

# *Citizen's Charter*



Rizal St., Mlang, Cotabato  
(064) 572 4006  
[mlangwd@yahoo.com.ph](mailto:mlangwd@yahoo.com.ph)

# LIST OF FRONTLINE SERVICES

## MWD office

Types of Frontline Services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person Responsible
Processing Application for new Service Connection	P1,600 (materials not included)	Application Form	70 minutes	Action Officer
Collection of payment for water bill, penalties and other charges		Official Receipt	16 minutes	Cashier
Processing Service Request		Service Request Form	30 minutes	Action Officer

## PROCESSING APPLICATION FOR A NEW SERVICE CONNECTION

### Schedule of Availability of Service

Monday to Friday

8:00-12:00 a.m. to 1:00-5:00 p.m.


### Who May Avail of the Service:

Any individual who is interested in availing the services offered by M'lang Water District.

### What are the Requirements:

- 1.) Fully accomplished application form for new service connection.
- 2.) If applicant is a tenant of the lot or a building, there must be a written authorization from the owner authorizing the District to install the service connection to his/her premises as well as commitment to pay the balances of the unpaid water bills in case the concessionaire (applicant) is in default in his/her payment.

**Duration:** 1 hour and 10 minutes



# How to Avail of the Service:

<b>S t e p</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
<b>1</b>	Visit MWD office and talk to the Action Officer	1.) Notes down applicant's name and address and verify as to whether or not applicant's plumbing installation is available for connection to the system. 2.) Client orientation on rules and regulation of MWD.	15 minutes  30 minutes	Action Officer  Action Officer	No Fees	Application Form
<b>2</b>	Get and fill-out application form from Action Officer	1.) Give 2 pcs. Application Form to the client	5 minutes	Action Officer		
<b>3</b>	Submit the accomplished form to the Action Officer	Receive, check and evaluate the following: a.) Proper accomplishment of the form b.) Completeness of the requirements	5 minutes	Action Officer	No Fees	Application Form
<b>4</b>	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	<b>P1,600.00</b> (materials not included)	Official Receipt (AF #51)
<b>5</b>	Return documents w/ OR to the Action Officer	Fill-up service request for the inspection of the proposed service and estimate of materials needed	5 minutes	Action Officer	No Fees	Service Request Form
<b>6</b>	Client waits at his/her house for E-EA/ plumber for the inspection of the proposed service and estimate of the materials needed	Give both the copy of application and service request to E-AA for inspection and final estimates	5 minutes	Action Officer	No Fees	Service Request Form
<b>E N D O F T R A N S A C T I O N</b>						



# COLLECTION OF PAYMENTS FROM WATER BILLS, PENALTIES AND OTHER CHARGES

## Schedule of Availability of Service

Monday to Friday

8:00-12:00 a.m. to 1:00-5:00 p.m.

## Who May Avail of the Service:

All active, inactive, disconnected concessionaires who have unpaid water bills at M'lang Water District.

## What are the Requirements:

- 1.) Upon payment, bring your blue bill (concessionaire's copy) to avoid delay and Ten Pesos (P10.00) penalty.

**Duration:** 16 minutes

## How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Hand in to the cashier the water bill (concessionaire's copy) with the payment	a.) Get from the concessionaire, the water bill (blue) and takes out from file office copy (yellow) and official receipt (white).	5 minutes	Cashier		Water Bill, Official Receipt
		b.) Count the money and check the total amount due shown in the bill.	5 minutes	Cashier		
		c.) Put initials and date received on the face of the bill on both copies.	2 minutes	Cashier		
2	Receive the water bill from the cashier with an attached official receipt.	a.) Return to the concessionaire his/her copy of the water bill with the Official Receipt.	2 minutes	Cashier		Official Receipt, Water Bill
		b.) Give to the concessionaire the change of his/her money if any.	2 minutes	Cashier		

E N D O F T R A N S A C T I O N

# PROCESSING SERVICE REQUEST

## Schedule of Availability of Service

Monday to Friday

8:00-12:00 a.m. to 1:00-5:00 p.m.

## Who May Avail of the Service:

All clients/concessionaires who have **COMPLAINTS** with regards to MWD services.

**What are the Requirements:** NONE

**Duration:** 30 minutes

## How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Call or visit MWD office for any complaint/ service request: a.) Dirty water/ no water b.) High consumption, request for reread c.) Low/high pressure d.) Meter leak, repair meter stand e.) Distribution line/ mainline leakages f.) Request for reconnection g.) Request for service disconnection	1.) Ask the name and address of the client and his/her concern/ request 2.) Fill-out service request	15 minutes  5 minutes	Action Center	No Fees No Fees  No Fees No Fees  No Fees P150.00 P150.00	Service Request
2	Pay to the cashier if there are applicable fees to be paid before services will be provided.	Receive the payment of the client and issue Official Receipt.	5 minutes	Action Center		Official Receipt
3	Return and show to Action Officer the Official Receipt as proof of payment	Forward the service request to the meter reader/Plumber for the execution.	5 minutes	Action Center		Service Request

E N D O F T R A N S A C T I O N

# FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

*Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.*

**Compliment**  
(Papuri)

**Complaint**  
(Reklamo)

**Suggestion**  
(Mungkahi)

**Person(s)/Unit/Office Concerned or Involved:** \_\_\_\_\_

*(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi)*

**Facts or Details Surrounding the Incident:**

*(Kaganapan o detalyeng bumabalot sa pangyayari)*

**(Please use additional sheet/s if necessary)**

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

**Recommendation(s)/Suggestion(s)/Desired Action from our Office**

*(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)*

**(Please use additional sheet/s if necessary)**

*(Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

Name (OPTIONAL): \_\_\_\_\_

*(Pangalan)*

Office/Agency: \_\_\_\_\_

*(Tanggapan/Ahensya)*

Address: \_\_\_\_\_

*(Tirahan)*

Contact Number(s) (if any): \_\_\_\_\_

*(Telepono)*

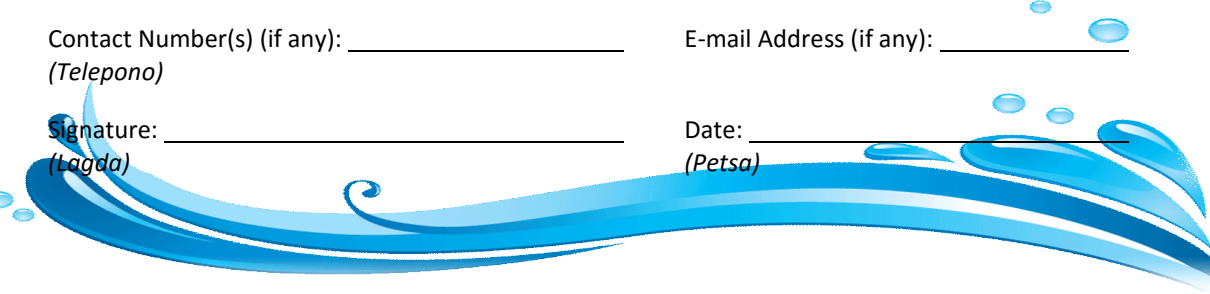
E-mail Address (if any): \_\_\_\_\_

Signature: \_\_\_\_\_

*(Lagda)*

Date: \_\_\_\_\_

*(Petsa)*



# Feedback and Redress Mechanism

Please let us know if you have comments, suggestions, needs and complaints regarding our services by doing any of the following:

- ✓ Contact us through our landline number **(064) 572 4006**.
- ✓ Visit our office located at J.P. Rizal St., M'lang, Cotabato and accomplish our Feedback Form and drop it in our complaint and suggestion box.
- ✓ Send your feedback through our e-mail address: **[mlangwd@yahoo.com.ph](mailto:mlangwd@yahoo.com.ph)**
- ✓ Talk to our frontline employees or to the OFFICER OF THE DAY at the Public Assistance and Complaints Desk.

We are expecting for your help to continuously improve our services.  
**THANK YOU** for your usual support.

