



Republic of the Philippines

NORALA WATER DISTRICT

Alunan Avenue, Brgy. Poblacion
Norala, South Cotabato

Telefax. No. (083) 234-1018/mobile Nos. 09292136141 & 09758473066
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CITIZEN'S CHARTER

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VISION

A sustainable water service provider that caters a quality, sufficient, potable water and offers a prompt and reliable service to the people of Norala which will contribute to the attainment of the Local Government's goal to make Norala economically stable and peaceful while maintaining favorable and harmonious balance with mother nature.

MISSION

To provide each household, business, institution and all other water users within the Municipality of Norala safe and potable water with the convenience of quality service run through efficient modernized water supply facilities, managed and operated by well trained dedicated personnel.

PERFORMANCE PLEDGE

We, the board of directors and employees of Norala Water District (NWD), commit to:

- N** - urture you with the related information as our concessionaires to make you more knowledgeable;
- O** - perate in compliance with the provision of the by-laws of the district and its rules and regulations;
- R** - espect one another;
- A** - ttend to all your complaints and suggestions the soonest as possible;
- L** - ove our work to come up with a positive output;
- A** - ctively perform our duties and responsibilities for your satisfaction;
- W** - ork hard and be more innovative for progress and development;
- D** - evote religiously in satisfying you with our services.

All these we pledge, because we care for YOU.

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing the following:

- ❖ Accomplish our Feedback Form available in the office and put in the drop box.
- ❖ Send your feedback thru e-mail (noralawaterdistrict@yahoo.com).
- ❖ Call in our hotline No. (083)-234-1313.
- ❖ Call or just text in our mobile Nos. 09292136141 & 09758473066
- ❖ Talk to the concerned personnel.

Your written/verbal complaints with our service will be immediately attended to by the concerned personnel.

Thank you for your cooperation. *We will SERVE you better.*

FRONTLINE SERVICES

INQUIRY FOR SERVICE CONNECTION

In-charge:
Public Assistance and Complaint Desk Officer
Fee: **FREE** Processing Time: **10 min.**

- 1 Inquire availability of service lines;
- 2 Secure list of documentary requirements;
- 3 Inquire service connection fees; &
- 4 Inquire schedule of orientation.

- END OF TRANSACTION -

PROCESSING OF NEW SERVICE APPLICATION

In-charge:
Public Assistance and Complaint Desk Officer
Fee/s: Processing Time: **30 min.**

- a) P2,600.00 = Three (3) meters from mainline up to water meter only.
b) P500.00 = Transient Applicants

- 1 Submit documentary requirements;
- 2 Sign Service Application and Construction Order;
- 3 Process payment &/or Promissory Note; &
- 4 Get NWD phone number & wait for schedule of installation.

- END OF TRANSACTION -

READING/TENDERING OF WATER BILLS

In-charge:
Meter Reader/Bill Tender
Fee: **FREE** Processing Time: **5 min.**

- 1 Wait for Meter Reader/Bill Tender;
- 2 Check reading at water bill against water meter; &
- 3 Request at NWD office for services in case of discrepancy: (in person or thru call / text)

- END OF TRANSACTION -

ORIENTATION

In-charge:
Administrative Services Officer B
Fee: **FREE** Processing Time: **50 min.**

- 1 Inquire schedule of orientation;
- 2 Attend orientation; &
- 3 Secure copy of Certificate of Attendance after orientation.

- END OF TRANSACTION -

PROCESSING OF RECONNECTION APPLICATION

In-charge: Public Assistance and Complaint Desk Officer
Fee/s: Processing Time: **15 min.**

- a) P115.00 = For disconnected within five (5) working days from date of disconnection.
b) P 675.00 = For disconnected below five (5) years.
c) P1,500.00 = For disconnected above five (5) years.

- 1 Submit documentary requirements;
- 2 Sign Service Application and Construction Order;
- 3 Process payment &/or Promissory Note; &
- 4 Get NWD phone number & wait for schedule of installation.

- END OF TRANSACTION -

BULK SALES

In-charge:
Public Assistance and Complaint Desk Officer
Fee: (Residential Rate x 3) Processing Time: **10min.**

- 1 Present Request;
- 2 Wait for water services;
- 3 Wait for Statement of Account; &
- 4 Process Payment & claim Official Receipt.

- END OF TRANSACTION -

COMPLAINTS, REQUEST AND OTHER INQUIRIES

In-charge:
Public Assistance and Complaint Desk Officer
Fee: **FREE** Processing Time: **15 min.**

- 1 Present Request;
- 2 Sign Service Request;
- 3 Wait for Services; &
- 4 Sign Service Request after service/s rendered.

- END OF TRANSACTION -

PROCESSING OF RELOCATION APPLICATION

In-charge:
Public Assistance and Complaint Desk Officer
Fee/s:

- a) P1,000.00 = For active connections.
b) P1,575.00 = For inactive connections to be reconnected.
Processing Time: **10 min.**

- 1 Submit documentary requirements;
- 2 Sign Service Application and Construction Order;
- 3 Process payment &/or Promissory Note; &
- 4 Get NWD phone number & wait for schedule of installation.

- END OF TRANSACTION -

COLLECTION OF PAYMENTS

In-charge:
Customer Service Assistant A
Fee: (See Water Bill And Bill of Materials)
Processing Time: **5 min.**

- 1 Present Water Bill or Statement of Account;
- 2 Pay in cash/check &/or secure promissory note; &
- 3 Claim Official Receipt &/or Copy of promissory note.

- END OF TRANSACTION -

VISION

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 - O**perate in compliance with the provision of the by-laws of the district and its rules and regulations;
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 - L**ove our work to come up with a positive output;
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 - W**ork hard and be more innovative for progress and development;
 - D**evote religiously in satisfying you with our services.
- All these we pledge, because we care for YOU.

MGA PARAAN SA PAGTITIPID NG TUBIG

1. Maging maagap sa pagkukumpuni ng lahat ng sirang tubo, tumutulong gripo at iba pang instalasyong pantubig. Ang natatapong tubig dahil sa mga sirang bahagi ng mga instalasyong pantubig ay katumbas ng 48 metro kubiko o 80 balde ng tubig bawat oras.
2. Gamitin ang palikuran ng maayos. Huwag magtapon ng matigas na bagay sa inidoro. Sikaping makagamit ang inidoro ng 3 ½ gallon lamang ng tubig sa halip ng 5 hangang 8 gallon sa bawat araw.
3. Palitan ang mahihina at sirang sapatilya ng inyong gripo. Ang mumunting patak ng tubig mula sa gripo ay katumbas ng tatlong (3) balde ng tubig na nasasayang sa bawat araw.
4. Ugaliing isara ang gripo habang nag-aahit o nagsisipilyo. Nasasayang ang humigit kumulang sa apat (4) na balding tubig sa bawat pag-aahit o pagsisipilyo nang nakabukas ang gripo.
5. Kailangang gumamit ng palanggana sa paghuhugas ng mga kasangkapan. Ito ang lagyan ng tubig sa bawat paghuhugas at huwag pabayaang bukas ang gripo. Mga anim na balding tubig sa bawat paghuhugas ng pinggan matapos kumain ang naaksaya.
6. Sa paglalaba naman ng damit, isara ang gripo habang nagsasabon. Kung nagbabanlaw naman ng mga damit at ang batya ay puno na kailangan ding isara ang gripo.
7. Gamiting pambuhos sa inidoro o pandilig sa halaman ang tubig na ginamit na sa pagbabanlaw ng damit.
8. Ipagbigay-alam sa Norala Water District ang anumang sira sa instalasyon ng tubig na matatagpuan sa kalye.
9. Gumamit ng tangke, drum o anumang lalagyang maaring pagsahuran ng tubig na nanggaling sa ulan.
10. Gumamit ng rigadera sa pagdidilig ng halaman upang maging patak-patak lamang ang daloy ng tubig. Sa gayo'y maiiwasan ang pagtapon ng labis na tubig.
11. Kapag merong "water interruption" at nabuksan mo ang gripo, siguraduhin lamang na ito ay iyong nasarhan upang hindi matapon ang tubig sa oras na ito ay bumalik na.
12. Kung magdidilig ng mga halaman, gawin ito sa panahong hindi pa sumisikat ang araw o dili kaya sa panahong ang araw ay lumulubog na. Sa gayong paraan, mas na-aabsorb ng mga tanim ang tubig na iyong dinidilig.
13. Sa pagluluto, gumamit lamang ng katamtamang dami ng tubig. Sa gayong paraan, mas magiging masarap ang lasa ng iyong niluluto at mas nakatitipid ka ng tubig.



CITIZEN'S CHARTER



Acept

God's

Overflowing

Supply





Republic of the Philippines
NORALA
WATER DISTRICT
NORALA, SOUTH COTABATO

FRONTLINE SERVICE

INQUIRY FOR SERVICE CONNECTION

In-charge:

Public Assistance and Complaint Desk Officer

Fee: **FREE** Processing Time: **10 min.**

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4	Inquire schedule of orientation.

- END OF TRANSACTION -



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FRONTLINE SERVICE

READING/TENDERING OF WATER BILLS

In-charge:

Meter Reader/Bill Tender

Fee: **FREE** Processing Time: **5 min.**

- | | |
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| 3 | Request at NWD office for services in case of discrepancy: (in person or thru call / text) |

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FRONTLINE SERVICE

ORIENTATION

In-charge:

Administrative Services Officer B

Fee: **FREE** Processing Time: **50 min.**

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- END OF TRANSACTION -



FRONTLINE SERVICE

BULK SALES

In-charge:

Public Assistance and Complaint Desk Officer

Fee: (Residential Rate x 3) Processing Time: **10min.**

1	Present Request;
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- END OF TRANSACTION -



FRONTLINE SERVICE

COMPLAINTS, REQUEST AND OTHER INQUIRIES

In-charge:
Public Assistance and Complaint Desk Officer

Fee: **FREE** Processing Time: **15 min.**

1	Present Request;
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PROCESSING OF RELOCATION APPLICATION

In-charge:
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Fee/s:
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Processing Time: **10 min.**

- 1** **Submit documentary requirements;**
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Fee: (See Water Bill And Bill of Materials)

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NOTE: 8:00 AM – 4:00 PM ONLY

NORALA WATER DISTRICT FEEDBACK FORM (Pananaw o Puna)	
Purpose of visit: <i>(Dahilan ng pagbisita:)</i> <input type="checkbox"/> Payment (Bayad) <input type="checkbox"/> Inquiry (Katanungan) <input type="checkbox"/> Application: (Mag-aaply:) <input type="checkbox"/> New Connection (Bagong koneksyon) <input type="checkbox"/> Reconnection (Muling magpapakabit) <input type="checkbox"/> Relocation (Paglilipat ng koneksyon)	Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box. <i>Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek lamang ang kahong naayon.</i> <input type="checkbox"/> Compliment (Papuri) <input type="checkbox"/> Complaint (reklamo) <input type="checkbox"/> Suggestion (mungkahi)
Facts or Details: <i>(Kaganapan o detalye)</i>	
Name: _____ Address : _____ Contact Number: _____	

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