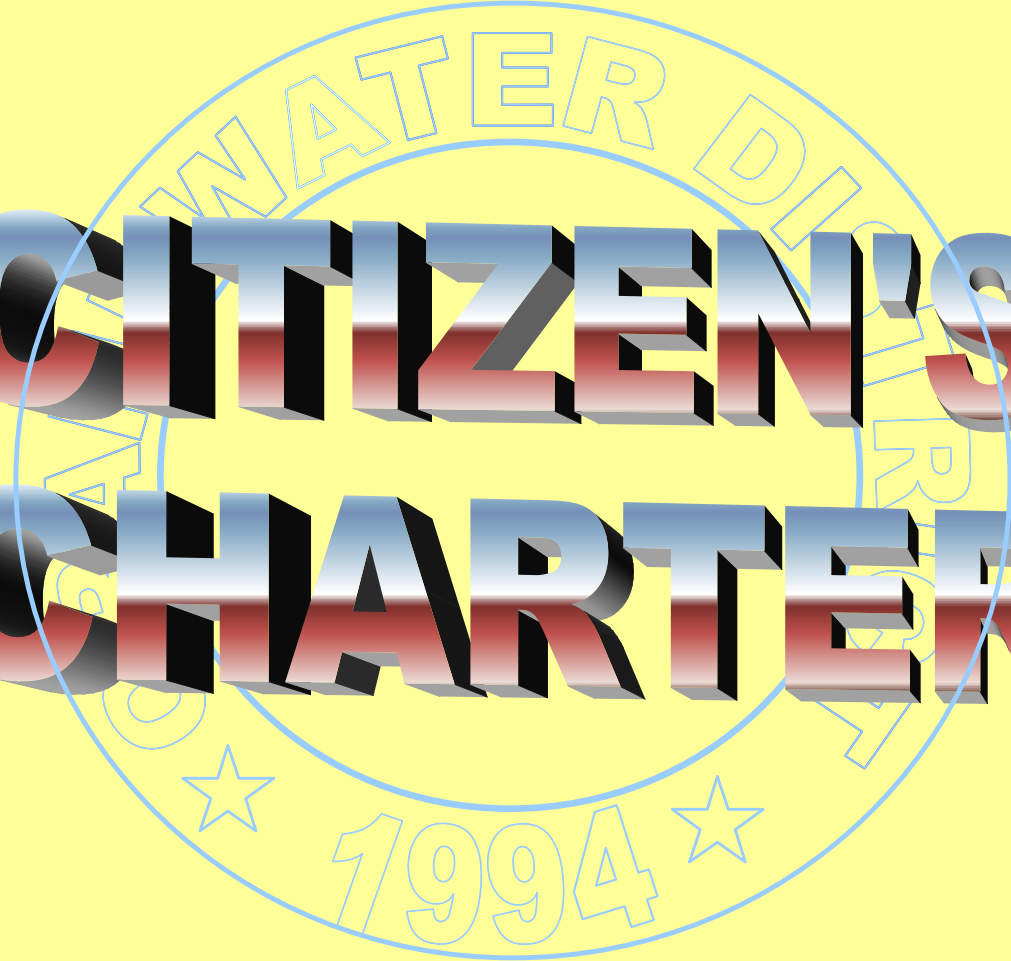


# ORANI WATER DISTRICT

## CITIZEN'S CHARTER



# ORANI WATER DISTRICT

ORANI, BATAAN, PHILIPPINES

TEL./FAX NO. (+6347) 431-1262

WEBSITE: <http://www.oraniwater.com.ph>

E-MAIL: [helpdesk@oraniwater.com.ph](mailto:helpdesk@oraniwater.com.ph)

## VISION

POTABLE WATER SUPPLY & SANITATION IN EVERY FAMILY HOME  
IN ORANI, AND ADJACENT TOWNS

## CULTURE

Here, in Orani Water District, we exist & live the **OWDEE WAY!**

Our outside publics and employees are a family... a Family dreaming of our continuing vision. A family whose members always work with sincerity to understand & help each other for a common cause as inspired by an ever diligent will to reach it... a dream that keeps on changing & rising and...

A family who keeps on challenging every member with respect to continue working on the understanding & achievement of this vision in order to bring about constant improvement in ourselves in the service of our publics graft-&-corruption free.

# VALUE PROPOSITION

□□OWDEE□ Way□

**"O"** - *oneness with God in vision & leadership*

We shall forever be grateful for all the blessings and kindness we have received so that we may live with peace, happiness, contentment, harmony, good health, long lives, and prosperity to overcome any obstacle we may encounter in the pursuit of our mission.

**"W"** - *wholehearted respect for every individual*

We shall always maintain just social order and lasting peace by being cordial & modest in respecting the rights & needs of others.

**"D"** - *dedication for improvement & the common good*

We shall pool our abilities and strengths in mutual trust and full recognition of individual talents & decisions in improving our personal and official performances, even in adversity to accomplish our shared objective of sustained rapid inclusive growth

**"E"** - *exceptional integrity & governance*

We shall be transparent, fair, honest & accountable in all our business dealings and personal conduct, always making balanced judgments free of pre-conceptions.

**"E"** - *excellence in cultural & environmental preservation*

We shall abide by the laws of nature in our environment to maintain its integrity, promote sustainable utilization & mitigate climate change in order to bring about steady progress & success in our endeavors.

# MISSION

We will provide ample potable water supply & sanitation in every family home, particularly, at the most of our extent, of the under privileged, in bringing about inclusive development in Orani and adjacent towns, while offering superior growth opportunities to our employees & protection for the environment through different technological applications under sustainable expanding company business conditions, the “OWDEE Way”.

# SERVICE PLEDGE

We pledge to work together for continuous improvement of our personal performances and of the Waterdistrict, through selfless devotion to our responsibilities in the spirit of mutual trust and confidence.

# MOTTO

“We exist & live the **OWDEE WAY!** “

# LIST OF FRONTLINE SERVICES

- + Processing/ installation of new water service connection;
- + Processing/ installation of water service re-connection;
- + Processing/ relocation of water meter/ service line;
- + Calibrating of water meter;
- + Check-up of service line, water meter and pressure;
- + Processing and repairing of service line, meter stand, distribution and main line leaks;
- + Water quality testing;
- + Processing/ collection of water consumption payment.

# **STEP-BY-STEP PROCEDURE/ REQUIREMENT IN THE AVAILMENT OF WATERDISTRICT SERVICES**

## **I- PROCESSING / INSTALLATION OF NEW WATER SERVICE CONNECTION**

### **Schedule of Availability of Service.**

Monday – Friday

8:00 am~5:00 pm (No Noon Break)

### **Who may avail of the Service?**

General public within the service areas of the water district.



### **Document/s to be presented by the Applicant.**

1. Digital picture of the applicant (to be captured in the office);
2. In case the request for service connection will require cement or concrete cutting, the applicant is required to notify the Barangay Office of the area using the given form.

3. In case the service line application needs to be tapped from the meter stand of the existing client, the requester should get a **written authorization** from him/her using the given form.

4. In case of service installation in a subdivision area, the applicant is required to present a **clearance** from the office of the subdivision or developer.

#### **Time Duration to Conclude the Process (In-Office Transaction)**

-  Without Unusual Circumstances : Maximum of 25 minutes.
-  Allowable period for Extension if  
with Unusual Circumstances  
beyond the Control of the District : Maximum of 1 hour



## HOW TO AVAIL OF THE SERVICE : (New Water Service Connection)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Ask Public Assistance and Complaints Desk Officer (PACDO) for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to Customer Service Assistant (CSA and wait for turn.	1 minute	Public Relations Assistant	None	Transaction Routing Slip
2	Submit TRS to the Customer Service Assistant (CSA) and apply & sign for New Connection Application and Estimate Form. Give details of personal information.	Advise availability of water service in the area where the customer's reside. Give checklist of requirements and ask customer to sign Application Form. Request all needed personal information from the client. Schedule the date of actual inspection. Advise customer to wait for our call or text cost estimates the following day. Call the customer the next day for service completion/satisfaction confirmation.	5 minutes	Utilities/ Customer Service Assistant	None	*Customer Information Sheet *Checklist of requirements *New Connection Application and Estimate Form

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
3	<p><i>Second (2<sup>nd</sup>) Visit</i></p> <p>Ask PACDO for assistance and fill-up Transaction Routing Slip (TRS).</p>	<p>Inquire customer's concern, provide TRS. Direct customer to CSA and wait for turn.</p>	<p>1 minute</p>	<p>Public Relations Assistant</p>	<p>None</p>	<p>Transaction Routing Slip (TRS)</p>
4	<p>Submit TRS and needed requirements to CSA; sign Service Connection Application Form (SCAF) and Promissory Note (PN) if payment will be on installment.</p>	<p>Check completeness of requirements. If completed, prepare, sign and issue SCAF. Advise customer to sign SCAF, Process PN if needed, Advise Customer to pay at the Cashier and ask for return of SCAF.</p> <p><i>If not, advise customer to complete them.</i></p>	<p>5 minutes</p>	<p>Utilities/ Customer Service Assistant</p>	<p>None</p>	<p>Service Connection Application Form (SCAF) Promissory Note (PN)</p>

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM																																																																												
5	Pay needed amount to Cashier	Accept payment and issue Official Receipt (OR)	5 minutes	Cashiering Assistant	<p>1. Fees and charges:  Application Fee - P 250.00  Service Connection Fee - 2,250.00</p> <p>2. Payment of the cost of the needed materials based on actual estimate.</p> <p>3. Payment of additional charges if the following services are undertaken:</p> <table border="1" data-bbox="1489 625 2306 1455"> <thead> <tr> <th colspan="4">ADDITIONAL PAYMENTS FOR ADDITIONAL WORK</th> </tr> <tr> <th>No.</th> <th>Description</th> <th>Unit</th> <th>Unit Price</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>I. MAINLINE TAPPING AREA</b></td> </tr> <tr> <td colspan="4"><b>A. EXCAVATION (1 meter depth, minimum)</b></td> </tr> <tr> <td>A. 1</td> <td>Ordinary Soil</td> <td>square meter</td> <td>150.00</td> </tr> <tr> <td>A. 2</td> <td>Hard Soil</td> <td>square meter</td> <td>200.00</td> </tr> <tr> <td colspan="4"><b>B. BACKFILL (1 meter depth, minimum)</b></td> </tr> <tr> <td>B. 1</td> <td>Ordinary Soil</td> <td>square meter</td> <td>50.00</td> </tr> <tr> <td>B. 2</td> <td>Hard Soil</td> <td>square meter</td> <td>50.00</td> </tr> <tr> <td>C.</td> <td>CONCRETE CUTTING PER LINE</td> <td>linear meter</td> <td>70.00</td> </tr> <tr> <td colspan="4"><b>D. BREAKING (0.10 meter thick, minimum)</b></td> </tr> <tr> <td>D.1</td> <td>Concrete Breaking</td> <td>square meter</td> <td>300.00</td> </tr> <tr> <td>D.2</td> <td>Asphalt Breaking</td> <td>square meter</td> <td>200.00</td> </tr> <tr> <td>D.3</td> <td>Gravel/Stone Breaking</td> <td>square meter</td> <td>300.00</td> </tr> <tr> <td>E.</td> <td>COMPACTION (PLATE COMPACTOR)</td> <td>square meter</td> <td>150.00</td> </tr> <tr> <td colspan="4"><b>F. RESTORATION (0.10 meter thick, min.)</b></td> </tr> <tr> <td>F.1</td> <td>Concrete Restoration</td> <td>square meter</td> <td>500.00</td> </tr> <tr> <td>F.2</td> <td>Asphalt Restoration</td> <td>square meter</td> <td>400.00</td> </tr> <tr> <td>F.3</td> <td>Gravel/Stone Restoration</td> <td>square meter</td> <td>500.00</td> </tr> </tbody> </table>	ADDITIONAL PAYMENTS FOR ADDITIONAL WORK				No.	Description	Unit	Unit Price	<b>I. MAINLINE TAPPING AREA</b>				<b>A. EXCAVATION (1 meter depth, minimum)</b>				A. 1	Ordinary Soil	square meter	150.00	A. 2	Hard Soil	square meter	200.00	<b>B. BACKFILL (1 meter depth, minimum)</b>				B. 1	Ordinary Soil	square meter	50.00	B. 2	Hard Soil	square meter	50.00	C.	CONCRETE CUTTING PER LINE	linear meter	70.00	<b>D. BREAKING (0.10 meter thick, minimum)</b>				D.1	Concrete Breaking	square meter	300.00	D.2	Asphalt Breaking	square meter	200.00	D.3	Gravel/Stone Breaking	square meter	300.00	E.	COMPACTION (PLATE COMPACTOR)	square meter	150.00	<b>F. RESTORATION (0.10 meter thick, min.)</b>				F.1	Concrete Restoration	square meter	500.00	F.2	Asphalt Restoration	square meter	400.00	F.3	Gravel/Stone Restoration	square meter	500.00	Official Receipt (OR)
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STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEEES	FORM
6	Present Official Receipt (OR) and return SCAF to CSA. Sign Water Service Contract (WSC) and Memorandum of Receipt (MR) for water meter.	Check OR. Ask Customer to sign Water Service Contract WSC and Memorandum of Receipt (MR) for water meter.	5 minutes	Utilities/ Customer Service Assistant	None	*Official Receipt (OR) * Service Connection Application Form (SCAF) * Water Service Contract (WSC) * Memorandum Receipt for Water Meter
7	Get duplicate of Water Service Contract.	Issue duplicate of Water Service Contract. Advise customer that installation shall be done in 3 days after issuance of contract.	3 minutes	Utilities/ Customer Service Assistant	None	
	=END OF TRANSACTION=					

## II- PROCESSING/ INSTALLATION OF WATER SERVICE RE-CONNECTION

### **Schedule of Availability of Service.**

Monday – Friday

8:00 am~5:00 pm (No Noon Break)

### **Who may avail of the Service?**

Those client who want to have their water service re-connected.

### **Document/s to be presented by the Client.**

1. Digital picture of the applicant (to be captured in the office);

### **Time Duration to Conclude the Process (In-Office Transaction).**

- + Without Unusual Circumstances : Maximum of 12 minutes.
- + Allowable period for Extension  
if with Unusual Circumstances  
beyond the Control of the District : Maximum 30 minutes

## HOW TO AVAIL OF THE SERVICE : (Water Service Reconnection)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Ask Public Assistance and Complaints Desk Officer (PACDO) for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to Customer Service counters and wait for turn.	1 minute	Public Relations Assistant	None	Transaction Routing Slip
2	Submit TRS to the Customer Service Assistant (CSA. Ask for Service Payment Assessment Form (SPAF).	Check Customer's Ledger for any account balance. Prepare SPAF and advise Customer to pay at the Cashier and return to CSA with SPAF & customer copy of OR.	3 minutes	Utilities/ Customer Service Assistant	<p>1. <u>Closing Bill</u>- this represents all unpaid water bills which triggered disconnection of service, PLUS the unbilled consumption from the last meter reading date, up to the time of disconnection.</p> <p>2. <u>Re-connection Fee</u>- If reconnection is applied and paid within five (5) days (working days) from disconnection date=== P 55.00 If reconnection is made beyond five (5) days (working days) from disconnection date===== P220.00</p> <p>3. Valve Lock===P 160.00 (one- time payment only)</p>	Service Payment Assessment Form (SPAF)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
3	Pay needed amount to Cashier	Accept payment and issue Official Receipt (OR)	5 minutes	Cashiering Assistant	Total amount to be paid based on assessment	OR
4	Present Official Receipt (OR) and return SPAF to CSA.	Check OR and request customer to sign Memorandum Receipt (MR) of water meter. Advise customer that reconnection shall be done the following day.  =END OF TRANSACTION=	3 minutes	Utilities/ Customer Service Assistant	NONE	OR, MR



### III- PROCESSING/ RELOCATION OF WATER METER/ SERVICE LINE

#### Schedule of Availability of Service.

Monday – Friday

8:00 am~5:00 pm (No noon break)

#### Who may avail of the Service?

Those clients who want to have their water meter/ service line to be relocated.

#### Document/s to be presented by the Client.

1. In case the water meter/ service line needs to be relocated/ tapped from the existing line of another client, the requester should submit a written authorization from him/her using the given form.

#### Time Duration to Conclude the Process (In-Office Transaction).

- ✚ Without Unusual Circumstances : Maximum of 20 minutes.
- ✚ Allowable period for Extension  
if with Unusual Circumstances  
beyond the Control of the District : Maximum 40 minutes

**HOW TO AVAIL OF A SERVICE REQUEST FOR : (Relocation of Water Meter/ Service Line)**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Ask Public Assistance and Complaints Desk Officer (PACDO) for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to CSA and wait for turn.	1 minute	Public Relations Assistant	None	Transaction Routing Slip
2	Submit TRS to Customer Service Assistant (CSA) and ask for and sign Service Request Form (SRF)	Issue SRF and ask customer to fill it up and sign it. Schedule the date of actual inspection. Advise customer to wait for our call or text additional requirement/ cost estimates the following day.	5 minute	Utilities/ Customer Service Assistant	None	Service Request Form (SRF)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	<i>Second (2<sup>nd</sup>) Visit</i>					
3	Ask PACDO for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to CSA and wait for turn.	1 minute	Public Relations Assistant	None	Transaction Routing Slip
4	Submit TRS and needed requirements, if any to CSA.	Prepare SPAF and advise Customer to pay at the Cashier and return to CSA with SPAF & customer copy of OR.	5 minutes	Utilities/ Customer Service Assistant	None	SPAF
5	Pay needed amount to Cashier	Accept payment and issue Official Receipt (OR)	5 minutes	Cashiering Assistant	Total amount to be paid based on assessment	Official Receipt
6	Present Official Receipt (OR) and return SPAF to CSA.  =END OF TRANSACTION=	Check OR and advise customer that relocation shall be done the following day.	3 minutes	Utilities/ Customer Service Assistant	None	

## **IV~ PROCESSING REQUEST FOR:**

- \*CALIBRATION OF WATER METER;**
- \*CHECK~UP OF SERVICE LINE, WATER METER AND PRESSURE;**
- \*REPAIR OF SERVICE LINE, METER STAND, DISTRIBUTION AND MAIN LINE LEAKS**
- \*WATER QUALITY TESTING**

### **Schedule of Availability of Service.**

Monday – Friday

8:00 am~5:00 pm (No noon break)

### **Who may avail of the Service?**

Water District clients who want to:



- a. Have their water meter to be calibrated if they are doubtful of the accuracy of their water billing/ consumption or if they are suspicious of water meter malfunction.

- b. Have their service line and water meter to be checked if they are suspicious of the occurrence of a service line leak and/or water meter leak or if they have encountered low water pressure.
- c. Have their water meter/ service line/ main line to be repaired if any of these was found to be defective/ faulty/ not functioning.
- d. Have their water sample to be tested if they are doubtful of its cleanliness/ proper sanitation.

**Document/s to be presented by the Client.**

NONE

**Time Duration to Conclude the Process (In-Office Transaction).**

-  *Without Unusual Circumstances* ~ Maximum of 20 minutes (for each type of service request to be done).
-  Water Quality Test Request will be forwarded to the Municipal Health Office for laboratory testing. Upon arrival of the result, our office will immediately inform the client.

**HOW TO AVAIL FOR A SERVICE REQUEST FOR : (Meter Calibration) (Service Line Check-Up, Water Meter and pressure) (Water Quality Test) (Repair of Service Line, Meter Stand distribution and Main Line Leaks)**

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Ask Public Assistance and Complaints Desk Officer (PACDO) for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to CSA and wait for turn.	1 minute	Public Relations Assistant	NONE	Transaction Routing Slip
2	Submit TRS to the Customer Service Assistant (CSA).	Issue SRF and ask customer to fill it up and sign it. Schedule the date of actual inspection. Advise customer to wait for Water District Staff the following day and to sign Maintenance Order for him/ her. Call him/ her the next day for service completion/ satisfaction confirmation.	5 minutes	Utilities/ Customer Service Assistant	None	SRF Billing Adjustment Memo (BAM)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
	<p>Schedule oneself for witnessing meter testing. Sign in and give feedback through Meter Calibration Result Certificate Form (MCRCF). If needed, ask for Service Payment Assessment Form (SPAF).</p>	<p>For meter calibration service, schedule it with customer preferred time for witnessing actual testing. Advise customer that Meter Calibration is P150.00, if found accurate and FREE with corresponding Billing Adjustment , if found defective</p> <p>Request customer to sign in and give feedback through Meter Calibration Result Certificate Form (MCRCF)</p> <p>If found accurate, prepare SPAF, request Customer to pay at the Cashier and return to CSA with SPAF &amp; customer copy of OR.</p>	6 minutes	Utilities/ Customer Service Assistant	<p>Meter Calibration- P150.00, if found accurate</p> <p>FREE, with corresponding Billing Adjustment , if found defective</p>	<p>Meter Calibration Result Certificate Form (MCRCF), Service Payment Assessment Form (SPAF), Official Receipt (OR),</p>

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
3	Pay needed amount to Cashier	Accept payment and issue Official Receipt (OR)	5 minutes	Cashiering Assistant	Meter Calibration- P150.00, if found accurate  FREE, if found defective	Official Receipt (OR),
4	Present Official Receipt (OR) and return SPAF to CSA.	Check OR and advise customer that calibration shall be done on the date agreed upon by the client and the CSA.  =END OF TRANSACTION=	3 minutes	Utilities/ Customer Service Assistant	NONE	Service Payment Assessment Form (SPAF), Official Receipt (OR),



## V~ PROCESSING/ REPAIRING OF MAIN LINE LEAK/ SERVICE LINE LEAK

### **Schedule of Availability of Service.**

Monday – Friday

(8:00 am~5:00 pm (No noon break))

### **Who may avail of the Service?**

Those Clients who are concerned about any damaged/ broken main line/service line of the District for its immediate repair.

### **Document/s to be presented by the Client.**

NONE

### **Time Duration to Conclude the Process (In-Office Transaction).**

 *Without Unusual Circumstances*

~ Maximum of 1 minutes

# HOW TO REPORT LEAK

## : (Distribution Main Line Leak/ Service Line Leak)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Ask Public Assistance and Complaints Desk Officer (PACDO) for assistance and fill-up Transaction Routing Slip (TRS).	Inquire customer's concern, provide TRS. Direct customer to CSA and wait for turn.	1 minute	Public Relations Assistant	None	
2	Submit TRS to the Customer Service Assistant (CSA). Sign SRF.	Issue SRF and ask customer to fill it up and sign it. Call maintenance Staff to check/ repair reported leak.  Call him/ her the next day for service completion/ satisfaction confirmation.  =END OF TRANSACTION=	5 minutes	Utilities/ Customer Service Assistant	None	

## VI- PROCESSING/ COLLECTION OF WATER CONSUMPTION PAYMENT



### **WHO MAY AVAIL OF THE SERVICE?**

Those Water District clients whose water bills are due or soon to become due.

### **DOCUMENT/S TO BE PRESENTED BY THE CLIENT.**

Water Bill/ Statement of Account

### **TIME DURATION TO CONCLUDE THE PROCESS (In-Office Transaction).**

-  Without Unusual Circumstances : Maximum of 5 minutes per client
-  Allowable period for Extension  
if with Unusual Circumstances  
beyond the Control of the District;  
i.e, power interruption. : Maximum of 20 minutes

# WHERE, WHEN AND HOW TO PAY YOUR WATER BILLS

**Where** : At the office of the Orani Water District located at Centro Uno, Orani, Bataan or for uplands Barangays, to our Field Collector.

**When** : On or before the due date indicated on your bill or not more than 15 days from receipt of your bill or reading date, to avoid penalty. Our office is open from 8:00 am~5:00 pm (No noon break), Mondays to Fridays and 8:00 am to 12 noon, during Saturdays.

**How** : Follow the procedures as detailed below.

## PROCEDURES ON HOW TO PAY YOUR WATER BILL

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEEES	FORM
1	Present water bill to Cashier and pay. If no bill available, give name and address.	Accept payment and issue Official Receipt (OR)	5 minutes	Cashiering Assistant	Amount to be paid	Official Receipt
2	Ask for official receipt and count change, if any.					
		=END OF TRANSACTION=				

# FEEDBACK AND REDRESS MECHANISM

To our Valued Clients:

We, in the **ORANI WATER DISTRICT MANAGEMENT** are continuously trying to improve our **SERVICE DELIVERY** and **CLIENT SATISFACTION**. For that reason, we feel it is important that we receive inputs from you, our clients. Please let us know how we have served you by doing any of the following:

- ✚ Fill out our “Client Satisfaction Questionnaire/ Survey Form” available in front of the Water District Cashier’s Booth. Please complete the survey form clearly and briefly and drop it in the “Suggestion Box”. Your responses will help us make improvements and better address your wishes and feedbacks. This collection of information is voluntary and all replies will be held confidential and will not be shared with anyone. If you wish to remain anonymous, do not fill in your name or organization.
- ✚ Accomplish our “Feedback Form” available in front of the Water District Cashier’s Booth or send your feedback through:
  - EMAIL - [benni@oraniwater.com.ph](mailto:benni@oraniwater.com.ph)
  - YM - [oraniwater\\_\\_helpdesk@yahoo.com](mailto:oraniwater__helpdesk@yahoo.com)
  - MAIL - Orani Water District, Centro Uno, Orani, Bataan
  - FAX - (047) 431-12-62
- ✚ Visit our **Oraniwater Online HelpDesk** available from 8:00 am to 5:00 pm, Monday to Friday only or you may log on at our official website, [www.oraniwater.com.ph](http://www.oraniwater.com.ph).

THANK YOU for helping us in further improving ourselves and services.

“The Orani WATERDISTRICT Management”

# FEEDBACK FORM

(PANANAW O PUNA)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box. *Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring l-tsek lamang ang kahong naaayon.*

**COMPLIMENT**  
(Papuri)

**COMPLAINT**  
(Reklamo)

**SUGGESTION**  
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: \_\_\_\_\_  
(Mga) tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:  
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)  
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office  
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)  
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL]: \_\_\_\_\_ Office/Agency: \_\_\_\_\_  
(Pangalan) (Tanggapan/Ahensya)

Address: \_\_\_\_\_ Contact Number(s) (if any): \_\_\_\_\_  
(Tirahan) (Telepono)

Email Address (if any) \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Lagda) (Petsa)

# ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on Fixers: Imprisonment of as long as six years, or a fine of up to P200,000.00, or both.

## Labanan ang Fixers!

Report the name of the fixer including the name of the employee involved plus the date and type of the transaction through the following means:

- EMAIL ~ [benni@oraniwater.com.ph](mailto:benni@oraniwater.com.ph)
- YM ~ [oraniwater\\_helpdesk@yahoo.com](mailto:oraniwater_helpdesk@yahoo.com)
- MAIL ~ Orani Water District, Centro Uno, Orani, Bataan
- FAX ~ (047) 431-12-62

# FIX THE FIXERS!