



CITIZENS CHARTER

OTHERWISE KNOWN AS

" ANTI-RED TAPE ACT OF 2007 "

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

OFFICE OF THE MUNICIPAL ENGINEER

| FRONTLINE SERVICE : INSTALLATION OF WATER SERVICE CONNECTION | | | | | | |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| STEPS / PROCESS | | DOCUMENTS REQUIRED | FEES | RESPONSE TIME | PERSON RESPONSIBLE | LOCATION |
| CLIENT | PROVIDER | FROM CUSTOMER | | | | |
| 1. Request for water service connection | Interviews Client Assesses Client Issues Application Form | <p><i>FOR RESIDENTIAL</i></p> <ol style="list-style-type: none"> Referral from MAYOR (Original) Proof of BILLING (Meralco, PLDT, Cable bill) (Original) Proof of Property (Photo Copy) Barangay Clearance for Water System Application (Original) Voter's Certificate (Original)/ Voter's ID (Original) Valid ID (Photo Copy) Cedula (Photo Copy) <p><i>FOR COMMERCIAL</i></p> <ol style="list-style-type: none"> Requirements No. 1 to 7 Business Permit (Photo Copy) <p><u>ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE</u></p> <ol style="list-style-type: none"> Authorization Letter Requirements No. 5 to 7 | NONE | 3 mins. | Arminda L. Agasino Arlyn C. Tolentino | RWS Office Ground Floor, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |
| 2. Fills up Application Form | Advise applicant to accomplish data required in the application form and explain details Request the applicant to draw sketch of the site to be inspected | | NONE | 5 mins. | Arminda L. Agasino Arlyn C. Tolentino | RWS Office Ground Flr., Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |
| 3. Submit duly accomplished form and requirements | Evaluates application form and its supporting documents Reviews and approves the request Advise the applicant for the date and time of inspection of the site | Duly accomplished form and requirements | NONE | 2 mins. 2 mins. | Arlyn C. Tolentino Arminda L. Agasino Engr. Raymundo B. Luna, Jr. <i>Municipal Engineer</i> Arlyn C. Tolentino Arminda L. Agasino | RWS Office Ground Flr., Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |

| STEPS / PROCESS | | DOCUMENTS REQUIRED FROM CUSTOMER | FEES | RESPONSE TIME | PERSON RESPONSIBLE | LOCATION |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------|---------------|------------------------------------------|------------------------------------------------------------------------------------------------|
| CLIENT | PROVIDER | | | | | |
| 4. Applicant may call tel. 438-8407 or visit the office to follow-up for inspection and connect | Informs applicant: * If possible for connection: - Advise the applicant to visit the office and pay for installation fee * If not possible for connection: - Advise the applicant to continue follow-up for the status of their application | | NONE | 2 mins. | Arlyn C. Tolentino Arminda L. Agasino | RWS Office Ground Flr., Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |
| | Issues Order of Payment | | NONE | 5 mins. | Ma. Nida N. Aguja | |
| 5. Makes payment | Accepts payment and issues Official Receipt | Order of Payment | P1000,00 residential P2,000.00 commercial P5,000.00 big establishment | 2 mins. | Veronica B. Jimenez Neville B. Cupino | Office of the Mun. Treasurer Ground Flr., Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |
| 6. Proceed to Operation Division | Provide list of materials, orient the applicant and give schedule/ date of installation/service connection | | NONE | 5 mins. | Arlyn C. Tolentino Arminda L. Agasino | RWS Office Ground Flr., Lingkod Bayan Bldg. Poblacion, Rosario, Cavite |

FRONTLINE SERVICE : ISSUANCE OF BUILDING PERMITS

| STEPS / PROCESS | | DOCUMENTS REQUIRED | FEEs | RESPONSE | PERSON | LOCATION |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CLIENT | PROVIDER | FROM CUSTOMER | | TIME | RESPONSIBLE | |
| 1. Inquire the requiremen | Provides Checklist/Forms | a. Location Plan b. TCT c. Tax Declaration d. Tax Clearance e. 5 sets of plans duly signed f. 5 sets of bill of materials g. 5 sets of specifications h. Structural Computation (if needed) i. Forms | NONE | 5 mins. | Engr. Robin John A. Quinto Engr. Rogelio L. Reyes Enelina B. Vargas | Table #4 Table #5 Table #1 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |
| 2. Submit the necessary documents with signed and sealed plans | Check the requirements, review the plans and approve Prepares Order of Payment | same (requirements a-i) | P 23.00/sq.m. for commercial P 8.40/sq.m. for residential | 30 mins. 5 mins. | Engr. Raymundo B. Luna, Jr. Engr. Robin John A. Quinto Engr. Rogelio L. Reyes Engr. Ricky G. Villanueva Engr. Ralph Joseph P. Santos Engr. Robin John A. Quinto | Table #11 Table #4 Table #5 Table #7 Table #3 Table #4 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |
| 3. Makes payment | Accepts payment and issues Official Receipt Records and releases building permit | Order of payment Official Receipt | P 23.00/ sq.m. for commercial P 8.40/sq.m. for residential | 3 mins. 5 mins. | Amalin R. Rios Leandro Fulton A. Vivo Joyce Ann R. Valdeabella Carlo H. Dominguez Enelina B. Vargas | Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite Table #3 Table #1 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |

| FRONTLINE SERVICE : ISSUANCE OF WIRING PERMIT | | | | | | |
|-----------------------------------------------------|---------------------------------------------|----------------------------------|------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| STEPS / PROCESS | | DOCUMENTS REQUIRED FROM CUSTOMER | FEES | RESPONSE TIME | PERSON RESPONSIBLE | LOCATION |
| CLIENT | PROVIDER | | | | | |
| 1. Submits approved form wiring permit from MERALCO | Conducts inspection | Yellow card from MERALCO | NONE | 50 mins. for commercial 30 mins. for residential | Eric Q. Enriquez Edgardo M. Puerto Alfredo Q. Alcantara Rommel A. Ciria | Table #2 Table #2 Table #2 Table #2 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |
| | Prepares Order of Payment | | P 340.00 for min. load | 5 mins. | Engr. Rogelio L. Reyes | Table #5 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |
| 2. Makes payment | Accepts payment and issues Official Receipt | Order of Payment | P 340.00 for min. load | 3 mins. | Leandro Fulton A. Vivo Amalin R. Rios Joyce Anne R. Valdeabella | Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite |
| | Records and releases wiring permit | Official Receipt | NONE | 5 mins. | Relito H. Boac Glenn A. Luna | Table #10 Table #6 Engineering Office 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario,Cavite |