



**TOLEDO CITY
WATER DISTRICT**

CITIZEN'S CHARTER
2nd Edition 2023

Q30k in 2030

I. Mandate

The Mandate of TCWD as briefly defined in the amendment proclamation is:

- To supply adequate, reliable and clean drinking water for Toledo City and component barangays.
- To meet the water supply demand of the town it shall lay distribution lines and generally shall undertake water related works such as maintenance, rehabilitation and expansion
- Administer, rehabilitate and control the smooth operation and maintenance of the water supply system.
- To provide efficient and effective sanitation and sludge disposal for Toledo City and component barangays

II. Vision

A better TCWD for a Progressive Toledo

III. Mission

30K in 2030

IV. Service Pledge

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to RA. 11032.
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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1. Request for Tributary/ Lateral Line

Office or Division:		Engineering and Operations Department		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request duly signed by the Chair/ Sitio President or Group Leader together with the signature of residents/ applicant to the General Manager	Assess TCWD capacity to serve with regards to water supply availability, proximity to existing water facility installations, estimate of investment, significance of installing new cluster	None	7 working days	E.Q Zanoria Division Manager Production and Maintenance
	a. If not viable: Return request in writing informing reasons of disapproval	None	a. 7 working days from assessment	Department Manager Noted by: GM
	b. If viable: Endorse to Engineering Division for the preparation of Program of Work, detailed cost estimate & drawings	None	7 working days from assessment	P & M Division Manager/Dept Manager Operations & Engrg
	c. Approval of POW, detailed cost estimate and drawings		b. 2 days from submission of POW & other pertinent documents	General Manager
	d. Board approval for funding		Scheduled Board Meeting	Board Secretariat
	e. Procurement of materials and labor		If Public Bidding- 45 working days If Shopping - 15 to 30 working days	BAC
TOTAL FEE:		None		

2. Bulk Water Supply (Water Truck)

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	A resident or Non-Resident of Toledo City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully accomplished Bulk Water Supply Form 2. Official Receipt			1. Billing Section 2. Cashiering Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Bulk Water Supply Form from the Billing Section in 3 copies	Gather customer's information and computation of charges vs volume of water	None	5 min	Billing Section Head (N.I. Adlawan)
Pay the amount due	Accept payment and issue Official Receipt	$\frac{1}{2}$ " min. 600.00 $\frac{3}{4}$ " min. 960.00 1" min. 1,920.00 1 $\frac{1}{2}$ " min 4,800.00 2" min. 12,000.00 11-20 69.90/cum 21-30 81.45/cum 31-40 94.80/cum 41-up 111.45/cum	3 min	Teller
Return the Bulk Water Supply Form to the Billing Section	Check if payment has been posted in the Water Billing and Collection System	None	3 min	Billing Section Head (N.I. Adlawan)
Proceed to the Production & Maintenance Division	Coordinate loading schedule: time and designated pump station	None	3 min	Production & Maintenance Division Manager (E.Q. Zanoria)
Acknowledge completion of loading	Loading of bulk water	None	1-2 hours	Production & Maintenance Division Manager (E.Q. Zanoria)
TOTAL FEE:		Approved rate/pipe dia x volume		

3. Lock wing Installation

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All concessionaires of TCWD with active accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Service Application Form (Lockwing Installation) 2. Official Receipt		1. Meter Reading Section/ download from TCWD Website 2. Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Service Application Form (Lock wing Installation) from Meter Reading Section/ download form from TCWD website	Gather customer's information/status of account	None	5 min	Meter Reading Section Head (R.J. Labandero)
Pay the Lock wing Installation Fee	Accept payment and issue Official Receipt (OR)	Php 400.00	3 min	Tellers/ Cashiering Section
Return the Service Application Form (Lock wing Installation) to the Meter Reading Section	Check if payment has been posted in the Water Billing and Collection System (WBCS); Prepare Store Requisition Slip (SRS)	None	3 min	Meter Reading Section Head (R.J. Labandero)
	Approve Service Application and SRS and prepare Work Order and schedule lock wing installation	None	1 day from receipt of transmittal	Division Manager (J.G. Gallego)
	Withdraw lock wing from Warehouse	None	30 min	Assigned Team/ Warehouse
Acknowledge completion of lock wing installation	Install lock wing at the requesting consumer's service connection	None	1 day from receipt of Work Order	Installation Team
TOTAL FEE:		Php 400.00		

4. Change of Name

Office or Division:	Commercial Services Department	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All concessionaires	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For change of name due to marriage: <ol style="list-style-type: none"> 1. Request for Change of Account Name Form 2. Valid Government- Issued ID 3. Marriage Contract issued by Philippine Statistics Authority (PSA) or Local Civil Registry (LCRO) 		<ol style="list-style-type: none"> 1. Billing Section 2. To be provided by the concessionaire 3. PSA or Local Civil Registrar (to be provided by the concessionaire)
B. For change of name for reason other than marriage: <ol style="list-style-type: none"> 1. Request for Change of Account Name Form 2. Valid Government- Issued ID 3. Death Certificate (if applicable) 4. Notarized Special Power of Attorney (if applicable) 5. Deed of Absolute Sale (if applicable) 6. Deed of Donation (if applicable) 7. Notarized Waiver of Rights (if applicable) 8. Court Decision for Annulled or Legally Separated Couple (if applicable) 9. Orientation Attendance 10. Water Service Contract 		<p>To be provided by Concessionaire/ Representative</p>
C. Additional requirements if thru a Representative: <ol style="list-style-type: none"> 1. Authorization Letter 2. Valid Government- Issued ID of the Representative 		<p>To be provided by Representative</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request for Change of Name Form and inquire its requirements from the Public Assistance and Complaints Counter (PACC) or download form from TCWD website	Provide a copy of the Request for Change of Account Name Form	None	5 minutes	Public Assistance and Complaints Counter Officer In-charge (C. Viason)
Prepare and submit complete requirements to the Billing Section	Check the documents submitted	None	5 minutes	Billing Section Head (N.I. Adlawan)
Attend the one-on-one orientation and submit signed Water Service Contract	Conduct one-on-one orientation on TCWD operation, policies, and services	none	30 min	Servicing and Investigation Section Head (Dioscoro Alcala Jr)
Pay the application fee	Accept payment and issue Official Receipt (OR)	100.00	3 minutes	Teller
Return the Change of Account Name Form and other documents to the Billing Section	Approve request for change of account name and update account in the Water Billing and Collection System (WBCS)	None	5 minutes	Division Manager (J.G. Gallego) Billing Section Head (N.I. Adlawan)
TOTAL FEE:		Php 400.00		

5. Reconnection

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All concessionaires of the Toledo City Water District that have been disconnected within six (6) months due to payment delinquency or with a prior request for voluntary			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Service Application Form (Reconnection) 2. Official Receipt		1. Billing Section/ download from TCWD Website 2. Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure & submit Service Application Form (Reconnection) from the Billing Section	Check the account ledger and assess outstanding obligation	None	10 minutes	Billing Section Head (N.I. Adlawan)
Pay the outstanding obligation and applicable reconnection fee	Accept payment and issue Official Receipt (OR)	Php100.00 (within 2 days from the disconnection date)	3 minutes	Teller
		Php300.00 (3 calendar days from the disconnection date to 6 months)		
		Php300.00 , if voluntarily disconnected		
		Unpaid water bill, if any		
Pay the application fee	Accept payment and issue Official Receipt (OR)	100.00	3 minutes	Teller

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Return the Service Application Form (Reconnection) to the Billing Section	Check if payment has been posted in the Water Billing and Collection System (WBCS)	None	2 minutes	Billing Section Head (N.I. Adlawan)
Wait for the reconnection schedule	Endorse/schedule to assigned team; Inform the concessionaire of the reconnection schedule.	None	within the day- for payments received on or before 3:00pm. Following day for payments received after 3:00pm.	Billing Section Head (N.I. Adlawan) Reconnecti
TOTAL FEE:		₱ 100.00 (within 2 days from disconnection date) ₱ 300.00 (3 calendar days from disconnection date to 6 months) ₱ 300.00 , if voluntarily disconnected Unpaid water bill , if any		



6. Relocation

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All concessionaires of the Toledo City Water District with active accounts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Service Application Form (Relocation) 2. Valid Government-Issued ID 3. Official Receipt Additional requirements if thru a Representative: 1. Authorization Letter 2. Valid Government-Issued ID of the Representative		1. Commercial Services Department - Servicing and Investigation Section Investigation Section 2. To be provided by the concessionaire 3. Teller } To be provided by the representative of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Service Application Form (Relocation) from the Meter Reading Section/ download form from the TCWD website	Gather information as to reason of request and location	none	5 minutes	Meter Reading Section Head (R.J. Labandero)
	Conduct site inspection as to: * classification of account * household has an existing/ old connection * distance from household to the new cluster stand	none	5 calendar days from receipt of complete requirements	Inspector Designate

Verify the status of the application. If approved , proceed with the installation of pipeline from household to the new cluster		none	2 minutes	Meter Reading Section Head (R.J. Labandero)
Pay the Relocation Fee	Accept payment and issue Official Receipt (OR)	Php300.00	3 minutes	Meter Reading Section Head (R.J. Labandero)
Return the Service Application Form (Relocation) to the Meter Reading Section	Check if payment has been posted in the Water Billing and Collection System (WBCS) Prepare Store Requisition Slip (SRS), if needed	none	3 minutes	Meter Reading Section Head (R.J. Labandero)
	Approve Service Application and SRS and prepare Work Order and schedule relocation of water meter	none	1 day from receipt of Transmittal	Division Manager (Jenn Glaiza Gallego)
Acknowledge completion of relocation of water meter to its new location	Withdraw installation materials from Warehouse and execute relocation activity	none	1 day from receipt of Work Order	Installation Team
TOTAL FEE:		₱300.00		

7. NI RENEW or NI Renewal Application

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Disconnected Service Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Service Application Form and Water Service Contract 2. Valid Government-Issued ID 3. Barangay Clearance 4. One (1) pc. 2x2 ID Picture 5. House Location Sketch 6. Orientation Attendance Additional requirements if thru a Representative: 1. Authorization Letter 2. Valid Government-Issued ID of the Representative		Commercial Services Department - Servicing and Investigation Section } To be provided by the concessionaire } To be provided by the representative of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Service Application Form from the Public Assistance and Complaints Desk (PACD)	Provide a copy of the Service Application Form	none	5 minutes	Public Assistance and Complaints Desk Officer In-charge
Attend the scheduled orientation and submit the Service Application Form and complete documentary requirements	Check the documents submitted. Conducts orientation on TCWD operation, policies, and services.	none	1 hour and 30 minutes, every Wednesday at 1:00 pm	Servicing and Investigation Section Head (Dioscoro Alcala Jr)

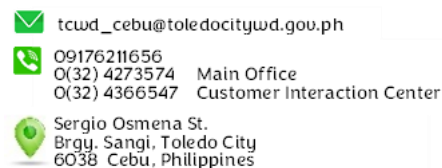
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct site inspection as to *classification of account *new/existing/old connection *distance from household to the cluster stand *water supply viability	none	5 calendar days from receipt of endorsed Service Application	Inspector Designate
Verify the status of the application. If approved, submit signed Water Service Contract and Plumber's Certificate as to readiness of in-house installation to tapping point	Provide a copy of the Water Service Contract	none	5 minutes	Servicing and Investigation Section Head
Proceed to the Billing Section for assignment of service application number and settlement of outstanding obligation (if applicable)	Assign service application number and verify account for arrears	none	5 – 10 minutes	Billing Section Head (Norileh Ivy Adlawan)
Pay the New Installation or NI-Renewal Fees and outstanding obligation (if applicable)	Accept payment and issue Official Receipt (OR)	Installation Fee - Php500.00, MSMC - Php3,300.00 outstanding obligation (if applicable)	3 minutes	Teller
Return the Service Application Form to the Servicing and Investigation Section	Prepare Store Requisition Slip (SRS) and transmittal letter to the Division Manager	None	1 day from receipt of payment	Servicing and Investigation Section Head (Dioscoro Alcala Jr)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approve Service Application and SRS and prepare Work Order schedule installation; Execution of installation	None	1 day from receipt of Transmittal Letter within 7 calendar days under normal circumstance	Division Manager (Jenn Glaiza Gallego) Assigned Team
Acknowledge completion of installation	Withdraw installation materials from Warehouse and execute installation activity	None	1 day from receipt of Work Order	Installation Team
TOTAL FEE:		₱3,800.00 Add:outstanding obligation (if applicable)		

8. SENIOR CITIZEN'S DISCOUNT

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	<ol style="list-style-type: none"> 1. A senior citizen with an active residential account with the Toledo City Water District, applicable to water consumption not exceeding 30 cubic mtrs; 2. Granted per household regardless of the number of senior citizen living therein; 3. Valid within one (1) year, subject for re-applicaton/renewal every birth month. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application for Senior Citizen's Discount Form 2. Senior Citizen ID 3. Proof of Appearance/Living 		Commercial Services Department- Billing Section } To be provided by the concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Application for Senior Citizen's Discount Form from the Billing Section and submit documentary requirements	Provide a copy of the Application Form, check the validity of the requirements submitted and update the Water Billing and Collection System (WBCS) In case the Senior Citizen is bedridden or differently able, a home visit or an online verification will be scheduled	none	5 minutes	Public Assistance and Complaints Desk Officer In-charge

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the feedback form in the office lobby and put it in the feedback complaints drop box.</p> <p>Commercial Services Department Contact No. (032) 436-6547 / 0917 621 1656</p>
How are feedbacks processed?	<p>The PACC Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned office via e-mail. Upon receiving the reply from the concerned Office, the concessionaire/ client will be informed via e-mail or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: Contact No. (032) 436-6547 / 0917 621 1656 Email : tcwd_cebu@toledocitywd.gov.ph</p>
How to file complaint?	<p>To file a complaint , provide the following details:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of person/ service being complained <p>Send all complaints to tcwd_cebu@toledocitywd.gov.ph</p> <p>For follow-ups or queries, the contact number information are as follows: Contact No. (032) 436-6547 / 0917 621 1656</p>
How complaints are processed?	<p>All complaints received will be processed by the Commercial Services Department.</p> <p>The PACC which is under the Commercial Services Department browses, evaluates and determines the complaints received on a daily basis. The PACC shall coordinate with the concerned Office to answer the complaint and shall investigate if deem necessary.</p>



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Excellent Delivery of Government Services, amending for the purpose Republic Act. No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, EDGARDO G. NICOLAS, of legal age, General Manager of Toledo City Water District, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Deliver Act of 2018, hereby declare and certify the following facts:

1. The Toledo City Water District including its CEBECO Customer Interaction Office has established its service standards known as the Citizen's Charter that enumerated the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - I. Comprehensive and uniform checklist of requirements for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for each step;
 - IV. Maximum time needed to conclude the process;
 - V. Documents to be presented by the applicant or requesting party, if necessary;
 - VI. Amount of fees, if necessary; and
 - c. Procedures for filing complaints.
2. The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other materials that could be easily understood by the public.
3. The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as information material.
5. The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. The posted Citizen's Charter has been updated within the calendar year of 2022 to 2023.

7. There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this ____ day of _____, 2023 in Toledo City, Cebu, Philippines.

EDGARDO G. NICOLAS
General Manager
Toledo City Water District

SUBSCRIBED AND SWORN to before me this ____ day of _____, 2023 in Toledo City, Cebu, Philippines, with affiant exhibiting to me his Passport No. P2330059B issued on June 26, 2019 at Cebu DFA, Cebu City, Philippines.

NOTARY PUBLIC

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