



CAGAYAN DE ORO CITY WATER DISTRICT
Corrales Avenue, Cagayan de Oro City

**REVISED FORM & UPDATED
CONTENTS
OF THE
COWD CITIZENS CHARTER
FOR CY-2022**

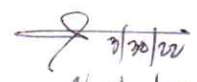


Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

A. APPLICATION FOR NEW SERVICE CONNECTION

Office or Division:		Commercial (CSD-PACD/CCSD) and Engineering (Service Conn.) and Cashier			
Classification:		Complex			
Types of Transaction:		G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:		Prospective New Water Service Applicants			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
1 Customer/Applicant attends <u>Orientation Seminar Every Saturdays @2:00 P.M.*</u> Received Orientation Seminar Certification, Pre-Application Form and New Service Connection Procedure. (Note: CUSTOMER ORIENTATION SEMINAR is temporarily suspended until further notice due to COVID-19)	<ul style="list-style-type: none"> Assist Customer, Brief the Applicant and provide information about the required documents and procedure in applying for New Service Connection and other CCSD concerns. 	<ul style="list-style-type: none"> No Fees for first issuance. For <u>succeeding Issuances</u> in case of loss or forms, Non-Refundable Replacement Fee of ₱100.00 per set shall apply. 	<ul style="list-style-type: none"> Certificate of Attendance (Validity: 1 yr); Pre-Application Form New Service Connection Procedure 	120 minutes	PACD-CCSD
2 Secure Priority Number Customers submit Pre-app form together with the pertinent documents and requirements Customer/Applicant received New Service Connection Application Form and Water Service contract	<ul style="list-style-type: none"> Inquire Customer's concern, Give Priority Number, Direct to Customer Care Service Desk-New Connection. <ul style="list-style-type: none"> Evaluates and check submission of documents <ul style="list-style-type: none"> CCSD- Advise customer to fill-out the form completely and correctly 	For succeeding Issuances in case of loss of forms, NON-REFUNDABLE replacement fee of P100 per set shall apply	<ul style="list-style-type: none"> Priority Number Orientation Seminar Certificate of Attendance Valid ID Marriage Contract (if married) OR Birth Certificate (if single) Lot Title/ Tax Declaration AND Deed of Sale (if TCT is on process) Pag-ibig Certificate (if assumed Housing Loan) Barangay Certification AND Affidavit of Waiver-Undertaking (if public land or undetermined ownership of bldng. or lot) Certification from CHUDD (if relocation site) Lot Title/Tax Declaration with Lease Contract (if bldg or lot is leased) Special Power of Attorney (if application is processed by representative) Water Service Contract with Application Form attached. (Note: Loss or damage of at least 1 page requires replacement of whole set of the forms) NHA certification For NHA Housing 	Wait for the queue number to be called. 30 minutes	Public Assistance Complaint Desk (PACD) PACD-CCSD
3 Customer/Applicant received back the submitted accomplished Water Service Contract Application form with complete attachments. (Note: Applicant keeps the document) Applicant received advice to wait for Pre-inspection.	<ul style="list-style-type: none"> Check and verify completeness of the fill-out documents. Return all the documents to the applicant <ul style="list-style-type: none"> COWD advises customer to wait for Pre-Inspection and issues advice slip 	None None	<ul style="list-style-type: none"> Gap between Step 1 and Step 2 depend on when the customer can comply with all the requirements and submit to COWD the accomplished Application Form with the above-mentioned attachments: 		
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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

A. APPLICATION FOR NEW SERVICE CONNECTION (CONTINUED...)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
4	COWD inspects the site/address applied for service connection and issues PRE-LAYOUT INSPECTION ADVISORY to Customer-Applicant for appropriate pipeline layout @after the meter connection.	None	•COWD Inspector may require Applicant to secure Excavation Permit from either DPWH or City Engineer's Office when deemed necessary; and such shall be submitted to COWD prior to payment .	4 days	Inspection Section - CSD
5	Customer/Applicant installs After-the-Meter Pipeline per Pre-layout Inspection Advisory; and Customer/Applicant proceed installation of the after meter pipeline per lay-out. Customer/Applicant advises & submits Certification to COWD upon completion of after-the-meter pipeline installation; and Customer/Applicant visited back COWD.	None	• Advice Slip/ Certification of Completed PIPELINE Installation after the meter.	•The gap between Step 3 and Step 4 depend on when applicant completes the " after-the-meter " pipe installation & returns to COWD	Customer/Applicant
6	Customer received the Confirmed Advice Slip with signature of the inspector if after the meter is in order, otherwise, advise applicant to rectify after-meter installation.	None	• Inspector's Report contains the required amount to be paid by applicant; • Post-Inspection Certification or Notice of Advice for Rectification; •Inspector furnishes COWD copy of Post-inspection Certification for reference	4 days	Inspection Section - CSD
7	Customer/Applicant return to COWD for verification of the status of their application. •If approved for payment, Applicant pays to the Cashier directly. Customer/Applicant furnishes copy of Official Receipt to COWD PACD-CCSD.	•Installation Fees: • Php 2,800.00 (Residential) + Php 100.00 (Optional Notarial Fee) • Php 3,3000.00 (Commercial) + Php 100.00 (Optional Notarial Fee)	•The gap between Step 6 and Step 7 depends on when Customer/Applicant returns to COWD for payment. • Additional charges may apply like cost of extra pipe to be needed or past accounts and the like.	30 minutes	PACD-CCSD & Teller
8	•COWD prepare Job-Order Form for New Service Connection & forward to appropriate Division/Section (Engineering Dept.)	None		2 days	Inspection Section - CSD
9	Received Water Meter Receipt .	None	•Actual installation of Service Connection takes after Customer/Applicant pays all charges ; Depending on the number of applicants to be served. • Meter receipt to be received by Customer upon installation of water meter.	12 days	COWD- Service Connection Section (Engineering Dept.)
End of Transaction					


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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

B. RECONNECTION OF ACCOUNTS - Applied Reconnection within 60 days from Disconnection

Office or Division:		Commercial (CSD-PACD/CCSD)and Finance (Teller Section)			
Classification:		Complex			
Types of Transaction:		G2C-Government to Citizen G2C-Government to Business			
Who may avail:		Authorized transacting customers/applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
1	Secure Priority Number		•Priority number	•Wait for the queue number to be called.	Public Assistance Complaint Desk (PACD)
2	Go to Customer Care Service Desk (CCSD) and provides complete details and nature of application.	None	•Pre-application Form	15 minutes	Customer Care Service Desk - Reconnection
3	Customer submits accomplished Pre-Application Form and Requirements to Customer Care Service Desk - Reconnection.	None	•Pre-application Form •Reconnection Application Form •Original and one (1) photocopy of valid ID	15 minutes	Customer Care Service Desk - Reconnection
4	Go to Teller and Cashier for the payments.	• Unpaid Account or Arrears • Php 100.00 - Reconnection Fee for Voluntary Disconnection • Php 300.00 - Reconnection Fee	•Official Receipt	5 minutes	Teller Cashier
5	Receive and check Official Receipt and count loose change, if any. Go back to Customer Care Service Desk - Reconnection and submits yellow copy of the Official Receipt..	None	•Pre-application Form •Reconnection Application Form •Original and one (1) photocopy of valid ID •Official Receipt - Reconnection Fee •Sketch/GIS Map •Reconnection Order	20 minutes	Customer Care Service Desk - Reconnection
6		None	•Pre-application Form •Sketch/GIS Map •Reconnection Order •Requisition and Issue Slip •Requisition Slip for Meter •List of Materials for Requisition	1 working day	Customer Accounts Division
7	Customer must be present ON-SITE to receive & acknowledge the Water Meter Receipt .	None	•Reconnection Order •Meter Receipt	within (3) working days	Reconnection Team
End of Transaction - Applied Reconnection within 60 days from Disconnection					
Note:					
1. Accounts applying for RECONNECTION within 24 hours from DISCONNECTION shall be RECONNECTED at once WITHOUT PAYMENT of RECONNECTION FEE but UPON PAYMENT OF ARREARS.					
2. Payment of arrears or unpaid account should be in the form of cash.					



Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

B.1. RECONNECTION OF ACCOUNTS - Applied Reconnection more than 60 days from Disconnection

Office or Division:		Commercial (Customer Service Division & Inspection Section), Finance (Teller Section), Customer Accounts Division			
Classification:		Complex			
Types of Transaction:		G2C-Government to Citizen G2B-Government to Business			
Who may avail:		General Public of Cagayan de Oro City within the service areas of COWD			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PERSON RESPONSIBLE
1	Secure priority number	•Inquire customer's concern, give priority number and direct to Customer Care Service Desk - Reconnection.		•Priority number	•Wait for the queued number to be called. Public Assistance Complaint Desk (PACD)
2	Go to Customer Care Service Desk and provides complete details and nature of application.	•Receive, discuss Requirements, payments and give Pre-Application Form to be filled up.	None	•Pre-application Form	15 minutes Customer Care Service Desk - Reconnection
3	Customer submits accomplished Pre-Application Form and Requirements to Customer Service Assistant Desk - Reconnection.	• Input the details provided by the applicant to the database and generate Reconnection Application Form ; • Validate attached requirements; and • Inform applicant the duration of inspection and details.	None	Applied Reconnection more than 60 days but less than 1 year from Disconnection: •Pre-application Form •Reconnection Application Form •Original and one (1) photocopy of valid ID If any, applied Reconnection is filed after one (1) year from disconnection shall consider the timelines, fees, and procedures of New Service Connection Application.	20 minutes Customer Care Service Desk - Reconnection
4		•The CCSD - Reconnection shall then forward the Inspector's Report and Advice Slip with sketch of the Customer's applied location to the Inspection Section .	None	•Inspectors Report •Advice Slip	15 minutes Customer Care Service Desk - Reconnection
5		•The Assigned Inspector will go to the site within four (4) Working Day . If NO PERSON is around or location is not found: •The Inspector's Report will be returned to CCSD. •The CCSD will call the Customer to come to the Office to see the Inspector or re-sketch the location. •The Application Form will be endorsed again to Inspection Section for re-inspection. For RESIDENTIAL APPLICATION: •The Inspector inspects the site & explains to the Customer on how the pipe is going to be laid or buried, and the materials to be used. •The Inspector signs the Advice Slip and furnishes a copy to the Customer.	None	•Inspectors Report •Advice Slip	within (4) working days (Pre-Inspection) within (4) working days (Post-Inspection) Customer Service Desk - Inspection Section
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CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

B.1. RECONNECTION OF ACCOUNTS - Applied Reconnection more than 60 days from Disconnection. (CONTINUED...)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
5 Continued...	<ul style="list-style-type: none"> •If everything is in order, the Customer is advised to inform the COWD through phone or personal visit that the pipe had already been laid or buried. •An Inspector will be dispatched for a Post Inspection for verification; and if pipe is properly laid or buried, the Inspector will sign the Advise Slip. •The Customer is then advised to submit the complete documents with the signed Advise Slip by the Inspector; •The Customer is advised to proceed for payment of the charges. 				
6 Go to Teller and Cashier for the payments.	•Accept payments and issue Official Receipt.	<ul style="list-style-type: none"> •Payment of Unpaid Account or Arrears -Reconnection Fee: •Php 2,800.00 - Residential •Php 3,300.00 - Commercial •Php 300.00 - Voluntary Disconnection (120 days from Disconnection) 	•Official Receipt	5 minutes	Teller Cashier
7 Received and check Official Receipt and count loose change, if any. Back to Customer Care Service Desk - Reconnection.	•Validate payments. Print Reconnection Order and GIS/Sketch Map and forward Reconnection Order to Customer Accounts Division.	None	<ul style="list-style-type: none"> •Pre-application Form •Reconnection Application Form •Original and one (1) photocopy of valid ID •Official Receipt - Reconnection Fee •Sketch/GIS Map •Reconnection Order 	20 minutes	Customer Care Service Desk - Reconnection
8	•Customer Accounts Division receives Reconnection Orders, Verify accounts, and prepare withdrawal slip for Water Meter and Materials to be used and released to the Reconnection Team	None	<ul style="list-style-type: none"> •Pre-application Form •Sketch/GIS Map •Reconnection Order •Requisition and Issue Slip •Requisition Slip for Meter •List of Materials for Requisition 	1 working day	Customer Accounts Division
9 Customer must be present ON-SITE to receive and acknowledge the Water Meter Receipt.	•Reconnection of Service Connection	None	<ul style="list-style-type: none"> •Reconnection Order •Meter Receipt 	within (4) working days	Reconnection team
End of Transaction - Applied Reconnection more than 60 days from Disconnection					
Note: 1. Accounts applying for RECONNECTION within 24 hours from DISCONNECTION shall be RECONNECTED at once WITHOUT PAYMENT of RECONNECTION FEE but UPON PAYMENT OF ARREARS. 2. Payment of arrears or unpaid account should be in the form of cash.					

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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

B.2. PAYMENT OF WATERBILL

Office or Division:		Commercial (PACD-CCSD) and Finance (Teller Section)				
Classification:		Simple				
Types of Transaction:		G2C-Government to Citizen G2B-Government to Business G2G-Government to Government				
Who may avail:		General Public of Cagayan de Oro City within the service areas of COWD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE	
Customer with or without Regular Bill Paying Full or Arrears (1-2 months balance)						
1	Secure Priority Number	•Inquire customer's concern, give priority number and direct customer to Teller.	None	•Priority Number	•Wait for the queue number to be called. Public Assistance Complaint Desk (PACD)	
2	Go to teller; give water bill if available and payment. If no bill , go to Customer Care Service Division – Attendant for account details	•Teller - Accept payment and issue Official Receipt (OR); •CCSD - Give accounts details.	Amount to be paid	•Official Receipt	5 minutes Teller, Customer Care Service Division	
3	Receive and check official receipt and count loose change, if any.		None	•Official Receipt	Teller	
Customer with or without Regular Bill and Disconnection Notice Paying Partial on Arrears (3 months and up balance)						
1	Secure Priority Number.	• Inquire customer's concern , give priority number and direct customer Customer Accounts Division - Assessment Section	None	•Priority Number	•Wait for the queue number to be called. Public Assistance Complaint Desk (PACD)	
2	Go to Customer Accounts Division - Assessment Section , give details of accounts and request for Partial Payment .	•Receive, discuss, require to pay 50% down payment of the total amount due and allow installment in not more than four (4) months for the remaining 50% account balance . •Direct customer to the Teller.	50% of the Total amount due	•Execution of Promissory Note through Partial Payment Arrangement.	10 minutes Customer Accounts Division - Assessment Section	
3	Go to Teller for the payments.	•Accept payments and issue Official Receipt.	Amount to be paid	•Official Receipt	5 minutes Teller	
4	Receive and check Official Receipt and count loose change, if any. Go back to Customer Accounts Division - Assessment Section and show Official Receipt .	•Validate payments; •Print Promissory Note (PN); •Sign PN, and require customer to sign the PN; and •Release one (1) copy (PN) to customer, one (1) copy (PN) for file.	None	•Official Receipt •Promissory Note	Customer Accounts Division - Assessment Section	
End of Transaction						

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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

C. REQUEST for CHANGE NAME

Office or Division:		Commercial (PACD-CCSD) and Finance (Teller Section)			
Classification:		Simple			
Types of Transaction:		Government to Citizen			
Who may avail:		All COWD Customer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
1	Secure Priority Number.		•Priority number	•Wait for the queue number to be called.	Public Assistance Complaint Desk (PACD)
	Customer/Applicant applies for Change Name & accomplishes application form for Change Name	• Full payment of outstanding accounts or outstanding balance with execution of AFFIDAVIT of UNDERTAKING to the NEW NAME & NEW ACCOUNT NUMBER	•Application for Change Name applies to accounts whose original registered name are no longer actually using the connection. •The following requirements shall be attached to the accomplished Application Form:	15 minutes	PACD-CCSD
2	Customer submits accomplished Change Name Application form complete with requirements and sketch	• Receive submitted Change Name Application Form and check attached requirements .	<ul style="list-style-type: none"> •Original Account Name already DECEASED: <ul style="list-style-type: none"> ✓ Death certificate; ✓ Marriage contract for the widow or widower; OR ✓ Extra-Judicial Partition OR Waiver of Undertaking AND Birth Certificate for heirs. •Change of Tenant: <ul style="list-style-type: none"> ✓ Lease Contract •Change of Ownership of Lot &/ or building: <ul style="list-style-type: none"> ✓ Deed of Sale or any legal document to support change of ownership ✓ Tax Declaration or TCT NOTE: <ul style="list-style-type: none"> •In all cases, a Valid ID original & photocopy shall be required; •A CHANGE NAME is also a CHANGE in ACCOUNT NUMBER: NEW NAME-NEW ACCOUNT NUMBER. •COWD reserves the right to require CHANGE of NAME of any account, when deemed necessary. 		Note: <ul style="list-style-type: none"> •The gap between actual change of name and application time depends on when customer/applicant shall be able to comply with all documentary requirements; •The NEW NAME & NEW ACCOUNT NUMBER SHALL BE REFLECTED AFTER 1 BILLING CYCLE from APPROVAL of CHANGE NAME application.
4		•CCSD Forward application to Inspection section for on-site verification	None	4 days	PACD-CCSD
5	If approved , Customer-Applicant pays corresponding fee and presents Official Receipt to PACD-CCSD	<ul style="list-style-type: none"> •Evaluate Change Name application form and check attached requirements. •Advise applicant to pay to the Cashier •Receives presented payment slip (OR). •Briefs customer-applicant to wait for 1 billing cycle for the Account to be Changed. 	<ul style="list-style-type: none"> •Php 100.00 Service Charge •Php 100.00 Notarial Fee =Php 200.00 total 	15 minutes	Teller/PACD-CCSD
End of Transaction					

3/20/22



Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

D. REQUEST FOR PARTIAL PAYMENT

Office or Division:		Commercial (PACD-CCSD) and Finance (Teller Section)			
Classification:		Simple			
Types of Transaction:		G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:		All COWD Customers			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE
1	Secure Priority Number	<ul style="list-style-type: none"> Inquire Customer's concern; Give <u>priority number</u>; and Direct to <u>Customer Care Service Desk</u> (CCSD). 		<ul style="list-style-type: none"> Priority number 	<ul style="list-style-type: none"> Wait for the queue number to be called. Public Assistance Complaint Desk (PACD)
2	Go to <u>Customer Complaints Service Desk</u> (CCSD) and provides complete details and nature of request.	<ul style="list-style-type: none"> Receive and discuss <u>Customer's Request</u>. 	None	<ul style="list-style-type: none"> COWD visit Customer/Applicants Ledger for Unpaid Accounts. 	15 minutes PACD-CCSD
3	<ul style="list-style-type: none"> If <u>Total Due Amount is (2) months In arrears or Less</u>: Customer <u>pays directly</u> to Teller. 	<ul style="list-style-type: none"> Attend to <u>Customer</u> and advice customer to pay directly to <u>Teller</u>. 	None	NOTE: <ul style="list-style-type: none"> COWD Implements disconnection for accounts delinquent or In arrears of more than 2 months. 	15 minutes (FIN) Teller
	<ul style="list-style-type: none"> If <u>Total Due Amount is MORE THAN 2 months in arrears</u>: 	<ul style="list-style-type: none"> Brief <u>customer</u> that 50% of total bill should be <u>paid directly</u> and other 50% is entitled to be arrange for <u>Promissory Note (PN)</u>. 	50% of total billed amount.	<ul style="list-style-type: none"> Execution of <u>Promissory Note</u> through <u>Partial Payment Arrangement</u> may extend implementation of disconnection. 	15 minutes (CML) Customer Accounts Assessment Section
	Customer arrange for <u>Partial Payment</u> & executes <u>Promissory Note</u> .	<ul style="list-style-type: none"> Prepare and Print <u>arrangement</u> for 50% Promissory Note (PN), let customer <u>signed</u> the Promissory Note, give <u>(1) copy of signed Promissory Note to Customer</u>. 	None	<ul style="list-style-type: none"> The Promissory Note (PN) serves as a DISCONNECTION NOTICE already when schedule of next payment is not complied with as agreed by the Customer in the said PN. 	30 minutes (CML) Customer Accounts Assessment Section
4	Customer proceeds to <u>payment of accounts</u> .		50% of total billed amount.		15 minutes (FIN) Teller
End of Transaction					

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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

E. REQUEST FOR TRANSFER METER AND/OR TAPPING/CHANGE OF METER REQUEST

Office or Division:		Commercial (PACD-CCSD)and Finance (cashier section)				
Classification:		Simple				
Types of Transaction:		Government to Citizen				
Who may avail:		All COWD Customer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/ CCC	PERSON RESPONSIBLE	
1	Secure Priority Number		•Priority number	•Wait for the queue number to be called.	Public Assistance Complaint Desk (PACD)	
2	Customer/Applicant applied for <u>Meter Transfer</u> and/ or <u>Tapping/</u> or <u>Change Meter</u> .	None	•Job Order Form	20 minutes	PACD-CCSD	
	Customer/Applicant signed job order and make sketch and indicate customers contact no.	•Print Job-Order and let customer-applicant signed Job Order and make Sketch and indicate customers contact no.				
		•Submit to CCSD #4 for encoding to generate Job Orders and summary.				
3	Customer/Applicant Wait for inspection	•PACD-CCSD #4 forward Transfer Tapping and Transfer Meter to inspection section.	•Job Order Form	1 day	PACD-CCSD	
		•Segregate Job-Order for specific location for inspection, Transfer Meter/Transfer Tapping/Change Meter				
4		•Checks, Inspect and investigate (Pre-Inspection) site/address and issued Pre-Lay-out Inspection Advisory (for transfer of meter/transfer Tapping).	•Depends on cost of materials used	•Customer Advice slip	4 days	(CML) Inspection Section-CSD
		•Change meter- no inspection	•If Customer/Applicant request for Change Meter, the fee is Php 2,000.00 .	•Job Order Form	1 day	(MNT) Metering Section
		•Forward to (MNT) Metering Section				
5	Customer/Applicant follow up the status of the request. •If Approved proceeds to payment	•Assess, Retrieves and Advices customer for payment if no need for additional requirements	•Transfer fee P1,000.00 Plus amount of materials used	•Job Order Form	20 minutes	PACD-CCSD & Cashier
6		•Segregate Job-Order for specific location on site. Prepares Job-Order & forward to appropriate Department	None		2 days	(CML) Inspection Section-CSD
7	COWD conducts actual:					
	•Transfer/ Change Meter	•On site	None	•Job Order Form	2 days	(MNT) Metering Section
	• Transfer Tapping	•On site	None	•Job Order Form	8 days	(ENG) Service Connection Section
End of Transaction						

Legend:

CML - Commercial Dept.
 MNT - Maintenance Dept.
 ENG - Engineering Dept.

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Republic of the Philippines
CAGAYAN DE ORO CITY WATER DISTRICT
 Corrales Avenue, Cagayan de Oro City

COWD CITIZEN'S CHARTER

F. COMPLAINTS and REQUESTS

Office or Division:		Commercial (PACD-CCSD)			
Classification:		Complex			
Types of Transaction:		G2C-Government to Citizen G2B-Government to Business			
Who may avail:		All COWD Customers			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	FORM/SLIP/REMARKS	PROCESSING TIME/CCC	PERSON RESPONSIBLE
1	Secure Priority Number.	None	•Priority number	•Wait for the queue number to be called.	Public Assistance Complaint Desk (PACD)
	•Customer Contacts COWD, as follows: > By TELEPHONE: •856-4373 / 856-4546 > By SMS: •Globe-09060070411 •Smart-09190661740 > by EMAIL: commercial@cowd.gov.ph > Personal Visit at COWD: •for low flow or no water •for water quality issues •for billing concerns •defective meter •leakage	None	•Job Order Form	20 minutes	PACD-CCSD
			•Prepare & Print Job Order	1 day	PACD-CCSD
2		None			PACD-CCSD
	•COWD conducts an actual response to the complaint or request.		•Job Order Form	4 days	(MNT) Pipeline Rehab Section
	•Print Job-Order and let customer-applicant signed and make Sketch /customers contact no.		•Job Order Form	1 day	(PRD) Production Department
	•Submit to CCSD #4 for encoding to generate Job Orders Summary.		•Job Order Form	2 days	(CML) Meter Reading & Delivery Section
			•Job Order Form	3 days	(ENG) Metering Section
			•Job Order Form	1.5 days for Service Connection	(MNT) Pipeline Repair Section
				20 hrs for Mainline Leakage	
3	PACD-CCSD advises or feedbacks to customer of action taken and other instructions	None		5 days from date of complaint or request	PACD-CCSD
	•Feedback customer (thru number given by customer-applicant). •Feedback on site inspection				
End Of Customer In-Office Transaction					

Legend:

- PACD - Public Assistance and Complaints Desk.
- CCSD - Customer Care Service Desk.
- CSA - Customer Service Assistance
- CSD - Customer Service Division
- CAD - Customer Account Division

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