



METRO ROXAS WATER DISTRICT

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

The main mandate of Local Water Districts is to manage efficiently water resources for the effective delivery of water services to the Filipinos in rural areas. MRWD aims to provide safe, affordable and adequate water to its concessionaires within Roxas City and its neighboring municipalities.

II. 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.

III. Mission:

1. 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;
2. To build and maintain an economically viable organization responsive to the needs of our customers; and
3. To constantly promote career advancement, gender equality and welfare of our employees.



I. Service 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; and

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"!



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**METRO ROXAS WATER DISTRICT
MAIN OFFICE**

INTERNAL AND EXTERNAL SERVICES



1. Collection of payment of suppliers/creditors

Service Information

Office or Division:	Cash Management and Budget Division, Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Suppliers and Creditors of Metro Roxas Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Proof of Identification				
One (1) Copy of Sales Invoice				
One (1) Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PACD for direction to the Cashier.	1. Public Assistance Complaint Desk (PACD) assists the client by directing her/him to the Office of the Cashier.	None	1 minute	<i>Administrative Services Assistant B/ PACD Human Resources Division</i>
	2. Present Sales Invoice and Identification to the Cashier.	None	4 minutes	<i>Division Manager B Cash Management and Budget Division Cashier B Cash Management and Budget Division</i>
	3. Cashier then releases the check for payment upon issuance of an Official Receipt by the Supplier/Creditor.	None	1 minute	<i>Division Manager B Cash Management and Budget Division Cashier B Cash Management and Budget Division</i>



2. Collection of water bill payment

Service Information

Office or Division:	Customers Account Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All active/inactive consumers with water service connections within MRWD Water Service Areas.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Latest Water Bill				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Customers get their priority number from the queuing machine.	Concessionaires are directed to sit and wait for his/her priority number to be called.	None	1-2 minutes	<i>Administrative Services Assistant B/ PACD Human Resources Division</i>
	When the Priority No. is called customer should present her/his bill to the teller concerned together with payment.	None	1 minute	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customers Account Division</i>
	Teller verifies account, accepts payment and issue MRWD Official Receipt as proof of payment.	Depends on the amount of Water Bill.	1-2 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customers Account Division</i>



3. Certification of Water Service Connection

Service Information

Office or Division:	Customers Account Division, Office of the General Manager			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Any qualified residents of Roxas City, Municipalities of Panay, Ivisan, and Panitan, Water Refilling Stations, Subdivision Developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Letter Request				
One (1) Any Valid Identification Card				
One (1) Official Receipt of Current Bill Payment				
For Subdivision Developer: Subdivision Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	2 minutes	<i>Secretary A</i> Office of the General Manager
	General Manager forwards the same to the Division Manager of Customers Account for verification.	None	2 minutes	<i>General Manager B</i> Office of the General Manager <i>Division Manager B</i> Customers Account Division
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.	PHP 500.00	1-5 minutes	<i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customers Account Division



	GM's Office prepares the certification with the affix signature of the General Manager.	None	5-10 minutes	<i>Secretary A</i> Office of the General Manager
Applicant receives the requested Certification.	Release of Certification after properly signed by authorized personnel.	None	1 minute	<i>Secretary A</i> Office of the General Manager



4. Application for New Water Service Connection

Service Information

Office or Division:	Customer Services Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Residents/Individuals without existing water service connection from Metro Roxas Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of Barangay Clearance				
One (1) Photocopy of Two (2) Valid IDs				
One (1) Photocopy of Cedula				
One (1) Photocopy of Neighbors Water Bill				
Attend Orientation every Tuesday and Thursday at 9:00 am				
Additional Documents if Applicant is not the owner of the property:				
➤ Photocopy of Lease Contract				
➤ Written Consent from Lot/Building Owner				
➤ Photocopy of One (1) valid ID of the Bldg./Lot Owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant gets Priority No. from the queuing machine.	Public Assistance and Complaint Desk (PACD) Officer assists the client to get her/his number.	None	5 seconds	<i>Administrative Services Assistant B/ PACD Human Resources</i>
Applicant wait to be called by a Customer Service Assistant.	Applicant is directed to sit on the waiting area provided for them.	None	3-5 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division</i>
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.	None	2 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division</i>



	Informs applicant that the application is subject for investigation. Forwards the application to the investigator.	None	4 minutes	<i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customer Services Division
	Forward the Application to the Investigating Team for Investigation	None	1 minute	<i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customer Services Division

5. Installation of Water Service Connection

Service Information

Office or Division:	Customers Account Division (CAD), Construction and Maintenance Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Residents/Individuals with duly accomplished water service applications with Metro Roxas Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment for Installation		MRWD-CAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conducts investigation is done immediately upon submission of documents.	None	1 day	<i>Senior Water Maintenance Man A Water Maintenance Man A Construction and Maintenance Division</i>
Follow-up the Investigation Result. Present the needed requirements.	Verifies the authenticity of the requirements. If documents are complete direct customer to pay the necessary fees.	None	5 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division</i>
Pay the corresponding Installation Fee.	Present Application Form to the Teller.	Installation Fee –PHP 1,000 .00 Guaranty Deposit- PHP 500.00 Application Fee – PHP 50.00 If Concrete Cutting is need - PHP 75.00/ meter For Concrete Breaking- PHP 50.00/ meter	5 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customers Account Division</i>



		<p>Restoration Fee - PHP 1,950.00 for area of 1mx1m Road Crossing Only</p> <p>PHP1,190.00 for Road Crossing minimum of 12m</p>		
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	<i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customer Services Division
	Endorses to the Customer Service Division Manager for review.		1 minute	<i>Division Manager B</i> Customer Services Division
	Endorses to the General Manager for approval.		1 minute	<i>Division Manager B</i> Customer Services Division
	Approves the application for installation.		1 minute	<i>General Manager B</i> Office of the General Manager



	Forwards the application to the Construction and Maintenance Division for installation.		1 minute	<i>Division Manager B Customer Services Division</i>
	Records the application and assign to the Water Maintenance Man.		5 minutes	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man Construction and Maintenance Division</i>
	Request the materials needed for installation.		15 minutes	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man Construction and Maintenance Division</i>
	Installs the water service connection.		1-2 hours	<i>Senior Water Maintenance Man A Water Maintenance Man A Construction and Maintenance Division</i>
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	<i>Senior Water Maintenance Man A Water Maintenance Man A Construction and Maintenance Division</i>



6. Reopening/Leak Check/Change Meter

Service Information

Office or Division:	Office of the General Manager, Customer Services Division, Construction and Maintenance Division			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Concessionaires of Metro Roxas Water District with closed connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of Barangay Clearance				
One (1) Photocopy of Two (2) Valid ID				
One (1) Photocopy of Cedula				
One (1) Photocopy of Neighbor's Water Bill				
Attend Orientation every Tuesday and Thursday at 9:00 am				
Additional Documents if Applicant if not the owner of the property:				
One (1) Photocopy of Lease Contract				
One (1) Written Consent from Lot/Building Owner				
One (1) Photocopy of One (1) valid ID of the Bldg./Lot Owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Relay Specific concern to the service provider.	Verifies the account/record for of the Applicant and direct the applicant to fill-up Application for Reopening Form/Leak Check/Change Meter/Leak Repair.		2 minutes	Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division
Presents the needed requirements.	Verifies the authenticity of the requirements. Inform the applicant to pay the fees to Teller.		1 minute	Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division



<p>Pay the reopening fee and other charges.</p>	<p>Process payment and issue OR.</p>	<p>PHP 50 for w/ in 5days after disconnection</p> <p>PHP 250.00 for more than 5 days after disconnection and other fees</p> <p>PHP 350.00 + materials needed for Reconnection / Alteration Charge</p> <p>PHP300.00 + materials if needed for Direct Alteration.</p>	<p>5 minutes</p>	<p><i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customers Account Division</p>
<p>Present to the service provider the OR w/ the application.</p>	<p>Endorses to the Customer Service Division Manager for review.</p>		<p>1 minute</p>	<p><i>Customer Service Assistant A</i> <i>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Customer Services Division</p>
	<p>Endorses to the General Manager for approval.</p>		<p>1 minute</p>	<p><i>Division Manager B</i> Customer Services Division</p>
	<p>Approves the application for reopening.</p>		<p>1 minute</p>	<p><i>General Manager B</i> Office of the General Manager</p>



	Forwards the application to the Construction and Maintenance Division for implementation.		1 minute	<i>Division Manager B</i> Customer Services Division
	Records the application and assign to the Water Maintenance Man.		5 minutes	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man</i> Construction and Maintenance Division
	Request the materials needed for installation.		15 minutes	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man</i> Construction and Maintenance Division
	Installs the water service connection.		1-2 hours	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man</i> Construction and Maintenance Division
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	<i>Water Maintenance General Foreman Senior Water Maintenance Man Water Maintenance Man</i> Construction and Maintenance Division



7. Request for Water Analysis

Service Information

Office or Division:	Human Resources Division, Office of the General Manager, Water Resources Division,			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Small Water Districts, Hospitals, Concerned Water Refilling Stations, and MRWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Water Analysis				
2. Water Sample				
3. Office Receipt of Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting Party Submit a written letter request for water analysis to the Office of the General Manager.	Forward request to the Water Resource Division with Water Sample/ Wait for instruction.		5 minutes	<i>Secretary A</i> Office of the General Manager
Submits Water Sample.	Forward Water Sample to the Quality Control Laboratory for Analysis at the WTP Panitan.		1-2 hours	<i>Secretary A</i> Office of the General Manager
	Analysis of Water Sample at the MRWD Laboratory.		48 hours	<i>Quality Control Officer, Chemist, Water Resources Division</i>
Follow-up request and Pay Necessary Fee.	Secure an Order of Payment.	Bacteriological Analysis – PHP 150.00	1 minute	<i>Division Manager Accounting Division</i>
	Pay to the Test Fee.		1 minute	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division</i>
Present Official Receipt to the GM's Secretary.	Released of Result.		2 minutes	<i>Secretary A</i> Office of the General Manager



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Concessionaires and the public could lodge their feedbacks either personal or thru other modes of communications brought about by technology, to wit:</p> <p>Postal Address :Metro Roxas Water District MRWD Bldg., Km. 1, Roxas City 5800</p> <p>Telephone Nos. :</p> <p>(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)</p> <p>Email Address: metroroxaswd@gmail.com</p> <p>Web Site : www.metroroxaswd.gov.ph.</p>
How feedbacks are processed?	<p>Written or verbal complaints shall be immediately attended by the Customer Services Division Manager or any Customer Service Representative</p>
How to file a complaint?	<p>Complainant must file his/her complaint including all evidences in Two (2) original copies at the Office of the General Manager.</p> <p>The Complaint should contain the following:</p> <ul style="list-style-type: none"> a) Name of the complainant and the respondent b) Narration of facts c) Attached as evidences if available d) Duly signed by the complainant

<p>How complaints are processed?</p>	<ol style="list-style-type: none"> 1. The Complaint will be forwarded to the Human Resources Division which will prepare a Memorandum directing the respondent/ employee to file his counter affidavit/ comment within 48 hours from the receipt of the complaint. 2. The HRMO and/or any authorized representative from the Customer Services Division shall evaluate the complaint and the documents presented and prepare a report to the General Manager within 3 days thereof. 3. The General Manager will then form an Ad Hoc Committee to formally investigate the matter and prepare recommendation of the case within 3 days. 4. Upon the submission of recommendation by the Ad Hoc Committee the General Manager will now resolve the matter. 5. The Office of the General Manager will notify the complainant of the actions taken and/or resolution of the complaint.
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB- 09088816565/1-6565/ 8888 www.contactcenterngbayan.gov.ph</p> <p>PCC – 7368645, 7368603, 7368606, 7368629, 7368621 Telefax: 7368621 E-mail Address: pcc@malacanang.gov.ph</p> <p>CSC – 09178398272/ (02) 932-0111</p>



Office	Address	Contact Information
MRWD Main Building	Km.1, Barangay X, Roxas City, Capiz	6210-044/6210-737
Paslang Water Treatment Plant	Brgy. Salocon, Panit-an, Capiz	