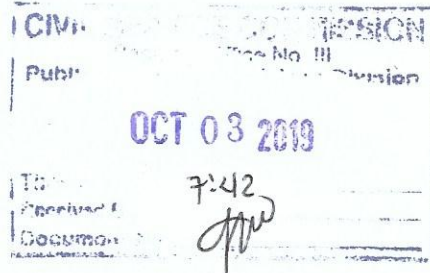




October 04, 2019

Civil Service Commission
CSC Region III
City of San Fernando,
Pampanga



Dear Sir/Madame,

We are submitting our Citizen's Charter and Agency Anti Red Tape Act (ARTA) 2019 for your approval.

Thank you very much.

Very Truly yours,


Beda M. Carlos
General Manager

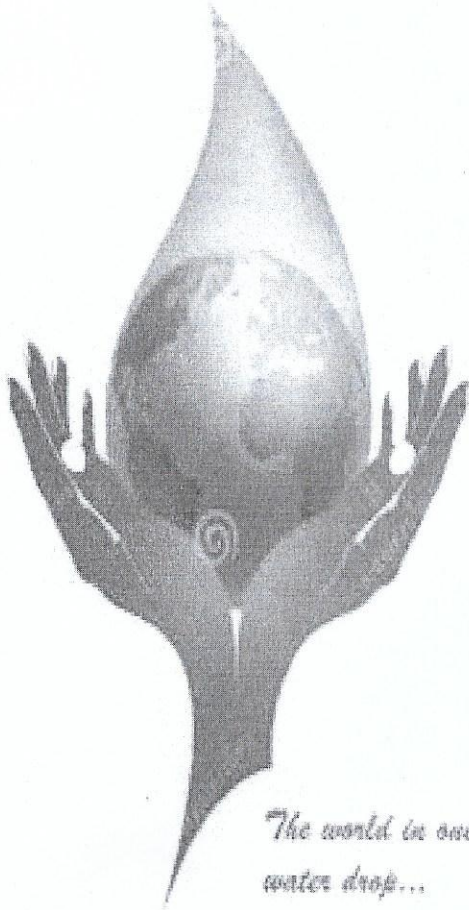
*** (" Babie Bie ing Danum") ***

Citizen's Charter

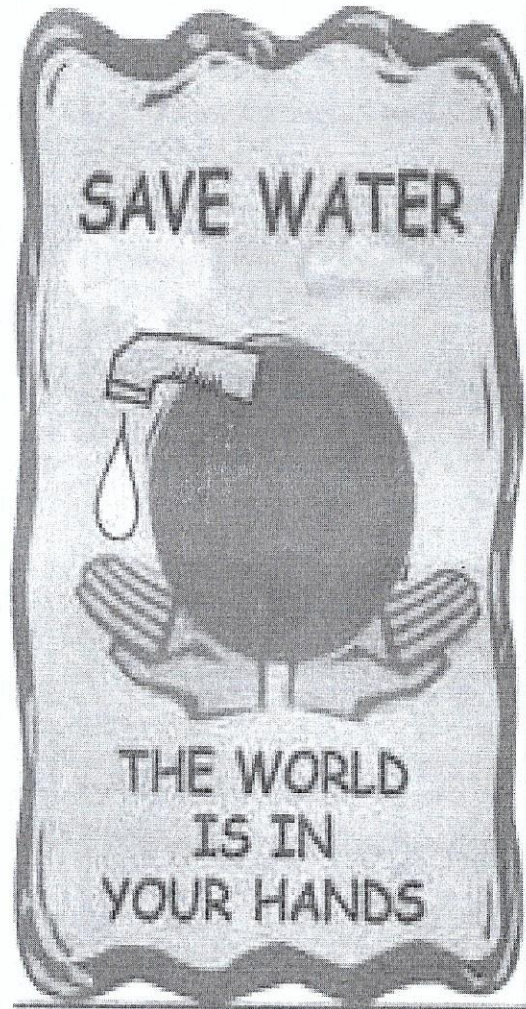
SASMUAN WATER DISTRICT



"Babie Bie ing Danum"



*The world in one
water drop...*



We must all give a hand in conserving our precious
WATER . . .

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Citizen's Charter
SASMUAN WATER DISTRICT



Message from the General Manager



One of the most important elements of our organization is our water resources. Delivery of this valuable resource to our customers would not be possible without our dedicated team of employees that work day in and day out to ensure your water supply is reliable and of the highest quality possible. All employees from our management staff to our water maintenance workers are provided with the tools and knowledge to better manage a changing business environment. We encourage our employees to set and achieve personal and professional goals and to lead effectively and create a culture of success.

As the Sasmuan Water District continues to grow and flourish our Board of Director and staff continue a tradition of innovation with their ideas and methods for accomplishing our mission. As we work together and plan for our future, we are.....

“ONE TEAM WITH ONE VISION”

Sincerely,

BEDA M. CARLOS
General Manager

Email address: sasmuanwd@yahoo.com

Fax No. (045) 900-1101

Tel No. (045) 4360421



Agency Background

The Sasmuan Water District (SWD) was created by virtue of Sangguniang Bayan Resolution No. 17-s-90 dated June 4, 1990. After having satisfactorily complied with the basic minimum requirements prescribed by the Local Water Utilities Administration., Conditional Certificate of Conformance (CCC) No. 484 was awarded thereof pursuant to PD 198 as amended.

In 1994, the District was granted by a German financing agency, the Kreditanstalt Fur Wiederaufbau (KFW) with a deepwell capable of yielding 7.72 L/S (27.8 cum./h), a generator set, and a elevated storage tank with a capacity of 100 cubic meters. Apart from this, the pipelaying of 5,270 LM transmission lines with a diameter of 150 mm was also funded by KFW. The LWUA initially shouldered the labor component of this project including the provision of 500 new service connections which form part of the District's loan with the World Bank.

However, in 1995 under the stewardship of the new elected Mayor of Sasmuan, the original composition of the 1990 Board of Directors was re-organized. Of the initial 5-member group, 3 were replaced 2 were retained. Due to the able support of the new set of Directors, the District was able to obtain a long term loan from LWUA in the amount of P 2.5 million. Using this funding support, management had an essay hand putting in-place the water supply system as schedule. And on June 10, 1997, or exactly seven (7) years after the issuance of CCC no. 484, the District officially started its service connection operations.

As August 31,2019 the agency registered a total of 4057 concessionaires. SWD catered the servicing needs of eleven (10) barangays and they are: Sto. Tomas, Sitio Sta. Cruz, San Nicolas 1st, San Nicolas 2nd, Sitio Remedios, Sta. Lucia, San Pedro, Sta. Monica, Sitio Cutud and San Antonio and two (2) coastal located at Malusac and Sebitanan.

Vision

Total commitment in the pursuit of elevating man's physical standard of living by expanding our service to all residents.

Mission

It is the mission of the Sasmuan Water District to serve our customers by delivering a sufficient quantity of high quality water in the most cost-effective and reliable service

SASMUAN WATER DISTRICT Core Values

Service

Environmental stewardship

Reliable, quality water

Value, honor and respect in all relationships

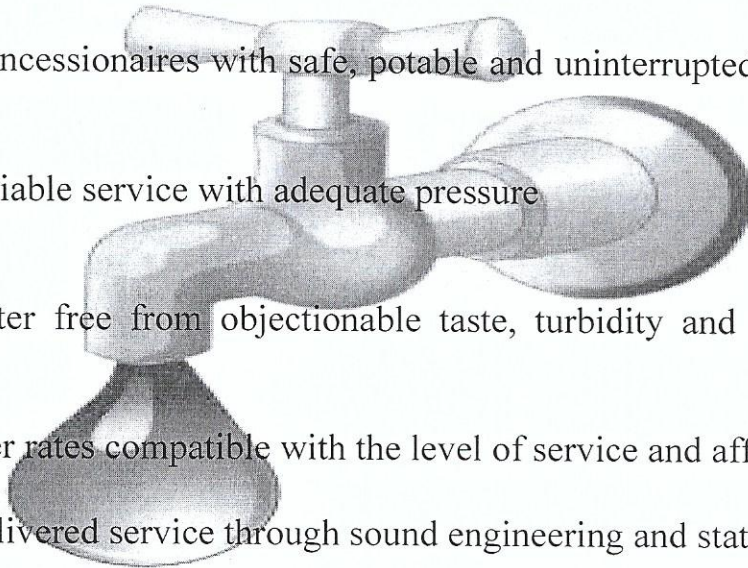
Integrity, accountability and transparency

Customer courtesy

Employee support

Objectives:

1. To provide concessionaires with safe, potable and uninterrupted quality flow of water
2. To provide reliable service with adequate pressure
3. A quality water free from objectionable taste, turbidity and other chemical detriments
4. Establish water rates compatible with the level of service and affordable.
5. Effectively delivered service through sound engineering and state of the art technology





**The SASMUAN WATER DISTRICT'S
OFFICIALS AND EMPLOYEES**

*Commit to provide our concessionaires
with safe, potable and uninterrupted
quality flow of water*

List of Frontline Services

Type of Service	Fees (in Philippine Peso)	Forms	Processing Time <i>(under normal circumstances per transaction)</i>	Location
<u>Application for Service Connection</u>				
<i>Service Charges:</i>				
a. Application/Investigation fee	50.00	Service Application Form	5 working days after payment of application fee	Commercial Division
b. Meter maintenance fee	1500.00			
c. Tapping fees	150.00			
d. Guarantee Deposit	450.00			
<i>Additional Fees:</i>				
<i>Cost of Materials</i>	2405.00	Materials Requisition Slip		
For STUB-OUT:				
<i>Cost of Materials</i>	881.25			
<i>Excavation Fee (road crossing)</i>	300.00	Zoning Map		
Remarks:				
<ul style="list-style-type: none"> - Fees and prices of materials vary depending upon the sizes of service connection. - Fees, charges and prices of materials are subject to increase in case of inflation 				

Applying for Service Connection

<p>About the Service</p> <p>The connection will not be made until it is approved and all charges are paid.</p>	<p>Who may avail of the Service?</p> <p>All residents of Sasmuan, Pampanga</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 9:00 – 12:00 NN</p>	<p>Primary Requirements:</p> <ul style="list-style-type: none"> ✓ Application Form ✓ Latest Cedula / Residence Certificate ✓ Proof of Billing (i.e Electric Bill) ✓ Valid I.D. of Owner ✓ Orientation Slip ✓ Authorization Letter or SPA with Valid I.D. <i>(in case of a representative)</i>
<p>Duration of Tapping: 3 working days</p>	

Type of Service	Fees (In Philippine Peso)	Forms	Processing Time <i>(under normal circumstances per transaction)</i>	Location
<u>Water Bill Payment</u>	Total Amount Due indicated on Water Bill	Water Bill	5 minutes	Cashier
<u>Request for Temporary Service Disconnection</u>	Full settlement of all obligations	Maintenance Order (MO)	2 days	Commercial Division
<u>Request for Service Reconnection</u> - Padlocked Connection - Connection Disconnected on Mainline	P200 (plus Cost of Materials if there is any) P200 (plus Cost of Materials if there is any)	Maintenance Order (MO)	2 days	Commercial Division

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Tel No. (045) 4360421

Applying for Service Connection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Forms
1	Present requirements for application of Service Connection	Check the requirements. Once complete, advise the concessionaire that the field inspector will visit the site.	10 minutes	Customer Service Assistant	Application Form
2		Process request of Service Application then inform the concessionaire after site inspection	1 day	Customer Service Assistant / Site Inspector	None
3	Pay the application and cost of service materials indicated on the Materials Requisition Slip (MRS).	Accept payment and issue Official Receipt; Forward all documents to Commercial Division for preparation and approval of the Maintenance Order (MO).	10 minutes	Cashier/ Customer Service Assistant	Maintenance Order (MO)
4	- End of Transaction -	Installation of Service Connection / Tapping	5 working days	Maintenance Personnel	Maintenance Order (MO)
- END OF TRANSACTION -					

Paying of Water Bill

<p>About the Service</p> <p>Payments may be made at the Sasmuan Water District main office in #29 Purok Ugnayan, Sta. Lucia, Sasmuan, Pampanga or through our field collectors.</p> <p>The current monthly bill shall be charged a ten percent (10%) penalty fee in case of payment after due date. Partial payment of total bills are accepted.</p>	<p>Who may avail of the Service?</p> <p>All concessionaires of SASMUAN WATER DISTRICT</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>What are the requirements?</p> <ul style="list-style-type: none"> ✓ Water Bill / Statement of Account ✓ Cash / Check payment (in Phil. Peso only) ✓ Promissory Note if unable to pay
<p>Duration: 5 minutes</p>	

Paying of Water Bill

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration <i>(Under Normal Circumstances)</i>	Person In-Charge	Fees	Forms
1	Present Water Bill or Give Account Information (i.e. Full Name or Address)	Accept payment and issue corresponding Official Receipt	5 minutes	Cashier/ Teller/ Field Collector	Total Amount Due	Water Bill
- END OF TRANSACTION -						

Request for Temporary Service Disconnection

<p>About the Service</p> <p>Disconnection of Service Connection will be made upon application and after all the corresponding fees and obligations are paid.</p>	<p>Who may avail of the Service?</p> <p>All concessionaires of SASMUAN WATER DISTRICT</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>What are the requirements?</p> <ul style="list-style-type: none"> ✓ Full payment of Water Bill
<p>Duration: 2 days</p>	

Request for Temporary Service Disconnection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration <i>(Under Normal Circumstances)</i>	Person In-Charge	Fees	Forms
1	Proceed to Customer Service and request for temporary service disconnection	Prepare disconnection order and assess accounts due	7 minutes	Customer Service Assistant		Disconnection Form
2		Accept payment and issue corresponding Official Receipt	5 minutes	Cashier	Total Amount Due	
3	- End of Transaction -	Process request and implement disconnection	2 days	Customer Service Assistant/ Disconnecter		
- END OF TRANSACTION -						

Applying for Service Reconnection

<p>About the Service</p> <p>Reconnection fee and unsettled accounts must be paid before reconnection of disconnected service connection will be made.</p>	<p>Who may avail of the Service?</p> <p>All concessionaires of SASMUAN WATER DISTRICT</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>What are the requirements?</p> <ul style="list-style-type: none"> ✓ Full payment of water bill, fees and charges
<p>Duration: 1 day</p>	

Applying for Service Reconnection

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration <i>(Under Normal Circumstances)</i>	Person In-Charge	Fees	Forms
1	Proceed to Customer Service and request for service reconnection	Assess the corresponding fees and prepare Maintenance Order (M.O.) for reconnection	10 minutes	Customer Service Assistant		Customer Ledger Card (CLC) Maintenance Order (M.O.)
2		Accept payment and issue corresponding Official Receipt	5 minutes	Cashier	Total Amount Due	
3	- End of Transaction -	Submit the M.O. to Engineering Division for the implementation.	2 days	Customer Service Assistant/ Disconnecter		
- END OF TRANSACTION -						

Applying for Meter Transfer or Meter Elevation

<p>About the Service</p> <p>The service is available to concessionaire, provided it will supply the same establishment/household.</p>	<p>Who may avail of the Service?</p> <p>All concessionaires of SASMUAN WATER DISTRICT</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>What are the requirements?</p> <p>✓ Full payment of charges</p>
<p>Duration: 2 days</p>	

Applying for Meter Transfer or Meter Elevation

How to avail of the Service?

Step	Concessionaire	Service Provider	Duration (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Proceed to Customer Service Assistant and request for service	Prepare job order for inspection	3 minutes	Customer Service Assistant		Job Order (J.O.)
2		Inspect the site/location	1 day	Inspector		
3	Proceed to C.S.A.	Prepare bill of materials and charges	5 minutes	Customer Service Assistant	materials	
4	Present the bill of materials & charges to teller	Accept payment & issue corresponding O.R.	2 minutes	Teller	Amount on bill of materials & charges	Official Receipt
5		Prepares Job order	2 minutes	C.S. A.		Job Order
6		Process the Job Order	1 day	W.M.M.		Job Order

Request for Service Line Leak Repair

<p>About the Service</p> <p>Materials and service fees shall be charged against concessionaire/s if found accountable for the leak/s</p>	<p>Who may avail of the Service?</p> <p>Concessionaires & non concessionaires may report leakages</p>
<p>Schedule of Availability of the Service</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p> <p>NO Lunch Break</p> <p>Saturday 8:00 A.M. to 12:00 N.N.</p>	<p>Response time to restore services?</p> <p>Leaking Pipe:</p> <p>Simple = 3 hrs Complex = 7 hrs</p> <p>Broken Pipe:</p> <p>Simple = 1 hr Complex = 4 hrs</p> <p>Pump Repair:</p> <p>Simple = 4 hrs Complex = 2 days</p>
<p>Duration: 2 days</p>	

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SASMUAN WATER DISTRICT



How to avail of the Service?

Step	Concessionaire	Service Provider	Duration <i>(Under Normal Circumstances)</i>	Person In-Charge	Fees	Forms
1	Inform C.S.A. personally or through phone	Inquire about the leaks information (account name, location etc.)	5 minutes	C.S.A.		Job Order
2		Repair Leak	1 day	W.M.M.		Job Order
- END OF TRANSACTION -						

WATER RATES

Pipe Size	Connection Charges	Code	Code	Rate Code	Minimum Charges	11 to 20 cu.m.	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 cu.m and up
1/2"	Government	1	2	P	170.00	17.75	18.45	18.80	18.80	18.80
3/4"	Residential	1	3	P	170.00	17.75	18.45	18.80	18.80	18.80

Pipe Size	Connection Charges	Code	Code	Rate Code	Minimum Charges	11 to 20 cu.m.	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 cu.m and up
1/2"	Semi-Comm. A	3	2	A	297.50	31.05	32.25	32.90	32.90	32.90
1/2"	Semi-Comm. A	3	2	B	255	26.60	27.65	28.20	28.20	28.20
1/2"	Semi-Comm. A	3	2	C	212.50	22.15	23.05	23.50	23.50	23.50
1/2"	Full Comm.	3	2	I	340.00	35.50	36.90	37.60	37.60	37.60

Feedback and Redress Mechanism

We are gathering feedbacks on how we can further improve our services for your satisfaction. Please let us know how we have served you by doing any of the following:

- ✦ Accomplish our Feedback Form available in the office and put it in the Suggestion Box located at the Cashier**
- ✦ Send your feedback through e-mail (sasmuanwd@yahoo.com)**
- ✦ Call us at our Tel. No. (045) 436-0421**

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Customer Service Desk.

THANK YOU for your continuously helping us in improving our services.

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.

You may use this form for compliments, complaints, or suggestions.

Maaaring gamitin ito para sa papuri, reklamo, o mungkahi.

Simply check the corresponding box.

Mangyaring I-tsek lamang ang kahong naaayon.

COMPLIMENT

(Papuri)

COMPLAINT

(Reklamo)

SUGGESTION

(Mungkahi)

Person(s)/Unit/Office Concerned or Involved:

(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Citizen's Charter
SASMUAN WATER DISTRICT



Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [*OPTIONAL*]: _____
(Pangalan)

Address: _____
(Tirahan)

Contact Number(s): _____
(Telepono)

Date: _____
(Petsa)

Signature: _____
(Lagda)

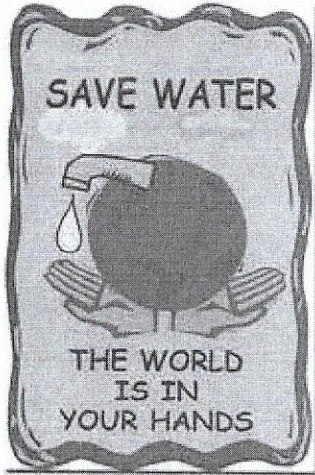
Please use additional sheet/s if necessary.
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Email address: sasmuanwd@yahoo.com

Fax No. (045) 900-1101

Tel No. (045) 436-042

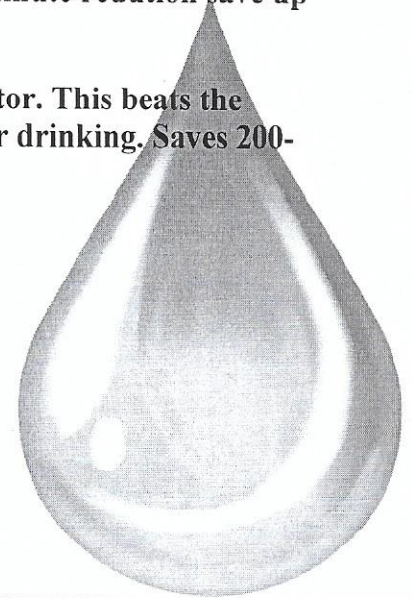
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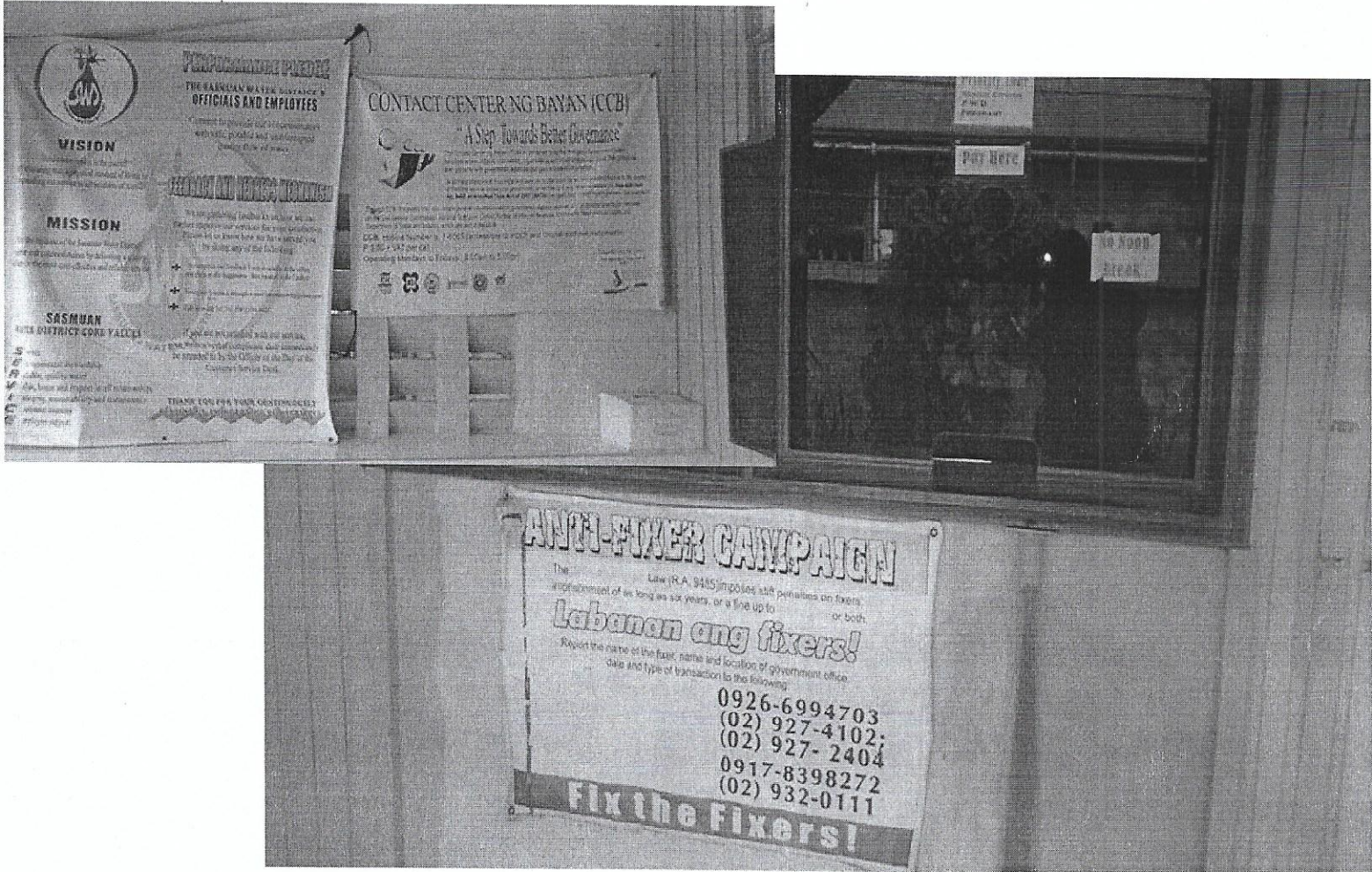
Ways to Save Water

Have you ever been interested in knowing what you can do to save water, but weren't sure how to go about it? Well, here are some tips to help you out. While all of the tips won't apply, most will be helpful in saving our most precious resources -- **WATER!**

- ✓ **Fix or report leaky faucets, running toilets, or sprinkler problems. Saves at least 20 gallons per day every leak.**
- ✓ **Install water-saving showerheads and Ultra Low-Flush Toilets. Saves 500 to 800 gallons per month.**
- ✓ **Run only full loads in the washing machine and dish washer. Saves 300 to 800 gallons per month**
- ✓ **Shorten your shower time. Even a one or two-minute reduction save up to 700 gallons per month.**
- ✓ **Keep a bottle of drinking water in the refrigerator. This beats the wasteful habit of running tap water to cool it for drinking. Saves 200-300 gallons a month**



SASMUAN WATER DISTRICT



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