



Republic of the Philippines
CORDON WATER DISTRICT
Magsaysay, Cordon, Isabela
Contact# 09565607350



CITIZEN'S CHARTER

How to avail the service of NEW SERVICE CONNECTION						
Step	Applicant/Client	Service Provider	Duration of the Activity	Person in Charge	Fees	Forms
1	To apply for New Service Connection	Interview & Orientation of applicants and filling up of application form	15 minutes	Rona Lae D. Gañalongo Mary Jane A. Dalimot		Service Application Form
		Assess, verify evaluation filled-up service application form then prepares and issue service requests.	10 minutes	Mary Jane A. Dalimot Orland M. Melchor		
		Takes action on the given service, conduct ocular inspection for possible location and estimate cost of materials for new connections.	10 minutes	Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog Jesus E. Navala Romeo N. Mejia		
2	To pay Registration Fee & Inspection Fee	Issues Official Receipts	1-2 minutes	Rona Lae D. Gañalongo	P3,100.00	Official Receipt
3	Acknowledges schedule of Service Connection	Takes action for the installation of new service connection & schedule of installation	1 day	Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog		
How to avail the service of SERVICE CONNECTION OF LEAK REPAIR						
1	Request for leak repair of service connection personally.	Acknowledge complaints and immediately prepares service request and assign plumbers to undertake repairs	5 minutes	Rona Lae D. Gañalongo Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog		Service Request



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How to avail the service in RECONNECTION OF SERVICE CONNECTION						
1	Personally request for reconnection	Acknowledge and record client's request for reconnection and verify records on computer Billing & Collection System	2 minutes	Rona Lae D. Gañalongo		Service Request
2	To pay reconnection fee and arrearages	Issue Official Receipt	1 minute	Rona Lae D. Gañalongo	₱100.00	Official Receipt
3	Sign Service Request	Implement Reconnection	20-30 minutes	Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog Romeo N. Mejia Jesus E. Navala		
How to avail the service in TRANSFER/RELOCATION OF SERVICE CONNECTION						
1	To request transfer/relocation of service connection	Acknowledges client's request subject for assessment and evaluation	2 minutes	Rona Lae D. Gañalongo Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog Jesus E. Navala Romeo N. Mejia		Service Request
2	To pay Service Transfer fee	Issues Official Receipt & implement transfer of service connection	5 minutes	Rona Lae D. Gañalongo Edwin C. Manibog Nole S. Tabarnilla Alberto R. Gallarin, Jr Renato C. Manibog Jesus E. Navala Romeo N. Mejia	₱350.00	Official Receipt
How to avail the service in PAYING WATER BILLS						
1	To pay water bill with billing notice	Verify account in the computer system then issue official receipt	1 minute	Rona Lae D. Gañalongo		Official Receipt
	To pay water bill without billing notice	Verify account in the computer system then issue official receipt	1 minute	Rona Lae D. Gañalongo		Official Receipt
	To pay water bill with adjustment due to Franchise Tax & defective water meter	Verify account in the computer system . Confirmation of defective meter, Make the necessary adjustments then issue official receipt	3 minutes	Rona Lae D. Gañalongo		Official Receipt