



CITY OF SAN FERNANDO WATER DISTRICT
City of San Fernando, Pampanga

CITIZEN'S
CHARTER

VISION

The City of San Fernando Water District envisions itself to become a pillar of sustainable development in the City of San Fernando, a globally competitive provider of safe and potable water managed by highly competent people in the service of its stakeholders by 2021.

MISSION

We are committed to the efficient and effective development, utilization and disposal of water resource to make it available and accessible to the City's constituents.

CORE VALUES

To achieve this mission, we uphold these core values:

- Professionalism
- Selfless Service
- Integrity
- Competence
- Patriotism



CITY OF SAN FERNANDO WATER DISTRICT

City of San Fernando, Pampanga

CITIZEN'S CHARTER

(Frontline Services - Step by Step Procedure)

PAYMENT OF WATER BILLS	Step	Customer Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In PHP)	Form	
<p><i>Schedule of Availability of Service</i> MONDAY TO FRIDAY No Noon Break 7:00am - 5:00pm Contact Numbers: 961-3546 / 961-5804</p>	1	Secure queuing number and proceed to cashier.	Accept payment and issue an official receipt	3 minutes	Cashier/ Customer Service Assistant	Amount Due	Current Billing Notice	
<p><i>Who may avail of the service?</i> All Concessionaires of the of San Fernando Water District</p>								City
<p><i>What are the requirements?</i> Billing notice preferably current</p>								
End of Transaction								

COMPLAINTS & OTHER WATER RELATED REPORTS	Step	Customer Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In PHP)	Form
<p><i>Schedule of Availability of Service</i> MONDAY - SATURDAY No Noon Break 7:00am - 5:00pm</p>	1	Proceed to Customer Service Assistant and narrate the complaint or report	<p>Gather pertinent information and prepare appropriate documents relevant to the nature of the complaint / report.</p> <p>Inform client of the action to be performed or result of their complaints / reports.</p>	5 minutes	Customer Service Assistant	None	Current Billing Notice
End of Transaction							

APPLICATION FOR NEW SERVICE CONNECTION	<i>Step</i>	<i>Customer Applicant/Client</i>	<i>Service Provider</i>	<i>Duration of Activity</i>	<i>Person In-Charge</i>	<i>Fee (In PHP)</i>	<i>Form</i>
<p><i>Schedule of Availability of Service</i> MONDAY TO FRIDAY No Noon Break 7:00am - 5:00pm</p>	1	Fill-out application form and proceed to Customer Service Division	Assist the client in the filing of application	10 minutes	Customer Service Assistant	None	Water Service Application form, all required documents
<p><i>Who may avail of the service?</i> All Residents, Business owners of the City of San Fernando</p>			Receive and encode the application form				
<p><i>What are the requirements?</i> <i>Present Original & Photocopy of the documents</i> Residential - Proof of ownership <i>Any of the following:</i> Land Title Certificate of Land Transfer Deed of Sale Certificate of Occupancy (for Subdivision) Contract to Sell (for Subdivision) Resettlement Centers Home Owner's Association (HOA) Certificate of Residency.</p>	2	Present accomplished water service application	Receive the application for investigation.	2 minutes	Senior Customer Service Officer / Water Maintenance Man A / Inspector	None	Accomplished Application form
<p>NOTE: The client will be notified through phone on the date of site inspection and assessment of labor and materials (c/o Customer Services Division). Inspection is scheduled within 2 days after filing of application . If service is found viable after inspection, the client will be scheduled for orientation on the water service contract and policies of the CSFWD.</p>							
<p>Tenant and Lessee - Lease of Contract or Authorization of Owner to tenant for application. Applying for additional meter - Authorization of Applicant from the owner to tap into existing line. Accomplished Cost of Fittings & Materials Form (CFMF) Commercial - Business Permit (Brgy. Business Permit, DTI Business Name Registration) Government / Non-Government or People's Organization - Authorization of head of office, Company I.D</p>	3	For payment of application fees and materials, proceed to the Cashier/ Customer Service Assistant	Accept payment and issue an official receipt	3 minutes	Cashier/ Customer Service Assistant	Amount Due	Accomplished water service application form and assessment form
<p>End of Transaction</p>							
<p>Valid Identification Cards - Company ID, Driver's License, SSS, GSIS E-Card, Passport, PRC license, Senior Citizen ID, Postal ID, Voter's ID</p>	<p>NOTE: Client will be notified through phone on the scheduled date of installation of new service connection (c/o Pipelines & Appurtenances Division). Processes involved in the installation of new service connection: a) Prepare job order. b) Install new service connection c) Provide the client a copy of the Job Order form for acceptance of the meter.</p>						

RECONNECTION OF DISCONNECTED WATER SERVICE (same meter within 24hrs)	<i>Step</i>	<i>Customer Applicant/Client</i>	<i>Service Provider</i>	<i>Duration of Activity</i>	<i>Person In-Charge</i>	<i>Fee (In PHP)</i>	<i>Form</i>
<i>Schedule of Availability of Service</i> MONDAY - FRIDAY No Noon Break 7:00am - 5:00pm	1	Proceed to Customer Service Assistant for billing inquiry/ Status of Account	Provide the client Ledger of Account. Compose assessment of payables.	5 minutes	Customer Service Assistant	None	Account Ledger with assessment / Current Billing Notice
<i>Who may avail of the service</i> A ny concessionaire applying for reconnection of his disconnected water service within 24hrs.	2	Proceed to payment section	Accept payment and other charges (if any) and issue an official receipt	3 minutes	Cashier/ Customer Service Assistant	Total amount due plus charges (if any)	Account Ledger with assessment
<i>End of Transaction</i>							
NOTE : Client will be notified through phone on the scheduled date of reconnection (c/o Customer Services Division). Processes involved in the installation of same meter: a) Prepare job order. b) Install the same meter. c) Provide the client a copy of the Job Order Form for acceptance of the meter.							

RECONNECTION OF DISCONNECTED WATER SERVICE (same meter after 24 hours / new meter)	<i>Step</i>	<i>Customer Applicant/Client</i>	<i>Service Provider</i>	<i>Duration of Activity</i>	<i>Person In-Charge</i>	<i>Fee (In PHP)</i>	<i>Form</i>
Schedule of Availability of Service MONDAY - FRIDAY No Noon Break 7:00am - 5:00pm	1	Proceed to Customer Service Assistant for billing inquiry/ Status of Account	Provide the client Ledger of Account. Compose assessment of payables	5 minutes	Customer Service Asst.	None	Account Ledger with assessment / Current Billing Notice
Who may avail of the service? Any concessionaire applying for reconnection of his disconnected water service after 24hrs.	2	Proceed to payment section	Accept payment and other charges (if any) and issue an official receipt	3 minutes	Cashier/ Customer Service Asst.	Total amount due plus reconnection fee P300 if disconnected from the service line P500 if disconnected from the main line	Account Ledger with assessment
End of Transaction							
NOTE: Client will be notified through phone on the scheduled date of reconnection (c/o Pipelines & Appurtenances Division). Processes involved in the reconnection of meter: a)Prepare Job Order b) Reconnect the water meter. c) Provide the client a copy of the Job Order form for acceptance of the meter.							