

PILILLA WATER DISTRICT
National Road Bagumbayan
Pililla Rizal

CITIZENS CHARTER HANDBOOK
2021 1st Edition
January 6, 2022

Agency's Mandate, Vision and Mission

MANDATE

Presidential Decree 198 or “The Provincial Water Utilities Act of 1973” (PD 198)

According to Sec.5 of Title II of PD 198, the purpose of forming a local water district include the following:

- (a.) Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,*

- (b.) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and*

- (c.) Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.*

VISION

Pililla Water District shall expand its coverage area so that other Baranggays will be able to avail of its services. Expansion annexation will generate revenues which will help in realizing the future programs and improvements of the Water System of the District.

MISSION

Pililla Water District shall ensure adequate water supply to the concessionaires providing them with clean, safe and potable water.

SERVICE PLEDGE

We, the officials and employees of Pililla Water District, pledge and commit to deliver quality public service as provided in this Citizens Charter.

Specifically we will :

P – rovide potable water supply to the residents of Pililla, Rizal; up-to-date information and courtesy lane to those with special needs such as differently – abled persons, pregnant women and senior citizens;

W – ork efficiently to meet the demands of our concessionaires, attend to you as soon as you enter the premises of the district;

E – nhance good working relationships with private and government agencies, LGUs, NGOs, Water District Associations, Educational Institutions and concessionaires to achieve our objectives; respond to your complaint about our services soonest or within the day and take corrective measures;

D–emonstrate sensitivity, appropriate behavior and professionalism at all times, assure you that you will be served by authorized personnel;

E – ducate our employees through trainings and seminars to empower them with professional growth hence effective delivery of water services.

Sa PilillaWD, kasiyahan namin ang magbigay ng serbisyo ng ligtas at sapat na tubig sa buong bayan ng Pililla!

PILILLA WATER DISTRICT FRONTLINE SERVICES

1. Receipt of:

Water Bill Payment from concessionaires

2. Installation of New Service Connection

3. Request for repair of :

Leakages

(main line and service line)

4. Request for Voluntary Disconnection and Reconnection of Water Meter

5. Receipt of and processing of Application for Senior Citizen Discount

6. Receipt and processing of Applications for Job Placement

Schedule of Availability of Service

Monday to Saturday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Concessionaires who will pay their water bills.

What are the basic requirements?

Receipt of Water Bill Payment

Water Bill

Duration : 45 Seconds

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Present the Water Bill to the Bill Collector.	The Bill Collector accepts the water bill, locates the zone, checks the bill and issues the Official Receipt.	45 seconds	Billing/Collection	Depends on the amount indicated in the Water Bill	Water Bill

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Concessionaires who do not have water service connection

What are the basic requirements?

Installation of New Service Connection

Application Form

Estimate Slip From the Plumber signed by the Inspector

Recent Community Tax Certificate for House and Lot owner

Right of way from the lot owner

Authorization of the House and Lot owner

Duration: 30 minutes to 1 hour

How to avail of the Service

Step	Concessionaire	Action Officer	Duration of Activity (under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Accomplish Application Form for New Service Connection	The Commercial Frontline Officer will receive, check, and forward the Application Form to the Eng'g. Division	3 minutes	Admin./Finance/Commercial Division		Application for New Service Connection Form
2		The Sr. Water Maintenance Man B will forward the Application Form				Estimate Slip
	The concessionaire will go back to Pililla Water District Building to pay the New Service Connection Fee and materials.	to the plumber concerned and fill up the Estimate Slip. The Plumber will submit the Estimate Slip to the Sr. Water Maintenance Man A who will inform the Inspector. The Inspector will go to the location for ocular visit. After the inspection, he will inform the Commercial Frontline Officer to call the Concessionaire to pay the New Service Connection Fee and Materials.				Official Receipt

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Concessionaires who have leakages in their Meter and Service Line

What are the basic requirements?

Request for Repair of Leakages

Service Request Form in Triplicate Copy Signed by the
concessionaire

Duration : 45 Seconds

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Concessionaire will report the leak to the Commercial Frontline Officer.	The Commercial Frontline Officer will request the concessionaire to sign the logbook.	2 minutes	Admin/Finance/Commercial Division		Service Request Form
2	The concessionaire will wait while sitting in front of the Commercial Frontline Officer.	The request will be forwarded to the Engineering Division.	1 minute	Engineering Division		

3	Accompany the site or location	The plumber will go to the site and repair the reported leakage	30 minutes to 1 Hour if simple or if the leak is from the mainline. Four (4) hours to one (1) day if the leak is from the Service Line	Engineering Division	No payment for the labor but the amount of materials needed to be replaced shall be charged to the concessionaire who requested the repair.	
4	The concessionaire will sign the Service Request Form after the Repair.	The plumber will go back to the office and give the Service Request Form to the Sr. Water Maintenance A for Recording and forward it to the General Manager for Signature.	2 minutes	Engineering Division		

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Concessionaires who wants to voluntarily disconnect their water service
and those who wants their water services to be reconnected.

What are the basic requirements?

Request for Voluntary Disconnection and Reconnection of Water Meter

Maintenance Order Form for Voluntary Disconnection and Reconnection Form for
Reconnection of Water Service

Duration : 30 minutes to 1 hour (simple)

4 hours to 1 day (complicated)

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Concessionaire will fill-up Maintenance Form for Voluntary disconnection and Reconnection Form for Reconnection of water service.	Request the concessionaire to sign a logbook.	2 minutes	Admin/Finance/ Commercial Division	None yet	Maintenance Order Form and Reconnection Form

2	The concessionaire will wait while sitting in front of the Commercial Frontline Officer.	The request will be forwarded to the Engineering Division.	1 minute	Engineering Division	None yet	
3	Accompany the plumber to the site or location	The plumber will go to the site and disconnect/reconnect the water service.	30 minutes to 1 Hour if simple Disconnection/Reconnection. Four (4) hours to one (1) day if complicated.	Engineering Division	No payment for the labor.	
4	The concessionaire will sign the Maintenance Order/Reconnection Form after the disconnection/reconnection.	The plumber will go back to the office and give the Maintenance/Reconnection Form to the Sr. Water Maintenance Man A for recording and forward it to the General Manager for signature.	1 minute	Engineering Division		

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Senior Citizens

What are the basic requirements?

Receipt of Application for Senior Citizen Discount Availment

Application Form

Picture holding the latest Newspaper /Proof of Residence/Baranngay Clearance/Valid

Senior Citizen Card/ Other Government Issued I.D.

Duration : 30 minutes to 1 hour

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Concessionaire will fill-up Service Request Form.	Request the concessionaire to sign a logbook.	2 minutes	Admin/ Finance/ Commercial Division		Service Request Form
2	The concessionaire will wait while sitting in front of the Commercial Frontline Officer.	The request will be forwarded to the Division concerned.	1 minute	Engineering/ Admin/ Finance/ Commercial Division		

3	Resolve the problem while inside Pililla water District Building.	The Division concerned will act on the complaint presented.	30 minutes to 1 Hour if simple problem. Four (4) hours to one (1) day if complicated.	Engineering/ Admin/ Finance/ Commercial Division		
4	The concessionaire will sign the Service Request Form.	The Division concerned who acted on the problem/complaint will give the Service Request Form to the Sr. Water Maintenance Man A for recording and forward it to the Division Manager or General Manager for signature.	1 minute	Engineering/ Admin/ Finance/ Commercial Division		

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Senior Citizens

What are the basic requirements?

Application of Senior Citizen Discount Availment

Application Form

Picture holding the Latest Newspaper/ Proof of Residence/ Baranggay Clearance/Valid

Senior Citizen Card/ Other Government Issued I.D.

Duration : 30 minutes to 1 hour

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	Senior Citizen will fill up Application Form and present all the requirements.	The Commercial Frontline Officer will receive the Application Form and all the requirements presented.	1-15 minutes	Admin/ Finance/ Commercial Division		ApplicationForm and other requirements.
2	The Senior Citizen will wait while sitting in front of the Commercial Frontline Officer.	The Application Form will be forwarded to the Inspector.	1 minute	Engineering Division		

3	The Senior Citizen will be notified if they could avail of Senior Citizen discount in their water bill payment after meter reading.	The Inspector will make an ocular visit and interview the other members of the household if there is only one resident Senior Citizen and inform them how much will be the discount.	30 minutes to 1 Hour (depends on the location of the residence of the Senior Citizen)	Engineering Division		
4		The Inspector will go back to the office, sign the Application Form of the Senior Citizen, forward it to the General Manager for approval. The General Manager will sign the approved application form and forward it to the Billing Section.	1 minute	Engineering/ Admin/ Finance/ Commercial Division		

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Job Applicants

What are the basic requirements?

Job Application

Letter of Application/ Resume'/Transcript of

Authenticated Copy of Eligibility/ NC 1 / NC 2

Duration : 10 minutes

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	The Applicant will present his/her Letter of Application and other requirements.	The H.R. will receive the Letter of Application and other requirements.	1-5 minutes	Admin/Finance/Commercial Division		Letter of Application and other requirements.
2	The applicant will be scheduled for Exam and interview.	The Application Form will be forwarded to the HRMPSB.	1 minute	Admin./Finance/Commercial Division		

Schedule of Availability of Service

Monday to Friday

8:00 - 5:00 No Noon Break

Who may avail of the Service?

Retired/Resigned Employees

What are the basic requirements?

Request for Issuance of Clearance/ Service Record of Retired/Resigned Employees

Written Request

Duration : 10 minutes

How to avail of the Service?

Step	Concessionaire	Action Officer	Duration of Activity(under normal circumstances)	Office/Employee Responsible	Fees	Form
1	The Resigned/ Retired Employee will present his/her written request.	The H.R. will receive the request and print a copy of the Service Record or Clearance.	1-5 minutes	Admin/Finance/ Commercial Division		



PILILLA WATER DISTRICT

APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT

NAME: _____ CODE NO.: _____

DATE OF BIRTH: _____ ACCNT. NO.: _____

DOCUMENTARY REQUIREMENTS SUBMITTED:

- APPLICATION FORM
- PICTURE HOLDING THE LATEST NEWSPAPER
- PROOF OF RESIDENCE / BARANGAY CLEARANCE
- VALID SENIOR CITIZEN CARD ID NO.
- OTHER IDs PRESENTED
- AUTHORIZATION LETTER
(IF APPLYING THROUGH REPRESENTATIVE)
- GOVERNMENT ISSUED ID
(OF THE REPRESENTATIVE)

CONDITIONS FOR THE AVAILMENT:

- 1 THE SENIOR CITIZEN MUST BE A RESIDENT OF THE HOUSEHOLD.
- 2 CONSUMPTION SHOULD NOT EXCEED 30 CUBIC METERS.
- 3 THIS IS GRANTED BY HOUSEHOLD REGARDLESS OF THE NUMBER OF SENIOR CITIZEN LIVING THEREIN.
- 4 METER REGISTRATION SHOULD BE IN THE NAME OF THE SENIOR CITIZEN FOR A PERIOD OF ONE YEAR.

NAME OVER SIGNATURE OF APPLICANT

Date

EVALUATED BY

RECOMMENDED / APPROVAL

APPROVED