



Manual for the Roll-Out of the Localized Customer Service Code



8th Floor, NIA Building, EDSA, Quezon City, Philippines

Telefax Nos. 02-9202641 /02- 9202654 /02-9202724

Website: www.nwr.gov.ph

Email address: nwrphil@gmail.com

Manual for the Roll-Out of the Localized Customer Service Code

Contents

ACRONYMS AND ABBREVIATIONS	3
INTRODUCTION	4
OBJECTIVES OF THE MANUAL	5
PROCEDURES IN DEVELOPING THE LOCALIZED CUSTOMER SERVICE CODE	5
PART 1 : PRELIMINARY STEPS AND ACTIVITIES PRIOR TO FIELD VISIT	6
PART 2: FIRST FIELD VISIT	7
PART 3: GUIDELINES FOR THE PREPARATION OF DRAFT LCSC	9
PART 4: SECOND FIELD VISIT: COMMUNITY FOCUSED GROUP DISCUSSION	13
PART 5: FINALIZATION OF THE LCSC	14
IV. TOOLS/INSTRUMENTS	15
ANNEXES	16
ANNEX A. DIRECTORY OF CONTACTS	18
ANNEX B. SURVEY FORM	20
ANNEX C: MDGF ATTENDANCE SHEET.....	24
ANNEX D: CERTIFICATE OF APPEARANCE.....	25
ANNEX E: CHECKLIST FOR FIRST FIELD VISIT	26
ANNEX F: CHECKLIST FOR SECOND FIELD VISIT	27

Acronyms and Abbreviations

BAWASA	Barangay Water and Sanitation Association
CSC	Customer Service Code
DILG	Department of Interior and Local Government
FGD	Focus Group Discussion
KPI	Key Performance Indicators
KRA	Key Result Area
LCSC	Localized Customer Service Code
LGU	Local Government Unit
MDG	Millennium Development Goal
MDGF	Millennium Development Goal Fund
MLGOO	Municipal Local Government Operations Officer
MPDC	Municipal Planning and Development Coordinator
NEDA	National Economic and Development Authority
NRW	Non-revenue water
NWRB	National Water Resources Board
WATSAN	Water and Sanitation
WSP	Water Service Provider
WSSU	Water Supply and Sanitation Unit

Introduction

This manual is a simple guide for the National Water Resources Board (NWRB) staff, partners and customers in preparing a localized customer service code for the remaining Level II water service providers in the 31 target municipalities under the Millennium Development Goal Fund (MDGF) 1919 project entitled "Enhancing Access To And Provision of Water Services with the Active Participation of the Poor". This is also useful in the event that the NWRB and its partners decide to expand its targets beyond the MDGF 1919 project.

The Customer Service Code (CSC) is a tool developed by the NWRB to inform the customers of their rights and responsibilities. It provides basic guidelines on how these rights and responsibilities can be exercised as well as the customer's role in ensuring efficient and effective water service delivery.

NWRB hopes that with the enactment of the CSC, each water service provider (WSP) will develop its own CSC with the end view of providing their customers the appropriate levels of service and protecting their rights, thereby promoting a customer-focused approach in the provision of water services.

Developing a CSC for a Level II water system is a pilot initiative that NWRB agreed to do under the MDGF 1919 project which is currently being implemented by the Department of Interior and Local Government (DILG) and the National Economic and Development Authority (NEDA). The project enabled NWRB to interact with Level II service providers and their customers. It also

enabled NWRB to review the CSC in the light of the limitations of a Level II service provider.

The Localized Customer Service Code (LCSC) should be developed in a very participatory way. Both the Water Service Provider and the Local Customers are directly involved in the process. While the output is a social contract between the water service provider and the customers, the participation of the NWRB and the DILG partners at the local level ensures that the contract follows the principles and guidelines embodied in the NWRB Customer Service Code and that the process becomes a venue for better understanding of the roles, responsibilities and rules governing the different parties at the community level. This in turn prepares the WSP and the customers in the event that they decide to upgrade their service levels from Level II (communal faucets, unmetered systems) to Level 3 (household level metered connections). They would need to institute systems and procedures to ensure efficient, effective and sustainable water service delivery.

The 5 pilot LCSC was basically for LGU run systems (barangay level LGU) and Community Associations (Barangay Water and Sanitation Association type). There were no level II water cooperative and small private operator found in the regions during the rapid scoping survey.

Objectives of the Manual

This manual captures the procedures that the NWRB staff and its partners must consider in the facilitation and preparation of a localized customer service code for a particular level II Water Service Provider and its customers.

The Procedures herein stated is based on the process employed in developing the five Localized Customer Service Code for each of the five participating regions. It includes the preparatory stages, the community visits and the focused group discussion guides.

Procedures in Developing the Localized Customer Service Code

The procedures discussed here is divided into five parts:

Part 1: Preliminary Steps and Activities prior to initial field visit

Part 2: First Field Visit

Part 3: Preparation of Draft LCSC

Part 4: Conduct of the Community Focused Group Discussion

Part 5: Finalization of the LCSC

The checklists and tools to be used are included in the last part of the manual.

OVERVIEW OF THE STEPS

Part 1: Preliminary Steps

- A. Creation of the team
- B. Coordination with the DILG-WSSU
- C. Selecting the target WSP
- D. Planning the field work

Part 2: First Field Visit

- A. Courtesy Calls and Introduction of Team and objectives of the visit
- B. Collection of relevant information including validation
- C. Conducting the WSP Survey
- D. Selecting the final WSP

Part 3: Preparation of the Draft LCSC

- A. Collection of additional information
- B. Drafting the LCSC
- C. Tips in drafting the LCSC
- D. Setting the agenda, schedule and preparatory work for the FGD

Part 4: 2nd Field visit: Conduct of the FGD

- A. Courtesy Call
- B. Conduct of meeting with the WSP Officers
- C. Conduct of Community Focused Group Discussion

Part 5: Finalization of the LCSC

- A. Integration and packaging
- B. Distribution of copies

Part 1 : Preliminary Steps and Activities prior to field visit

A. Creation of Team

This activity is intended to create the team that will be responsible to undertake the roll of the preparation of Localized Customer Service Code. This may necessitate the preparation of an office memorandum creating the team/s and the delineation of the roles of the different team members.

It is important that teams are formed to ensure that there is more than one person who will work with a particular WSP. The buddy system works well in making sure that all points are captured in the field visits. They can support each other in the coordination and preparation and discussion and documentation work.

B. Coordination with DILG Water Supply and Sanitation Unit (DILG -WSSU)

This particular project is an NWRB project under the DILG oversight. It is necessary that coordinative work is done with the concerned unit in DILG which is the WSSU.

One of the functions of the team created is to work out and put in place the coordination mechanism

between NWRB and WSSU. Focal persons from both agencies need to be identified to facilitate the coordination work.

The WSSU is expected to help the NWRB team coordinate with the Regional DILG office who facilitates the coordination with the Provincial and Municipal Local Government Operation Officers. The Municipal Local Government Officers then facilitates the arrangements with the target water service providers and the communities.

It must be noted that the WSSU is undertaking now a regional mapping of the WSPs in the five target regions under the MDGF 1919. Their baseline data is the initial list that the NWRB should look into in trying to find the appropriate WSP to partner with in the preparation of a Localized Customer Service Code.

C. Selecting the Target WSP

Finding the right water service provider may be an initial challenge as based on the experience, there is no reliable list of Level II WSPs to begin with.

Criteria for the selection includes the following:

- Type of utility based on management model (better if different management types are found)
- Within the priority regions (Reg. 2,5, 9, 10, 13)
- Within the 36 priority municipalities
- Organized and operational WSPs

- Number of household served

D. Planning of the field work

Objectives of the first field visit are as follows:

- Scoping/searching for the pilot WSPs
- List /typology of all WSPs in the municipality
- Gather data based on questionnaire

Planning the first field visit would include setting dates, establishing contacts, itinerary of travel/schedule of activities and planning the meetings. As the NWRB have initially established the contacts in each of the five target regions, it is necessary now to firm up the contacts even at municipal level. The contacts at municipal level is crucial as they would be the best person to confirm if there is a functional and organized WSP operating on a Level II system. Furthermore, it is hoped that in rolling out the program, they would also assist in facilitating the process in other barangays within their municipalities.

Planning the meetings include the following:

- Identifying venue, time and expected attendees
- Logistic arrangements (transportation to/from airport, to/from meeting venues, food/snack arrangements, if any)
- Agenda of the different meetings
- Others (Acknowledgement Receipt Form; Rental canvas Form, Reimbursement Expenses Receipt Form)

Part 2: First Field Visit

A. Courtesy Calls

Courtesy calls are held to introduce the team and the objectives of the visit to a senior official either at the region, province or municipal level. While these meetings do not have a formal agenda, it is important that the NWRB team makes sure that their presence is known and the objectives of the visit is understood by relevant officials.

During this meeting, the coordination with the target municipal LGU is confirmed. Get the contact details of the focal persons at the municipal level and include it in your directory. It would be advisable if the DILG regional or provincial officer assigns the water and sanitation (*watsan*) focal person to accompany the team as part of the process. This will help build capacity at local level for their possible assistance in assisting municipalities outside the MDGF 1919 priorities.

Tip: It would be advisable for the NWRB to bring sufficient copies of their agency brochure for further information about the NWRB. It is also useful to check the NWRB database if there are existing or pending water permit applications in the area. This kind of information maybe useful to bring up in the courtesy call meetings.

B. Conducting the WSP Survey

Once the municipality representative (either the MLGOO or the MPDC) confirms that there are potential level II WSPs in their area, the team can now proceed to the barangay where the WSP is based.

It is advisable to target more than one WSP in a particular municipality to give the team an opportunity to select a better targeted WSP.

The Survey questionnaire is a tool to aid the NWRB team in assessing the applicability of the WSP as one of the NWRB pilots.

Between the team members, it should be clear who will take a lead role in conducting the interview and who will document.

Copies of the survey questionnaire should be prepared in advanced. Apart from the NWRB team members, it would be useful to make sure that the DILG and municipal representatives would have copies of the survey form so that they are familiarized with the tool and how it is being used.

The target respondent/s to the questionnaire is/are the WSP chairperson or their Board members. A small group representing the WSP would suffice.

Please make sure that all the questions are asked and filling up the form is done legibly to avoid confusion and misunderstanding in the future.

Also make sure that at least two contact persons are identified for further communication in the event that their WSP is finally selected by NWRB. The team should get their cellphone numbers and email address (if any) and add to the directory of contacts.

It would be also prudent to take into consideration the recommendations of the LGU in the selection of the Level II WSP to for LSCS preparation.

C. Selecting the Final WSP

Apart from the general criteria, the team should also look into other factors before deciding the final WSP to work with in the preparation of the LCSC. This additional factors include the following: the type of management system of the WSP; the total households served and the potential of the WSP to move towards a Level III service delivery system.

Finding the one with a different management system. Most of the LCSC that the NWRB have piloted so far are LGU run and association types. If there is an opportunity for the NWRB to develop a LCSC for a Level II WSP of a different management type (i.e. cooperative, small private, others) then it may be worthwhile for the NWRB to consider.

Next criteria for final selection is the household coverage. The WSP which has the most number of households served would be the next best option.

And finally, it might be worth looking into the potential of the WSP to move towards a more sustainable and efficient Level III water service delivery operation. Given the objective of the LCSC, it is best if the WSP selected has the best potential to upgrade their services to Level III 2. The process of developing the LCSC will be more useful for these types of organization.

It will be primarily the NWRB who shall finally select the target WSP under the MDGF 1919 project and their goal is one WSP per municipality up to 2012.

Selecting new WSPs to target within the same municipalities is an option of the Municipal Water and Sanitation team.

Part 3: Guidelines for the Preparation of Draft LCSC

The preparation of the LCSC is made easy with the accompanying templates to this manual.

A. Collection of relevant information

The LCSC puts together the local policy that the WSP have in place already and the general policies based on the existing NWRB Customer Service Code for Level III water service providers. A checklist of important data and information is listed below to ensure that the relevant data/information are collected.

Checklist of Information required for the drafting of the LCSC:

- History of the WSP and their water system
- Current profile/status of service provision
- Existing rules and regulations
- Constitution and bylaws if available
- List of officers
- Organizational structure
- Tariff structure
- Penalty provisions
- Complaints redress system
- Key performance indicators
- Service Standards
- Others

B. Drafting of the LCSC

This is will done using the template developed for the purpose. The data collected from the survey as well as other information from previous meetings will also serve as basis for the LCSC.

C. Tips in completing the draft

The draft templates are available in the accompanying CD of this manual. To use the template, be sure to open the file in word and save as in another file name-preferably the WSP or Barangay name for easier retrieval.

a. *Language of the Code*

As of now, the templates available are for English and Tagalog versions only. Choose which is more appropriate to the community and the WSP.

b. *Messages*

The message of key officials such as the Municipal Mayor and the Barangay Captain, the WSP Chairman and the NWRB Executive Director will give the document a level of importance and credibility.

Be sure to get the following:

- clear copy of the logo of the agency,
- the consent for the draft message which the team have initially prepared,

The LCSC will have the following Outline:

- I. Messages
- II. Introduction to the Localized Customer Service Code
- III. History of the Management and Operation of the Water Systems
- IV. Current Profile of Service Provision
 - a. Vision, Mission and Objectives of the WSP
 - b. General Principles
 - c. Specific Guidelines
 - d. Key Performance Indicators and Service Level Standards
- V. Approval and Effectivity of the CSC

- a clear picture of the person and his/her electronic signature. If the electronic signature is not available, have the person sign a white blank sheet which you can scan afterwards.

c. Introduction to the LCSC

This part is just an overview of why the document is prepared. It can be copied from the other LSCS.

d. History of the Management

It would be good to capture the whole story of the water system, including when did it start, who gave what and when improvements in the system were introduced.

Try to get the WSP to write it up themselves if possible and send it thorough email. It would be easier for the team to edit it later.

e. Current Profile of Water Service Provider

The following information should be summarized:

Type of Management:

Total Households : _____

Current coverage level: ____ households or ____%

Total Households with individual connections:

Total Households serviced through the communal faucets: _____

No. of Communal Faucets: _____

Number of hours that water is available: _____ hours

f. Vision, Mission and Objectives of the WSP

Get their own if any. If not clearly defined, propose an alternative which can be copied from the other LCSCs.

g. General Principles

This is a pro-forma part. Common to all WSP Customer Service Code.

h. Specific Guidelines

Try to incorporate all existing rules and regulations of the WSP. Include membership arrangements, coverage levels, tariff arrangements, roles and responsibilities, penalties and mechanisms to address customer's complaints.

i. Key Performance Indicators and Service Level Standards

Select only the appropriate Key Result Areas from among the following:

- a) **Collection Performance** – refers to the effectiveness of the collection system; can be arrived at by comparing total collection against total billing for a specific time frame (usually monthly and annually)
- b) **Cost Control** – refers to the efficiency in carrying out activities with least possible costs; can be arrived at by the ratio of operating expenses to operating revenues. The lower the ratio, the better. It means that

operating expenses should always be less than than the operating revenues.

- c) **Profitability, Liquidity and Sustainability** – refers to over-all financial performance of the WSP
- d) **Production Efficiency**- this refers to how well the water system is operated and maintained in the delivery of targeted level of service
- e) **Customer Service** – this area reports on the interface between the WSP and the customer and how the WSP has handled customer concerns.

Key Result Areas (KRAs) and Key Performance Indicators (KPIs) can be agreed upon by the WSP and the consumers.

The following are the possible parameters that they may want to monitor:

- a. **Service Levels** (in terms of coverage, hours supply and water pressure)
- b. **Sustainability** (in terms of operating ration and collection efficiency)
- c. **Customer Satisfaction** (in terms of response time to complaints, number of complaints/100 connections)
- d. **Operationally Efficient** (in terms of Non-revenue water and staff per 100 connections)
- e. **Compliance with government standards** (in terms of % passing tests in water quality monitoring)

It is good to discuss all parameters for information of the public so that they decide what applicable parameters will they prefer to monitor.

Setting Targets:

While the NWRB would like to see some specific targets and the WSP to commit to perform to achieve certain targets, being a Level II water service provider with very limited access to funds for expansion, system improvement and capacity building, it may be too ambitious to set targets. However, these maybe very useful if a capacity development program will be in place to achieve a much improved water service delivery for the community.

j. Approval and Effectivity of the LCSC

This part should state the date of effectivity of the LCSC. The signatory is a senior WSP Official and a representative of the customer's group selected at random during the meeting.

D. Setting the agenda and Schedule and preparatory work for the FGD

Key to this activity is the coordination with the concerned barangay, and the water association or cooperative. This can be done thorough channels initially (working with the DILG representatives and the LGUs at various levels) and to be finalized during the 2nd field visit, at

least a day prior to the community focused group discussion.

- 1) Logistics Arrangement – identify the venue, including availability of chairs, blackboard, and sound system and food arrangements considering total number of expected participants in the meeting
- 2) Final Agenda- final copy of the program, number of LCSC to be reproduced
 - identify who will be in charge of asking the people to sign the attendance sheet, who will render the opening prayer, lead in the singing of national anthem; speakers from the LGU and water association; assign an emcee and a facilitator preferably one who is able to speak the local dialect (Ilocano, Cebuano, etc)
 - Divide the parts of the LCSC and assign readers for the parts. They can also help explain in the vernacular.
- 3) Taking down minutes for records purposes and reference- assign someone from the team to take charge of taking down notes and agreements that will be reflected in the final version of the LCSC
- 4) Approval of the draft LCSC- preparation of an approval sheet indicating the tacit approval of the draft LCSC presented. Identify at least 2 signatories: the representative of the water service provider (could be

the barangay chairperson or president of the water association or cooperative) a representative from the consumer group. In addition, those who are present may also sign the approval sheet as witnesses.

Sample agenda and program for the half day consultation are as follows:

Draft Agenda for the Community Focused Group Discussion

1. Call to order by the emcee
2. Singing of the National Anthem
3. Invocation Prayer
4. Welcome Remarks (by the highest ranking gov't official in the area)
5. Introduction to the meeting, its objectives and the visiting team (by the NWRB team leader)
6. Reading and discussion of the draft LCSC (divided into parts)
7. Approval of the LCSC
8. Closing Program
 - Message from a consumer representative
 - Message from a senior WSP officer
 - Closing Remarks by the Highest local official in the area (Mayor or Barangay Captain)

Part 4: Second Field Visit: Community Focused Group Discussion

A. Courtesy Calls

- The meeting with the regional/provincial DILG office will deal on the conduct of courtesy call and coordination with the local DILG office; identification of official to meet; discussion on how the FGD will be carried out; identification of the expected roles of the local DILG offices, LGU and concerned staff including physical arrangement such as provision of vehicle and venue for the local meeting
- The courtesy call to the Mayor's office during the second field visit is to coordinate closely with the Mayor and his staff (primarily the MPDC and the MLGOO). During this visit, the team should be able to get the following:
 - clear copy of the logo of the LGU,
 - the consent of the Mayor for the draft message which the team have initially prepared or a new message if he/she prefers to prepare one and
 - a clear picture of the Mayor and his/her electronic signature. If the electronic signature is not available, have the Mayor sign a white blank sheet which you can scan afterwards

Inform the Mayor of the schedule and venue of the meeting. The mayor may be invited to give the opening or closing remark. Give him/her a copy of the draft LCSC and the agenda for his/her perusal.

B. Conduct of the meeting with the WSP Officers

Prior to the community consultation, the team should be able to discuss the draft LCSC with the WSP officers to: a) fill in the gaps of information and b) to validate the information captured in the draft document.

C. Conduct of the Community Focused Group Discussion

This event is the main meeting where the representatives of the WSP and the customers come and discuss together their social contract.

The focused group discussions usually takes 2.5 to 3 hours. It is advisable that meals (either snacks or lunch) is provided so that the participants (who are expectedly mostly women) are not in a hurry to go home and cook for their families.

The meeting atmosphere must be open and candid. The team should ensure that the attention of the audience is always with the discussion. They should be sensitive to issues raised and respond respectfully to queries.

The NWRB Team should use this opportunity to educate both the WSP and the consumers about the Water Code, the importance of the Watershed and the general principles behind the customer service code. Encourage discussion and audience participation whenever possible.

The WSP must be given the opportunity to explain their local policies, preferably in their vernacular so that these are clearly understood by the audience.

Remember that the meeting objective is to validate and get approval for the LCSC. Any new rules that will be proposed in the meeting can be captured provided there is consensus between the two parties.

For the NWRB team, it is also important that you make sure you gather all the materials you will need to finalize the LCSC. This would include the pictures, signatures and messages of the WSP chairman and the Barangay Captain, the group pictures, some pictures of the water system, the signed certificate of approval of the LCSC.

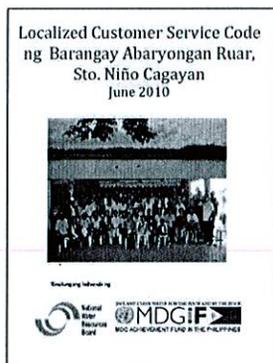
Again, the certificate of appearance and attendance of participants to the meeting should also be collected afterwards.

Part 5: Finalization of the LCSC

A. Integration and Packaging

The draft LCSC will be finalized and packaged based on agreements reached during the community meeting.

The final package must be complete with clear pictures, signatures and will include scanned copies of the certificate of approval by the parties concerned.



In the cover, it would be good to use some representative pictures to remind the community of the event. In addition in order to highlight the importance of water, the following should appear in the cover page:

- at least two copies for the Water service provider (barangay , water cooperative or association)
- one copy for the WSSU of DILG
- two copies (one each) for Regional and provincial DILG offices
- One copy for the Office of the Municipal mayor; the office of the Municipal Planning and Development; office of the Sanitary Inspector; WASH cluster or committee, if any
- and adequate copies required for NWRB reporting.

Title: Localized Customer Service Code of _____ (Barangay, Municipality, Province)

Date: When the document was prepared

Logos of Facilitating Organizations:

MDGF 1919

NWRB

B. Distribution of copies

The NWRB should also ensure that the copies of the final version of the LCSC will be disseminated to all concerned for their guide and reference. The team should ideally prepare adequate numbers of hard copy and should ensure that the Municipal LGU and the WSP will also have electronic copies in a properly labelled CD Rom for future updating.

The following should be provided with a copy of the approved LCSC:

IV. Tools/Instruments

Prior to the First Field Work, the necessary tools/instruments that one has to prepare are the following:

- a. The directory of contacts
- b. Survey form (reproduced to 6 copies at least)
- c. MDGF attendance sheets
 - a) For courtesy call meetings at regional, provincial and municipal level
 - b) For community meeting with WSP
- d. Certificates of Appearance
- e. Others (Acknowledgement Receipt; Rental Canvas Form; Reimbursement Expenses Receipt)

Each tool would have its particular function:

a. Directory of contacts

This should include the names, positions and contact details of each of the contacts at regional, provincial, municipal level. This has to be updated as the need arises. Up to date contact details (such as cell phone numbers and office telephone/fax numbers) are very important for coordination purposes.

b. Survey form

The survey form was designed to capture initial data from the WSP and use it to qualify them for the pilot LCSC project.

c. MDGF Attendance Sheets

The prescribed Attendance sheets is a must as a proof of meetings and is required by NWRB auditors.

d. Certificate of Appearance

As any government agency, the NWRB team is required to ask a representative of the agency they visited for a certificate of appearance. This is standard procedure for all travels of any government employee.

e. Others (Acknowledgement Receipt; Rental Canvas Form; Reimbursement Expenses Receipt)

This are supporting forms that are required by the auditors. They have to be signed and dated.

Annexes

- Annex 1. Directory of Contacts
- Annex 2. Sample Office Order
- Annex 3. Survey Form

- Annex 4. MDGF Attendance Sheet
- Annex 5. Certificate of Appearance
- Annex 6. Checklist for first field visit
- Annex 7. Checklist for Second Field visit
- Annex 8. LCSC Template

Annex 2: Sample Coordination Letter



Republic of the Philippines

NATIONAL WATER RESOURCES BOARD

April 7, 2010

Ms. Rolyn Q. Zambales
OIC-Director
Office of Project Development Services
Department of the Interior and Local Government (DILG)
A. Francisco Gold Condominium II
EDSA cor. Mapagmahal Street,
Diliman, Quezon City

THRU: **Ms. Fe Crisilla M. Banluta**
Outcome Officer

SUBJECT: Conduct of Fieldwork for Localized Customer Service Code
(MDGF 1919: Output 2.3)

Dear Dir. Zambales,

The National Water Resources Board (NWRB) as responsible party of the project for output 2.3 "Localized Customer Service Code" of the Millennium Development Goal Fund (MDGF: 1919) "Enhancing Access to and Provision of Water Services with Active Participation of the Poor" shall conduct fieldwork in Region X for the assessment and familiarization with the local conditions of existing facilities for Level II Water Service Providers (WSPs) and gather data/information in the operation of the same.

In this regard, the Project Study Team composed of three (2) NWRB personnel with one (1) Project consultant will visit the Local Government Units (LGUs) of the municipality of Kibawe and another municipality as may be identified by the DILG Regional/Provincial Office in Bukidnon on April 14-16, 2010.

It would be highly appreciated if you could provide us necessary assistance to ensure orderly performance of their undertaking.

Thank you and best regards.

Very truly yours,


VICENTE S. PARAGAS, CESO III
Executive Director

Annex 3. Survey Form

National Water Resources Board

MDGF 1919: "Enhancing Access to and Provision of Water Service with Active Participation of the Poor"

Output 2.3 - Localized Customer Service Code SURVEY QUESTIONNAIRE

A. GENERAL INFORMATION

Region: _____
Province: _____
Municipality: _____
Barangay: _____
Name of Water Service Provider (WSP) _____

Type of Organization:
 RWSA Private
 BWSA LGU-Managed
 Coop. Others _____

Address: _____

Contact Person (1) : _____ Contact Nos.: _____

Designation/Position: _____ Mobile No.: _____

Contact Person (2) : _____ Contact Nos.: _____

Designation/Position: _____ Mobile No.: _____

B. INSTITUTIONAL INFORMATION

Is your WSP Registered / Organized / Acknowledged / Accredited:
 Yes No Why not? Indicate reason _____

If Yes, by what agency/institution:
 SEC CDA
 DTI DOLE
 LGU Others _____

Since when: _____

Does your WSP has Board of Directors/Management/Officers

Yes None

If yes, how many officers/board of directors:

No. of Male officers/directors _____

No. of Female officers/directors _____

Term of Officers:

1 yr others, please specify _____
 2 yrs

Manner of Selection:

Election Others _____
 Appointed by: _____

Does your WSP have:

By-laws Mission None
 Policies Goals
 Vision Objectives

Is your WSP membership-based? Yes No

How many members do you have? _____ Male _____ Female _____

Does your WSP conduct regular internal meeting: Yes No

If yes, how often:

Monthly

Annual

Quarterly

Others, please specify: _____

Semestral

Does it call for an annual general assembly? Yes No

If YES, when was the last GA held?

How many employees do you have? _____

Male _____ Female _____

Indicate position

C. TECHNICAL INFORMATION

What is the source of your water supply?

Groundwater

Surface water

Deepwell

River

Spring

Shallow Well

Bulk water from a main provider

Others, please specify _____

Location of Source:

Sitio/Purok _____

Barangay _____

Municipality _____

Service Level:

Level I

Level III

Level II

Combination of Levels,

please specify _____

Total No. of households in the Brgy/Sitio/Purok _____

No. of households served per tap _____

No. of taps _____

Volume of water produced per day _____

Volume of water sold/consumed per day _____

Average daily consumption per household _____

Water Quality

Does your WSP conduct any of the following water analysis:

Physical Analysis Yes No

If yes, how regular

Annually

Others, please specify _____

Every 2 yrs

Chemical Analysis Yes No

If yes, how regular

Annually

Others, please specify _____

Every 2 yrs

Bacteriological Analysis Yes No

If yes, how regular

Monthly

Annually

Quarterly

Others, please specify _____

Semestral

If your answer is YES, where do you submit the report?

Do you inform your consumer of the results?

Is the water is being treated: Yes No

if yes, what kind of water treatment/disinfection

Chlorination

Others, please specify _____

Filtration

How often do you do water treatment?

Comments:

D. FINANCIAL INFORMATION

Who sets the water tariff?

Who approves your water tariff?

How is the water tariff computed or set?

Water Rates

	Amount	
per cu.m.		
per gallon		
per liter		

others, please specify

Water Sales

	Daily	Weekly	Monthly
Operating Revenue			
Operating Expenses			
Net Income/(Loss)			

Method of payment/collection of water sales

- per volume consumed
- total daily volume of water consumed
- total weekly volume of water consumed
- total monthly volume of water consumed
- Others, please specify

Source of Fund:

- Grant from
- Donation from
- Loan thru

Subsidy from _____
Others, please specify

E. ISSUES AND CONCERNS:

What are the common complaints of the consumers: _____

- Water Rates
- Water Quality
- Limited/Inadequate water supply
- Poor management
- Others, please specify _____

How are these complaints addressed?

How does it take for complaints to be addressed?

Who takes care of these complaints? Is there a Complaints Committee Yes No

If YES, who are the members? Indicate how many ____ men ____ women

Is there an established procedure of addressing the complaints?

Is there any water consumers group organized? Yes No
If YES, please describe

What are the common problems of the WSP:

- Poor collection efficiency
- Limited fund for expansion
- No technical and financial training for the operation of water system
- Others, please specify

Does the WSP have any medium or long term business plan? Yes No
If YES, what kind of plan? Specify is short, medium or long term?

F. SUPPORT SYSTEMS FOR WSP

Does the WSP have a formal link with the LGU Yes No

If yes, please indicate at which level Barangay Municipal Provincial

What are the other agencies that provide support to the WSP?

Name of Agency	Type of Support Provided

Please provide comments on needs/recommendations regarding Customers Service Code

Annex 5: Sample Certificate of Appearance

REPUBLIC OF THE PHILIPPINES

MUNICIPALITY OF _____

Barangay of _____

This is to certify that _____ of the _____

Have visited the _____ on _____.

OFFICIAL SIGNATORY

DATE:

Annex 6: Checklist for first field visit

Guidelines for the first field visit in the target municipality:

Before the trip:

- Make sure that proper coordination has been done by the DILG WSSU office with the regional/provincial and municipal office
- Bring the directory of contacts, camera, 10 sets of survey forms, a few sheets of MDGF 1919 Attendance sheet and the certificate of appearance, and NWRB brochures and list of water permittees in the area (and their status)

During the courtesy calls:

- Inform the officials about the objective of your visit. Introduce the MDGF 1919 and the NWRB, distribute brochures
- Get the contact details of the focal points at municipality level.
- Certificate of appearance and attendance sheet must be signed.

During the Community survey

- Fill up survey questionnaire as completely as possible. If there is important information that you want to capture outside the questions, take note of it.
- Get two contacts from the WSP. Try to see if anyone in the area (either from the WSP or the municipality) would have access to email.
- Involve the MLGOO and the MPDC in the process so that they can also be capacitated to replicate the process in other barangays. Get their contact details and email addresses, if any.

Annex 7: Checklist for Second Field visit

GUIDE FOR THE FINAL VISIT FOR PUBLIC CONSULTATION BETWEEN THE WSP AND THE CUSTOMERS:

Before going to area:

- Xerox copy of LCSC- at least 1 copy per two target participant
- Prepare draft LCSC approval sheet for symbolic signing
- Prepare draft program of the community meeting
- Bring MDGF 1919 attendance sheet/camera/handouts/materials

Things to do in the municipality:

- Get Mayor's approval for his message. If he wants to change it- that's his prerogative. But be sure to get the message before leaving the area.
- Get his e-signature, picture and municipal logo
- Coordinate with the WSP/barangay regarding the venue, food arrangements and sound system for the meeting
- Attendance sheet of meeting
- Get certificate of appearance from the Office of the Mayor

In the meeting with the WSP,

- Kindly go through each item in the document and note their corrections/changes.
- Request local representative to assist in the program (i.e to discuss the specific policies (particular na mga patakaran) in the public meeting.
- Attendance sheet
- Get certificate of appearance

In the community:

- Get picture for cover of LCSC; other pictures for documentation
- Get group picture after the event
- Post the streamer
- Attendance sheet
- Get certificate of appearance
- Get e-signature of the Barangay Captain and the President of WSP

Annex 8: Template for the Localized Customer's Service Code

Localized Customer Service Code ng Barangay Abaryongan Ruar, Sto. Niño Cagayan June 2010



Tinukang Inihanda ng

