



MARIVELES WATER DISTRICT

CITIZEN'S CHARTER



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I. Mandate:

The Water District's mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water District and providing for the government and administration of such districts.

Sec. 5 of Title II of PD 198, the purpose of forming local water district include the following:

1. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
2. Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
3. Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

The excellence in life of Mariveles consumers emanates from Mariveles Water District by providing a sustainable and self-reliant water service.

III. Mission:

To provide the highest level of water service at the lowest costs to the Mariveles consumers and to enhance the quality of life through a convenient living by providing an efficient, responsive and abundant supply of clean and potable water.

IV. Service Pledge:

WE, the officials and employees of **MARIVELES WATER DISTRICT** pledge and commit our sincere desire to deliver quality public services as promised in this Citizen's Charter.

And we will be at all times performing our duties and responsibilities with politeness and courteousness, promptness and timeliness, availability during office hours, consistency in applying the rules, equality in treating everyone, integrity in serving the people, and proper uniform and identification.



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Main Office / Sub-Office

External Services



1. New Connection

Application of New Service Connection

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Household owner within the service area of MARIWAD, Mariveles, Bataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Brgy. Permit (if road crossing/excavation)		Brgy. Chairman/Hall (within the service area)		
2. Official Receipt (Photocopy of WB Receipt)		Nearest neighbor with active connection		
3. Sketch of Location		Sketch provided by the applicant		
4. Photocopy of valid government ID		All Government Agencies		
5. Photocopy of Certificate of Lot Title		Registry of deeds (copy of the client)		
6. Kasunduan sa Pagpapakabit ng Tubig		Mariveles Water District's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the PACD Section 1.1 Submit all the rerquirements *Make sure to provide all the necessary requirements.	1. Check all the information	None	5 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Return the application form to PACD/UCSA.	2. Advise client to wait for the inspection and investigation.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Wait for the evaluation/inspection/ investigation	3. Evaluate and investigate the excess materials. 3.1 Inform the client (thru text) for the schedule of seminar.	None	1 day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
4. Attend the seminar/orientation	4. Conduct the seminar 4.1 Orient the applicant regarding rules & policies of the district)	None	1 Hour & 30 Minutes	<i>Public Relation Officer</i> (Commercial Services Department)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to cashier and pay the application fee, excess materials and other charges.	5.1 Accept payment & issue OR	Application Fee – 2,200	3 Minutes	<i>Cashier</i> (Finance Division)
		EM – Variable		
		Installation Fee – Variable		
6. Wait for Schedule	6. Advise client for the schedule of installation of meter 6.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Application Fee – 2,200	1 Day, 1 Hour, 44 Minutes	
		EM - Variable Installation		
		Fee - Variable		

Note: * Every Tuesday is the schedule of Orientation/Seminar (3:00 - 4:30 PM)



2. Reconnection

a) Reconnection of disconnected water meter (meter disconnected within a year)

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaires with Inactive/Disconnected Connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt/Billing Notice of MARIWAD			Old File of the client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Reconnection (within 3 days)				
1. Request for reconnection to the PACD Section 1.1. Present OR/Billing Notice	1. Fill-out request form for reconnection 1.1. Verify account of concessionaire	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Proceed to UCSA/ Teller 2.1. Pay the water bill & reconnection fee	2. Accept payment & issue OR	Amount of Water Bill RF – 200	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)
3. Return to PACD/ UCSA and present OR 3.1.Wait for schedule	3. Advise client for the schedule of reconnection 3.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Amount of Water Bill RF – 200	9 Minutes.	



b) Reconnection (after 3 days)

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaires with Inactive Connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt/Billing Notice of MARIWAD			Old File of the client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for reconnection to the PACD Section 1.1. Present OR/Billing Notice	1. Fill-out request form for reconnection 1.1. Verify account of concessionaire	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Proceed to UCSA/ Teller 2.1. Pay the water bill & reconnection fee	2. Accept payment & issue OR	Amount of Water Bill RF – 250	3 Minutes.	<i>Utility Cust. Service Assistant</i> (Customer Account Division)
3. Return to PACD/ UCSA and present OR 3.1.Wait for schedule	3. Advise client for the schedule of reconnection 3.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
	TOTAL	Amount of Water Bill RF - 250	9 Minutes.	



2. Reconnection of disconnected water meter (meter disconnected after 1 year)

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaires with Inactive Connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt/Billing Notice of MARIWAD			Old File of the client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for reconnection to the PACD Section 1.1. Present OR/Billing Notice	1. Fill-out request form for reconnection 1.1. Verify account of concessionaire	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for schedule of inspection/investigation	2.1. Advise client for the schedule of investigation 2.2. Estimate the EM.	None	1 day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Proceed to UCSA/ Teller 3.1. Pay the water bill & reconnection fee meter maintenance fee & other charges.	3. Accept payment & issue OR	Amount of Water Bill RF – 250 MMF-900 EM-Variable	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)
4. Return to PACD/ UCSA and present OR 4.1.Wait for schedule of reconnection	4. Advise client for the Schedule of reconnection 4.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Amount of Water Bill	1 Day, 9 Minutes	
		RF – 250		
		MMF-900		
		EM-Variable		



3. Payment

It refers to payment of current or previous water bill of MARIWAD concessionaires for the water they consumed. It also includes payment of non-water such as excess materials, etc.

a) Payment of water bill (Main Office/Sub-Offices)

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Inactive Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt/Billing Notice of MARIWAD			Present or old Billing Notice of the client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to UCSA/ Teller and present Billing Notice in the payment counter 1.1. Pay the water bill.	1. Get the Billing Notice 1.1 Verify the account 1.2. Accept payment & issue OR	Amount of WB	3 Minutes	<i>Utility Cust. Service Assistant (Customer Account Division)</i>
TOTAL		Amount of Water Bill	3 Minutes	



b) Payment of non-water bill

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Inactive Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bill of Materials			Estimate of Materials from MARIWAD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD/ UCSA Section to get the Bill of Materials *Make sure that the services requested was already inspected and reviewed by the Dept. Manager	1. Show and give the Bill of Materials to the client.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Proceed to UCSA and present the Bill of Materials. 2.1 Pay the other charges	2. Get the Bill of Materials from the client 2.1. Verify the total 2.2. Accept payment and issue OR	Variable	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)
TOTAL		Variable	6 Minutes	



4. Calibration

Checking the accuracy and durability of the water meter.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt/Billing Notice of MARIWAD			Latest WB/File of the Client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and request for calibration in the PACD/UCSA Section.	1. Ask the client for basic information 1.1. Advise client to pay the calibration fee	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Pay the calibration fee	2. Accept payment & issue OR	200	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)
3. Return to PACD and present OR 3.1 Wait for schedule	3. Advise client for the schedule of calibration 3.1. Prepare the Maintenance Order	None	2 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		200	8 Minutes	



5. Request for Correction of Supply – A. Leaks

Investigation and repair of main/service line leak, meter leak, gate valve leak and meter stand leak.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Concern citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Not Applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD or UCSA to report their complaints 1.1. Report thru text/call and state their complaints.	1. Fill-out the request/complaint form 1.1 Provide the information 1.2 Advise the client for the schedule of investigation.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the inspection/ investigation	2. Conduct investigation 2.1 Estimate the materials	None	1 Day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Proceed to UCSA in the payment counter and present the Bill of materials. *Make sure to get the Bill of Materials from the PACD before paying. 3.1 Pay the excess materials & other charges.	3. Accept payment and issue OR	Variable	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to PACD/ UCSA and wait for schedule.	4. Advise client for the schedule of repairs and prepare the Maintenance Order	None	3 mins.	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Variable	1 Day,9 Minutes	

5. Request for Correction of Supply – B. Low Pressure

Inspection and repairs of low supply of water and no water by maintenance crew of MARIWAD.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/Billing Notice		Latest WB/File of the client/concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD or UCSA to report their complaints 1.1. Report thru text/call and state their complaints.	1. Fill-out the request/complaint form 1.1 Provide the information 1.2 Advise the client for the schedule of investigation.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the inspection/ investigation	2. Conduct investigation 2.1 Estimate the materials	None	1 Day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to UCSA in the payment counter and present the Bill of materials. *Make sure to get the Bill of Materials from the PACD before paying. 3.1 Pay the excess materials & other charges.	3. Accept payment and issue OR	Variable	3 Minutes	Utility Cust. Service Assistant (Customer Account Division)
4. Return to PACD/ UCSA and wait for schedule.	4. Advise client for the schedule of repairs and prepare the Maintenance Order	None	3 Minutes	Utility Cust. Service Assistant (Customer Service Division)
TOTAL		Variable	1 Day, 9 Minutes	



5. Request for Correction of Supply – C. High Consumption

Inspection and investigation of concessionaire's service connection and meter.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt/Billing Notice			Latest WB/File of the Client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk /UCSA and state their complaints.	1. Fill-out the request/complaint form 1.1 Provide the information 1.2 Advise the client for the schedule of investigation.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the inspection /investigation	2. Conduct investigation (estimate the materials if needed).	None	1 day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Proceed to UCSA or Dept. Manager of Commercial Services Office for the result of investigation and inspection.	3. Explain the result of inspection and investigation to client	None	10 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division) <i>Department Manager</i> (Commercial Services Dept.)
TOTAL		None	1 day, 13 Minutes	



6. Transfer of Meter Stand

Inspection and transfer of location of meter stand.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt/Billing Notice of MARIWAD			Latest WB/File of the Client/concessionaire	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk/UCSA and state their complaints	1. Fill-out the requests/ complaints form and provide information. 1.1 Advise the client for the schedule of investigation/ inspection.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the inspection/ investigation	2. Conduct inspection/ investigation.	None	1 day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Proceed to UCSA in the payment counter and present the Bill of materials. *Make sure to get the Bill of Materials from the PACD before paying. 3.1 Pay the excess materials & other charges.	3. Accept payment and issue OR	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to PACD/ UCSA & wait for schedule	4. Advise client for the schedule of transfer 4.1 Prepare the Maintenance Order.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Variable	1day, 9 Minutes	

7. Temporary Plug

Installation of plug cap or magnetic cap to consumer's service connection to temporary close and cut the water supply.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/Billing Notice of MARIWAD		Latest WB/File of the client/concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk/ UCSA and request for temporary plug.	1. Fill-out the requests/ complaints form.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Proceed to UCSA in the payment counter and pay the water bill (balance/closing bill)	2. Accept payment & issue OR	Amount of Water Bill	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to PACD/UCSA & wait for schedule	3. Advise the client for the schedule of disconnection and 3.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Amount of WB (Balance)	9 Minutes	



8. Change of Account Name

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active (Connected) / Inactive (Disconnected) Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Deed of Sale/Brgy. Certification Photocopy of Death Certificate Photocopy of Marriage Contract		Barangay/Registry of Deeds Local Civil Registry/PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for change of Account Name in the PACD/UCSA Section.	1. Get and verify all the necessary requirements from the client. 1.1. Prepare the Change of Account Name Form and then ask the client to sign the form.	None	3 Minutes	<i>Utility Cust. Service Assistant (Customer Service Division)</i>
2. Wait for the release of the document prepared by the PACD.	2. Advise the client to wait for the document. 2.1. Forward the document to the Dept. Manager for approval and signature.	None	3 Minutes	<i>Department Manager</i>
2. Pay the fee for Change of Account Name	2. Accept payment & issue OR	150	3 Minutes	<i>Utility Cust. Service Assistant (Customer Account Division)</i>
3. Return the document to PACD	3. Forward the document to the Computer Programmer.	None		<i>Utility Cust. Service Assistant (Customer Service Division)</i>
TOTAL		150	9 Minutes	



Main Office

Internal Services



1. Leave Application

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular and Casual Employees with Leave Credits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Civil Service Form No. 6 Revised 2020			Administrative Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the type of Leave Applicable	1. Discuss with employee the reason for leave	None	1 minute	<i>Human Resource (Admin. Services Division)</i>
1. Fill up Leave Form	2. Properly indicate the needed information	None	1 minute	<i>Employee</i>
3. Forward the form to the Department Head for approval or disapproval	3.1. Verify the truthfulness of the reason for leave 3.2. Approve and sign the form.	None	5 minutes	<i>Department Head</i>
4. Forward the Leave Form to Human Resource for deduction and recording of leave	4.1 Check as to the completeness and accuracy of data. 4.2 Record the dates of leave filed and deduct to leave credits.	None	5 minutes	<i>Human Resource (Admin. Services Division)</i>
5. Forward to the General Manager for final approval and signature	5. Check for the accuracy of the details and sign the leave application.	None	5 minutes	<i>General Manager</i>
TOTAL		None	17 Minutes	



2. Service Record

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular and Casual Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Service Record			Administrative Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Service Record and indicate the purpose.	1. Discuss with employee the reason for the need of Service Record	None	3 minute	<i>Human Resource (Admin. Services Division)</i>
2. Wait for the issuance of service record.	2.1 Advise client/employee for the schedule of issuance. 2.2 Prepare and encode the details of the employees to the record.	None	5 minute	<i>Human Resource (Admin. Services Division)</i>
3. Get the Service Record prepared by HR and then forward to the General Manager for signature.	3.1 Check for the accuracy of the details and verify the reason for the request 3.2. Approved and sign the document.	None	5 minutes	<i>General Manager</i>
TOTAL		None	13 Minutes	



3. Certificate of Employment

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular and Casual Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Service Record			Administrative Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employment and indicate the purpose.	1. Discuss with employee the reason for the need of certification	None	5 minute	<i>Human Resource (Admin. Services Division)</i>
2. Wait for the issuance of service record.	2.1 Advise client/employee for the schedule of issuance. 2.2 Prepare and encode the details of the employees to the certification.	None	3 minute	<i>Human Resource (Admin. Services Division)</i>
3. Get the Certificate prepared by HR and then forward to the General Manager for signature.	3.1 Check for the accuracy of the details and verify the reason for the request 3.2. Approved and sign the document.	None	5 minutes	<i>General Manager</i>
TOTAL		None	13 Minutes	



Main Office

External Services

Filing of Complaints



1. Complaints Regarding Services

Filing of complaints due to unfavorable services such as shortage of water supply, water interruption, etc.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt/Billing Notice of MARIWAD 2. Written Complaints		Latest WB/File of the client/concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk/UCSA and state their complaints. 1.1 Submit the written complaints.	1. Get the written complaints 1.1 Fill-out the complaints form and provide information.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the inspection/investigation	2. Conduct inspection/ investigation regarding the complaints 2.1 Estimate the materials when necessary	None	1 Day	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
3. Proceed to UCSA in the payment counter and pay the excess materials & other charges (if need repairs or replacement) *Make sure to get the Bill of Materials from PACD/UCSA first before paying the EM.	3. Accept payment & issue OR	Variable	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Account Division)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to PACD/UCSA and wait for schedule	4. Advise the client for the schedule of repair and action 4.1 Prepare the Maintenance Order	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
TOTAL		Variable	1 Day, 9 Minutes	

2. Complaints regarding Employees

Filing of complaints that concerns misconduct of employees, negligence, unprofessionalism, etc.

Office or Division:	Administrative Services Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Active/Regular Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt/Billing Notice of MARIWAD 2. Written Complaints		Present or old Billing Notice/WB of the Client/concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD/UCSA to report the incident and concern employees. 1.1 Submit the written complaints.	1. Get the written complaints, 1.1. Fill-out the complaints form and provide information.	None	3 Minutes	<i>Utility Cust. Service Assistant</i> (Customer Service Division)
2. Wait for the investigation	2. Conduct investigation.	None	1 Day	<i>1st Level Member</i> <i>2nd Level Member</i> (MARIWAD Grievance Com.)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request a copy of the results of investigation	3. Provide the Committee's Findings and Results of Investigation	None	3 Minutes	<i>1st Level Member</i> <i>2nd Level Member (MARIWAD Grievance Com.)</i>
4. Discuss the solution and verdict on the filed complaints in the Training Room.	4. Discuss the possible solutions to the complaints	None	15 Minutes	<i>Dept. Manager (Comm,I Services Department)</i> <i>Dept. Manager (Admin. Dept)</i> <i>Dept. Manager (Engineering Dept)</i> <i>General Manager (Head of the Agency)</i>
TOTAL		None	1 Day, 21 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Accomplish our Feedback Form available in our office available at the lobby and put it in the Suggestion box at Main Office and Sub-Office.</p> <p>Send the feedback through e-mail at mwdbataan@yahoo.com</p> <p>Text to MARIWAD Hotline (0921-2876851)</p>
How Feedback is processed	<p>Every Friday, the Public Relation Officer opens the suggestion box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant divisions and they are required to answer within five (5) days of the receipt of the feedback.</p> <p>The answer of the division concern is then relayed thru text or e-mail to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the district's landline number: 935-46-35 or Mobile Hotline No: 0921-2876851.</p>
How to file a complaint	<p>Answer the Customer Complaint Form and submit a written complaint to the Desk Officer in the PACD Section.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence <p>For inquiries and follow-ups, clients may contact the district's landline number: 935-46-35 or Mobile Hotline No: 0921-2876851.</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How complaints are processed	<p>The Utility Customer Service Assistant collected and filed all the Customer Complaints Form daily and submits to the Public Relation Officer. The Public Relation Officer evaluates each complaint and starts the investigation and then forwards the complaint to the relevant division for their explanation.</p> <p>The Public Relation Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p> <p>The Public Relation Officer will give the feedback to the client thru text or e-mail.</p> <p>For inquiries and follow-ups, clients may contact the District's landline number: 935-46-35 or Mobile Hotline No: 0921-2876851.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Main Office	P. Road, Brgy. San Isidro Mariveles, Bataan	Hotline: 0921-2876851
San Carlos Sub-Office	Sarreal St. Brgy, San Carlos Mariveles, Bataan	Hotline: 0921-2876851
Alasasin Sub-Office	Roman Highway, Brgy. Alasasin Mariveles, Bataan	Hotline: 0921-2876851
Mt. View Sub-Office	Taal St., Mt. View Village, Brgy Mt. View, Mariveles, Bataan	Hotline: 0921-2876851
Cabcaben Sub-Office	Paguio st., Brgy. Cabcaben, Mariveles, Bataan	Hotline: 0921-2876851
Alion Sub-Office	Ipil-Ipil St., Brgy. Alion Mariveles, Bataan	Hotline: 0921-2876851
Baseco Sub-Office	Brgy. Hall Bldg., Brgy. Baseco, Mariveles, Bataan	Hotline: 0921-2876851
Sisiman Sub-Office	Covered Court, Brgy.Sisiman Mariveles, Bataan	Hotline: 0921-2876851