



ISO 9001:2015 Certified
Cert. No. 66478

METRO KIDAPAWAN WATER DISTRICT

CITIZEN'S CHARTER

2020 (2nd Edition)



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FOREWORD

The METRO KIDAPAWAN WATER DISTRICT promulgated the S.P.R.I.N.G. Citizens Charter in order to expedite the implementation of Republic Act 9485 – an act to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore.

S.P.R.I.N.G. stands for:

Sincerity,
Professionalism,
Responsiveness,
Integrity,
Neutrality and
Good faith in rendering service

The S.P.R.I.N.G. Citizen Charter 2nd Edition was revised and approved last _____, pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amended for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes.

I. MANDATE

NCWD started its operation on February 01, 1977 and was issued by the Local Water Utilities Administration (LWUA) a Conditional Certificate of Conformance (CCC) #041 dated May 06, 1977 that entitles the Water District to financial, technical, and administrative assistance. In the beginning, the Water District has a total of 1, 847 concessionaires. This is broken down into 1,700 for Kidapawan and 147 for Makilala.

On July 20, 1979 LWUA awarded NCWD a Certificate of Recognition for having attained a high degree of operational performance for the year 1978.

The Immediate Improvement Program (IIP) was completed in December 1983; the improved system provides the municipalities of Makilala and Kidapawan areas of approximately 674 hectares of areas served, and increase of 17% over the old system. The terrain then is generally sloping with elevations from 175 to 350 meters above main sea level.

The completion of the IIP brought number of households served to 5, 482 with three sources of water: Saguing River, Pinang-inaman, and Singkato Springs. The transmission and distribution lines totaled to 39km with transmission lines from 100- 300mm in diameter.



In 1984, when other water districts were formed within the Province of North Cotabato, the Board of Directors deemed it necessary to change the name of North Cotabato Water District (NCWD) to Metro Kidapawan Water District (MKWD). This was also the time when the former Municipal Mayor Carlos Lebrillo, Sr. of the Municipality of Magpet through a Sangguniang Bayan Resolution signified his intention to annex Magpet to MKWD.

In 1989, MKWD implemented and constructed two projects. These were the 250,000-gallon reservoir with a cost of P 1.8 million at its 2.0 hectares lot at Brgy. Sudapin, Kidapawan, and its administration building at a cost of P 1.0 million at the MKWD's 7,000 sq. meters lot at Brgy. Lanao. The MKWD although independent from the National Government in terms of funding, maintains its relationship with the Local Water Utilities Administration (LWUA) and the Local Government Units like the Municipal Government, the Provincial Government, and the Office of the Congressman in the District. The Local Government Units also extended assistance for the implementation of several projects in terms of financing and materials needed.

On September 1991 the Supreme Court in an en banc resolution had decided that water districts throughout the country are now considered as Government Owned or Controlled Corporation, thus, it falls under the jurisdiction of the Commission on Audit (COA) Government Service Insurance System (GSIS), Civil Service Commission (CSC), and the Department of Budget and Management.

On March 2000, the Municipality of Matalam was annexed to Metro Kidapawan Water District. The total number of service connections in Matalam as of December 31, 2002 is 139.

Effective March 2003, the Local Water Utilities Administration approved the upward re-categorization of MKWD from MEDIUM to LARGE Category, with 71 points earned upon evaluation.

Last 2016 MKWD was re-categorized by LWUA to a Category A Water District in accordance to the issued Revised Manual on Local Water District Categorization by LWUA. Currently the District has more than 30,000 active service connections.

General Managers of the Water District, one after the other were, Engr. Gregorio Rizado (1976-1977), Mr. Wilfredo A. Alqueza II (1977- 1994), Mrs. Adela P. Teh (1994 – 2001), Dr. Maximino R. Pacifico (2001-2002) and 2002 to present, Ms. Stella Gonzales-Anima, mps.

At present, the MKWD Board of Directors consists of the following:

1. DR. ALFREDO S. VILLARICO, Chairperson
2. EMMANUEL E. ZAMORAS, Vice Chairperson
3. ALAN G. PANDIO, Secretary
4. ALFONSO JACK F. SANDIQUE, Member
5. VIRGINIA L. DAYADAY, Member



II. VISION

MKWD envisions an economically viable public utility firm whose index of success is customer satisfaction in the provision of adequate, safe, potable and affordable water for Kidapawan City, Makilala, Magpet and Matalam service areas.

III. MISSION

The provision of cost-effective services and environmentally sensitive management of water resources that is committed to service development and self-reliance.

IV. GOAL

MKWD aims for the protection, preservation and sustainability of our water resources. We will always adhere to sound practices in the management of the natural environment and watershed recharge areas.

V. SERVICE PLEDGE

MKWD, as a self-reliant and financially viable government owned and controlled corporation is committed to provide its customers with safe, adequate and potable water within its service area.

MKWD will continually improve the Quality Management System with its commitment for cost effective services and achieve customer satisfaction.

To fully implement its Quality Management in water supply distribution that exceeds the minimum requirements of National Standards for Drinking Water and other Water Supply Distribution Policies and Regulations, and other applicable requirements, MKWD will:

- a. Manage water quality from catchments to customer services using risk-based approach;
- b. Ensure designed response period in addressing customer needs in service delivery;
- c. Conduct constant water quality monitoring on water supply in compliance to regulatory requirements and to achieve customer satisfaction;
- d. Respond to incidents and emergencies effectively without affecting its operations; and
- e. Continuously train managers, officers and the entire workforce with regard to water quality management and service

VI. MKWD VALUES

Service. We will work to serve public interest over personal interest. We will work to extend prompt, courteous and quality service to the great Filipino people. We will perform our duties with utmost integrity, competence and loyalty.



Transparency. We will strive to openly communicate public processes and transactions in all matters classified as public information.

Equality. We will respect all people without unfair discrimination regardless of gender, ethnicity, religious belief or political affiliation or preference.

Leadership. We will work to motivate, lead by example and inspire commitment from other employees. We will think creatively by challenging the status quo to find new ways of doing things. We will work together as TEAM MKWD.

Legacy. We are to champion natural environment and watershed protection and preservation. We will work to ensure the achievement of sustainable environment for future generations.

Accountability. We will work with fairness and justice. We will live with modesty and simplicity in life. We will accept responsibility for our actions and conduct.

VII. SERVICE PLEDGE

We, the officials and employees of the METRO KIDAPAWAN WATER DISTRICT pledge and commit to deliver quality public service. We commit to:

- a. Demonstrate utmost courtesy and honesty in dealing with citizens and clients;
- b. Promptly address all requests, queries and complaints;
- c. Follow standard procedures and give accurate results in meter reading, water meter test, micro-bacteriological test and pressure leak test;
- d. Give impartial and just decision in service connection investigations;
- e. Provide reliable estimates in service connection, bulk water sales and engineering works;
- f. Provide precise and reasonable charging of services; and
- g. Comply to “No Noon Break Policy”



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ACRONYMS

BAC	Bids and Awards Committee
CSS	Customer Servicing Section
CMD	Cash Management Division
G2B	Government to Business
G2C	Government to Client
G2G	Government to Government
HRD	Human Resources Division
MSC	Miscellaneous Service Charges
MSR	Miscellaneous Service Request
MO	Maintenance Order
OGM	Office of the General Manager
PACD	Public Assistance and Complaints Desk
PDD	Planning and Design Division
SCS	Service Connection Section
SR	Service Request
WMC	Water Maintenance Man
WMS	Water Meter Section
WRD	Water Resources Division



METRO KIDAPAWAN WATER DISTRICT EXTERNAL SERVICES



1. WATER BILL PAYMENT

Payment of consumed water based on bill tendered on monthly basis. Customers are given fourteen (14) calendar days or two weeks from its billing date to pay their water bills on time.

Office or Division:	Cash Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy - Water Bill		Tendered by Meter Reader on Site or MKWD Kiosk at Public Assistance and Complaints Desk (PACD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons with Disability (PWD), Pregnant Women, Senior Citizen and Women carrying babies may proceed to special lane	1. Attend to client. Receive payment and prepare OR.	None	1 min	<i>Priority Lane Teller, Cash Management Division (CMD)</i>
2. Clients other than stated in step 1	2. Provide priority number to incoming clients	None	1 min	<i>PACD Officer, Information Unit</i>
3.1. Wait for priority number to be called and pay to teller. 3.2. Receive OR.	3.1. Receive water bill and payment in cash or check 3.2. Hand OR to Client	Consumption (in cu.m.) x Applicable Rate (in PHP) Refer to Annex A	3 min	<i>Teller, Cash Management Division (CMD)</i>
END OF TRANSACTION				
TOTAL		Same in Step 3	5min	

Authorized Collection Posts for Water Bill Payment:

Location	Schedule	Time
Mkwd Office, Lanao, Kc	Working Days (Mon-Fri)	8:00am – 4:00pm
	On Due Dates	7:00am – 4:00pm
Matalam Substation Reservoir Area, Poblacion, Matalam	Due Dates In Water Bill	8:00am – 2:00pm
Poblacion, Makilala	Monday, Friday And Due Dates	8:00am – 2:00pm
Abc Hall, Poblacion, Magpet	Due Dates In Water Bill	8:00am – 2:00pm
Bank Partners (For Current Bills Only. Overdue Bills And Payment for Services must be settled in MKWD Teller.) UCPB, VETERANS BANK, CHINA BANK, DBP	Banking Days	Banking Hours



2. OTHER SERVICES

2.1. LABORATORY SERVICES

Microbiological Analysis of Drinking Water (Testing for TOTAL COLIFORM, FECAL COLIFORM, HETEROTROPHIC PLATE COUNT) using either of the two (2) methods:

- A. Multiple Tube Fermentation Technique (MTFT)
- B. Enzyme Substrate Technique (EST)

Office or Division:	Water Quality Section			
Classification:	Highly Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account, Businesses and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Laboratory and ask for payment slip.	1. Issuance of payment slip and logging of requestor's name	None	1min	<i>Water Analyst, Water Quality Unit</i>
2. Payment of Microbiological Testing Fee at Teller	2. Receive payment and issuance of OR	Testing Fee: MTFT – P500.00 x # of sample EST – P850.00 x # of sample	3min	<i>Teller, Cash Management Division (CMD)</i>
3. Present OR to Water Analyst	3.1. For first time request, instruct on how to collect water sample 3.2. Provide standard sampling bottle 3.3. Provide schedule of submission	None	10min	<i>Water Analyst, Water Quality Unit</i>
END OF FIRST VISIT				
4. Return to Laboratory with water sample on scheduled date	4. Receive water sample and provide claim stub. Instruct schedule of release of official result.	None	1 day	<i>Water Analyst, Water Quality Unit</i>
END OF SECOND VISIT				
5. None	5. Process water samples and prepare official result	None	MTFT–7days EST–3days	<i>Water Analyst, Water Quality Unit</i>
6. Proceed to Laboratory on the scheduled day for release of official result	. Release of official result and logging for documentation	None	2min	<i>Water Analyst, Water Quality Unit</i>



END OF TRANSACTION

TOTAL	Same in Step 2	For MFTT– 8days and 16min For EST– 4days and 16min	
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2.2. ENGINEERING SERVICES

- Services include: A. Preparation of Program of Works (Survey, Hydraulic Analysis, Preparation of Plans and Details)
 B. Issuance of Certificate of Coverage
 C. Pressure Leak Test (PLT) (Volume of Water and Report)

Office or Division:	Planning and Design Division
Classification:	Highly Complex Transaction
Type of Transaction:	G2C, G2B and G2G
Who may avail:	Private Individuals, Businesses and other Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to GM STELLA M. Gonzales, MPS		Property Owner/Applicant		
For Service A: 1 photocopy - Subdivision Plan 1 photocopy - Road Section Plan 1 photocopy - Vicinity Map		Property Owner/Applicant		
For Service B: 1 photocopy - Subdivision Plan 1 photocopy - Vicinity Map 1 photocopy - Lot Title		Property Owner/Applicant		
For Service C: 1 photocopy – Plumbing Details		Property Owner/Applicant		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter addressed to GM Stella M. Gonzales, MPS thru HR Division with attached requirements (End of In-Office Transaction)	1. Receive the letter and endorse to OGM	None	5min	<i>Records Officer, Human Resource Division (HRD)</i>
2. None	2. Issue memo to PDD	None	4hrs	<i>General Manager, Office of the General Manager (OGM)</i>
3. None	3. Conduct	None	14days	<i>Project Management</i>



	inspection, evaluation and preparation of documents			<i>Officer (PMO), Planning and Design Division (PDD)</i>
4. None	4 Inform Client that documents are ready for release	None	5min	<i>PMO, PDD</i>
5. Present Payment Slip to PDD	5. Forward Payment Slip to Accounting	None	10min	<i>PMO, PDD</i>
6. None	6. Fill-up Charge Account	None	5min	<i>Senior Corporate Accountant, Accounting Division</i>
7. None	7. Turn-over Payment Slip to Client	None	5min	<i>PMO, PDD</i>
8. Payment of Engineering Services to Teller	8. Receive payment and Issue OR	Engineering Services Fee <i>Service A:</i> 4% x Full Cost in POW <i>Service B:</i> P200.00 <i>Service C:</i> P3763.1 per 10cu.m. withdrawal	3min	<i>Teller, CMD</i>
9. Present OR to Planning	9. Secure 1 photocopy of OR and release of document	None	3min	<i>PMO, PDD</i>
END OF TRANSACTION				
TOTAL		Same in Step 3	14days, 4hrs and 36min	

2.3. BULK WATER

Bulk water is water supplied to costumers and non-costumers through water truck and other means including pumps and directly through pipe lines. Bulk water shall be charged to water bill for clients with active account, while payment shall be made in cash/check for Clients without active account.

Office or Division:	Water Resources Division
Classification:	Simple Transaction
Type of Transaction:	G2C and G2B
Who may avail:	Private Individuals and Businesses
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Intent addressed to GM Stella M. Gonzales, MPS.	1. Receive letter and endorse to OGM	None	5min	<i>Records Officer, HRD</i>
2. None	2. Issue memo to WRD	None	0.5 day	<i>General Manager, OGM</i>
3. None	3. Prepare computation. Endorse to: A. Billing Section if charge to bill B. Accounting if cash payment	None	0.5 day	<i>Senior Water Utility Management Officer (SWUMO), Water Resources Division (WRD)</i>
4.1. For Charge to Bill, None. (End of Transaction)	4.1. Inform client that request was granted and the schedule of delivery	None	10min	<i>SWUMO, WRD</i>
4.2.1 For Cash Payment , present Payment Slip to SWUMO	4.2.1. Forward Payment Slip to Accounting	None	2min	<i>SWUMO, WRD</i>
4.2.2. None	4.2.2. Fill-up Charge Account	None	2min	<i>Senior Corporate Accountant, Accounting Division</i>
4.2.3. Receive Payment Slip	4.2.3. Turn-over Payment Slip to Client	None	2min	<i>SWUMO, WRD</i>
4.2.4. Payment of Fees	4.2.4. Receive Payment and Issue OR	If delivered by water tank: P2,600.00 per 4cu.m. If withdrawn from hydrants/outlet: P55.000 per cu.m.	2min	<i>Teller, Cash Management Division</i>
4.2.5. Present OR to SWUMO	4.2.5. Log and inform Client of schedule of delivery	None	2min	<i>SWUMO, WRD</i>
END OF TRANSACTION				
TOTAL		Same in Step 4	1 day & 25min	



2.4. OTHER UNBILLED TRANSACTIONS

Includes: Court Rental, Ledger Printing, Plumber Accreditation Fee, Bid Security and Bid Docs

Office or Division:		Water Resources Division		
Classification:		Simple Transaction		
Type of Transaction:		G2C and G2B		
Who may avail:		Private Individuals and Businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Slip to Concerned Unit	1. Forward Payment Slip to Accounting	None	2 min	A. Court Rental: <i>Senior Supply Chief,</i> General Services Division (GSD) B. Ledger Printing: <i>Billing Section Head,</i> Billing Section C. Plumber Accreditation Fee: <i>Service Connection Section Head,</i> SCS D. Bid Docs and Bid Security: <i>BAC Secretariat,</i> OGM
2. None	2. Fill-up Charge Account	None	2min	<i>Senior Corporate Accountant,</i> Accounting Division
3. Receive Payment Slip	3. Turn-over Payment Slip to Client	None	2min	Same in Step 1
4. Payment of Fees	4. Receive Payment and Issue OR	See Table Below	3min	<i>Teller,</i> CMD
5. Present OR to Concerned Unit	5. Log and/or release of document	None	1 hr	Same in Step 1
END OF TRANSACTION				
TOTAL		See Table Below	1 hr and 9min	

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OTHER UNBILLED TRANSACTION FEES

Transaction	Computation																
A. Court Rental	P200.00/hour on day-use P300.00/hour on night-use																
B. Ledger Printing	P100.00 per account																
C. Plumber Accreditation Fee	P200.00 per plumber																
D. Bid Docs and Bid Security	<ul style="list-style-type: none"> •Bid Security = 2% of Approved Budget Cost •Bidding Documents: <table style="margin-left: 20px; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">ABC</th> <th style="text-align: left;">Max. Cost of Bid Docs (Php)</th> </tr> </thead> <tbody> <tr> <td>P500,000 and below</td> <td>500.00</td> </tr> <tr> <td>Above P500,000 to P1M</td> <td>1,000.00</td> </tr> <tr> <td>Above P1M to P5M</td> <td>5,000.00</td> </tr> <tr> <td>Above P5M to P10M</td> <td>10,000.00</td> </tr> <tr> <td>Above P10M to P50M</td> <td>25,000.00</td> </tr> <tr> <td>Above P50M to P500M</td> <td>50,000.00 y</td> </tr> <tr> <td>Above P500M</td> <td>75,000.00</td> </tr> </tbody> </table> 	ABC	Max. Cost of Bid Docs (Php)	P500,000 and below	500.00	Above P500,000 to P1M	1,000.00	Above P1M to P5M	5,000.00	Above P5M to P10M	10,000.00	Above P10M to P50M	25,000.00	Above P50M to P500M	50,000.00 y	Above P500M	75,000.00
ABC	Max. Cost of Bid Docs (Php)																
P500,000 and below	500.00																
Above P500,000 to P1M	1,000.00																
Above P1M to P5M	5,000.00																
Above P5M to P10M	10,000.00																
Above P10M to P50M	25,000.00																
Above P50M to P500M	50,000.00 y																
Above P500M	75,000.00																

3. NEW SERVICE CONNECTION

This is an application for new individual pipeline from water supply mains or distribution to the individual faucet/tap.

Office or Division:	Customer Servicing Division
Classification:	Highly Complex Transaction
Type of Transaction:	G2C, G2B and G2G
Who may avail:	Private Individuals, Businesses other agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 - Original copy of Barangay Clearance (stating that purpose is for water connection) 1 - Photocopy of CEDULA	Office of Barangay where service connection to be installed is located
1 - Photocopy of 1 valid ID (front and back) 1 - Hand sketch of area location 1 - Photocopy of Lot Title/ Deed of Sale/ Owner's Authorization for rented spaces	Applicant
<u>Additional documents for proxy attendees:</u> a) Individual connection: 1- Original Special Power of Attorney	Property Owner



(SPA) b) Businesses and Offices connection: 1- Photocopy of Business Permit 1- Original Special Power of Attorney (SPA) 1 - Contact Number of owner				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Check requirements and issuance of Payment Slip	None	5 min	<i>Customer Servicing Section Head, Customer Servicing Section (CSS)</i>
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	1min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	See Table Below	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Log applicant for orientation	None	2min	<i>CSS Head, CSS</i>
5. Attend Orientation (See Schedule Below)	5. Conduct orientation and issue certificate of attendance	None	1 hr	<i>SCS Head, SCS</i>
6. Proceed to CSS and sign contract and Service Request	6. Assist client in signing of contract and ID photo taking	None	5min	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
7. None	8. Processing of documents and schedule of pre-inspection.	None	5 days including waiting in queue	<i>SCS Head, SCS</i>
8. On-Site: Witness inspection and receive Bill of Materials	9. Inspection of area and preparation of Bill of Materials.	None	20min	<i>Service Connection Inspector, SCS</i>
9. Procure materials. Inform thru phone call SCS Personnel once materials are complete.	10. Setting of schedule of plumber for installation of connection	None	3min	<i>SCS Head, SCS</i>
10. Sign Plumber's Report	11. Installation of connection and accomplishment of SR	None (MSR shall be paid with water bill)	5 days including waiting in queue	<i>MKWD Accredited Private Plumber, SCS</i>
11. None	12. Post inspection and processing of documents to be uploaded to system	None	1 day	<i>SCS Head, SCS</i>
END OF TRANSACTION				
TOTAL		See Table Below	11days, 1hr	



		and 39min	
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.REGULAR SCHEDULE OF ORIENTATION SEMINAR FOR NEW CONNECTION

Tuesday and Thursday at 1:00 o'clock in the afternoon

NEW CONNECTION TABLE OF FEES

Fee	Computation
• Application Fee	½" – P1,650.00 1" – P3,650.00 2" – P4,650.00 >2" – P5,000.00
• Guarantee deposit:	Residential – P950.00 Government – P5,000.00 Commercial/industrial – P4,400.00 Semi-commercial (A, B and C) – P2,200.00 Other Conditions – To be computed by ECD
• Utility Rules and Regulation (Handbook)	P150.00
• Miscellaneous Service Request (MSR) MSR are labor costs on plumbing services to be charged to bill * above P600.00, staggered to first two months of water bill * P600.00 and below, charged to first month of water bill	Page 36-42 of URR 2018 Edition
• Unpaid balance of old account, if any	Based on Ledger to be secured from Billing Section

4. CUSTOMER SERVICES

4.1. TRANSFER CONNECTION

This is an application for relocating existing water connection to new location.

Office or Division:	Customer Servicing Division
Classification:	Highly Complex Transaction
Type of Transaction:	G2C, G2B and G2G
Who may avail:	Customers with Active Account
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1 - Original copy of Barangay Clearance (stating that purpose is for water connection) 1 - Photocopy of CEDULA		Office of Barangay where service connection to be installed is located		
1 - Photocopy of 1 valid ID (front and back) 1 - Hand sketch of area location 1 – Photocopy of Lot Title/ Deed of Sale/ Owner’s Authorization for rented spaces		Applicant		
<u>Additional documents for proxy attendees:</u> a) Individual connection: 1- Original Special Power of Attorney (SPA) b) Businesses and Offices connection: 1- Photocopy of Business Permit 1- Original Special Power of Attorney (SPA) 1 - Contact Number of owner		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Check requirements and issuance of Payment Slip	None	5 min	<i>CSS Head, CSS</i>
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	1min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	P300.00 Service Fee and Closing bill of account, if any	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Assist Client in signing Service Request	None	3min	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
5. None	5. Processing of documents and schedule of pre-inspection.	None	3 days including waiting in queue	<i>SCS Head, SCS</i>
6. On-Site: Witness inspection and receive Bill of Materials	6. Inspection of area and preparation of Bill of Materials.	None	20min	<i>Service Connection Inspector, SCS</i>
7. Procure materials. Inform thru phone call SCS Personnel once materials are complete.	7. Setting of schedule of plumber for installation of connection	None	3min	<i>SCS Head, SCS</i>



8. Sign Plumber's Report	8. Installation of connection and accomplishment of SR	None (MSR shall be paid with water bill)	5 days including waiting in queue	MKWD Accredited Private Plumber, SCS
9. None	9. Post inspection and processing of documents to be uploaded to system	None	1 day	SCS Head, SCS
END OF TRANSACTION				
TOTAL		See Table Below	9days, 1hr and 35min	

TRANSFER CONNECTION TABLE OF FEES
• P300.00 Service Fee
• Closing bill of account, if any
• MSR based on Page 36-42 of URR 2018 Edition
MSR are labor costs on plumbing services to be charged to bill
* above P600.00, staggered to first two months of water bill
* P600.00 and below, charged to first month of water bill

4.2. TRANSFER SOURCE

This is an application for transferring existing water source of a service line to another tapping point.

Office or Division:	Customer Servicing Division			
Classification:	Highly Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None	N/			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of Payment Slip	None	5 min	CSS Head, CSS
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	1min	PACD Officer, CSS
3. Payment of Fees	3. Receive Payment and Issue OR	P300.00 Service Fee	3min	Teller, CMD
4. Present OR to CSS	4. Assist Client in signing Service Request	None	3min	CSS Head, CSS



END OF IN-OFFICE TRANSACTION				
5. None	5. Processing of documents and schedule of pre-inspection.	None	3 days including waiting in queue	SCS Head, SCS
6. On-Site: Witness inspection and receive Bill of Materials	6. Inspection of area and preparation of Bill of Materials.	None	20min	Service Connection Inspector, SCS
7. Procure materials. Inform thru phone call SCS Personnel once materials are complete.	7. Setting of schedule of plumber for installation of connection	None	3min	SCS Head, SCS
8. Sign Plumber's Report	8. Installation of connection and accomplishment of SR	None (MSR shall be paid with water bill)	5 days including waiting in queue	MKWD Accredited Private Plumber, SCS
9. None	9. Processing of documents to be uploaded to system	None	1 day	SCS Head, SCS
END OF TRANSACTION				
TOTAL		See Table Below	9days and 48min	

TRANSFER SOURCE TABLE OF FEES
<ul style="list-style-type: none"> •P300.00 Service Fee •MSR based on Page 36-42 of URR 2018 Edition <p>MSR are labor costs on plumbing services to be charged to bill</p> <ul style="list-style-type: none"> * above P600.00, staggered to first two months of water bill * P600.00 and below, charged to first month of water bill

4.3. TRANSFER METER STAND

This is an application for relocating existing water meter stand on the same vicinity.

Office or Division:	Customer Servicing Division			
Classification:	Highly Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None	N/A			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of	None	5 min	CSS Head, CSS



	Payment Slip			
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	1min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	P300.00 Service Fee	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Assist Client in signing Service Request	None	3min	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
5. None	5. Processing of documents and schedule of pre-inspection.	None	3 days including waiting in queue	<i>SCS Head, SCS</i>
6. On-Site: Witness inspection and receive Bill of Materials	6. Inspection of area and preparation of Bill of Materials.	None	20min	<i>Service Connection Inspector, SCS</i>
7. Procure materials. Inform thru phone call SCS Personnel once materials are complete.	7. Setting of schedule of plumber for installation of connection	None	3min	<i>SCS Head, SCS</i>
8. Sign Plumber's Report	8. Installation of connection and accomplishment of SR	None (See Transfer Source Fee Table)	5 days including waiting in queue	<i>MKWD Accredited Private Plumber, SCS</i>
9. None	9. Processing of documents to be uploaded to system	None	1 day	<i>SCS Head, SCS</i>
END OF TRANSACTION				
TOTAL		See Table Below	9days and 48min	

TRANSFER SOURCE TABLE OF FEES
<ul style="list-style-type: none"> •P300.00 Service Fee •MSR based on Page 36-42 of URR 2018 Edition
<p>MSR are labor costs on plumbing services to be charged to bill</p> <ul style="list-style-type: none"> * above P600.00, staggered to first two months of water bill * P600.00 and below, charged to first month of water bill



4.4. TRANSFER NAME/CHANGE NAME

This is an application for changing the account name of a service connection for cases like change of ownership of property due to death of original owner or sale of property or change of name from single to married status of the owner.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 - Original copy of Barangay Clearance (stating that purpose is for water connection) 1 - Photocopy of CEDULA		Office of Barangay where service connection to be installed is located		
1 pc – ID Picture (2"x2") 1 - photocopy of 1 valid ID (front and back) <i>In case of death of previous owner:</i> 1 - photocopy of Death Certificate for deceased account owner		Applicant		
For transfer of property from person to person: 1 – copy of Waiver of Rights signed by existing account owner or 1 – copy of Deed of Sale if stipulated that water connection is included in sale of property 1 - Valid ID of previous owner		Previous Owner		
If assumed from bank or PAG-IBIG: 1 – photocopy of Certificate of Ownership		Bank or PAG-IBIG Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Check requirement and issue Payment Slip	None	10 min	CSS Head, CSS
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	5min	PACD Officer, CSS
3. Payment of Fees	3. Receive Payment and Issue OR	P150.00 for 1 pc copy of URR	3min	Teller, CMD
4.1. Present OR to CSS	4.1. Assist Client in signing SR	None	1hr	CSS Head, CSS
4.2. None (End of Transaction)	4.2. Processing of SR for uploading	None	1hr	CSS Head, CSS
END OF TRANSACTION				
TOTAL		P150.00	2hrs and 18min	



4.5. TEST WATER METER

This is an application for checking calibration of water meter if Client is complaining regarding abrupt increase in consumption.

Office or Division:	Customer Servicing Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Explain possible charges and fees. Endorse Client to Billing Section	None	5min	CSS Head, CSS
2. Proceed to Billing Section	2. Check viability of complaint based on customer ledger. Endorse Client to CSS	None	5min	Billing Section Head, Billing Section
3. Proceed to CSS	3. Issuance of Payment Slip	None	1min	CSS Head, CSS
4. Get Priority Number and wait in queue	4. Provide Priority Number	None	5min	PACD Officer, CSS
5. Payment of Fees	5. Receive Payment and Issue OR	P200.00 Service Fee	3min	Teller, CMD
6. Present OR to CSS	6. Assist Client in signing Service Request.	None	2hrs	CSS Head, CSS
END OF IN-OFFICE TRANSACTION				
7. Witness Water Meter Inspector in conducting test water meter	7. Test Water Meter through volumetric method. Provide copy of SR to customer to inform result of test.	None	1 day	Water Meter Inspector, WRD
8. None	8. Endorse SR to CSS	None	5min	Water Meter Inspector, WRD
IF WATER METER IS NOT DEFECTIVE, END OF TRANSACTION				
9. None	9. If found defective, MO shall be prepared for Change Water Meter.	None	5min	Water Maintenance Man (WMM), Water Meter Section (WMS)
10. None	10. Replacement of water meter.	None	5days	WMM, WMS



	Accomplishment of MO. Recommend for billing adjustment.			
END OF TRANSACTION				
TOTAL		P200.00	6days and 31min	

4.6. TEST BENCH

This is an application for checking calibration of water meter if Client is complaining regarding high water consumption.

Office or Division:	Customer Servicing Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Explain possible charges and fees. Endorse Client to Billing Section	None	5min	<i>CSS Head, CSS</i>
2. Proceed to Billing Section	2. Check viability of complaint based on customer ledger. Endorse Client to CSS	None	5min	<i>Billing Section Head, Billing Section</i>
3. Proceed to CSS	3. Issuance of Payment Slip	None	1min	<i>CSS Head, CSS</i>
4. Get Priority Number and wait in queue	4. Provide Priority Number	None	5min	<i>PACD Officer, CSS</i>
5. Payment of Fees	5. Receive Payment and Issue OR	P200.00 Service Fee	3min	<i>Teller, CMD</i>
6. Present OR to CSS	6. Assist Client in signing Service Request.	None	2hrs	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
7. N/A	7. On site, pull-out water meter for test bench, Install "flash meter"	None	20 min	<i>Water Meter Inspector, WRD</i>
8. None	8. Conduct Test Bench	None	1day	<i>Water Meter Inspector, WRD</i>



IF WATER METER IS NOT DEFECTIVE, END OF TRANSACTION				
9. None	9. If found defective, MO shall be prepared for Change Water Meter.	None	5min	WMM, WMS
10. None	10. Replacement of water meter. Accomplishment of MO. Recommend for billing adjustment.	None	5days	WMM, WMS
END OF TRANSACTION				
TOTAL		P200.00	6days and 31min	

4.7. RECLASSIFICATION

This is an application for request to reclassify a service connection (example. Commercial to Residential).

Office or Division:	Customer Servicing Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Explain charges and fees. Endorse Client to Investigation Section	None	5min	CSS Head, CSS
2. Proceed to Billing Section	2. Client interview. Endorse Client to CSS	None	5min	SC Investigator, Investigation Section
3. Proceed to CSS	3. Issuance of Payment Slip	None	3min	CSS Head, CSS
4. Get Priority Number and wait in queue	4. Provide Priority Number	None	5min	PACD Officer, CSS
5. Payment of Fees	5. Receive Payment and Issue OR	P300.00 Service Fee	3min	Teller, CMD
6. Present OR to CSS	6. Assist Client in signing SR	None	2hrs	CSS Head, CSS
END OF IN-OFFICE TRANSACTION				
7. None	7. Conduct investigation and	None	3days	SC Investigator, Investigation Section



	submit SR. Effect of reclassification, if justified, shall reflect on the next billing.			
END OF TRANSACTION				
TOTAL		P300.00	3days, 2hrs and 21min	

4.8. PLUMBING SERVICES

This is an application for request for plumbing services to be performed by MKWD Private Plumbers. This includes repair of after-the-meter service line leakage and installation and repair of plumbing fixtures.

Office or Division:	Customer Servicing Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of Payment Slip	None	3min	<i>CSS Head, CSS</i>
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	5min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	P80.00	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Assist Client in signing SR. Endorse SR to SCS	None	2hrs	<i>CSS Head, CSS</i>
5. Proceed to SCS	5. Assign and schedule of plumber	None	5min	<i>SCS Head, SCS</i>
6. None	6. Prepare list of materials to be procured	None	10min	<i>SCS Head, SCS</i>
END OF IN-OFFICE TRANSACTION				
7. Inform SCS upon availability of materials	7. On site, conduct plumbing services and accomplish SR.	None (MSR will be charged to bill, based on Page 36-42 of URR 2018 Edition)	3days	<i>SCS Head, SCS</i>
END OF TRANSACTION				
TOTAL		P80.00 and MSR	3days, 2hrs and 26min	



4.9. VOLUNTARY DISCONNECTION

This is an application for disconnection requested by the customer after payment of closing bill and other corresponding fees.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of Payment Slip	None	3min	<i>CSS Head, CSS</i>
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	5min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	<ul style="list-style-type: none"> • P200.00 service fee • Outstanding balance including current bill, if any 	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Assist Client in signing Service Request. Endorse SR to Disconnection Section	None	5min	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
5. None	7. On site, conduct disconnection.	None	1day	<i>CSS Head, CSS</i>
END OF TRANSACTION				
TOTAL		Same in Step 3	1 day and 16min	



4.10. RECONNECTION/RE-OPEN

This is an application for reconnection of disconnected service connection within 6 months ago.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of Payment Slip	None	3min	CSS Head, CSS
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	5min	PACD Officer, CSS
3. Payment of Fees	3. Receive Payment and Issue OR	See Table Below	3min	Teller, CMD
4. Present OR to CSS	4. Assist Client in signing Service Request. Endorse SR to Water Meter Section	None	5min	CSS Head, CSS
END OF IN-OFFICE TRANSACTION				
5. None	5. On site, conduct re-installation of water meter and accomplish SR	None	1day	WMM, WMS
END OF TRANSACTION				
TOTAL		Same in Step 3	1 day and 16min	

RE-CONNECTION/RE-OPEN TABLE OF FEES

Fee	Computation
• Service Fee	P300.00
• Guarantee deposit:	Residential – P950.00 Government – P5,000.00 Commercial/industrial – P4,400.00 Semi-commercial (A, B and C) – P2,200.00 Other Conditions – To be computed by ECD
• Unpaid balance of old account, if any	Based on Ledger to be secured from Billing Section



4.11. **BALIK CONNECTION**

This is an application for reconnection of service connection disconnected for more than 6 months.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Issuance of Payment Slip	None	3min	<i>CSS Head, CSS</i>
2. Get Priority Number and wait in queue	2. Provide Priority Number	None	5min	<i>PACD Officer, CSS</i>
3. Payment of Fees	3. Receive Payment and Issue OR	See Table Below	3min	<i>Teller, CMD</i>
4. Present OR to CSS	4. Assist Client in signing Service Request. Endorse SR to Water Meter Section	None	5min	<i>CSS Head, CSS</i>
END OF IN-OFFICE TRANSACTION				
5. None	5. On site, conduct re-installation of water meter and accomplish SR	None	1day	<i>WMM, WMS</i>
END OF TRANSACTION				
TOTAL		Same in Step 3	1 day and 16min	

BALIK CONNECTION TABLE OF FEES

Fee	Computation
• Re-Open Balik Fee	P150.00
•Utility Rules and Regulation (Handbook)	P150.00
• Guarantee deposit:	Residential – P950.00 Government – P5,000.00 Commercial/industrial – P4,400.00 Semi-commercial (A, B and C) – P2,200.00 Other Conditions – To be computed by ECD
•Miscellaneous Service Request (MSR) MSR are labor costs on plumbing services	Page 36-42 of URR 2018 Edition



to be charged to bill
 * above P600.00, staggered to first two months of water bill
 * P600.00 and below, charged to first month of water bill

•**Unpaid balance of old account, if any** Based on Ledger to be secured from Billing Section

4.12. CHARGING OF INACTIVE TO ACTIVE ACCOUNT

Any unpaid accounts of an inactive connection shall be chargeable to any active connection not necessarily having the same name and upon recommendation of the investigator.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customer with active account and with unpaid balanced in his/her inactive account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication letter to Client regarding arrears sent by Customer Servicing Section		Customer Accounts Section (sent to Client's residence)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Explain the mode of payment of arrears. Assist in signing of agreement	None	10min	CSS Head, CSS
END OF TRANSACTION				
TOTAL		Same in Step 3	10min	



4.13. PROMISSORY BILL

Customer who requests for extension of payment thru promissory notes will be given 7 calendar days to settle the account from the date the promissory note was made.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Customer with Active Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		To be tendered by meter reader every monthly reading period		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD and ask for Promissory Bill	1. Printing of Promissory Bill	None	1min	<i>PACD Officer, CSS</i>
2. Proceed to Customer Servicing Section Supervising Officer	2. Indicate the number of billing months required to be paid. Sign promissory bill.	None	10min	<i>Customer Servicing Section Supervising Officer, CSS</i>
3. Get priority number from PACD Officer and wait for queue	3. Provide priority number	None	1min	<i>PACD Officer, CSS</i>
4. Payment of Water Bill to Teller	4. Receive payment and issue OR	At least 1 month of overdue water bills, amount is indicated in Promissory Note	3min	<i>Teller, CMD</i>
END OF TRANSACTION				
TOTAL		Same in Step 4	15min	

4.14. BILLING ADJUSTMENT

Billing Adjustment may be made for customer who complains regarding high consumption which may be caused by:

- A. Erroneous Reading
- B. Presence of Air
- C. Malfunctioned Water Meter
- D. Underpavement/ Underground Leakage

Office or Division:	Customer Servicing Division
Classification:	Complex Transaction
Type of Transaction:	G2C, G2B and G2G
Who may avail:	Customer with Active Account



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For erroneous reading (Case A): Photo of water meter reading on the day the complaint was made		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSS	1. Conduct Client interview and endorse to concerned unit: A. Erroneous Reading – Investigation Section B. Presence of Air – Water Supply Section C. Malfunctioned Water Meter – Water Meter Section D. Underpavement/ Underground Leakage – Investigation Section	None	5min	CSS Head, CSS
A. FOR ERRONEOUS READING				
2. Present proof to Billing Section (picture of water meter reading)	2. Validate proof of erroneous reading against customer ledger. If found erroneous, adjust billing.	None	10min	<i>Billing Section Head, Billing Section</i>
TOTAL		None	15min	
END OF TRANSACTION <i>Note: Adjusted billing will immediately take effect.</i>				
B. FOR PRESENCE OF AIR				
2. None (End of In-Office Transaction)	2. Prepare Maintenance Order (MO) and endorse to Water Supply Section	None	3min	CSS Head, CSS
3. None	3. On site, conduct investigation, identify Air-Water Ratio, recommend percentage of adjustment. Provides copy of MO to customer	None	2hrs	WMM, WMS



4. None	4. Adjustment of Billing.	None	5min	<i>Billing Section Head, Billing Section</i>
TOTAL		None	2hrs and 13min	
END OF TRANSACTION <i>Note: Billing Adjustment is effective immediately after uploading to system.</i>				
C. FOR MALFUNCTIONED WATER METER				
2. None	2. Recommend Test Water Meter	None	5min	<i>CSS Head, CSS</i>
3. Follow Procedure for Test Water Meter	3. Follow Procedure for Test Water Meter	Same in Test Water Meter	Same in Test Water Meter	Same in Test Water Meter
TOTAL		P200.00 Service Fee	6days and 36min	
END OF TRANSACTION <i>Note: Billing Adjustment is effective immediately after uploading to system.</i>				
D. UNDERPAVEMENT/UNDERGROUND LEAKAGE				
2. Proceed to CSS to request for investigation	2. Prepares MO.	None	5min	<i>CSS Head, CSS</i>
3. None (End of In-Office Transaction)	3. Endorses MO to Investigation Section	None	2min	<i>CSS Head, CSS</i>
4. On site: Witness investigation procedures	4. Conducts leak investigation. Validates leak and provide copy of MO and recommends percentage of bill to be adjusted and mode of payment.	None	1day	<i>SC Investigator, Investigation Section</i>
5. None	5. Adjustment of Billing	None	5min	<i>Billing Section Head, Billing Section</i>
TOTAL		None	1day and 17min	
END OF TRANSACTION				

NOTE BILLING ADJUSTMENT

1. *Erroneous Reading*
 - *Adjustment shall be made if faulty reading is validated in MO.*
2. *Presence of Air*
 - *Adjustment shall be based on Water Resources Division recommendation in MO.*
3. *Malfunctioned Water Meter*
 - *If faulty reading is validated through Test Water Meter, the meter shall be replaced free of charge and billing shall be adjusted based on the average three (3) or six (6) months previous consumption whichever is higher*



4. Leakage

- To be considered for an adjustment, the customer must take corrective action immediately after discovering the leak and provide the District with proof of repair within three (3) working days from the billing date of the period in which the water loss occurred.
- Water loss adjustment will be determined and computed based on the results of investigation.
- Adjustments may vary and limited up to 30% only of its contested current billed amount. With the following considerations; and
- Only current bill will be adjusted

4.15. APPLICATION FOR SENIOR CITIZEN DISCOUNT

Any unpaid accounts of an inactive connection shall be chargeable to any active connection not necessarily having the same name and upon recommendation of the investigator.

Office or Division:	Customer Servicing Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens with Residential active account and monthly consumption not exceeding 30 cubic meters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 - Photocopy of OSCA ID (Front and Back) 1 pc – ID Picture (2"x2")		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD	1. Checks requirement and assist customer in signing	None	10min	CSS Head, CSS
END OF TRANSACTION				
Note: 1. 5% discount on billing shall reflect on the next billing period. 2. Renewal must be done every year on the same month of previous application. Submit the same requirements.				
TOTAL		Same in Step 3	10min	



METRO KIDAPAWAN WATER DISTRICT INTERNAL SERVICES



1. BASIC PERSONNEL INFORMATION

Personnel may request basic information which includes:

1. Company policies & rules;
2. Certificate of Employment, Service Record
3. CSC, updates, PAG-IBIG, GSIS; and
4. others that concerned line agencies

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	MKWD Permanent, Casual and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Human Resource Division	1. Provide Request Form	None	5min	<i>Supervising Internal Relation Management Officer (SIRMO), AHRD</i>
2. Fill-up Request Form and process signatures for approval	2. Sign Request Form	None	20min	<i>Concerned personnel's Division and Department Manager</i>
3. Submit signed Request Form to HR Division	3. Prepare requested document in photocopy or original copy as needed	None	20min	<i>SIRMO, AHRD</i>
END OF TRANSACTION				
TOTAL		None	45min	



**METRO KIDAPAWAN WATER DISTRICT
NEW SERVICES INTRODUCED DURING STATE OF PUBLIC
HEALTH EMERGENCY**



1. ELECTRONIC BILLS PAYMENT

Customers may pay their bills online and skip queue. No enrolment or registration needed. Payment of consumed water is based on bill tendered on monthly basis. Customers are given fourteen (14) calendar days or two weeks from its billing date to pay their water bills on time.

Office or Division:	Cash Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account and Landbank Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://epaymentportal.landbank.com	None	None	1min	Cashier, Cash Management Division
2. Follow instructions in the website.	None	Consumption (in cu.m.) x Applicable Rate (in PHP) in URR 2018	4min	Cashier, Cash Management Division
END OF TRANSACTION				
TOTAL		Same in Step 2	5min	



2. OUTSTANDING BILL INQUIRY

Customers may check their outstanding bills online without queuing in MKWD outlets. Registration is one-time only.

Office or Division:	Cash Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Customers with Active Account			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to MKWD website Metrokidapawawd.gov.ph/home and click BILL INQUIRIES. Click VIEW YOUR OUTSTANDING BILL	None	None	1 min	<i>Resident Information Technician, OGM</i>
2. Click CREATE ACCOUNT, fill-up required information and register	None	None	2min	<i>Resident Information Technician, OGM</i>
3. Return to HOME	None	None	1min	<i>Resident Information Technician, OGM</i>
4. Click VIEW YOUR OUTSTANDING BILL	None	None	1min	<i>Resident Information Technician, OGM</i>
5. Log-in using created username and password	None	None	1min	<i>Resident Information Technician, OGM</i>
6. Log-out after each inquiry	None	None	1min	<i>Resident Information Technician, OGM</i>
END OF TRANSACTION				
TOTAL		None	7min	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Customer may file Customer Satisfaction Survey which can be found in PACD and dropbox located at MKWD Office Main Entrance.</p> <p>Customer may submit Customer Satisfaction Survey at PACD or survey dropbox.</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1. Customer Satisfaction Survey is collected daily by Customer Servicing Section for recording 2. If there are concerns which require immediate action, copy is endorsed to concerned unit 3. Result is consolidated in monthly basis as part of CSS Monthly Report, and basis for further improvement of services
How to file a complaint	<ol style="list-style-type: none"> 1. Call MKWD Official Hotlines <ul style="list-style-type: none"> • Telephone (064) – 577 – 1865 • Cellphone 0933-851-2846 2. Direct message on MKWD Social Media Sites <ul style="list-style-type: none"> • Facebook @metrokidapawan.waterdistrict • Twitter @mkwdOperations 3. Send Official Letter addressed to GM Stella M. Gonzales, MPS
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints which require immediate action is immediately relayed to concerned unit. 2. Concerned Unit shall provide action and response to complaint. 3. Information Personnel answers to complaints in Social Media sites 4. If complaint is officially transmitted to OGM, GM issues office order to concerned division for immediate action
Contact Information of CCB, PCC, ARTA	<p>Anti Red-Tape Authority info@arta.gov.ph complaints@arta.gov.ph Telephone: 8478-5091 8478-5093 8478-5099</p> <p>Civil Service Commission csc.gov.ph email@contactcenterngbayan.gov.ph Para sa taumBAYAN hotline : 8951-2575 / 8951-2576 / 8932-0111</p> <p>Presidential Complaint Center Contact No. : 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, Telefax 8-736-8621 E-mail Address : pcc@malacanang.gov.ph</p>



SAMPLE
CUSTOMER SATISFACTION SURVEY FORM

A.4. PAYING OF WATER BILL (teller services and cashier services)

PAGBAYAD SA WATER BILL (ang paglihok sa mga tigdawat sa bayad ug kahera)

a. How would you rate the services rendered by the Teller & Cashier when paying your water bills?

Unsang grado ang ihatag nimo sa mga serbisyo nga ginahatag sa mga "tellers" ug "cashier" sa panahon sa pagbayad sa inyong "water bills"?

B. UBAN PANG OBSERBASYON

B.1. FACILITIES EQUIPMENT

MGA PASILIDAD UG EQUIPMENT

Please rate the cleanliness & coziness of the following facilities on a scale of 1-5 where 1 is the lowest and 5 is the highest.

Paliug graduhi ang kalimpyo ug kaayo nga nasinati nimo sa musunod nga mga Pasilidad sa buhatan:

	1(70%)	2(80%)	3(90%)	4(95%)	5(100%)
Comfort Rooms / Kasilyas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infirmery / Clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breastfeeding room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lobby (waiting area)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Airconditioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pangkinatibuk-an	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C. feedback/obserbasyon commendation/pagdayeg complaint/reklamo

D. Unsa ang imong sugyot aron mas mapalambo o mas mapaayo ang among mga serbisyo?

PANGALAN _____
EMAIL _____
CELL PHONE # _____
PIRMA _____
PETA _____

Salamat sa paggahin ug panahon ug paghatag ug importansya sa pagtubag.



▣ ▣ **SPRING ARTA 2019-2020 COMMITTEE** ▣ ▣

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CHARLO JAY D. ESTRELLA, RCh
KEZIAH JEMIMA R. SORIANO
CARL ONIEL F. PASTORIZA
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Secretary

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Vice-Chairperson

SHEENA MYLA V. REFUILA, CE
Chairperson

METRO KIDAPAWAN WATER DISTRICT

Lanao, Kidapawan City

Tel nos. (064)577-1533, 577-1865, Fax no. (064) 572-5555

E-mail Address: metrokidapawan_wd@yahoo.com

Website: www.metrokidapawanwd.gov.ph

“Committed to Service, Development and Self-Reliance”



The Metro Kidapawan Water District Citizen's Charter 2nd Edition shall take effect upon date of signing and approval. All previous issuances of portions thereof issued by MKWD inconsistent with this submission are hereby deemed unoperative.

Approved:

STELLA M. GONZALES, MPS

General Manager

Metro Kidapawan Water District

Date: _____

ANTI-RED TAPE AUTHORITY

Office of the President

