



HIMAMAYLAN WATER DISTRICT

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate

The Himamaylan Water is a government-owned-and-controlled-corporation mandated to acquire, improve, install, maintain and operate the water supply and distribution systems in the City of Himamaylan.

As a public utility organization, the Himamaylan Water District aims to provide the Himamaylanons with their daily water needs.

II. Vision

Providing the water needs of the Himamaylanons with integrity, honesty, trust and respect to all the concessionaires at an affordable price with uncompromising attention to service is the driving principle of the Himamaylan Water District.

Our primary focus is to satisfy our concessionaires' needs. Our expertise and high quality of service enables us to develop water system in Himamaylan and in the process improve the lives of the concessionaires.

III. Mission

Because the Himamaylan Water District is a public utility organization, full customer satisfaction and total quality management are our indices of success.

As our contribution to the improvement of quality of life of the people of Himamaylan,

We commit to provide the best tasting, potable water for the entire daily requirement, at a cost every household can afford.

Our best asset is our employee,

We commit to give the good working environment and sufficient wages and benefits.

Our greatest gift is the forest and water resources,

We commit to vanguard the preservation of the forest, protect the environment, a posture to balance the harmony of nature at pace with development.

ALL THESE FOR THE GLORY OF GOD, THE SOURCE OF EVERYTHING.



IV. **Service Pledge**

We commit to:

- Promote of implementation such as: acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, and agricultural uses for residents and lands within the boundaries of the City of Himamaylan.
- Provide assistance to the public in query, complaints, request, collecting who are within the premises of the office prior to the end of official working hours and during lunch break.
- The Himamaylan Water District in partnership with PrimeWaterInfrastructure Corporation is open from 8:00 am to 5:00 pm (no Noon Break), Monday to Friday and on Saturday (8:00 am to 12:00nn).



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HIMAMAYLAN WATER DISTRICT OFFICE

In Partnership with

PRIMEWATER INFRASTRUCTURE CORP.
(Frontline/Service Provider)

EXTERNAL SERVICES



1. New Service Connection Installation

Applicants who are within our service areas existing concessionaires who wants to have multiple service connections.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires willing to avail the service within the Service Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill up and Signed Water Service Connection Contract		Public Assistance and Complaint Desk/ PrimeWater (Commercial Section)		
2. Excavation Permit (when needed)		City Hall-City Engineers Office		
3. Conformity of lot owner in the contract if applicant is a tenant of the property		Lessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to the Public Assistance and complaint Desk to fill up the water service connection contract	1. Review data and brief applicant about the HWD/PrimeWater rules on New Service Connection	None	10 minutes	Customer Service Clerk
2. Secure signature from the lot owner	2.Fill up service request for NSC site inspection	None	2 minutes	Customer Service Clerk
3. Submit the application form	3.Certify that the applicant and his nearest kin in the same compound has no unsettled account	None	10 minutes	Billing Clerk
4.	Prepare letter with costing of labor and materials signed by Commercial Head-Primewater and send to applicant	None	2 hours	Customer Service Clerk Commercial Section Head
5. Install In-house piping	5. Inspection if in-house meet standard	None	Within 8 hours	Inspection Crew



6. Pay for the NSC Package and boring fee if across the road	6. Issue Official Receipt	Cash- P 3,000.00 Instalment- P 3,500.00 Down- P 1,000.00 Boring fee – P1,500.00/3 m	5 minutes	Cashier/Teller
7. Wait for the installation crews	7. Install water meter and tapping of service	None	Within 3 days	Installation Crew
TOTAL		Cash- P 3,000.00 Instalment- P 3,500.00 Down- P 1,000.00 Boring fee – P1,500.00/3 m	4 days 2 hours and 27 minutes	



2. Disconnection

As provided for HWD Resolution No. 022-2020 policy guidelines for disconnection, it is the Himamaylan Water District policy to disconnect the water service of the concessionaire. Should the concessionaires fail to pay the water bills on the date specified on the Statement of Account (SOA) is subject for disconnection. Disconnected concessionaires shall pay the full amount of their water bill to be able to be reconnected. Partial payment of account is not allowed. Actual disconnection shall not be implemented on Fridays, Saturdays and Sundays, Holidays and the day preceding holidays, to give the concessionaires sufficient time to settle their accounts on regular working day.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires of Himamaylan Water District/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fails to pay his account for the month				
2.	2. Inform the concessionaires about their unpaid bills facilitate signature in the disconnection list	None	5 minutes	Disconnection Crew
3. Customer does not pay	3. Disconnection crew attempts to disconnect	None	7 Days after due date	Disconnection Crew
4. Customer visits the office and make verbal arrangement	4. Customer Service Assistant/Prime water personnel on disconnection agree on the promised made	None	5 hours	Customer Service Clerk
5. Customer fails to pay on the promised date	5. Disconnection Crew make final disconnection	None	30 minutes	Disconnection Crew
TOTAL		None	7 Days and 40 minutes	



3. Re-opening of Service Connection

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	<ol style="list-style-type: none"> 1. Concessionaires whose water service is temporary and permanently disconnected 2. Anybody who wish to re-open service connection other than his, as long as there is a waiver from the owner of the said connection. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Old water bill or Official Receipt 2. Waiver 		HWD Office/PrimeWater (Commercial Section) Owner of service connection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Customer proceeds to the Public Assistance and complaint Desk and present old water bill or official receipt and fill up service request to re-open	1. Verify account and issue initial statement of accounts.	None	10 minutes	Customer Service Clerk
2.	2. Inspection service connection; inform concessionaire status of disconnection (Temporary or permanent)	None	Within 8 hours	Inspection crew
3. Customer proceeds to Cashier/teller for payment of the Reconnection fee	3.Receives payment and issue Official Receipts	Temporary- P 100.00 Permanent- P 600.00	5 minutes	Cashier/Teller
4.	4. Primewater service crew re-open the service connection	None	Temporary- within 8 hours Permanent- Within 3 days	Reconnection Crew
TOTAL		Variable depending on the number of days	Temporary- 2 days & 15 minutes. Permanent- 4 days and 15 minutes	



4. Transfer of Service Connection

As provided for HWD Resolution No. 2003-019, a request for transfer of service connection may be granted to an existing water concessionaire provided he/she should pay all his/her unpaid accounts with the water district.

The water meter shall be provided by the HWD/PrimeWater and shall be installed outside of the perimeter fence of the concessionaire. All materials and labor cost after the water shall be the responsibility of the concessionaire.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires of HWD/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water bill or Official Receipt		HWD Office/PrimeWater (Commercial Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Customer proceeds to the Public Assistance and complaint Desk and sign in service request for transfer	1. Explain to concessionaire about rules to transfer and possible fees	None	5 minutes	Customer Service Clerk
2.Wait for Action	2. Site inspection	None	Within 8 hours	Inspection crew
3. Customer proceeds to pay for the transfer fee	3.Receives payment and issue Official Receipts	Transfer SC Along the road to other Barangay- P 850.00 Within the compound- P 650.00	5 minutes	Cashier/Teller
4. Install in-house piping	4. Primewater service crew transfer meter/tapping point	None	Within 3 days	Service Crew
TOTAL		Along the road to other Brgy.- P850.00 Within the compound- P 650.00	4 days and 10 minutes	



5. Repair leaking service connection

Leakages, which are often the result of service connection line breakdown, Should be immediately reported to the HWD Office. Repair of service connection leakage is categorized as **private plumbing**– which means that you will pay for the labor and materials which the repair may call for.

The water which resulted from the leakage has been recorder in the water meter. Therefore, the wasted water is the responsibility of the concessionaire themselves.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires of HWD/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water bill or Official Receipt for account verification.		HWD Office/PrimeWater (Commercial Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Customer proceeds to the Public Assistance and complaint Desk and report any service line break down	1. Explain to concessionaire about rules concerning leakage and possible fees	None	10 minutes	Customer Service Assistant
2.Wait for action	2. Site inspection. Give estimate of materials and cost of labor	None	Within 4 hours	Inspection crew
1.Customer look for private plumber If no private plumber seek assistance from CSA	3.Arrange plumber for repair	As per Private plumbing tariff None	5 minutes	Private Plumber Customer Service Assistant
4. Pay for the plumbing tariff	4. Receive payment and issue Official Receipt	None	5 minutes	Cashier/Teller
5.Customer sign service request to repair leakage	5.Primewater plumber to repair leakage	None	Within 8 hours as per requested	Plumber



6. Maintenance of Meter

The Water meters are considered the property of Himamaylan water district/PrimeWater. Maintenance of meter shall therefore the responsibility of the District/PrimeWater. Broken, stucked up and leaking meter are scheduled for replacement after due inspection.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires of HWD/Primewater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information relayed to HWD/PrimeWater Office		None		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Customer proceeds to the Public Assistance and complaint Desk and sign in service request for meter replacement	1. Explain to concessionaire about rules for meter maintenance	None	5 minutes	Customer Service Assistant
2.	2. Site inspection and scheduled meter replacement	None	Within 16 hours	Inspection crew
3.	3.Replacement of meter	None	Within in 8 hours	Service Crew
TOTAL		None	3 days and 5 minutes	



7. Collection

The HWD/PrimeWater shall receive payments of the water bills of the Concessionaires schedule of availability of service: Monday to Friday; 8:00 am to 4:00 pm, without noon break as per HWD Resolution No. 2014-210. Satellite collection are also available a day/days before due date (as indicated in the water bill particularly Barangay Su-ay, Barangay Aguisan and Barangay Libacao). A collection hour starts 8:00am – 3:00 pm in the afternoon of Barangay Halls.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	Concessionaires who has an account and water user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill/Statement of Account or Old Official Receipt		Meter Reader/Billing Clerk Primewater (Commercial Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
During Lean periods				
1.Go directly to any open counter (1,2) and pay the water bill	1.Get the water bill, verify the account name and amount to be paid, count money, issue official Receipt	Water bill due	1 minute	Teller
During due dates				
1. Customer gets queuing number from designated place and wait to be called by the teller	1.Give client priority service number	None	1 second	Guard on-duty Personnel In-charge
2.Present water bill/Statement of Account or old Official Receipt and Priority Number to the teller	2. Verify the account name and the amount to be paid	None	1 minute	Teller
3.Pay the amount due	3.Receives the water bill, informs the concessionaires of the amount to be paid and issue the Official Receipt	Water bill due	2 minutes	Teller



<p>4. Customer check the name and amount printed in OR, and count your change before leaving the counter</p>				
<p>TOTAL</p>	<p>Water bill due Water bill due</p>	<p>During Lean periods- 1 min. During due dates 3 minutes, 1 second</p>		



8. Bill Adjustment due to High Consumption

All concessionaires willing to avail the service. Big consumption may be either due to service connection leakage, defective water meter or an increase in consumption. A high consumption resulting in leakage may be adjusted and the bill may be paid on a staggered basis. High consumption resulting in a defective water meter may be granted a calibration factor, depending on the severity of the damage of the water meter, determined after calibration.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All Concessionaires of HWD/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill		Meter Reader/Billing Clerk PrimeWater (Commercial Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer reports the problem to the public assistance and complaints desk and sign in service request	1. Interviews customer to determine the nature of complaint	None	5 minutes	Billing Clerk
2.	2. Explain to concessionaire rules on billing adjustment	None	5 minutes	Billing Clerk
3.	3. Check up/calibrate water meter	None	Within 16 hours	Maintenance Crew
4. Negotiate result of meter check up and sign meter reading card if any adjustment was done	1. If Leakage Compute bill for staggered payment & recommend for private plumbing	None	10 minutes	Billing Clerk
	If defective meter Compute calibration factor & recommend for meter replacement	None	10 minutes	Billing Clerk
5.	5. Replace meter	None	Within 8 hours	Maintenance Crew
TOTAL		None	3 days and 30 minutes	



9. Change of Account Name

All concessionaires who wish to change the account name through ownership of succession or purchase.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All Concessionaires of HWD/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water bill or Official Receipt		HWD Office /PrimeWater (Commercial Section)		
2. Waiver		Previous Owner		
3. Barangay Clearance		Barangay Hall		
4. Any proof that may warrant effecting any changes				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to the public assistance and complaints desk and signify intention for the change of account name	1.Explain to concessionaire about the rules on changing account names	None	5 minutes	Billing Clerk
2.	2. Verify the validity of data in the waiver	None	5 minutes	Billing Clerk
3.	3. Secure approval from the Commercial Section Head or any authorized representative	None	10 minutes	Billing Clerk
TOTAL		None	20 minutes	



10. Illegal use of Water

Any person who tampers water meters, uses jumpers, pilfers water meters is punishable by law through imprisonment and shall pay a fine ranging from P 2,000.00 to P 6,000.00.

As approved by the Board of Directors through HWD Resolution No. 2003-041. Illegal use of water meter is defined as:

- a. Tampering of water meter
- b. Unauthorized selling of water
- c. Unregistered connection or unauthorized tapping
- d. Bypassing of water meter
- e. Unauthorized opening of hydrants
- f. And all other users that shall be deemed illegal

Concessionaires caught with illegal connection shall be immediately disconnected without prior notice.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	Concessionaire caught with illegal use of water			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIB LE
1. Customer file complaints to the public assistance and complaints desk	1.Explain to concessionaire about the rules on illegal use of water	None	5 minutes	CSA/Primewater personnel in-charge
2.	2. Verify the account name of the customer	None	1 minute	Billing clerk
3.	3. Prepares service request form indicating the complaint	None	1 minute	CSA/Primewater personnel in-charge
4.Wait for Action	4. Site inspection or apprehend service connection	None	Within 4 hours	Inspection crew
5. Concessionaire caught with illegal connection	5.Inspection Crew shall immediately disconnect/pull outthe tapping point	None	Within 30 minutes	Inspection crew Commercial Section Head



6.Proceeds to cashier for payment of Reconnection fee, and other surcharge (illegal connection)	6. Receive payment and issue official receipt	Reconnection fee- P 600.00 1 st Offense- P 1,000.00 2 nd Offense- P 3,000.00 3 rd Offense- P 5,000.00 4 th Offense- Permanent disqualification from getting water service and automatic filing of criminal charges as provided for in law.	1 minute	Cashier/Teller
TOTAL		Reconnection fee- P 600.00 plus Amount depending on the penalty/offense	4 hours and 38 minutes	



11. Customer Accounts

As approved by the Board of Directors through HWD Resolution No. 023-2020. The Board of Directors took into consideration for PrimeWater to lead, facilitate all the commercial services particularly on meter readings & billing services for day to day operation of the district. The customer shall be billed monthly based on their consumption as reflected in the meter reading.

The HWD/PrimeWater undertakes to deliver the monthly billing statement to the customer. Should the customer fail to receive the Billing Statement, it shall be his responsibility to inquire and be informed of his outstanding fees and/or charges through PrimeWater office, and to pay the amounts due without further notice or demand.

All water bills, penalty, fees and other charges are payable at the Office or any of its authorized and designated payment centers and banks.

Office or Division:	Himamaylan Water District Office/PrimeWater Infrastructure Corp.			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	All concessionaires of HWD/PrimeWater			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
Meter Reading				
1.	1. Download to the read and Bill device the water consumption in cubic meter	None	2 minutes	Commercial Head
2. Concessionaires Receives the water bill	2. Issue Statement of Account	None	1 minute	Meter Reader
3.	3. If high consumption, SOA with verification notice shall be issued the SOA and prepare Job Order for checking	None	2 minutes	Billing Clerk/Commercial Section
After Reading				
4.	4. The data was uploaded at the system for billing process.	None	Within 2 days	Billing Clerk Commercial Section Head
TOTAL		None	2 days, 5 minutes	



HIMAMAYLAN WATER DISTRICT OFFICE

Water Utility

INTERNAL SERVICES



1. Incoming Communication

This refers to the receiving, recording and disseminating of Incoming Communication.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	Any Individual or Concerned Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or Printed Documents, Electronic mail, etc.		Concerned Offices/Providing party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Client submits/ emails document	1. Receives or Prints document if thru email and forwards to the General Manager for appropriate actions	None	10 minutes	Secretary Office of the General Manager
2.	2. Review documents and directs action to be taken	None	15 minutes	General Manager Office of the General Manager
3.	3. Deliver documents to concerned person	None	5 minutes	Secretary Office of the General Manager
TOTAL		None	30 minutes	



2. Employee's Service Record and Certificate of Employment

This refers to the processing of an employee's written/printed record and Certification.

Office or Division:	Admin Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business (G2B) Government-to-Government (G2G)			
Who may avail:	Previous employee or current employee of the agency/ any authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request/ Authorization (If applicable)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Requesting party proceed to Personnel In-charge/Admin Office and present the letter of request/ authorization	1. Get the presented letter of request from the requesting party or its representative	None	2 minutes	HR Personnel Admin Office
2.	2. HR personnel review the request and forward to the General manager for approval	None	10 minutes	Secretary General Manager
3.	3. After signing the request, the requesting party or its representative shall forward it to the HR personnel for processing	None	5 minutes	Secretary Office of the General Manager
4. Requesting party wait for action	4. Receives and prepares requested document(s)	None	20 minutes	HR Personnel Admin Office
5.	5. Submits verified documents to General manager for signature and seal	None	5 minutes	HR Personnel Admin Office
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6.	6.Forwards signed and sealed documents to HR Personnel	None	2 minutes	Secretary Office of the General Manager
7.	7.Receives and release signed documents to the requestor	None	2 minutes	HR Personnel Admin Office
8.Requesting party receives the document(s) requested	8. Requestor requires to sign on the acknowledgement receipt	None	2 minutes	HR Personnel Admin Office
TOTAL		None	48 minutes	



3. Employee's Leave Form

This refers to the processing of an employee's vacation leave, sick leave, privilege leave, compensatory time off (CTO), maternity and terminal leave.

Office or Division:	Admin Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Permanent and Job Order Employee of the Agency			
Who may avail:	Previous employee or current employee of the agency/ any authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee Leave Form		Admin Office		
2. Medical Certificate (If applicable)		Attending Physicians		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee inquires for available leave to be applied, requests for blank leave form	1.1 Verifies if employee has available leave credit balance 1.2. If employee has adequate leave credit Balance, Leave Form is given for processing	None	5 minutes	HR Personnel Admin Office
2. Employee fills out required data on the Leave Form		None	5 minutes	HR Personnel Admin Office
3. Employee submits accomplished Leave Form to Personnel In-charge/Section Head	3.1. Assess leave application and signs for recommending approval 3.2 Forwards leave application to HR Personnel for notification of leave availment	None	10 minutes	Section Head/Authorized Personnel HR Personnel Admin Office
4.	4. Submit Leave Form to General Manager with duly recommended approval by the Section Head, noted by the HR	None	3 minutes	Secretary Office of the General Manager



5.	5.Reveiws leave form and decides whether to approve or disapprove request	None	10 minutes	General Manager Office of the General Manager
6.	6. Forward approved Leave Form to HR Personnel	None	2 minutes	Secretary Office of the General Manager
7.	7. Inform employees of the status of the leave application	None	2 minutes	HR Personnel Admin Office
8.	8. Records request and files Leave Form	None	10 minutes	HP Personnel Admin Office
TOTAL		None	47 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
Please let us know how we have served you by doing any of the following:	
How to send feedback	<ul style="list-style-type: none"> ➤ Feedback forms are located at the Entrance of the HWD/PrimeWater Office. Fill out the forms and drop it in the suggestion box near the teller window. ➤ Feedbacks can also be sent through email: himwd_79@yahoo.com ➤ Call us at Telephone Nos. 3883-647/ 744-7122 ➤ Talk to our frontline employees in-charge
How feedbacks are processed	<ul style="list-style-type: none"> ➤ Every other day, the authorized staff of HWD or the PrimeWater open the suggestion/drop box and the accomplished forms will be forwarded to the relevant offices for the necessary actions. ➤ Emails sent to himwd_79@yahoo.com, Will be forwarded to the HWD Office of the General Manager and Office of the Branch Manager-PrimeWater for evaluation and transmit the documents to the concerned relevant offices for the necessary actions. ➤ Phone calls received from 3883-647/ 744-7122 will be forwarded to the concerned relevant offices for the necessary actions. <p>Anti-Red Tape Unit shall use the feedbacks for the improvement of the Himamaylan Water District Citizen's Charter.</p>
How to file complaint	<ul style="list-style-type: none"> ➤ Feedback forms are located at the Entrance of the HWD/PrimeWater Office. Fill out the forms and drop it in the suggestion box near the teller window.



	<ul style="list-style-type: none"> ➤ Feedbacks can also be sent through email: himwd_79@yahoo.com ➤ Call us at Telephone Nos. 3883-647/744-7122 ➤ Talk to our frontline employees in-charge
How complaints are processed	<ul style="list-style-type: none"> ➤ Every other day, the authorized staff of HWD or the PrimeWater open the suggestion/drop box and the accomplished forms will be forwarded to the relevant offices for the necessary actions. ➤ Emails sent to himwd_79@yahoo.com, Will be forwarded to the HWD Office of the General Manager and Office of the Branch Manager-PrimeWater for evaluation and transmit the documents to the concerned relevant offices for the necessary actions. ➤ Phone calls received from 3883-647/744-7122 will be forwarded to the concerned relevant offices for the necessary actions. <p>Anti-Red Tape Unit shall use the feedbacks for the improvement of the Himamaylan Water District Citizen's Charter.</p>
Contact Information of CCB, PCC, ARTA	<p><u>Contact Center ng Bayan (CCPB)</u> Contact Number: 0908-8816565 CCB hotline: 1-6565</p> <p><u>Presidential Complaint Center (PCC)</u> Facsimile: +63(2)-7368621 Contact number: +63(2)-736-8645</p> <p><u>Anti-Red Tape Authority (ARTA)</u> Email address: Complaints@arta.gov.ph Contact numbers: 478-5091/478-5099</p>



Office	Address	Contact Information
HWD Office General Manager's Office	Segovia St., Barangay III, Himamaylan City, Negros Occidental	(034) 3883-647/744-7122
PrimeWater Infrastructure Corp. Office	Segovia St., Barangay III, Himamaylan City, Negros Occidental	(034) 3883-647/744-7122

ENGR. JOEL G. GELLECAO, DPA
General Manager-C

Thank you for continuously helping us improve our service.

Save Water! Save Life!