



RAMOS WATER DISTRICT

CITIZEN'S CHAPTER

2024(1st Edition)



RAMOS WATER DISTRICT

CITIZEN'S CHAPTER

2024(1st Edition)



I. OUR MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Ramos Water District was formed for the purpose of the following:

Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, commercial uses for residents and commercial establishments within the boundaries of such districts;

Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and

Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

(PD No. 198, Chapter II, Sec. 5)

II. VISION

To provide safe, adequate, potable and reliable water service accessible to the least residents, at reasonable cost, to give peace of mind for water supply for all life depends on water adequacy.

III. MISSION

To provide water service for 24 hours

To attain 100% coverage within the municipality and nearby barangays

IV. PERFORMANCE PLEDGE

We, the Officers and Employees of RAMOS WATER DISTRICT commit to:

Provide proper services by designing and managing the timely, safe, and cost effective manner and conforming to the international standards. We shall be polite when attending to our concessionaires, making total quality an integral part of our performance.



All these tasks must be accompanied by sound and prudent financial management with the overriding goal of providing best services to the people of **RAMOS**.

LIST OF SERVICES

External Services	Page Number
1.Process New Service Connection and installation	5
2.Process Water Bill Payments	7
3.Process payment walk-in palawan branch	8
4.Process payment using Palawanpay app	9
5.Process Complaints (Billing)	11
6.Process Complaints (Repairs)	12
7.Process Disconnection	13
8.Process Change Name	14
9.Process Reconnection of Service.	15
10.Process Collections (Installment method)	16
11. Process Repairs (Major/Minor)	17
12. Transfer meter	18
External Services	
1. Receipt of Applications of Employment	20
Internal Services	
1. Issuance of Certificate of Employment	22
2. Issuance of Employment Records	23
3. Issuance of Applications for Leave of Absence	24



1. Process New Service Connection and Installation

The concessionaire inquires and fills out application forms with the assistance of PACD assigned Accounts. After submission of the filled-out form, PACD assigned Accounts brief applicant of RWD policies. Verifies the completeness of data in the application form and estimate the materials.

Office or Division		Engineering/PACD/Commercial Section		
Classification		Complex Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All Residents of Ramos (part), Tarlac; At least 18 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> A. Photocopy of the Title of Property or Tax Declaration; Duly Notarized Deed of Sale (if applicable); please bring along the original copy for validation purposes . B. Two (1) valid government issued IDs with picture & signature or Residence Certificate (current year) . C. Notarized Authorization Letter or Special Power of Attorney (SPA) if applying thru a representative . D. Proof of relationship to the property owner if the applicant is not the property owner (i.e. birth certificate, marriage certificate, death certificate, etc.) E. Contract of Lease (if applicable) F. Community Tax Certificate or Senior Citizen ID. 		Ramos LGU for Community Tax Certificate and Senior Citizens Office for Senior ID.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Visit RWD office	1.Interview regarding location if within the Zone Map	None	4 mins	(PACD)Plumber/ WMM-C
2.Fill-up Service Application Form w/ contract	2.Provide a Service Application Form and explain	None	5 mins	(PACD)Plumber/ WMM-C



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit accomplished Service Application Form w/ all the requirements	3. Verify the requirements submitted	None	1min	(PACD)Plumber/ WMM-C
4. Pay to the Senior Cashier		Application Fee: ₱200.00 Notarial Fee: ₱150.00 Investigation Fee: ₱300.00 Meter Maintenance: ₱1,100.00, Tapping & Service: ₱450.00, Miscellaneous: ₱30.00	2 mins	Senior Cashier
5. Pay labor and materials to the Senior Cashier	5. Accept payment and Issue Service Receipt for labor and materials	Amount Varies	2 mins	Senior Cashier
6. Sign the Job order form for New connection installation	6. Plumber receive and sign the job order, Start the installation process	None	2 Days	Plumber
	TOTAL:	P2,230	2 Days, 16 mins	



2. Process Water Bill Payments

- Water bill payment should be on or before the due date indicated on the billing notice.
- Non-payment of your water bill will cause Disconnection and Reconnection fee of (200) Two Hundred Pesos after a mass announcement.
- Payment of water bill of past due accounts on the disconnection date will stop the disconnection.
- Non-payment of water bill for two (2) consecutive months will be a ground for disconnection of water supply services.

Office or Division		Commercial		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account Or Full name of registered account.		Upon Delivery of Statement of Account during reading schedule		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to cashier present your statement of account or state your account name	1. Accept payment and issue corresponding Service Receipt.	Total amount indicated on Statement of account. (Amount Varies)	2mins	Payments Section / Clerk Processor B/Teller
	TOTAL:		2 mins	



3. Process a payment by walking into a Palawan Pawnshop branch.

- Water bill payment should be on or before the due date indicated on the billing notice.
- Non-payment of your water bill will cause Disconnection and Reconnection fee of (200) Two Hundred Pesos after a mass announcement.
- Payment of water bill of past due accounts on the disconnection date will stop the disconnection.
- Non-payment of water bill for two (2) consecutive months will be a ground for disconnection of water supply services.

Office or Division		Commercial		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account		1. Upon Delivery of Statement of Account during reading schedule, Meter Readers.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to cashier present your statement of account.	1. Accept payment and issue corresponding Service Receipt.	Total amount indicated on Statement of account. (Amount Varies)	2mins	Palawan Payment Section
	TOTAL:		2 mins	



4. Process a payment by Using PalawanPay App.

- Water bill payment should be on or before the due date indicated on the billing notice.
- Non-payment of your water bill will cause Disconnection and Reconnection fee of (200) Two Hundred Pesos after a mass announcement.
- Payment of water bill of past due accounts on the disconnection date will stop the disconnection.
- Non-payment of water bill for two (2) consecutive months will be a ground for disconnection of water supply services

Office or Division		Commercial		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account		1. Upon Delivery of Statement of Account during reading schedule, Meter Readers.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Download and Log in to PalawanPay 2.Go to the "Bills Payment" Section 3. Select Your Water Provider 4. Enter Your Billing Details 5. Confirm and Pay 6. Get Your Payment Confirmation	1. Accept payment and issue corresponding Service Receipt.	Total amount indicated on Statement of account. (Amount Varies)	2mins	Palawan Payment Section
	TOTAL:		2 mins	



COMMODITY CHARGE

CLASSIFICATION	SIZE	Minimum Charge	Commodity Charge				
		0-10 cu.m.	11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	41-50 cu.m.	50up cu.m.
Residential / Government	1/2"	195.00	20.70	22.10	23.70	25.50	27.50
	3/4"	312.00	20.70	22.10	23.70	25.50	27.50
	1	624.00	20.70	22.10	23.70	25.50	27.50
Commercial/ Industrial	1/2"	390.00	41.40	44.20	47.40	51.00	55.00
	3/4"	624.00	41.40	44.20	47.40	51.00	55.00
	1	1,248.00	41.40	44.20	47.40	51.00	55.00
Commercial A	1/2"	341.25	36.20	38.65	41.45	44.60	48.10
	3/4"	546.00	36.20	38.65	41.45	44.60	48.10
	1	1,092.00	36.20	38.65	41.45	44.60	48.10
Commercial B	1/2"	292.50	31.05	33.15	35.55	38.25	41.25
	3/4"	468.00	31.05	33.15	35.55	38.25	41.25
	1	936.00	31.05	33.15	35.55	38.25	41.25
Commercial C	1/2"	243.75	25.85	27.60	29.60	31.85	34.35
	3/4"	390.00	25.85	27.60	29.60	31.85	34.35
	1	780.00	25.85	27.60	29.60	31.85	34.35
Bulk/ Wholesale	1/2"	585.00	62.10	66.30	71.10	76.50	82.50
	3/4"	936.00	62.10	66.30	71.10	76.50	82.50
	1	1872.00	62.10	66.30	71.10	76.50	82.50



6.Process Complaints (Service line Repairs)

It covers the repair of service line that is damaged or has leakage.

Office or Division		Engineering/PACD/ Commercial Section		
Classification		Complex Transaction		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office and state the details of complaint to public assistance complaints desk.	1. Create Job order report, print and let it signed over printed name by the client.	NONE	1 min	PACD
	1.1 Conducts site investigation.	NONE	15 mins	Plumber
	1.2 Inform the Concessionaire that the materials to be use will be paid by the client	NONE	1 Min	PACD
2. Inquire to the teller the amount of materials used and pay.	2. Receive payment and issue Service receipt	Amount varies depending on the materials to be used for the repair	1 min	Clerk Processor B/ Teller
	TOTAL:	Amount Varies	18 mins	



5. Process Complaints (Billing)

The concessionaires will approach Clerk Processor B / PACD and explain complaints regarding Billing Statement. Clerk Processor B will evaluate what kind of action to be taken.

Office or Division		PACD/Front Desk/Commercial Section		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All the Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Statement of Account		Served by RWD meter reader during time of reading.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office and go to the Payments Section present the current water bill notice	1. Interview concessionaire to determine circumstances regarding the complaints	NONE	10 mins	PACD/Front Desk Officer
2. Proceed to PACD/Front Desk	2. Informs concessionaire about the result and action taken on the complaint.	NONE	5 mins	PACD/Front Desk Officer
3. Proceed to Senior Cashier	3. Adjust bill complaints	NONE	1 min	Senior Cashier
4. Proceed to payments Section	4. Receives the payment of adjusted water bill	(Amount Varies)	1 min	Clerk Processor B/ Teller
	TOTAL:	(Amount Varies)	17 mins	



7. Process Disconnection

RWD has the right to disconnect delinquent concessionaires without further notice if they failed to pay their obligation before the due date.

Office or Division		Commercial/Maintenance Section		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		RWD Concessionaires who have (2) months unpaid water bill balance.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NONE	1. District announce a mass disconnection for those who have (2) months unpaid water bills.	NONE	3 hrs	Water Maintenance Man/Commercial Section
2. No Payment Made	2.. Disconnect or Close the Water meter using a padlock.	NONE	10 mins	Water Maintenance Man/Commercial Section
	TOTAL:	NONE	3 hrs, 10 mins	



8. Process Change Name

Includes change of concessionaire's information, transfer of account ownership.

Office Or Division		PACD/Front Desk/Commercial Section		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may Avail		All RWD Concessionaire		
Checklist of Requirements		Where to secure		
<p>If applied by the registered person, just present valid ID with signature</p> <p>If applied by a representative (must be immediate family member of the registered owner), bring authorization letter from the registered owner, his/her valid ID with signature with xerox copy, representative's valid ID to trace their relationship</p>		Applicant / Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Visit office and ask for Change Name	1. Interview regarding the purpose of change name.	NONE	1 min	PACD/Front Desk
2. Fill up Change name form	2. Provide the Change name form and Accept payment.	P100	1 min	Senior Cashier/ Commercial Section
	2.1 Issues Service Receipt.	NONE		
TOTAL:		P100	2 mins	



9. Process Reconnection

Reconnection fee, cost of materials (if any) and unpaid water bill must be paid before restoration of water supply services by RWD.

Office or Division		Commercial/Engineer Section		
Classification		Complex Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All the concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Served by RWD meter reader during time of reading		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD request for service Re-connection.	1. Assess & Calculate the necessary cost of materials, penalty and Other charges.	NONE	5 mins	Clerk Processor -B/Commercial Section
2. Pay the amount indicated.	2. Accept payment & Issue Service Receipt.	Reconnection fee (P200 every 2 months) + other charges + Total amount due.	3 mins	Clerk Processor -B/Commercial Section
3. End of Transaction.	3. Process Re-connection request and implement.	NONE	10 mins	Water Maintenance Man/ Plumber
	TOTAL:	Reconnection fee + other charges + Total amount due.	18 mins	



10.Process Collections (Installment method)

Upon receiving partial payment, the remaining balance will be recorded on the cashier's list of account receivables. To be paid in 6-equal monthly installment. And after six months if not yet fully paid, the balance will be posted on the ledger account of the concessionaire.

Office or Division		Finance/Payments Section		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All the concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Notice of water bills were given to concessionaires right after the meter reading of the meter reader		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the teller and inquire.	1. Check the labor and materials estimate file/ list of materials	NONE	2 mins	Teller/Clerk Processor B/Senior Cashier
	1.1 inform the concessionaire for the amount to pay		2 mins	
2. Pay to the teller	2. Accept Payment and issues Service receipt	Balance of labor & materials indicated (Amount Varies)	2 mins	Teller/Clerk Processor B/Senior Cashier
	TOTAL:	Amount indicated in Service receipt (Amount Varies)	6 mins	



11.Process Repairs (Major/Mainline)

Includes repair of concessionaire's pipelines and water supplies.

Office or Division		Engineering		
Classification		Complex Transaction		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All Active Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Major Repair	1.1 Conduct site investigation	NONE	30 mins	WUMDO-B
	1.2 Public Address/ Announcement	NONE	30 mins	Plumber/Water Maintenance Man
2. Major Repair	2. Repair Proper	NONE	5 hrs	WMM/Plumber
3. Minor Repair	3. Conducts site investigation	NONE	30 mins	WUMDO-B/ WMM/Plumber
4. Minor Repair	4. Repair Proper	NONE	1 hr	Plumber
	TOTAL:	NONE	7hrs, 30mins	



12. Transfer of Meter

Concessionaires may request a transfer of their water meter to another/different barangay and/or another/near property line with corresponding transfer of water meter fee and it can

Office or Division		Engineering/Commercial Section		
Classification		Complex Transaction		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All Active Concessionaires of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front Desk and request transfer of meter	1. Ask for a valid ID of the registered concessionaire of RWD (requesting person)	NONE	2 Mins	Front Desk Officer
	1.1 Get the details and reason of transfer meter of the client.	NONE	2 Mins	Front Desk Officer
2. Complete the Job order form requests	2. Print and let the client sign the Job order request and forward it to the maintenance section	NONE	2 Mins	WMM
	2.1 Transfer of Meter process	NONE	40 Mins	Plumber
	2.2 Advice client that materials to be used for the requested transfer of water meter will be estimated by Maintenance Section and will be paid by the requesting client	NONE	1 Min	Front Desk Officer
3. Proceed and inquire to the cashier and pay the necessary transfer of water meter fee	3. Receive payment and Issue Service receipt.	(Amount varies) depending on the materials used for the transfer of meter	1 Min	Teller/Clerk Processor B
	TOTAL:	Amount Varies	48 Mins	



External Services



1. Receipt of Applications of Employment

Employment in the Ramos Water District is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Office or Division		Human Resource Management Office		
Classification		Simple Transaction		
Type of Transaction		G2G-Government to Government		
Who may avail		Any Individual or person interested to apply to vacant positions in the government.		
Checklist of Requirements		Where to secure		
Application Letter 1 Copy of Personal Data Sheet (Form212) or Curriculum vitae with picture 1 Copy of Photocopy of supporting documents such as eligibilities, Trainings etc.		Applicants		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or file application letter specifying the position desired.	1. Accept application letter, stamped with "received" and endorse to the HRMO.	NONE	3 mins	HRM Office
2. Undergo a short interview with the HRMO.	2. Check the documents and conduct a short examination & interview with the applicant.	NONE	2 hrs	HRM Office
	TOTAL:	NONE	2hrs & 3mins	



Internal Services



1. Issuance of Certificate of Employment

Certificate of Employment is issued to any individual or person employed by the Ramos Water District for whatever legal intents or purposes.

Office or Division		Administrative Section		
Classification		Simple Transaction		
Type of Transaction		G2G-Government to Government		
Who may avail		Employees of RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance or Authorization Letter of Representative		HRMO Office		
2. Request Form		HRMO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form	1. Accept and verify request. 1.1 Prepare Certificate of Employment and	NONE	10 Mins	HRM Office/ Corporate Budget Specialist
	forward to General			
	Manager for			
	signature.			
2. Claim Certificate of Employment	2. Release Certificate of Employment.	NONE	1 Min	HRM Office/ Corporate Budget Specialist
	TOTAL:	NONE	11 Mins	



2. Issuance of Employee's Record (Service Record, Leave Records, & Personal Records)

Employee records is being issued to a person or individual that has been employed or currently employed by the Ramos Water District for GSIS purposes and other legal purposes that the requester intended to use.

Office or Division		Human Resource Management Office		
Classification		Simple Transaction		
Type of Transaction		G2G-Government to Government		
Who may avail		Any Individual or person employed by the RWD.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance or Authorization letter of the representative Request Form		HRM Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Submit duly accomplished Request Form	1. Accept and verify request. 1.1 Prepare the Service Record and Forward to General Manager for Signature.	NONE	10 mins	HRM Office/ Corporate Budget Specialist
2. Claim Service Record	2. Sign and release Service Record.	NONE	1 min	HRM Office/ Corporate Budget Specialist
	TOTAL:	NONE	11 mins	



3. Issuance of applications for leave of absence

The HRM Office is also responsible in the administration of leave of Ramos Water District officials and employees.

Office or Division		Human Resources Management Office		
Classification		Simple Transaction		
Type of Transaction		G2G-Government to Government		
Who may avail		Any individual or person employed by the RWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave form (CS Form 6) - 2 copies 1 Copy of Medical and other supporting documents		HRMO Physician or Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished leave form (CS Form 6)	1. Accept leave form and update leave credits. 1.1 HRMO to certify and sign the approved leave.	NONE	4 Mins	HRM Office/ Corporate Budget Specialist
2. Claim Application for Leave (Applicant's copy)	2. File one copy for HRMO and release the second copy to the applicant.	NONE	3 Mins	HRM Office/ Corporate Budget Specialist
	TOTAL:	NONE	7mins	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance Desk. Contact Info: 491-7302</p>
How feedback is processed	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted.</p>
How to file a complaints	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance Desk. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained Incident Evidence For inquiries and follow-ups, clients may contact the following telephone number: 491- 7302</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 491-7302</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1arta (2782) PCC: 8888 CCB: 0908-881-6565(SMS)</p>



List of Offices

Office	Address	Contact Information
Ramos Water District	Poblacion North, Ramos, Tarlac	(045)491-7302 (Tel.) (045)491-7658 (Fax) Email: ramoswaterdistrict@yahoo.com.ph