

**METRO KALIBO WATER DISTRICT
CITIZEN'S CHARTER
(R.A. 9485 – Anti-Red Tape Act of 2007)**

LIST OF FRONTLINE SERVICES

**APPLICATION FOR NEW SERVICE CONNECTION
Customer In-Office Transaction**

(1st Visit)

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Get ticket number from queue machine and wait for number to be called.	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to Customer Service Counter once number is called. Request for inspection of proposed site for new service connection.	Prepare Service Request (SR) and record to logbook. Give requirements for new connection.	3 min	Customer Service Asst.	none	Service Request
3	Receive list of requirements.	Advise customer to wait for inspection & submit requirements upon advice of inspector.	2 min	Customer Service Asst.	none	Checklist of Requirements

(2nd Visit)

1	Get ticket number from queue machine and wait for number to be called.	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to Customer Service Counter once number is called and submit requirements. Accomplish Service Application and Construction Order (SACO), Memorandum of Agreement (MOA) and Loan Agreement, if applicable.	<ul style="list-style-type: none"> • Review submitted requirements, check forms if properly accomplished by applicant. • Orient applicant on policies on service connections • Prepare Account Slip. 	20 min	Customer Service Asst.	none	SACO MOA Loan Agreement MKWD Bulletin No. 1 Account Slip
3	Go to the Teller and pay installation charges	Issue Official Receipt	2 min	Collection Representative	Amount required	Official Receipt
4	Receive official receipt and return accomplished contracts to Customer Service Assistant.	Advise applicant to wait for installation. Issue duplicate copy of SACO & loan agreement and copy of water rates. Record and forward documents to PDCD for installation.	2 min	Customer Service Asst.	none	SACO MOA Loan Agreement

PAYMENT OF WATER BILLS

Full Payment:

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Get ticket number and wait for your queue.	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to designated Teller when your number is called. Present your billing notice, if available	Verify customer record; accept payment and issue official receipt.	2 min (with billing notice) 4 min (if without billing notice)	Collection Representative	Amount to be paid	Official Receipt
3	Receive and check official receipt and count loose change, if any					Official Receipt

Partial Payment:

1	Get ticket number and wait for your queue.	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to Commercial Services Division and request for allowable partial payment	Verify customer record, facilitate promissory note and indicate amount of partial payment allowed	3 min	Customer Service Officer	none	Promissory Note
3	Go to designated Teller when your number is called. Present your billing notice & promissory note	Accept payment and issue official receipt.	2 min	Collection Representative	Amount to be paid	Official Receipt
4	Receive and check official receipt and count loose change, if any					Official Receipt

CUSTOMER ASSISTANCE

Phone-in (Call & Text) Report/Complaint/Query/Request:

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Call 145 (Pantelco); 1620 (Cruztelco); 09099935218 (TNT); 09154021339 (Globe) Trunklines: 268 1196/ 268 9231;268 6828	Receive call, discuss and encode customer's concern(s), including customer's name, address, acct. number, contact number and attending division.	5 min	Customer Service Asst. or Security Guard on duty (during non-office hours)	none	
2		Provide answer to customer if concern can be answered outright or inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	5 min	Customer Service Asst. or Security Guard on duty (during non-office hours)		
3		Prepare Service Request	3 min	Customer Service Asst.		Service Request

Walk-in Report/Complaint/Query/Request:

1	Get queue number and wait for your queue. Go to Frontline Services Counter	Receive, discuss and encode customer's concern(s), including customer's name, address, acct. number, contact number and attending division.	10 min	Customer Service Asst.	none	
2		Provide answer to customer if concern can be answered outright. If not, get customer's full name, address, account number, contact number and inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	10 min	Customer Service Asst.		
3		Prepare Service Request	3 min	Customer Service Asst.		Service Request

CUSTOMER ASSISTANCE

Email & Social Media Report/Complaint/Query/Request:

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Electronic Message via www.mkwd.gov.ph or at mkalibowaterdistrict@facebook.com	Receive/acknowledge message or post, discuss and encode customer's concern(s), including customer's name, acct. number, address, contact number and attending division	5 min	Customer Service Asst.	none	
2		Provide answer to customer if concern can be answered outright or inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	5 min	Customer Service Asst.		
3		Prepare Service Request	3 min	Customer Service Asst.		Service Request

RECONNECTION

Step	Customer	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Get ticket number from queue machine and wait for your queue.	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to Frontline Services Counter. Verify status of connection and inquire on requirements. If water meter was already pulled-out or service disconnected for 2 mos. & over, site inspection shall be conducted.	Provide information on unpaid charges, status of service connection and requirements for reconnection. . Prepare service request. <ul style="list-style-type: none"> Conduct site inspection & make a report 	5 min 1 hr	Customer Service Assistant		Service Request
3	Comply and submit requirements.	Check submitted requirements and process reconnection documents	5 min	Customer Service Assistant		
4	Go to Teller and pay your account balance and reconnection/notarial fees	Receive payment and issue official receipt	3 min	Collection Representative	Amount required + Recon Fee – P50.00 Notarial Fee – P50.00 (if applicable)	Official Receipt
5	Go back to Frontline Services Counter and present official receipt. Sign reconnection documents.	Review forms if properly filled-out; forward to CSO/DM for approval	10 min	Customer Service Assistant		Renewal/ Reconnection Contract
6	Wait for reconnection of water service at home.	Reconnect water service	4 – 8 hours	Plumber		

RELOCATION OF WATER METER

Step	Customer	Service Provider	Duration	Person In Charge	Fee	Form
1	Get ticket number from queue machine and wait for your queue	Inquire customer's concern, provide priority number. Direct customer to concessionaire lounge and wait for turn	1 min	Officer of the Day	none	Queue ticket
2	Go to Frontline Services Counter. Verify status of connection and inquire on requirements	Provide info & give requirements. Prepare Service Request (SR) for inspection.	5 min	Customer Service Assistant		Service Request
3	Comply and submit requirements	Check requirements & forward SR to inspector.	5 min	Customer Service Assistant		Service Request
4	Wait for inspection on site and the advice of inspector	Conduct inspection and verify water supply of proposed relocation site. Make a report.	1 – 3 days	Customer Service Assistant		Inspection Report
5	Go back to Frontline Services Counter and wait for assessment of fees	Prepare account slip based on inspection made.	5 min	Customer Service Assistant		Account Slip
6	Pay applicable charges at the Teller	Receive payment and issue official receipt.	2 min	Collection Representative	Applicable fees vary depending on distance from previous location & materials installed	Official Receipt
7	Wait for relocation of water meter at agreed location	Relocate water meter and inform customer right after.	Within 7 days	Plumber		