

INTRODUCTION

Water is an indispensable commodity for the existence and survival of life. With the advancement of civilization, water has found a large and progressively increasing list of use. Over the years, the Metro Roxas Water District (MRWD) has steadfastly worked to further improve its operations in order to raise the level of standard for water services in the City of Roxas and in the Province of Capiz. The vital role of MRWD in the growth of the City and of the Province as a whole is undeniably inevitable. With the company's humble beginnings and its untiring commitment to offer only what is best for the consumers, MRWD is resolved to tread on new paths and address present challenges. The call to achieve greater heights for a more efficient and globally competitive water service is its' simple dream to all.

COMPANY PROFILE

METRO ROXAS WATER DISTRICT, a Government Owned and Controlled Corporation, situated in Kilometer 1, Roxas City, is the service provider for safe and potable water that conforms with the Philippine National Standards for Drinking Water to the concessionaires within the District's service areas, located in Roxas City and in the Municipalities of Ivisan, Panitan, and Panay.

Its history dates back in the year 1929 with Catao Dam and Sibaguan Deepwell as the main sources of water. In 1955, Catao Dam was improved to increase water supply while Sibaguan Deepwell was abandoned due to saline intrusion. In 1975, new distribution lines were laid and Panay River was tapped to improve the water supply.

The then Roxas City Water District (RCWD) and now Metro Roxas Water District (MRWD) was formed on October 29, 1976 by virtue of Sangguniang Panlungsod Resolution No. 35, series of 1976 in pursuant to Presidential Decree (PD) 198. After complying with the requirements, the Local Water Utilities Administration (LWUA) issued a Conditional Certificate of Conformance (CCC) No. 032 on January 20, 1977.

From a small potable water service provider with only 1,152 service connections in 1976, MRWD strived to become a Category B Water District and has 30,945 active service connections as of December 2016, serving practically all the Barangays of Roxas City and

the municipalities of Ivisan, Panitan, and Panay. The water service also reaches the Municipality of Sigma thru Bulk Sale Service.

At present, in pursuit of furthering its services and improving the quality of life of the consumers, MRWD is keeping abreast with knowledge on the latest technology, providing state of the art facilities and in engaging competent and skilled human resources.

CORPORATE RESPONSIBILITY

Metro Roxas Water District in its continued pursuit of excellence in the field of public service had formulated its corporate responsibilities as a guide in achieving the Mission and Vision of the institution.

- ❖ We shall uphold our commitment to deliver clean, safe and potable water to every Capizeño families within our service areas.
- ❖ We shall strive to formulate sound and reasonable water service policies, programs and projects.
- ❖ We shall further research on augmenting and conserving our existing water resources and identify potential source of water.
- ❖ In delivering our services to the public, we shall always bear in mind that it is not only delivery of safe and clean water that should be our prime concern but also environmental protection of our natural resources.
- ❖ We shall afford our employees with just and reasonable working conditions, benefits and compensation to give them equal opportunity to maximize their full potential. We see each individual as unique and important. We value diversity and open communication to promote fairness, dignity and respect.
- ❖ We will strive continually to learn and improve ourselves so that we may achieve the highest ideals of public service.
- ❖ We shall fulfill with dedication and utmost commitment our corporate responsibility.

VISION

To be the best water provider in the Philippines through excellent customer service, sustainable water resources, and pro-active role in the environment protection and preservation.

MISSION

- I. To help in the upliftment of the quality of life and enhancement of economic activities in the province of Capiz through the delivery of safe, adequate and affordable water;
- II. To build and maintain an economically viable organization responsive to the needs of our customers;
- III. To constantly promote career advancement, gender equality and welfare of our employees.

PERFORMANCE PLEDGE

WE the Officials and Employees of Metro Roxas Water District, commit to:

Strive continually to learn and improve ourselves so that we may achieve the highest ideals of public service.

At all times deal honestly and fairly with the public and with each other to uphold our integrity.

Foster respect as we embrace individual differences in order to enrich the well-being of everyone.

Ensure the best and prompt delivery of frontline services in accordance with the norms and standards of the Civil Service Commission.

We further commit ourselves in responding to the call of change by advancing a Responsive, Accessible, Courteous, and Effective public service.

Afford quality water to all our service areas in a manner that protects the environment, support a strong economy, and a healthy community.

Together with our concessionaires, other government agencies and private organizations, achieve significant advances in terms of technology in water production and conservation.

Empower the concessionaires and the public to give their comments, suggestions and feedbacks in order for us to improve our service.

Remain true with our slogan that **WE SERVE OUR BEST!**

HUMAN RESOURCES

Metro Roxas Water District is staffed by One Hundred Thirty-Nine (139) dedicated men and women with wide professional experiences who are highly skilled in their respective fields of expertise. It is composed of highly trained Civil, Chemical, Electrical, and Mechanical Engineers, Master Plumbers, Master Electricians, Career Service Professionals and Sub-Professionals duly certified by the Civil Service Commission (CSC) and the Professional Regulatory Commission (PRC). In addition to these regular employees, MRWD has Sixty-Two (62) Job-Order Employees to augment its workforce as of June 30, 2017 data.

On November 12, 2007 by virtue of CSC Resolution No. 072129, MRWD was granted Accreditation by the CSC under the CSC Agency Accreditation Program (CSCAAP), thereby giving MRWD the Authority to Take Final Action on Appointments. The Accreditation was revalidated in a Level II Revalidation Assessment in May 2012 and reassessment in February of 2013. Based on the findings of CSC Regional Office No. 6, MRWD remains to be compliant to the requirement for Level II –Accredited Status by virtue of CSC Resolution No. 1301179 promulgated June 25, 2013. The CSC Capiz Field Office and CSC Regional Office No. 6 renders continued technical assistance to ensure compliance with the terms and conditions of the accreditation.

During the first quarter of 2017, MRWD was cited as the No. 1 in the 2016 Anti-Red Tape Act (ARTA) Report Card Survey conducted by the Civil Service Commission. This was achieved because of the relentless effort of the District in implementing Republic Act No. 9485, otherwise known as “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties, thereof”.

ORGANIZATIONAL STRUCTURE

The organizational structure of MRWD has change since its establishment in 1977. It was patterned under the terms and conditions prescribed by the Department of Budget and Management (DBM) Approved SME Manual for Local Water Districts. On May 16, 2010, MRWD was re-categorized from Big to Large Water District. The re-categorization had brought changes in the staffing pattern and total manpower of MRWD. The increase

in the number of personnel, reclassification and abolition of positions was done to further enhance its services to their valued concessionaires and to promote professional growth to its personnel.

Presently, due to the Re-categorization of the District as a Category B Water District as per DBM Approved PAL No. 06020152-09-001 effective October 1, 2015. Its new Organizational Structure is as follows:

- ❖ **Office of the Board of Directors**
- ❖ **Office of the General Manager**
 - Management Services Division
- ❖ **Administrative Services Department**
 - Human Resource Division
 - Property/Supply and Procurement Division
 - General Services Division
- ❖ **Finance Services Department**
 - Accounting Division
 - Cash Management and Budget Division
- ❖ **Commercial Services Department**
 - Customer Services Division
 - Customers Account Division
- ❖ **Engineering and Operations Department**
 - Planning and Design Division
 - Construction and Maintenance Division
 - Water Resources Division

GENERAL RESPONSIBILITIES OF THE RESPECTIVE DEPARTMENTS/DIVISIONS

OFFICE OF THE GENERAL MANAGER

The Office of the General Manager is in charge of the overall administration of the District's office operations; oversees personnel management; directs and sets forth procedures; execute duly established policies and guidelines relative to its services in order to affect organizational effectiveness and efficiency.

- **MANAGEMENT SERVICE DIVISION**

The Division assist the Management on matters concerning legal, planning, finance and administrative. It oversees the Information and Billing System of the District. Recommends policies and procedure on management services particularly on the plans and preparation of Districts functions, programs, projects and activities. Recommends and implements policies and standards on financial and administrative matters consistent with existing laws.

ADMINISTRATIVE SERVICES DEPARTMENT – The department supervises the following divisions: General Services, Human Resource and Property/ Supply and Procurement Divisions.

It is the backbone of the organization. Develops, plans, and implements goals and objectives for the General Services, Human Resource and Property/ Supply and Procurement Divisions. Prepares and administers internal policies and procedures relating to departmental program activities; interprets and explains applicable rules, laws, and regulations to Division Managers and Supervisors. Directs, oversees, and participates in the departmental program work plan; monitor division work flow; reviews and evaluates work outputs, methods, and procedures; implements needed work process and automation improvements and methods for improving customer service; Reviews staffing, supplies, equipment, including properties of the District and conduct annual inventories.

- **HUMAN RESOURCE DIVISION**

Over-all In charge of the Human Resource Section and the Records Section. Administers all the employment records of personnel by ensuring compliance of Civil Services Laws, Rules and Regulations; Administrative Code of the Philippines; and other pertinent laws governing employee's welfare. It also maintains a central file for frequently requested vital documents for easy access and retrieval.

- **GENERAL SERVICES DIVISION**

The General Services Division manages the maintenance of MRWD buildings and its facilities, furniture and fixtures, perimeter grounds, motor vehicles, and equipment. Directly involved in the acquisition and disposal of supplies, equipment, and properties.

- **PROPERTY/SUPPLY AND PROCUREMENT DIVISION**

The Division is responsible for the needed materials, supplies and services at the lowest possible price consistent-with the required quantity, quality, and service in accordance with the provisions of RA 9184 (Government Procurement Act) and its Implementing Rules and Regulations. Maintains current custodial records of stocks and inventory. Conducts periodic inventories and reconciles inventory records; In-charge of the procurement and supply management for the operational needs of the District.

FINANCE DEPARTMENT - The department supervises the following divisions:
Accounting Division, Cash and Management Division

The part of the organization that manages its money. The business functions of a finance department typically include planning, organizing, auditing, accounting for and controlling its company's finances. The finance department also usually produces the company's financial statements. Responsible for proper disbursement of agency's fund adoption of proper accounting and auditing system and practices and compliance with legal and corporate guidelines.

- **ACCOUNTING DIVISION**

The division is mainly In-charge of all the financial aspect of the District which includes but not limited to Financial Statement, Monthly Data Sheet, Cash Flow and Financial Reports. Prepares financial reports as well as analyze and interprets financial data. Monitors revenues and expenses and keeps up to date with laws and regulations pertaining to accounting functions. Facilitates payroll preparation and all cash disbursements.

- **CASH MANAGEMENT AND BUDGET DIVISION**

This Division is responsible for budget preparation and management of cash disbursement of the District. Implements procedures and policies on cash management particularly on safekeeping, disbursement, control of water district funds. Implements

procedures and policies on cash funds and other monies or income of the District. Coordinates with concerned departments in the preparation of the annual budget and prepares and monitors projected financial reports based on approved annual budget.

COMMERCIAL SERVICES DEPARTMENT- The department supervises the following divisions: Customers Account Division, Customer Service Division

Oversees the District's needs in terms of its commercial transactions; handle daily business issues, and recognize business opportunities. Continuously working to strategically expand, preserve and improve the District's procedures, standards or policies while adhering to business statutes and regulatory guidelines. Plans, develops, and implements strategic marketing plans and sales plans both short and long range and forecasts to achieve corporate objectives for water quality and services.

- **CUSTOMERS ACCOUNT DIVISION**

Implements Policies and enforces the Rules and Guidelines of the agency in billing and account matters. In-charge of encoding meter reading; account balances; computation and printing of water bills. Facilitates the collection of water bill payments and non-water related receivables. Prepares notice of disconnection and disconnection orders to delinquent concessionaires. Conduct bank collections of water bill payments.

- **CUSTOMER SERVICE DIVISION**

In-charge of all water applications for new service connections, reopening, alterations, and complaints in relations to the Districts water service. Received and prepares Maintenance Order and Service Request; Order of Payment for customers such as Senior Citizens as well as order of Payment with withholding tax deduction; Billing Adjustment Memo and Meter Reading Card. Mainly responsible of meter reading and water bill delivery activities.

ENGINEERING AND OPERATIONS DEPARTMENT- The department supervises the following divisions: Water Resources Division, Construction and Maintenance Division, Planning and Design Division.

Plans, organizes, directs and coordinates District engineering projects and programs that require significant interaction with outside agencies and the general public, engineering design, securing permits, and project construction activities; to exercise full, functional management responsibility and oversight of assigned engineering projects and programs including department administration, developer, and capital project designs and to provide highly complex staff assistance to the General Manager.

- **WATER RESOURCES DIVISION**

In-charge of the operation and maintenance of water production facilities. Provides technical advice, analysis, and remediation to the extensive water management needs of the District. Develops programs for the operation and maintenance of water treatment plant, raw water intake pumps, sand and grits removal chamber, rapid mixer chamber, coagulation/flocculation, sedimentation basins, filters, treated water reservoir, electric power, diesel engine power, reserve wells and other water production equipment. Implements programs for production and operation of engine and pumps to ensure continuous water service at the highest quality and at the lowest cost as possible. Develops and implements programs to comply with the Safe Drinking Water Act including direction and coordination of several functions involving the microbiological laboratory, chemical laboratory, and environmental programs. Monitor the raw, in-process, and finished water. Implements the District's Water Management Programs to ensure quality water production in compliance with the regulatory requirements by the Philippine National Standard for Drinking Water.

- **CONSTRUCTION AND MAINTENANCE DIVISION**

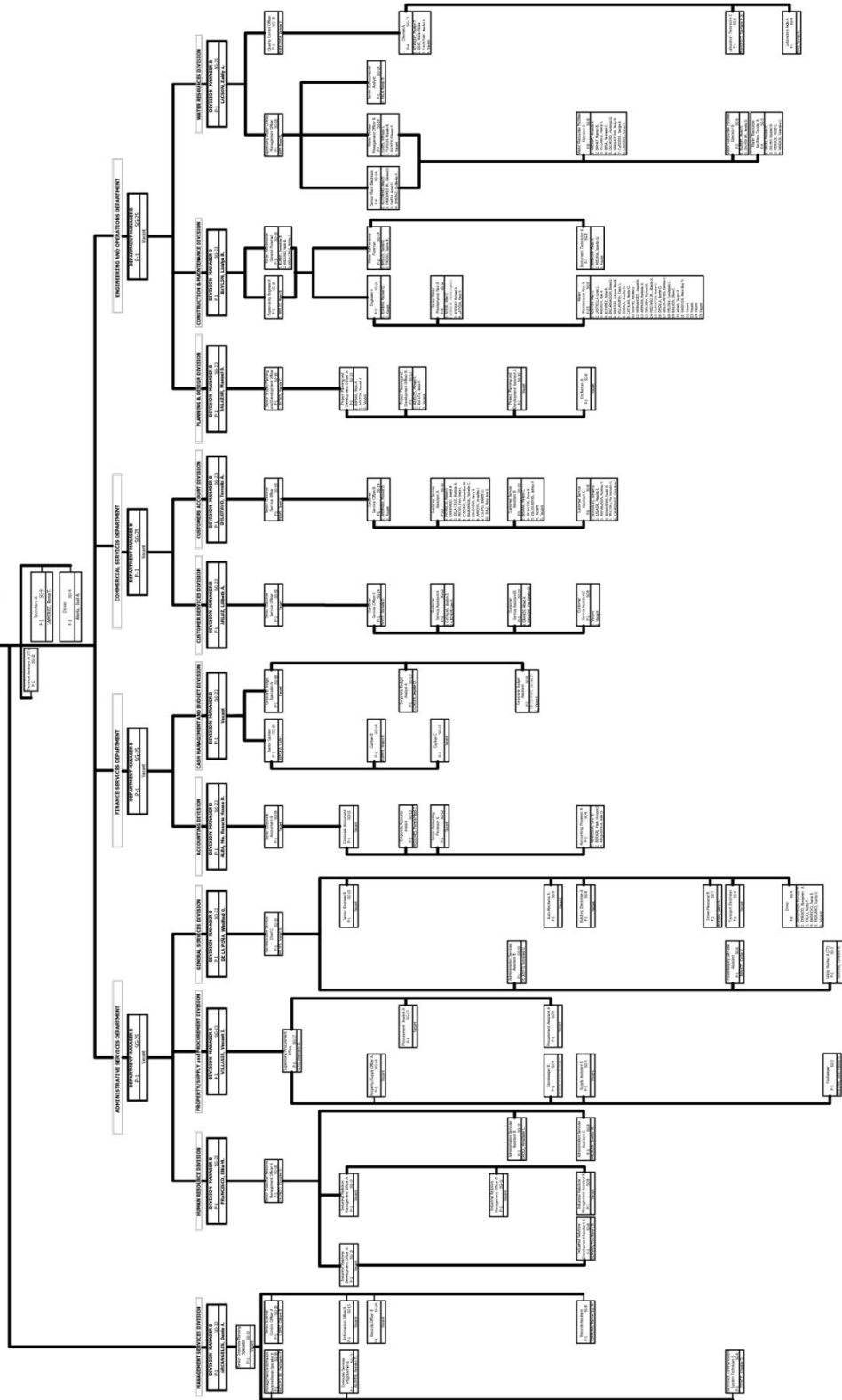
Over-all in-charge of the Construction and Maintenance of all water service connections, distribution lines, mainlines and transmission lines within the service areas of the District. Responsible for the installation of new water service connection; disconnection of service connections due to non-payment of water bill; re-opening of closed connections and the transfer and elevation of water meters. Installs and maintains fire hydrants and blow-off within Roxas City.

- **PLANNING AND DESIGN DIVISION**

Formulate plans and designs for possible water projects. Conducts GPS and engineering surveys. Device schemes or plans to reduce the non-revenue water of the District in order to generate savings in chemical, power, fuel and maintenance expenses. Updates hydraulic and topographic map for transmission and distribution lines. They execute the design and construction of water system projects in accordance with the laws, regulations and standards and provide continual review of the Water systems and provide solutions to anticipated problems concerning the operations of the District.



METRO ROXAS WATER DISTRICT
 Kilometer 1, Roxas City
2015 ORGANIZATIONAL STRUCTURE
 Category B - Water District



KEY:
 1. BOARD OF DIRECTORS
 2. SUPERVISOR
 3. DIVISION MANAGER
 4. DIVISION MANAGER
 5. DIVISION MANAGER
 6. DIVISION MANAGER
 7. DIVISION MANAGER
 8. DIVISION MANAGER
 9. DIVISION MANAGER
 10. DIVISION MANAGER
 11. DIVISION MANAGER
 12. DIVISION MANAGER
 13. DIVISION MANAGER
 14. DIVISION MANAGER
 15. DIVISION MANAGER
 16. DIVISION MANAGER
 17. DIVISION MANAGER
 18. DIVISION MANAGER
 19. DIVISION MANAGER
 20. DIVISION MANAGER
 21. DIVISION MANAGER
 22. DIVISION MANAGER
 23. DIVISION MANAGER
 24. DIVISION MANAGER
 25. DIVISION MANAGER
 26. DIVISION MANAGER
 27. DIVISION MANAGER
 28. DIVISION MANAGER
 29. DIVISION MANAGER
 30. DIVISION MANAGER
 31. DIVISION MANAGER
 32. DIVISION MANAGER
 33. DIVISION MANAGER
 34. DIVISION MANAGER
 35. DIVISION MANAGER
 36. DIVISION MANAGER
 37. DIVISION MANAGER
 38. DIVISION MANAGER
 39. DIVISION MANAGER
 40. DIVISION MANAGER
 41. DIVISION MANAGER
 42. DIVISION MANAGER
 43. DIVISION MANAGER
 44. DIVISION MANAGER
 45. DIVISION MANAGER
 46. DIVISION MANAGER
 47. DIVISION MANAGER
 48. DIVISION MANAGER
 49. DIVISION MANAGER
 50. DIVISION MANAGER
 51. DIVISION MANAGER
 52. DIVISION MANAGER
 53. DIVISION MANAGER
 54. DIVISION MANAGER
 55. DIVISION MANAGER
 56. DIVISION MANAGER
 57. DIVISION MANAGER
 58. DIVISION MANAGER
 59. DIVISION MANAGER
 60. DIVISION MANAGER
 61. DIVISION MANAGER
 62. DIVISION MANAGER
 63. DIVISION MANAGER
 64. DIVISION MANAGER
 65. DIVISION MANAGER
 66. DIVISION MANAGER
 67. DIVISION MANAGER
 68. DIVISION MANAGER
 69. DIVISION MANAGER
 70. DIVISION MANAGER
 71. DIVISION MANAGER
 72. DIVISION MANAGER
 73. DIVISION MANAGER
 74. DIVISION MANAGER
 75. DIVISION MANAGER
 76. DIVISION MANAGER
 77. DIVISION MANAGER
 78. DIVISION MANAGER
 79. DIVISION MANAGER
 80. DIVISION MANAGER
 81. DIVISION MANAGER
 82. DIVISION MANAGER
 83. DIVISION MANAGER
 84. DIVISION MANAGER
 85. DIVISION MANAGER
 86. DIVISION MANAGER
 87. DIVISION MANAGER
 88. DIVISION MANAGER
 89. DIVISION MANAGER
 90. DIVISION MANAGER
 91. DIVISION MANAGER
 92. DIVISION MANAGER
 93. DIVISION MANAGER
 94. DIVISION MANAGER
 95. DIVISION MANAGER
 96. DIVISION MANAGER
 97. DIVISION MANAGER
 98. DIVISION MANAGER
 99. DIVISION MANAGER
 100. DIVISION MANAGER

MRWD BOARD OF DIRECTORS

Chairman : Atty. Roberto A. San Andres
Vice-Chairman : Dr. Antonio A. Balgos, DBM
Secretary : Engr. Rosemarie C. Marquez
Member : Ms. Eileen L. Dela Vega

MANAGEMENT AND STAFF

General Manager B : Engr. Gonzalo Glen B. Delgado
Management Services Division : Atty. Dante A. Arcangeles, MPA

ADMINISTRATIVE DEPARTMENT

Department Manager : Atty. Dante A. Arcangeles, MPA
Concurrent Acting Department Manager
Human Resource Division : Ms. Elita M. Francisco
General Services Division : Engr. Lizalyn B. Baylon
Property/Supply and Procurement Division : Mr. Winifred O. Dela Peña

FINANCE DEPARTMENT

Department Manager : Ms. Ma. Rosario Moses D. Alba, CPA
Concurrent Acting Department
Manager

Accounting Division : Ms. Ma. Rosario Moses D. Alba, CPA

Cash Management and Budget Division : Ms. Ruth L. Jamora
Officer-in-Charge

COMMERCIAL DEPARTMENT

Department Manager : Ms. Teresita A. Delotavo, MPA
Concurrent Acting Department
Manager

Customers Service Division : Ms. Lilibeth A. Arluz

Customers Account Division : Ms. Teresita A. Delotavo, MPA

ENGINEERING AND OPERATIONS DEPARTMENT

Department Manager : Engr. Manuel B. Salazar
Concurrent Acting Department Manager

Planning and Design Division : Engr. Manuel B. Salazar

Construction and Maintenance Division : Engr. Vincent I. Villasis

Water Resources Division : Engr. Zaldy A. Lacson

PAST AND PRESENT BOARD OF DIRECTORS AND GENERAL MANAGERS

The members of the MWRD Board of Director is duly represented by the five (5) sectors of the society which includes the Women Sector; Professional Sector; Business Sector; Civic Organizations Sector; and the Education Sector. The MRWD Board is the policy making body of the District.

Listed below are the past and present members of the MRWD Board of Directors and General Managers.

Women Sector:

Ms. Juana B. Javier	-	1976 to 1982
Ms. Carmen R. Andrade	-	1983 to 2006 (1983-1988; 1989-1994; 1995-2000; 2001-2006)

Professional Sector:

Atty. Antonio B. Ortiz	-	1976 to 1982
Dr. Gervasio B. Diaz	-	1983 to 2006 (1983-1988; 1989-1994; 1995-2000; 2001-2006)

Business Sector:

Engr. Jose E. Borda	-	1976 to 1982
Engr. Reubin L. Yap	-	1985 to 1990
Arch. Bienvenido L. Yap, Jr.	-	1991 to 2006 (1991-1996; 1997-2002; 2003-2006)

Civic Organizations Sector

Dr. Eduardo B. Abalo	-	1976 to 1982
Engr. Enrique B. Abadesco	-	1985 to 1990
Engr. Vicente A. Chu	-	1993 to 2008 (1993-1996; 1997-2002; 2003-2006)

Education Sector

Dean Rogelio J. Solito	-	1976 to 2006 (1976-1980; 1981-1986; 1987-1992; 1993-1998; 1999-2004; 2005-2006)
------------------------	---	---

General Manager/s

Engr. Antonio G. Almalbis	-	1976 to 1987
Engr. Alberto L. Pestaño	-	1987 to 2002
Mr. Medardo L. Pestaño	-	2002 to 2005
Engr. Gonzalo Glen B. Delgado	-	2010 to present

Interim Members of the Board:

Atty. Lolita A. Quisumbing	-	2005 to 2014
Engr. Antonio B. Magtibay	-	2005 to 2010
Engr. Almer A. Zerrudo	-	2005 to 2008
Atty. Maximino C. Concepcion, Jr.	-	2005 to 2007
Atty. Ma. Elena R. Te	-	2007 to 2012
Engr. Enrique O. Gita	-	2008 to 2013
Atty. Rodelo G. Franco	-	2012 to 2017
Atty. Ma. Luz E. Del Puerto	-	2013 to 2016
Engr. Jesus M. Diaz	-	2013 to 2017
Engr. Byron A. Carbon	-	2016 to 2017
Dr. Antonio A. Balgos, DBM	-	2005 to present
Atty. Roberto A. San Andres	-	2017 to present
Engr. Rosemarie C. Marquez	-	2017 to present
Ms. Eileen L. Dela Vega	-	2017 to present

Interim General Managers:

Engr. Rosemarie C. Marquez	-	2005 to 2006
		2009 to 2010
Engr. Pablo B. Bercilla	-	2006 to 2009

FEEDBACKS AND REDRESS MECHANISM

The Management and Employees of MRWD are very much pleased to know the sentiments of its concessionaires in terms of the services it offers. Hence, the Feedback and Redress Mechanism was created to empower the public to give their comments and suggestions to further improve its services.

Concessionaires and the public could lodge their feedbacks either personal or thru other modes of communications brought about by technology, to wit:

- ✓ Postal Address : Metro Roxas Water District
MRWD Bldg., Km. 1, Roxas City
5800

- ✓ Telephone Nos. : (036) 6210-044 (Trunkline)
(036) 6210- 737 (Trunkline)
(036) 6214-475
(036) 522-1160 (Customer Service)
(036) 522-1162 (Commercial Division)
(036) 622-1161
(036) 6217-492 (BAC Office)
(036) 6215-474 or (036) 6217-382 (fax)

- ✓ Email Address : metroroxaswd@gmail.com

- ✓ Web Site : www.metroroxaswd.gov.ph.

MRWD SERVICE FEES

WATER RATES (Effective August 1, 2015)

		Min. Charge	Commodity Charges			
Classification	Size	0-10 cu.m.	11-20 cu.m	21-30 cu.m.	31-40 cu.m.	41 up cu.m.
Residential/ Government	1/2”	252.00	30.45	35.70	41.15	47.15
	3/4”	403.00	30.45	35.70	41.15	47.15
	1”	806.00	30.45	35.70	41.15	47.15
Commercial/ Industrial	1/2”	504.00	60.90	71.40	82.30	94.30
	3/4”	806.00	60.90	71.40	82.30	94.30
	1”	1,612.00	60.90	71.40	82.30	94.30
Bulk Sale	1/2”	756.00	91.35	107.10	123.45	141.45
	3/4”	1,209.00	91.35	107.10	123.45	141.45
	1”	2,418.00	91.35	107.10	123.45	141.45

The Metro Roxas Water District New Water Rates are based on the approved LWUA Board of Trustees Resolution No. 50, series of 2015, which have took effect on August 1, 2015 consumption (September 2015 Billing). Notice of Implementation was posted in compliance with Section 63 of Presidential Decree (PD) No. 198, as amended.

Notices relative to the implementation of new rates were posted in conspicuous places within the workplace especially at the Cashier Section, in compliance with Section 63 of Presidential Decree (PD) No. 198, as amended.

THE FOLLOWING BANKS ACCEPT MRWD PAYMENTS:

Development Bank of the Philippines

Roxas Avenue, Roxas City
9:00 a.m. to 11:00 a.m

Philippine Veterans Bank

Legaspi St., Roxas City
9:00 a.m. to 11:30 a.m

Land Bank of the Philippines

P. Gomez St., Roxas City
9:00 a.m. to 12:00 noon

Note: Payments on the above-mentioned BANKS must be made ON or BEFORE water bill's DUE DATE.



Metro Roxas Water District
PUBLIC ASSISTANCE COMPLIANTS DESK

"Mamayan Muna Bago Mamaya Na"

FEEDBACK FORM (Pananaw o Puna)

PLEASE let us know how we served you

(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran)

You may use this form for compliments, or suggestions. Simple check the corresponding box.

(Maari po ninyong gamitin ito sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naayon).

Compliments
(Papuri)

Suggestion
(Mungkahi)

Complaint
(Reklamo)

Person(s)/Office Concerned or Involved: _____

(Mga tao/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.

(Mangyari po lamang ay gumamit ng karagdagang papel kung kinakailangan)

-page 2-

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

Please use additional sheet/s if necessary.
(Mangyari po lamang ay gumamit ng karagdagang papel kung kinakailangan)

Name (Optional) : _____

Office (Tanggapan) : _____

Address (Tirahan) : _____

Contact No.(s)/Telephone : _____

Email Address (if any) : _____

Signature : _____

Date : _____

ACTING ON THE COLLECTION OF PAYMENT OF SUPPLIERS/CREDITORS

Schedule of Availability of Service:

Monday to Friday (except holidays) - 9:00 a.m. – 5:00 p.m.

Who May Avail of the Service:

Suppliers and Creditors of Metro Roxas Water District

What are the Requirements:

1. Proof of Identification.
2. Copy of Sales Invoice
3. Official Receipt

Duration:

3-5 minutes

How to Avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person Incharge	Fees	Form
1	Approach the PACD for direction to the Cashier	Public Assistance Complaint Desk (PACD) assists the client by directing her/him to the Office of the Cashier	1 min	Mary Ann Diaz		
2		Present Sales Invoice and Identification to the Cashier	1 min	Ruth Jamora Analyn Fuerte	none	Sales Invoice and I.D
3		Cashier then releases the check for payment upon issuance of an Official Receipt by the Supplier/Creditor	3 mins.	Ruth Jamora Analyn Fuerte	none	O.R; Check and Vouchers
			Total: 5 mins			
END TRANSACTION						

COLLECTION OF WATER BILL PAYMENT

Schedule of Availability of Service:

Monday to Friday - 7:30 a.m. – 5:00 p.m. **NO NOON BREAK**

Who May Avail of the Service:

All active/inactive consumers with water service connections within MRWD Water Service Areas.

What are the Requirements:

Concessionaires need to bring a copy of their latest water bill.

Duration:

1-5 minutes

How to Avail the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person Incharge	Fees	Form
1	Water Concessionaires	Customers get their priority number from the queuing machine	5 seconds	Mary Ann Diaz		Priority No.
2		Concessionaires are directed to sit and wait for his/her priority number to be called.	1-2 minutes (depending upon the volume of costumers)			
3		When the Priority No. is called customer should present her/his bill to the teller concerned together with payment	1 min			
4		Teller verifies account, accepts payment and issue MRWD Official Receipt as proof of payment	1-2 min	Teller 1: Teddy Benavides Teller 2: Joseph Denesado	Depends on the amount of Water Bill	Official Receipt

				<p>Teller 4: Mylene Besana</p> <p>Teller 5: Iren Grace Recio</p> <p>Teller 7: Garry Deloviar</p> <p>Teller 8: Russel Patricio (Priority Lane: PWD, Senior Citizen, Pregnant Women)</p>		
			Total: 5 mins			
<ul style="list-style-type: none"> • Fees and Charges varies depending on the Water Bill due 						
END OF TRANSACTION						

ACTING ON REQUEST FOR CERTIFICATION OF WATER SERVICE CONNECTION

Schedule of Availability of Service:

Monday to Friday - 8:00 a.m. – 5:00 p.m.

Who May Avail of the Service:

Any qualified residents of Roxas City, Municipalities of Panay, Ivisan, and Panitan, Water Refilling Stations, Subdivision Developer

What are the Requirements:

1. Letter Request
2. Any Valid Identification Card
3. Official Receipt of Current Bill Payment
4. For Subdivision Developer: Subdivision Plan

Duration:

1 day

How to Avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person Incharge	Fees	Form
1	Applicant submits the letter request for Water Service Certification	Records Assistant receives the Letter request and forward the same to the Office of the General Manager	2 mins.	Rona Lamerez		Letter Request with attached requirements
2		General Manager forwards the same to the Division Managers of Customers Account for verification.	2 mins. (depending upon the volume of work at the GMs Office)	Engr. Gonzalo Glen Delgado DM Teresita Delotavo		

3	Requesting party follow-up the request the next working day	If the account is clear after verification, client is directed to pay the Certification Fee before receiving the certification	1-5 mins.	Teller 1: Teddy Benavides Teller 2: Joseph Denesado Teller 4: Mylene Besana Teller 5: Iren Grace Recio Teller 7: Garry Deloviar Teller 8: Russel Patricio (Priority Lane: PWD, Senior Citizen, Pregnant Women)	P500.00	
4		GMs Office prepares the certification with the affix signature of the General manager	5-10 mins (depending upon the volume of work at the GMs Office)			
5	Applicant receives the requested Certification	Release of Certification after properly signed by authorized personnel	1 min.	Rona Lamerez		
			Total: 20 mins			
END OF TRANSACTION						

PROCESSING OF APPLICATION FOR NEW WATER SERVICE CONNECTION

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm

Who May Avail of the Service:

Residents/Individuals without existing water service connection from Metro Roxas Water District

What are the Requirements:

- a. Photocopy of Barangay Clearance
- b. Photocopy of Two (2) Valid ID
- c. Photocopy of Cedula
- d. Photocopy of Neighbors Water Bill
- e. Attend Orientation every Friday at 9:00 am

Additional Documents if Applicant if not the owner of the property:

- a. Photocopy of Lease Contract
- b. Written Consent from Lot/Building Owner
- c. Photocopy of One (1) valid ID of the Bldg./Lot Owner

Duration:

10-20 minutes (fill-up application, encode application to computer, forward to Investigating Team)

How to avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In charge	Fees	Form
1	Applicant gets Priority No. from the queuing	PACD Officer Assist the client to get her/his	5 seconds	Mary Ann Diaz		Priority No.

	machine	number				
2	Applicant wait to be called by a Customer Service Assistant	Applicant is directed to sit on the waiting area provided for them	3-5 minutes (depending on the volume of clients being serve)	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		Application form
3	Client relays specific concern to the service provider.	Applicant/s fills up properly the Application for Water Service Connection form in 2 copies. And submits the requirements needed	2 minutes	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		Service Request Form Supporting documents for application
4		Advises applicant that the application is subject for investigation. Forwards the application to the investigator.	4 minutes	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		Application of Water Service Connection
5		Forward the Application to the Investigating Team for Investigation	1 min	CSA1 Leo Leonor CSA 2 Joenalie Tayco		

				CSA 3 Jocelyn Catalan		
			Total: 12 mins			
<ul style="list-style-type: none"> Fees and Charges varies depending on the result of the Field Investigation. 						
END OF TRANSACTION						

INSTALLATION OF WATER SERVICE CONNECTION

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm

Who May Avail of the Service:

Residents/Individuals with duly accomplished water service applications with Metro Roxas Water District

What are the Requirements:

Official Receipt of Payment for Installation

Duration:

1 to 3 days

How to avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In charge	Fees	Form
1		Conducts Investigation is done immediately upon submission of documents	1 day	Sergio Aman Francisco Ignacio Bodegas, Jr.		Duly Accomplished Application Form
2	Follow-up the Investigation	Verifies the authenticity of	5 minutes	CSA 1		Required Documents

	Result, Presents the needed requirements.	the requirements. If documents are complete direct customer to pay the necessary fees		Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		for Application
3	Pay the corresponding Installation Fee	Present Application Form to the Teller	5 minutes	Teller 1: Teddy Benavides Teller 2: Joseph Denesado Teller 4: Mylene Besana Teller 5: Iren Grace Recio Teller 7: Garry Deloviar Teller 8: Russel Patricio (Priority Lane: PWD, Senior Citizen, Pregnant Women)	P 1,000 Installation Fee (min. charge) P 500.00 Guaranty Deposit P 50.00 Application Fee P 75.00/ meter if Concrete Cutting is need P50.00/ meter for Concrete Breaking Restoration Fee P1,950.00 for area of 1mx1m Road Crossing Only	Official Receipt

					P1,190.00 for Road Crossing minimum of 12m	
4	Present Official Receipt to the Customer Service representative and Attends Orientation	Orients the applicants about the provisions cited in the contract and other water district's policies. Advise the client on the possible date of installation (Time of Installation depends upon the availability of materials)	10 minutes	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		Duly Accomplished Application Form
6		Endorses to the Customer Service Division Manager for recommending approval.	1 minute	DM Lilibeth Arluz		
7		Endorses to the General Manager for final approval.	1 minute	DM Lilibeth Arluz		
8		Approves the application for installation.	1 minute	Engr. Gonzalo Glen Delgado		
9		Forwards the application to the Technical	1 minute	DM Lilibeth Arluz		

		Division for implementation.				
10		Records the application and assign to the Water Maintenance Man.	5 minutes	Engr. Riann Brillo		
11		Requisition the materials needed for installation.	15 minutes	Engr. Riann Brillo		
12		Installs the water service connection.	1-2 hours	WMM A 1. Elmer Encarnacion 2. Erico Latosa 3. Zosimo Trogo 4. Joselito Degala 5. Antonio Rex Rendon 6. Renato Adame		
13	Receives the duplicate copy of the application for Water Service Connection.	Gives to the client the duplicate copy of the Application for Water Service Connection.	1 minute	WMM A who installed the water meter		Application of Water Connection
			Total: 2 hours and 45 mins.			
Note: Fees and Charges varies depending on the result of the Field Investigation. Investigation is done daily.						
END OF TRANSACTION						

APPLICATION FOR REOPENING/LEAK CHECK/CHANGE METER

Schedule of Availability of Service:

Monday – Friday 8:00 am – 5:00 pm

Who May Avail of the Service:

The concessionaires of Metro Roxas Water District with closed connection.

What are the Requirements:

- f. Photocopy of Barangay Clearance
- g. Photocopy of Two (2) Valid ID
- h. Photocopy of Cedula
- i. Photocopy of Neighbors Water Bill
- j. Attend Orientation every Tuesday and Thursday at 9:00 am

Additional Documents if Applicant if not the owner of the property:

- d. Photocopy of Lease Contract
- e. Written Consent from Lot/Building Owner
- f. Photocopy of One (1) valid ID of the Bldg./Lot Owner

Duration:

30 minutes (Fill-up application, encode to computer; payment to cashier)

1-2 hours (Installation Schedule: Morning Applicants will be reconnected on the same day. Afternoon Applicants will be reconnected the following day)

How to avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	Relay Specific concern to the service provider	Verifies the account/record for of the Applicant and direct the applicant to fill-	2 minutes	CSA 1 Leo Leonor CSA 2 Joenalie Tayco		Application of reopening of service connection

		up Application for Reopening Form/Leak Check/Change Meter/Leak Repair		CSA 3 Jocelyn Catalan		
2	Presents the needed requirements	Verifies the authenticity of the requirements. Advices the applicant to pay the fees to Teller	1 minute	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		
5	Pay the reopening fee and other charges	Process payment and issue OR.	5 minutes	Teller 1: Teddy Benavides Teller 2: Joseph Denesado Teller 4: Mylene Besana Teller 5: Iren Grace Recio Teller 7: Garry Deloviar Teller 8: Russel Patricio (Priority Lane: PWD, Senior Citizen, Pregnant Women)	P50 for w/ in 5days after disconnection P250.00 for more than 5 days after disconnection and other fees P 350.00 + materials needed for Reconnection/ Alteration Charge P300.00 + materials if needed for Direct Alteration	Application form

6	Present to the service provider the OR w/ the application	Endorses to the Customer Service Division Manager for recommending approval.	1 minute	CSA 1 Leo Leonor CSA 2 Joenalie Tayco CSA 3 Jocelyn Catalan		
7		Endorses to the General Manager for final approval.	1 minute	DM Lilibeth Arluz		
8		Approves the application for installation.	1 minute	Engr. Gonzalo Glen Delgado		
9		Forwards the application to the Technical Division for implementation.	1 minute	DM Lilibeth Arluz		
10		Records the application and assign to the Water Maintenance Man.	5 minutes	Benedicto Bueno/ Nelin Andong		
11		Requisition the materials needed for installation.	15 minutes	Benedicto Bueno/ Nelin Andong		
12		Installs the water service connection.	1-2 hours	WMM A Reconnection 1. Danilo Brillo 2. Enerico Delos Reyes 3. Ronald Adremesin 4. Danilo Cabanus	Fees are only for reconnection	

				Change Meter 1.Reynald Joaban 2.Abe Anonoy 3.Bertito Degala 4.Ricky Faco Leak Check 1.Allan Alayon 2.Celso Villanueva 3.Joey Medina 4.Louie Lastrilla 5.Victor Alvarez 6.Candelario Pelema		
13	Receives the duplicate copy of the application for Water Service Connection .	Gives to the client the duplicate copy of the Application for Water Service Connection.	1 minute	WMM A who installed the water meter		Application of Water Connection
			Total: 2 hours and 33 mins			
END OF TRANSACTION						

ACTING ON REQUEST FOR WATER ANALYSIS

Schedule of Availability of Service:

Monday to Friday - 8:00 a.m. to 5:00 p.m.

Who May Avail of the Service:

Small Water Districts, Hospitals, Concerned Water Refilling Stations, and
MRWD Concessionaires

What are the Requirements:

1. Letter Request for Water Analysis;
2. Water Sample
3. Office Receipt of Fee

Duration:

1 to 3 days

How to Avail the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person Incharge	Fees	Form
1	Requesting Party	Submit a written letter request for water analysis to the Office of the General Manager	1 min	Rona Lamerez		
2		Forward request to the Water Resource Division with Water Sample/ Wait for instruction	5 mins	Annabelle Orola		
3	Submit Water Sample	Forward Water Sample to the Quality Control Laboratory for Analysis at the WTP Panitan	1-2 hours	Annabelle Orola		
4		Analysis of Water	48 hours	Victoria		

		Sample at the MRWD Laboratory		Pabelonia		
5	Follow-up request and Pay Necessary Fee	Secure an Order of Payment	1 min	Ma. Rosario Moses Alba	P150.00 (Bacteriological Analysis)	
6		Pay to the Test Fee	1 min	Teller 1: Teddy Benavides Teller 2: Joseph Denesado Teller 4: Mylene Besana Teller 5: Iren Grace Recio Teller 7: Garry Deloviar		
7	Present Official Receipt to the GM's Secretary	Released of Result	2 minutes	Anabelle Orola		Official receipt
			Total: 2 days and 10 mins			
END OF TRANSACTION						

METRO ROXAS WATER DISTRICT

PASLANG WATER TREATMENT PLANT TOUR GUIDELINES:

Admission:

- Individuals and other entities intending to have a tour visit at the Paslang Water Treatment Plant must submit to the Office of the General Manager the following:
 - Request letter stating their intention for a site visit at the Water Treatment Plant facility; Purpose of visit; Proposed schedule (date and time) of visit; and Number of participants.
 - Once the request is approved, the requesting party must accomplish the Facility Tour Request Form along with the complete list of the group members to be presented to WTP personnel for reference.
 - Requesting party must coordinate with the Office for confirmation and further instruction for their visit three (3) days before the scheduled tour.
 - Requesting party must inform the Office (MRWD) in advance should there be any modifications with regard the site tour.

Safety Rules:

- SMOKING is STRICTLY PROHIBITED within the Water Treatment Plant premises.
- The Visitor's ID must always be worn by the guests within the premises for identification purposes.
- No one is allowed to wander-off from the group during the tour. Guests must always be accompanied by tour personnel.
- No wearing of sandos, sleeveless shirts, shorts, slippers, sandals, open toe-shoes and the like inside the WTP premises.
- Bringing of food and any drinks is not allowed during the tour.
- Guests are discouraged to bring with them brief cases, backpacks and etc. during the tour. However, handbag or purses may be allowed.
- For security purposes, there will be designated areas for picture taking. Guests are asked to wait for tour personnel's instruction as to location where they may have their pictures taken.

Tour Itinerary:

Important - The entire site tour will be conducted and led by duly trained personnel in the WTP. Thus, guests are expected to follow the instructions of the tour personnel all throughout the site visit.

- Prior to the actual site tour, guests will first be given an orientation at the WTP's Training Center for instructions relative to safety rules to observe in the facility.
- A video-presentation will be shown to briefly acquaint guests on the Metro Roxas Water District's history, company profile, services and the water treatment process at the WTP before the actual site tour. Accordingly, guests are asked to refrain from using their cameras, mobile phones, laptops, tablets and other gadgets during the presentation as such may create distractions.
- Subsequent to the video-presentation will be an Open Forum to accommodate guests' queries.
- The tour shall start at the:
 - Intake Structure
 - Sand and Grit Removal Chamber
 - Flash Mixing Chamber
 - Flocculation Tanks
 - Sedimentation Basins
 - Clarifier Overflow Channel
 - Filtration Basins
 - Control Room
 - Treated Water Reservoir and Pump House
 - Sludge Lagoon

- Tour culmination will be at the Training Center.

Other Guidelines:

- Tour starts promptly as scheduled. Guests are to carefully observe tour time schedule.
- Guests must arrive at least 15 minutes ahead of their schedule to allow time for confirmation of attendance of the group members at the WTP.
- The MRWD reserves the right to cancel tour as a matter of discretion. In such a case, notice will be given to concerned party for reschedule visit.

Paslang Water Treatment Plant Tour Request Form

Requesting Organization : _____

Purpose : _____

Group Size : _____

Date of visit : _____

Contact Information:

Name : _____

Address : _____

Email Address : _____

Telephone Number: _____