



# **METRO ROXAS WATER DISTRICT**

CITIZEN'S CHARTER HANDBOOK

2022 (First Edition)



# **METRO ROXAS WATER DISTRICT**

## **CITIZEN'S CHARTER**

2022 (First Edition)



## **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 feedback 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 SERVICES**



## 1. Issuance of Certificate of Employment (COE)

Certification duly signed by the General Manager is issued to active personnel (Permanent and Job Order) needing this document for recruitment, selection and placement (RSP) purposes, and as supporting document for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth, PagIBIG Fund, as well as Bank Loan Applications. This includes COE's with Job Descriptions/Functions, compensation and benefits.

<b>Office or Division:</b>	Human Resource Division, Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	MRWD Permanent and Job Order Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Processing of Request:  Duly Accomplished Request Form from the Human Resource Division		Human Resource Personnel In-charge  For contactless transactions, clients may submit request thru: EMAIL (Email address: <a href="mailto:mrwdhr1976@gmail.com">mrwdhr1976@gmail.com</a> ) or CALL (036) 6210044 loc. 110		
For Claiming of COE:  For contactless transactions, clients may submit a duly accomplished request form upon claiming of COE.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit Request Form to the HR Personnel In-Charge	1.1 Accept accomplished form and check the completeness of information. Note the date of release should be indicated in the Request Form	None	15 minutes	<i>HR Personnel In-Charge</i>  Human Resource Division



For Contactless Transactions: Client may call or email the	1.2 Check the entries and completeness of information in the Request Form.	None	1 minute	<i>HR Personnel In-Charge</i> Human Resource Division
None	1.3 Validate data with existing 201 File and Latest Plantilla of Position. Prepare the Certification.	None	10 minutes	<i>Division Manager</i> Human Resource Division
None	1.4 Have the COE noted by the Department Manager and approved/signed by the General Manager.	None	30 minutes	<i>HR Personnel In-Charge</i> Human Resource Division
None	1.5 Inform Client that the requested document is already available.	None	10 minutes	<i>HR Personnel In-Charge</i> Human Resource Division
2.Receive the requested document (sign the Request Form)	2. Release the document to the requesting personnel or his/her duly authorized representative.	None	10 minutes	<i>HR Personnel In-Charge</i> Human Resource Division
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 6 minutes</b>	





## 2. Request and Issuance of Employment Service Records

Service Record duly signed by the Division Manager of the Human Resource Division is issued to active personnel (Permanent) needing this as supporting document for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth, PagIBIG Fund, as well as Bank Loan Applications.

<b>Office or Division:</b>	Human Resource Division, Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	MRWD Permanent and Job Order Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Processing of Request:  Duly Accomplished Request Form from the Human Resource Division		Human Resource Personnel In-charge  For contactless transactions, clients may submit request thru: EMAIL (Email address: <a href="mailto:mrwdhr1976@gmail.com">mrwdhr1976@gmail.com</a> ) or CALL (036) 6210044 loc. 110		
For Claiming of COE:  For contactless transactions, clients may submit a duly accomplished request form upon claiming of COE.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit Request Form to the HR Personnel In-Charge.	1. Accept accomplished form and check the completeness of information. Note the date of release should be indicated in the Request Form.	None	15 minutes	<i>HR Personnel In-Charge</i>  Human Resource Division



<p>For contactless transactions, clients may submit request thru email : <a href="mailto:mrwdhr1976@gmail.com">mrwdhr1976@gmail.com</a> or call (036) 6210-044 loc. 110</p>	<p>1.2 Check the entries and completeness of information in the Request Form.</p>	<p>None</p>	<p>1 minute</p>	<p><i>HR Personnel In-Charge</i> Human Resource Division</p>
<p>None</p>	<p>1.3 Validate data with existing 201 File and Latest Plantilla of Position. Prepare the Certification.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Division Manager</i> Human Resource Division</p>
<p>None</p>	<p>1.4 Have the COE noted by the Department Manager and approved/signed by the General Manager.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>HR Personnel In-Charge</i> <i>Department Manager</i> <i>General Manager</i></p>
<p>None</p> <p>2. Receive the requested document (sign the Request Form).</p>	<p>1.5 Inform Client that the requested document is already available.</p> <p>2. Release the document to the requesting personnel or his/her duly authorized representative.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>HR Personnel In-Charge</i> Human Resource Division</p>
<p><b>TOTAL</b></p>		<p><b>None</b></p>	<p><b>1 hour, 6 minutes</b></p>	



### 3. Request/Application for Leave Monetization

Application for Leave Monetization is available to all permanent MRWD Employees. The application is duly signed by the Requesting Employee, Division Manager, and endorsed to the of the Human Resource Division for processing. The monetary value of the monetized leave will be prepared by the Accounting Division.

<b>Office or Division:</b>	Human Resource Division; Accounting Division, Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	MRWD Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Processing of Request:  Duly Accomplished Application for Leave Form from the Human Resource Division		Human Resource Personnel In-charge  For contactless transactions, clients may submit request thru: EMAIL (Email address: <a href="mailto:mrwdhr1976@gmail.com">mrwdhr1976@gmail.com</a> ) or CALL (036) 6210044 loc. 110		
For contactless transactions, clients may submit a duly accomplished Leave Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit the Leave Form to the HR Personnel In-Charge.	1. Accept accomplished Leave Form and check the completeness of information. Note the date of release should be indicated in the Request Form.	None	15 minutes	<i>HR Personnel In-Charge</i>  Human Resource Division
For Contactless Transactions: Client may call or email the HR Personnel In-Charge on the contact details provided.	1.2 Check the entries and completeness of information in the Leave Form.	None	1 minute	<i>HR Personnel In-Charge</i>  Human Resource Division



None	1.3 Validate the available Leave Credits of the requesting employee with Leave Card Balances File.	None	10 minutes	<i>Division Manager</i> Human Resource Division
None	1.4 Note and sign the Leave Balance portion in the Application for Leave Form.	None	30 minutes	<i>Division Manager</i> Human Resource Division
None	1.5 Forward the signed document to the Office of the General Manager for approval. After which, document will be submitted to the Accounting Division for check issuance.	None	1 day	<i>HR Personnel In-Charge</i> <i>General Manager</i> <i>Senior Corporate Accountant</i> <i>Department Manager - Finance Services</i>
2. Receive the check from leave monetization.	2. Release the check of Leave Monetization to the requesting personnel or his/her duly authorized representative.		10 minutes	<i>Cashier</i> Cash Management and Budget Division
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour, 6 minutes</b>	



## 4. Application for Leave

Application for Leave is available to all permanent MRWD Employees. The application is duly signed by the Requesting Employee, Division Manager, and endorsed to the of the Human Resource Division for processing.

<b>Office or Division:</b>	Human Resource Division; concerned Division, Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	MRWD Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Processing of Request:  Duly Accomplished Leave Form from the Human Resource Division		Human Resource Personnel In-charge  For contactless transactions, clients may submit request thru: EMAIL (Email address: <a href="mailto:mrwdhr1976@gmail.com">mrwdhr1976@gmail.com</a> ) or CALL (036) 6210044 loc. 110		
For contactless transactions, clients may submit a duly accomplished Leave Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit the Leave Form to the HR Personnel In-Charge.  For Contactless Transactions: Client may call or email the HR Personnel In-Charge on the contact details provided	1. Accept accomplished Leave Form and check the completeness of information. Note the date of release should be indicated in the Request Form.	None	15 minutes	<i>HR Personnel In-Charge</i>  Human Resource Division



None	2. Check the entries and completeness of information in the Application for Leave Form.	None	1 minute	<i>HR Personnel In-Charge</i> Human Resource Division
None	3. Validate the available Leave Credits of the requesting employee with Leave Card Balances File.	None	10 minutes	<i>Division Manager</i> Human Resource Division
None	4. Note and sign the Leave Balance portion in the Application for Leave Form.	None	30 minutes	<i>Division Manager</i> Human Resource Division
None	5. Forward the signed document to the Office of the General Manager for approval.	None	1 day	<i>HR Personnel In-Charge</i> Human Resource Division
None	6. Inform the employee applicant of the status of his/her leave application.	None	10 minutes	<i>HR Personnel In-Charge</i> Human Resource Division
<b>TOTAL</b>		None	<b>1 day, 1 hour, 6 minutes</b>	



**METRO ROXAS WATER DISTRICT**  
**MAIN OFFICE**  
**EXTERNAL SERVICES**



## 1. Collection of payment of suppliers/creditors

Payment of payables of Metro Roxas Water District to various suppliers

<b>Office or Division:</b>	Cash Management and Budget Division, Human Resource Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Suppliers and Creditors of Metro Roxas Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Original Proof of Identification		Suppliers		
One (1) Original Copy of Sales Invoice		Suppliers		
One (1) Original Official Receipt		Cashier/Division Manager-Cash Management and Budget		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Public Assistance Complaint Desk (PACD) Officer for direction to the Cashier.	1. PACD Officer assists the client by directing her/him to the Cashier.	None	1 minute	<i>Administrative Services Assistant B/ PACD Human Resources Division</i>
2. Present Sales Invoice and Identification Cards to the Cashier.	2.1 Cashier verifies the authenticity of the Identification cards. Counter checks details of the sales invoice against records.	None	4 minutes	<i>Division Manager B Cash Management and Budget Division  Cashier B Cash Management and Budget Division</i>
	2.2 Cashier then release the check 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>
<b>TOTAL</b>		None	6 Minutes	





## 2. Collection of water bill payment

Payment of water bill either cash or check

<b>Office or Division:</b>	Customer Accounts Division, Human Resource Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	All active/inactive consumers with water service connections within MRWD Water Service Areas.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Copy (Original/Photocopy) of Latest Water Bill		Customer/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customers get their priority number from the queuing machine.	1. Concessionaires are directed to sit and wait for his/her priority number to be called.	None	2 minutes	<i>Administrative Services Assistant B/ PACD Human Resource Division</i>
2. Concessionaires wait until priority number is called.	None	None	1 minute	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Accounts Division</i>
3. When the Priority No. is called customer should present her/his bill to the teller concerned together with payment.	2. Teller verifies account, accepts payment and issue MRWD Official Receipt as proof of payment.	Depends on the amount of Water Bill.	2 minutes	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C  Customer Accounts Division</i>
<b>TOTAL</b>		Depends on the amount of Water Bill.	5 Minutes	



### 3. Certification of Water Service Connection

Issuance of certification of water service connection to qualified applicants

<b>Office or Division:</b>	Customers Account Division, Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Any qualified residents of Roxas City, Municipalities of Panay, Ivisan, and Panitan, Water Refilling Stations, Subdivision Developer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Original Letter Request		Transacting Public/Requesting Party		
One (1) Valid Identification Card		Transacting Public/Requesting Party		
One (1) Original/Photocopy of Official Receipt of Current Bill Payment		Transacting Public/Requesting Party		
For Subdivision Developer: One (1) Original/Photocopy Subdivision Plan		Subdivision Developer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits the letter request for Water Service Certification.	1.1 Records Assistant receives the Letter request and forward the same to the Office of the General Manager.	None	2 minutes	Secretary A Office of the General Manager
	1.2 General Manager forwards the same to the Division Manager of Customers Account for verification.	None	2 minutes	General Manager B Office of the General Manager Division Manager B Customer Accounts Division
2. Requesting party follow-up the request the next working day.	2.1 If the account is cleared after verification, client is directed to pay the Certification Fee before receiving the certification.	Php 500.00	5 minutes	Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Accounts Division



	2.2 Secretary A prepares the certification to be signed by the General Manager or his authorized representative.	None	10 minutes	Secretary A Office of the General Manager  General Manager
3. Applicant receives the requested Certification.	3. Release of Certification to the applicant.	None	1 minute	Secretary A Office of the General Manager
<b>TOTAL</b>		Php 500.00	20 minutes	



#### 4. Application for New Water Service Connection

Application of residents/individuals without existing service connection

<b>Office or Division:</b>	Customer Services Division, Human Resource			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Residents from Roxas City, Panay, Ivisan and Panitan with areas that has existing distribution mains.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of Barangay Clearance	From the Barangay concerned to be secured by the applicant			
One (1) Photocopy of Two (2) Valid IDs	From the applicant			
One (1) Photocopy of the Land Title/Tax Declaration	From the Registry of Deeds/Office of the City/Municipality Assessor			
One (1) Photocopy of Neighbors Water Bill	From the neighbor/s			
Attend Orientation every Tuesday and Thursday at 9:00 am ( <b>Temporarily suspended due to COVID - 19 Pandemic</b> )	Metro Roxas Water District - Customer Services Division			
Additional Documents if Applicant is not the owner of the property:				
➤ One (1) Photocopy of Lease Contract	From the property owner			
➤ One (1) Original Written Consent from Lot/Building Owner	From the Lot/Building Owner			
➤ Photocopy of One (1) valid ID of the Bldg./Lot Owner	From the Lot/Building Owner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant gets Priority No. from the queuing machine.	1. Public Assistance and Complaint Desk (PACD) Officer assists the client to get her/his number.	None	5 seconds	<i>Administrative Services Assistant B/ PACD</i>  <i>Human Resource Division</i>
2.Applicant waits to be called by a Customer Service Assistant.	2.Applicant is directed to sit on the waiting area provided for them.	None	5 minutes	<i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division



3. Client relays specific concern to the service provider.	3.1 Applicant/s fills-up properly the Water Service Request form including the drawing or sketching of the location of the property of the applicant/s and pay the inspection fee.	<b>Pay 100.00 for inspection fee.</b>	2 minutes	<i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division
	3.2 Informs the applicant/s 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 C</i> Customer Services Division
	3.3 Conducts investigation upon submission of Water Service Request.  3.4 Informs the applicant on the result of the investigation. Notifies the applicant to accomplish requirements at the Office.	None	2 days	<i>Water Maint. Man A/ Investigator</i>  <i>Construction &amp; Maintenance Division</i>  <i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division
4. Present the needed requirements.	4. Verifies the authenticity of the requirements. If documents are accurate & complete, directs the applicant to attend the orientation.	None	5 minutes	<i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division
5. Present orientation slip to PACD and attends the orientation.	5. Orients the applicants on the provisions & policies of the water service contract. Advise the clients on the possible date of installation.	None	1 hour <b>(Temporarily suspended due to COVID-19 Pandemic)</b>	<i>Sr. Customer Service Officer</i>  <i>Customer Services Division</i>



<p>6.Applicant fills-up properly the Water Service Contract and pays the corresponding Installation fees.</p>	<p>6.Process the application and validates the payments.</p>	<p><b>P1,300</b> -Installation Fee plus  <b>P500.00</b> -Guaranty Deposit plus <b>Materials &amp; other charges</b> -based on the bill of materials (charges vary)</p>	<p>5 minutes</p>	<p><i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division</p>
<p>7. Receives the duplicate copy of the application/contract.</p>	<p>7.Endorses the accomplished documents for review, approval and installation.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Customer Service Assistant A</i> <i>Customer Service Assistant C</i>  Customer Services Division</p>
<p><b>TOTAL</b></p>		<p><b>P 1,900.00</b> plus <b>Materials &amp; other charges</b> -based on the bill of materials (charges vary)</p>	<p><b>2 days, 1 hour, 23 minutes, 5 seconds</b></p>	



## 5. Installation of Water Service Connection

Installation of Water Service Connection for residents/individuals after payment of applicable fees.

<b>Office or Division:</b>	Customer Accounts Division (CAD), Construction and Maintenance Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Residents/Individuals with duly accomplished water service applications with Metro Roxas Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt of Payment for Installation		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1.1 Forwards the application to Construction and Maintenance Division for installation.	None	1 minute	<i>Division Manager B</i> Customer Services Division
None	1.2 Records the application and assign to the Water Maintenance Man.	None	5 minutes	<i>Water Maintenance General Foreman</i> <i>Senior Water Maintenance Man</i> <i>Water Maintenance Man</i>  Construction and Maintenance Division
None	1.3 Request the materials needed for installation.	None	15 minutes	<i>Water Maintenance General Foreman</i> <i>Senior Water Maintenance Man</i> <i>Water Maintenance Man</i>  Construction and Maintenance Division



None	1.4 Release of service connection materials needed	None	10 minutes	Storekeeper B Property/Supply and Procurement Division
None	1.5 Installs the water service connection. Instruct the applicant to sign the memorandum receipt of water meter.	None	2 hours	<i>Senior Water Maintenance Man A</i> <i>Water Maintenance Man A</i> Construction and Maintenance Division
1. Signs the memorandum receipt of water meter. Receives the duplicate copy of the memorandum receipt of water meter.	1.6 Gives to the client the duplicate copy of the memorandum receipt of water meter.	None	2 minutes	<i>Senior Water Maintenance Man A</i> <i>Water Maintenance Man A</i> Construction and Maintenance Division
<b>TOTAL</b>		None	2 hours, 55 minutes	





## 6.Reopening/Leak Check/Change Meter

Conduct of Reopening for closed connection/Leak Check for existing connection/Change Meter for existing connection.

<b>Office or Division:</b>	Office of the General Manager, Customer Services Division, Construction and Maintenance Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Concessionaires of Metro Roxas Water District with closed and existing connection.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Photocopy of Barangay Clearance		Applicant		
One (1) Photocopy of Two (2) Valid IDs		Applicant		
One (1) Photocopy of Cedula		Applicant		
One (1) Photocopy of Neighbor's Water Bill		Applicant		
Attend Orientation every Tuesday and Thursday at 9:00 am <b>(Temporarily Suspended due to COVID 19 pandemic)</b>		Metro Roxas Water District - Customer Services Division		
Additional Documents if Applicant if not the owner of the property:				
One (1) Photocopy of Lease Contract		Applicant		
One (1) Written Consent from Lot/Building Owner		Applicant		
One (1) Photocopy of One (1) valid ID of the Bldg./Lot Owner		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Relay Specific concern to the service provider. Presents the needed requirements.	1. 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.	None	2 minutes	Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C  Customer Services Division



<p>2. Pay the reopening fees and other charges.</p>	<p>2. Process payment and issue OR.</p>	<p>Pay 850.00 plus materials needed for Reconnection /Alteration Charge  Pay 600.00 plus materials 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>  Customer Accounts Division</p>
<p>3. Present to the service provider the Official Receipt along w/ the application form.</p>	<p>3.1. Endorses to the Customer Service Division Manager for review.</p>	<p>None</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>3.2. Endorses to the General Manager for approval.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Division Manager B</i> Customer Services Division</p>
	<p>3.3 Approves the application for reopening.</p>	<p>None</p>	<p>1 minute</p>	<p><i>General Manager B</i> Office of the General Manager</p>



	3.4 Forwards the application to the Construction and Maintenance Division for appropriate action.	None	1 minute	<i>Division Manager B</i> Customer Services Division
	3.5 Records the application and assign to the Water Maintenance Man.	None	5 minutes	<i>Water Maintenance General Foreman</i> <i>Senior Water Maintenance Man</i> <i>Water Maintenance Man</i>  Construction and Maintenance Division
	3.6 Request the materials needed for installation.	None	15 minutes	<i>Water Maintenance General Foreman</i> <i>Senior Water Maintenance Man</i> <i>Water Maintenance Man</i>  Construction and Maintenance Division
	3.7 Release of service connection materials needed	None	10 minutes	Storekeeper B  Property/Supply and Procurement Division



	3.8 Installs the water service connection. Instruct the applicant to sign the memorandum receipt of water meter.	None	2 hours	<i>Senior Water Maintenance Man A</i> <i>Water Maintenance Man A</i> Construction and Maintenance Division
4. Signs the memorandum receipt of water meter. Receives the duplicate copy of the memorandum receipt of water meter.	4. Gives to the client the duplicate copy of the memorandum receipt of water meter.	None	2 minutes	<i>Senior Water Maintenance Man A</i> <i>Water Maintenance Man A</i> Construction and Maintenance Division
<b>TOTAL</b>		Pay 850.00 plus materials needed for Reconnection/Alteration Charge  Pay 600.00 plus materials needed for Direct Alteration.	2 hours, 43 Minutes	



## 7.Request for Water Analysis

Request for Bacteriological Water Analysis of Small Water Districts, Hospitals, Concerned Water Refilling Stations, Schools and MRWD Concessionaires

<b>Office or Division:</b>	Human Resource Division, Office of the General Manager, Water Resources Division,			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<b>Who may avail:</b>	Small Water Districts, Hospitals, Concerned Water Refilling Stations, Schools and MRWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Water Analysis		Client/Transacting Public		
Water Sample		Client/Transacting Public		
Office Receipt of Fee		Client/Transacting Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Requesting party submits a written letter request for water analysis to the Office of the General Manager.	1.Forward request to the Water Resource Division.	None	5 minutes	<i>Secretary A Office of the General Manager</i>
2.Submits Water Sample.	2.1 Forward Water Sample to the Quality Control Laboratory for Analysis at the WTP Panitan.	None	2 hours	<i>Secretary A Office of the General Manager</i>
	2.2 Analysis of Water Sample at the MRWD Laboratory.	None	2 days	<i>Quality Control Officer, Chemist, Water Resources Division</i>
	2.3 Informs client that the result is already available	None	1 minute	<i>Secretary A Office of the General Manager</i>
	2.4 Secure an Order of Payment.	None	1 minute	<i>Secretary A Office of the General Manager  Division Manager Accounting Division</i>



3. Pay the Bacteriological Test Fee.	3. Accepts Order of Payment and the necessary fees.	Bacteriological Analysis – P150.00	1 minute	<i>Customer Service Assistant A Customer Service Assistant B Customer Service Assistant C Customer Services Division</i>
4. Present the Official Receipt to the GM's Secretary.	4. Release of Result.	None	2 minutes	<i>Secretary A Office of the General Manager</i>
<b>TOTAL</b>		P 150.00	2 days, 2 hours, 10 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How to send feedback?</b></p>	<p>Concessionaires and the public could lodge their feedback using Feedback/Suggestion Slip in the entrance lobby.</p> <p>Human Resource Division Contact Information:          Telephone Nos. :              (036) 6210-044 (Trunkline) local 110              (036) 6210- 737 (Trunkline) local 110</p>
<p><b>How feedback are processed?</b></p>	<p>The Customer Services Division Manager or his/her authorized representative will verify the feedback within the next 24 hours. The client will be notified via email or phone call.</p> <p>For follow-ups or queries, kindly contact:              (036) 6210-044 (Trunkline) local 306              (036) 6210- 737 (Trunkline) local 306          Email address: <a href="mailto:admin@metroroxaswd.gov.ph">admin@metroroxaswd.gov.ph</a>/                            <a href="mailto:metroroxaswd@gmail.com">metroroxaswd@gmail.com</a></p>
<p><b>How to file a complaint?</b></p>	<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"> <li>a) Name of the complainant and the respondent</li> <li>b) Narration of facts</li> <li>c) Evidences</li> <li>d) Duly signed complaint</li> </ul> <p>Send all complaints to <a href="mailto:admin@metroroxaswd.gov.ph">admin@metroroxaswd.gov.ph</a>/  <a href="mailto:metroroxaswd@gmail.com">metroroxaswd@gmail.com</a></p>



<p>How complaints are processed?</p>	<ol style="list-style-type: none"> <li>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.</li> <li>2. The Human Resource Management Officer 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 three (3) days thereof.</li> <li>3. The General Manager will then form an Ad Hoc Committee to formally investigate the matter and prepare recommendation of the case within three (3) days.</li> <li>4. Upon the submission of recommendation by the Ad Hoc Committee the General Manager will now resolve the matter.</li> <li>5. The Office of the General Manager will notify the complainant of the actions taken and/or resolution of the complaint via email or phone call.</li> </ol>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB- 09088816565/1-6565/ 8888  <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>PCC – 87368645, 87368603, 87368606, 87368629, 87368621          Telefax: 87368621          E-mail Address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>CSC – 09178398272/ (02) 8932-0111</p>

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