





DCITZEN'S CHARTER

I. MANDATE

The MONCADA WATER DISTRICT mandate is contained in PD 198, as amended, declaring a national policy favoring local operation and control of water systems; authorizing the formation of local water districts and providing for the government and administration of such districts.

The Moncada Water District was formed for the following purposes:

- 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 resource development, utilization and disposal within such districts.

II. VISION

A reliable partner of the Local Government Unit in their effort to improve the quality of life for a better community.

III. MISSION

To provide a 24-hour service of potable water at the cheapest price.

IV. SERVICE PLEDGE

We, the staff and employees of Moncada Water District, commit to serve and provide 24/7 service of efficient, adequate, reliable, and potable water that will improve the quality of life for a better community and attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch breaks.

I. APPLICATION FOR NEW SERVICE CONNECTION

New Service Connection is one of the frontline services offered by the Moncada Water District (MWD) to all residents of Moncada, Tarlac and San Manuel, Tarlac, who are interested/willing to apply for a water service connection of Moncada Water District. This service is open to residential (households), commercial (establishments / business), and government (office / agency)

UTTICE / DIVISION:	commercial Section	I/Front Desk
Classification:	Simple Transaction	
	G2C – Government t	o Citizen
Type of Transaction:	G2B - Government 1	to Business
	G2G – Government t	
Who May Avail:	Households, Busine	sses and Government Offices within the mu-
WIIIO Muy Avuiii;	nicipality of Moncad	la, Tarlaç; and San Manuel, Tarlaç
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE
Updated/Current Com	munity Tax Certifi-	Moncada/San Manuel LGU for the Community
cate or Senior Citizen'	e ID	Tay Certificate, and Senior Citizen's Office for

cate or Senior Citizen's ID Tax Certific the Senior (Citizen's Office for
			picture should	be taken at the
Application form		MWD Office		
Official Receipt		MWD, Finan	ce Section	
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Present require- ments to the Front Desk Officer	1. Interview and orient client	None	5 Minutes	Front Desk Officer Commercial Section
2. Fill out the applica- tion form	2. Process application	None	5 Minutes	Front Desk Officer Commercial Section
3. Proceed to the cashier and pay regis- tration fee and water maintenance fee	3. Accepts payment and issue official receipt	PHP 3,500.00	3 Minutes	Cashier Finance Section
TOTAL	PHP 3.500.00		13 Minutes	

^{*} Inspection of the site and estimating of the materials needed for the new service applicant will follow and applicant will come back to the MWD office for the payment of the materials and cross road (boring) fee, if needed. Amount of materials varies from one applicant to another applicant depending on the size of water lines preferred by the applicant and location of the tapping line.

II. INSTALLATION OF NEW SERVICE CONNECTION

Installation of new water service connection is done by the Maintenance Section within three (3) to five (5) days after all the required fees are paid by the applicant.

Office / Division:	Front Desk/Mainter	nance Sectio	n			
Classification:	Complex Transactio	Complex Transaction				
	G2C – Government t					
Type of Transaction:	G2B – Government to Business					
	G2G – Government 1	to Government				
Witho Many Avenil	Households, Busine	nesses and Government Offices within the				
Who May Avail:	municipality of Mon	cada, Tarlac	; and San Manı	iel, Tarlaç		
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SEC	CURE		
Filled up form of applic	ation for new	MWD Office	, Front Desk / (Commercial		
service connection		Section				
Official receipt		MWD Office	, Cashier C, Fin	ance Section		
Maintenance Job Order			, Front Desk, C			
		Section				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON		
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Proceed to the	1. Provide client			Front Desk		
Front Desk Officer	with the amount of	None	2 Minutes	Officer		
and ask for the break-	materials to be paid	None	2 Minutes	Commercial		
down of materials	by the applicant			Section		
2. Pay the necessary	2. Accepts payment	Amanum		Constitut C		
amount to the cashier	and issue official	Amount	3 Minutes	Cashier C		
	receipt	varies		Finance Section		
3. Present Official Re-	3. Prepare Mainte-			Front Desk		
	nance Job Order	None	E Milmonton	Officer,		
materials) to the Front	and let the appli-	None	5 Minutes	Commercial		
Desk Officer	cant signed it			Section		
4. Pay the necessary	4. Issued official			Front Desk		
	receipt	Amount	E Minutes	Officer		
for new service		varies	5 Minutes	Commercial		
connection				Section		
NOTE: Cross road conn	nection fee for:					
		1 – 2 Days	D.C.	mboro		
	PHP 2,800.00	1 – 2 Days		mbers		
	PHP 1,800.00	1 – 2 Days	Maintena	nce Section		
Hi-way (national road)		2 – 3 Days				

III. PAYMENT OF WATER BILL

information (account

name and address)

Moncada Water District is the lone collecting center for all its concessionaires. Payment of water bills and other fees are transacted only within the office. Official receipts are issued for any monetary exchanges between the client and MWD.

Office/Division:	Commercial Section	on contract the contract to th
Classification:	Simple Transactio	n
	G2C – Government	to Citizen
Type of Transaction:	G2B - Government	t to Business
	G2G - Government	t to Government
Who May Avail:	All concessionaire	s of MWD
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE
Notice of water bill		Notice of water bills were given to conces
		sionaires right after the meter reading of
		the meter reader

CLIENT	AGENCY	FEES TO	PROCESSING	PERSON	
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE	
Proceed to the teller and present notice of vater bill and pay the mount due (in case of water bill annot be presented, ust inform the teller of he account	1. Receives customer's notice of water bill and issue corre- sponding official water bill receipts	Total amount due on water bill	2 Minutes	Customer Service Assistant / Administrative Services Aide Commercial Section	

	COMMODITY CHARGE						
		Minimum Charge			ommodity Charg		
CLASSIFICATION	SIZE	0-10 cu.m.	11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	41-50 cu.m.	
Residential /	₩" ₩"	185.00	20.00				
Government		296.00 592.00	20.00 20.00				
	<i>y</i> ₂"	370.00	40.00				
Commercial/	34"	592.00	40.00				
Industrial	1	1,184.00	40.00	43.90	48.40	53.80	60.00
	Vz"	323.75	35.00				
Commercial A	*4"	518.00	35.00				
	Vε"	1,036.00	35.00				
Commercial B	¥4"	444.00	30.00				
	ĩ	888.00	30.00				
	⅓ 2"	231.50	25.00				
Commercial C	% "	370.00	25.00	27.40	30.25		
	1	740.00	25.00				
Bulk/	V±"	555.00	60.00				
Wholesale	*4"	1 779 00	60.00				
		1,776.00	60.00		72.60	80.70	30.00
IV. RECONNE	CTION	OF WATER	SERVICI	Ε			
Reconnection of	f wate	r service is pro	vided to	concessio	naires who	settle the	ir u npaid
water bills in ful							
Office/Division:		Commercial S	ection/Fr	ont Desk			1
Classification:		Simple Transa		VIII D QUIK			
		G2C - Governr		tizen			
Type of Transac	tion.						
Type of Human		G2G - Governr			t		
Who May Avail.						MWD	
	Who May Avail: All disconnected/inactive concessionaires of MWD						
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
		EQUIREMENTS	3	٧	VHERE TO S		
Statement of Ac	count	EQUIREMENTS	Fre	ont Desk C	VHERE TO S		
Statement of Ac Maintenance Jo	count	r Form	Fro	ont Desk C	officer officer	ECURE	PCON
Statement of Ad Maintenance Jo CLIENT	count	r Form AGENCY	Fr	ent Desk Cont De	officer Officer PRO-	ECURE PI	ERSON
Statement of Ac Maintenance Jo	count	r Form	Fr	ont Desk C	officer officer	ECURE PI NG RESI	ERSON
Statement of Ad Maintenance Jo CLIENT	b Orde	r Form AGENCY	Fr	ent Desk Cont De	officer Officer PRO- CESSIN	ECURE PI NG RESI	
Maintenance Jo CLIENT STEPS	e ount	r Form AGENCY ACTION	Fr	ent Desk Cont De	officer Officer PRO- CESSIN	ECURE PI NG RESI	
Statement of Ad Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and	e in-	r Form AGENCY ACTION 1. Receive and entertain clier	Fr	ent Desk Cont De	officer Officer PRO- CESSIN	ECURE NG RESI	ONSIBLE
Statement of Ad Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal	e in- lance	r Form AGENCY ACTION 1. Receive and entertain clier query and pro-	From From From From From From From From	ont Desk O	officer OFFICE	I PI	ont Desk
Statement of Admintenance Journal Client Steps 1. Proceed to the Front desk and quire for the ball of the disconnection of the disconnection.	e in- lance cted	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a	From From From From From From From From	ent Desk Cont De	officer Officer PRO- CESSIN	I PI	ont Desk Officer
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the ball of the disconner account and recount and re	e in- lance cted quest	r Form AGENCY ACTION 1. Receive and entertain clier query and pro-	From From From From From From From From	ont Desk O	officer OFFICE	es Resi	ont Desk
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the ball of the disconner account and receive for the reconner and received to the	e in- lance quest ction	r Form AGENCY ACTION 1. Receive and entertain clier query and prosecutive statement of a count	From From From From From From From From	ont Desk O	officer OFFICE	es Resi	ont Desk Officer nmercial
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected	e in- lance quest ction	r Form AGENCY ACTION 1. Receive and entertain clier query and prosecutive statement of a count	From From From From From From From From	ont Desk O	officer OFFICE	es Resi	ont Desk Officer nmercial
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the ball of the disconnected for the reconnected service	e in- lance quest ction	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count	t's vide	ont Desk Ont	officer OFFICE	es Resi	ont Desk Officer nmercial
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the ball of the disconnected for the reconnected service 2. Pay the	e in- lance cted cted ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay	ride	ont Desk Ont Desk Ont Desk Ont Desk Ont Desk Ont BE PAID	officer OFFICE	es Resi	ont Desk Officer nmercial
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the ball of the disconnected for the reconnected service 2. Pay the reconnection ference of the disconnected service and the reconnection ference of the	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and proposite statement of a count 2. Receive pay and issue office.	ment A	ont Desk Ont	officer OFFICE	es Resi	ont Desk Officer nmercial
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and is quire for the ball of the disconnected for the reconnected service 2. Pay the reconnection feand the unpaid is	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment A	nt Desk Ont Desk Of FEES TO BE PAID	officer OFFICE	es Con	ont Desk Officer nmercial ection
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and proposite statement of a count 2. Receive pay and issue office.	ment A	nt Desk Ont Desk Of FEES TO BE PAID Mone of water bill connection	officer OFFICE	es Con	ont Desk Officer nmercial ection
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and is quire for the ball of the disconnected for the reconnected service 2. Pay the reconnection feand the unpaid is	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment Acide	nt Desk O nt Desk O FEES TO BE PAID None Connection	officer OFFICE	es Con	ont Desk Officer nmercial ection
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment A	None None None None None Connection fee: Ony to 3 Day	officer OFFICE	es Con	ont Desk Officer nmercial ection
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment Acidle r bill Re	nt Desk O nt Desk O FEES TO BE PAID None None Connection fee: ay to 3 Day rom date of	officer OFFICE	es Con	ont Desk Officer nmercial ection
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment Acide r bill Re	None None None None None Connection fee: Ony to 3 Day	officer OFFICE	es Con	onsible on Desk Officer nervial ection astomer service
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment A cial r bill Re	nt Desk O PESTO BE PAID None None None Connection fee: Out to 3 Day out date of sconnection Sconne	officer OFFICE	es Con	ont Desk Officer inmercial ection ection stomer ervice istant A
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment A cial r bill Re	Mone None N	officer OFFICE	es Con Sies Con Sies Ass	ont Desk Officer Induce ection ection stomer service istant A / ASA
Maintenance Jo CLIENT STEPS 1. Proceed to the Front desk and a quire for the bal of the disconner account and rec for the reconner of disconnected service 2. Pay the reconnection fe and the unpaid to bill to the office	e in- lance cted quest ction water	r Form AGENCY ACTION 1. Receive and entertain clier query and prostatement of a count 2. Receive pay and issue officer receipt / water	ment Acial residence of the first second sec	nt Desk O PESTO BE PAID None None None Connection fee: Out to 3 Day out date of sconnection Sconne	officer officer officer OFFICESSIN TIME OFFI OFFI OFFI OFFI OFFI OFFI OFFI OFF	tes Con	ont Desk Officer inmercial ection ection stomer ervice istant A

15 Days on-

wards -

None

3 Minutes

1 Day

Front Desk

Officer

Commercial

Section

3. Encode and print

signed by the client

Instruct client to go

home and wait for

the MWD employee

to reconnect water

then submit to the

maintenance job

order and let it

Maintenance

service line.

Section

3. Go back to the

receipt

Front Desk Officer

and present official

T, ICMPORARI DISCONNECTION OF WATER SCRING						
Office / Division:	Front Desk/Commercial Section					
Classification:	Complex Transaction					
	G2C - Government to Citizen					
Type of Transaction:	G2B - Government	to Business				
	G2G - Government	to Governmen	nt .			
Who May Avail:	All Active concess	ionaires of MW	D .			
CHECKLIST OF R			WHERETOSE	CURE		
Maintenance Job Orde		Front Desk				
Official water bill recei	pt	Office Collec	ction/Commerci	al Section		
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON		
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Approach front	1. Interview					
desk officer and	client and			Front Desk Officer		
request for temporary		None	3 Minutes	Commercial		
disconnection of	statement of			Section		
water service	account					
2. Proceed to the	2. Receive and	Amount due		Customer Service		
teller's window and	issue official	on water bill		Assistant A /		
pay the necessary	water bill receipt	(last bill)	2 Minutes	Administrative Services Aide		
amount				Commercial		
				Section		
3. Go back to the front	3. Prepare					
desk officer and pre-	_			Front Desk Officer		
sent official water bill		None	3 Minutes	Commercial		
receipt	client signed it			Section		
MONEY CONTRACTOR OF THE PARTY O	And the second limited with th					

VI. REPORT / REPAIR OF WATER LEAKAGES

Report / repair of water leakages, be it the distribution lines, service lines, and leaks before the meter/leaks at the meter, must be filed/lodged at the Commercial Section (Front Desk) and can be done through phone calls or in person, and the corresponding maintenance job order is forwarded to the Maintenance Section for appropriate action. The abovementioned leaks require no fees. However, leaks after the meter require labor fees. Concessionaires may opt to hire any plumber or may directly request at the office.

Office / Division:	Front Desk/Commer	cial Section					
Classification:	Complex Transaction						
Type of Transaction:	G2C – Government to G2B – Government to G2G – Government to	o Business	it				
Who May Avail:	All Active concession	All Active concessionaires of MWD					
CHECKLIST OF R			WHERE TO SE	CURE			
Noi	1 e	Not applicab	le				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON			
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE			
1. Proceed to the front desk and report the leak /request for the repair of the leak	1. Attend to client's request / report; encode and print maintenance job order and let it signed by the client	None	3 Minutes	Front Desk Officer Commercial Section			
2. Wait for the repair of the reported leaks	2. Forward the maintenance job order to the Maintenance - nance Section 2.1 Instruct client to	None	2 Minutes	Front Desk Officer Commercial Section			
NOTE: Leaks before th	go home and wait for the MWD employee to repair the leak e water meter	None	2 Minutes	Front Desk Officer Commercial Section			
Distribution lines	None	<u> </u>	SAP	Plumbers			
Cervice lines before	None		Day	Maintenance			

Distribution lines	None	ASAP	Plumbers
Service lines before	None	1 Day	Ma in tenance
the water meter			Section

VII. WATER METER CONCERNS

Water meter efficiency request is provided to concessionaires who want to have their water meter to be replaced but should undergo investigation and meter testing first. Water meters found to be defective (stuck, moist/blurred, old water meters or misaligned roller number) are replaced. But if water meter found to be defective/damaged due to owner's negligence, concessionaires must pay the water meter's cost, which varies sporadically, depending on the current water meter price, as procured by the district

Office / Division: Front Desk/Commercial Section Classification: Complex Transaction

G2C - Government to Citizen
G2B - Government to Business

Type of Transaction: G2B – Government to Business
G2G – Government to Government

Who May Avail: All Active concessionaires of MWD

CHEC	CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE
None			Not applicat	ble	
CLIE	NT	AGENCY	FEES TO	PROCESSING	PERSON
STE	PS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Proceed to desk and repart for you meter conce	the front ort / re- ir water	1. Attend to client's	None	3 Minutes	Front Desk Officer Commercial Section Front Desk Officer Commercial Section

VIII. WATER QUALITY CONCERNS

Office / Division:

Water quality test is granted to households or establishments who have water quality issues. When a concessionaire complains of a sandy water, flushing of service line or distribution line is performed to address the issue.

Front Desk/Commercial Section

J.1.100, J.1.1.5.01.1.				
Classification:	Complex Transaction			
	G2C - Government to C	itizen		
Type of Transaction:	G2B - Government to B	usiness		
	G2G - Government to G	overnment		
Who May Avail:	All Active concessional	ires of MWD		
CHECKLIST OF I	REQUIREMENTS	١	WHERE TO SE	CURE
none		Not applicab	le	
CLIENT	AGENCY	FEES TO	PRO-	PERSON
STEPS	ACTION	BEPAID	CESSING	RESPONSIBLE
			TIME	
1. Proceed to the Front	1. Attend to client's			Front Desk
desk and report water	report/ request and	Mono	3 Minutes	Officer
quality concerns	take note of the name	None	3 Millutes	Commercial
	and location			Section
2. Provide details of	2. Prepare Mainte-	None	3 Minutes	Front Desk
the water quality	nance Job Order and			Officer
problem	let it signed by the			Commercial
	client and submit it to			Section
	the Maintenance			
	Section for			
	appropriate action			
				Wester
	2.1 Maintenance	None	3 minutes	Water
	Section will schedule			Maintenance Man A
	as to when and who			<i>Man A,</i> Maintenance
	will go to the area to			Section
	take necessary action			Section

IX. TRANSFER OF WATER METER

Concessionaires may request a transfer of their water meter to another / different barangay and/or another/near property line with corresponding transfer of water meter fee and it can only be done by the MWD employee/plumber. For dormant accounts, the concessionaire needs to request for reconnection of water service (please refer to service no. IV) first before availing of this service. Accounts are considered dormant who are inactive for 3 months or more.

Office/Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
	G2C – Government to Citizen
Type of Transaction:	G2B – Government to Business
	G2G – Government to Government
Who May Avail:	All concessionaires of MWD

CHECKLIST OF R	EQUIREMENTS		VHERE TO SEC	URE		
Valid identification car the registered conces		GSIS, SSS, DFA, Postal ID, LTO, Current Company ID, School ID, OSCA ID, PRC, PHIC, BIR				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON		
STEPS	ACTION	BEPAID	TIME	RESPONSIBLE		
1. Proceed to the front desk and make a re- quest for water meter transfer	1. Ask for a valid ID of the registered concessionaire of MWD (requesting person) and instruct client to pay the necessary transfer of water meter fee to the cashier	None	2 Minutes	Front Desk Officer Commercial Section		
2. Proceed to the cashier and pay the necessary transfer of water meter fee	2. Receives pay- ment of transfer of water meter fee and issue official receipt		2 minutes	Cashier C Finance Section		
3. Present official re- ceipt to the front desk officer	3. Prepare mainte- nance job order, let it signed by the client and forward it to the Maintenance	None	3 Minutes	Front Desk Officer Commercial Section		
	Section 3.1. Instruct client for the possible schedule of work by the MWD Mainte- nance Section 3.2. Advice client that materials to be	None	1 Minute	Front Desk Officer Commercial Section		
	used for the requested transfer of water meter will be estimated by Maintenance Section and will be paid by the requesting client	Amount var- ies depend- ing on the materials to be used for the transfer of water meter	3 Minutes	Front Desk Officer Commercial Section		

X. APPLICATION OF AVAILMENT OF SENIOR CITIZEN DISCOUNT

Moncada Water District adheres to Philippine Law such as REPUBLIC ACT NO. 9994 AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS "AN ACT TO MAXIMIZE THE CONSTRUCTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PREVILEGES AND FOR OTHER PURPOSES" the grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: Provided, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided, further, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m3) of water: Provided, furthermore, that the privilege is granted per household regardless of the number of senior citizens residing therein" (https://www.officialgazette.gov.ph/2010/02/15/republic-act-no-9994/

Office/Division: Classification:	Front Desk/Commercial Section Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Concessionaires who are senior citizens
CHECKLIST	OF REQUIREMENTS WHERE TO SECURE

If applied by the Senior Citizen:
Valid Senior Citizen ID Card (1 photocopy) – If applied through Representative: Valid Senior Citizen ID Card (1 photocopy) – present the original ID at the office Conditions for the Availment:

* Senior citizen must be a resident of the household

* Consumption should not exceed 30 cu.m. * Senior citizen can only avail the discount of one

residential account

Applicant / Representative

			STATES OF STREET	THE RESERVE OF THE PARTY OF THE	CHARLES AND ADDRESS OF THE PARTY OF THE PART				THE RESERVE AND ADDRESS OF THE PARTY OF THE	a all the sections from	In the the exceptioned bloom 14	Minute HRM Personnel
Filled up Senior Citizen	's Discount form		Front Desk	Officer	2. Pay the necessary	2. Accept poyment					2. File the accomplished None 11 and signed form to	The second secon
CLIENT	AGENCY	FEEST	PROCESSIN	O PERSON	2. Pay the necessary amount to the cashier	and issue official	PHP 200.00	2 Minutes	Cashler C,	for Leave	Employee's Records.	
STEPS	ACTION	RE DAIL	TIME		(Finance Section)	receipt to the	PHP 200,00	2 Minutes	Finance Section	(Employee's Copy)	Elliployee a nessential	Minutes
1. Proceed to the Front	1. Assess application	n		- Alberta Albe		ollent				Total		
Desk officer and fill	form and require-				3. Present official	1. Encode and print			Front Desk	XII. FEEDBACK AF	ND COMPLAINTS MECHANISM	
out the application	ments				receipt to the Front	lob order and	None	1 Day	Officer	The Control of the Co		
form for Senior Citizen			THE RESERVE	Front Dask	Desk Officer	forward it to the	Home		Commercial	How to send a	Answer the client feedback form and	a arop it at the designated
discount and attach	1.1. Submit to GM to		1	Officer		Maintenance			Section	feedback?	"Suggestion Box" placed at the office en	trance
requirements	signature/approval		5 Minutes	Commercial	INTERNAL SERVIC	Pa .					Mailing Address:	
				Section			-				MONCADA WATER DISTRICT,	
A STATE OF THE STA	1.2. Submit to CSA-	E	Part Control			RTIFICATE OF EMP					Poblacion 2, Moncada, 2308 Tariac	
Entrance Six	for updating concer		40771000	AND DESCRIPTION OF THE PARTY OF	Certificate of employs	nent is issued to any is everlegal intents or pu	ndMidual/per	son employed	d by the Moncoda		Contact details:	
SECTION OF THE PROPERTY OF THE	sionaires' ledger							serve them,			Email: lettyducosacalamitao@yahoo.co	
	THE RESIDENCE OF THE PARTY OF T	STATUTE OF STREET	THE RESERVE OF THE PERSON NAMED IN	THE RESIDENCE OF THE PARTY OF T	Office/Division:	Administrative Section	U				Motling, 045 6065407	
XI. APPLICATION F	OR CHANGE OF A	CCOUNT N	AME		Classification:	Simple Transaction		A Company of the last	STAR BURNEY			
Change name reque	st is granted to co	ance salono ire	s who inter	nd to have their		G20 - Government to				How feedbacks are		icer of Commercial Section
registered name ame	nded or modified. No	to renwo we	the house on	id lot or deceased	Who May Avail	Employees of Monad	o Woter Disti					
registered owner are	among the various rea	sons for the	request.			REQUIREMENTS		WHERE TO S	ECURE		submitted. Feedback requiring answe	ers are forwarded to the
Office / Division:	Front Deak/Comme	rolal Section			Personal appearance (r letter of authorization aployee	applicant					
Classification	Simple Transaction				Request form	приодов	HRM Offic					
STREET, STREET, STREET,	G2C - Government t	o Citizen	No to Contract of	THE RESERVED		ADEALON			I DEDCOM		to the elegan Cor incluines on	nd tollow-ups, clients may
Type of Transaction:	G2B - Government t	to Business			CLIENT	AGENCY	BE PAID	PROCESSING TIME	PERSON		contact the following telephone numbers	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
MARKETER	020 - Government t	to Governme	nt	Sept. 12 (4.9 No. 6)			None	6 Minutes	HRM personnel		Taladay Ads CARSAN7	
Who May Avail:	Concessionaires wh	no have exist	ing account w	ith MWD	Submit duly accomplished request form	request and prepare	Holla	o minutes	The parsonne		****** 0017 102 9637 / 0917 520 /UU	d draw is an etc. door
	ST OF REQUIREMENTS	•	WHERE	TO SECURE	form	certificate of				How to file		
If applied by the regis	itered person, just pre	esent valid 10	Applicant / R	tepresentative		employment				complaints?	"Suggestion Box" placed at the office also be filed via telephone. Make sure	entrance. Complaints can
with signature					2. Claim certificate of			Minute	HRM Personnel			s to provide the following
If applied by a represe					Employment	tificate of employmen	ALC: NO.				information:	
ly member of the regi					Total			7 Minutes	WASHINGTON OF		- Name of person being complained	
letter from the regist					II IOOULANDE OF TH				LEAVE		- Incident	
signature with xerox		s valid ID to			II. ISSUANCE OF EN			E RECORU,	LEAVE		- Evidence	
trace their relationship					RECORDS AND P	ERSONAL RECORD	5)				For inquiries and follow-ups, clients telephone number: 045-6065407, 0917-1	102 0027 0017 520 7009
CLIENT	AGENCY		PROCESSIN		Records of employees or currently employed	are being issued to an	y individual/p	erson who he	as been employed		At the end of the day, the Front De	ask Officer of Commercia
1. Proceed to the Front	ACTION	BE PAID	TIME	RESPONSIBLE	or currently employed	With the Moncada Wat	er District for	USIS DUIDOS	os una ouier regui	How complaints are	At the end of the duy, the From De	SK UTILET OF SCHILLER
MUDGUED TO THE LEVEL						anter intended tower				PARTY PROPERTY AND ADDRESS OF THE PARTY OF T	A series are the supposition hav and	combiles and records of
				Front Desk		ester intended to use.				processed?	Section opens the suggestion box and	forwarded to the Office of
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