

# KABANKALAN CITY WATER DISTRICT

Corner Rizal-Tayum Sts., Barangay 8, Kabankalan City Neg. Occ., Philippines, 6111

Telephone No. (034) 746-7188

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## CITIZEN'S CHARTER

(RA 9485- Anti- Red Tape Act of 2007)

### LIST OF FRONTLINE SERVICES

APPLICATION OF NEW SERVICE CONNECTION				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Community Tax Certificate 2. Application Form 3. Photocopy of one (1) government ID		1. Kabankalan City Hall 2. KCWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go To Customer Service Counter and get application form for New Service Connection	Orient applicant on how to fill-up form	None	3 minutes	Customer Services Assistant
2. Completely Fill-up the Application Form.		None	5 minutes	
3. Submit the CTC and Application Form at the Customer Service Counter	-Review Submitted requirement, check form if properly accomplished by applicant and advice applicant to wait for a telephone call for verification of the area applied  -Actual Inspection of the area applied	None  None	10 minutes	Customer Services Assistant  Water Maintenance Man
(After verification via telephone call/text)				
4. Go to KCWD office for Orientation Seminar	- Orient applicant on the policies and guidelines of service connection	None	15 minutes	Customer Service Assistant
5. Pay installation charge.	Issue Official Receipt	<b>₱2,500.00</b> - Cluster Connection <b>₱3,000.00</b> - Earth Excavation <b>₱4,100.00</b> - Earth & Concrete Excavation	5 minutes	Cashier
<b>TOTAL</b>			<b>38 minutes</b>	

<b>PAYMENT OF WATER BILLS</b>				
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FULL PAYMENT</b>				
1. Get priority number at the guard on duty and wait for your queue	Give Priority number	None	1 minute	Guard on Duty
2. Go to the designated Bill Collector when your number is called and present your water bill/Statement of Account or Account number	Receive Water Bill, Accept & Validate Payment and issue Official Receipt	Amount billed reflected on SOA/Water Bill	4 minutes	Office Bill Collector
<b>TOTAL</b>			<b>5 minutes</b>	
<b>PARTIAL PAYMENT</b>				
1. Go to Commercial Division Head and request for allowable partial payment	Verify customer record if partial payment is allowed	Amount required	5 minutes	Commercial Division Head
2. Get priority number at the guard on duty and wait for your queue	Give Priority number	None	1 minute	Guard on Duty
3. Go to designated Bill Collector when your number is called and present your water bill/Statement of Account or Account number	Receive Water Bill, Accept & Validate Payment and issue Official Receipt	Amount billed reflected on SOA/Water Bill	2 minutes	Office Bill Collector
<b>TOTAL</b>			<b>8 minutes</b>	
<b>BILLSPAYMENT</b>				
1. Go to MLhuiler on or before your due date.	MLhuiler personnel will receive payment & issue Official Receipt	Amount reflected on Water Bill and ML will charge additional 10 pesos for Service Fee	15 minutes	ML Cashier
1. Go to save more On or before your due date.	Save more personnel will receive payment and issue Official Receipt	Amount reflected on Water Bill and save more will charge additional 10 pesos for Service Fee	15 minutes	Save more Cashier
<b>TOTAL</b>			<b>15 minutes</b>	

RE-OPENING OF WATER SERVICE CONNECTION				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Customer Service Counter verify status of connection	Provide information on unpaid charges, status of service connection and requirement for reconnection	None	3 minutes	Customer Services Assistant
	Prepare Service Request	None	1 minute	Customer Service Assistant
2. Go to Office Bill Collector and Pay your Account Balance	Receive Payment & Issue Official Receipt	Amount Required	3 minutes	Office Bill Collector
3. Go to Cashier and pay Reconnection Fees	Receive Payment & Issue Official Receipt	below 1 month with or w/o account <b>₱100.00</b> 1 month up& below 1yr (w/ accounts) <b>₱500.00</b> 1 yr. & above (w/ accounts) <b>₱2,500.00</b> 1 month & above (w/o accounts) <b>₱500.00</b>	3 minutes	Cashier
<b>TOTAL</b>			<b>10 minutes</b>	

RELOCATION OF WATER METER				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go To Customer Service Counter and request for relocation/transfer of water meter	Verify status of connection, provide information and prepare Service Request for inspection	None	10 minutes	Customer Services Assistant
2. Wait for inspection on site	Conduct inspection and verify water supply of proposed relocation site. Make Report	None		Water Maintenance Man
3. Requested for Transfer	Transfer water Meter from one place to another	<b>₱2,500.00</b> - Cluster Connection <b>₱3,000.00</b> - Earth Excavation <b>₱4,100.00</b> - Earth & Concrete Excavation		Water Maintenance Man
Requested for Relocation	Relocate Water Meter from one position to another or w/in the residence & property line of KCWD	<b>₱600.00</b>		Water Maintenance Man
4. Go to Cashier and pay Reconnection Fees	Verify Service Request -Receive Payment and issue Official Receipt		3 min.	Cashier
<b>TOTAL</b>			<b>13 minutes</b>	

CUSTOMER SERVICE ASSISTANCE				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Water Bill/ Account Number		3. Distributed on the specified schedule 4. Customer Service Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK-IN REPORT/COMPLAINT/QUERY/REQUEST				
1. Go To Customer Service Counter and air your complain	Receive, discuss and encode customer's concern, including customer's name, address, account number, contact number at the Service Request Logbook	None	5 minutes	Customer Services Assistant
	Provide answer to customer if concern can be answered outright. If not, inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	None		Customer Services Assistant
THROUGH PHONE (Call 09065186522 )				
1. Call 0906 518 6522	Receive, discuss and encode customer's concern, including customer's name, address, account number, contact number at the Service Request Logbook	None	5 minutes	Customer Services Assistant
	Provide answer to customer if concern can be answered outright. If not, inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	None		Customer Services Assistant
<b>TOTAL</b>			<b>5 minutes</b>	