



METRO ROXAS WATER DISTRICT

**CITIZEN'S CHARTER HANDBOOK
2023 (1st Edition)**



METRO ROXAS WATER DISTRICT (MRWD)

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AGENCY PROFILE

I. Mandate

Metro Roxas Water District (MRWD) has the main objective of supplying potable and affordable water to the people of Roxas City, and its neighboring municipalities in the Province of Capiz: Panitan, Panay, Ivisan, and Sigma through bulk sales.

In October 1976, the Metro Roxas Water District (MRWD) then Roxas City Water District (RCWD) was formed by virtue of Sangguniang Panlungsod Resolution No. 35, Series of 1976, pursuant to PD 198 which has the main objective of supplying potable and affordable water to the people of Roxas City. Initially, it has 1,152 active concessionaires at the end of December 1976.

LOCAL WATER DISTRICT LAW

CHAPTER I Title

SEC. 4. Title. – The provisions of this Title shall be known and referred to as the “Local Water District Law.”

CHAPTER II Purpose and Formation

SEC. 5. Purpose. - Local water districts may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.



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.

IV. 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;



- ❖ 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!”

V. MRWD Credo:

- **WE BELIEVE** In the binded spirit of mission and purpose of our District, to serve and satisfy the public by providing adequate potable water;
- **WE BELIEVE** As employees, that we have our every individual contribution by performing out task designed to our capabilities;
- **WE BELIEVE** That every employee must abide and protect the laws and norms of conduct with morale existing within and outside our management; That each one must strive in every oppurtunities arising from all challenges in our diversified services aimed toward success;
- **WE BELIEVE** That prayers, love and unified action with Divine intervention can help our ideals amidst the risk of convictions in our daily pursuit and performance;
- **WE BELIEVE** That each one has gifts, talents and creativeness endowed by the Sovereign Almighty, That the same be shared in the needs and necessities it ought to be extended;
- **FINALLY, WE BELIEVE** That exercising together our common aspirations, complimented by collective involvement, is a realization of our ultimate destiny.



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Metro Roxas Water District Main Office

INTERNAL SERVICES



1. 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.

Office or Division:	Human Resource Division, Concerned Division, Office of the General Manager			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MRWD Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: Duly Accomplished Leave Form from the Human Resource Division		Human Resource Personnel In-charge For contactless transactions, clients may submit their request thru: EMAIL (Email address: mrwdhr1976@gmail.com) or CALL (036) 6210044 loc. 112		
For contactless transactions, clients may submit a duly accomplished Leave Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1. 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	2. 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
TOTAL		NONE	1 day, 1 hour, 6 minutes	



2. 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.

Office or Division:	Human Resource Division, Office of the General Manager			
Classification:	Simple Transaction			
Type of Transaction:	G2C—Government to Citizen			
Who may avail:	MRWD Permanent Employees and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: Duly Accomplished Request Form from the Human Resource Division		Human Resource Personnel In-charge For contactless transactions, clients may submit their request thru: EMAIL (Email address: mrwdhr1976@gmail.com) 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.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.2 Check the	None	1 minute	<i>HR Personnel In-</i>

Transactions: Client may call or email the HR Personnel In-Charge on the contact details provided	entries and completeness of information on the Request Form.			<i>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.			<i>HR Personnel In-Charge</i> Human Resource Division
TOTAL		NONE	1 hour, 6 minutes	



3. Request and Issuance of Employment Service Record

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.

Office or Division:	Human Resource Division, Office of the General Manager,			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MRWD Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: Duly Accomplished Request Form from the Human Resource Division		Human Resource Personnel In-charge For contactless transactions, clients may submit their request thru: EMAIL (Email address: mrwdhr1976@gmail.com) or CALL (036) 6210044 loc. 110		
For contactless transactions, clients may submit a duly accomplished request form upon claiming of Employment Service Record.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
For Contactless Transactions: Client may call or email the	1.2 Check the entries and completeness of	None	1 minute	<i>HR Personnel In-Charge</i>



HR Personnel In-Charge on the contact details provided.	information in the Request Form.			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> <i>Department Manager</i> Human Resource Division <i>General Manager</i> Office of the General Manager
2.Receive the requested document (sign the Request Form).	1.5 Inform Client that the requested document is already available. 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
TOTAL		None	1 hour, 6 minutes	



4. 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.

Office or Division:	Human Resource Division, Office of the General Manager, Corporate Planning and Internal Audit Division, Financial Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MRWD Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request:		Human Resource Personnel In-charge		
Duly Accomplished Application for Leave Form from the Human Resource Division		For contactless transactions, clients may submit request thru: EMAIL (Email address: mrwdhr1976@gmail.com) or CALL (036) 6210044 loc. 110		
For contactless transactions, clients may submit a duly accomplished Leave Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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

contact details provided.	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 <i>Department Manager</i> Administrative Services Department
None	1.5 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 <i>General Manager</i> Office of the General Manager
None	1.6 Forward the approved document to Accounting Division for the processing of voucher. 1.7 After which, the voucher will be submitted to the Financial Management Division for check issuance.	None	1 day	<i>Accounting Processor</i> <i>Chief Corporate Accountant</i> Accounting Division <i>Department Manager</i> Finance Services Department

2. Receive the check from leave monetization.	2. Release the check of Leave Monetization to the requesting personnel or his/her duly authorized representative.	None	10 minutes	<p><i>Internal Control Personnel</i></p> <p>Corporate Planning and Internal Audit Division</p> <p><i>Chief Corporate Budget Officer</i></p> <p>Financial Management Division</p> <p><i>Cashier</i></p> <p>Financial Management Division</p>
TOTAL		None	1 day, 1 hour, 6 minutes	



Metro Roxas Water District Main Office

EXTERNAL SERVICES

1. Application for New Water Service Connection

Application of residents/individuals without existing service connection.

Office or Division:	New Services Connection and Customer Care Division, Financial Management Division, Water Distribution and Leakage Control Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Residents from Roxas City, Panay, Ivisan and Panitan 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		Metro Roxas Water District - New Services Connection and Customer Care 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		
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>Customer Service Assistant/ PACD</i> New Services Connection and Customer Care Division
2. Applicant waits to be called by a Customer Service	2. Applicant is directed to sit on the waiting	None	5 minutes	<i>Customer Service Assistant</i>

Assistant.	area provided for them.			New Services Connection and Customer Care Division
3. Client relays specific concern to the service provider.	3.1 Applicant/s fills out properly the Water Service Request form including the drawing or sketching of the location of the property of the applicant/s and pay for the inspection fee.	Pay 100.00 for the inspection fee.	2 minutes	<i>Customer Service Assistant</i> New Services Connection and Customer Care Division <i>Cashier</i> Financial Management Division
	3.2 Inform the applicant/s that the application is subject for investigation. Forward the application to the investigator.	None	4 minutes	<i>Customer Service Assistant</i> New Services Connection and Customer Care Division

	<p>3.3 Conduct investigation upon submission of Water Service Request.</p> <p>3.4 Inform the applicant on the result of the investigation. Notify the applicant to accomplish requirements at the Office.</p>	None	2 days	<p><i>Water Maint. Man/ Investigator</i></p> <p>Water Distribution and Leakage Control Division</p> <p><i>Customer Service Assistant</i></p> <p>New Services Connection and Customer Care Division</p>
4. Present the needed requirements.	4. Verify the authenticity of the requirements. If documents are accurate & complete, directs the applicant to attend the orientation.	None	5 minutes	<p><i>Customer Service Assistant/ PACD</i></p> <p>New Services Connection and Customer Care Division</p>
5. Present orientation slip to PACD and attend the orientation.	5. Orient the applicants on the provisions & policies of the water service contract. Advises the clients on the possible date of installation.	None	1 hour	<p><i>Officer-In-Charge</i></p> <p>New Services Connection and Customer Care Division</p>

<p>6. Applicant fills out properly the Water Service Contract and pays the corresponding Installation fee.</p>	<p>6. Process the application and validates the payments.</p>	<p>P1,300 - Installation Fee plus</p> <p>P500.00 - Guaranty Deposit plus Materials & other charges - based on the bill of materials (charges vary)</p>	<p>5 minutes</p>	<p><i>Customer Service Assistant</i></p> <p>New Services Connection and Customer Care Division</p> <p><i>Cashier</i></p> <p>Financial Management 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</i></p> <p>New Services Connection and Customer Care Division</p>
<p>TOTAL</p>		<p>P 1,900.00 plus Materials & other charges - based on the bill of materials (charges vary)</p>	<p>2 days, 1 hour, 23 minutes, 5 seconds</p>	

2. Certification of Water Service Connection

Issuance of certification of water service connection to qualified applicants.

Office or Division:	Billing and Accounts Division, Office of the General Manager, Financial Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – 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) 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the letter request for Water Service Certification.	1.1 Private Secretary receives the Letter request and forwards the same to the General Manager.	None	2 minutes	<i>Private Secretary</i> Office of the General Manager
	1.2 General Manager forwards the same to the Division Manager of Billing and Accounts for verification.	None	2 minutes	<i>General Manager</i> Office of the General Manager <i>Division Manager</i> Billing and Accounts Division
2. Requesting party follows up the request the next	2.1 If the account is cleared after	Php 500.00	5 minutes	<i>Cashier</i> Financial



working day.	verification, client is directed to pay the Certification Fee before receiving the certification.			Management Division
	2.2 Private Secretary prepares the certification to be signed by the General Manager or his authorized representative.	None	10 minutes	Secretary A General Manager Office of the 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
TOTAL		Php 500.00	20 minutes	

3. Collection of payment of suppliers/creditors

Payment of payables of Metro Roxas Water District to various suppliers.

Office or Division:	Financial Management Division, New Services Connection and Customer Care Division	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
Who may avail:	Suppliers and Creditors of Metro Roxas Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Original Proof of Identification		Suppliers
One (1) Original Copy of Sales Invoice		Suppliers
One (1) Original Official Receipt		Cashier/ Division Manager- Financial Management Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>Customer Service Assistant/ PACD</i> New Services Connection and Customer Care Division
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</i> <i>Cashiering Services Chief</i> Financial Management Division
	2.2 Cashier then releases the check upon issuance of an Official Receipt by the Supplier/ Creditor.	None	1 minute	<i>Division Manager</i> <i>Cashiering Services Chief</i> Financial Management Division
TOTAL		NONE	6 Minutes	

4. Collection of water bill payment

Payment of water bills on either cash or check.

Office or Division:	Financial Management Division, New Services Connection and Customer Care Division
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – 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) Copy (Original/ Photocopy) of Latest Water Bill		Customer/ Client Customer Service Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>Customer Service Assistant/ PACD</i> New Services Connection and Customer Care Division
2. Concessionaires wait until priority number is called.	None	None	1 minute	<i>Cashier</i> Financial Management Division
3. When the Priority No. is called customer should present his/ her water bill to the teller concerned together with his/ her payment.	3. Cashier verifies account, accepts payment and issues MRWD Official Receipt as proof of payment.	Depends on the amount of Water Bill.	2 minutes	<i>Cashier</i> Financial Management Division
TOTAL		Depends on the amount of Water Bill.	5 Minutes	

5. Installation of Water Service Connection

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

Office or Division:	New Services Connection and Customer Care Division, Water Distribution and Leakage Control Division, Property and Materials Management Division
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Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – 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	
Official Receipt of Payment for Installation			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1 Forward the application to Water Distribution and Leakage Control Division for installation.	None	1 minute	<i>Division Manager</i> New Services Connection and Customer Care Division
None	1.2 Record the application and assign to the Water Maintenance Man.	None	5 minutes	<i>Water/ Sewerage Maintenance General Foreman</i> <i>Water/ Sewerage Maintenance Man</i> Water Distribution and Leakage Control Division
None	1.3 Request the materials needed for installation.	None	15 minutes	<i>Water/ Sewerage Maintenance General Foreman</i>

				<i>Water/ Sewerage Maintenance Man</i> Water Distribution and Leakage Control Division
None	1.4 Release service connection materials needed.	None	10 minutes	<i>Property/ Supply Officer</i> <i>Property/ Supply Assistant</i> Property and Materials Management Division
None	1.5 Install the water service connection. Instruct the applicant to sign the memorandum receipt of water meter.	None	2 hours	<i>Senior Water/ Sewerage Maintenance Man</i> <i>Water/ Sewerage Maintenance Man</i> Water Distribution and Leakage Control Division
1. Signs the memorandum receipt of water meter. Receives the duplicate copy of the memorandum receipt of water meter.	1.6 Give to the client the duplicate copy of the memorandum receipt of water meter.	None	2 minutes	<i>Senior Water/ Sewerage Maintenance Man</i> <i>Water/ Sewerage Maintenance</i>



				<i>Man</i> Water Distribution and Leakage Control Division
TOTAL		None	2 hours, 33 minutes	

6. Reopening/ Leak Check/ Change Meter

Conduct of reopening for closed connections, leak check, and change meter for existing connection.

Office or Division:	Office of the General Manager, New Services Connection and Customer Care Division, Water Distribution and Leakage Control Division, Financial Management Division, Property and Materials Management Division		
Classification:	Simple Transaction		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
Who may avail:	Concessionaires of Metro Roxas Water District with closed and existing connection.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
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 9:00AM	Metro Roxas Water District - New Services Connection and Customer Care Division		
Additional Documents if Applicant is 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern/s to the service provider. Present the needed requirements.	1. Verify the account/ record of the Applicant and direct the applicant to fill out the form for Application Reopening/ Leak Check/ Change Meter/ Leak Repair.	None	2 minutes	<i>Customer Service Officer/ Assistant</i> New Services Connection and Customer Care Division
2. Pay the reopening fees and other charges.	2. Process payment and issue OR.	Pay 850.00 plus materials needed for Reconnection / Alteration Charge Pay 600.00 plus materials needed for Direct Alteration.	5 minutes	<i>Cashier</i> Financial Management Division
3. Present to the service provider the Official Receipt along with the application form.	3.1. Endorse to the New Services Connection and Customer Care Division Manager for	None	1 minute	<i>Customer Service Officer</i> <i>Division Manager</i> New Services Connection and

	review.			Customer Care Division
	3.2. Endorse to the General Manager for approval.	None	1 minute	Division Manager New Services Connection and Customer Care Division
	3.3 Approves the application for reopening.	None	1 minute	General Manager Office of the General Manager
	3.4 Forward the application to the Water Distribution and Leakage Control Division for appropriate action.	None	1 minute	Division Manager New Services Connection and Customer Care Division
	3.5 Record the application and assign to the Water/ Sewerage Maintenance Man.	None	5 minutes	Water/ Sewerage Maintenance General Foreman Water/ Sewerage Maintenance Man Water Distribution and Leakage Control Division
	3.6 Requests the materials needed for	None	15 minutes	Water/ Sewerage Maintenance

	installation.			<p><i>General Foreman</i></p> <p><i>Water/ Sewerage Maintenance Man</i></p> <p>Water Distribution and Leakage Control Division</p>
	3.7 Release service connection materials needed.	None	10 minutes	<p><i>Property/ Supply Officer</i></p> <p><i>Property/ Supply Assistant</i></p> <p>Property and Materials Management Division</p>
	3.8 Install the water service connection. Instruct the applicant to sign the memorandum receipt of water meter.	None	2 hours	<p><i>Senior Water/ Sewerage Maintenance Man</i></p> <p><i>Water/ Sewerage Maintenance Man</i></p> <p>Water Distribution and Leakage Control Division</p>
4. Sign the memorandum receipt of water meter. Receive the duplicate copy of the	4. Give to the client the duplicate copy of the memorandum receipt of water	None	2 minutes	<p><i>Senior Water/ Sewerage Maintenance Man</i></p> <p><i>Water/ Sewerage Maintenance</i></p>



memorandum receipt of water meter.	meter.			<i>Man</i> Water Distribution and Leakage Control Division
TOTAL		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.

Office or Division:	Office of the General Manager, Water Quality Division, Accounting Division, Financial Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C—Government to Citizen, G2B—Government to Business, G2G—Government to Government			
Who may avail:	MRWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Water Analysis		Client/Transacting Public		
Water Sample		Client/Transacting Public		
Official Receipt of Fee		Client/Transacting Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requesting party submits a written	1.Forward request to the	None	5 minutes	<i>Private Secretary</i>

letter request for water analysis to the Office of the General Manager.	Water Quality Division.			Office of the General Manager
2.Submits Water Sample.	2.1 Forward Water Sample to the Quality Control Laboratory for Analysis at the WTP Panitan.	None	2 hours	<i>Private Secretary</i> Office of the General Manager
	2.2 Analysis of Water Sample at the MRWD Laboratory.	None	2 days	<i>Quality Control/ Assurance Chief</i> <i>Senior Laboratory Technician</i> Water Quality Division
	2.3 Inform client that the result is already available.	None	1 minute	<i>Private Secretary</i> Office of the General Manager
	2.4 Secure an Order of Payment.	None	1 minute	<i>Private Secretary</i> Office of the General Manager <i>Division Manager</i> Accounting Division
3.Pay the Bacteriological Test Fee.	3. Accept Order of Payment and	Bacteriological Analysis – Php 150.00	1 minute	<i>Cashier</i> Financial



	the necessary fees.			Management Division
4.Present the Official Receipt to the GM's Secretary.	4.Release of Result.	None	2 minutes	<i>Private Secretary</i> Office of the General Manager
TOTAL		Php 150.00	2 days, 2 hours, 10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<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>
How feedback are processed?	<p>The New Services Connection and Customer Care (NSCCCD) 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: admin@metroroxaswd.gov.ph/ metroroxaswd@gmail.com</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: a) Name of the complainant and the respondent b) Narration of facts c) Evidences d) Duly signed complaint</p> <p>Send all complaints to admin@metroroxaswd.gov.ph/ metroroxaswd@gmail.com</p>
How complaints are processed?	<ol style="list-style-type: none"> 1. The Complaint will be forwarded to the Human Resource Division who will prepare the Memorandum directing the respondent/ employee to file his counter affidavit/ comment within 48 hours from the receipt of the complaint. 2. The Human Resource Management Officer



	<p>and/ or any authorized representative from the New Services Connection and Customer Care Division shall evaluate the complaint and the documents presented, and prepare a report to the General Manager within three (3) days thereof.</p> <p>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.</p> <p>4. Upon the submission of recommendation by the Ad Hoc Committee the General Manager will now resolve the matter.</p> <p>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.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB- 09088816565/1-6565/ 8888 www.contactcenterngbayan.gov.ph</p> <p>PCC – 87368645, 87368603, 87368606, 87368629, 87368621 Telefax: 87368621 E-mail Address: pcc@malacanang.gov.ph</p> <p>CSC – 09178398272/ (02) 8932-0111</p>

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

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WATER DISTRICT 1976

We Serve Our Best!

