



Republic of the Philippines  
**METRO SIARGAO WATER DISTRICT**

Barangay 9, Poblacion Dapa Surigao del Norte

**CITIZEN'S CHARTER**

SERVICES OFFERED	REQUIREMENTS	FEES	STEPS TO FOLLOW	TIME DURATION	PERSON RESPONSIBLE
1. Pay monthly water bill	Statement of Account for the month (for fast processing of payment)	Water Bill amount for water consumed (and penalty for late payments)	<ol style="list-style-type: none"> <li>Go to the Cashiering Section.</li> <li>Present your billing statement of account to the teller.</li> <li>Pay your bill.</li> <li>Ask for Official Receipt (OR).</li> </ol>	2-10 minutes	<b>Cashiering Section Personnel:</b> <b>Mrs. Gemma D. Malacura</b> <b>Ms. Rosielynn L. Gerarcas</b>
2. Apply for new water service connection	2x2 ID Picture Xerox Copy of Valid ID Tax Certificate (CTC) or Cedula Filled-up application for service connection from	<b>Total Service Application Fee</b> Residential - ₱ 2,040.00 Government - ₱ 2,040.00 Commercial - ₱ 2,550.00 Commercial B- ₱ 2,295.00 Commercial C- ₱ 2,167.50	<ol style="list-style-type: none"> <li>Proceed to the Customer Service Assistance Desk.</li> <li>Submit all the requirements.</li> <li>Attend the orientation seminar (as scheduled).</li> </ol>	<b>Orientation Seminar:</b> 10-15 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
			<ol style="list-style-type: none"> <li>Pay the service connection fee to the cashiering section.</li> </ol>	<b>Pay service connection fee and other fees:</b> 3-10 minutes	<b>Customer Service Assistance</b> <b>Mrs. Gemma D. Malacura</b> <b>Ms. Rosielynn L. Gerarcas</b>
			<ol style="list-style-type: none"> <li>Present your Official Receipt to the Customer Service Assistant for the scheduling of the Installation of water meter</li> </ol>	<b>Present OR:</b> 1-2 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
			<ol style="list-style-type: none"> <li>Installation of water meter</li> </ol>	<b>Installation of water meter:</b> 1 day (working day) after the payment	<b>Authorized MSWD Personnel</b>
3. Disconnection of water services	Filled- up request for disconnection. Authorization letter from the registered connection owner allowing the client to temporary disconnect his/her connection (if the owner is unable to file in the office).  Note: Services will be disconnected on Disconnection Date without prior notice if payment is not settled.	NONE	<ol style="list-style-type: none"> <li>Sort records of unpaid water bills</li> </ol>	10 minutes	<b>Customer Service Assistance</b> <b>Mr. Eddie M. Signo</b>
			<ol style="list-style-type: none"> <li>Personnel proceed to the water meter owned by the consumer having unpaid bill</li> </ol>	8: am to 3:00 pm	<b>Mr. Miguelito R. Madera</b> <b>Mr. Roque M. Golindang</b> <b>Mr. Jonille S. Ruaya</b> <b>Mr. Manuelito B. Malacura</b> <b>Mr. Medencio C. Alcero</b> <b>Mr. Antonio R. Galeon</b>
			<ol style="list-style-type: none"> <li>Personnel disconnects water connection</li> </ol>	10-20 minutes	<b>Mr. Miguelito R. Madera</b> <b>Mr. Roque M. Golindang</b> <b>Mr. Jonille S. Ruaya</b> <b>Mr. Manuelito B. Malacura</b> <b>Mr. Medencio C. Alcero</b> <b>Mr. Antonio R. Galeon</b>
4. Reconnection of disconnected water services	Filled- up request for Reconnection. Authorization letter from the registered connection owner allowing the client to reconnect his/her connection (if the owner is unable to file in the office).	₱ 150.00	<ol style="list-style-type: none"> <li>Submit filled-up request for reconnection form.</li> </ol>	10 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
			<ol style="list-style-type: none"> <li>Pay the reconnection fee and issuance of Official Receipt. (OR).</li> </ol>	2-3 minutes	<b>Cashiering Section Personnel:</b> <b>Mrs. Gemma D. Malacura</b>
			<ol style="list-style-type: none"> <li>Personnel proceed to the water meter of the consumer and reconnects water services</li> </ol>	15-30 minutes	<b>Technician on call duty</b>

5. Relocation of water meter.	Filled- up request for Relocation. Authorization letter from the registered connection owner allowing the client to relocate his/her connection (if the owner is unable to file in the office).	₱ 200.00	1. Proceed to the Customer Service Assistance Desk for evaluation of the clustering where water meter is to be transferred	20-30 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
			2. If passed on the evaluation, pay the relocation fee to the cashier at the cashiering section and ask for Official Receipt (OR)	<b>Pay the relocation fee:</b> 3-10 minutes	<b>Cashiering Section Personnel:</b> <b>Mrs. Gemma D. Malacura</b>
			3. Ask for the schedule of relocation.	<b>relocation of water meter:</b> 1 day (working day) after the payment	<b>Authorized MSWD Personnel only</b>
6. Change of the registered account name of water concessionaire	Authorization letter from the registered connection owner allowing the client to change the account name to his/her name.	None	1. Proceed to the Customer Service Assistance Desk to Submit the required document	5-10 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
7. Report of leaking (main line, distribution line and service connection)	Log-in complaints to Customer Service Assistance Desk.	None	1. Proceed to the Customer Service Assistance Desk. 2. Raise or tell your report or complaint .	3-10 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b>
			3. Customer Service Assistant will relay the report to the in-charge.	depending on the raised report for damages or complaints	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b> <b>MSWD Authorized Personnel</b>
8. Apply for availment of Senior Citizen Discount.	Xerox Copy of S.C. ID Filled-up application for availment of Senior Citizen Discount	NONE	1. Proceed to the Customer Service Assistance Desk. 2. Submit all the requirements. 3. Attend for orientation of policy in availment of SC Discount.	10-30 minutes	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b> or any <b>MSWD Authorized Personnel</b>
9. Other services as needed	Log-in complaints to Customer Service Assistance Desk.	NONE	Proceed to the Customer Service Assistance Desk and ask for any services to acquire	depending on the raised services to acquire	<b>Customer Service Assistance</b> <b>Mrs. Esperanza T. Sollo</b> <b>Mr. Eddie M. Signo</b> <b>MSWD Authorized Personnel</b>
			Pay the amount as required.	2-3 minutes	Cashiering Section Personnel: <b>Mrs. Gemma D. Malacura</b>

**WATER IS THE FUNDAMENTAL FOR LIFE AND HEALTH....**

