

REPUBLIC OF THE PHILIPPINES
METRO ILOILO WATER DISTRICT
Bonifacio Drive, Pres. Roxas, Iloilo City

CITIZEN'S CHARTER

LIST OF FRONTLINE SERVICES:

- I. PROCESSING OF APPLICATION FOR WATER SERVICE CONNECTION
- II. PROCESSING OF RECONNECTION OF WATER SERVICE LINE
- III. PROCESSING OF CHANGE OF SIZE OR RELOCATION OF WATER METER
- IV. PROCESSING OF CLOSURE OF WATER CONNECTION
- V. PROCESSING OF APPLICATION FOR REPAIR OF WATER SERVICE LINE
- VI. PROCESSING OF APPLICATION FOR TRANSFER OF OWNERSHIP
- VII. PROCESSING OF APPLICATION FOR SENIOR CITIZEN DISCOUNT
- VIII. COMPLAINTS FOR WATER SUPPLY SERVICE
- IX. COMPLAINTS ON WATER BILLING
- X. WATER BILL PAYMENT

I. PROCESSING OF APPLICATION FOR WATER SERVICE CONNECTION

- Client : Any person, office or establishment with a property owned or leased/rented within the concession areas of MIWD
- Duration : Fifteen (15) working days
- Fee : Based on the assessment

Procedure	Responsible Person/Department	Processing Time
Fill out application form	Customer Service Assistant (Marketing and Service Application Section)	15 minutes
Attend orientation seminar	Commercial Department	90 minutes
Submit all requirements including proof of attendance during orientation	Marketing and Service Application Section	30 minutes
On-site inspection/assessment of residence or establishment	Commercial/Engineering Departments	3 days
Process excavation permit (if applicable) with the Department of Public Works and Highways	DPWH	-
Secure promissory note if mode of payment for application is installment basis	Customer Service Assistant (Marketing and Service Application Section)	30 minutes
Pay total assessment	Cashier	15 minutes

Submit Official Receipt and all other requirements for schedule of installation of the application	Customer Service Assistant (Marketing and Service Application Section)	30 minutes
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Requirements:

- Community Tax Certificate
- Lot Title or Deed of Sale or Tax Declaration
- Barangay Permit
- Sketch Plan
- Duly filled out application form for new water service connection
- DPWH Excavation Permit

II-III. PROCESSING OF RECONNECTION OF WATER SERVICE LINE/CHANGE OF SIZE OR LOCATION OF WATER METER

Client : Any person, office or establishment with disconnected water service line of MIWD
Duration : Ninety (90) minutes
Fee : Based on the assessment

Procedures	Responsible Person/Department	Processing Time
Fill out reconnection form/application form	Customer Service Assistant (Marketing and Service Application Section)	15 minutes
Review and evaluation of application	Customer Service Assistant (Marketing and Service Application Section)	30 minutes
Pay water bill arrears (if applicable) and other fees	Cashier	15 minutes
Forward Official Receipt and other documents for schedule of reconnection of water service connection/change of size or relocation of water meter	Customer Service Assistant (Marketing and Service Application Section)	30 minutes

Requirements:

- Duly filled out application form for reconnection of water service line
- Proof of billing
- Identification Card
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IV. PROCESSING OF CLOSURE OF WATER CONNECTION

Client : Any person, office or establishment with water service line of MIWD
Duration : Ninety (90) minutes
Fee : None

Procedures	Responsible Person/Department	Processing Time
Fill out service closure form	Customer Service Assistant (Marketing and Service Application Section)	15 minutes
Review and evaluation of application	Customer Service Assistant (Marketing and Service Application Section)	30 minutes
Pay water bill arrears (if applicable) and other fees	Cashier	15 minutes
Forward Official Receipt and other documents for schedule of closure of water service connection	Customer Service Assistant (Marketing and Service Application Section)	30 minutes

Requirements:

- Duly filled out application form for reconnection of water service line
- Proof of billing
- Identification Card

V. PROCESSING OF APPLICATION FOR REPAIR OF WATER SERVICE LINE

Client : Any person, office or establishment with water service line of MIWD
Duration : Five (5) working days
Fee : Based on the assessment and water bill accounts

Procedures	Responsible Person/Department	Processing Time
Fill out application form	Customer Service Assistant (Marketing and Service Application Section)	10 minutes
Submit all requirements	Marketing and Service Application Section	10 minutes
On-site inspection/assessment of residence or establishment	Commercial/Engineering Departments	3 days
Process excavation permit (if applicable) with the Department of Public Works and Highways	DPWH	-
Pay total assessment of repair	Cashier	30 minutes
Submit Official Receipt and all other requirements for schedule of repair	Customer Service Assistant (Marketing and Service Application Section)	30 minutes

Requirements:

- Sketch Plan
- Duly filled out application form for repair
- DPWH Excavation Permit

VI. PROCESSING OF APPLICATION FOR TRANSFER OF OWNERSHIP

Client : Any person, office or establishment with water service line of MIWD
 Duration : Thirty (30) minutes
 Fee : Based on the assessment

Procedures	Responsible Person/Department	Processing Time
Fill out application form and submit all requirements	Customer Service Assistant (Marketing and Service Application Section)	10 minutes
Review and evaluation of documents submitted	Marketing and Service Application Section	5 minutes
Pay arrears and meter maintenance fee	Cashier	5 minutes
Present Official Receipt and return assessment form for approval of the Commercial Department Manager	Customer Service Assistant (Marketing and Service Application Section) / Commercial Department Manager	10 minutes

Requirements:

- Lot Title, Deed of Sale, (for new owners)
- Death Certificate (for previous owners)
- Duly filled out application form for transfer of ownership

VII. PROCESSING OF APPLICATION FOR SENIOR CITIZEN DISCOUNT

Client : Any person who is 60 years old and above
 Duration : Twelve (12) minutes
 Fee : None

Procedures	Responsible Person/Department	Processing Time
Fill out application form and submit all requirements	Customer Service Assistant (Marketing and Service Application Section)	5 minutes
Review and evaluation of application	Customer Service Assistant (Marketing and Service Application Section)	5 minutes
Approval of the application	Manager, Customer Relations Division	2 minutes

Requirements:

- Person applying must be a resident of the household and meter registration should be in his/her name for at least one year
- Water billing consumption must not exceed 30 cubic meters
- Duly filled out application form
- Proof of residence/Barangay Clearance
- Proof of billing
- Valid Senior Citizen Identification Card
- Authorization Letter (if applying through a representative)
- Renewal every year

VIII. COMPLAINTS FOR WATER SUPPLY SERVICE

Client : Any person, office or establishment with water service line of MIWD
Duration : Forty-five (45) minutes

Procedures	Responsible Person/Department	Processing Time
Fill out application/request form	Customer Service Assistant (Marketing and Service Application Section)	15 minutes
Review and evaluation of application or request	Marketing and Service Application Section	30 minutes

Requirements:

- Duly filled out application/request form for complaint of water supply service
- Proof of billing
- Identification Card

IX. COMPLAINTS FOR WATER BILLING

Client : Any person, office or establishment with water service line of MIWD
Duration : Forty-five (45) minutes

Procedures	Responsible Person/Department	Processing Time
<ul style="list-style-type: none"> Fill out complaint form 	Customer Service Assistant (Marketing and Service Application Section)	15 minutes
<ul style="list-style-type: none"> Review and evaluation of application or request 	– do --	15 minutes
<ul style="list-style-type: none"> Fill out refund form if the complaint on water billing is in order 	– do --	15 minutes

Requirements:

- Duly filled out application/request form for complaint of water supply service
- Proof of billing
- Identification Card

X. WATER BILL PAYMENT

Client : Any person, office or establishment with water service line of MIWD

Duration : Ten (10) minutes

Procedures	Responsible Person/Department	Processing Time
FOR REGULAR CLIENTS		
<ul style="list-style-type: none"> Get priority number 	Guard on duty	5 minutes
<ul style="list-style-type: none"> Wait for your number to appear in the queuing machine 	Customer Service Assistant (Tellers)	10 minutes
FOR SENIOR CITIZENS, PREGNANT WOMEN AND PERSONS WITH DISABILITY		
<ul style="list-style-type: none"> Get priority number 	Guard on duty	5 minutes
<ul style="list-style-type: none"> Wait for your number to be called by assigned teller 	Customer Service Assistant (Tellers)	10 minutes

Requirements:

- Priority number
- Water bill

FEEDBACK AND REDRESS MECHANISM

For feedback and other concerns you may either:

- E-mail us at miwd@pltdsl.net;
- Call us at (033) 337-47-44; (033) 337-84-82; (033) 337-32-35;
- Fax at (033) 336-65-38