



**MORONG WATER DISTRICT**

# **CITIZEN'S CHARTER**



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## **I. Mandate**

Pursuant to Presidential Decree no.198 (As amended by Presidential Decree Nos. 768 and 1479, R. A. 9286, otherwise known as, The Provincial Water Utilities Act 1973), the Morong Water District was formed with the primary purpose of providing potable, safe, adequate and viable water works system to the people within its jurisdiction.

With the issuance of the Conditional Certificate of Conformance (CCC) No. 144, dated January 12, 1981, Morong Water District was recognized for having taken a very significant and necessary steps and substantial commitment to improve the domestic water service to the public as evidenced by a schedule of improvements, submitted to and approved by the Local Water Utilities Administration (LWUA).

## **II. Vision**

A progressive water district capable of responding and providing continuous water supply needs of the consuming public within its jurisdiction equip of new technology and innovations.

## **III. Mission**

Provide sufficient, safe and potable water supply to every household, to assist in the development and improvement of the standard of living of the community and to help in the conservation of natural resources and preservation of the environment.

## **IV. Service Pledge**

We, the officials and employees of **Morong Water District** commit to:

**Make** it our utmost responsibility to ensure that customers are given proper care through clean, safe, affordable and adequate water supply;

**Offer** 24/7 efficient service to the community with honesty and integrity.

**Work** diligently to implement the plans and programs of the District, cognizant of our duty to conserve water in particular, protect its sources and the environment as a whole;

**Adhere** to the rules and regulations set by its Charter, and all existing laws governing the existence of the district;

**Dedicate** our efforts to serve at our best for the interest of the community which can be emulated by future generations.

**"Bringing best service to Life."**



# List of Services

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# Services Offered

## 1. Application for Installation of New service connection

The district is committed to provide procedures for new water service connection. Applicant/s will proceed to the frontline customer services assistant regarding the requirements for evaluation.

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Transacting Public	
<b>Who may Avail:</b>	All	
<b>Checklist of Requirements</b>	<b>Where to Secure</b>	
<b>If lot owner:</b>		
One (1) Valid I.D (Photocopy) with three (3) specimen signatures	Customer	
Barangay Clearance (1)	Barangay Hall	
Land Title or Tax Declaration w/ updated tax payment receipt (1)	Local/Municipal Assessors and Treasurers Office, Registry of Deeds	
<b>If Tenant:</b>		
One (1) Valid I.D (Photocopy) with three (3) specimen signatures	Customer	
Barangay Clearance (1)	Barangay Hall	
Land Title or Tax Declaration w/ updated tax payment receipt (1)	Local/Municipal Assessors and Treasurers Office, Registry of Deeds	
Waiver (must be notarized) (1)	Waiver is available at MOWAD office for completion of the customer subject to notary of the customer's choice.	
Authorization Letter from Lot Owner with One (1) Valid I.D (Photocopy) with (3) specimen signatures	Sample authorization letter is available at MOWAD office and shall be returned upon completion together with photocopy of I.D with 3 specimen signatures of the lot owner	

**BEGINNING OF TRANSACTION**

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer/s will be called by the Customer Service Assistant (CSA) thru the number	None		<i>CSA on Duty</i>
3. Proceed to the Customer's Desk	3. CSA will verify if customer has an existing account  3.1 Upon verification CSA will give the list of requirements  3.2 CSA will inform the customer of the date of the on-site inspection	None	5 minutes	<i>CSA on Duty</i>

**DURING THE INSPECTION**

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Customer may ask the inspector on site:  1.1 Findings 1.2 When to return to office for submission of documents and payments	1. The inspector will inform the customer of the findings of the inspection on site  1.1 Inspector will advise the customer to complete requirements and submit it to the office	None	30 minutes to 1 hour	<i>Plumber on duty</i>

## **AFTER THE INSPECTION**

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		<i>Guard on duty</i>
2. Proceed to customer's lounge and wait for your number to be called	2. Customer/s will be called by the Customer Service Assistant (CSA) thru the number	None		<i>CSA on duty</i>
3. Proceed to Customer's Desk to submit complete requirements	3. CSA will receive the requirements  3.1 CSA will assess the submitted documents  3.2 CSA will give the contract for signature	None	5 -7 minutes	<i>CSA on duty</i>
4. Proceed to Customer's lounge for briefing of the MOWAD policies	4. CSA will give the brief orientation to the customer	None	10 minutes	<i>CSA on duty</i>
5. Approval of the Contract	5. Signed contract and attached documents will be approved by the General Manager (GM)	None	5 minutes	<i>CSA on duty</i>
				<i>General Manager</i>
6. Payment of fees (Proceed to the cashier windows)	6 Customer will be advised by the CSA of the approved contract and to proceed to payment	None	2 minutes	<i>CSA on duty</i>
	6.1 Cashier will receive the payment and issued and official receipt	Service application fee chart next page	2 minutes	<i>CSA on duty</i>

**Service application fee Chart**

Size	Cash Basis	Instalment	Downpayment	Balance
1/2	Php 3,000.00	Php 3,360.00	Php 1,680.00	Php 1,680.00
3/4	Php 4,500.00	Php 5,040.00	Php 2,520.00	Php 2,520.00
1	Php 6,000.00	Php 6,720.00	Php 3,360.00	Php 3,360.00
(Balance payable in 6-12 months) And additional Php 500.00 Guarantee fund for tenant Plus: Estimated plumbing installation (Prices Differ)				

## 2. Reconnection of Water Service

Reconnection procedure in case of disconnection or temporary disconnection.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Transacting Public			
<b>Who may Avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Valid I.D (1) and Request Letter		Customer		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer will be called by the Customer Service Assistant (CSA) thru the number  2.1 CSA will receive the request letter to be approved by the Head of the Commercial Division and will inform the customer to proceed to the payment windows	None	2 minutes	CSA on duty
		None	2 minutes	CSA on duty
				Head of Commercial Division
3. Payment of Fees	3. CSA on the payment window will verify the account to determine the amount of arrears if any  3.1 If no arrears was found, reconnection	P150 - temporary disconnected account	2 minutes	CSA on duty
		P150 - disconnected account not	2 minutes	Cashier on duty

	<p>fee will be collected to the customer</p> <p>3.2 Official receipt will be issued immediately to the customer by the cashier</p>	<p>more than 10 days</p> <p>P300 - disconnected account for more than 10 days</p>	2 minutes	Cashier on duty
4. Customer will proceed to customer desk to present the Office Receipt (OR)	4. CSA will photocopy the Official Receipt (OR)	None	2 minutes	CSA on duty
	4.1 CSA will inform the customer of the date reconnection (Reconnection will be within the day if transactions was done in the morning and in the next day if done in the afternoon)	None	2 minutes	CSA on duty

### 3. Temporary Disconnection

Disconnection procedure

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Transacting Public			
<b>Who may Avail:</b>	All			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Valid I.D (1) and Request Letter			Customer	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer will be called by the Customer Service Assistant (CSA) thru the number  2.1 CSA will receive the letter request and photocopy of I.D of the customer to be approved by Head of the Commercial Division  2.2 Validate if the customer account has existing arrears  2.3 If there is an existing arrears, customers will be advised to pay it before the temporary disconnections	None	1 minute	CSA on duty
			5 minutes	CSA on duty
				Head of Commercial Division
			2 minutes	CSA on duty
			2 minutes	CSA on duty
3. Payment of Water Bill and arrears if any	3. Payment will be received by the cashier and customer will be issued an Official receipt	Based on the arrears on record	2 minutes	Cashier on Duty

4. Customer will proceed to customer desk to present the Office Receipt (OR)	4. CSA will prepare maintenance/service order  4.1 CSA will inform the customer of the date reconnection (Disconnection will be within the day if transactions was done in the morning and in the next day if done in the afternoon)	None	3 minutes	CSA on duty
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#### 4. Payment of Water Bill

Water bill payment procedure

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Transacting Public			
<b>Who may Avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Copy of Water Bill (1)		Customer		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer will be called by the Customer Service Assistant (CSA) or Bill Collector thru the number	None	1 minute	CSA or Bill Collector on Duty
3. Payment of Water Bill	3. Payment will be received by the Bill Collector and customer will be issued an Official Receipt	The amount in the water bill	2 minutes	Bill Collector on Duty

## 5. Filing of Complaint/s

Filing complaints procedure

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Transacting Public	
<b>Who may Avail:</b>	All	
<b>Checklist of Requirements</b>		<b>Where to Secure</b>
Valid I.D (1)		Customer

### **BEGINNING OF THE TRANSACTION**

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer/s will be called by the Customer Service Assistant (CSA) thru the number	None	1 minute	CSA on duty
3. Proceed to Customer's Desk to submit the complaint	3. CSA will review the complaint and verify the account of the customer	None	3 minutes	CSA on duty
	3.1 CSA will inform the customer of the scheduled on site investigation		2 minutes	CSA on duty

### **DURING THE INVESTIGATION**

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Customer may ask the investigator on site: 1.1 Findings 1.2 When to return to office (if necessary)	1. The investigator will inform the customer of the findings of the investigation on site 1.1 Investigator will advise the customer as to the result of the investigation	None	30 minutes to 1 hour	<i>Plumber on duty</i>

**AFTER THE INVESTIGATION**

<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer/s will be called by the Customer Service Assistant (CSA) thru the number	None	1 minute	CSA on duty
3. Proceed to Customer's Desk with documents related to complaint/s	3.2 CSA will inform the customer of the final outcome of the Complaint/s	None	2 minutes	CSA on duty

## 6. Various Requests (Change Name, Application for Senior Citizen availment, Promissory note)

### Various Request Procedure

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Transacting Public			
<b>Who may Avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Valid I.D (1)		Customer		
Authorization Letter from Lot Owner with One(1) Valid I.D (photocopy) (1)		Authorization Letter form will be given by the Customer Service Assistant		
Death certificate(if lot owner is deceased) (1)		Customer		
Barangay Clearance (1)		Barangay Hall		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get a customer number at the entrance	1. Number will be given by the guard	None		Guard on duty
2. Proceed to customer's lounge and wait for your number to be called	2. Customer/s will be called by the Customer Service Assistant (CSA) thru the number  2.1 CSA will verify if customer has an existing account	None	1 minutes	CSA on duty
			2 minutes	CSA on duty
3. Proceed to Customer's Desk to submit the request and other	3.CSA will receive the request and other required documents	None	2 minutes	CSA on duty

required documents	3.1 CSA will assess the request and brief the customer on the company's policy based on the request	None	5 minutes	CSA on duty
4. Approval of the Request	4. CSA will submit the written request to the GM for approval	None	5 minutes	CSA on duty
				General Manager
5. Payment of Fees (Proceed to Cashiers	5. Customer will be advised by the CSA on the approved request and to proceed for payment	None	2 minutes	CSA on duty
	5.1 Cashier will receive the payment and issue an official receipt	Service Fee: Php 120.00	2 minutes	Cashier on duty



## FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ul style="list-style-type: none"> <li>-Accomplish our feedback form available in the office and drop it in our suggestion box.</li> <li>-Send your feedback through e-mail (<a href="mailto:mowad2@yahoo.com">mowad2@yahoo.com</a>)</li> <li>-Send a message on our facebook account "Morong Water District".</li> </ul>
How feedbacks are processed?	<p>The Customer Service Assistant opens the complaints and suggestion box, facebook page on a daily basis</p> <p>Once evaluated, the work order will be created and be processed to the repair and maintenance division for checking and inspection</p>
How to file a complaint?	Send us a message on our Facebook and yahoo account indicated on the contact information
How complaints are processed?	<p>The Customer Service Assistant opens the complaints and suggestion box, and talks to walk-in clients page on a daily basis</p> <p>Once evaluated, the work order will be created and be processed to the repair and maintenance division for checking and inspection</p>
Contact Information of Morong Water District?	<p>Website: <a href="http://mowad.gov.ph">mowad.gov.ph</a></p> <p>Facebook Page: Morong Water District</p> <p>Customer Service Hotline: 8-470-0922</p> <p>Customer Service SMS No.: 0933-2720401</p>



## LIST OF OFFICES

Office	Address	Contact Information
Head Office	T. Claudio St., Paglabas, Morong, Rizal	Tel No:8-470-0922 Cel No: 0933-2720401
San Guillermo Sub-office	San Guillermo, Morong Rizal	Cel No.0933-1849800