

Citizen's Charter

VISION

MCWD envisions itself to be a progressive and economically viable utility firm that provides adequate, safe, potable and affordable water and an effective sewerage system for Metro Cebu.

MISSION STATEMENT

We are committed to undertake continuing exploration and development activities, aimed at the preservation and sustainability of our water resources. We must always adhere to sound practices in preserving our natural environment.

Our capability to provide proper services must continuously improve by designing and managing the growth of infrastructure in an innovative, timely, safe and cost-effective manner and conforming to internationally accepted standards.

We shall operate and maintain our facilities in an optimal manner, making total quality an integral part of our performance.

It is then indispensable to nurture a highly-motivated workforce, with a strong spirit of collaboration, deeply committed to professionalism, and firmly focused on productivity.

The workforce shall be upheld and inspired by a competent management team dedicated to the common good of MCWD.

All these tasks must be accompanied by sound and prudent financial management with the overriding goal of providing better services to the people of Metro Cebu.

CORE VALUES

To attain our vision through the fulfillment of our mission we must establish a culture deeply

characterized by our core values. Everything that we do in the office and in the field on a day-to-day basis must be imbued by the force of these our core values.

Spirit of Service. Anchored in the belief that our major reward in work consists in making people happy because we serve them well.

- Let us be accessible to all our customers and serve them with sincere and honest attention.

- Our spirit of service must go beyond responding to the customers' complaints by providing - them with prompt service and accurate information.

Moral Integrity. Built on the reality that human dignity and happiness is essentially linked to the practice of moral values in the workplace and elsewhere.

- Genuine selflessness will be our prime motive for doing our work. This means that we principally desire to be of valuable service to people, and not to do our work simply because of what we can get in return.
- Avoid all use of influence and connections to get undue favors for oneself or for others, and refuse to influence one another negatively.
- Let us encourage a lifestyle that is truly respectful of a person's dignity.
- Reject all use of MCWD resources and time for our own personal convenience and financial benefit.

Loyalty to Our Institution. Rooted in the intrinsic values of our corporation worthy of our love and pride.

- Let us align our personal goals with the corporate goals of MCWD. It would be a disservice for any employee of MCWD to use undue influence which is in conflict with the corporate goals.
- Deep concern about the image of MCWD must characterize our behavior at all times. We must strive to contribute to the good image of MCWD by doing our work selflessly with competence and integrity.
- Loyalty to our institution lead us to be mutually supportive of all the employees and departments of MCWD with no exception whatsoever.

Professionalism. Based on a belief that our God-given talents must be made to grow and be constantly improved so that we may be of better service to people.

- It is our personal responsibility to build our own competence by working hard and demanding a lot from ourselves, seeking to upgrade our skills and learn from our mistakes.
- Let us create and maintain a culture where respect for work standard is paramount and where we help one another in striving for excellence.

Focus on Performance. Linked to our ideal that it is through excellence in our performance that we best serve people.

- We must find pride and meaning in our own work, principally because we have work productively, constantly conscious of the standards we have set for ourselves.
- Let us instill a sense of urgency in all that we do. We will fight against all forms of procrastination. This will require that we take timely and adequate initiative in all our efforts.
-
- Conscious of the need for goal setting at all levels of the organization, we need to be forward-looking and review our goals often.

Stability in Unity. Founded in the knowledge that our organization will be firm and strong, anchored in the spirit of solidarity by which we all strive to contribute to the good of all.

- The strength of an organization is found principally in the united power of people. We will foster an atmosphere of genuine trust and confidence in one another based on building competence and instilling integrity within the organization. Open and honest communication shall likewise be encouraged
- A sense of fairness and justice would guide all our actions and thoughts. This requires a firm respect for the rights of everyone without exception. We must avoid all forms of envy and greed.

MCWD launches One-Stop Shop for ease in transactions



(from left to right) MCWD Board of Directors Chairman Rene Mercado, Assistant General Manager for Finance Myra Ravelo, Assistant General Manager for Operations Ernie Delco and Board Director Eugene Elizalde cut the ribbon during the launching of MCWD's One-Stop Shop.

FOR better and more efficient customer services, the Metropolitan Cebu Water District (MCWD) consolidated its frontline services in a One-Stop Shop at the ground floor of its main building.

The MCWD One-Stop Shop handles queries, requests and complaints; processes service connection application, reconnection, disconnection and billing-related concerns.

The MCWD management decided to come up with a One-Stop Shop so consumers do not have to go to other floors in the building to transact with different departments.

The One-Stop Shop caters to walk-in consumers while MCWD's Call Center will continue to cater to callers and handle similar tasks.

The MCWD One-Stop Shop will be manned by 10 Customer Service representatives, who will facilitate consumers' requests or complaints from 7 a.m. to 5 p.m., from Monday to Friday.

There is also an updated job order system that interlinks MCWD's nine action departments namely, the Billing Department, Service Connection Installation Department, Financial Management Department, Legal Department, Maintenance and Support Services Department, Production and Distribution Department, Pipelines Maintenance Department, Project Management Office, Water Resources-Knowledge Center, and processes over 100 tasks representing MCWD's frontline services, like leak repair, damaged meters, illegal tapping and water quality tests, among others

The newest addition is an automated queuing system to give consumers ease in paying their bills or file complaints. It will also give MCWD a digital database of complaints filed and the reaction time of departments concerned.

The One-Stop Shop also has three flat screen monitors where consumers can view their numbers as they queue for payment or file complaints and requests.

There is also a communication hub where Customer Service Representatives can give feedback or update consumers on their requests or complaints based on the standard reply time.

The MCWD One-Stop Shop was envisioned by the MCWD management years before but the new Board of Directors pushed for its immediate implementation since last year after Chairman Rene Mercado saw the need to move all the frontline services to the ground floor for the convenience of the transacting public.

Mercado wanted the service to be operational in three months but the management requested for a six-month completion schedule.

But when a 7.1-magnitude earthquake hit Cebu and Bohol in October last year, MCWD set up a temporary One-Stop Shop, initially outside the MCWD building, then later at the ground floor to continue serving the public while engineers checked the safety of the building.

After some renovation work at the ground floor and the development of the new job order system, the One-Stop Shop is now ready.

Apart from this, MCWD has other customer-related initiatives.

Consumers can now inquire about their bills through text. This is an added service to the bill inquiry through the water district's website www.mcwd.gov.ph.

To inquire through text, just type MCWD BAL <space> <Consumer Code> to 0917-3089637 for Globe subscribers, 0998-9601352 for Smart subscribers and 0925-6016293 or 0925-6026293 for Sun subscribers.

MCWD has also partnered with more payment centers in addition to its two sub-offices, 13 collecting banks and 18 payment centers.

These include LBC, selected Western Union branches, Robinson's Department Store and Supermarket, selected 7 Eleven branches, Gaisano Metro stores, selected Petron stations, selected Prime Asia pawnshops, the Cebu City Hall Post Office, Mandaue City Post Office and Nilmark Business Center.

The two post offices and Nilmark are online payment centers, which means payments are automatically reflected in the MCWD system as if one is paying in the water district's main office.

These payment centers will start operating before the end of the second quarter of 2014, said MCWD Assistant General Manager for Finance Myra Petralba-Ravelo.

MCWD's partnership with Security Bank as an online collecting bank will also soon be announced.

The water district is also advising all consumers to update their records, including their email addresses and cellphone numbers, as MCWD is planning to forge a deal with a telecommunication company for its text blast service.

Through this, a consumer will be advised through text of an overdue account to avoid the disconnection of their water service.

Another effort of MCWD to serve its consumers better is the upgrading of the telephone system to accommodate more calls from consumers. The system will also be equipped with recorded messages on scheduled water service interruptions.

SERVICE CONNECTION FLOW CHART

STEPS	PROCESSES	DETAILS
1	WATER SERVICE ORIENTATION SEMINAR 8AM to 11:30AM (2 to 3hrs)	Every Wednesday and Saturday <i>Persons in-charge: Senior Community Relations Officer P.R. Belaniso and Information Officer I. Codeniera</i>
2	SUBMISSION OF APPLICATION FORM AND REQUIREMENTS	MCWD One-Stop Shop Ground Floor, MCWD Main Building Monday to Friday, 7AM to 5PM <i>Persons in-charge: Customer Service Representatives</i>
3	PRELIMINARY INSPECTION	Inspector assigned will visit site within 3 to 5 working days after receipt of application form and requirements <i>Persons in-charge: north area (R. Manayon), central area (A. Comendador), south area (C. Jaca)</i>
4	PIPE LAYOUT	Applicants will install pipeline from house/establishment to meter site <i>Person in-charge: applicant</i>
5	FINAL INSPECTION	Inspector will check completion of pipe layout within 2 to 3 working days after advice/notice from applicant <i>Persons in-charge: north area (R. Manayon), central area (A. Comendador), south area (C. Jaca)</i>
6	APPROVAL OF APPLICATION	Inspector will approve pipe layout a day after final inspection <i>Persons in-charge: north area (R. Manayon), central area (A. Comendador), south area (C. Jaca)</i>
7	PAYMENT	MCWD Cashier, Ground Floor, MCWD Main Building Monday to Friday 7:30AM to 4PM <i>Persons in-charge: MCWD tellers</i>
8	INSTALLATION	Installation of service connection is within 2 to 3 working days after payment <i>Persons in-charge: Team 1 (E. Commendador), Team 2 (C. Duazo), Team 3 (J. Enriquez), Team 4 (A. Cabije), Team 5 (E. Repunte)</i>

REQUIREMENTS

1. Photocopy of land title/Land Tax Declaration
2. Photocopy of building permit/Building Tax Declaration
3. Waiver Form – in lieu of 1 and 2
4. Photocopy of valid ID card/Community Tax Certificate of applicant, house owner and lot owner
5. For corporations: board resolution/secretary's certificate for authorized signatory
6. Lease Contract (if applicable)

FEES

Service Connection cost	P4,950 **inclusive of P1,000 guarantee deposit
Minimum down payment	P1,500 **balance payable within 12 months



PAYMENT OF WATER BILL

TYPE OF FRONT LINE SERVICE	FEES	FORMS	PROCESSING TIME	PERSON IN CHARGE
1. SECURE PRIORITY NUMBER	NONE	NONE	LESS THAN 1 MINUTE	SECURITY GUARD AT THE MAIN ENTRANCE
2. WHEN YOUR NUMBER IS CALLED, PROCEED TO ANY OF THE CASHIER WINDOWS AND PAY	TOTAL AMOUNT DUE	WATER BILL OR YOUR CONSUMER CODE	2 MINUTES	TELLER
3. IF YOU DON'T HAVE A COPY OF YOUR WATER BILL OR IF YOU DON'T KNOW YOUR CONSUMER CODE, PROCEED TO THE TOUCH SCREEN MONITOR (located near the main entrance) TO SEARCH YOUR ACCOUNT NAME AND THE CORRESPONDING CONSUMER CODE THEN FOLLOW STEP (2)	NONE	NONE	LESS THAN 1 MINUTE	CONSUMER THE SECURITY GUARD MAY BE ASKED FOR ASSISTANCE

SCHEDULE OF AVAILABILITY OF SERVICE:

Ground Floor, Consumer's Area 7:30 a.m. - 4:00 p.m. without noon break



Call Center

(open 24 hours Mondays-Saturdays, 7AM to 12 AM Sundays)

254-8434 local 0 0917-321-9821

412-1836 0917-5464278

Facebook

Metropolitan Cebu Water District (MCWD)

FILING OF COMPLAINTS AND REQUESTS FLOW CHART

STEPS	PROCESSES	DETAILS
1	GET PRIORITY NUMBER FROM QUEUING SYSTEM KIOSK	Secure priority number and wait for number to be called/flushed on screen at the MCWD One-Stop Shop, Ground Floor, MCWD Main Building. Approach Customer Service Representative assigned to you. System automatically prioritizes senior citizens and persons with disability
2	SUBMIT DOCUMENTS/FILL OUT FORMS/GIVE DETAILS TO CSRs DEPENDING ON COMPLAINT/REQUEST	CSR encodes requests/complaints to Job Order System for processing
3	PAY TO CASHIER	If applicable, pay corresponding fees to the cashier. CSR will take care of your priority number. Wait for your priority number to be called.
4	PRESENT OFFICIAL RECEIPT TO CSR	For transactions that need to be paid before they can be processed, present OR to CSR after payment.
5	FOLLOW UP YOUR REQUEST/ COMPLAINT DEPENDING ON STANDARD REACTION TIME	CSR or action departments will give feedback/act on request/complaint

MCWD ONE-STOP SHOP
Open Monday to Friday
7AM to 5PM
without noon break



Call Center

(open 24 hours Mondays-Saturdays, 7AM to 12 AM Sundays)
254-8434 local 0 0917-321-9821
412-1836 0917-5464278

Facebook

Metropolitan Cebu Water District (MCWD)

TRANSACTIONS	FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE	ACTION DEPARTMENT
1. Installation of gate valve	NONE (consumer has to provide valve)	Job Order	24 hours	One-Stop Shop	Pipelines Mainlines Department
2 Request for Meter Test	P338	Job Order	5 days	One-Stop Shop	Maintenance Support Services
3 Installation of angle valve	P1,088	Job Order	5 days	One-Stop Shop	Service Connection Installation Department
4 Request for transfer of water meter	To be determined by PMG	Job Order	7 days	One-Stop Shop	Pipelines Maintenance Department
5 Request for water test	NONE	Job Order	5 days	One-Stop Shop	Water Quality Laboratory



Call Center

(open 24 hours Mondays-Saturdays, 7AM to 12 AM Sundays)

254-8434 local 0 0917-321-9821

412-1836 0917-5464278

Facebook

Metropolitan Cebu Water District (MCWD)