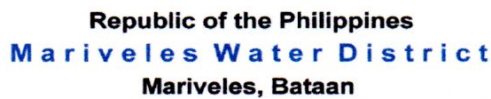




Republic of the Philippines
Mariveles Water District
 Mariveles, Bataan

LIST OF FRONTLINE SERVICES

| NO. | TYPE OF FRONTLINE SERVICE | FEES | FORMS | PROCESSING TIME | PERSON IN CHARGE |
|-----|---|--|--|-----------------|---------------------|
| 1 | New Connection | Php2200 EM-Variable | Application Form | 1 hr., 59 mins. | UCSA-A/B/C |
| 2 | Reconnection | | | | |
| | a) within 3 days | RF - Php200 | | 9 mins. | UCSA-A/B/C |
| | b) after 3 days | RF - Php250 | | 9 mins. | UCSA-A/B/C |
| | c) after 1 year | MMF-Php900, RF-Php250, EM-Variable | Customer Investigation Report/ Bill of Materials | 9 mins. | UCSA-A/B/C |
| 3 | Payment | | | | |
| | a) Office Collection | | | | |
| | a.1) water bill | Amount of WB | Billing Notice | 3 mins. | UCSA-A/B |
| | a.2) non-water bill | Variable | Bill of Materials | 3 mins. | Cashier |
| | b) Sub-Office Collection | | | | |
| | b.1) water bill | Amount of WB | Billing Notice | 3 mins. | UCSA-A/B/C |
| 4 | Calibration | Php200 | Bill of Materials | 8 mins. | UCSA-A/B/C |
| 5 | Request for Correction of Supply | | | | |
| 1 | Leaks | | | | |
| | a) Main Line/s | Variable | Customer Investigation Report, Bill of Materials | 10 mins. | UCSA-A/B/C |
| | b) Meter Leak/Gate Valve Leak/Meter Stand Leak (above the ground) | Variable | Customer Investigation Report, Bill of Materials | 10 mins. | UCSA-A/B/C |
| | c) Meter stand (below the ground) | Variable | Customer Investigation Report, Bill of Materials | 10 mins. | UCSA-A/B/C |
| 2 | Low Pressure | Variable | Customer Investigation Report, Bill of Materials | 10 mins. | UCSA-A/B/C |
| 3 | High Consumption | Variable | Customer Investigation Report | 15 mins. | UCSA-A/B/C |
| 6 | Transfer of Meter Stand | Variable | Customer Investigation Report | 10 mins. | UCSA-A/B/C |
| 7 | Temporary Plug | None | Customer Investigation Report | 10 mins. | UCSA-A/B/C, Cashier |
| 8 | Procedure for Filing of Complaints | | | | |
| | a) Complaints regarding Services | Variable | Bill of Materials | 11 mins | UCSA-A/B/C |
| | b) Complaints regarding Employees | None | Accomplished Complaints Forms | 23 mins. | UCSA-A/B/C |



NEW CONNECTION

MAIN OFFICE Monday - Friday 8:00 AM - 5:00 PM

All Household owner within the service area of MARIWAD,
Mariveles, Bataan

Brgy. Permit (if road crossing/road excavation, others),
Official Receipt of nearest neighbor with active connections
Sketch of Location, Photocopy of Government Valid ID
Photocopy of Certificate of Lot Title

1 Hour, 59 Minutes (duration may vary in cases
emergency repairs and availability of maintenance crew)

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|------------------------------|--|---|--------------------------------------|---------------------------|---|-------------------|
| 1 | Inquire & fill-up application form and provide all the necessary requirements | Check all the information | 10 mins. | UCSA-A/B | None | Application Form |
| 2 | Return the application form to UCSA- A/B and wait for the result of evaluation and schedule of seminar | ***Schedule the date of site evaluation and applicant's seminar | 3 mis. | UCSA-A/B | None | Application Form |
| 3 | Wait for the evaluation/inspection/investigation | Evaluate and investigate the excess materials | a day after the application | UCSA-A/B | None | Application Form |
| 4 | Report to the Engineering Department for interview | Check the applicant's location and explain the status of water service on that area | 10 mins. | Department Manager-B | None | Application Form |
| 5 | Attend the seminar/ orientation | Conduct the seminar and orient the concessionaires regarding rules & policies of the district | 1 hr. & 30 mins. | Public Relation Officer-A | None | Application Form |
| 6 | Pay the application fee, excess materials and other charges | Accept Payment & issue OR | 3 mins. | Cashier | Application Fee- 2,200 Materials - Variable | Application Form |
| 7 | Wait for schedule | Schedule the installation of meter and prepare the Maintenance Order | 3 mins. | UCSA-A/B | None | Maintenance Order |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change | | | ** Forms are available at the office | | *** Schedule of Seminar Every Tuesday (3:00 PM) | |



Republic of the Philippines
Mariveles Water District
Mariveles, Bataan

FRONTLINE SERVICE:

RECONNECTION

Schedule of Availability of Service:

MAIN OFFICE

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

Who May Avail of the Service:

Concessionaires with Inactive Connections

What are the Requirements:

Official Receipt/Billing Notice

Duration:

9 Minutes (If disconnected within a year)
 9 Minutes (If disconnected more than 1 year)

How to Avail of the Service:

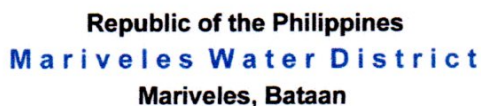
| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|-------------------------------------|--|---|----------------------|-------------------|--------------------------------|-------------------------------|
| RECONNECTION (WITHIN 3 DAYS) | | | | | | |
| 1 | Request for reconnection & present Official Receipt/billing notice | Fill-up request form for reconnection and verify account of concessionaires | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Pay the water bill & reconnection fee | Accept Payment & issue OR | 3 mis. | UCSA-A/B, Cashier | Amount of Water Bill + P200.00 | Bill of Materials |
| 3 | Present OR and wait for schedule | Schedule the reconnection and prepare the Maintenance Order | 3 mins. | UCSA-A/B | None | Maintenance Order |
| RECONNECTION (AFTER 3 DAYS) | | | | | | |
| 1 | Request for reconnection & present Official Receipt/billing notice | Fill-up request form for reconnection and verify account of concessionaires | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Pay the water bill & reconnection fee | Accept Payment & issue OR | 3 mis. | UCSA-A/B, Cashier | Amount of Water Bill + P250.00 | Bill of Materials |
| 3 | Present OR and wait for schedule | Schedule the reconnection and prepare the Maintenance Order | 3 mins. | UCSA-A/B | None | Maintenance Order |

RECONNECTION (AFTER 1 YEAR)

| | | | | | | |
|---|--|---|-------------------------|-------------------|--|-------------------------------|
| 1 | Request for reconnection & present Official Receipt/billing notice | Fill-up request form for reconnection and verify account of concessionaires | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Investigate and estimate the EM | a day after the request | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the water bill & reconnection fee, meter maintenance fee & other charges | Accept Payment & issue OR | 3 mis. | UCSA-A/B, Cashier | Amount of Water Bill +RF- P250 +MMF-P900 +EM-Variable | Bill of Materials |
| 4 | Present OR and wait for schedule | Schedule the reconnection and prepare the Maintenance Order | 3 mins. | UCSA-A/B | None | Maintenance Order |

END OF TRANSACTION

*** Fees are subject to change**



CALIBRATION

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

Active/Regular Concessionaires

Official Receipt

8 Minutes

How to Avail of the Service:

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|---|------------------------------------|--|----------------------|------------------|-------|-------------------|
| 1 | Report and request for calibration | Provide Information and fill-up Bill of Materials | 3 mins. | UCSA-A/B | None | Bill of Materials |
| 2 | Pay the calibration fee | Accept Payment & issue OR | 3 mis. | Cashier | P200 | Bill of Materials |
| 3 | Present OR and wait for schedule | Schedule the calibration and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |



Republic of the Philippines
Mariveles Water District
Mariveles, Bataan

FRONTLINE SERVICE:

REQUEST FOR CORRECTION OF SUPPLY: A. LEAKS

Schedule of Availability of Service:

MAIN OFFICE

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

Who May Avail of the Service:

All Concern citizens

What are the Requirements:

Official Receipt/Billing Notice

Duration:

10 Mins. (main line/service line)
 10 Mins. (meter/gate valve leak/meter stand leak - above the ground)
 10 Mins. (meter stand - below the ground)

How to Avail of the Service:

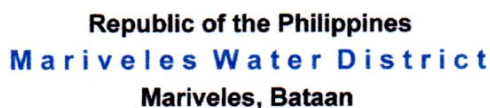
| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|--|--|---|----------------------|------------------|----------|-------------------------------|
| MAIN LINE/SERVICE LINE LEAKS | | | | | | |
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | the same day | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges | Accept Payment & issue OR | 5 mins. | Cashier | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |
| METER/GATE VALVE/METER STAND LEAKS (ABOVE THE GROUND) | | | | | | |
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | the same day | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges | Accept Payment & issue OR | 5 mins. | Cashier | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |

METER STAND LEAK (BELOW THE GROUND)

| | | | | | | |
|---|--|---|--------------|----------|----------|-------------------------------|
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | the same day | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges | Accept Payment & issue OR | 5 mins. | Cashier | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |

END OF TRANSACTION

* Fees are subject to change ** Forms are available at the office



REQUEST FOR CORRECTION OF SUPPLY:
B. LOW PRESSURE

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

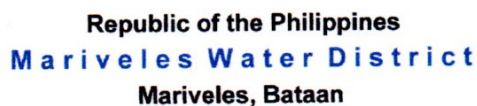
Active/Regular Concessionaires

Official Receipt/Billing Notice

10 Minutes

How to Avail of the Service:

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|---|--|---|------------------------|------------------|----------|-------------------------------|
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | A day after the report | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges | Accept Payment & issue OR | 5 mins. | Cashier | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |



REQUEST FOR CORRECTION OF SUPPLY:
B. HIGH CONSUMPTION

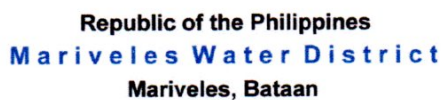
Monday - Friday
8:00 AM - 5:00 PM

Active/Regular Concessionaires

Official Receipt/Billing Notice

15 Minutes

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|---|---------------------------------------|---|------------------------|------------------|-------|-------------------------------|
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | A day after the report | UCSA-A/B | None | Customer Investigation Report |
| 3 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Customer Investigation Report |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |



TRANSFER OF METER STAND

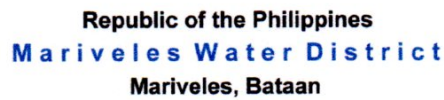
Monday - Friday
8:00 AM - 5:00 PM

Active/Regular Concessionaires

Official Receipt/Billing Notice

10 Minutes

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|--|--|---|------------------------|------------------|----------|-------------------------------|
| 1 | Report | Fill-up the requests /complaints form and provide information | 3 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Wait for the inspection/investigation | Conduct investigation and estimate the materials | A day after the report | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges | Accept Payment & issue OR | 5 mins. | Cashier | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repairs and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |



TEMPORARY PLUG

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

Active/Regular Concessionaires

Official Receipt/Billing Notice

10 Minutes

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|--|---|--|----------------------|------------------|----------|-------------------------------|
| 1 | Present Official Receipt | Fill-up the requests form for temporary plug | 5 mins. | UCSA-A/B | None | Customer Investigation Report |
| 2 | Pay the water bill (balance/closing bill) | Accept payment & issue OR | 3 mins | UCSA-A/B | Variable | Customer Investigation Report |
| 3 | Wait for schedule | Schedule the disconnection and prepare the Maintenance Order | 2 mins. | UCSA-A/B | None | Maintenance Order |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |



PROCEDURE FOR FILING OF COMPLAINTS

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

Active/Regular Concessionaires

Written Complaints, Official Receipt

11 Minutes - Complaints Regarding Services
23 Minutes - Complaints Regarding Employees

| STEP | APPLICANT/ CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY | PERSON IN CHARGE | *FEES | **FORM |
|---|--|--|-----------------------------|--|--------------|------------------------------|
| COMPLAINTS REGARDING SERVICES | | | | | | |
| 1 | Report | Submit the written complaints, fill-up the complaints form and provide information | 5 mins. | UCSA-A/B | None | Complaints Form |
| 2 | Wait for the inspection/investigation | Conduct inspection/ investigation | A day after the report | UCSA-A/B | None | Bill of Materials |
| 3 | Pay the excess materials & other charges (if need repairs and replacement) | Accept Payment & issue OR | 3 mins. | UCSA-A/B | Variable | Bill of Materials |
| 4 | Wait for schedule | Schedule the repair and prepare the Maintenance Order | 3 mins. | Department Manager, General Manager | None | Maintenance Order |
| COMPLAINTS REGARDING EMPLOYEES | | | | | | |
| 1 | Report | Submit the written complaints, fill-up the complaints form and provide information | 5 mins. | UCSA-A/B | None | Complaints Form |
| 2 | Wait for the inspection/investigation | Conduct inspection/ investigation | A day after the report | MARIWAD Grievance Committee | None | Accomplished Complaints Form |
| 3 | Request a copy of the results of investigation | Provide the Committee's Findings and Results of Investigation | 3 mins. | UCSA-A/B | None | Accomplished Complaints Form |
| 4 | Discuss the solution and verdict on the filed complaints | Discuss the possible solutions to the complaints | 15 mins. | Department Manager, General Manager | None | |
| END OF TRANSACTION | | | | | | |
| * Fees are subject to change ** Forms are available at the office | | | | | | |