

Republic of the Philippines
MANGALDAN WATER DISTRICT
Mangaldan, Pangasinan
Tel No. (075) 523-5884; Telefax No. (075) 653-0574

CITIZEN'S CHARTER

MISSION

The MANGALDAN WATER DISTRICT is committed to provide water supply that is adequate, potable, safe and affordable to the people of Mangaldan and its environs.

VISION

The MANGALDAN WATER DISTRICT is geared to build partnership with consumers or concessionaires' community and the public to value water as life-giving resource to be served with excellence and integrity.

SERVICE PLEDGE

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

PROVIDE you adequate, potable, safe and affordable water;

ATTEND to you as soon as you enter the premises of MAWAD from

Days	Time	
	AM	PM
Monday – Friday	8:00 – 12:00	1:00 – 5:00
Saturday	8:00 – 12:00	-

Note: NO NOON BREAK FOR FRONTLINERS

RESPOND to your service request at the soonest possible time;

HEAR your complaint and suggestion about our service and take necessary action to improve the same;

ENSURE you that you will be served by our authorized hardworking and dedicated personnel;

TREAT everyone equally.

OUR TOP SERVICES

- I. APPLYING FOR WATER SERVICE
- II. METER READING, DELIVERY AND COLLECTION OF WATER BILLS
- III. RECONNECTION OF WATER METER
- IV. RELOCATION OF WATER METER
- V. CHANGE NAME OF THE CONSUMER
- VI. WATER METER CHECK UP DUE TO HIGH & ZERO CONSUMPTION
(for Billing Complaints)
- VII. REPAIR OF BUSTED MAIN LINES AND SERVICE LINES
- VIII. PROVIDE SERVICE HYDRANTS FOR FIRE PROTECTION

WHO CAN AVAIL OF THE SERVICE

- A. Citizens within the municipality
- B. Of legal age
- C. Capable of understanding the Rules and Regulations on Water Service set-forth by MAWAD

HOW TO AVAIL OF THE SERVICE

I. APPLYING FOR WATER SERVICE

1. The Applicant shall proceed to the Public Assistance and Complaint Desk (PACD) and look for Ms. Demmee G. Carbonel or any authorized personnel for short briefing on the service applying for and shall be asked to submit the following requirements:
 - a. Community Tax Certificate of current year or Senior Citizen's ID for Senior Citizens
 - b. 1 pc. 2 x 2 ID Picture (recent photo taken for the last 6 months)
 - c. Statement of Account or Official Receipt of a MAWAD Consumer nearest to the residence of the applicant or name of nearest residence
 - d. Proof of ownership
2. The Applicant shall upon submission of the requirements be interviewed for the following information and shall be scheduled for inspection by Mr. Juan B. Bauzon or any authorized MAWAD representative within 3 to 10 working days:
 - a. Name of Applicant
 - b. Location of premises
 - c. Whether the premises have been previously supplied with water by the District
 - d. Purpose of which service to be used (e.g. Residential or Commercial)

3. The Applicant shall pay the following:

<u>Particulars:</u>	<u>Residential</u>	<u>Commercial</u>
Guarantee Deposit	P 500.00	P 1,500.00
Tapping fee:	P 150.00	P 150.00
Installation fee:	P 150.00	P 150.00
Inspection fee:	P 50.00	P 50.00

Water Meter, Meter Box, Check Valve & fittings: amount may vary depending on the size and are subject to change without prior notice

4. The applicant shall proceed to the PACD for the explanation of the requirements of the Application Contract.
5. The applicant shall be required to read and sign the Application and Contract for Water Service.
6. The tapping from the mainline and the installation of the water meter shall be done by the District for a minimum of three (3) working days to a maximum of fifteen (15) working days from the date of approval. The installation of the water meter standpipe after the service pipe and the household connection shall be the responsibility of the applicant.
7. Upon installation of the water connection, **MEMORANDUM RECEIPT FOR WATER METER** shall be signed by the consumer for acknowledgement.
8. Application can normally be **completed within a day** provided that all requirements are met. When an application has been made, you may call our District for a follow-up after the afore-stated grace period at **Tel. no 523-5884** and look for **Bernadeth D. Dizon** or **Marlyn C. De Guzman**.

II. METER READING, DELIVERY AND COLLECTION OF WATER BILLS

Step 1 – Consumer receives from the Meter Reader the water bill after the water meter has been read at the 1st to the 13th day of every month.

Step 2 – Consumer may pay his/her bill at the MAWAD Office and look for Mrs. Arabela R. Aquino and/or Mrs. Lea V. Magalong or to the authorized Field Collector with proper identification.

Step 3 – Consumer gets his/her official receipt within 2 minutes from the person-in-charge.

Important Reminders:

- a. Please always bring your Statement of Account (Water Bill) in paying your bill.
- b. If the current water bill is not paid on or before the due date, there shall be added to the unpaid **amount a penalty of ten percent (10%)** of the amount due therein.
- c. Failure to receive a bill does not relieve the consumer of a liability. Any amount due shall be deemed a debt to the District.
- d. Billing adjustments due to over/under reading shall be done only within the month incurred.
- e. Non-payment of water bill for **two (2) consecutive months** will result to **disconnection** of water supply services to be conducted by the authorized MAWAD representative without prior notice.
- f. The property owner/consumer shall be held responsible for payment for all water consumed on his/her property.

III. RECONNECTION OF WATER METER

- Step 1 - Consumer submits his/her request to the District and shall be interviewed accordingly.
- Step 2 - Consumer pays his/her arrears including the reconnection fee of **One Hundred Pesos (P100.00)**.
- Step 3 - The consumer is required to purchase a new water meter if found defective after calibration and a meter box if not issued yet with one or none existence of the same for various reasons, and shall update its customer/cash deposit to P500.00 for residential and P1,500.00 for commercial.
- Step 4 - The consumer waits for a minimum of one (1) day to a maximum of five (5) working days upon payment of the required fees to Mrs. Arabela Aquino or Mrs. Lea Magalong.
- Step 5 - Give feedback to the District on the result of the reconnection of services.

IV. RELOCATION OF WATER METER

1. The consumer with his written request may proceed to the "Paying Section" and look for Mrs. Arabela R. Aquino or Mrs. Lea V. Magalong for relocation of water meter. A Consumer may also approach the Public Assistance and Complaint Desk for the said request.
2. The employee shall get the name of the consumer and the exact location using a job order to be forwarded to Mr. Bauzon or any authorized MAWAD representative for inspection within **seven (7) working days**.

3. Mr. Bauzon or any authorized MAWAD representative shall list down the materials required to be paid by the consumer requesting such relocation including a **Relocation Fee of Three Hundred Fifty Pesos (P 350.00)** to the “Paying Section.”
4. Relocation of water meter shall be done by our authorized plumbers.

V. APPLYING FOR CHANGE NAME OF CONSUMER

1. The consumer with his written request may proceed to the Public Assistance and Complaints Desk (PACD) or look for Ms. Violeta O. Garcia, the Division Manager for Commercial.
2. The consumer shall present a duly signed waiver with at least one (1) valid identification card of the recent owner of the account and pay the corresponding change name fee in the amount of **fifty pesos (P50.00)** to the “Paying Section”. In case of the following:
 - a. If deceased consumer, heir/s shall present a death certificate, however no change name fee is required;
 - b. If the property is purchased, the new owner shall present Deed of Sale. Change name fee is required.
3. Such request **can be processed within a day** provided all the afore-mentioned requirements are met. “Pro-forma” copy of the said waiver can be obtained from Mrs. Violeta O. Garcia at Commercial Division.
4. Updating of consumer’s name shall be done by Mrs. Cecille A. Fabia in the next billing period.

VI. CHECK/CALIBRATE WATER METER DUE TO HIGH & ZERO CONSUMPTION

In case it is suspected that the meter doesn’t register correctly and the consumer believes that his bill is excessive, the case shall be reported immediately to the District for investigation in the following manner:

1. The consumer shall proceed to office at the Public Assistance and Complaints Desk (PACD) or to Mrs. Cecille A. Fabia or Mrs. Violeta O. Garcia for his/her water bill to be adjusted.
2. The employee shall receive the complaint and forward the same to the Meter Reader to re-read the meter and check it to determine in particular if there are leaks within three (3) days.
3. Should no leak in such connection be found, then upon request of the consumer, the meter shall be removed and be subject to calibration with the presence of consumer or any representative.

4. If the meter is no longer accurate in its registry, billing should be adjusted based upon the result of the test (over or under), and if payment has been made, the consumer will receive the refund of the overcharged bill for that month if there is any. The management then shall advise the consumer to purchase a new water meter.
5. Should no leak be found and the meter is found to be in order, the consumer shall be held responsible for payment of all water consumed on his property.
6. In the event that a meter is defective, the District will notify the consumer of his/her defective meter and will bill him/her based on the average of three (3) highest consumption within the twelve (12) months period; and if the consumer fails to purchase a new water meter for replacement for the next three (3) consecutive months despite the notification letter sent by the District, the defective meter shall then be removed by the District's authorized personnel without further notice.

VII. REPAIR OF BUSTED MAIN LINES AND SERVICE LINES

1. All consumers and/or concerned citizens are advised to report all busted main lines to the District or they may call MAWAD at tel. nos. 513-4229, 523-5884 or 653-0574 and furnish the following information:
 - a. Name of the concerned consumer/citizen
 - b. The exact location of busted mainline (nearest corner and/or landmark)

Busted or damaged mainlines shall be properly handled and quickly addressed by our authorized personnel.

2. For complaints and service request, the consumer may personally come to the office and proceed to the Public Assistance and Complaints Desk or look for Mrs. Violeta O. Garcia or any personnel from the Billing Section and furnish his water bill or may call **MAWAD** at tel. nos. 513-4229, 523-5884 or 653-0574 and look for Mrs. Bernadeth D. Dizon and give the following information:
 - c. Account Number
 - d. Account Name
 - e. Address (nearest corner and/or landmark)

The action of the District on the consumer's request or complaint shall be in accordance with the step-by-step procedure of a particular service to be provided and prescribed period in the foregoing.

VIII. PROVIDES SERVICE HYDRANTS FOR FIRE PROTECTION

Fire hydrant shall be used for fire protection or street-sprinkling purposes as shall be designated by the Board. In case of fire, **only the employees of MAWAD or authorized**

personnel of the Bureau of Fire Protection are allowed to open any fire hydrant or to draw water from the same.

Service hydrants shall be opened at conventional places for public use when required by the authorities concerned upon the recommendation of the General Manager. Water shall be taken from public service hydrant in open tap vessel. Taking water from these hydrants thru a pipe hose or a piece of bamboo or to convey water from said hydrants in any other manner than as prescribed herein is prohibited.

IX. ALLOWABLE PERIOD FOR EXTENSION DUE TO UNUSUAL CIRCUMSTANCES

In any cases where the service being offered is not completed within the prescribed period due to unforeseen event or force majeure, we cannot determine the number of days for us to be able to complete the specified job but our consumer can rest assured that we will respond and/or cater all their service requests at the soonest possible time.

X. FEEDBACK AND REDRESS MECHANISM

We are committed to provide you adequate, potable, safe and affordable water and serving you with excellence and integrity. However, we could not get it right 100% most of the time. There are times when things will go wrong. We do not want our consumer walking away disgruntled, vowing to tell everyone about the negative experience with our agency. We want our consumer to feel that we have handled his/her complaint in a fair way and responded to his/her service request as expected.

Your feedback/comments on our services will help us objectively improve our service delivery system as well as the overall performance of our employees.

Complaints/Service Request Procedure:

- Step 1 – Consumer submits his/her complaints or service request personally to MAWAD office at the Public Assistance and Complaints Desk (PACD) or look for Mrs. Violeta O. Garcia or Mrs. Cecille A. Fabia or any staff from Commercial Division.
- Step 2 – Our personnel will investigate your complaints and/or respond to your service request in accordance with the step-by-step procedure of a particular service you availed of.
- Step 3 – Consumer may call our office at telephone numbers (075) 523-5884 and look for Mrs. Bernadeth D. Dizon or Mrs. Marlyn C. De Guzman and give the following information:
 - a. Account Number
 - b. Account Name
 - c. Address (nearest corner and/or landmark)

Step 4 – If your complaint is not justified and you feel unhappy with the service we provided, please let us know. Consumers are also enjoined to give their suggestions for us to improve our services by filling out the MAWAD CONSUMER FEEDBACK FORM located on top of our “Suggestion Box” found at the Paying Section.

RIGHTS

The Board reserves the right to make such further rules and regulations as may be necessary for the preservation and protection of the Water District, as well as the right to amend or repeal these MAWAD Citizen’s Charter or any part thereof.

RESERVATION CLAUSE

This CITIZEN’S CHARTER shall not affect the validity of the Rules and Regulations Governing Water Service of Mangaldan Water District approved on July 4, 2003 by the Board of Directors. It will only serve as an additional guide or simplified procedures that will reduce red tape and expedite particular transaction or service that our consumers may expect from MAWAD.

FUNCTION OF THE CITIZEN’S CHARTER IMPLEMENTATION TEAM (CCIT)

To promote transparency, accountability, and ensure efficient and effective service delivery, the MANGALDAN WATER DISTRICT is creating the Citizen’s Charter Implementation Team (CCIT) to perform the following functions:

- a. Formulate an implementation plan for the Citizen’s Charter;
- b. Promote and popularize the Citizen’s Charter;
- c. Ensure regular training of front liners and other District personnel;
- d. Monitor compliance to service standards of front liners and employees;
- e. Formulate an incentive system to performing front liners and other personnel in coordination with the Personnel Office.
- f. Ensure appropriate and timely response to complaints;
- g. Conduct periodic systems review to further improve the delivery of services;
- h. Evaluate results of Citizen’s Charter implementation; and
- i. Revise and update the Citizen’s Charter every two (2) years.

COMPOSITION OF THE CITIZEN’S CHARTER IMPLEMENTING TEAM (CCIT)

The CCIT shall be headed by a Team Leader and assisted by a Deputy Team Leader and members who shall perform the aforementioned tasks and functions.

Name of Person

Name of Office

1. Engr. Marcelo M. Petonio General Manager

Team Leader

2. Violeta B. Gayaga	Division Manager C, Finance	Deputy Team Leader
3. Juan B. Bauzon	Water/Sewerage Maintenance Foreman	Member
4. Mario T. Magalong	Water Resources Facilities Operator A	Member
5. Lea V. Magalong	Utilities/Customer Service Assistant A	Member
6. Violeta O. Garcia	Division Manager C, Commercial	Member
7. Marlyn C. De Guzman	Division Manager C, Administrative	Member

EFFECTIVITY

This MAWAD Citizen's Charter shall take effect fifteen days (15) days following its publication in a newspaper of general circulation.

Mangaldan, Pangasinan, December 19, 2008.

(SGD) DR. NUMERIANO G. PRESTO
Chairman

(Sgd.) MR. ANTONINO S. EUCAPOR, CPA
Vice-Chairman

(Sgd.) ATTY. GABRIEL A. MAGNO
Secretary

(Sgd.) MRS. CONCEPCION Y. AQUINO
Treasurer

(Sgd.) ENGR. LEON S. DEL CASTILLO
Director

(Sgd.) ENGR. MARCELO M. PETONIO
General Manager

Attested by:

(Sgd.) MARLYN C. DE GUZMAN
Division Manager C, Administrative

For the 2nd Revision dated July 29, 2016:

MR. ANTONINO S. EUCAPOR, CPA
Chairman

ENGR. LEON S. DEL CASTILLO
Vice-Chairman

MR. TITO B. SARZABA
Secretary

MRS. CONCEPCION Y. AQUINO
Treasurer

ENGR. MARCELO M. PETONIO
General Manager

Attested by:

VIOLETA O. GARCIA
Division Manager B - Commercial