

Foreword

This manual represents the San Felipe Water District institutional stance that puts premium in the quality of the most important asset in any organization – its personnel.

It is the purpose of this manual to provide and bring about the various services rendered by SFWD. Its objective also is that concessionaires who are the main concern understand the services and operation of the district.

We shall keep faith on our vision, mission and goal to continue the quest for competence in task.

Henceforth, we commend our effort to make the water district ever-in step with and relevant to the needs and expectations of the concessionaires.

ENGR. ARSENIO C. PAGAL

General Manager

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Vision

The *San Felipe Water District* is a public water utility that is enduring, unfailing and self-reliant in providing quality water to the community.

Mission

The *San Felipe Water District* is committed to supply safe, adequate, affordable water and provide dependable service.

Goal

SAN FELIPE WATER DISTRICT aims a sufficient safe water supply at affordable rate.

SERVICE PLEDGE

For better delivery of quality public service, WE, in
the **SAN FELIPE WATER DISTRICT**
commit:

- To supply safe, adequate and affordable water.
- To serve with integrity.
- To be polite and courteous at all times.
- To act promptly on service complaints.
- To wear proper uniform and identification.
- To continue develop the water system.
- To treat our concessionaires equally.
- To work with faith in God.



COMPLAINTS

(Feedback & Redress Mechanism)

Any complaint such as illegal tapping/connections, leaks, meter tampering, illegal use of hydrants and any concern to the services of the district must be reported to SFWD office or through telephone call. The staff will entertain with priority the said complaint and forward to the General Manager for immediate action.

If a complaint is about the poor services of personnel or any arrogant/illegal actions, there should be a written complaint with the complete information about the wrongdoing of the personnel. The Management and board will assess the situation and determine if the complaint is reasonable. If found reasonable the management will conduct investigation. If there's violation, a penalty will be imposed in accordance into what offense will fall.

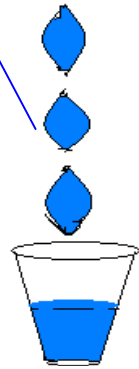
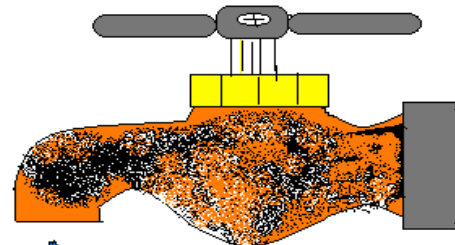
The Water District Concept:

The water district is a government-owned-and-controlled corporation that provides the service to the public. It is a non-profit corporation, established to provide safe and potable water to the people in the countryside. The water district concept of managing water utilities was a result of a government survey in 1972 on the prevailing water supply conditions in the Philippines. As a result, the "Provincial Utilities Act of 1973" was enacted and water districts were formed. It has no subsidy from the government although performing public service and supplying public wants.

SFWD was formed in 1990. Its policies are being formulated by five members of the Board of Directors who are nominated by the Civic oriented sector, Professional sector, Educational sector, Women sector and the Business sector of the community.

SFWD are operating on a "strictly business" concept. Independent in management and in the implementation of policies has caused water districts to strive for the advancement and financial viability. The growth of water district follows a properly studied system through your support.

PLEASE CONSERVE WATER FOR
MY FUTURE....



MALINIS NA
TUBIG PARA SA
AKING
KALUSUGAN AT
MAYBIBIGAYAN

