



MAPANDAN WATER DISTRICT

CITIZEN'S CHARTER

2019 (1st Edition)



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AGENCY PROFILE

I. **Mandate:**

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), Mapandan Water District was formed to perform the following duties:

- Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal with such districts, as and necessary or incidental to said purpose.

II. **Vision:**

Water for every Mapandanian.

III. **Mission:**

To provide excellent services to ensure a clean, quality, potable water that will flow to every household.

IV. **Service Pledge:**

We, the officers and employees of Mapandan Water District do hereby swear and pledge to serve with integrity, and promptly respond to our valued consumers' needs, requests and complaints with respect, courtesy, and extreme demonstration of sensitivity, appropriate behavior and professionalism, providing adequate and accurate information, display fees and charges, and make available feedback mechanism. We level oneself in humility to everyone with pleasant, and equal treatment to anybody, hence develop, enhance and maintain good camaraderie in the workplace among the employees who are always in proper uniform and identification, available during office hours, consistent in applying rules and regulations, well-disciplined, responsible, respectful, respectable, considerate, cheerful, cooperative, cohesive thus best assets of the office of Mapandan Water District. Providing the best service we can for consumers including comfortable waiting area and confectioneries for the consumers.



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SERVICE HEADER

Service Office

Commercial Services

Financial Management

Service Category

Government-to-Government

Government-to-Businesses

Government-to-Individuals



SERVICE SPECIFICATIONS

1. New Service Connection Application

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Government; Government-to-Businesses; Government-to-Individuals			
Who may avail:	Residents of Mapandan who wants to avail of water service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 (one) Valid ID		Applicant		
Proof of Ownership, e.g. Land Title, Tax Dec		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Service Connection Application Form and submit other requirements	Receive and check filled out application form and other requirements	None	1 minute	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2. Attend orientation on Water Service Contract	Conduct orientation on Water Service Contract	None	3 minutes	Marie Chelle R. Tamayo Joseph P. Delos Reyes
3. Reminder: Inhouse connection must already be installed	Conduct verification/validation of new service connection site, including the inhouse connection of the applicant. Reminder: on scheduled basis	None	15 minutes	Herbert F. Bongato
4. Pay Service Connection Fee	Receive payment of Service Connection Fee and issues Official Receipt	P2,740.00 for 1/2" connection; P6,925.00 for 1" connection	1 minute	Yehlen M. Sunio
5.	Install water meter Reminder: on scheduled basis	None	3 hours (standard time per service connection)	Service Connection Team



2. Reconnection

A. Disconnected Consumers, ACTIVE

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Government; Government-to-Businesses; Government-to-Individuals			
Who may avail:	Disconnected Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay arrears and reconnection fee	Receive payment and issues Official Receipt	Unpaid Water Bill plus P150.00 reconnection fee	1 minute	Yehlen M. Sunio
2.	Reconnect disconnected consumer	None	20 minutes	Herbert F. Bongato



B. Disconnected Consumers, INACTIVE

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Government; Government-to-Businesses; Government-to-Individuals			
Who may avail:	Disconnected Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Consumer		
Request Letter for Reconnection		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for reconnection and for assessment of arrears and other fees	Receive request letter for reconnection and assess arrears and other fees, if any		2 minutes	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2. Pay total amount due	Receive payment and issues Official Receipt	Total Amount Due including Reconnecti on Fee of P150.00	1 minute	Yehlen M. Sunio
3.	Reconnect disconnected consumer	None	30 minutes	Herbert F. Bongato



3. Payment of Water Bill

Service Information

Office or Division:	Financial Management			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Government; Government-to-Businesses; Government-to-Individuals			
Who may avail:	All Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get payment number and wait for the number to be called	Issue payment number	None	1 minute	Guard-on-Duty
2. Pay the amount due	Receive payment and issue Official Receipt	Amount Due indicated in the Water Bill	1 minute	Yehlen M. Sunio Arlene Zyrah Q. Zamora



4. Change of Account Name

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Individuals			
Who may avail:	All Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waiver/Request for Change of Account Name		Consumer		
1 (one) Valid ID of New Account Name		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Account Name Holder submit waiver/request for change of account name	Receive the waiver/request for change of account name	None	1 minute	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2.	Replace account name in the system in favor of the new account name	None	1 minute	Marie Chelle R. Tamayo Joseph P. Delos Reyes
3. New account name holder attend orientation on Water Service Contract	Conduct orientation on Water Service Contract	None	3 minutes	Marie Chelle R. Tamayo Joseph P. Delos Reyes



5. Request for Relocation of Water Meter

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Individuals			
Who may avail:	All Active Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for relocation of water meter		Consumer		
Proof of ownership of the relocation site		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for relocation of water meter	Receive the request letter for relocation of water meter	None	1 minute	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2.	Conduct verification/validation on the relocation site Reminder: on scheduled basis	None	20 minutes	Herbert F. Bongato
3. Pay the relocation fee and actual materials to be used for relocation	Receive payment and issue Official receipt	Actual materials to be used for location plus Relocation fee of ₱150.00 appearing in the Statement of Account	1 minute	Yehlen M. Sunio
4.	Relocate water meter Reminder: on scheduled basis	None	30 minutes	Service Connection Team



6. Application for Senior Citizen Discount

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Individuals			
Who may avail:	All Active Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (cedula)		LGU-Mapandan		
Water Bill		Consumer		
Water Bill Official Receipt		Consumer		
Any of the following:				
-Senior Citizen ID		Consumer		
-Barangay Clearance		Consumer		
-Birth Certificate		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Application Form for Senior Citizen Discount together with other requirements	Receive and check filled out application form and other requirements	None	2 minutes	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2.	Approval of senior citizen discount by the General Manager	None	2 minutes	GM Isagani D. Dacanay
3.	Input to system consumers with approved senior citizen discount application	None	1 minute	Marie Chelle R. Tamayo Joseph P. Delos Reyes



7. Service Requests/Complaints

Service Information

Office or Division:	Commercial Services			
Classification:	Simple Transaction			
Type of Transaction:	Government-to-Individuals			
Who may avail:	All Active Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for relocation of water meter		Consumer		
Proof of ownership for the relocation site		Consumer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Service Request/Complaint Form	Receive and check filled out Service Request/Complaint Form	None	1 minutes	Marie Chelle R. Tamayo Joseph P. Delos Reyes
2.	Respond to Consumer's Service Request/Complaint	None	30 minutes	Herbert F. Bongato



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>-Accomplish our Feedback Form/Survey Form and drop to the Suggestion/Feedback/Complaints box at the Public Assistance and Complaints Desk</p> <p>-Send Feedback through: Email at mapandan_water_district2006@yahoo.com; Text at 09167929988; 09493003375; Call at 075-523-8614; Or talk to our Officer of the Day</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1. Complaints received are documented 2. Validate the feedback received. 2. Using the contact information provided, if any, Action Officer will inform consumer that the feedback has been considered/applied by the district.
How to file a complaint	<p>-Accomplish our Feedback Form/Survey Form and drop to the Suggestion/Feedback/Complaints box at the Public Assistance and Complaints Desk</p> <p>-Send Feedback through: Email at mapandan_water_district2006@yahoo.com; Text at 09167929988; 09493003375; Call at 075-523-8614; Or talk to our Officer of the Day</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints received are documented 2. Using the contact information provided, Action Officer will inform complainant that the complaint has been received. 4. Action Officer will forward complaint to concerned unit for immediate and appropriate action. 5. Action Officer will monitor action taken by the concerned unit and evaluate if the complaint has been addressed.



<p>Contact Information of CCB, PCC, ARTA</p>	<p>The CCB may be reached via the following platforms:</p> <ul style="list-style-type: none"> • Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook page: www.facebook.com/contactcenterngbayan
	<p>The PCC may be reached via the following platforms:</p> <ul style="list-style-type: none"> • Via email – thru email address: pcc@malacanang.gov.ph • Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila • Via facsimile thru Telefax No. +63(2)-87368621 • Via Telephone: <ul style="list-style-type: none"> +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621
	<p>The ARTA may be reached via the following platforms:</p> <ul style="list-style-type: none"> • Email: info@arta.gov.ph; complaints@arta.gov.ph • Telephone: 478-5091 478-5099



List of Offices

Office	Address	Contact Information
Mapandan Water District	Poblacion, Mapandan, Pangasinan	075-523-8614; 09167929988; 09493003375