



16. Water Delivery by DWD Water Tanker

As Digos Water District continues to serve the people of Digos City with safe and potable water, delivery by our water tanker is a fast means of transporting water to the unserved areas and even to serve barangays whose constituents are in need of water. It is also an opportunity to help by delivery of safe and potable water to areas within or outside Digos City during emergency situations and even regular use for homes and businesses.

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| Office or Division: | Customer Services Division | | | |
| Classification: | Highly Technical Transactions | | | |
| Type of Transaction: | G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government | | | |
| Who May Avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| If requested by clients: Agreement Form (1 original) Order of Payment (1 original) Official Receipt (1 original) If CSR-related: Letter Request addressed to the General Manager (1 original) | | DWD – Customer Services Division DWD – Customer Services Division DWD – Cash Section, Finance Division Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| IF REQUESTED BY CLIENTS | | | | |
| 1. Proceed to the Customer Services Division and request for bulk water delivery by Water Tanker. Client must submit a completely-filled-out and duly signed Agreement Form | 1.1 Receive and entertain client's request making sure that the Agreement Form is complete and duly signed. 1.2 Provide the client Order of Payment form | Water Tariff – Bulk Sales (1-6 cu.m) – P371.00 Delivery Charges: a. Maintenance | 20 minutes 3 minutes | Customer Service Assistant <i>Customer Services Division</i> Teller (Cashiering) |
| 2. Proceed to the teller for the | 2. Receive payment, issue | | | |



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| payment of fees | official receipt and give change if necessary. | Charge – P370.00 | | Assistant) <i>Cash Section, Finance Division</i> |
| 3. Present official receipt to the Customer Services Division | 3. Prepare the necessary service request and endorse to the Water Resources Division | b. Personnel Cost – P250.00 c. Miscellaneous – P100.00 | 3 minutes | Customer Service Assistant <i>Customer Services Division</i> |
| 4. Wait on site for the delivery | 4.1 Process for the delivery of water. 4.2 Check Chlorine Residual to ensure that water is safe and potable upon delivery | Fuel – Distance (<i>in km</i>) x current cost of fuel per liter | Within 24 hours | Utility Worker B <i>Water Resources Division</i> |
| FOR CSR-RELATED REQUESTS | | | | |
| 5. Submit a letter request addressed to the General Manager | 5.1 Receive letter request and endorse to the General Manager (GM) for approval. 5.2 If approved, issue an Inter-Office Memorandum to Customer Services Division. 5.3 Notify the requesting party in the fastest means of communication regarding the status (approval or disapproval) of their request. 5.4 If approved, prepare the necessary service request and endorse to the Water Resources Division | None | ½ day | Clerk Processor D <i>Office of the General Manager</i> General Manager <i>Office of the General Manager</i> Minutes/Agenda Officer B <i>Office of the General Manager</i> Customer Service Assistant <i>Customer Services Division</i> |



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| | 6.1 Prepare the necessary requirements for the delivery of water. 6.2 Upon delivery, check Chlorine Residual to ensure that water is safe and potable. | None | Within 24 hours | Utility Worker B Water Resources Division Utility Worker B Water Resources Division |
| | | IF REQUESTED BY CLIENTS | | |
| | TOTAL | Fixed Total Fee: - P1,091.00 Case to Case Total Fees: - Distance (in km) x current cost of fuel per liter | 24 hours, 26 minutes | |
| | | FOR CSR-RELATED REQUESTS | | |
| | TOTAL | None | 1.5 days | |