CITIZEN'S CHARTER
DETAILED FRONTLINE SERVICES

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

VISION
Water for every Mapandanian

Open Mondays to Fridays, 8:00 AM to 5:00 PM, NO LUNCH BREAK

CONTACT US:
075-632-0445
0916-792-9988
0949-300-3375
mapandan_water_district2006@yahoo.com

Or visit our website at www.mawadi.gov.ph

I. NEW SERVICE CONNECTION

Commercial Section
Customer Service

Who avail of the service:
Applicants for New Service Connection

Requirements:
- Filled out Service Connection Application Form
- Valid ID
- Proof of ownership
- Service Connection Fee:
  P2,740.00 for 1/2" Connection
  P6,925.00 for 1" Connection

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	New Applicant	Fill up Service Connection Form and orientation on Water Service Contract	3-5 mins	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia Marie Chelle R. Tamayo	Filled out Service Connection Application Form; Valid ID; proof of ownership; Service Contract
2		Verification/validation of new service connection site	15 mins		Service Connection Team	Verification Order
3	New Applicant	Payment of Service Connection Fee	1 min	Window 1	Yehlen A. Marzan	Payment Service Connection fee; Officail receipt
4		Installation of Water Meter	3 hours**		Service Connection Team	Installation Job Order
END OF TRANSACTION						

*on schedule basis
**on schedule basis, standard time per service connection

II. RECONNECTION

Commercial Section
Customer Service

Who avail of the service:
Disconnected Consumers

Requirements:
- Request Letter of Reconnection
- Statement of Account/Water Bill
- Reconnection fee of P150.00

A. DISCONNECTED CONSUMER, ACTIVE

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	Disconnected Consumers	Disconnected Concessonaire pays its arrears plus recconection fee to the Teller	1 min	Window 1	Yehlen A. Marzan	Water Bill; Payment for Arrears plus Reconnection Fee of P150.00
2	All Consumers	Meter Reader reconnects disconnected Consumer	20 mins		Junjun L. Suratos Walter C. Sario	
END OF TRANSACTION						

II. RECONNECTION

Commercial Section
Customer Service

Who avail of the service:
Disconnected Consumers

Requirements:
- Request Letter of Reconnection
- Statement of Account/Water Bill

B. DISCONNECTED CONSUMER, INACTIVE

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	Disconnected Consumers	Submit request letter for reconnection and for assessment of arrears and other fees	5 mins	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Request Letter; Statement of Account; Payment for Arrears Plus Reconnection Fee of P150.00
2	Disconnected Consumers	Pay the total amount due	1 min	Window 1	Yehlen A. Marzan	
3		Reconnect the Disconnected consumer	30 mins		Rico L. Suratos	Job Order
END OF TRANSACTION						

III.PAYMENT OF WATER BILL

Financial Mgmt Section
Teller

Who avail of the service:
All Consumers

Requirements:
- Water Bill
- Cash Payment

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	All Consumers	Get priority number and wait for thenumber to be called	5 secs		Guard on Duty	
2	All Consumers	Pay the amount due	1 min	Window 1 Window 2	Yehlen A, Marzan Arlene Zyrah Q. Zamora	Water Bill; Cash Payment
3		Teller issues Water Bill Official Receipt	10 secs	Window 1 Window 2	Yehlen A. Marzan Arlene Zyrah Q. Zamora	Water Bill Official Receipt
END OF TRANSACTION						

IV. CHANGE OF ACCOUNT NAME

Commercial Section
Customer Service

Who avail of the service:
Consumer who plays the bill

Requirements:
- Waiver from the Current Account Holder
- Valid ID of the New Account Holder

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	Consumer who actually pays the bill	Consumer submits waiver	1 min	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Waiver
2		Customer Service Replace name in the record	1 min	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Valid ID
3		Customer service orients the new account holder	5 mins	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Service Contract
END OF TRANSACTION						

V. REQUEST FOR RELOCATION OF WATER METER

Commercial Section
Customer Service

Who may avail of the service:
All Active Consumers

Requirements:
- Request Letter for Relocation
- Relocation Fee of P150.00
- Cash payment on actual materials to be used for relocation

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	All Active Consumers	Submit letter on relocation	1 min	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Request Letter for Relocation
2		Verify/Validate relocation site	20 mins/ consumers		Rico L. Suratos	Verification/Validation Order
3	All Active Consumers	Pay the relocation fee and actual materials to be used for relocation	1 mins	Window 1	Yehlen A. Marzan	Payment for Relocation fee of P150.00 and actual material to be used for relocation
4		Relocate water meter	30 mins		Servie Connection Team	Maintenance Order
END OF TRANSACTION						

VI. APPLICATION FOR SENIOR CITIZEN DISCOUNT

Commercial Section
Customer Service

Who avail of the service:
All Senior Citizen Consumers

Requirements:
- Filled out Senio Citizen Discount Application Form
- Community Tax Certificate(CEDULA)
- Senior Citizen ID
- Barangay Clearance
- Birth Certificate
- Water Bill
- Water Bill Official Receipt

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	All Senior Citizen Consumers	Fill up Application Form for Senior Citizen Discount and Submit documentary Requirements	3 mins	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Filled out Senior Citizen Discount Application Form; Cedula; Senior Citizen ID; Barangay Clearance; Birth Certificate; Water Bill Official Receipt
2		General Manager approves the application	2 mins	Office of the GM	Engr. Isagani D. Dacanay	Filled out Senior Citizen Discount Application Form
3		Input concessionaire with approved senior citizen discount	1 min	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	
END OF TRANSACTION						

VII. ACT ON SERVICE REQUESTS/COMPLAINTS

Commercial Section
Customer Service

Who may avail of the service:
All Consumers

Requirements:
- Service Request

Steps	Client	Service Activities	Duration	Location	Person in Charge	Documentary Requirements
1	All Active Consumers	Go to Commercial Division for service requests/ Complaints	1 min	Window 3	Joseph P. Delos Reyes Jackie Lynn C. Garcia	Filled out Service Request form / Complaint form
2		Respond to Consumer Service Requests/Complaints	30 mins		Rico L. Suratos Jackie Lynn C. Garcia Joseph P. Delos Reyes	Maintenane Order

NOTE:
Average response to restore service when there are interruptions is within 24hours, except during uncontrollable cases