF OWNERSHIP Submit any of the following: Tax Declaration Deed of Sale Official Receipt of Real Property Tax	Issuing Government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and inquire to the Customer Service Assistant and fill up application form.	1.1 Validate requirements. 1.2 Endorse to maintenance	None None	1 minute 1 working day	CSA CSA



<p>2. Pay the necessary charges and fees. *Make sure to secure official receipt that will be issued upon payment</p>	<p>division for survey. 1.3 Maintenance to inform CSA of estimated cost of service. 1.4 CSA will inform applicant the application cost and bill of materials and advise applicant to pay the new connection fees.</p>	<p>None</p>	<p>1 minute</p>	<p>Maintenance</p>
	<p>2.1 Accept payment and issue OR.</p>	<p>None</p>	<p>1minute</p>	<p>CSA</p>
	<p>2.2 CSA will prepare service contract and will discuss rates and policies with the applicant.</p>	<p>Application fee - P50.00 Connection fee - P250.00 Notary fee - 150.00 Cost of Materials (to be determined after survey)</p>	<p>1 minute</p>	<p>Teller/Cashier</p>
	<p>2.3 Prepare JO and bill of materials.</p>	<p>2.4 Maintenance will proceed to new connection process.</p>	<p>5 minutes</p>	<p>CSA</p>
	<p>TOTAL:</p>	<p>Application fee: P50.00 Connection fee: P250.00 Notary fee:150.00 Cost of Materials (to be determined after survey)</p>	<p>2 minutes</p> <p>2 working days</p>	<p>CSA</p> <p>Maintenance</p>



5. Relocation of Meter and or Connection

Office or Division:	Commercial & Finance Division / Engineering & Maintenance Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Signed Job Order Form	CSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA's desk and sign the Job Order Form.	1.1 Validate the account details and sign job order form.	None	1 minute	CSA
	1.2 Forward to maintenance division for survey. 1.3 Maintenance division will estimate the cost of service. 1.4 Relay the inspection result and amount to be paid to concessionaire.		2 working days	CSA
2. Settle payment at the cashier.	2.1 Accept payment and issue OR.	1. Relocation Fee – P 150.00	1 minute	
	2.2 CSA to schedule relocation. 2.3 Maintenance will proceed to relocation of meter process.	2. Cost of Materials used for transfer (to be determined after survey)	1 working day	
TOTAL:		1. Relocation Fee – P 150.00 2. Cost of Materials used for transfer (to be determined after survey)	3 working days, 3 minutes	



6. Transfer or Change Name

Office or Division:	Commercial & Finance Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All Concessionaires of CSWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Signed Job Order Latest Cedula Barangay Certification Authorization Letter (if thru representative) Valid Identification Card (existing and new owner) Photocopy of death certificate (if deceased) Deed of sale / land title Other requirements deemed necessary		Issuing government agency Issuing government agency Applicant Applicant Issuing Government agency Issuing Government agency	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA desk.	1. Interview and ask the needed requirements.	None	1 minutes	CSA
2. Submit the requirements.	2.1 Check and verify the requirements submitted. 2.2 Prepare Change of Ownership form and attach the requirements.	None	1 minute	CSA
3. Sign the form.	3.1 Forward the approved form to change the account's record in the Billing system.	None	1 minute	Billing Clerk
TOTAL:		None	3 minutes	

7. Reclassification

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Concessionaires of CSWD



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Order Form	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA desk and sign Job Order form.	1.1. CSA to prepare Job Order form.	None	1 minutes	CSA
	1.2. CSA to forward job order to billing clerk for update in system.	None	2 minutes	CSA/ Billing
TOTAL:		None	3 minutes	

8. Special Reading

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed Job Order	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1. CSA to prepare Job Order form.	None	1 minute	CSA
	1.2 CSA to forward request to meter reader. 1.3 Meter Reader will perform special reading process. 1.4 CSA to inform concessionaire total amount due.		within the day	Meter Reader
2. Pay the amount due.	2.1 Receive payment and issue OR.	Amount due Special Reading fee – P100.00	1 minute	CSA
			1 minute	Cashier
TOTAL:		Amount due, Special Reading fee – P100.00	Within the day, 3 minutes	



9. Voluntary Disconnection

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Signed Job Order	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1. CSA to prepare Job Order form.	None	1 minutes	CSA
2. Pay the amount due.	2.1 Receive payment and issue OR.	Amount due Disconnection fee: P100.00	2 minutes	Cashier
	2.2 CSA to inform meter reader to proceed with the disconnection process.	None	Disconnection – within the day	Meter Reader
TOTAL:		Amount due, disconnection fee – P100.00	Within the day, 3 minutes	

10. Reconnection

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Signed Job Order	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1. CSA to prepare Job Order form.	None	1 minutes	CSA
2. Pay the amount due.	2.1 Receive payment and issue OR.	Reconnection fee – P100.00	2 minutes	Cashier
	2.2 CSA to inform meter reader to proceed with the	None	Reconnection – within the day	Meter Reader



	reconnection process.			
TOTAL:		Reconnection fee – P100.00	Within the day, 3 minutes	

11. Promissory Note

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Water Bill Promissory note form	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign the promissory note form.	CSA to prepare promissory note form. (CSA/ Billing will monitor promissory note date. Meter reader will proceed with the disconnection process if concessionaire fails to pay on promised date.)	None	5 minutes	CSA/ Billing
TOTAL:		None	5 minutes	

12. Senior Citizen Discount

Republic Act 9994, more commonly known as the Expanded Senior Citizens Act of 2010, entitled the senior citizens the grant of 5% discount to water utility (up to 30 cubic meter consumption) provided that the individual meter is registered to the name of the senior citizen residing therein.

Office or Division:	Commercial & Finance Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All qualified senior citizen concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Senior Citizen ID Valid ID Barangay Certificate Form	Office of the Senior Citizen Affairs Issuing government agency Issuing government agency CSWD Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSA's desk and submit copy of senior citizen ID.	1.1 Verify the account. 1.2 Prepare SC application form.	None	2 minutes	CSA
2. Sign the SC application form.	2. Submit the SC application form to the Division Head for approval.	None	3 minutes	CSA
TOTAL:		None	5 minutes	

13. Billing Adjustment

Office or Division:	Commercial & Finance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Account Number/Name/Water Bill Job Order Form	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CSA of CSWD complaints of erroneous reading.	CSA fill-ups Job Order Form for re-checking the complaint.	None	2 minutes	CSA Meter Readers
	<p>If the reading was erroneous, the Billing Clerk will:</p> <p>a. Prepare Job Order for the adjustment of the Water Bill</p> <p>b. Billing Clerk will adjust the reading on the System thru Billing Adjustment Memo to be signed by the Division Manager.</p> <p>c. The concessionaire will be informed thru</p>		5 minutes	Billing Clerk/CSA



	text on the adjustment of the Water Bill.			
TOTAL:		None	7 minutes	

14. High Consumption

Office or Division:	Commercial & Finance Division/ Engineering & Maintenance Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Job Order Form	CSWD Office
High Consumption Case Inspection Report	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSA's desk, sign Job Order form and high consumption case inspection report.	1.1 CSA to prepare Job Order form and high consumption case inspection report.	None	5 minutes	CSA
	1.2 CSA to forward to meter reader/maintenance for inspection and monitoring.	None	5 days	Meter Reader/ Maintenance
TOTAL:		None	5 days, 5 minutes	

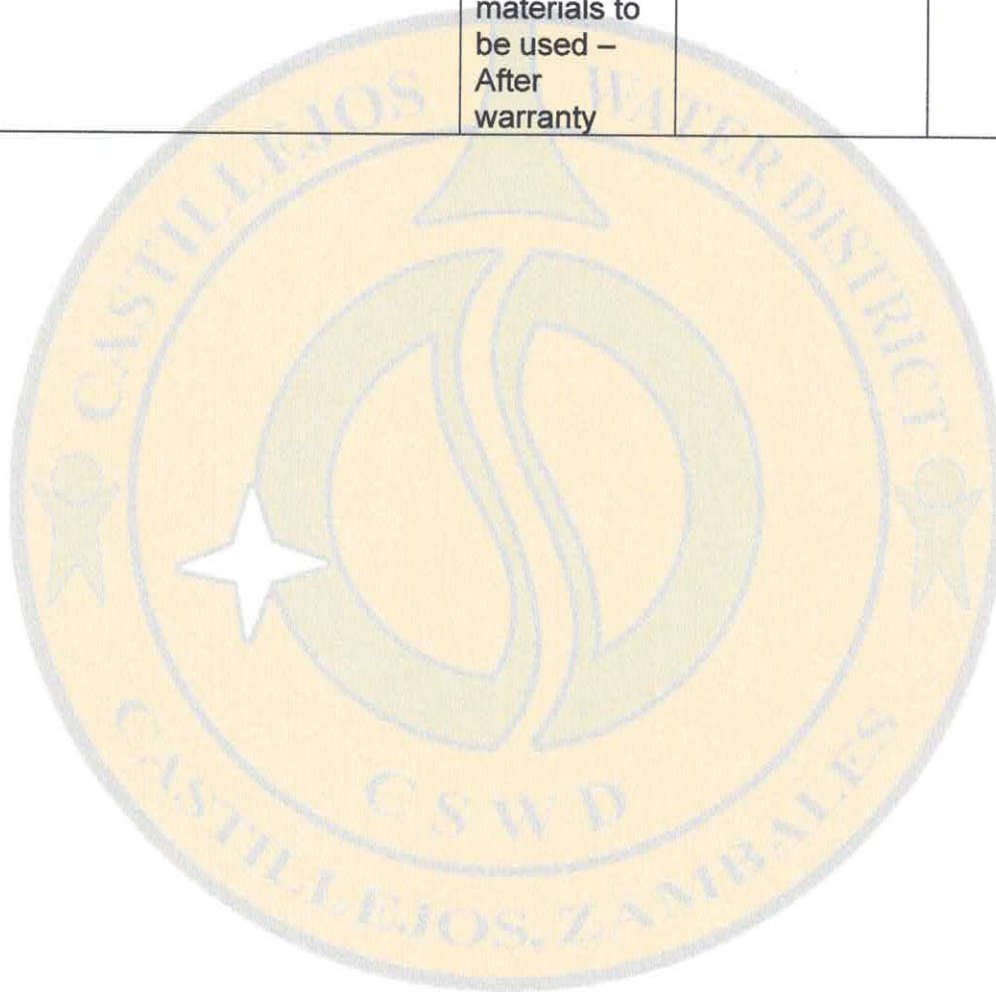
15. Plumbing Services

Office or Division:	Commercial & Finance Division/ Engineering & Maintenance Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All concessionaires of CSWD
CHECKLIST OF REQUIREMENTS	
Job Order Form	CSWD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSA's desk for request /repair work.	CSA prepares Job Order form.	Materials within the Warranty – NONE	1 day	Maintenance
		Depending on the		CSA Teller/Cashier



		materials to be used – After warranty		
	TOTAL:	Materials within the Warranty – NONE Depending on the materials to be used – After warranty	1 day	





FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box beside *</p> <p>Contact info: (047) 223-1208/ 602-1453/ 0918-428-4457/ 0921-529-5037/ 0977-847-8341</p> <p>Or Send feedback thru our official online communication platforms Website: cswd_08@yahoo.com castillejoswaterdistrict.com</p>
How feedback is processed	<p>Every Friday, Customer Care Representative opens the drop box and compiles and records all feedbacks submitted. Feedback received thru official online communication platforms by the Public Information Officer shall be opened on a daily basis.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) working days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box beside *</p> <p>Complaint can also be filed via telephone and available online communication platforms. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence <p>For inquires and follow-ups, clients may contact the following contact numbers: (047) 223-1208/ 602-1453/ 0918-428-4457/ 0921-529-5037/ 0977-847-8341</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 223-1208/ 602-1453/ 0918-428-4457/ 0921-529-5037/ 0977-847-8341</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph (02) 8478-5091 • (02) 8478-5093 • (02) 8478-5099</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



List of Offices

Office	Address	Contact Information
CSWD Main Building	National Highway, Brgy. NagbungaCastillejos, Zambales	(047) 223-1208 0963-006-5347
CSWD Sub-Office	RHU Compound, San Agustin Castillejos, Zambales	0918-428-4457
CSWD Sub-Office- Balaybay	Purok 13 Norfil, Balaybay ResettlementCastillejos, Zambales	0968-856-5713 0921-529-5037

