



# **METRO BANGUED WATER DISTRICT**

## **CITIZEN'S CHARTER**



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**2023 (3<sup>rd</sup> EDITION)**



## **I. Mandate**

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Metro Bangued Water District was formed for the purpose of the following:

- 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;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

(Presidential Decree No. 198, Chapter II, Sec. 5)

## **II. Vision**

The Metro Bangued Water District (MBWD) envisions a highly dependable water utility that provides water and sanitation service employing technical systems for the benefit of all the populace by 2024.

## **III. Mission**

The Metro Bangued Water District is tasked to provide adequate, safe and potable water supply including effective sanitation service contributing to the improvement of the quality of life of the residents of Bangued and its neighboring towns.

## **IV. Performance Pledge**

We, the officers and employees of Metro Bangued Water District pledge and commit to uphold our corporate values:

Work for the conservation and preservation of our water resource through watershed management, information campaign and close coordination with our stakeholders;

Act professionally, practice sound financial management, comply with statutory and regulatory requirements, effective leadership, commit to continual improvement, all with resolute integrity;

Treat each colleague as member of the team, manifest gender sensitivity and transact with utmost courtesy;

Excellent customer service through prompt response to calls and complaints, no noon break policy and ensure 24/7 delivery of potable water service; and

Responsive to needs of our internal customers, other interested parties and the general public



## **CORE VALUES**

Excellent Service

Professionalism

Environmental Stewardship

Commitment to our Interested Parties

Teamwork



## V. LIST OF SERVICES

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# **Head Office**

## **External Services**



## VI. A. Service Title: Application for Water Service Connection

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Customers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of one (1) valid government issued ID		Any government establishment that issues valid government ID.		
Barangay Clearance		Barangay Hall		
Residence Certificate (current year)		Municipal Treasurer's office		
Barangay/municipal/DPWH permit (if road crossing, road excavations, others)		Barangay Captain's office /Office of the Municipal Engineer/Public Works and Highways office		
Application Fees and materials		PACD Officer – Metro Bangued Water District		
Attend Orientation/Seminar		Metro Bangued Water District Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire from the “Public Assistance and Complaints Desk (PACD)” Officer on how to avail of the water service connection and installation.	1. Provide information on the service applied for and the requirements needed.	None	5 minutes	<i>PACD Officer</i>
2. Submits requirements and fills-out service application form.	2. Receives requirements check/verify and provide service application form, check filled up forms.	None	12 minutes	<i>PACD Officer</i>
3. Submits requirements and fills-out service application form.	3. Receives requirements check/verify and provide service application form/ check filled up forms.	None	12 minutes	<i>PACD Officer</i>
4. Pays to the Cashier the corresponding fees.	4. Accept the payment of New Service Connection Fee and issues official receipt.	New service connection fee – P4,900.00	3 minutes	<i>Cashier</i>



5. Attend orientation / seminar	5. Conduct orientation/seminar to explain the rules and regulations of the Metro Bangued Water District regarding water service connections and schedules when to install the service.	None	1 hour	<i>Commercial Division Manager and Technical Division Manager</i>
6.	6. Site inspection/report preparation approval	None	1 hour	<i>New service connection inspector</i>
7.	7. Approval	None	5 minutes	<i>Commercial Division Manager, Technical Division Manager, General Manager</i>
8. Witness the installation of water connection and acknowledge the Maintenance Order.	8. Installs the water service connection	None	2 hours	<i>Technical crew</i>
	<b>TOTAL:</b>	Php 4,900.00	4 hours and 25 minutes	

## VI. B. Service Title: Reconnection of Water Services

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Customers with Inactive Connections			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt/Water bill receipt		Metro Bangued Water District office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a request	1. Issues statement of accounts	None	5 minutes	<i>Customer Service Assistant</i>
2. Pay Water Bill and other chargers	2. Accept payment and issue Official Receipt	a. Disconnected for overdue account within 24 hours – no fee, 1 day to	5 minutes	<i>Cashier</i>





		7 days – 300.00, 8 days to 15 days – 500.00, 16 days to 1 month – 700.00, More than 1 month to 5 months – 1,000.00 Additional Reconnection Fee: Disconnected service connection from tapping point – 300.00 b. Applied Temporary disconnection – 300.00 *Water Bill		
3. Present the official receipt to the PACD Officer / Commercial Division Manager	3. Approve request	None	5 minutes	<i>PACD/Commercial Division Manager</i>
4. Witness the installation of water service and acknowledge the Maintenance Order	4. Reconnects the water service	None	30 minutes	<i>Technical crew</i>
<b>TOTAL:</b>		*Depends on the consumption.	45 minutes	



## VI. C. Service Title: Transfer of Service Connection

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt/Water bill receipt		Metro Bangued Water District office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a request to the PACD Officer for the transfer of service connection	1. Check filled up request form/provide information	None	5 minutes	<i>PACD Officer</i>
2. Wait for schedule	2. Site Inspection	None	30 minutes	<i>Service Connection Inspector</i>
3.	3. Approve Request	None	3 minutes	<i>Commercial Division Manager</i>
4. Pay to the cashier the required fees and charges. Secure an official receipt	4. Accept payment and issue official receipt	Variable depending on the extent of work to be done	3 minutes	<i>Cashier</i>
5. Witness the transfer of service line and acknowledge the maintenance order	5. Transfer meter / connection	None	2 hours	<i>Technical Crew</i>
<b>TOTAL:</b>		Variable depending on the extent of work to be done	2 hours and 41 minutes	

## VI. D. Service Title: Request for Temporary Disconnection

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Request of the registered concessionaire or any of his/her authorized representative		Owner/authorized representative of the Owner		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/Fill-up Request Form	1. Check Filled-up Request Form/Provide Information	None	5 minutes	<i>PACD Officer</i>
2.	2. Approve request	None	3 minutes	<i>Technical Division Manager</i>
3. Wait for schedule	3. Get the meter/and plugged the meter stand	None	1 hour	<i>Technical Crew</i>
<b>TOTAL:</b>			1 hour and 8 minutes	

#### VI. E. Service Title: Calibration of Water Meter

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill/Official Receipt		Metro Bangued Water District Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/Fill-up Request Form	1. Check Filled-up Request Form/Provide Information	None	5 minutes	<i>Commercial Division Manager</i>
2.	2. Approve request	None	3 minutes	<i>Technical Division Manager</i>
3. Pay corresponding fees	3. Accept payment and issue Official Receipt	Php 200.00	3 minutes	<i>Cashier</i>
4. Witness the calibration	4. Calibrate	None	1 hour	<i>Technical Crew</i>
<b>TOTAL:</b>		Php 200.00	1 hour and 11 minutes	

#### VI. F. Service Title: Issuance of Promissory Note

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill/Official Receipt		Metro Bangued Water District Office		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Agree on the date of payment and the amount to be paid	1. Provide Information	None	5 minutes	<i>Commercial Division Manager</i>
2. Execute Promissory Note	2. File signed Promissory Note	None	5 minutes	<i>Commercial Division Manager</i>
<b>TOTAL:</b>			10 minutes	

## VI. G. Service Title: Handling of Complaints (No Billing Notice, High Consumption billing, Erroneous Reading etc.)

<b>Office or Division</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill Receipt/Official Receipt		Metro Bangued Water District Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/Fill up Complaint Form	1. Received accomplished Complaint Form/Refer to Concerned Division	None	3 minutes	<i>PACD Officer</i>
2. Wait for the result	2. Accommodate Complaint	None	5 minutes	<i>Concerned Division/Personnel</i>
3. Wait for the result	3. Initiate appropriate action or advise if necessary	None	45 minutes	<i>Concerned Division/Personnel</i>
<b>TOTAL:</b>			53 minutes	

## VI. H. Service Title: Payment

<b>Office or Division</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill Receipt/Official Receipt		Metro Bangued Water District Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present water bill	1. Verify	None	1 minutes	<i>Teller</i>



2. Pay water bill	2. Accept payment and issue teller's receipt	Depends on the consumption and amount stated in the statement of account	3 minutes	<i>Teller</i>
<b>TOTAL:</b>		Depends on the consumption and amount stated in the statement of account	4 minutes	

### In Case no water bill presented

1. Inquire	1. Verify	Depends on the consumption and amount stated in the statement of account	3 minutes	<i>PACD Officer</i>
2. Pay water bill	2. Accept payment and issue teller's receipt	Depends on the consumption and amount stated in the statement of account	3 minutes	<i>Teller</i>
<b>TOTAL:</b>			6 minutes	

### FOR NON WATER BILL

1. Present bill statement	1. Verify	None	1 minute	<i>PACD Officer</i>
2. Pay	2. Accept payment and issue Official Receipt	Depends on the consumption and amount stated in the statement of account	2 minutes	<i>Cashier</i>
<b>TOTAL:</b>			3 minutes	



## VI. I. Service Title: Request For In-House/After Meter Plumbing

<b>Office or Division</b>	Technical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Active/Regular Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill Receipt/Official Receipt		Metro Bangued Water District Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report Fill up Request Form	1. Check filled up request form/provide information	None	5 minutes	<i>PACD Officer</i>
2.	2. Inspection/Cost Estimation	None	45 minutes	<i>Water/Sewerage Maintenance Man Supervisor</i>
3.	3. Approve Request	None	15 minutes	<i>Technical Division Manager/General Manager</i>
4. Pay	4. Accept payment and Issue Official Receipt	Variable depending on the extent of work to be done, minimum of Php 300.00	3 minutes	<i>Cashier</i>
5. Witnesses the in-house/After meter plumbing and acknowledge the maintenance order	5. Repair	None	2 hours	<i>Technical Crew</i>
<b>TOTAL:</b>		Variable depending on the extent of work to be done, minimum of Php 300.00	3 hours and 8 minutes	



## VI. J. Service Title: Request For Repairs, Maintenance and Technical Assistance

### MAIN LINES/SERVICE LINE LEAKS

<b>Office or Division</b>	Technical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Concerned Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill Receipt/Official Receipt		Metro Bangued Water District Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report	1. Prepare Maintenance Order	None	5 minutes	<i>PACD Officer</i>
2.	2. Inspection	None	1 hour	<i>Water/Sewerage Maintenance Man Supervisor</i>
3.	3. Approve Request	None	10 minutes	<i>Technical Division Manager</i>
4. Witnesses the repair and acknowledge maintenance order	4. Repair	None	3 hours	<i>Technical Crew</i>
<b>TOTAL:</b>		None	4 hours 15 minutes	

### METER/GATE VALVE/METER STAND LEAKS

1. Report	1. Prepare Maintenance Order	None	5 minutes	<i>PACD Officer</i>
2.	2. Inspection	None	30 minutes	<i>Water/Sewerage Maintenance Man Supervisor</i>
3.	3. Approve	None	10 minutes	<i>Technical Division Manager</i>
4. Witnesses how the service/maintenance request is acted upon and acknowledged the service/maintenance order	4. Makes the necessary action for the repair and maintenance of the service	None	1 hour	<i>Technical Crew</i>
<b>TOTAL:</b>		None	1 hour 45 minutes	



## LOW PRESSURE

1. Report	1. Prepare Maintenance Order	None	5 minutes	<i>PACD Officer</i>
2.	2. Inspects the site	None	1 hour	<i>Water Service Connection Supervisor</i>
3.	3. Approve	None	10 minutes	<i>Technical Division Manager</i>
4. Witnesses how the request is acted upon and acknowledge the maintenance order	4. Makes the necessary action for the repair and maintenance of the service	None	3 hours	<i>Technical Crew</i>
<b>TOTAL:</b>		None	4 hours 15 minutes	

## HIGH CONSUMPTION

1. Report/Fill-up Request Form	1. Check Filled-up Request Form	None	5 minutes	<i>PACD Officer</i>
2.	2. Conduct Investigation/Submit report	None	1 hour	<i>PACD Officer</i>
3. Wait for the result	3. Inform/Advice Concessionaire of the investigation/report	None	10 minutes	<i>Commercial Division Manager</i>
<b>TOTAL:</b>		None	1 hour 15 minutes	





**ADMINISTRATIVE DIVISION**  
**Internal Services**



## VI. K Service Title: Application of Leave

Granted to officials and employees (permanent, temporary, casual) not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who may avail:	Metro Bangued Water District Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) original copy of CSC Form No. 6 Application for leave			Administrative Division-HR	
One (1) original copy of Medical certificate (for leave of absence exceeding 5 days sick Leave)			Provided by employee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to Administrative Division to file a Leave of absence	1. Provide CSC Form No. 6 Application for Leave to requesting employee	None	1 minute	Division Head Administrative Division
2.Fill-up the CSC Form No. 6 and submit to Administrative Division Head	2. Evaluate and sign Certification of Leave Credits form No. 6 Application for Leave	None	1 minute	Division Head Administrative Division
3.Wait for the approval	3.Sign by the General Manager	None	1 minute	General Manager Office of the General Manager
4.End of Transaction	4.Inform the employee if the request is approve or disapprove File and encode leave to employee Leave Record	None	2 minutes	Division Head Administrative Division



## VI. L Service Title: Request for Certificate of Employment

A certificate from the employer specifying the dates of an employee's appointment and termination of his/her service and the type or types of work in which he/she is hired.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government Employee			
Who may avail:	Metro Bangued Water District employees			
<b>CHECLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For active employee Letter Request of Employee  For inactive employee Letter Request of Employee and Clearance (CS Form No. 7 Revised 2018)			Provided by employee	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Proceed to Administrative Division and forward the letter of request for active employee and for inactive employee letter of request and clearance (CS Form No. 7 Revised 2018)	1.Receive the letter of request for active employee and for inactive employee letter of request and clearance (CS Form No. 7 Revised 2018) and prepare certificate of employment	None	3 minutes	Administration Services Assistant A/DM-Admin  Administrative Division
2.Wait for the issuance of Certificate of Employment	2.Sign the Certificate of Employment	None	1 minute	General Manager  Office of the General Manager
3.Receive the Certificate of Employment	4.Issuance of Certificate of Employment to requesting employee	None	1 minute	Administration Services Assistant A/DM-Admin  Administrative Division
End of Transaction	File the received copy of Certificate of Employment.			



## VI. M Service Title: Request for Service Record

A document that indicates the total years of service of an employee

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G-Government to Government Employee
Who may avail:	Metro Bangued Water District employees
<b>CECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter Request of Employee	Provided by employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Administrative Division and forward the Letter of Request	1.Receive the Letter of Request and prepare the service record	None	3 minutes	DM-Admin.  Administrative Division
2.Wait for the issuance of Service Record	2.Sign the Service Record	None	1 minute	General Manager  Office of the General Manager
3.Receive the service record	3.Issuance of service record to requesting employee.	None	1 minute	DM-Admin.  Administrative Division
End of Transaction	File the received copy of service record			



## VII. Feedback and Complaints

### FEEDBACK AND COMPLAINTS MECHANISM


How to send feedback	<ul style="list-style-type: none"> <li>a. The client may accomplish feedback form available in the office and put in the box @Public Assistance and complain desk.</li> <li>b. The client may send feedback through MBWD's email address <a href="mailto:Metrobanguedwaterdistrict@yahoo.com.ph">Metrobanguedwaterdistrict@yahoo.com.ph</a> MBWD's telephone no. Landline (074) 752-8001 CP 09060790951/09456131034/09561460116</li> <li>c. The client may talk to our PACD Officer at MBWD's office.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>a. Feedbacks shall be immediately collected or attended by the Customer Service Assistant for evaluation and prepares service requests or maintenance order for proper and appropriate action.</li> </ul>
How to file complaint	<ul style="list-style-type: none"> <li>a. The client may proceed to PACD Officer @MBWD's Office and report complaints.</li> <li>b. The client may complaint thru telephone calls at MBWD's telephone no. @ (074) 752-8001 or text messages/calls @ MBWD's cellphone no. 09060790951/09456131034/09561460116</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>a. PACD officer prepares service requests form or maintenance/job order for immediate inspection and proper action by the technical/maintenance men.</li> </ul>
Contact Information of ARTA, PCC, CCB, CSC	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-arta (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (sms)</p> <p>CSC: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0917-839-8272 (SMS)</p>



### VIII. List of Offices

Office	Address	Contact Information
Metro Bangued Water District	Taft Street Zone 4 Bangued, Abra	(074) 752-8001 (074) 614-6268 0945-613-1034 0906-306-7994 0936-964-9557

Prepared by:

  
**MOILIN B. BALAORO**  
Division Manager C

Approved by:

  
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