



Republic Of The Philippines  
**PIKIT WATER DISTRICT**  
Colony St., Poblacion,  
Pikit, Cotabato  
Hotline No. 0922 806 8859

**VISION:** To sustain the needs of every Pikiteños of safe and affordable water access.

**MISSION:** To supply uninterrupted, safe and affordable water to all Pikiteños through our productive sources with the unity of its officers and employees for the benefits of all our concessionaires.

# PIKIT WATER DISTRICT CITIZENS CHARTER

## FRONTLINE SERVICES: **PAYMENT OF WATER BILL**

STEP	CUSTOMER	SERVICE PROVIDER	PERSON IN CHARGE	FEES	TIME	REQUIRED DOCUMENTS
1	Present Billing Notice	Received and encode to the computer the Billing Notice and inform the customer the amount to be paid	Cashier	Not applicable	3-5 minutes	Billing Notice or Account Name in the absence of Billing Notice
2	Give payment to the Cashier	Receives payment then issue Official Receipt (OR) and give corresponding change (if any)		Amount appearing on the Billing Notice or Official Receipt (OR)		None
3	Receive OR and check exactness of OR and change.	N/A	N/A	N/A	N/A	OR
End of Transaction						

## FRONTLINE SERVICES: **REPAIR OF SERVICE LINE CONNECTIONS**

STEP	CUSTOMER	SERVICE PROVIDER	PERSON IN CHARGE	FEES	TIME	REQUIRED DOCUMENTS
1	Inform the Person at the Complaints Desk about the Leakage.	Assists the complainant to fill up the Service Request Form.	PACD	No Fees	3-5 minutes	Service Request Form
2	Go back to house and	Inform the Operating &			1 minute	None

	wait for the plumber to inspect their line.	Maintenance about the leakage.				
3		Plumber inspects the leakage and estimate materials needed and give the estimate to the complainant.	Plumbers		20 minutes (excluded of Travel Time)	List of Estimate
4	Purchase the materials estimated by the plumber.	N/A	N/A	None	N/A	None
5	Go back to the office to inform that materials are ready and pay corresponding fees, if any.	Receives payment and issue OR	Cashier	Amount appearing in the Service Request depending on the action to be taken.	3-5 minutes	Official Receipt (OR)
6		Inform the Plumber that complainant's materials are ready and fees are settled.	PACD	None	1 minute	None
7		Plumber repairs the leakage	Plumbers	None	Actual working time depends on the nature of work	None
8	Concurred the works done by the plumber					Maintenance and Construction Order form
End of Transaction						

**FRONTLINE SERVICES:      INSTALLATION OF NEW WATER SERVICE CONNECTION**

STEP	CUSTOMER	SERVICE PROVIDER	PERSON IN CHARGE	FEES	TIME	REQUIRED DOCUMENTS
1	Inquire how to apply for New Service Connection	Inform the applicant of the application fee and labor	PACD	None	2-3 minutes	None

2	Fill up Service Application Contract (SAC) and have it notarized to public attorney	Assist the applicant and explain the Rules & Regulation of the District		None	7-10 minutes	Service Application Contract (SAC form) and/or Agreement Form
3	Present the SAC Form to the Cashier.	Cashier receives the SAC Form & inform the applicant of the total amount to be paid.	Cashier		5-8 minutes	
4	Give payment	Issue OR		P2,200.00 application fee plus P150.00/faucet labor fee		Official Receipt
5	Present OR to person in charge and fill up Service Request	Assist Applicant	PACD	None	3-5 minutes	Service Request Form
6		Inform Plumber of the New Connection for estimate		None	1 minute	None
7	Go back to house and wait for the plumber to inspect and estimate.	Plumber Inspect and estimate and give the list of materials needed.	Plumbers	None	5-15 minutes (travel time excluded)	List of Estimate
8	Purchase the estimated materials and inform the office of the availability of the materials.	Prepare the documents needed.	PACD	None	3-5 minutes	None
9	Wait for the Plumber	Withdraw materials from the storekeeper	Plumbers	None	3-5 minutes	Requisition and Issue Slip (RIS Form)
10		Issue the materials to plumber	Storekeeper			
11		Install the New Connection	Plumbers	None	Actual working time depends on the nature	

					of work	
12	Concurred the works done by the plumber	N/A	N/A	None	1-2 minutes	Maintenance and Construction Order form
End of Transaction						

**FRONTLINE SERVICES: RECONNECTION OF SERVICE CONNECTION**

STEP	CUSTOMER	SERVICE PROVIDER	PERSON IN CHARGE	FEES	TIME	REQUIRED DOCUMENTS
1	Request for	Check and inform	Cashier	None	3-5 minutes	Proof of

	reconnection and inquire outstanding balance	the customer of the outstanding balance				ownership
	Present proof of ownership	Validates the proof of ownership presented	PACD	None	2 minutes	
2	Pay the outstanding balance, reconnection and other related fees	Receives payment and issue OR	Cashier	Outstanding balance plus P100.00 reconnection fee	3-5 minutes	OR
3	Present OR to front desk and sign Service request	Assist the client	PACD	None	2 minutes	SR Form
4		Inform plumber of the reconnection.			2 minutes	None
5		Prepare necessary documents and present withdrawal to the storekeeper	Plumbers	None	3-5 minutes	RIS, RWM
6		Issue the requested materials	Storekeeper	None	3-5 minutes	RIS
7		Reconnect the service line	Plumbers	None	10 minutes (travel time excluded)	None
8	Concurred the works done by the plumber					MCO
End of Transaction						



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**PROCEDURE FOR FILING OF COMPLAINT/S:**

STEP	CUSTOMER	SERVICE PROVIDER	PERSON IN CHARGE	FEES	TIME	REQUIRED DOCUMENTS
1	Go to complaints desk and inform the person in charge about your complain	Fill up the Service request form and clarify the nature of complaint: <ul style="list-style-type: none"> <li>➤ No water or Low Pressure</li> <li>➤ Water Quality or flushing</li> <li>➤ Change or calibrate old meter</li> <li>➤ Temporary Disconnection</li> <li>➤ Meter Reading</li> </ul>	PACD	None	1 minute	SR Form
2	Sign the request	Assist the complainant			2 minutes	
3	Wait for the scheduled time of inspection	See the lists of complaints/ request and inform the complainant of the possible time or schedule of inspection.	None	None	3 minutes	none
4		Plumbers inspect and give action to the complaint: <ul style="list-style-type: none"> <li>➤ No Water/ Low Pressure</li> <li>➤ Water Quality/Flushing</li> <li>➤ Change/calibrate meter</li> <li>➤ Temporary Disconnection</li> <li>➤ Meter Reading</li> </ul>	Plumbers  Meter Reader	None	(travel time excluded) 10 minutes 15 min-1hour 10 minutes 10 minutes 5 minutes	
5	Concurred the work done	Wait for the MCO to be signed			1 minute	MCO
End of transaction. "Transaction maybe given lesser priority when mainline leakages arises"						