

REPUBLIC OF THE PHILIPPINES

MIAGAO WATER DISTRICT

CITIZENS' CHARTER

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INTRODUCTION

The domestic water supply system in Miagao originated in the 1950's when an infiltration gallery was constructed along the bank of Tumagbok River. However, it only came into operation in 1959 when the infiltration gallery was put to operation when pipelines were laid to supply the water requirements of the Poblacion.

Management and operation changed hands in the past from the defunct National Waterworks and Sewerage Administration (NWSA) under the Local Government Unit to the Miagao Water District by the virtue of Presidential Decree No. 198 otherwise known as the Provincial Water Utilities Act of 1973 favoring the local operation and control of the system.

In November 1988 Miagao Water District was formed by virtue of Sagguniang Bayan (SB) Resolution No.81 passed and approved by the Municipal Council. The following year on February 7, 1979 the Local Water Utilities Administration (LWUA) issued Conditional Certificate of Conformance (CCC) No. 383 to Miagao Water District and exists as a Government-Owned and Controlled Corporation (GOCC). The CCC entitled the Water District to avail of the institutional, technical and financial assistance from LWUA.

V I S I O N

To make the District an Institution responsive to the needs of the consuming public and committed to provide the highest degree of service and continuous delivery of potable water to the constituents of Miagao

M I S S I O N

To deliver adequate supply of water of excellent quality and to provide the best service to its consumers with water rates affordable and acceptable to the public

CONSUMER PRIORITIES

The Water District aims to provide the consumers with:

- An uninterrupted flow of water quantity
- Adequate water pressure
- A quality of water free from objectionable taste, turbidity, odor and other chemical detrimental to health
- Water to be bacteriologically safe for drinking

APPLCATION FOR NEW CONNECTION

Step	Applicant/Client	Frontline Services	FEE	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for Application Form	Technical Personnel verifies if there is existing water main in the applicant's area		Service Application and Construction Order	15 mins	Technical Personnel/Customer
2	Accomplished Contract for Water Service Connection	Gen. Manager/or Accounting Processor B orients applicant of the provision of the contract		Contract Water Service Connection	20 min	GM/Accounting Processor B
3		Forward accomplished water service contract to the GM for approval			5 mins	Accounting Processor B
4	Pay installation charges	Received Payments	3,000.00	Official Receipt	5 mins	Accounting Processor B
5	Sign Ledger Card	Prepare Customer Ledger Card to be signed by the applicant		Ledger Card	5 mins	Accounting Processor B
6		Prepare maintenance order for technical personnel		Maintenance & Service Order Form	5 mins	Accounting Processor B
7	Assist water district personnel during the conduct of site inspection	Field Inspection to determine the materials needed		Note down needed materials	1/2 day	Plumber
8		Prepare request for materials needed for installation for the approval of the GM		Store Requisition Slip	10 mins	Plumber
9		GM approval		Store Requisition Slip	3 mins	GM
10		Forward Store requisition slip to the storekeeper at the pumping station		Store Requisition Slip	20 mins	Plumber
11		Fabricate materials requested			1.5 hrs	Storekeeper & Plumber
12		Implement Installation Order			2-8 days	Plumber
13	Sign acknowledgement form/ Maintenance Order	Install water service connection		Get meter Serial No. and initial water meter reading	1 day	Plumber
14		Forward complete service connection data to master file and assign account number for billing reference		Customer Ledger Card	5 mins	Accounting Processor B

TRANSACTION COMPLETED

COLLECTION OF PAYMENT

Step	Applicant/Client	Frontline Service	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Present Water Bill	Receive and verify the Billing	Depending on water consumption	Water Bill Receipt	5 mins	Accounting Processor B
2	Receives Official Receipt	Issue Official Receipt and note down the remaining balance if ever		Official Receipt	5 mins	Accounting Processor B

TRANSACTION
COMPLETED

MAINTENANCE SERVICES

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Report complaint/observation	Note down complaint for possible immediate action		Maintenance & Service Order	8 mins	All office personnel
2		Complaint forwarded to Technical Personnel for inspection			5 mins	Plumber
3		Inspection/evaluation report forward to GM for approval prior the issuance of maintenance order and store requisition slip to the Technical Personnel		Maintenance & Service Order	15 mins	General Manager
4		Request materials needed		Store Requisition Slip	15 mins	Storekeeper
5		Implement repair works			upon the issuance materials needed	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(a.) SERVICE REQUEST FOR RECONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for reconnection	Check customer Ledger Card if it has an outstanding account	•If arrears• pay corresponding amount percentage based on the total outstanding account as prescribed on the approved office policy on arrears plus P500 reconnection fee	Computation of down payment for arrears and maintenace order	10 mins	Accounting Processor B
2		Forward the computation to the GM for approval			3 mins	Accounting Processor B
3	Pay for reconnection charges	Issue Official receipt and reflect payment in the customer Ledger card	500 + arrears down payment	Official Receipt Ledger cerd	5 mins	Accounting Processor B
4		Implement reconnection request			1 day	Plumber
5	Sign acknowledgement	Accomplished service request form on the action taken		Maintenace & Service Order	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

(b.) SERVICE REQUEST FOR VOLUNTARY/TEMPORARY DISCONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for disconnection	Receive request for possible immediate action		Maintenance & Service Order	5 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Accounting Processor B
3		Approved request forward to Technical Personnel			3 mins	General Manager
4		Implement disconnection request			1 hr	Plumber
5	Sign acknowledgement	Accomplished maintenance order from on the action taken		Maintenance & Service Order	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(b.) SERVICE REQUEST FOR VOLUNTARY/TEMPORARY DISCONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for disconnection	Receive request for possible immediate action		Maintenance & Service Order	5 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Accounting Processor B
3		Approved request forward to Technical Personnel			3 mins	General Manager
4		Implement disconnection request			1 hr	Plumber
5	Sign acknowledgement	Accomplished maintenance order from on the action taken		Maintenance & Service Order	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
Request for special meter reading	Receive request for possible immediate action		Maintenance & Service Order Form	5 mins	All office personnel
	Forward the request to GM for approval			3 mins	Accounting Processor B
	Approved request forward to Technical Personnel			3 mins	General Manager
	Conduct meter reading			30 min	Plumber
Sign acknowledgement	Accomplished maintenace form on the action taken		Maintenance & Service Order Form	3 mins	Plumber
	Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

SERVICE REQUESTS

(d.) SERVICE REQUEST FOR TRANSFER OF SERVICE CONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for transfer of service connection	Receive request for possible immediate action		Maintenance Order Form	4 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Plumber
3		Approved request forward to Plumber			3 mins	General Manager
4		Implement request			within 5 days	Plumber
5	Sign acknowledgement on the action taken	Accomplished maintenance order form on the action taken		Maintenance Order Form	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(e.) SERVICE REQUEST FOR THE RECLASSIFICATION FROM COMMERCIAL TO RESIDENTIAL

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for the reclassification of service connection	Receive request for possible immediate action		Maintenance & Service Request Form	3 mins	Accounting Processor B
2		Letter request w/ Maintenance & Order Form forwarded to GM for approval		Maintenance & Service Request Form	3 mins	General Manager
3		Field Inspection/verification		Maintenance & Service Order Form	1 day after approval of Maintenance Request Form	Plumber
4		Accomplished Maintenance & Service Order submitted to GM for action			3 mins	General Manager
5		Action taken Forwarded to Accounting Processor B		Sign Ledger Card	3 mins	Accounting Processor B
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(f.) SERVICE REQUEST FOR THE INSPECTION OF DEFECTIVE WATER METER

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for the inspection of service connection	Receive request for possible immediate action		Maintenance & Service Order Form	3 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Plumber
3		Approved request forward to Plumber			3 mins	General Manager
4		Implement request			1 day	Plumber
5	Sign acknowledgement on the action taken	Accomplished maintenance order form on the action taken		Maintenance & Service Order Form	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(g.) SERVICE REQUEST FOR THE CONVERSION OF WATER CONNECTION SIZE

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for the conversion of water connection size	Receive request for possible immediate action		Maintenance & Service Order Form	3 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Technical Personnel
3		Approved request forward to Plumber			2 mins	General Manager
4		Implement request			1-2 days	Plumber
5	Sign acknowledgement on the action taken	Accomplished maintenace order form on the action taken		Maintenance & Service Order Form	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED

SERVICE REQUESTS

(h.) SERVICE REQUEST FOR THE CHANGE OF CONCESSIONAIRES REGISTERED

NAME

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for the change of registered concessionaires name	Receive request for possible immediate action		Sign new Contract for Water Service Connection	10 mins	Accounting Processor B
2		Forward the request to GM for approval			3 mins	Accounting Processor B
3		Approved request forward to Accounting Processor B			3 mins	General Manager
4	Ledger Card	Enclode new data to master list		Ledger Card	5 mins	AccountingProcessor B

TRANSACTION COMPLETED

Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
Receive request for possible immediate action			3 mins	All office personnel
Forward the request to GM for approval			3 mins	General Manager
Issuance of Certification			1 day	General Manager

FEEDBACK AND REDRESS MECHANISM

Please let us know we served you by doing any of the following:

- Write any suggestion/comment and put it in the suggestion box
- Call our office Telephone Number 315-8430
- Talk to any of the office personnel or to the General Manager

If you are not satisfied with our services, your written/verbal complaints shall be immediately attended by the personnel of the Miagao Water District located at 2nd Floor of Miagao Municipal Market Building, Legaspi Street, Miagao, Iloilo.

Thank you for your being supportive and patronizing the Miagao Water District. You can assure that we will always continue to find ways to serve you better.

MIAGAO WATER DISTRICT
Legaspi St., Miagao Iloilo

CLIENT FEEBACK FORM

Name _____

Address _____

Contact Number _____

E-Mail Address _____

Compliment Complaint Comment

Please provide detail _____

When did it happen? _____

What would you like us to do? _____

Signature _____

Date _____

SERVICE PLEDGE . . .

The Miagao Water District pledges to deliver a reliable, productive and efficient service by:

- providing the entire water system an adequate water pressure the whole day around-seven days a week
- providing a water treatment facility and conducting a regular water quality test particularly on service areas of high concern reportedly to have been experiencing objectionable odor, taste, turbidity and other water quality problems
- conducting a routine maintenance cleaning of distribution lines and impounding reservoirs
- exploring and developing possible and feasible water sources to augment the existing water production to meet the consumption demands
- extending pipelines networks as a component of the District's expansion program to widen out its coverage of service area
- continuously upgrading system facilities and equipments and maintaining them in good working condition to bring about a 100 percent reliable service output
- performing on-site inspection of would-be concessionaire's service line location and gathers necessary details prior to the fabrication of materials and installation of new service connections
- giving technical advices and tips to concessionaires on how to prevent possible contamination of water supplied in their in-house system
- conducting a required test procedure to determine the soundness of newly installed service connections to assure that leaks and loose fittings are non-existent
- giving advices against any form of pilferages and creating awareness in safe guarding the District's properties against any form of damages within the concessionaires' peripheral jurisdiction
- maintaining an emergency response plan in addressing all form of disaster that may range from natural disasters, man-made disaster, failure of equipments, and manpower and events-related disasters that may cripple the District's operations
- attending promptly to public or concessionaires' complaints and reports of whatever incidental problems on the water supply system which may effect the efficiency of the supply
- attending courteously to customers' concerns coming to office for service related transactions
- observing proper decorum in an inter-agency transactions and respecting everyone's opinion presented in a formal discussion

MIAGAO WATER DISTRICT
Legaspi St., Miagao Iloilo

CLIENT FEEBBACK FORM

Name _____

Address _____

Contact Number _____

E-Mail Address _____

Compliment Complaint Comment

Please provide detail _____

When did it happen? _____

What would you like us to do? _____

Signature _____

Date _____

MIAGAO WATER DISTRICT
Legaspi St., Miagao Iloilo

CLIENT FEEBBACK FORM

Name _____

Address _____

Contact Number _____

E-Mail Address _____

Compliment Complaint Comment

Please provide detail _____

When did it happen? _____

What would you like us to do? _____

Signature _____

Date _____

MIAGAO WATER DISTRICT
Legaspi St., Miagao Iloilo

CLIENT FEEBBACK FORM

Name _____

Address _____

Contact Number _____

E-Mail Address _____

Compliment Complaint Comment

Please provide detail _____

When did it happen? _____

What would you like us to do? _____

Signature _____

Date _____

MIAGAO WATER DISTRICT
Legaspi St., Miagao Iloilo

CLIENT FEEBBACK FORM

Name _____

Address _____

Contact Number _____

E-Mail Address _____

Compliment Complaint Comment

Please provide detail _____

When did it happen? _____

What would you like us to do? _____

Signature _____

Date _____

ORGANIZATIONAL STRUCTURE

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ENGR. REY C. MOSURA ----- Water Resources Facilities Operator C

MR. RANDY N. NANAGAD ----- Plumber C

MR. HAROLD N. PANES ----- Utility Worker (Casual)

