



MURCIA WATER DISTRICT

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate

The Murcia Water District, Murcia, Negros Occidental was created by virtue of a Sangguniang Bayan Resolution No. 2005 – 138. It was issued a Conditional Certificate of Conformance (CCC) No. 611 dated February 11, 2006 by the Local Water Utilities Administration (LWUA).

In January 2006, LWUA prepared a Program of Work (POW) in order to prepare a detailed design on the proposed improvements for the study area and to come up with the most economical long term source of water.

In October 2008, Murcia Water District became fully operational and had an existing water source, the Boro Boro Spring located at Brgy. Alegria, Murcia, Negros Occidental.

II. Vision

The Murcia Water District envisions itself to be the premier water utility in the province, committed to provide quality, sufficient and affordable water supply through an honest and efficient service.

III. Mission

To promote better quality of life by providing adequate, safe and potable water in the community, properly develop and manage water sources and help in the preservation of the environment.

IV. Service Pledge

We, the Officers and Staff of the Murcia Water District, do hereby pledge and commit ourselves to:

- Solve consumer's water supply related problems;
- Provide clean, adequate and potable water;
- Explore and formulate new procedures for the improvement of our service;
- Educate our staff for prompt and knowledgeable delivery of our services;
- Deliver prompt and efficient service to our valued consumers, Mondays to Fridays, 8:00 am to 5:00 pm;
- Conduct our business in a courteous and ethical manner;
- Continue committing ourselves to serve you.



V. List of Services

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1. New Connection Application

All individuals, households, offices and establishments that have no water service connection within the service area of the Murcia Water District can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Barangay Clearance (1 original)		Barangay hall where the service connection be installed		
Latest Residence Certificate/ Cedula (1 original)		LGU – Treasurer’s Office		
Government Issued Identification Card (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Recent 1x1 ID Picture (1 original)		Applicant		
Representative				
Secretary Certificate/ Special Power of Attorney (1 original)		Person being represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Government Issued Identification Card of the representative (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Lease Contract		Owner of the building		
Authorization from lot owner		Lot owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements	1. Give the checklist to the client	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. Fill up and sign the service application form and water service connection contract	3. Assist the client in filling up forms and signing of contract	None	15 minutes	<i>Customer Service Asst. D Commercial Section</i>



4. Sign in the orientation logbook	4. Conducts orientation/ seminar on the rules and regulations and content of the water service contract 4.1 Provide checklist of materials to be bought by the client for the after water meter connection	None	15 minutes	<i>Customer Service Asst. D Commercial Section</i>
5. Accompany the inspection team	5. Inspection/ installation team confirms sketch of location provided on the service application form	None	3 working days	<i>Water Maintenance Man A EOM Division</i>
6. Return to the MWD office for payment of the required fees	6. Prepares the statement of account and process payment of fees 6.1 Issue acknowledgement and official receipt to the client	Installation Fee – PHP 1,700 Inspection Fee – PHP 50 Notary – PHP 100	15 minutes	<i>Customer Service Asst. D Commercial Section</i> <i>Cashiering Assistant Finance Section</i>
	7. Issues the materials needed by the installation team	None	1 hour	<i>Storekeeper D Administrative Section</i>
7. Accompany the installation team	8. Start processing for the installation of new service connection 8.1 Install new water meter to the location of the service application	None	3 working days	<i>Water Maintenance Man A EOM Division</i>



	9. Completed documents will be returned to the customer service representative and record the data in the logbook		10 minutes	<i>Customer Service Asst. A</i> Commercial Section
TOTAL:		PHP 1,850	6 working days, 2 hours, 10 minutes	



2. Re-application of Service Connection

All individuals, households, offices and establishments within the service area who have inactive or disconnected accounts of more than a year can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Barangay Clearance (1 original)		Barangay hall where the service connection be installed		
Latest Residence Certificate/ Cedula (1 original)		LGU – Treasurer’s Office		
Government Issued Identification Card (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Recent 1x1 ID Picture (1 original)		Applicant		
Representative				
Secretary Certificate/ Special Power of Attorney (1 original)		Person being represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Government Issued Identification Card of the representative (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Lease Contract		Owner of the building		
Authorization from lot owner		Lot owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the previous account	1. Checks the account of the requesting client for any balances	None	10 minutes	<i>Customer Service Asst. D</i> Commercial Section
1.1 Settle the previous balance before applying for new connection	1.1 Receives payment and issues official receipt	Previous balance	5 minutes	<i>Cashiering Assistant</i> Finance Section
1.2 Inquire on the list of requirements	1.2 Clears the account and provides requirement checklist to the client	None	5 minutes	<i>Customer Service Asst. D</i> Commercial Section



2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. Fill up and sign the service application form and water service connection contract	3. Assist the client in filling up forms and signing of contract	None	15 minutes	<i>Customer Service Asst. D Commercial Section</i>
4. Sign in the orientation logbook	4. Conducts orientation/ seminar on the rules and regulations and content of the water service contract 4.1 Provide checklist of materials to be bought by the client for the after water meter connection	None	15 minutes	<i>Customer Service Asst. D Commercial Section</i>
5. Accompany the inspection team	5. Inspection/ installation team confirms sketch of location provided on the service application form	None	3 working days	<i>Water Maintenance Man A EOM Division</i>
6. Return to the MWD office for payment of the required fees	6. Prepares the statement of account and process payment of fees. 6.1 Issue acknowledgement and official receipt to the client.	Installation Fee – PHP 1,700 Inspection Fee – PHP 50 Notary – PHP 100	15 minutes	<i>Customer Service Asst. D Commercial Section</i> <i>Cashiering Assistant Finance Section</i>
	7. Issues the materials needed by the installation team	None	1 hour	<i>Storekeeper D Administrative Section</i>



7. Accompany the installation team	8. Start processing for the installation of new service connection 8.1 Install new water meter to the location of the service application	None	3 working days	<i>Water Maintenance Man A</i> EOM Division
	9. Completed documents will be returned to the customer service representative and record the data in the logbook		10 minutes	<i>Customer Service Asst. A</i> Commercial Section
TOTAL:		PHP 1,850	6 working days, 2 hours, 25 minutes	



3. Transfer of Service Connection

All concessionaires within the service area who wish to transfer their water meters to a different location can avail of the said service

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the transfer of service connection	1. Provides the requirements	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Fills up the service request form	2. Receives the service request for transfer of service connection	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. Accompany the inspection team	3. Inspects/ confirms the location where connection is to be transferred	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
4. Return to the MWD office for payment of the required fees	4. Encodes the fee to be paid in the database	None	10 minutes	<i>Customer Service Asst. D Commercial Section</i>
	5. Receives the payment and issues official receipt	Transfer Fee – PHP 200	10 minutes	<i>Cashiering Assistant Finance Section</i>
5. Accompany the installation team	6. Transfers the water meter to the verified location	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
TOTAL:		PHP 200	2 working days, 30 minutes	



4. Change Name/ Ownership

All concessionaires within the service area who have a service connection can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card both of the previous owner of the service connection and the concessionaire to be transferred (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
Barangay Clearance (1 original)		Barangay hall where the service connection is to be transferred		
Authorization letter		Previous owner of the service connection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements	1. Give the checklist to the client	None	5 minutes	<i>Customer Service Asst. D</i> Commercial Section
2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. D</i> Commercial Section
3. Accompany the inspection team	3. Inspects/ confirms the location where connection is to be transferred	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
4. Return to the MWD office for payment of the required fees	4. Encodes the fee to be paid and edit records in the database			<i>Customer Service Asst. A</i> Commercial Section



5. Receives the official receipt	5. Receives payment issues receipt	the official	Change Ownership Fee – PHP 50	10 minutes	<i>Cashiering Assistant</i> Finance Section
TOTAL:			PHP 50	1 working day, 25 minutes	



5. Reconnection

All concessionaires within the service area with disconnected service connection for less than a year can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
Reconnection Order (FM-COM-06)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the account to be reconnected	1. Check data of the account	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Sign the service request	2. Fill up the service request followed by the reconnection order	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. If account is disconnected for more than 24 hours, pay the required fee	3. If the account is disconnected for more than 24 hours, encode the reconnection fee on the database	Reconnection Fee – PHP 200	10 minutes	<i>Cashiering Assistant Finance Section</i>
4. Accompany the reconnection team and have the service request conformed	4. Reconnection team will reopen the disconnected water meter	None	1 working day	<i>Customer Service Asst. E Commercial Section</i>
TOTAL:		PHP 200	1 working day, 20 minutes	



6. Water Bill Payment

All concessionaires within the service area with water bill to be paid can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water bill/ Statement of Account		Owner of the account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for a number	1. Give queue number to the client for payment and wait for the number to be called	None		<i>Officer of the day/ Security Guard Commercial Section</i>
2. Present water bill/ statement of account and payment to the cashier	2. Receive the payment and issue an official receipt	None	5 minutes	<i>Cashiering Assistant Finance Section</i>
TOTAL:		None	5 minutes	



7. Replacement of Defective Water Meter

All concessionaires within the service area with complaints on high consumption due to damage water meters can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due to damage meter	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Sign the service request	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. Accompany the inspection team	3. Inspect/ confirm that the meter is damaged 3.1 Return the service request	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
	4. Fill up requisition slip new water meter 4.1 Issue new water meter for replacement		5 minutes 10 minutes	<i>Storekeeper D Administrative Section</i>
5. Accompany the installation team for replacement of new water meter and have the service request conformed	5. Install new water meter and return the conformed service request to the customer service assistant assigned	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
TOTAL:		PHP 200	2 working days, 25 minutes	



8. Replacement of Defective Lock Wing

All concessionaires within the service area with complaints on high consumption due to defective lock wing can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due defective lock wing	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Sign the service request	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
3. Accompany the inspection team	3. Inspect/ confirm that the meter is damaged	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
4. Accompany the installation team for replacement of new lock wing and have the service request conformed	4. Install new lock wing and return the conformed service request to the customer service assistant assigned	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
TOTAL:		PHP 200	2 working days, 10 minutes	



9. Senior Citizen Discount Application

All senior citizen concessionaires within the service area can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior citizens within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Senior Citizen Discount Application Form		MWD Frontline		
Government Issued Identification Card (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
Valid Senior Citizens ID Card (1 photocopy)		Applicant		
Recent picture holding the latest newspaper (1 original)		Applicant		
Barangay Clearance (1 original)		Barangay hall where the service connection is installed		
Representative				
Authorization letter (1 original)		Person being represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due defective lock wing	1. Receive the complain of the client	None	5 minutes	Customer Service Asst. D Commercial Section
2. Sign the service request	2. Fill up the service request	None	5 minutes	Customer Service Asst. D Commercial Section
3. Accompany the inspection team	3. Inspect/ confirm that the meter is damaged	None	1 working day	Water Maintenance Man A EOM Division



4. Accompany the installation team for replacement of new lock wing and have the service request conformed	4. Install new lock wing and return the conformed service request to the customer service assistant assigned	None	1 working day	Water Maintenance Man A EOM Division
TOTAL:		PHP 200	2 working days, 10 minutes	



10. Request for Bill Adjustment

All concessionaires with correcting entries, cancelled arrears, error reading, incorrect surcharges, system error and complaints on high consumption can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption or any errors on their water bills	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Accompany the investigation team and conforms the service request made	2. Conduct investigation on the complain	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
	2.1 Prepares the Billing Adjustment Memo and have it approved by the head of the agency 2.2 Adjust the amount complained in the database		1 working day 5 minutes	<i>Customer Service Asst. A Commercial Section</i>
TOTAL:		None	2 working days, 10 minutes	



11. Request for Statement of Account

All concessionaires requesting for a statement of account indicating the breakdown of unpaid water bills and other surcharges can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request	1. Receives the letter of the client	None	5 minutes	<i>Customer Service Asst. D Commercial Section</i>
2. Signs the receiving copies of the statement of accounts	2. Checks the record and prepares the statement of account for approval and releasing	None	2 working days	<i>Customer Service Officer A Commercial Section Customer Service Asst. D Commercial Section</i>
TOTAL:		PHP 200	2 working days, 5 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form/ customer satisfaction survey and have it received by our customer service representative.
How feedbacks are processed	<p>The customer service representative gathers the form and submits it to the customer service officer for recording and assessment.</p> <p>For valid negative feedbacks, the responsible department shall devise immediate action(s) to address the discrepancy and generate corrective actions.</p> <p>Answers to the feedbacks are then relayed to the concessionaire concerned.</p> <p>Clients may call to (034) 458-8844 for inquiries and follow-ups.</p>
How to file a complaint	<p>Answer the client complaint form and drop it to the complaint box located in the concessionaires' area.</p> <p>For complaints made thru a phone call or emails, provide and verify the name of person being complained, the incident and evidence.</p>
How complaints are processed	<p>The complaints drop box is opened monthly by the customer service officer for gathering and evaluation of complaints.</p> <p>The customer service officer shall investigate and forward the complaint to the relevant office for explanation.</p> <p>The customer service officer will create a report after the investigation and provide appropriate action. The head of the agency shall review and approve</p>



	<p>the report made.</p> <p>The customer service officer will provide the feedback to the client.</p> <p>Clients may call to (034) 458-8844 for inquiries and follow-ups.</p>
Contact Information	<p>Tel No.: (034) 458-8844 Email: murciawaterdistrict@gmail.com</p>