



**MUNICIPALITY OF TUBIGON**

**CITIZEN'S  
CHARTER**

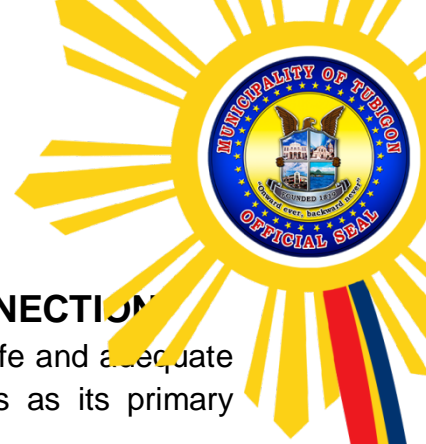




# **WATERWORKS OFFICE**

## **ADMINISTRATIVE SERVICES**





## 1. APPLICATION OF MEMBERSHIP FOR WATER CONNECTION

To provide access to potable water supply and dedicated service of safe and adequate water within the area of operation for the benefit of its constituents as its primary concern.

Office or Division:	WATERWORKS OFFICE		
Classification:	SIMPLE		
Type of Transaction:	G2C-Government to Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Barangay Clearance 2. Membership Form	Barangay Waterworks Office		
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit barangay clearance and filled out membership form for evaluation	Evaluates and reviews filled out form		3 minutes
2. Submit the evaluated form and conduct joint site inspection	Check and review filled out form		5 minutes
3. Submit evaluated form to Waterworks Superintendent for final approval	Approved/Sign the membership form		1 minute
4. Upon approval, proceed to cashier for membership fee	Accept payment & Issue /release OR	150	2 minutes
<b>TOTAL:</b>			11 mins.



## 2. REPAIR and MAINTENANCE (Leaks, No water Supply, High Bill)

To provide access to potable water supply and dedicated service of safe and adequate water within the area of operation for the benefit of its constituents as its primary concern.

Office or Division:	WATERWORKS OFFICE		
Classification:	SIMPLE		
Type of Transaction:	G2C-Government to Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Complaint Form		Waterworks Office	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Submit filled out complaint form	Evaluates and reviews filled out form		1-2 hours for minor repair
3. Submit the evaluated form to Waterworks Superintendent for immediate response	Complaint will be responded immediately	None	1-2 days for major repair
<b>TOTAL:</b>		None	

## 3. REQUEST FOR RECONNECTION/DISCONNECTION

To provide access to potable water supply and dedicated service of safe and adequate water within the area of operation for the benefit of its constituents as its primary concern.

Office or Division:	WATERWORKS OFFICE		
Classification:	SIMPLE		
Type of Transaction:	G2C-Government to Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1) Re connection / Dis connection Form		Waterworks Office	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1) Submit filled out designated form for evaluation	Check on the database client dues/arrear		3 minutes
4. Submit the evaluated form to Waterworks Superintendent for immediate response	Accept payment & release OR	150	5 minutes
<b>TOTAL:</b>		None	8 minutes



#### 4. COLLECTION OF MONTHLY WATER BILL

To provide access to potable water supply and dedicated service of safe and adequate water within the area of operation for the benefit of its constituents as its primary concern.

Office or Division:	WATERWORKS OFFICE		
Classification:	SIMPLE		
Type of Transaction:	G2C-Government to Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
2) Billing statement		Waterworks Office	
CLIENTS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Present billing statement or state your account name/ account number	Search stated account name/number from the database		1 minute
5. Proceed to payment	Accept and Issue OR	Based on the issued billing statement	
<b>TOTAL:</b>		None	1 minute