



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: **METRO COTABATO WATER DISTRICT**

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing (Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
COMMERCIAL SERVICES – EXTERNAL SERVICES					
1. Request for Extension of Grace Period/Partial Payment or Staggered Basis	No governing law		Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program. Bd. Res. No. 002-15 – A resolution approving and adopting the office policy on due dates for payments of water bills, from fifteen (15) days grace period to twenty (20) days grace period, from the reading date to payment of current bill. Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of	April 7, 2017 January 1, 2015 January 1, 2006	



			<p>Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.</p> <p>Bd. Res. No. 019-86 - – To reduce the penalty charges on delinquent customers from Five pesos (P5.00) or Ten Percent (10%), whichever is higher, to Five Pesos (P5.00) or Five Percent (5%) , whichever is higher.</p>	<p>March 17, 1986</p>	
<p>2. Request for Check-up/Inspection of Water Service Connection – Walk-in/phone-in Transaction</p>	<p>PD 198 – known as the “LOCAL WATER DISTRICT LAW.”</p>	<p>Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.</p>	<p>Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations</p> <p>Bd. Res. No. 008-78 dated - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.</p> <p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 069-85 – Approving the policy on the grant of discount on leakages.</p>	<p>October 13, 1976</p> <p>February 7, 1978</p> <p>March 16, 1984</p> <p>August 23, 1985</p>	<p>Bd. Res. No. 042-20 dated June 9, 2020 – A resolution modifying the policy on the grant of discount on leakages.</p>



			Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.	April 10, 1992	
3. Request for Check-up/Inspection of Water Service Connection – Long Line/Complicated Water Service Conn.	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	<p>Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations</p> <p>Bd. Res. No. 008-78 dated - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.</p> <p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 069-85 – Approving the policy on the grant of discount on leakages.</p> <p>Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.</p>	<p>October 13, 1976</p> <p>February 7, 1978</p> <p>March 16, 1984</p> <p>August 23, 1985</p> <p>April 10, 1992</p>	Bd. Res. No. 042-20 dated June 9, 2020 – A resolution modifying the policy on the grant of discount on leakages.
4. Service Request	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.	March 16, 1984	



<p>5. Application for New Service Connection or Re-connection (Pulled-out Water Meter)</p>	<p>PD 198 – known as the “LOCAL WATER DISTRICT LAW.”</p>	<p>-do-</p>	<p>Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations</p> <p>Bd. Res. 008-78 – Amending Bd. Res. No. 002-76 on Utility Rules and Regulations</p> <p>Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.</p> <p>Bd. Res. No. 007-98 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)-P100.00; Succeeding pipe –P25.00/pipe; Application Fee-P50.00; Inspection Fee-P50.00; Tapping Fee-P150.00; Transfer of Name-P50.00; Reopening Fee-P150.00.</p> <p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 026-84 – Approving to exempt all district employees from</p>	<p>October 13, 1976</p> <p>February 7, 1978</p> <p>April 10, 1992</p> <p>February 10, 1998</p> <p>March 16, 1984</p> <p>May 11, 1984</p>	<p>Bd. Res. No. 001-06 dated January 6, 2006 – A resolution revising the rates of charges for New Service Connection and establishing the requirements for reopening and reconnection, effective February 15, 2006.</p>
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			<p>payment of the cost of the meter stand.</p> <p>Bd. Res. No. 019-85 – Approving that all places of worships without school shall be categorized as residential.</p> <p>Bd. Res. No. 046-85 – Approving to grant a 15% discount to all regular employees on their gross billings on materials for service connection</p>	<p>March 11, 1985</p> <p>May 31, 1985</p>	
6. Application for New Service Connection or Reconnection – With Proposed Additional Stand Pipe	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	<p>Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations</p> <p>Bd. Res. 008-78 – Amending Bd. Res. No. 002-76 on Utility Rules and Regulations</p> <p>Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.</p> <p>Bd. Res. No. 007-98 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)-P100.00; Succeeding pipe –P25.00/pipe; Application Fee-P50.00; Inspection Fee-P50.00; Tapping Fee-P150.00; Transfer of Name-P50.00; Reopening Fee-P150.00.</p>	<p>October 13, 1976</p> <p>February 7, 1978</p> <p>April 10, 1992</p> <p>February 10, 1998</p>	Bd. Res. No. 001-06 dated January 6, 2006 – A resolution revising the rates of charges for New Service Connection and establishing the requirements for reopening and reconnection, effective February 15, 2006



			<p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 026-84 – Approving to exempt all district employees from payment of the cost of the meter stand.</p> <p>Bd. Res. No. 019-85 – Approving that all places of worships without school shall be categorized as residential.</p> <p>Bd. Res. No. 046-85 – Approving to grant a 15% discount to all regular employees on their gross billings on materials for service connection.</p>	<p>March 16, 1984</p> <p>May 11, 1984</p> <p>March 11, 1985</p> <p>May 31, 1985</p>	
7. Application for New Service Connection – With Water Meter Size of 2” and Above	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	<p>Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations</p> <p>Bd. Res. 008-78 – Amending Bd. Res. No. 002-76 on Utility Rules and Regulations</p> <p>Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.</p> <p>Bd. Res. No. 007-98 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)-P100.00; Succeeding pipe</p>	<p>October 13, 1976</p> <p>February 7, 1978</p> <p>April 10, 1992</p> <p>February 10, 1998</p>	Bd. Res. No. 001-06 dated January 6, 2006 – A resolution revising the rates of charges for New Service Connection and establishing the requirements for reopening and reconnection, effective February 15, 2006



			<p>–P25.00/pipe; Application Fee-P50.00; Inspection Fee-P50.00; Tapping Fee-P150.00; Transfer of Name-P50.00; Reopening Fee-P150.00.</p> <p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 026-84 – Approving to exempt all district employees from payment of the cost of the meter stand.</p> <p>Bd. Res. No. 019-85 – Approving that all places of worships without school shall be categorized as residential.</p> <p>Bd. Res. No. 046-85 – Approving to grant a 15% discount to all regular employees on their gross billings on materials for service connection.</p>	<p>March 16, 1984</p> <p>May 11, 1984</p> <p>March 11, 1985</p> <p>May 31, 1985</p>	
8. Application for Reopening of Service Connection (With Meter on Site)	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.	April 7, 2017	
9. Application for Reopening (Without Meter on Site)	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	<p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.</p>	<p>March 16, 1984</p> <p>April 7, 2017</p>	
10. Change of Ownership/	PD 198 – known as the “LOCAL WATER DISTRICT	-do-	Bd. Res. 008-78 – Amending Bd. Res. No. 002-76 on Utility Rules	February 7, 1978	



Registered Name	LAW.”		and Regulations Bd. Res. No. 007-98 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)-P100.00; Succeeding pipe –P25.00/pipe; Application Fee-P50.00; Inspection Fee-P50.00; Tapping Fee-P150.00; Transfer of Name-P50.00; Reopening Fee-P150.00. Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.	February 10, 1998 April 7, 2017	
11. Request for Disconnection of Service	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. 008-78 – Amending Bd. Res. No. 002-76 on Utility Rules and Regulations Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.	February 7, 1978 April 7, 2017	
12. Availment of Senior Citizen Discount	RA NO. 9994 – Expanded Senior Citizens Act of 2010.	Article 12. Utility Discounts Section 1. Five (5%) Discount – The grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity by households with senior citizens; Provided, that the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided further, that the monthly consumption does not exceed one hundred kilowatt hour(100kwh) of electricity and	Bd. Res. No. 028-10 – A resolution, approving the implementation of the Senior Citizens Discount, in accordance with Republic Act No. 9994 and its implementing rules and regulations, otherwise known as the “Expanded Senior Citizens act of 2010.	July 16, 2010	



		thirty cubic meters (30cu.m.) of water; Provided, furthermore, that the privilege is granted per household regardless of the number of senior citizens residing therein.			
13. Request for Water Delivery Thru Tanker – Paying Customer	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.	Bd. Res. No. 042-17 – Resolution approving Water Delivery thru Water Tanker	June 16, 2017	
14. Request for Water Delivery Thru Tanker for Free or Donations	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 042-17 – Resolution approving Water Delivery thru Water Tanker	June 16, 2017	
15. Water Sales (Bulk) Payment	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule,	January 1, 2006	



			dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.		
16. Inquiry/Settlement of Forwarded Account or Demand Letter	COA Circular No. 2016-005- Guidelines and procedure on the write-off of Dormant Receivable Accounts, Unliquidated Cash Advances, and Fund Transfers of National Government Agencies (NGAs), Local government Units (LGUs), and Government-Owned and Controlled Corporations (GOCCs).	6.0 GENERAL GUIDELINES 6.1 All government entities shall conduct regular monitoring and analysis of receivable accounts to ensure that these are collected when these become due and demandable and that cash advances and fund transfers are liquidated within the prescribed period depending upon their nature and purpose.	Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.	April 7, 2017	
17. Request for Refund of Guaranty Deposit	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and	Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations. Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.	February 3, 1978 April 7, 2017	



		disposal within such districts, as are necessary or incidental to said purpose.			
18. Request for Meter Testing	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.	February 3, 1978	
19. Request for Meter Relocation/ Transfer Tapping	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand. Bd. Res. No. 007-98 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)-P100.00; Succeeding pipe –P25.00/pipe; Application Fee-P50.00; Inspection Fee-P50.00; Tapping Fee-P150.00; Transfer of Name-P50.00; Reopening Fee-P150.00.	March 16, 1984 February 10, 1998	
20. Inquiry of Accounts, Requirements and Other Services	No governing law		No Agency-level issuance/policy		
21. Report on Illegal Connection	PD 198 – known as Water District Law	Section 32. Protection of Waters and Facilities of District. – A district shall have the right to: (d) Safeguard and protect the use of its waters. For this purpose, any person who installs any water connection without the previous authority from the water district established under this Decree;	Bd. Res. No. 002-78 – Resolution adopting the General Operation Procedures on Illegal Connection Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.	January 31, 1978 February 3, 1978	Bd. Res. 008-98 dated February 10, 1998 - Approving the Administrative Fees for violation of Sec. 31 (d) of P.D.198 shall be P2,000.00 for the first offense, and P6,000.00 for second offense including estimated cost of water used



		tampers water meters or uses jumpers or other devices whereby water is stolen; steals or pilfers water or water meters; knowingly possesses stolen or pilfered water or water meters shall, upon conviction, be punished by prison correctional in its minimum period or a fine ranging from two thousand pesos to six thousand pesos, or both. If the violation is committed with the connivance or permission of an employee or officer of the water district, an employee or officer shall, upon conviction, be punished by a penalty one degree lower than prison correctional in its minimum period and forthwith be dismissed and perpetually disqualified from employment in any utility or service company owned or controlled by the government.			illegally.
22. Preparation of Certification for Incentives on Reported Illegal Connection	No governing law		Bd. Res. No. 012-78 – Resolution granting 25% of all fines, penalties, back accounts and all charges collected from illegal connectors as an incentive fee to CCWD Employees who discovers as illegal connection.	April 21, 1978	
23. Adjustment of Water Bill	PD 198 – known as the “LOCAL WATER DISTRICT	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a)	Bd. Res. No. 002-76 – Adopting by Laws, Adopting Water District Rules and Regulations	October 13, 1976	Bd. Res. No. 008-78 dated February 7, 1978 – Amending Bd. Res. No. 002-



	LAW.”	acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.	<p>Bd. Res. No. 069-85 – Approving the policy on the grant of discount on leakages.</p> <p>Bd. Res. No. 021-92 – Resolution establishing and consolidating the guidelines and further classifying the categories of service connections with their corresponding approved water rate charges.</p> <p>Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.</p> <p>Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.</p>	<p>August 23, 1985</p> <p>April 10, 1992</p> <p>January 1, 2006</p> <p>April 7, 2017</p>	<p>76 on Utility Rules and Regulations.</p> <p>Bd. Res. No. 042-20 dated June 9, 2020 – A resolution modifying the policy on the grant of discount on leakages.</p>
FINANCE DEPARTMENT – EXTERNAL SERVICES					
1. Collection of Payments – Cash Payment	PD 198 – known as the “LOCAL WATER DISTRICT	Chapter VII, Section 27 SALE OF WATER	Bd. Res. No. 040-18 - Implementation of MCWD QMS Cash Control Procedure	June 14, 2018	



	LAW.”	<p>The District shall have the power to sell water pursuant to generally applicable rules and regulations, to any person for use within the district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of a water service contract.</p> <p>A district may provide service to public faucets or hydrants provided that it shall first have executed an application and service contract with the Government entity to establish or maintain such faucets or hydrants within the district. The district will be paid for such service in the same manner as regular domestic service and pursuant to the adopted rules and regulations of the district.</p> <p>Any district holding a valid Certificate of Conformance or a Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission or its successors. (As amended by Sec. 5, PD 1479).</p>	<p>Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.</p>	January 1, 2006	
2. Collection of Payments- Check Payment	PD 198 – known as the “LOCAL WATER DISTRICT LAW.”	-do-	<p>Bd. Res. No. 040-18 - Implementation of MCWD QMS Cash Control Procedure</p> <p>Bd. Res. No. 050-05 – A resolution approving to implement the water</p>	June 14, 2018 January 1, 2006	



			rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.		
3. Collection of Payments – With Withholding Tax	<p>PD 198 – known as the “LOCAL WATER DISTRICT LAW.”</p> <p>NIRC (National Internal Revenue Code)</p>	-do-	<p>Bd. Res. No. 040-18 - Implementation of MCWD QMS Cash Control Procedure</p> <p>Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.</p>	<p>June 14, 2018</p> <p>January 1, 2006</p>	
4. Collection of Payment made thru LDDAP/ADA or Bank to Bank Transaction	<p>PD 198 – known as the “LOCAL WATER DISTRICT LAW.”</p> <p>DBM Circular Letter 2013-16 Amended by CL#2018-14</p>	-do-	<p>Bd. Res. No. 040-18 - Implementation of MCWD QMS Cash Control Procedure</p> <p>Bd. Res. No. 050-05 – A resolution approving to implement the water rates for the years 2006-2010, as approved under LWUA Board of Trustees Resolution no. 030, series of 2003, dated February 11, 2003, and as Per LWUA approved Cash</p>	<p>June 14, 2018</p> <p>January 1, 2006</p>	



			Flow and water rates schedule, dated August 30, 2005; and further adopting the water rates for the years 2011 and 2012 subject to confirmation by LWUA.		
5. Payment of Obligation	PD 1445 General Appropriations Act	Section 119. Accounting for obligations and expenditures. All lawful expenditures and obligations incurred during the year shall be taken up in the accounts of that year.	Bd. Res. No. 040-18 - Implementation of MCWD QMS Disbursement Control Procedure	June 14, 2018	
ENGINEERING DEPARTMENT – EXTERNAL SERVICES					
1. Repair of Transmission/ Distribution Mainlines – Concrete Cutting/ Excavation with Excavation Permit	PD 198 – known as the “LOCAL WATER DISTRICT LAW.” DPWH D.O. No. 26 s2011 dated May 3, 2011	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose. Policy on Diggings/ Excavations by Private and Public Utilities on	Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.	February 7, 1978	



		National Roads			
2. Repair of Transmission/ Distribution Mainlines – Excavation w/ Excavation Permit	<p>PD 198 – known as the “LOCAL WATER DISTRICT LAW.”</p> <p>DPWH D.O. No. 26 s2011 dated May 3, 2011</p>	<p>Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.</p> <p>Policy on Diggings/ Excavations by Private and Public Utilities on National Roads</p>	<p>Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.</p>	February 7, 1978	
3. Customer Complaint	<p>PD 198- known as “Water District Law”</p>	<p>Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations</p>	<p>Bd. Res. No. 014-84 – Approving to charge the customers the cost of the meter stand.</p> <p>Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.</p>	<p>March 16, 1984</p> <p>February 7, 1978</p>	



		incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.			
4. Request/Petitions for Distribution/ Service Mainlines in the Area	PD 198- known as “Water District Law”	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.	Bd. Res. No. 008-78 - Amending Bd. Res. No. 002-76 on Utility Rules and Regulations.	February 7, 1978	
5. Water Quality Testing - Bacteriology	PD 198- known as the Water District Law	Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such	LWUA M.C. No 018-19 - New Report formats for MDS, Water Quality Monitoring and Water Sources Data Update.	November 18, 2019	



	<p>A.O. 2017-0010 PNSDW of 2017</p> <p>A.O. 2014-0027 National Policy on WSP for all Drinking Water Service Provider.</p>	<p>other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.</p> <p>The PNSDW of 2017 shall apply to all drinking water service providers including government and private developers and operators, bulk water suppliers, water refilling station operators, and water vending machine operators; ice manufacturers; all food establishments, residential, commercial, industrial and institutional buildings that use/supply serve drinking water; water testing laboratories; health and sanitation authorities; the general public and all are involved in determining the safety of public's drinking water.</p>			
<p>6. Water Quality Testing – Physical-Chemical</p>	<p>PD 198- known as the Water District Law</p>	<p>Section 5. PURPOSE. Local water district may be formed pursuant to this Title for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts, (b) providing, maintaining and operating wastewater</p>	<p>LWUA M.C. No 018-19 - New Report formats for MDS, Water Quality Monitoring and Water Sources Data Update.</p>	<p>November 18, 2019</p>	



	<p>A.O. 2017-0010 PNSDW of 2017</p> <p>A.O. 2014-0027 National Policy on WSP for all Drinking Water Service Provider.</p>	<p>collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.</p> <p>The PNSDW of 2017 shall apply to all drinking water service providers including government and private developers and operators, bulk water suppliers, water refilling station operators, and water vending machine operators; ice manufacturers; all food establishments, residential, commercial, industrial and institutional buildings that use/supply serve drinking water; water testing laboratories; health and sanitation authorities; the general public and all are involved in determining the safety of public's drinking water.</p>			
ADMINISTRATIVE DEPARTMENT – EXTERNAL SERVICES					
1. Procurement Process (Alternative Method)	RA No. 9184 – The Government Procurement Reform Act	Section 48 of Article XVI – Alternative Methods of Procurement	Office Order No. 035 series of 2019 – Procurement Process for Alternative Method	May 7, 2019	
2. Receiving of Supplies and	COA Circular No. 97-004 dated July 1, 1997- Updating	II. Statement of Objectives 1.0 This circular is being issued to: 1.1 Update and state the audit	Bd. Res. No. 040-18 - Implementation of MCWD QMS Materials, Supplies and PPE	June 14, 2018	



Materials/ PPE	and restating Audit requirements for procurement of Supplies, Materials and Equipment by the National Government including GOCC.	requirements for the procurement of supplies, materials and equipment by the National Government, including GOCC. 1.2 Specify the documents/papers to be submitted in support of claims for payment in the procurement of supplies, materials and equipment supplied to the national Government including GOCC.	Inventory Recording Procedure		
3. Request for Service Record	No governing law		Bd. Res. No. 040-18 - Implementation of MCWD QMS Human Resource Management Procedure	June 14, 2018	
4. Certificate of Employment	No governing law		Bd. Res. No. 040-18 - Implementation of MCWD QMS Human Resource Management Procedure	June 14, 2018	
OFFICE OF THE GENERAL MANAGER – EXTERNAL SERVICES					
1. Processing of Incoming External Communication	No governing law/agency level issuance		Bd. Res. No. 040-18 - Implementation of MCWD QMS Communication Control Procedure	June 14, 2018	
2. Processing of Outgoing External Communication	No governing law/agency level issuance		Bd. Res. No. 040-18 - Implementation of MCWD QMS Communication Control Procedure	June 14, 2018	
3. Issuance of Certification	A.O. 2017-0010 PNSDW of 2017	The PNSDW of 2017 shall apply to all drinking water service providers including government and private developers and operators, bulk water suppliers, water refilling station operators, and water vending machine operators; ice manufacturers; all food	LWUA M.C. No 018-19 - New Report formats for MDS, Water Quality Monitoring and Water Sources Data Update	November 18, 2019	



	<p>COA Circular No. 96-004 dated 04/19/1996 - Guidelines to implement Section 16 of Executive Order No. 248 as amended by Executive Order No. 248-A which prescribes the regulations and new rates of allowance for official local and foreign travels of government personnel.</p>	<p>establishments, residential, commercial, industrial and institutional buildings that use/supply serve drinking water; water testing laboratories; health and sanitation authorities; the general public and all are involved in determining the safety of public's drinking water.</p> <p>3.1.2.2 The official/employee concerned shall draw a liquidation voucher to be supported by: e. Certificate of appearance</p>	<p>No agency-level issuance</p>		
MANAGEMENT SERVICES DIVISION – PUBLIC RELATIONS					
<p>1. Preparation of Advisories</p>	<p>Public Relations Manual for Water Districts</p>		<p>Bd. Res. No. 040-18 - Implementation of MCWD QMS Communication Control Procedure</p> <p>6.1.2. Press Releases and Other Information Materials Process</p>	<p>June 14, 2018</p>	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

COMMERCIAL DEPARTMENT – EXTERNAL SERVICE

1. GOVERNMENT SERVICE: <u>REQUEST FOR EXTENSION OF GRACE PERIOD/PARTIAL PAYMENT OR STAGGERED BASIS</u>					
SERVICE INFORMATION					
LIST OF <u>REQUIREMENT</u>		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill – 1 copy, original or photocopy, or Computer Generated Statement of Account – 1 original copy (if without water bill)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Collection Enforcement Control Procedure	1. Proceed to PACD/ Disconnection Section/ Division Manager A for Customer Accounts and request for extension of due date/ promissory note	1. Bd. Res. No. 026-17 dated 04/07/2017 – MCWD Collection Enforcement Program 2. Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Collection Enforcement Control Procedure		
Promissory Note – 1 original copy or will sign in logbook on the agreed terms	Bd. Res. Np. 026-17 dated 04/07/2017 –MCWD Collection Enforcement Program	2. Sign in the logbook/ promissory note in agreement with the terms			
		3. Receives the water bill			
TOTAL				14 minutes	None



2. GOVERNMENT SERVICE: <u>REQUEST FOR CHECK-UP/ INSPECTION OF WATER SERVICE CONNECTION – Walk-in/Phone-in Transaction</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill – 1 copy original or photocopy or Computer generated statement of account – 1 original copy(if without bill)	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.4 Request for Check-up/Inspection of Water Service Connection	1. File complaints to Investigation Section or call telephone no. 421-7135	1. Bd. Res. No. 008-78- Utility Rules & Regulations 2. Bd. Res. No. 069-85- Policy on the grant of discounts on leakages 3. Bd. Res. No. 021-92 – Policy on proper classification of category 4. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.4 Request for Check-up/Inspection of Water Service Connection		
		2. Assists investigator during actual inspection and undertake action as per Investigator's advise.			
		3. Receives the adjusted water bill for payment			
TOTAL				2 days, 35 minutes	None



3. GOVERNMENT SERVICE: <u>REQUEST FOR CHECK-UP/INSPECTION OF WATER SERVICE CONNECTION – Long Line Connection/ Complicated Water Service Connection</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill – 1 copy original or photocopy or Computer generated statement of account – 1 copy Bill – 1 copy	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.4 Request for Check-up/Inspection of Water Service Connection	1. File complaints to Investigation Section or call telephone no. 421-7135	1. Bd. Res. No. 008-78- Utility Rules & Regulations 2. Bd. Res. No. 069-85- Policy on the grant of discounts on leakages 3. Bd. Res. No. 021-92 – Policy on proper classification of category		
		2. Assists investigator during actual inspection and undertake action as per Investigator's advise.	4. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.4 Request for Check-up/Inspection of Water Service Connection		
		3. Receives the adjusted water bill for payment			
TOTAL				6 days, 35 minutes	None



4. GOVERNMENT SERVICE : <u>SERVICE REQUEST</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Registered Name and account number	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.1 Service Request Process	1. Actual owner or any concerned citizen, files complaints to Frontline Section or call telephone no.421-7135	1. Bd. Res. No. 008-78- Utility Rules & Regulations 2. Bd. Res. No. 01-84- Approving to charge the customers the cost of the meter stand 3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS - Handling After Sales Service Procedure 6.1 Service Request Process		
Exact location of reported leak and other nature of complaint		1.1. MCWD employees will report to the Supervisor or directly to Frontliner for any leakages or observation seen on field.			
		2. Actual owner or representative will acknowledge Job Order and receive copy of List of Materials for billing used during repair			Cost of Materials used during repair to be paid at MCWD office
TOTAL				2 days, 36 minutes	Cost of Materials used during repair to be paid at MCWD office



5. GOVERNMENT SERVICE : APPLICATION FOR NEW SERVICE CONNECTION OR RE-CONNECTION (Pulled-Out Water Meter)					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
		A. PROCESSING OF NEW SERVICE APPLICATION OR RECONNECTION			
1 pc. Photocopy of valid ID or any government issued ID with picture	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed.	1. File request and submit all requirements to Customer Frontline Section	1. Bd. Res. No. 007-98 – for payment of inspection fee 2. Bd. Res. No.026-17 – MCWD Collection Enforcement Program 3. Bd. Res. No. 021-92 – Policy on proper classification of category 4. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure 6.1 Application for New Service Connection or Reconnection (pull-out water meter)		Inspection Fee –P50.00 + Unpaid bills from disconnected connections, if any
1 pc. 2 X 2 recent colored ID picture		1.1 Proceed to Teller to pay			
Barangay Clearance, should be within 6 mos. Validity (1 original copy)	-do-	2. Present Official Receipt			
Location/sketch plan (1 copy, original or photocopy)	-do-				
Additional Requirement: (any applicable)	-do-				
- Lot title, if applicant is the owner (1 photocopy)	-do-				
- Consent/Authorization from lot/building owner- if applicant is renting/ informal settler (1Original copy)	-do-				
- Affidavit of undertaking - if government property (1	-do-	3. Assist surveyor during the conduct of onsite inspection	Bd. Res. No. 040-18 dated 06/14/2018 –		



original copy) - Consent from lot owner to install water facilities in his lot – if service line passes through a private lot (1 original copy)	-do-		Implementation of MCWD QMS – Service Application Control Procedure		
- Deed of sale or any proof of transfer of property - if property is newly acquired (1 Photocopy)	-do-	B. APPROVAL OF APPLICATION FOR NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION			
- Letter of consent/waiver from previous owner (1 original copy) - Memorandum of Agreement for string connection (1 original copy) - Excavation permit, if applicable (1 original copy) - Clearance from SPDA Administrator (SPDA resident) (1 original copy) If transacted by a representative: - Authorization letter from the applicant (1 original copy)	-do- -do- -do- -do- -do-	1. Proceed to Frontline Section and follow-up application 1.1. Proceed to Teller to pay. 1.2 Present Official Receipt	1. Bd. Res. 014-84 – Approving to charge the customers the cost of the meter stand. 2. Bd. Res. 001-06 – A resolution revising the rates of New Service Connection and establishing requirements for reopening and reconnection. 3. Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program. 4. Bd. Res. No. 021-92 – Policy on proper classification of category		Guaranty Deposit, Installation Fee – P500.00 Cost of Materials, Additional Fees- Old accounts, if any
- Applicants valid ID with signature (1 Photocopy) - 1 Photocopy of representative valid ID with picture (must present	-do- -do-	2. Shall pose for picture taking	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		



original)					
Official Receipt as proof of payment for fees required do-	NIRC (National Internal Revenue Code) Section 237	3. Read & sign the contract and promissory note	Bd. Res. No. 008-78 – Utility Rules & Regulations		
		4. Receive copy of contract, promissory note, official receipt & cost estimate 4.1 Shall prepare the after the meter connection	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
C. INSTALLATION OF NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION					
		1. Install the after the meter pipelines (“Abang”) and wait on the scheduled date of installation.	Bd. Res. No. 008-78 – Utility Rules & Regulations (It is the responsibility of the applicant to maintain the pipes & fixtures extending from the meter stand to his residence)		
	-	2. Shall sign the documents	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
		3. Receive copy of LOM & Meter Receipt.			
Total				5 days, 5 hours, 14 minutes	TOTAL AMOUNT DUE



6. GOVERNMENT SERVICE : APPLICATION FOR NEW SERVICE CONNECTION OR RE-CONNECTION – With Proposed Additional Stand pipe					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
A. PROCESSING OF NEW SERVICE APPLICATION OR RECONNECTION					
1 pc. Photocopy of valid ID or any government issued ID with picture	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed.	1. File request and submit all requirements to Customer Frontline Section	1. Bd. Res. No. 007-98 – for payment of inspection fee 2. Bd. Res. No.026-17 – MCWD Collection Enforcement Program 3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		Inspection Fee –P50.00+ Unpaid bills from disconnected connections, if any
1 pc. 2 X 2 recent colored ID picture		1.1 Proceed to Teller to pay			
Barangay Clearance, should be within 6 mos. Validity (1 original copy)		2. Present Official Receipt			
Location/sketch plan (1 copy, original or photocopy)		3. Assist surveyor during the conduct of onsite inspection			
Official Receipt as proof of payment for fees required	NIRC (National Internal Revenue Code) Section 237				
Additional Requirement: (any applicable)	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed.	B. APPROVAL OF APPLICATION FOR NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION			
- Lot title, if applicant is the owner (1 photocopy)	-do-	1. Proceed to Frontline Section and follow-up application	1. Bd. Res. 014-84 – Approving to charge the customers the cost of the meter stand. 2. Bd. Res. 001-06 – A		Guaranty Deposit, Installation Fee – P500.00 Cost of Materials, Additional Fees- Old accounts, if any
- Consent/Authorization from lot/building owner- if applicant is renting/ informal settler (1Original copy)	-do-	1.1 Proceed to Teller to pay.			



<ul style="list-style-type: none"> - Affidavit of undertaking - if government property (1 original copy) - Consent from lot owner to install water facilities in his lot – if service line passes through a private lot (1 original copy) - Deed of sale or any proof of transfer of property - if property is newly acquired (1 Photocopy) 	<p style="text-align: center;">-do-</p> <p style="text-align: center;">-do-</p> <p style="text-align: center;">-do-</p>	<p>1.2 Present Official Receipt</p>	<p>resolution revising the rates of New Service Connection and establishing requirements for reopening and reconnection.</p> <p>3. Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.</p> <p>4. Bd. Res. No. 021-92 – Policy on proper classification of category</p>		
<ul style="list-style-type: none"> - Letter of consent/waiver from previous owner (1 original copy) 	<p style="text-align: center;">-do-</p>	<p>2. Shall pose for picture taking</p>	<p>Bd. Res. No. 008-78 – Utility Rules & Regulations</p> <p>Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure</p>		
<ul style="list-style-type: none"> - Memorandum of Agreement for string connection (1 original copy) 	<p style="text-align: center;">-do-</p>	<p>3. Read & sign the contract and promissory note</p>			
<ul style="list-style-type: none"> - Excavation permit, if applicable (1 original copy) - Clearance from SPDA Administrator (SPDA resident) (1 original copy) 	<p style="text-align: center;">-do-</p> <p style="text-align: center;">-do-</p>	<p>4. Receive copy of contract, promissory note, official receipt & cost estimate</p> <p>4.1. Shall prepare the after the meter connection</p>			
<p>If transacted by a representative:</p>	<p style="text-align: center;">-do-</p>	C. INSTALLATION OF ADDITIONAL STANDPIPE			
<ul style="list-style-type: none"> - Authorization letter from the applicant (1 original copy) 	<p style="text-align: center;">-do-</p>	D. INSTALLATION OF WATER METER			
<ul style="list-style-type: none"> - Applicants valid ID with signature (1 Photocopy) - 1 Photocopy of representative valid ID with picture (must present original) 	<p style="text-align: center;">-do-</p> <p style="text-align: center;">-do-</p>	<p>1. Install the after the meter pipelines (“Abang”) and wait on the scheduled date of installation.</p>	<p>Bd. Res. No. 008-78 – Utility Rules & Regulations (It is the responsibility of the applicant to maintain the pipes & fixtures extending from the meter stand to his residence)</p>		



		2. Shall sign the documents	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure			
		3. Receive copy of LOM & Meter Receipt.				
				Total	8 days, 6 hours, 4 minutes	Total Amount Due



7. GOVERNMENT SERVICE : APPLICATION FOR NEW SERVICE CONNECTION - With Water Meter Size of 2" and Above					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
FOR BUSINESS:		A. PROCESSING OF NEW SERVICE APPLICATION			
Letter request to apply service connection using 2" or above meter size 1 pc. Photocopy of valid ID with picture and signature of the owner	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed.	1. File request and submit all requirements to Customer Frontline Section 1.1 Receive the statement of account and go to Teller for payment.	1. Bd. Res. No. 007-98 – for payment of inspection fee 2. Bd. Res. No.026-17 – MCWD Collection Enforcement Program		Inspection Fee – P50.00 + Unpaid bills from disconnected connections, if any
1 pc. 2 X 2 recent colored ID picture	-do-	2. Present Official Receipt	3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
Barangay Clearance, should be within 6 mos. Validity (1 original copy)	-do-	3. Assist surveyor during the conduct onsite inspection			
Business Permit (1 photocopy)	-do-	3.3. Receive the plans & cost Estimates			
Location/sketch plan (1 copy, original or photocopy)		B. APPROVAL OF APPLICATION FOR NEW WATER SERVICE CONNECTION			
Provide Materials & fittings including water meter as required by MCWD Planning & Design Division Certificate of Calibration and	-do- -do-	1. Proceed to Frontline Section and follow-up application	1. Bd. Res. 014-84 – Approving to charge the customers the cost of the meter stand.		



meter testing of water meter	-do-		2. Bd. Res. 001-06 – A resolution revising the rates of New Service Connection and establishing requirements for reopening and reconnection.		
Excavation Permit					
Official Receipt as proof of payment for fees required	NIRC (National Internal Revenue Code) Section 237				
Additional Requirement: (any applicable)	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed.				
- Lot title, if applicant is the owner (1 photocopy)			3. Bd. Res. No. 026-17 – A resolution approving the New MCWD Collection Enforcement Program.		
- Consent/Authorization from lot/building owner- if applicant is renting (1 Original copy)	-do-		4. Bd. Res. No. 021-92 – Policy on proper classification of category		Guaranty Deposit, Installation Fee, Supervision Fee, Additional Fees- Old accounts, if any
- Deed of sale or any proof of transfer of property - if property is newly acquired (1 Photocopy)	-do-	2. Go to Teller and pay the application fees	5. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
- Letter of consent/ waiver from previous owner (1 original copy)	-do-	4. Shall pose for picture taking			
If transacted by a representative:	-do-	5. Read and sign the contract	1. Bd. Res. No. 008-78 – Utility Rules & Regulations		
- Authorization letter from the applicant (1 original copy)	-do-	6. Receive copy of contract, official receipt & cost estimate	2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
- Applicants valid ID with signature (1 Photocopy)	-do-	7.1 Receive the endorsement letter and process excavation permit from CEO/DPWH			
- 1 Photocopy of representative valid ID with picture (must present	-do-	C. INSTALLATION OF WATER METER			



original)					
FOR GOVERNMENT:		1. Shall endorse the water meter together with the Certificate of calibration and meter testing, materials and fittings to Engineering Dept.	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
- Letter request to apply service connection using water meter with a size of 2" or above	-do-	2. Shall sign the documents			
- Valid ID w/ picture and signature of the representative - (1 photocopy)	-do-	3. Receive copy of Meter Receipt			
- 1 colored 2 x 2 picture of the representative	-do-	TOTAL		6 days, 3 hours, 3 minutes	TOTAL AMOUNT DUE
- Authorization letter to transact business	-do-				
- Location/ sketch plan (1 copy, original or photocopy)	-do-				
- Provide Materials & fittings including water meter as required by MCWD Planning & Design Division	-do-				
- Certificate of Calibration and meter testing of water meter	-do-				
- Official Receipt as proof of payment for fees required	NIRC (National Internal Revenue Code) Section 237.				
- Excavation Permit	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the				
Additional Requirement:					
- Consent/Authorization from lot/building owner- if					



applicant is renting (1 Original copy)	transaction will be processed.-				
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8. GOVERNMENT SERVICE : APPLICATION FOR REOPENING OF SERVICE CONNECTION (With Meter On Site)

SERVICE INFORMATION

LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
If transacted by Owner: - Valid ID, preferably Government Issued (1 photocopy, must present original copy)	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed	1. Proceed to Frontline Section and present requirements	1. Bd. Res. 026-17- A resolution approving the New MCWD Collection Enforcement Program 2. Bd. Res. 008-98 – Approving the Administrative Fees for violation of Sec. 31 (d) of PD 198.		
- Water bill (1 copy, original or photocopy) If transacted by Representative: - Authorization letter from the owner or any proof of Authority to transact business (1 original copy)	-do-	2. Presents statement of account with payment	3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.11 Application for reopen service connection (padlocked/ riveted)		1. Guaranty Deposit equivalent to 2 months' bill or P1,000.00 whichever is higher 2. Total unpaid bill, if any 3. Administrative Fee – P2,000.00-1 st offense Or additional P2,000.00 for every succeeding offenses plus cost of unaccounted water, if any
- One photocopy of owner's ID, preferably government issued - Representative's valid ID, preferably government issued (1 photocopy, must present original)	-do-	3. Presents Official Receipt. 3.1 Poses for picture taking			
- Water bill (1 copy, original or photocopy)	-do-	4. Read and sign the contract, promissory note	Bd. Res. No. 008-78 – Utility Rules & Regulations		
If applied reopening for change of registered name:	-do-	5. Receive customer's copy of documents	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After		



- Written consent from the previous/building owner (1 original copy)	-do-		Sales Service Procedure		
- Deed of Sale (1 photocopy)	-do-	6. Sign the Maintenance Construction Order	6.11 Application for reopen service connection (padlocked/ riveted)		
- Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)	-do-	TOTAL		7 hours, 23 minutes	Total Amount Due
- One (1) pc 2 x 2 colored picture	-do-				
- Valid ID, preferably government issued (1 photocopy, must present original)	-do-				
Official Receipt for payment of required fees	NIRC (National Internal Revenue Code) Section 237.				



9. GOVERNMENT SERVICE : APPLICATION FOR REOPENING (Without Meter On Site)

SERVICE INFORMATION

LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
If transacted by Owner:		1. Proceed to Customer Frontline Section and submits requirements			
- Valid ID, preferably Government Issued (1 photocopy, must present original)	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed	2. Pay at the Cashier	1. Bd. Res. 026-17- A resolution approving the New MCWD Collection Enforcement Program 2. Bd. Res. No. 007-98 – for payment of inspection fee.		1. Unpaid Bills 2. Inspection Fee- P50.00
- Water bill (1 copy, original or photocopy)	-do-	3. Present official receipt			
If transacted by Representative:		3.1 Assist surveyor during the conduct of onsite inspection	3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
- Authorization letter from the owner or any proof of Authority to transact business (1 original copy)	-do-				
- One photocopy of owner's ID, preferably government issued	-do-	4. Proceed to Frontline Section and follow-up application			
- Representative's valid ID, preferably government issued (1 photocopy, must present original)	-do-		Bd. Res. 014-84- Approving to charge the customers the cost of the meter stand.		Guaranty Deposit – P1,000.00, Installation Fee – P100.00, Cost of Materials (if any), Administrative Fee (if any), Unpaid account from other
- Water bill (1 copy, original or photocopy)	-do-	5. Present statement of account with payment	Bd. Res. No. 007-98 – For payment of installation fee. Bd. Res. No. 026-17 –		



If applied reopening for change of registered name: - Deed of Sale (1 photocopy) or Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)	-do- -do-		Resolution approving the New MCWD Collection Enforcement Program Bd. Res. 008-98 – Approving the Administrative Fees for violation of Sec. 31 (d) of PD 198.		disconnected connection(if any)
- One (1) pc 2 x 2 colored picture	-do-	6. Presents Official Receipt.	Bd. Res. No. 008-78 – Utility Rules & Regulations Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Service Application Control Procedure		
- Valid ID, preferably government issued (1 photocopy, must present original)	-do-	7. Poses for picture taking			
- Water bill (1 copy, original or photocopy)	-do-	8. Read and sign the contract & promissory note			
- Official Receipt for payment of required fees	NIRC (National Internal Revenue Code) Section 237.	9. Receive customer's copy of documents 9.1 None			
		10. Sign the job order and receives customer's copy of Meter Receipt and List of Materials			
		TOTAL	6 days, 40 minutes	TOTAL AMOUNT DUE	



10. GOVERNMENT SERVICE : <u>CHANGE OF OWNERSHIP/ REGISTERED NAME</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
- Written consent from the previous/building owner, if lessee (1 original copy)	No governing law and/or agency-level issuance/policy, but this requirements are essential in order that the transaction will be processed	1. Proceed to Frontline Section and submit requirements	1. Bd. Res. No. 007-98 – For payment of Transfer Fee. 2. Bd. Res. 026-17 – Resolution approving the New MCWD Collection Enforcement Program. 3. Bd. Res. No. 008-78 – Utility Rules & Regulations 4. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.5 Change of ownership/ name		
- Photocopy of Deed of Sale (1 copy) or Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)	-do-	2. Present statement of account with payment			Transfer Fee-P50.00 + Unpaid bill- if any + Guaranty Deposit – P1,000.00 for Residential, P3,000.00 for Govt. & Pure Commercial,P2,500.00 for Semi Commercial
- One (1) pc 2 x 2 colored picture	-do-	3. Present official receipt and pose for picture taking			
- Valid ID (1 photocopy, must present original)	-do-	4. Read and sign the contract and Promissory note			
- Authorization letter from the owner or proof of Authority to transact business (if transacted by Representative) (1 original copy)	-do-	5. Receive customer's copy of documents			



- Official Receipt	NIRC (National Internal Revenue Code) Section 237.				
TOTAL				22 minutes	Residential- P1,050.00 + Unpaid bills Govt. – P3,050.00 + unpaid bills Pure Comm'l – P3,050.00 + unpaid bills Semi-Comm'l A & B- P2,550 + unpaid bills



11. GOVERNMENT SERVICE : <u>REQUEST FOR DISCONNECTION OF SERVICE</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Letter request for disconnection (1 Original copy) Or Personally file request at MCWD office	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.7 Request for Disconnection of Service	1. File personally or submit letter of request for discontinuance of service at Disconnection Section specifying schedule. 1.1 Shall sign in the disconnection logbook.	1. Bd. Res. 026-17 – Resolution approving the New MCWD Collection Enforcement Program. 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.7 Request for Disconnection of Service		
		2. Inquire amount due for closing bill.			
		3. Present water bill with payment.			Total amount due of closing bill
TOTAL				2 days, 1 hour, 55 minutes	Total amount due of closing bill



12. GOVERNMENT SERVICE : AVAILMENT OF SENIOR CITIZEN DISCOUNT					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Filled-up application Form (1 original copy) 1 pc. Recent 2x2 colored picture Proof of residency/ Barangay Certification (1 original copy) Valid Senior Citizen I.D (1 photocopy) Authorization letter- if transacted by representative (1 original copy)	Bd. Res. 028-10 – A resolution, approving the implementation of the Senior Citizen Discount, in accordance with Republic Act. 20. 9994 and its implementing Rules and Regulations, otherwise known as the “Expanded Senior Citizens Act of 2010.” -do-	1. Fill-up application form and submit together with the requirement 1.1 Pose for picture taking holding latest issue of newspaper. (if the Sr. Citizen is not around, advise the representative to request the Sr. Citizen to go to office for picture taking)	1. Bd. Res. 028-10 – A resolution, approving the implementation of the Senior Citizen Discount, in accordance with Republic Act. 20. 9994 and its implementing Rules and Regulations, otherwise known as the “Expanded Senior Citizens Act of 2010.” 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.10 Availment of Senior Citizens' Discount		
Valid I.D. of representative (1 photocopy, must present original) Registered name should be in the name of Sr. Citizen	-do- -do-	2. Pose for picture taking thru web cam holding latest issue of newspaper			
Must be Residential in category and not exceed 30 cu.m. consumption	-do-		TOTAL	2 days, 17 minutes	NONE
Annual renewal of the application for availment	-do-				



13. GOVERNMENT SERVICE : <u>REQUEST FOR WATER DELIVERY THRU TANKER – Paying Customer</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Container	No governing laws and/or agency-level issuance/policy	1. File request to Frontline Section at least 1 day before scheduled date.	1. Bd. Res. No. 042-17 dated June 16, 2017 – Resolution approving Water Delivery thru Water Tanker 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.15 Request for Water Delivery Process		
Official Receipt	NIRC (National Internal Revenue Code) Section 237.	2. Present statement of account with payment			Delivery Fee-P500.00 Cost of Water- @ P718.80 per truckload or P89.85 per cu.m.
		3. Shall prepare their container at the specified location.			
		4. Guide the service crew in filling-up their container and sign the job order.			
TOTAL				1 day, 5 hours, 56 minutes	P1,218.80 per truckload



14. GOVERNMENT SERVICE : <u>REQUEST FOR WATER DELIVERY THRU TANKER FOR FREE OR DONATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request letter for solicitation addressed to the General Manager (1 original copy)	No governing laws and/or agency-level issuance/policy	1. File letter request address to General Manager specifying date of delivery.	1. Bd. Res. No. 042-17 dated June 16, 2017 – Resolution approving Water Delivery thru Water Tanker		
Container		2. Guide the service crew in filling-up their container and sign the job order.	2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.15 Request for Water Delivery Process		
TOTAL				1 day, 5 hours, 49 minutes	NONE



15. GOVERNMENT SERVICE : WATER SALES (BULK) PAYMENTS					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
1 water tanker with specified number of cu.m. load	No governing laws and/or agency-level issuance/policy	1. File request to Frontline Section	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.14 Sales of Bulk Water and Other Services		Cost of Water- @ P89.85 per cu.m.
Official Receipt	NIRC (National Internal Revenue Code) Section 237.	2. Present statement of account with payment			
		3. Present Official Receipt to Guard on Duty and assist in the filling-up of water to container/tank.			
TOTAL				2 hours, 16 minutes	P89.85 per cu.m.



16. GOVERNMENT SERVICE : <u>INQUIRY/SETTLEMENT OF FORWARDED ACCOUNT OR DEMAND LETTER</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill (1 copy, original or photocopy)	No governing laws and/or agency-level issuance/policy	1. Proceed to Customer Accounts Division (Frontliner) and present copy of bill with forwarded letter or demand letter 1.2 Shall agree with the payment option	1. Bd. Res. No. 026-017 – New MCWD Collection Enforcement Program 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Collection Enforcement Control Procedure 6.6 Monitoring Of Disconnected Connection With Outstanding Accounts Process		
Forwarded letter or demand letter (1 copy, original or photocopy)	Bd. Res. No. 026-017 – New MCWD Collection Enforcement Program	2. Agrees and sign per compromised agreement to settle the account			
		3. Receive the adjusted bill			
TOTAL				35 minutes	NONE



17. GOVERNMENT SERVICE : <u>REQUEST FOR REFUND OF GUARANTY DEPOSIT</u>						
SERVICE INFORMATION						
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
Letter of withdrawal (1 original copy)	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.12 Request for Refund of Guaranty Deposit	1. File request and submit requirements	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.12 Request for Refund of Guaranty Deposit			
Official Receipt on payment of Guaranty Deposit (1 original copy)		2. Receive the printed statement of account and copy of ledger.				
Or						
Affidavit of loss- in case loss of official receipt (1 original copy)						
Valid ID (1 photocopy, must present original)						
Authorization letter – if transacted by a representative (1 original copy)						
TOTAL				35 minutes	NONE	



18. GOVERNMENT SERVICE : <u>REQUEST FOR METER TESTING</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill (1 original copy)	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.3 Request for Meter Testing	1. File a request for meter testing	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.3 Request for Meter Testing		
Official Receipt (original copy)	NIRC (National Internal Revenue Code) Section 237.	2. Witness removal of water meter 2.1 Receive copy of result of test.			
		3. Present statement of account with payment			Meter Test Fee – P50.00
		4. Present official Receipt for payment of meter test fee			
TOTAL				1 hour, 55 minutes	P50.00



19. GOVERNMENT SERVICE : <u>REQUEST FOR METER RELOCATION/TRANSFER TAPPING</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Location or sketch plan (1 original copy)	No governing law and/or agency-level issuance/policy, but these requirements are essential in order that the transaction will be processed	1. File request and submit requirements	1. Bd. Res. No. 014-84 dated 3/16/1984 – Approving to charge the customers the cost of the meter stand. 2. Bd. Res. No. 007-98 dated 2/10/1998 - Approving the increase in the following fees, namely: Installation fee for 1st pipe (6 meter)- P100.00; Inspection Fee- P50.00; Tapping Fee- P150.00; 3. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.6 Request for Meter Relocation/Transfer Tapping		Inspection Fee – P50.00
Lot consent - if service line passes through a private lot (1 original copy)		2. Present statement of account and payment			
Excavation permit (if applicable) (1 original copy)		3. Present Official Receipt			
Official Receipt (original copy)	NIRC (National Internal Revenue Code) Section 237.	4. Present statement of account and payment			Tapping Fee-P150.00 Installation Fee-100.00 Cost of materials (to be determined after survey)
		5. Present Official receipt and receive copy of plans & cost estimate.			
		6. Sign the job order			
TOTAL				5 days, 4 hours, 3 1 minutes	P300.00 + cost of materials



20. GOVERNMENT SERVICE : <u>INQUIRY OF ACCOUNTS, REQUIREMENTS AND OTHER SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Registered Name of Water Service Connection	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.13 Inquiry of accounts, requirements and other services process	1. Proceed to Frontline Section and give details of request or call Telephone no. 421-7135	Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.13 Inquiry of accounts, requirements and other services process		
		2. Receive copy of statement of account/ledger.			
TOTAL				10 minutes	None



21. GOVERNMENT SERVICE : <u>REPORT ON ILLEGAL CONNECTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Report on suspected illegal connection(verbal or written)	PD 198 – Water District Law And RA 8041 – Water Crisis Act of 1995	1. Proceed to Frontline Section and give details of suspected illegal connection or call telephone no. 421-7135.	1. Bd. Res. No. 002-78 – Resolution adopting the General Operation Procedures on Illegal Connection 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.8 Report of Illegal Connection		
TOTAL				6 days, 3 hours, 20 minutes	None



22. GOVERNMENT SERVICE : <u>PREPARATION OF CERTIFICATION FOR INCENTIVES ON REPORTED ILLEGAL CONNECTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Investigation Report (1 Photocopy) or Service Connection Card (1 photocopy) Down payment made by customer who committed illegal connection, equivalent to 25% of Administrative Fee	Bd. Res. No. 012-78 – Resolution granting 25% of all fines, penalties, back accounts and all charges collected from illegal connectors as an incentive fee to CCWD employees who discovers as illegal connection.	1. An employee who reported an illegal connection will follow-up from Frontline Unit if the Customer already paid at least 25% of the administrative fee.	1. Bd. Res. No. 012-78 – Resolution granting 25% of all fines, penalties, back accounts and all charges collected from illegal connectors as an incentive fee to CCWD employees who discovers as illegal connection. 2. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Handling After Sales Service Procedure 6.9 Payment of Incentives on illegal connections		
TOTAL				1 day, 20 minutes	None



23. GOVERNMENT SERVICE : <u>ADJUSTMENT OF WATER BILL</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill (1 original copy)	1. Bd. Res. No. 008-78- Utility Rules & Regulations 2. Bd. Res. No. 069-85- Policy on the grant of discounts on leakages 3. Bd. Res. No. 021-92 – Policy on proper classification of category	1. File a complaint to Investigation Unit due to high consumption, leakages after the meter, erroneous readings, etc.	1. Bd. Res. No. 008-78- Utility Rules & Regulations 2. Bd. Res. No. 069-85- Policy on the grant of discounts on leakages 3. Bd. Res. No. 021-92 – Policy on proper classification of category 4. Bd. Res. No. 040-18 dated 06/14/2018 – Implementation of MCWD QMS – Meter Reading and Billing Control Procedure 6.5 Adjustment Of Water Bill Process		
Investigation Order (1 computer generated copy)		1.1 Investigation unit will forward Investigation Orders with recommendation for adjustment to Customer Accounts Division			
Brief Request for adjustment (1 original copy)		2. Receive the adjusted water bill.			
		3. Shall pay adjusted bill to Teller.			Total amount due
TOTAL				15 minutes	Total Amount Due



FINANCE DEPARTMENT – EXTERNAL SERVICES

1. GOVERNMENT SERVICE : <u>COLLECTION OF PAYMENTS – CASH PAYMENTS</u>						
SERVICE INFORMATION						
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES				
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid	
Water Bill or Old Official Receipt / Bill (1 original or photocopy) If NO / LOST Water Bill:	This is a basic requirement in order that transaction be processed	1. If no bill, go to Frontline Unit to secure computer generated statement of account.	1. Bd. Res. No. 026-17 dated 04/07/2017 – MCWD Collection Enforcement Program 2. Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Cash Control Procedure			
-must secure ACCOUNT NUMBER from Customer Service Section (Front liner) or go directly to the Teller if no queuing customer	-do-	1.1 Presents the Statement of Account or Water Bill or Old Official Receipt or Registered Name or Account Number secured from Front liner, and payment.				Total Amount Due
Statement of Account for Advances (1 original copy)	-do-					
Statement of Account for other Charges (1 original copy)	-do-	2. Receives Official Receipt and counts change before leaving the counter.				
Official Receipt (1 original copy)	NIRC (National Internal Revenue Code) Section 237.	Total		4 Minutes	Total amount due	



2. GOVERNMENT SERVICE : <u>COLLECTION OF PAYMENTS – CHECK PAYMENTS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill or Old Official Receipt / Bill (1 copy, original or photocopy)	This is a basic requirement in order that transaction be processed.	1. If no bill, go to Frontline Section to secure computer generated statement of account	1. Bd. Res. No. 026-17 dated 04/07/2017 – MCWD Collection Enforcement Program 2. Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Cash Control Procedure		
If NO / LOST Water Bill: -must secure ACCOUNT NUMBER from Frontline Section or go directly to the Teller if no queuing customer	-do-	1.1 Presents the Statement of Account or Registered Name / Account Number secured from Front liner, and payment			
Statement of Account for other Charges (1 original copy)	-do-				
Statement of Account for Advances (1 original copy)	-do-	2.Receives Official Receipt			
Official Receipt	NIRC (National Internal Revenue Code) Section 237.				
TOTAL				5 Minutes	Total Amount Due



3. GOVERNMENT SERVICE : COLLECTION OF PAYMENTS – WITH WITHHOLDING TAX

SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill or Old Official Receipt / Bill (1 copy, original or photocopy) If NO / LOST Water Bill:	This is a basic requirement in order that transaction be processed.	1. Go directly to Customer Accounts Division and present requirements	1. Bd. Res. No. 026-17 dated 04/07/2017 – MCWD Collection Enforcement Program		Total amount due
-must secure ACCOUNT NUMBER from Frontline Section or go directly to the Teller if no queuing customer	This is a basic requirement in order that transaction be processed.	2. Receives Official Receipt and Voucher	2. Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Cash Control Procedure		
BIR Form 2307 (2 original copy)	NIRC (National Internal Revenue Code) Section 57. Withholding of Tax at Source NIRC (National Internal Revenue Code)	TOTAL		10 Minutes	Total Amount Due
Voucher w/ attached check advice stamped "received" by bank (1 copy, original or photocopy)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Cash Control Procedure				
Official Receipt	NIRC (National Internal Revenue Code) Section 237.				



4. GOVERNMENT SERVICE : <u>COLLECTION OF PAYMENTS – PAYMENT MADE THRU LLDAP/ADA OR BANK TO BANK TRANSACTION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Water Bill or Old Official Receipt / Bill (1 copy, original or photocopy)	This is a basic requirement in order that transaction be processed.	1. Go directly to Teller and present copies of deposit slip, LDDAP/ADA, BIR 2307 and water bill	1. Bd. Res. No. 026-17 dated 04/07/2017 – MCWD Collection Enforcement Program		
BIR Form 2307 (2 original copy)	NIRC (National Internal Revenue Code) Section 57. Withholding of Tax at Source	2. Receive copy of Official Receipt	2. Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Cash Control Procedure		
Deposit Slip (1 duplicate copy or 1 photocopy)	This is a basic requirement in order that transaction be processed.	TOTAL		2 days, 9 Minutes	Total Amount Due
Accomplished LDDAP-ADA (1 original or 1 photocopy)	DBM Circular Letter 2013-16 Amended by CL#2018-14				
Official Receipt	NIRC (National Internal Revenue Code) Section 237.				



5. GOVERNMENT SERVICE : <u>PAYMENT OF OBLIGATION</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Official Receipt (1 original copy)	COA Circular No. 2012-001 dated. June 14, 2012 – Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions.	1. Talks to Cashier C/D for the inquiry about the transaction	Bd. Res. No. 040-18 dated 06/14/2018 -Implementation of MCWD QMS - Disbursement Control Procedure		
Acknowledgement Receipt (1 original copy) Valid I.D. of Claimant with picture and signature (original copy)		2. Acknowledges payment by affixing signature and date at box C of the Disbursement Voucher (all clients), and/or issue corresponding Official Receipt.			
		3. Receive the check			
TOTAL				4 minutes	None



ENGINEERING DEPARTMENT - External Services

1. GOVERNMENT SERVICE : <u>REPAIR OF TRANSMISSION/DISTRIBUTION MAINLINES- Concrete Cutting/Excavation with Excavation Permit</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Complete details of the complaint (verbal or written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Distribution Repair and Restoration I Procedure	1. File complaint and give exact location and details at the Frontline Section at MCWD Office or may call at telephone no. 421-7135 or 421-1071.	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Distribution Repair and Restoration Procedure		None
TOTAL					



2. GOVERNMENT SERVICE : <u>REPAIR OF TRANSMISSION/DISTRIBUTION MAINLINES- Excavation with Excavation Permit</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Complete details of the complaint (verbal or written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS- Water Distribution Repair and Restoration I Procedure	1. File complaint and give exact location and details at the Frontline Section at MCWD Office or may call at telephone no. 421-7135 or 421-1071.	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Distribution Repair and Restoration I Procedure		None
TOTAL				4 days, 10 minutes	NONE



3. GOVERNMENT SERVICE : <u>CUSTOMER COMPLAINT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Complete details of the complaint (verbal or written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Distribution Repair and Restoration I Procedure	1. Files complaints of leak for TM/Dist. (Transmission/ Distribution) Mainlines and give details of complaints or call tel. no. 421-1071.	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Distribution Repair and Restoration I Procedure		
Materials for repair	Bd. Res. No. 014-84 dated March 16, 1984 – Approving to charge the customers the cost of the meter stand.				
TOTAL				2 days 45 minutes	NONE



4. GOVERNMENT SERVICE : <u>REQUEST/PETITIONS OF DISTRIBUTION/ SERVICE MAIN PIPE IN THE AREA</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Request letter of Petition (1 original copy)	No governing law/ agency-level issuances/policy – but these requirements are essential in order that the request be processed.	1. Letter requesting for a distribution/ service main pipe in their area with location attachment and contact person.	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Planning & Design Control Procedure		None
Sketch/ Location Map		2. Receive the letter			
TOTAL				13 days, 30 minutes	NONE



5. GOVERNMENT SERVICE : . <u>WATER QUALITY TESTING – BACTERIOLOGY</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Reports of concessionaires (verbal or written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Quality/ Chemical Testing Procedure	1. File complaint and give details of the request/ complaint to Frontline Section, Commercial Department or Frontline Engineering Department, or call telephone no. 421-7135, 421-1071. 1.1 Assist the Laboratory Aide	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Quality/ Chemical Testing Procedure		
		2. Receive the water quality test result			
TOTAL				3 days, 3 hours, 30 minutes	None



6. GOVERNMENT SERVICE : <u>WATER QUALITY TESTING – PHYSICAL-CHEMICAL</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Reports of concessionaires (verbal or written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Quality/ Chemical Testing Procedure	1. File complaint and give details of the request/complaint to Frontline Section, Commercial Department or Frontline Engineering Department, or call telephone no. 421-7135, 421-1071. 1.1 Assist the Laboratory Aide	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Water Quality/ Chemical Testing Procedure		
		2. Receive the water quality test result			
TOTAL				2 days, 3 hours, 30 minutes	NONE



ADMINISTRATIVE DEPARTMENT – EXTERNAL SERVICES

1. GOVERNMENT SERVICE : <u>Procurement Process (Alternative Method)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Purchase Requisition (PR) Form (1 original, 2 duplicate copies) Attachments to PR: - PPMP (1 Photocopy) - Bill of materials (1 original copy) - Specifications (1 original Copy) Approved Budget (1 Certified by Finance Dept.) (1 original copy)	Office Order No. 035 series of 2019 dated May 7, 2019 – Procurement Process for Alternative Method Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Procurement Control Procedure	1. Requesting Department shall submit All PR's with complete attachment and specification to Procurement Section	Office Order No. 035 series of 2019 dated May 7, 2019 – Procurement Process for Alternative Method Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Procurement Control Procedure		
TOTAL				19 days, 1 hour, 30 minutes	NONE



2. GOVERNMENT SERVICE : RECEIVING OF SUPPLIES AND MATERIALS / PROPERTY, PLANT AND EQUIPMENT (PPE)					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Charge Invoice (1 original copy)	COA Circular No. 97-004 dated July 1, 1997- Updating and restating Audit requirements for procurement of Supplies, Materials and Equipment by the National Government including GOCC.	1. Deliver the item/s to Property/Supply Section	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Property, Supplies and PPE Inventory Recording Procedure		
Delivery Report (1 original, 2 duplicate copies)		2. Receive the supplier's copy of the delivery receipt and/or Sales Invoice			
Approved Purchased Order (1 original, 4 duplicate copies)				TOTAL	1 hour, 6 minutes



3. GOVERNMENT SERVICE : <u>REQUEST FOR SERVICE RECORD</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Verbal/written request (1 original copy for written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Human Resource Management Procedure	1. Proceed to HR Section to request for the issuance of Service Record	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS Human Resource Management Procedure		
		2. Receive the service record			
TOTAL				32 minutes	none



4. GOVERNMENT SERVICE : <u>CERTIFICATE OF EMPLOYMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Verbal/written request (1 original copy for written)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Human Resource Management Procedure	1. Proceed to HR Section to request for the issuance of Certificate of Employment	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Human Resource Management Procedure		
		2. Receive the certification for Employment			
TOTAL				30 minutes	NONE



OFFICE OF THE GENERAL MANAGER- External Services

1. GOVERNMENT SERVICE : <u>PROCESSING OF INCOMING EXTERNAL COMMUNICATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Hard Copy or Black & White Communication (1 original)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Communication Control Procedure	1. Proceed to Office of the General Manager and have the communication received by the Executive Assistant or send thru E-mail via metrocotabatowaterdistrict@gmail.com	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Communication Control Procedure		
E-mail Communication		2. Receive the reply letter			
TOTAL				6 days, 49 minutes	NONE



2. GOVERNMENT SERVICE : <u>PROCESSING OF OUTGOING EXTERNAL COMMUNICATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Hard Copy or Black & White Communication (1 original copy)	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Communication Control Procedure	1. Receive the communication being sent by MCWD and sign on the file copy or logbook.	Bd. Res. No. 040-18 dated 06/14/2018 - Implementation of MCWD QMS - Communication Control Procedure		
Printed Communication (1 original copy)					
TOTAL				1 day, 1 hour, 20 minutes	NONE



3. GOVERNMENT SERVICE : <u>ISSUANCE OF CERTIFICATIONS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Letter Request (1 original copy)	A.O. 2017-0010 PNSDW of 2017 COA Circular No. 96-004 dated 04/19/1996	1. Shall file request for Certification of Water Potability or Certificate of Appearance, or for any purpose at the Office of the General Manager.	A.O. 2017-0010 PNSDW of 2017 COA Circular No. 96-004 dated 04/19/1996		
Registered Name of Active Service Connection	No governing laws – but this requirement is essential in order for the request to be processed.	2. Receive the certification and sign in the logbook or file copy			
TOTAL				1 day, 16 minutes	NONE



MANAGEMENT SERVICES DIVISION - External Services

1. GOVERNMENT SERVICE : <u>PREPARATION OF ADVISORIES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENT		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
Brief/ Request (1 original copy) Filled-up request form for advisories (1 original copy)	Bd. Res. No. 040-18 - Implementation of MCWD QMS Communication Control Procedure 6.1.2 Press Releases and Other Information Materials Process	1. Concerned Department shall prepare request for water service advisory or information dissemination at least 3 days before scheduled date of activity.	Bd. Res. No. 040-18 - Implementation of MCWD QMS Communication Control Procedure 6.1.2 Press Releases and Other Information Materials Process		
TOTAL				3 days, 13 minutes	NONE