



MAPANDAN WATER DISTRICT

CITIZEN'S CHARTER

2023 (1<sup>st</sup> 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**

**Main/Head Office**

**External Services**  
(handled by JV Partner)



## SERVICE SPECIFICATIONS

### 1. New Service Connection Application (handled by JV Partner)

Application for New Water Meter Service Connection

<b>Office or Division:</b>	Billing Department, Cash Management Department and Engineering & Construction Department			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government-to-Government; Government-to-Businesses; Government-to-Citizens			
<b>Who may avail:</b>	Residents of Mapandan who wants to avail of water service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 (one) Valid ID		Applicant		
Proof of Ownership, e.g. Land Title, Tax Dec (one photocopy)		Applicant		
1 (one) photocopy Residence Tax Certificate (cedula)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Service Connection Application Form and submit other requirements	1. Receive and check filled out application form and other requirements	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)
2. Attend orientation on Water Service Contract	2. Conduct orientation on Water Service Contract	None	3 minutes	Joseph P. Delos Reyes (Billing Officer, Billing Department)
3. Reminder: Inhouse connection must already be installed	3. 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 (Water Maintenance Man, Engineering & Construction Department)
4. Pay Service Connection Fee	4. 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 (Teller, Cash Management Department)



5. None	5. Install water meter Reminder: on scheduled basis	None	3 hours (standard time per service connection; average of 7 working days from application to installation)	Service Connection Team
	<b>TOTAL:</b>	P2,740.00 for 1/2" connection; P6,925.00 for 1" connection	7 days	

## 2. Reconnection (handled by JV Partner)

### A. Disconnected Consumers, ACTIVE

Reconnection of water service to consumers who have been disconnected due to non-payment of water bills after due date.

<b>Office or Division:</b>	Cash Management Department and Engineering & Construction Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Government; Government-to-Businesses; Government-to-Citizens			
<b>Who may avail:</b>	Disconnected Consumers, Active			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Consumer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay arrears and reconnection fee	1. Receive payment and issue Official Receipt	Unpaid Water Bill plus P150.00 reconnection fee	1 minute	Yehlen M. Sunio (Teller, Cash Management Department)



2. None	2. Reconnect disconnected consumer	None	20 minutes	Herbert F. Bongato (Water Maintenance Man, Engineering & Construction Department)
	<b>TOTAL:</b>	Unpaid Water Bill plus P150.00 reconnection fee	21 minutes	

## B. Disconnected Consumers, INACTIVE

Reconnection of water service to consumers who have been disconnected for long period of time due to non-payment of water bills after due date or voluntary request for disconnection.

<b>Office or Division:</b>	Billing Department, Cash Management Department and Engineering & Construction Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Government; Government-to-Businesses; Government-to-Citizens			
<b>Who may avail:</b>	Disconnected Consumers, Inactive			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Consumer		
Request Letter for Reconnection		Consumer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for reconnection and for assessment of arrears and other fees (cost of inhouse materials to be used for reconnection)	1. Receive request letter for reconnection and assess arrears and other fees, if any	None	2 minutes	Joseph P. Delos Reyes (Billing Officer, Billing Department)



2. Pay total amount due	2. Receive payment and issues Official Receipt	Total Amount Due including Reconnecti on Fee of P150.00	1 minute	Yehlen M. Sunio (Teller, Cash Management Department)
3. None	3. Reconnect disconnected consumer	None	30 minutes	Herbert F. Bongato (Water Maintenance Man, Engineering & Construction Department)
	<b>TOTAL:</b>	Total Amount Due including Reconnecti on Fee of P150.00	33 minutes	

### 3. Payment of Water Bill (handled by JV Partner)

Payment of Water Bills of Consumers

<b>Office or Division:</b>	Cash Management Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Government; Government-to-Businesses; Government-to-Citizens			
<b>Who may avail:</b>	All Consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Consumer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get payment number and wait for the number to be called	1. Issue payment number	None	1 minute	Guard-on-Duty



2. Pay the amount due	2. Receive payment and issue Official Receipt	Amount Due indicated in the Water Bill	1 minute	Yehlen M. Sunio (Teller, Cash Management Department)  Arlene Zyrah Q. Zamora (Team Leader, Cash Management Department)
	<b>TOTAL:</b>	Amount Due indicated in the Water Bill	2 minutes	

#### 4. Change of Account Name (handled by JV Partner)

Request for change of account name of consumers who wish to transfer their account.

<b>Office or Division:</b>	Billing Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	All Consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Waiver/Request for Change of Account Name		Consumer		
1 (one) Valid ID of New Account Name		Consumer		
1 (one) photocopy of Death Certificate if Current Account Holder is deceased				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Account Name Holder submit waiver/request for change of account name	1. Receive and verify the waiver/request for change of account name	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)
2. None	2. Replace account and input new account name in the system	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)



3. New account name holder attend orientation on Water Service Contract	3. Conduct orientation on Water Service Contract	None	3 minutes	Joseph P. Delos Reyes (Billing Officer, Billing Department)
<b>TOTAL:</b>		None	5 minutes	

### 5. Request for Relocation of Water Meter (handled by JV Partner)

Request for relocation of water meter for consumers who transferred to new address/residence or consumers affected by road-related construction or home improvements, and the like.

<b>Office or Division:</b>	Billing Department, Cash Management Department and Engineering & Construction Department			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government-to-Government; Government-to-Businesses; Government-to-Citizens			
<b>Who may avail:</b>	All Active Consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for relocation of water meter		Consumer		
Proof of ownership of the relocation site (one photocopy)		Consumer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter for relocation of water meter	1. Receive the request letter for relocation of water meter	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)
2. None	2. Conduct verification/validation on the relocation site Reminder: on scheduled basis	None	20 minutes	Herbert F. Bongato (Water Maintenance Man, Engineering & Construction Department)



3. Pay the relocation fee and actual materials to be used for relocation	3. Receive payment and issue Official receipt	Cost of actual materials to be used for relocation plus Relocation fee of ₱150.00 appearing in the Statement of Account	1 minute	Yehlen M. Sunio (Teller, Cash Management Department)
4. None	4. Relocate water meter Reminder: on scheduled basis	None	30 minutes	Service Connection Team
	<b>TOTAL:</b>	Cost of actual materials to be used for relocation plus Relocation fee of ₱150.00 appearing in the Statement of Account	7 days	



## 6. Application for Senior Citizen Discount (handled by JV Partner)

Application for senior citizen discount of senior citizen consumers.

<b>Office or Division:</b>	Billing Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	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 (original or one photocopy)		Consumer		
-Birth Certificate (one photocopy)		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	1. Receive and check filled out application form and other requirements	None	2 minutes	Joseph P. Delos Reyes (Billing Officer, Billing Department)
2. None	2. Approval of senior citizen discount by the Branch Manager	None	2 minutes	Engr. Archival M. Samson (Branch Manager)
3. None	3. Input to system consumers with approved senior citizen discount application	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)
<b>TOTAL:</b>		None	5 minutes	



## 7. Service Requests/Complaints (handled by JV Partner)

Service Requests on voluntary disconnection, re-reading of water meter, leak check, water meter calibration.

Service Complaints on high consumption, water quality, leakage, low/ or to no water pressure.

<b>Office or Division:</b>	Billing Department and Engineering & Construction Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Citizens			
<b>Who may avail:</b>	All Active Consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request/Complaint Form		Public Assistance and Complaints Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit Service Request/Complaint Form	1. Receive and check filled out Service Request/Complaint Form	None	1 minute	Joseph P. Delos Reyes (Billing Officer, Billing Department)
2. None	2. Prepare Job Order and transmit to the Water Maintenance Man, Engineering & Construction Department	None	3 minutes	Joseph P. Delos Reyes (Billing Officer, Billing Department)
3. None	2. Respond to Consumer's Service Request/Complaint	None	30 minutes	Saed M. Surait (Local Purchasing Officer)  Herbert F. Bongato (Water Maintenance Man, Engineering & Construction Department)
	<b>TOTAL:</b>	None	33 minutes	



**SERVICE HEADER**

**Main/Head Office**

**Internal Services**



## 1. Processing of Payroll

Preparation and release of payroll to MAWADI employees.

<b>Office or Division:</b>	MAWADI Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	MAWADI Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily Time Record (DTR)		MAWADI Office		
Approved Leave Credit Application (one photocopy)		MAWADI Office		
Disbursement Voucher		MAWADI Office		
Check		MAWADI Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Prepare and submit payroll for approval of the GM	None	15 minute	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
2. None	2. GM approves payroll and return payroll for preparation of disbursement voucher	None	5 minutes	Engr. Isagani D. Dacanay (General Manager)
3. None	3. Prepare and submit disbursement voucher for approval of GM	None	3 minutes	Sophia T. Abrazaldo (Corporate Budget Specialist B)
4. None	4. GM approves disbursement voucher and return for preparation of check	None	5 minutes	Engr. Isagani D. Dacanay (General Manager)



5. None	5. Prepare check for signature of signatory	None	2 minutes	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
6. None	6. Sign check and return for release of check	None	2 minutes	Engr. Isagani D. Dacanay (General Manager)  Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
7. None	7. Release and encash check at LandBank of the Philippines, ready for release of payroll	None	4 hours	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
8. Submit Daily Time Record (DTR)	8. Verify submitted DTR and release payroll	None	2 minutes	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
9. None	9. Return and attach payroll including DTR and approved leave credit application to disbursement voucher	None	3 minutes	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
	<b>TOTAL:</b>	None	3 days	

## 2. Leave Application

Filing of vacation or sick leave application of MAWADI employees.

<b>Office or Division:</b>	MAWADI Office
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	Government-to-Government
<b>Who may avail:</b>	MAWADI Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Application for Leave Form (two original copies)	MAWADI Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Application for Leave Form	1. Receive, check and certify available leave credits and return to applicant	None	2 minutes	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
2. Submit application for leave to authorized official for recommendation and for approval/disapproval	2. Respond to application for leave	None	2 minutes	Engr. Isagani D. Dacanay (General Manager)
3. Furnish copy of the approved/disapproved leave application	3. Receive copy of the approved/disapproved leave application for filing/attachment to DV	None	1 minute	Jomarisol M. Elarcosa (Admin/Gen Services Officer A)
	<b>TOTAL:</b>	None	5 minutes	

### 3. Request for Travel Authority (outside the country)

Employees who intend to travel outside the country will need to secure travel authority from the agency.

<b>Office or Division:</b>	MAWADI Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government-to-Government			
<b>Who may avail:</b>	MAWADI Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter for Travel Authority (outside the country)		MAWADI Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter re: securing Travel Authority	1. Receive request letter	None	2 minutes	Kristine May L. Nano (Administrative Services Aide)
2. None	2. Respond to the request letter	None	30 minutes	Engr. Isagani D. Dacanay (General Manager)
3. Receive the reply letter from the agency	3. Ask the employee to receive the reply letter	None	1 minute	Kristine May L. Nano (Administrative Services Aide)
	<b>TOTAL:</b>	None	33 minutes	



## Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>-Fill out 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:</p> <p>Email at mapandan_water_district2006@yahoo.com; Fb page: Mapandan Water District-PrimeWater Mapandan; 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"> <li>1. Feedbacks received are documented by the Public Assistance and Complaints Desk Action Officer</li> <li>2. Validate the feedback received.</li> <li>3. Using the contact information provided, if any, Action Officer will inform consumer that the feedback has been considered/applied by the district.</li> </ol> <p>For further inquiries and follow-ups, consumers may contact the following numbers:</p> <ul style="list-style-type: none"> <li>-09167929988 (globe)</li> <li>-09493003375 (smart)</li> <li>-075-523-8614</li> </ul>
How to file a complaint	<p>-Fill out our Feedback Form/Survey Form and drop to the Suggestion/Feedback/Complaints box at the Public Assistance and Complaints Desk</p> <p>-Send Complaint through:</p> <p>Email at mapandan_water_district2006@yahoo.com; Fb page: Mapandan Water District-PrimeWater Mapandan; Text at 09167929988; 09493003375; Call at 075-523-8614; Or talk to our Officer of the Day</p>



<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. Complaints received are documented by the Public Assistance and Complaints Desk Action Officer</li> <li>2. Using the contact information provided, Action Officer will inform complainant that the complaint has been received.</li> <li>3. Action Officer will forward complaint to concerned unit for immediate and appropriate action.</li> <li>4. Action Officer will monitor action taken by the concerned unit and evaluate if the complaint has been addressed.</li> <li>5. Using the contact information provided, if any, Action Officer will inform consumer that the complaint has been addressed by the district.</li> </ol> <p>For further inquiries and follow-ups, consumers may contact the following numbers:</p> <ul style="list-style-type: none"> <li>-09167929988 (globe)</li> <li>-09493003375 (smart)</li> <li>-075-523-8614</li> </ul>
<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"> <li>• Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</li> <li>• SMS/Text Access: 0908-8816565</li> <li>• Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></li> <li>• Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></li> <li>• Facebook page: <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></li> </ul>



	<p>The PCC may be reached via the following platforms:</p> <ul style="list-style-type: none"> <li>• Via email – thru email address: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></li> <li>• Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</li> <li>• Via facsimile thru Telefax No. +63(2)-87368621</li> <li>• Via Telephone:             <ul style="list-style-type: none"> <li>+63(2)-8736-8645</li> <li>+63(2)-8736-8603</li> <li>+63(2)-8736-8629</li> <li>+63(2)-8736-8621</li> </ul> </li> </ul>
	<p>The ARTA may be reached via the following platforms:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>; <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></li> <li>• Telephone: 478-5091   478-5099</li> </ul>

### List of Offices

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