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FOREWORD

The Metro Bangued Water District Citizen's Charter is formulated in compliance with Republic Act No. 9485, otherwise known as the anti-Red Tape Act of 2007. It is an act aiming to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, thus, preventing, if not eliminating graft and corruption.

This is an official document, service standard, a pledge that communicates information on the services provided by the Metro Bangued Water District, step-by-step procedure for availing its services together with the corresponding requirements and the person-in-charge of the responsibility.

It is desired that comments and suggestions, as well as complaints, be forwarded to my office for proper disposition.

LEANIDA A. BALBIN

General Manager

VISION, MISSION, AND CORE VALUES

VISION The Metro Bangued Water District envisions a progressive and responsive water utility that can sustain a highly reliable system for the benefit of all people of the populace.

MISSION The Metro Bangued Water District is tasked to contribute to the improvement of the quality of life of the residents of Bangued and its neighboring towns by providing adequate, safe and potable water supply.

CORE VALUES

- Effective Service
- Commitment
- Teamwork
- Environmental stewardship

OBJECTIVES

1. To inform Metro Bangued Water District concessionaires of the importance of having a water district in the locality, functions, responsibilities, and frontline services offered by the Metro Bangued Water District.
2. To serve as concessionaires guide in availing Metro Bangued Water District Frontline Services requirements, procedures and charges.
3. To be able to serve the constituents with utmost accountability, responsiveness and transparency.
4. For the consumers to be aware and knowledgeable of the Metro Bangued Water District operations, policies, rules and regulations, obligations to Metro Bangued Water District and to the locality as a whole.
5. To empower all consumers to participate towards the improvement of the Metro Bangued Water District.

MBWD FRONTLINE SERVICES

1. NEW SERVICE CONNECTION

➤ Who may avail?

Any interested person, firm, or corporation may avail of the services offered by the Metro Bangued Water District, provided that:

- a. The service connection shall be installed within the water service area of the Metro Bangued Water District.
- b. The applicant, location, the lot/building owner has no outstanding account with the Metro Bangued Water District.
- c. The applicant is at least of legal age.

• What are the requirements?

- a. Photocopy of any valid ID of the Applicant (any or one of the following)
 1. Company ID
 2. Driver's license
 3. PRC/SSS/GSIS ID
 4. Postal ID
- b. Barangay Clearance
- c. Residence Certificate (current year)
- d. Barangay/Municipal/Department of Public Works and Highways Permit (if road crossing/road excavation , others)

- e. Attend orientation (conducted weekly – every Wednesday, 10:00 – 11:00 am) at the Metro Bangued Water District office.
- f. Fully accomplished Service Application Form
- g. New Service Connection Fee – P4,200.00

- **Schedule of availability of Service**

Monday – Friday 8:00 AM -12:00 NN 1:00 PM – 5:00 PM

- **How to avail of the Service**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Inquire	Provide Information	5 minutes	Front Desk Officer of the Day
2.	Fill-up New Service Application form	Check Filled-up Forms	10 minutes	Customer Service Assistant
3.	Submit documentary requirements	Check /Verify documents	5 minutes	Customer Service Assistant
4.	Pay corresponding fees/charges	Accept payment and issue Official Receipt	5 minutes	Cashier
5.	Attend Orientation/ Seminar	Conduct Seminar	1 hour	Commercial Division Manager Technical Division Manager
6.		Site Inspection/ Report Preparation	1 hour	New Service Connection Inspector
7.		Approval	20 minutes	Commercial Division Manager Technical Division Manager General Manager
8.	Wait for Schedule	Install the Connection	2 hours	Technical Crew
END OF TRANSACTION				

II. RECONNECTION

➤ Who may avail?

Concessionaires with Inactive Connections.

➤ What are the requirements?

Old Water Bill Receipt

➤ Reconnection Fees/Charges

a. Disconnected for overdue account

Within 24 hours	no fee
1 day to 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:	300.00 for disconnected service
From tapping point.	

b. Applied Temporary Disconnection – 300.00

➤ Schedule of availability of Service

Monday – Friday 8:00 AM -12:00 NN 1:00 PM – 5:00 PM

➤ **How to avail of the Service**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Present old Water bill receipt/ Fill-up request form	Check Filled-up Request Form	5 minutes	Customer Service Assistant
2.	Pay Water Bill & other charges	Accept payment and issue Official Receipt	5 minutes	Cashier
3.		Approve Request	5 minutes	Commercial Division Manager
4.	Wait for Schedule	Reconnect the Meter	30 minutes	Technical Crew
END OF TRANSACTION				

III. PAYMENT

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Water bill receipt

➤ **Schedule of Availability of Service**

Monday to Friday 8:00 AM - 5:00 PM

➤ **How to avail of the Service**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
PAYMENT: OFFICE COLLECTION (for water bill)				
1.	Present Water Bill	Verify	3 minutes	Teller
2.	Pay Water Bill	Accept Payment & Issue Tellers Receipt	5 minutes	Teller
IN CASE NO WATER BILL/S PRESENTED				
1.	Inquire	Verify	3 minutes	Desk Officers of the Day
2.	Pay Water Bill	Accept Payment & Issue Tellers Receipt	5 minutes	Teller
END OF TRANSACTION				

- *Note: ADDITIONAL TELLERS SHALL BE DESIGNATED AND FAST LANE COUNTER SHALL BE SET-UP DURING PEAK PERIODS OF COLLECTION.*

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
PAYMENT: OFFICE COLLECTION (for non-water bill)				
1.	Present bill statement	Verify	1 minutes	Teller
2.	Pay	Accept payment & Issue Official Receipt	2 minutes	Cashier

PAYMENT: BANK COLLECTION (For Water Bill)

AUTHORIZED BANK –RANG-AY BANK BANGUED BRANCH

Taft St. Zone 5, Bangued, Abra

BANCO DE ORO, BANGUED BRANCH

Taft St. Zone 5, Bangued ,Abra

PNB Bangued Magallanes (formerly Allied Banking Corporation)

Taft St., Zone 5, Bangued, Abra

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Present bill statement	Verify	1 minutes	Bank Teller
2.	Pay	Accept payment & Issue Official Receipt	2 minutes	Bank Teller
END OF TRANSACTION				

IV. CALIBRATION OF WATER METER

➤ **Who may avail?**

Active/Regular Concessionaires

Non members of Metro Bangued Water District

➤ **What are the requirements?**

Old Water Bill Receipt (For active/regular concessionaires)

➤ **Service Fees/Charges?**

P200.00 per meter

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM -12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report/Fill up Request Form	Check Filled-up Request Form/ Provide Information	5 minutes	Front Desk Officer of the Day
2.		Approve Request	3 minutes	Technical Division Manager
3.	Pay	Accept Payment & Issue Official Receipt	3 minutes	Cashier
4.	Wait for Schedule	Calibrate	1 hour	Technical Crew
END OF TRANSACTION				

V. TRANSFER OF SERVICE CONNECTION

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges**

Variable depending on the extent of work to be done

➤ **Schedule of availability of Service**

Monday – Friday 8:00 AM -12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Present old Water bill receipt/ Fill-up request form	Check Filled-up Request Form/ Provide information	5 minutes	Front Desk Officer of the Day
2.	Wait for Schedule	Site Inspection	30 minutes	Service Connection Inspector
3.		Approve Request	3 minutes	Commercial Division Manager
4.	Pay Water Bill (balance and closing bill)	Accept payment and issue Official Receipt	3 minutes	Cashier
5.	Wait for Schedule	Transfer Meter/Connection	2 hours	Technical Crew
END OF TRANSACTION				

VI. REQUEST FOR TEMPORARY SERVICE DISCONNECTION

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report/Fill up Request Form	Check Filled-up Request Form/ Provide information	5 minutes	Front Desk Officer of the Day
2.		Approve Request	3 minutes	Technical Division Manager
3.	Wait for Schedule	Get the Meter/and Plugged the Meter Stand	1 hour	Technical Crew
END OF TRANSACTION				

VII. REQUEST FOR IN-HOUSE/AFTER METER PLUMBING SERVICE

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges?**

Variable depending on the extent of work to be done, Minimum of ₱300.00

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report/Fill up Request Form	Check Filled-up Request Form/ Provide Information	5 minutes	Front Desk Officer of the Day
2.		Inspection/Cost Estimation	45 minutes	Water/Sewerage Maintenance Man Supervisor
3.		Approve Request	15 minutes	Technical Division Manager/General Manager
4.	Pay	Accept Payment & Issue Official Receipt	3 minutes	Cashier
5.	Wait for Schedule	Repair	2 hours	Technical Crew
END OF TRANSACTION				

VIII. REQUEST FOR REPAIRS, MAINTENANCE AND TECHNICAL ASSISTANCE

A. LEAKS

➤ Who may avail?

All Concerned Citizens

➤ What are the requirements?

Old Water Bill Receipt

➤ Service Fees/Charges?

None

➤ Schedule of Availability of Service?

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
A. MAINLINE/SERVICE LINE LEAKS				
1.	Report	Prepare Maintenance Order	5 minutes	Front Desk Officer of the Day
2.		Inspection	1 hour	Water/Sewerage Maintenance Man Supervisor
3.		Approve	10 minutes	Technical Division Manager
4.		Repair	3 hours	Technical Crew
B. METER/GATE VALVE/METER STAND LEAKS				
1.	Report	Prepare Maintenance Order	5 minutes	Front Desk Officer of the Day
2.		Inspection	30 minutes	Water/Sewerage Maintenance Man Supervisor
3.		Approve	10 minutes	Technical Division Manager
4.		Repair	1 hour	Technical Crew
END OF TRANSACTION				

B. LOW PRESSURE

➤ **Who may avail?**

All Concerned Citizens

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges?**

None

➤ **Schedule of Availability of Service?**

7 days a week – (anytime)

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report	Prepare Maintenance Order	5 minutes	Front Desk Officer of the Day
2.		Inspection	1 hour	Water Service Connection Supervisor
3.		Approve	10 minutes	Technical Division Manager
4.		Repair	3 hours	Technical Crew
END OF TRANSACTION				

- NOTE: *For Saturdays, Sundays and Holidays, nor during office hours – report to the Technical Division Manager*

C. HIGH CONSUMPTION

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges?**

None

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report/Fill-up Request Form	Check Filled-up Request Form	5 minutes	Customer Services Assistant
2.		Conduct Investigation/Submit Report	1 hour	Customer Services Assistant/Investigator
3.	Wait for the Result	Inform/Advice Concessionaire of the investigation	10 minutes	Commercial Division Manager
END OF TRANSACTION				

IX. ISSUANCE OF A PROMISSORY NOTE

A Promissory Note is a special privilege granted to concessionaires who want to request deferment of their scheduled disconnection for their failure to pay their monthly obligation/amortization.

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges?**

None

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Request/Agree on the Date of Payment & the Amount to be paid	Provide Information	5 minutes	Commercial Division Manager
2.	Execute Promissory Note	File Signed Promissory Note	5 minutes	Commercial Division Manager
END OF TRANSACTION				

X. HANDLING OF COMPLAINTS

Complaints can be made thru telephone calls, text messages or visit at the office during office hours from Monday to Friday.

Nature of Complaints:

- a. No billing notice c. Erroneous reading
- b. High consumption billing d. Others

➤ **Who may avail?**

Active/Regular Concessionaires

➤ **What are the requirements?**

Old Water Bill Receipt

➤ **Service Fees/Charges?**

None

➤ **Schedule of Availability of Service?**

Monday – Friday 8:00 AM – 12:00 NN 1:00 PM – 5:00 PM

➤ **How to Avail of the Service?**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person- In -Charge
1.	Report/Fill-up Complaint Form	Receive Accomplished Complaint Form/Refer to Concerned Division/Complaint Form/Refer to	3 minutes	Front Desk Office of the Day
2.	Wait for the Result	Accommodate Complaint	5 minutes	Concerned Division/Personnel
3.	Wait for the Result	Initiate Appropriate Action or Advice if necessary	45 minutes	Concerned Division/Personnel

END OF TRANSACTION

PERFORMANCE PLEDGE

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

*W*ork for the conservation and preservation of our resource thru information drive, tree planting and close coordination with our stakeholders;

*A*ct promptly on customers requests and complaints utilizing our abilities on repair and maintenance, practice sound financial management, effective leadership and resolute integrity;

*T*reat each colleague as a member of the team to assure success in every endeavour and to install transparency in all transactions;

*E*xcellent customer service thru immediate response to calls and complaints and no noon break policy for receiving payments, and ensure 24 hours delivery of potable water service;

*R*esponsive to the needs of our internal and consuming public.

ALL THESE WE PLEDGE

*****because it's the services we offer,

*****because the services we offer concerns WATER, and

WATER is LIFE

LEANIDA A. BALBIN

General Manager

MOILIN B. BALAORO

Commercial Div. Manager/OIC-Admin Division

CHARO DENNIS A. FRANCISCO

Finance Division Manager

EXPEDITO G. BERAME

Technical Division Manager

FEEDBACK AND REDRESS MECHANISM

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

- Accomplish our Feedback Form available in our office and put it in the Suggestion Box at MBWD Office, Taft St., Zone 4, Bangued, Abra.
- Send your feedback through mail
- Call to our Office, (074) 752-8001
- Report to our Desk Officer of the Day

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Desk Officer of the Day at the Complaints Desk for proper endorsement to Management.

Thank you for helping us to maintain/improve our services.