



PULUPANDAN WATER DISTRICT

CITIZEN'S CHARTER **(2019 1ST Edition)**



I. MANDATE:

The Water System of Pulupandan was previously managed by the Municipality of Pulupandan. The water System consists of a 100 cu.m. concrete reservoir, 35 kms. of Pipelines consisting of combination of galvanized iron and PVC Pipes of varying sizes. The reservoir was not operated due to structural defects (cracked walls). It was during the Incumbency of Mayor Magdaleno M. Peña and thru the effort of former LWUA Board of Trustees Enrique S. Montilla III which eventually persuaded the Sangguniang Bayan to form the Pulupandan Water District thru Sangguniang Bayan Resolution No. 2008-152 on December 17, 2008 and turning over all facilities to Pulupandan Water District. The Conditional Certificate of Compliance (CCC) was issued by the Local Water Utilities Administration (LWUA) on February 25, 2009 after complying the Certification Program.

II. VISION:

The Pulupandan Water District itself to be the premier water utility in the province, committed to provide safe and potable, adequate and affordable water supply through an honest and efficient service.

III. MISSION:

To promote better quality of life by providing adequate, safe and potable water in the community. To properly develop and manage water sources and resources and help in the preservation of the environment.



IV. PERFORMANCE PLEDGE:

We, the officers and employees of Pulupandan Water District, pledge and commit to deliver quality public services as stated in this Citizen's Charter, specifically, we will;

- Demonstrate sensitivity and appropriate behavior and professionalism;
- Respond to complaints promptly;
- Be available at all times;
- Be polite and courteous;
- Provide adequate and correct information;
- Be consistent in applying the rules;
- Provide feedback mechanism;
- Wear proper uniforms and identification cards;
- Be prompt and timely;
- Display procedures, fees and charges;
- Provide comfortable concessionaires lounge



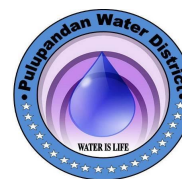
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MAINTENANCE DIVISION

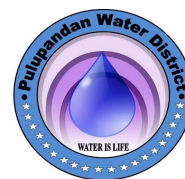
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1. Application of New Connection

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All Individuals living the area of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up service application form for inspection	Inspector will determine materials needed		1hr (1 st day)	Inspector
2.With list of materials and the requirements needed proceed to office to pay application fee	Require applicants to pay and fill up contract of water service, explain the contents of the contract	2,400.00	30 min. (1 st day)	Lianie Paclibar & Amalyn Acerada
3.Install the in-house materials and inform the office if everything is ready	Inspect the in-house materials if ready		30 min. (2 nd day)	Inspector
4.Receive a copy of the contract of water service after signing memorandum receipt with list of materials installed by the plumbers	Install water meter		2 hr. (2 nd day)	Plumbers
5.Applicant/Client Activity	Service Provider Activity		Duration of Activity	Person In Charge
TOTAL		2,400.00	4 hrs. 2 days	



2. Application for Re-Opening of Water Services

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	In-active consumers of Pulupandan water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up service application for inspection of materials needed	Inspector will determine materials needed if meter has been pulled out		1 hr.	Soprino Quijano
2.With list of materials, proceed to office and pay the re-opening fee	Require the applicants to pay and fill up the service application and construction order	500.00	30 mins.	Lianie Paclibar & Amalyn Acerada
3.Receive a copy of service application and construction order and a copy of memorandum receipt from the plumber after the meter was installed	Re-install water meter		1 hr. & 30 mins.	Plumber
	TOTAL	500.00	3 hrs.	



3. Application for Transfer of Location of Water Meter

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Active consumers requesting for transfer of water meter to another location
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up service application for inspection of materials needed	Inspector will determine materials needed for the transfer of meter		1 hr. & 30 min.	Soprino Quijano
2.With list of materials, proceed to office and pay the transfer of water meter. Applicants will provide materials needed for transfer	Require applicants to pay and fill up service application and construction order	100.00	30 min.	Plumber
3.Acknowledge the transfer of water meter by signing the memo receipt	Re-install water meter		2 hours	Plumber
	TOTAL	100.00	4 hours	



4. Application for Transfer of Ownership of Water Meter

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Active consumers requesting for transfer of ownership
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from customer service clerk the requirements for transfer	Provide customer the list of requirements		10 min.	Lianie Paclibar
2. Submit the requirements needed fill up contract of water service application and construction order and memo receipt	Secure signature of the new owner for contract of water service, service application & construction order & memo receipt	100.00	20 min.	Lianie Paclibar & Amayln Acerada
TOTAL		100.00	30 min.	



5. Collection of Water Bills

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Consumers of Pulpandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

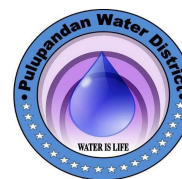
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present water bill to Bill Collector	Receives from customer water bill and issue collectors official receipt		3 min.	Amalyn Acerada
	TOTAL	NONE	3 min.	



6. Payments of Materials

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present list of materials	Issue OR		2 min.	Samantha Escamilla
2.Present OR to Storekeeper of issuance of materials	Issue materials as needed		2 min.	Samantha Escamilla
	TOTAL	NONE	4 min.	



7. Payments for Application Fee

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Those who applied for water connection
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the list of amount to be paid to the cashier	Issue official receipt		1 min.	Amalyn Acerada Cashier
2.Present official receipt to Customer Service Clerk	Receives official receipt from applicant and post OR & construction order	2,400.00	1 min.	Lianie Paclibar
	TOTAL	2,400.00	2 min.	



8. Payments for Re-Opening Fee and Transfer Fee

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Those consumers who applied for Re-opening transfer of connection and ownership
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present list of transaction to be paid to the cashier	Issue Official receipt		1 min. each	Amalyn Acerada
2. Present Official receipt to Customer Service Clerk for record	Record official receipt paid to Service application & construction order for record	500.00	1 min.	Lianie Paclibar
	TOTAL	500.00	2 min.	



9. Complaints on Service Connection – before Meter

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers requesting for transfer of ownership
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Customer service clerk of the location of the leakage	Interview customer of the location of leakage then prepare job order	NONE	5 min.	Lianie Paclibar
	TOTAL	NONE	5 min.	



10. Complaints on Malfunction Meter

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers with malfunction meter
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform office of the malfunction meter	Prepare job order	NONE	5 min.	Lianie Paclibar
	TOTAL	NONE	5 min.	



11. Complaints on No Water Big Consumption

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Customer service clerk of no water time	Interview customer & prepare job order	NONE	5 min.	Lianie Paclibar
	TOTAL	NONE	5 min.	



1. Respond to Leakages with in 2 km. radius

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	30 min.	Customer Service Assistant
	Dispatch or call available plumber and give instructions what to do		20 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel to site		1 hr.	Plumber
	See repair on different type of leakages		1 hr.	
	TOTAL	NONE	3 hours	



2. Respond to Leakages with in 5 km. radius

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Dispatch or call available plumber and give instructions what to do		2 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel to site		1 hr. & 47 min.	Plumber
	See repair on different type of leakages			
TOTAL		NONE	2 hour	



3. Respond to Leakages Reported beyond 5 km. radius

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Dispatch or call available plumber and give instructions what to do		2 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel to site		3 hour & 47 min.	Plumber
	See repair on different type of leakages			
TOTAL		NONE	4 hours	



4. Respond to Leakages under National Highway Concrete Road

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		3 days	Plumber
	TOTAL	NONE	3 days & 16.5 min	



5. **Respond to Leakages under Concrete Barangay Road**

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		2 days	Plumber
	TOTAL	NONE	2 days & 16.5 min	



6. Repair Major Leakage under Concrete Foot Walk

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		1 day	Plumber
	TOTAL	NONE	1 day & 16.5 min.	



7. Repair Major Leakage under earth pavement

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		2 hr. & 43.5 min	Plumber
	TOTAL	NONE	3 hours	



8. **Repair Minor Leakage (service connection)**

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		30 min.	Plumber
	TOTAL	NONE	46.5 min	



9. Repair minor leakage (water meter fittings)

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to hotline thru text or at customer service assistance	Process job order	NONE	1 min.	Customer Service Assistant
	Sign & encode the job order		2 min.	Commercial Division
	Forward the Job order from commercial to production division		0.5 min.	Customer Service Assistant
	Dispatch & assign plumber		3 min..	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On Job site		20 min.	Plumber
	TOTAL	NONE	36.5 min.	



10. Repair Minor Leakage (water meter fittings)

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward job order from commercial production division	NONE	5 min.	Customer Service Assistant
	Dispatch and assign Plumber		3 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On job site		40 min.	Plumber
	TOTAL	NONE	53.5 min.	



11. Installation of Reconnection

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward job order from commercial production division	NONE	0.5 min.	Customer Service Assistant
	Dispatch and assign Plumber		3 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On job site		40 min.	Plumber
	TOTAL	NONE	53.5 min.	



12. Installation of Re-opening

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward job order from commercial production division	NONE	0.5 min.	Customer Service Assistant
	Dispatch and assign Plumber		3 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On job site		1 min.	Plumber
	TOTAL	NONE	14.5 min	



13. Installation of Transfer of Connection

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward job order from commercial production division	NONE	0.5 min.	Customer Service Assistant
	Dispatch and assign Plumber		3 min.	Water Maintenance Man A
	Request materials to use		10 min.	Plumber
	Travel			
	On job site		50 min.	Plumber
	TOTAL	NONE	63.5 min	



14. Technical Assistance

Office or Division:	Maintenance Division
Classification:	Simple
Type of Transaction	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	All active consumers of Pulupandan Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Hand in request letter	Process travel order if applicable visit the site, conduct inspection, come up the result	NONE	1 day	Water Maintenance Man A
	TOTAL	NONE	1 day	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> • Call the Office at Telephone No. 454-0002 • Email us ta pulupandanWD@yahoo.com.ph • Text the General Manager at 09335860825 • 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 regarding the issue.</p>
How to file a complaint	<ul style="list-style-type: none"> • Call the office at telephone no. 454-0002 • Email us ta pulupandanWD@yahoo.com.ph • Text the General Manager at 09335860825 • May send a written complaint to the office at Pulupandan Water District, Brgy. Zone 4, Pulupandan



<p>How complaints are processed</p>	<p>The Chairperson of the Grievance Committee will evaluate each complain.</p> <p>After evaluation, the Chairperson will summon the concerned personnel or officers requiring him/her to answer the allegations within 24 hours upon receipt of the notice.</p> <p>While waiting for the response, the grievance committee starts the investigation of the complaint.</p> <p>After the investigation, Grievance Committee will create report and submit it to the Head of Agency for appropriate action.</p> <p>The Head of Agency thru the secretariat will inform the complainant the result of the investigation and the action taken.</p>
<p>Contact Information of PCC, ARTA, CSC</p>	<p>Presidential Complaints Center (PCC)-8888</p> <p>ARTA- compalints@arta.gov.ph</p> <p>CSC Negros Occidental Field Office- (034)-474-2182 or 708-8184</p>




LIST OF CONTACT PERSON

NAME	ADDRESS	CONTACT INFORMATION
Amador G. Geroy	Veraguth St., Brgy Zone 6	(034)—454-0002 / 09335860825
Amalyn G. Acerada	Pulupandan, Neg. Occ.	(034)454-0002
Lianie B. Paclibar	Pulupandan, Neg. Occ.	(034)454-0002
Soprino C. Quijano	Brgy. Zone 4A, Pulupandan	(034)454-0002 / 09103240244

APPROVAL

This Citizen's Charter handbook, as amended was signed and approved on November 29, 2021.


AMADOR G. GEROY
General Manager D

