



METRO VIGAN WATER DISTRICT

CITIZEN'S CHARTER
2025 (1ST EDITION)



I. Mandate

The Metro Vigan Water District, by virtue of Presidential Decree No. 198, is formed for the purpose of the following to wit:

“Section 5. Purpose – Local Water Districts may be formed pursuant to this Title for the purpose of:

- Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, municipal, and agricultural uses for residents and lands within the boundaries of such district;
- Providing, maintaining, and operating wastewater collection, treatment, disposal facilities, and; Conduct such other function.

II. Vision

Metro Vigan Water District envisions itself to be an efficient and economically viable utility firm that provides adequate and quality water at a reasonable cost to every household within the service area and an effective sewerage system for the City of Vigan.

III. Mission

Metro Vigan Water District is committed to contribute to the improvement of the quality of life of the people within the area covered by supplying potable and affordable water twenty-four-(24) hours a day.

Maintain and sustain financial viability and continuously improve by designing and managing the growth of infrastructure in conformance to internationally accepted standards.

Conduct ourselves as public servants, deeply committed to customer satisfaction and uphold the ethics of professionalism.

We shall adhere to sound practices in preserving our water resources and our natural environment as a whole.

IV. Service Pledge

We, the officials and employees of Metro Vigan Water District commit ourselves to:

- Provide potable and affordable water 24/7 within the service area;
- Strive for service excellence by giving the highest quality of service – promptly and efficiently with utmost courtesy;
- Recognize our responsibility of environmental stewardship;
- Work as a team in achieving the District's goal.



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Head Office
Frontline Services



1. APPLICATION FOR WATER SERVICE CONNECTION

The services of Metro Vigan Water District is centered on delivering potable water to individual households, government offices, private companies and commercial establishments. All transaction for new water connections shall be at the Main Office, P. Burgos St., Solid West, Vigan City.

Office/Department/Division:	Engineering, Water Resources, Construction & Maintenance Department	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	All households and establishments within the service area	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Residential Applicants:		
<ul style="list-style-type: none"><i>If the applicant is the property owner</i>		
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none">Land TitleDeed of SaleTAX DeclarationDeed of Donation	Applicant/Municipal Hall	
B. 1x1 ID Picture (2 copies, white background)	Applicant	
C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified purpose of for MVWD water connection)	Barangay Hall where the service connection be installed	
D. Government Issued Identification Card (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
<ul style="list-style-type: none"><i>If the property owner is not available and application is through a Representative</i>		
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none">Land TitleDeed of SaleTAX DeclarationDeed of Donation	Property owner/Municipal Hall	
B. Authorization letter of the property owner (1 Original)	Property owner giving authorization	
C. 1x1 ID Picture of property owner (2 copies, white background)	Property owner	
D. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified purpose of for MVWD water connection)	Barangay Hall where the service connection be installed	
E. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
F. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
<ul style="list-style-type: none"><i>If the property is owned by the parents of the applicant</i>		
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none">Land TitleDeed of SaleTAX DeclarationDeed of Donation	Property owner/Municipal Hall	



B. Authorization letter of parent (1 Original)	Property owner giving authorization
C. 1x1 ID Picture of applicant (2 copies, white background)	Applicant
D. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified purpose of for MVWD water connection)	Barangay Hall where the service connection be installed
E. Photocopy of Proof of Relationship (Birth Certificate /Marriage Certificate [if Married])	Applicant/Local Civil Registry/PSA
F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
G. Government Issued Identification Card of applicant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
<ul style="list-style-type: none"> <i>If the property is newly purchased</i> 	
A. Proof of ownership (Title or Deed of Sale) or Acknowledgment Letter if the Title or Deed of Sale is not yet processed (1 Photocopy)	Applicant/Vendor
B. 1x1 ID Picture of applicant (2 copies, white background)	Applicant
C. Certificate of Ownership	Barangay Hall where the property is located
D. Government Issued Identification Card of applicant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
E. Certificate of Residency	Applicant/Vendor
<ul style="list-style-type: none"> <i>If property is for rent or to be care of by tenant</i> 	
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 	Property owner/Municipal Hall
B. Authorization Letter of the property owner (1 Original)	Property owner giving authorization
C. 1x1 ID Picture of tenant (2 copies, white background)	Applicant
D. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified purpose of for MVWD water connection)	Barangay Hall where the service connection be installed
E. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
F. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
G. Photocopy contract of Lease (if available)	Applicant
FOR TENANTS OF APARTMENTS	
A. Authorization Letter of the property owner (1 Original)	Property owner giving authorization
B. 1x1 ID Picture of tenant (2 copies, white background)	Applicant
C. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC



D. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
E. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 	Lessor/Property Owner of the Apartment
F. Photocopy of contract of Lease (if available)	Applicant/Lessor
FOR COMMERCIAL APPLICANTS	
<ul style="list-style-type: none"> • If business is owned by the property owner of the commercial space 	
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 	Property Owner/Municipal Hall
B. Business Permit (1 Photocopy)	Municipal Hall
C. 1x1 ID Picture of tenant (2 copies, white background)	Applicant
D. Government Issued Identification Card (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
<ul style="list-style-type: none"> • If business is renting a commercial space 	
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 	Applicant
B. Authorization Letter from the property owner (1 Original)	Property owner giving authorization
C. Business Permit (1 Photocopy)	Municipal Hall
D. Contract of Lease (1 Photocopy)	Owner of the commercial space
E. 1x1 ID Picture of tenant (2 copies, white background)	Applicant
F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
G. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
<ul style="list-style-type: none"> • For sari-sari stores within the residence 	
A. Photocopy Proof of Ownership Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 	Property Owner/Municipal Hall
B. Brgy. Permit or Business Permit (1 Photocopy)	Barangay Hall
C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified purpose of for MVWD water connection	Barangay Hall where the service connection be installed



D. 1x1 ID Picture of applicant (2 copies, white background)	Applicant
E. Government Issued Identification Card of applicant (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
FOR GOVERNMENT APPLICANTS	
A. 1x1 ID Picture of Head of Agency (2 copies, white background)	Applicant
B. Government Issued Identification Card of Head of Agency (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
C. Oath of Office of the Head of Agency (1 Photocopy)	Office of the Head of Agency
D. Authorization Letter of Head of Agency if applied through representative (1 Original)	Head of Agency
E. Government Issued Identification Card of Representative (1 Photocopy with 3 specimen)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
FOR BULK APPLICANTS	
A. Photocopy of Business Permit	Municipal Hall
B. Government Issued Identification Card of owner of construction/business firm (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC
C. 1x1 ID Picture of construction/business firm (1 copy, white background)	Applicant
D. Authorization Letter from the owner if applied through representative (1 Original)	Owner of the business firm giving authorization
E. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection	1. The Frontline Staff prepares the application for inspection to be signed by the applicant.	None	5 minutes	Administration Services Assistant C /Data Controller Engineering, Water Resources Division
2. Sign the application for inspection	2. The Frontline Staff informs the applicant all the necessary requirements needed 2.1 Prepares a job order for the inspection	None	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
3. Wait at home for the Inspection Team to inspect for possible tapping point and an assessment of	3. The inspection team informs the applicant if there is an excavation to be made.	None	within 3 days	Senior Water/Sewerage Maintenance Man/ Water/Sewerage Maintenance Man



the cost for registration and materials for connection.	3.1 The Inspection Team conducts an assessment of the materials and possible tapping point for connection			Construction & Maintenance Division
4. Submit the Inspection/Form accomplished by the assigned inspection team to MVWD Office for the assessment of estimated amount to be paid for the connection of water service line.	4. The Frontline Staff computes the estimated cost of materials to be paid	None	15 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
5. Submit the necessary requirements and fill-up Application for Membership	5. The Frontline Staff reviews the completeness of the filled-up forms and the submitted requirements. 5.1 The Frontline Staff prepares and explains the conditions provided under the Application and Contract for Water Service	None	15 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
6. Sign the Application & Contract for Water Service and Membership ID.	6. Processes the Application & Contract for Water Service for the approval of the Department Head of Engineering, Water Resources, Construction and Maintenance and the General Manager or any other authorized personnel in the absence of the Department Manager or General Manager	None	10 minutes	<i>Administration Services Assistant C/ Data Controller /Department Manager B</i> Engineering, Water Resources Division <i>General Manager Office of the General Manager</i> Any Authorized Personnel if the Department Manager of Engineering, Water Resources and the General Manager is not available



7. Proceed to the Cashier's office for the payment	7. Accepts payment and issues corresponding Official Receipt for the payment made	<ul style="list-style-type: none"> • Registration Fee – • ₱ 500.00 • Water Meter Fee– ₱ 2,124.00 • Fittings for installation – actual quantity of fittings to be used x unit cost per fitting 	5 minutes	<i>Head/Supervising Cashier</i> <i>Cashiering Assistant</i> <i>Utilities/Customer Service Assistants D</i> Commercial Services Division
8. Wait at home for installation and accomplish survey form <i>Reminder: Wait for the text message of MVWD to start the excavation</i>	8. Prepares Job Order for the installation of the new water connection. 8.1 Installation of water service connection. 8.2 Calls the registered owner of the newly installed connection for feedbacks	None	within 3 days	<i>Senior Water/Sewerage Maintenance Man</i> <i>/Water/Sewerage Maintenance Man</i> Construction & Maintenance Division <i>Administration Services Assistant</i> <i>C/ Data Controller</i> Engineering, Water Resources Division
	TOTAL:	PHP 500.00 plus actual cost of fittings and Water Meter – ₱ 2,124.00	6 days, 55 minutes	

Application for Water Service Connection is covered under R.A. 11032



2. PAYMENT OF WATER/SEWER BILLS

Water/Sewer bills should be made on or before the due date indicated in the water bill to avoid penalties and disconnection of water lines. A 10% penalty will be charged for non-payment of water bill on or before the said due date and another 3% if the account remains unpaid on the next billing. Water service will be cut off if its outstanding bill remains unpaid for two-(2) months. A notice of disconnection will be issued and if unpaid dues will not be settled within three (3) days, water service shall be automatically disconnected

Payment shall only be made at Metro Vigan Water District Office at P. Burgos St., Solid West, Vigan City.

For billing concerns you may contact the following published numbers:

Tel. No.: 077 604-0413
 Mobile No.: 0935-541-6984 | 0917-114-9692

A. WALK-IN PAYMENT

Walk-in payments are available from Monday to Saturday and Holidays (except the following holidays: New Year’s Day, Maundy Thursday, Good Friday, Black Saturday, Election Day, All Saints Day and Christmas Day) form 8:00 Am to 5:00 PM.

Office/Department/Division:		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill/ Statement of Account			Concessionaires	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for queue number and wait for the number to be called	1. Gives queue number to the client for payment	NONE	1 minute	Security Guard/Public Assistance and Complaints Desk Officer Administrative and General Services Division
2. Proceed to the Teller and present the water bill/s <i>*for lost water bill/s</i> Inform the Teller the registered name and address of the account to be paid Accomplish survey form	2. Checks the water bill, accepts payment and issues corresponding Official Receipt 2.1 Checks the account’s ledger in the system 2.2 Informs the concessionaire the amount to be paid.	Total bill amount due	2 minutes	Cashiering Assistant Utilities/Customer Service Assistant D Commercial Services Division



	2.3 Accepts payment and issues corresponding Official Receipt			
	TOTAL:	Total bill amount due	3 minutes	

B. ONLINE PAYMENT

Online payments are available 24/7 via the following online applications.

B.1 Online payment via GCash/MAYA App

Office/Department/Division:		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill/ Statement of Account			Concessionaires	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to GCash/ MAYA App. 2. Select Bills 3. Click Water Utilities 4. Search for Metro Vigan Water District. 5. Fill out the necessary information. 6. Click Next. 7. Click Confirm. (Confirmation for Successful Payment will appear on your screen)	All transactions made within the day will be posted the next working day.	Fee of ₱10.00 will be charged to your GCash/ MAYA account per Total Amount of Water Bill due.	5 minutes	
	TOTAL:	Total bill amount due and Convenience Fee ₱ 10.00	5 minutes	

Payment of Water/Sewer Bill is covered under R.A. 11032



B.2 Online payment via LandBank LinkBiz

Office/Department/Division:		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill/ Statement of Account			Concessionaires	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit www.linkbiz.com 2. Click Linkbiz Portal 3. Click Pay Now 4. Enter “ Metro Vigan Water District ” as Merchant name then click Continue 5. Click Water Bill then Continue 6. Fill out necessary information then click Continue . (Confirmation for Successful Payment will appear on your screen)	All transactions made within the day will be posted the next working day.	Fee of ₱10.00 will be charged to your Bank Account per Total Amount of Water Bill due.	5 minutes	
	TOTAL:	Total bill amount due and Convenience Fee ₱ 10.00	5 minutes	



METRO VIGAN WATER DISTRICT

WATER RATES

Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Residential/Gov't	1/2"	243.00	25.00	26.00	27.15	28.45
	3/4"	388.80	25.00	26.00	27.15	28.45
	1"	777.60	25.00	26.00	27.15	28.45
	1 1/2"	1,944.00	25.00	26.00	27.15	28.45
	2"	4,860.00	25.00	26.00	27.15	28.45
	3"	8,748.00	25.00	26.00	27.15	28.45
	4"	17,496.00	25.00	26.00	27.15	28.45

Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Commercial/Ind.	1/2"	486.00	50.00	52.00	54.30	56.90
	3/4"	777.60	50.00	52.00	54.30	56.90
	1"	1,555.20	50.00	52.00	54.30	56.90
	1 1/2"	3,888.00	50.00	52.00	54.30	56.90
	2"	9,720.00	50.00	52.00	54.30	56.90
	3"	17,496.00	50.00	52.00	54.30	56.90
	4"	34,992.00	50.00	52.00	54.30	56.90



Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Commercial A	1/2"	425.25	43.75	45.50	47.50	49.75
	3/4"	680.40	43.75	45.50	47.50	49.75
	1"	1,360.80	43.75	45.50	47.50	49.75
	1 1/2"	3,402.00	43.75	45.50	47.50	49.75
	2"	8,505.00	43.75	45.50	47.50	49.75
	3"	15,309.00	43.75	45.50	47.50	49.75
	4"	30,618.00	43.75	45.50	47.50	49.75

Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Commercial B	1/2"	364.50	37.50	39.00	40.70	42.65
	3/4"	583.20	37.50	39.00	40.70	42.65
	1"	1,166.40	37.50	39.00	40.70	42.65
	1 1/2"	2,916.00	37.50	39.00	40.70	42.65
	2"	7,290.00	37.50	39.00	40.70	42.65
	3"	13,122.00	37.50	39.00	40.70	42.65
	4"	26,244.00	37.50	39.00	40.70	42.65



Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Commercial C	1/2"	303.75	31.25	32.50	33.90	35.55
	3/4"	486.00	31.25	32.50	33.90	35.55
	1"	972.00	31.25	32.50	33.90	35.55
	1 1/2"	2,430.00	31.25	32.50	33.90	35.55
	2"	6,075.00	31.25	32.50	33.90	35.55
	3"	10,935.00	31.25	32.50	33.90	35.55
	4"	21,870.00	31.25	32.50	33.90	35.55

Classification	Size	Minimum Charge (0-10)	Commodity Charge per CU.M.			
			11-20	21-30	31-40	41- UP
Bulk/Wholesale	1/2"	729.00	75.00	78.00	81.45	85.35
	3/4"	1,166.40	75.00	78.00	81.45	85.35
	1"	2,332.80	75.00	78.00	81.45	85.35
	1 1/2"	5,832.00	75.00	78.00	81.45	85.35
	2"	14,580.00	75.00	78.00	81.45	85.35
	3"	26,244.00	75.00	78.00	81.45	85.35
	4"	52,488.00	75.00	78.00	81.45	85.35



3. READING OF WATER METERS & DISTRIBUTION OF BILLS

The reading of water meter is based on Zoning System identified by management for easy access and identification.

Office/Department/Division :		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait at home for the meter readers for the reading of water meters and distribution of water bills and accomplish survey form	1. Immediately upon reading of the water meter the meter reader will distribute the water bill	None	5 minutes	<i>Utilities/Customer Services Assistant B/C/ Plumber C</i> Commercial Services Division
	TOTAL	None	5 minutes	
2. Wait for a text message informing the total bill and due date of your account. It will be send the day your water meter was read. <i>(you can register your phone number to your account by texting, REG, 23-011123 [Your Account Number] and send it to 0955-264-2948)</i>	2. Within a day after the reading of your water meter, Water bill will be sent via SMS, to all accounts that registered their phone number, and you will receive a text message.	None	1 day	<i>Utilities/Customer Services Assistant B/C/ Plumber C</i> Commercial Services Division
	TOTAL	None	1 day	
SCHEDULE OF READINGS				
ZONES		SCHEDULE		
ZONE 2- QUIRINO BLVD., BRGY. 5, BOQUIG, CABAROAN, AGGAY (BANTAY): ZONE 23- BRGY. 3, BRGY. 4, BRGY. 6, SOME PART OF BRGY 2 AND BALALENG, ROXAS DIKE, CARINGTON PLACE (BANTAY), SOME PART OF BAYUBAY SUR (SAN VICENTE): ZONE 24- BAYUBAY SUR, BAYUBAY NORTE, POBLACION, BANTAOAY, PUDOC SUR, PUDOC NORTE, PUDOC CENTRO, NAGTUPACAN, SITIO URDAS, SAN SEBASTIAN (SAN VICENTE):		Every 1 st day of the month		



<p>ZONE 1- BRGY 5, CAYAPA DRIVE, BRGY 1, MIRA, BRGY. 2, SOME PART OF BALALENG (BANTAY):</p> <p>ZONE 15- MAGSAYSAY, TAMAG (VIGAN CITY):</p> <p>ZONE 22- SALINDEG, PONG-OL, BARACCA, SAN PEDRO NORTE, SAN PEDRO SUR, PARATONG, BULALA, MINDORO (VIGAN CITY):</p> <p>ZONE 23- ALTA MIRA, CAMELLA HOMES BANTAY (BOOK2)</p>	<p>Every 2nd day of the month</p>
<p>ZONE 3- PUSPUS, SINABAAN, CABALANGGAN, ORA EAST, ORA WEST (BANTAY):</p> <p>ZONE 4- BULAG WEST, BULAG EAST, BULAG CENTRO, TAGUIPORO, NAGUIDAYAN, AN-ANNAM, TAY-AC (BANTAY):</p> <p>ZONE 12- BRGY. II, BRGY. V, SOME PART OF BGRY. I (VIGAN CITY):</p> <p>ZONE 26- SOME PART OF PANGADA, CABULOAN AND SITIO MINDANAO, PARATONG, SUBEC, CABITTAOGAN (STA CATALINA).</p>	<p>Every 3rd day of the month</p>
<p>ZONE 6- SOME PART OF BRGY. IV, SOME PART OF BRGY. III (VIGAN CITY):</p> <p>ZONE 13- BRGY. VI, SOME PART OF BRGY. V, BRGY. VIII AND BRGY. IX (VIGAN CITY):</p> <p>ZONE 25- PANGADA, CABAROAN, CABULOAN, POBLACION, TAMURONG, PARATONG, SINABAAN (STA CATALINA):</p>	<p>Every 4th day of the month</p>
<p>ZONE 20- BEDDENG LAUD, BEDDENG DAYA, CAMANGGAN, BONGTOLAN, CABAROAN DAYA, CABAROAN LAUD, CABALANGEGAN, CAPANGPANGAN, SAN JULIAN SUR, SAN JULIAN NORTE, NAGSANGALAN, PUROC A DACKEL, PUROC A BASSIT, RUGSUANAN, RAOIS (VIGAN CITY), SOME PART OF NAGUILIAN AND ANONANG MAYOR(CAOAYAN):</p>	<p>Every 5th day of the month</p>



ZONE 5- TALEB, PAING, PAING EAST (BANTAY): ZONE 7- BRGY. IV (SOLIDWEST), AYUSAN NORTE (VIGAN CITY): ZONE 18- BAGGOC, PANTAY QUITITQUIT, PANDAN (CAOAYAN):	Every 6 th day of the month
ZONE 8- QUEZON AVE., BRGY. III, SOME PART OF BRGY. VII (VIGAN CITY): ZONE 14- SOME PART OF STA ELENA ST. BRGY. VIII, RIVERO ST., BRGY. IX CUTA (VIGAN CITY): ZONE 21- PANTAY DAYA, PANTAY FATIMA, PANTAY LAUD, AYUSAN SUR, PAOA, SOME PART OF AYUSAN NORTE, (VIGAN CITY):	Every 7 th day of the month
ZONE 17- ANONANG MAYOR, DON LORENZO QUERUBIN, DON ALEJANDRO QUIROLGICO, DON DIMAS QUERUBIN, ANONANG MENOR, NANSUAGAO, CALLAGUIP, VILLAMAR SOME PART OF BAGGOC AND NAGUILIAN (CAOAYAN): ZONE 19- SOME PART OF PANDAN, MANANGAT, CAPARACADAN, FUERTE (CAOAYAN):	Every 8 th day of the month
ZONE 9- SOME PART OF BRGY. VIII, BRGY. VII (VIGAN CITY): ZONE 10- QUEZON AVE., BRGY. III, RIZAL ST., BRGY. VIII (VIGAN CITY): ZONE 11- BRGY. I, SOME PART OF BRGY. VIII (VIGAN CITY): ZONE 16- BALUARTE HILLS, TAMAG (VIGAN CITY):	Every 9 th day of the month

Reading of Water Meter and Distribution of Water Bills is covered under R.A. 11032



4. REQUEST FOR CHANGE NAME

Concessionaire of MVWD may request for change name for the following reasons:

- a) Death of the registered owner;
- b) Change of property owner due to sale of property

Office/Department/Division:	Engineering, Water Resources, Construction & Maintenance Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• If due to death of spouse (registered owner)				
A. Death Certificate of the registered owner (1 Photocopy)		Philippine Statistic Authority/Local Civil Registry		
B. Marriage Contract (1 Photocopy)		Philippine Statistic Authority/Local Civil Registry		
C. Government Issued Identification Card of the surviving spouse (1 Photocopy with 3 Specimen Signature);		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
• If due to death of parents (registered owner)				
A. Death Certificate of the registered owner/parents (1 Photocopy)		Philippine Statistic Authority/Local Civil Registry		
B. Birth Certificate of son/daughter (1 Photocopy)		Philippine Statistic Authority/Local Civil Registry		
C. Government Issued Identification Card of Son/Daughter. (1 Photocopy with 3 specimen signature)		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
Additional: For cases where in there are many siblings				
A. Authorization letter of all siblings giving authority (1 Original copy)		Siblings of applicant		
B. Government Issued Identification Card of all siblings who signed the authorization letter (1 Photocopy with 3 Specimen Signature);		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
• For newly purchased property and registered owner agrees to transfer water rights				
A. Authorization of the old property owner for the transfer of water right to the new owner (1 Original copy)		Registered owner		
B. Government Issued Identification Card of the registered owner (1 Photocopy with 3 Specimen Signature)		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
C. Government Issued Identification Card of the new owner of property (1 Photocopy with 3 Specimen Signature)		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
D. Deed of Sale/Title of the property (1 Photocopy)		Vendor of property		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and requests for change name and submits the necessary requirements	1. Checks the completeness of the submitted requirements	None	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resource Division



2. Proceeds to the Cashier's Office for payment of Change Name Fee	2. Accepts payment and issues corresponding Official Receipt	Change Name Fee- PHP 150.00 <i>*No fee if change name is due to death of the Registered Owner</i>	5 minutes	<i>Cashiering Assistant/ Utilities/ Customer Service Assistant D</i> Commercial Services Division
3. Go back to the attending Frontline Staff and presents the Official Receipt and accomplish survey form	3. Records the Official Receipt and prepares Job Order	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
	TOTAL:	PHP 150.00	15 minutes	

Request for Change Name is covered under R.A. 11032



5. REQUEST FOR METER INVESTIGATION

Concessionaires of MVWD may request for meter investigation for excessive billing, continuous reading/reverse reading or broken meter.

A. If due to high consumption, continuous rotation and backward reading.

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for meter investigation	1. Checks the account and prints ledger and prepares Job Order for inspection of water meter	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
2. Wait at home for the inspection team and accomplish survey form	2. Conducts water meter investigation 2.1 Informs the result of water meter investigation	None	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
	TOTAL:	None	1 day, 5 minutes	



B. If the water meter is broken due to unavoidable circumstances

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff for request for inspection of water meter or via telephone call	1. Prepares Job Order for inspection of water meter	None	5 minutes	<i>Public Assistance and Complaints Desk Officer</i> Administrative and General Services Division
2. Wait at home for the inspection team and accomplish survey form	2. Conducts water meter inspection 2.1 Frontline Staff records the result of inspection. 2.2 Prepares a Job Order for water meter replacement.	None	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
	TOTAL:	None	1 day, 5 minutes	

Request for Meter Investigation is covered under R.A. 11032



C. If the water meter is broken due to intentional doing.

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff for request for inspection of water meter or via telephone call	3. Prepares Job Order for inspection of water meter	None	5 minutes	<i>Public Assistance and Complaints Desk Officer</i> Administrative and General Services Division
2. Wait at home for the inspection team and accomplish survey form	4. Conducts water meter inspection 2.1 Frontline Staff records the result of inspection. 2.2 Prepares a Job Order for water meter replacement.	Water Meter- Php 2, 124.00	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
	TOTAL:	Php 2,124.00	1 day, 5 minutes	

Request for Meter Investigation is covered under R.A. 11032



6. REQUEST FOR REPAIR AND MAINTENANCE

Filing of request for repair and maintenance of water services (from tapping point to water meter only) such as broken pipes and leakages, low pressure, and dirty water may be done through telephone call or walk in at Metro Vigan Water District Office.

For complaints and notifications, you can reach us 24/7 thru our FB Page and our published numbers:

FB Page Account: Metro Vigan Water District
Tel. No.s: 077-674-0870 | 077 604-0413 | 077 674-1321
Mobile No.: 0936-186-0046
0936-186-0052
0917-119-8143
0935-541-6984
0917-114-9692

A. WALK-IN

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaints Desk Officer/Frontline Staff and report/request for repair and maintenance of water service (If during Mondays to Fridays) Approach the guard on duty and report/request for repair and maintenance of water service (If during Saturdays and Sundays)	1. Gets the information needed from the client to trace easily the reported complaint	None	5 minutes	Public Assistance and Complaints Desk Officer Administrative and General Services Division
	1.1 Prepares a Job Order		5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division Personnel on duty/Guard on duty
2. Wait at home for the Maintenance Team and accomplish survey form	2. Conducts inspection	None	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man
	2.1 Conducts maintenance repair.		1 day	Construction & Maintenance Division
	TOTAL:	None	2 days, 10 minutes	



B. VIA TELEPHONE CALL

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/Request for repair and maintenance of water service by calling the published numbers of MVWD The guard on duty will answer your call for your report/request for repair and maintenance of water service (If during Saturdays and Sundays)	1. Gets the information needed from the caller to trace easily the reported complaint	None	5 minutes	Public Assistance and Complaints Desk Officer Administrative and General Services Division
	1.1 Prepares a Job Order		5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division Personnel on duty/Guard on duty
2. Wait at home for the maintenance team and accomplish survey form	2. Conducts inspection	None	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man
	2.1 Conducts maintenance repair.		1 day	Construction & Maintenance Division
	TOTAL:	None	2 days, 10 minutes	

Request for Repair and Maintenance is covered under R.A. 11032



7. APPLICATION FOR SENIOR CITIZEN DISCOUNT CARD

Registered owners of water service of MVWD that are Senior Citizens may apply for Senior Citizen discount as provided under RA 9994 (The Expanded Senior Citizens Act). A Senior Citizen Discount card shall be issued by the District and shall be presented for the grant of a minimum of five percent (5%) discount relative to the monthly utilization of water. Provisions for discount under RA 9994: a.) That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein; b.) That the monthly consumption does not exceed thirty cubic meters (30 m3) of water; c.) That the privilege is granted per household regardless of the number of senior citizens residing therein.

Office/Department/Division:		Administrative Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Registered Senior Citizen Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Senior Citizen ID issued by the Office of Senior Citizens Affairs (1 Photocopy)			Municipal Hall - Office of Senior Citizens Affairs	
B. Barangay Certification that the senior citizen is residing therein (1 Original copy with Barangay Seal)			Barangay Hall	
C. 1x1 ID Picture of Senior Citizen Applicant (1 copy, white background)			Applicant	
D. Authorization Letter if application is through representative (1 Original copy)			Senior Citizen giving authority to apply	
E. Government Issued Identification Card of the representative (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaints Desk Officer and submit the necessary requirements	1. Checks the completeness of the submitted requirements 1.1 Records and prepares the Senior Citizen discount card	NONE	2 days	<i>Public Assistance and Complaints Desk Officer</i> Administrative and General Services Division
2. Return to MVWD Office and claim the discount card after 2 days and accomplish survey form	2. Issues the Senior Citizen discount card	NONE	3 minutes	<i>Public Assistance and Complaints Desk Officer</i> Administrative and General Services Division
	TOTAL:	None	2 days, 3 minutes	

Application for Senior Citizen Discount is covered under R.A. 11032



8. REQUEST FOR SERVICE RECONNECTION

Water service lines that has been disconnected due to delinquent accounts or voluntary disconnection may be requested for service reconnection

A. If water service is disconnected and requested for reconnection within 24 hours

Office/Department/Division:	Engineering, Water Resources, Construction & Maintenance Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>• If application is through Representative</i>				
A. Authorization Letter from registered owner (1 Original copy)			Registered owner	
B. Government Issued Identification Card of registered owner (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
C. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for service reconnection.	1. Checks the concessionaire's account and print account's ledger for unpaid balances	None	5 minutes	<i>Administration Services Assistant C/ Data Controller Engineering, Water Resources Division</i>
2. Proceed to the Cashier's Office for payment of unpaid balances.	2. Checks the accounts ledger 2.1 Accepts payment and issues corresponding Official Receipt	Unpaid Balance (if applicable)	5 minutes	<i>Cashiering Assistant/ Utilities/Customer Service Assistant D Commercial Services Division Administrative and General Services Division</i>
3. Proceed to the attending Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and present the Official Receipt.	3. Records the Official Receipt and prepares Job Order	None	5 minutes	<i>Administration Services Assistant C/ Data Controller Engineering, Water Resources Division</i>
4. Wait at home for the reconnection of water line service and accomplish survey form	4. Plumber reconnects water service line	NONE	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division</i>
	TOTAL:	Unpaid Balance (if applicable)	1 Day, 15 minutes	



B. If water service is disconnected and requested for reconnection after 24 hours of disconnection

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• <i>If application is through Representative</i>				
A. Authorization Letter from registered owner (1 Original copy)			Registered owner	
B. Government Issued Identification Card of registered owner (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
C. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for service reconnection.	1. Gets the information needed and prepares a job order for inspection	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
2. Wait at home for the inspection team.	2. The Inspection Team inspects the water lines and assesses fittings to be used if there is a need to replace existing fittings	None	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
3. Proceed to the Frontline Staff and present the inspection form.	3. Checks the inspection report and computes materials if there is a need for replacement	None	10 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
4. Proceed to the Cashier's Office for payment.	4. Accepts payment and issues corresponding Official Receipt	<ul style="list-style-type: none"> • Reconnection Fee – PHP 350.00 • Fittings- Actual quantity of fittings x Cost per fitting • Unpaid Balance (if any) 	5 minutes	<i>Cashiering Assistant/ Utilities/Customer Service Assistant D</i> Commercial Services Division



5. Proceed to the attending Frontline Staff and present the Official Receipt.	5. Attending Frontline Staff records the OR Number and prepares Job Order for reconnection	None	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
6. Wait at home for the reconnection of water line service and accomplish survey form	6. Plumbers reconnects service line	None	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division
	TOTAL:	<ul style="list-style-type: none">• Reconnection Fee – PHP 350.00• Actual quantity of fittings x cost per fitting• Unpaid Balance (if any)	2 days, 25 minutes	

Request for Service Reconnection is covered under R.A. 11032



9. REQUEST FOR TEMPORARY OR PERMANENT DISCONNECTION

Concessionaires of MVWD may request for permanent or temporary disconnection of water service lines.

A. If there are no arrearages.

Office/Department/Division:	Engineering, Water Resources, Construction & Maintenance Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• If application is through Representative				
A. Authorization Letter from the registered owner (1 Original copy)		Registered owner giving authorization		
B. Government Issued Identification Card of registered owner (1 Photocopy with 3 Specimen Signature)		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
C. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)		Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for voluntary temporary or permanent disconnection of water service line	1. Frontline Staff issues a Request for Disconnection form	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
2. Fill-up the form. Submit the requirements if request for disconnection is done through a representative	2. Checks the completeness of entries in the form and checks the concessionaire's ledger for any arrears.	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
3. Proceed to the cashier's office for payment of accounts(if any)	3. Accepts payment and issues corresponding official receipt.	Arrears (if any)	5 minutes	<i>Cashiering Assistant/ Utilities/Customer Service Assistant D</i> Commercial Services Division
4. Wait at home for the Disconnection team and accomplish survey form	3. Disconnects the water service line	None	1 day	<i>Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
	TOTAL:	None	1 day, 10 minutes	



B. Accounts with arrearages.

Office/Department/Division:	Engineering, Water Resources, Construction & Maintenance Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• <i>If application is through Representative</i>				
A. Authorization Letter from the registered owner (1 Original copy)			Registered owner giving authorization	
B. Government Issued Identification Card of registered owner (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
C. Government Issued Identification Card of representative (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for voluntary temporary or permanent disconnection of water service line	1. Frontline Staff issues a Request For Disconnection form	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
2. Fill-up the form. Submit the requirement if request for disconnection is done through a representative	2. Checks the completeness of entries in the form and checks the concessionaire's ledger for any arrears.	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
3. Proceed to the Cashier's Office for payment of arrears (if any)	3. Accepts payment and issues corresponding Official Receipt	Unpaid Balance (if applicable)	5 minutes	<i>Cashiering Assistant/ Utilities/ Customer Service Assistant D</i> Commercial Services Division
4. Go back to the attending Frontline Staff and present the Official Receipt.	4. Records the Official Receipt and prepares Job Order	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
5. Wait at home for the Disconnection Team for the disconnection of water service line and accomplish survey form	5. Disconnects water service line	None	1 day	<i>Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
	TOTAL:	Actual Unpaid Balance	1 day, 20 minutes	

Request for Voluntary Disconnection is covered under R.A. 11032



10. REQUEST FOR TRANSFER OF CONNECTION

Concessionaires may request for transfer of connection due to change of location of address

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Photocopy Proof of Ownership (New Location) Any of the ff: <ul style="list-style-type: none"> ▪ Land Title ▪ Deed of Sale ▪ TAX Declaration ▪ Deed of Donation 			Property owner/Municipal Hall	
B. Government Issued Identification Card of the owner (1 Photocopy with 3 Specimen Signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
<i>Additional requirements if request for transfer of connection is through representative.</i>				
C. Authorization Letter of the registered owner			Property Owner	
D. Government Issued Identification Card of representative. (1 Photo Copy with 3 specimen signature)			Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff for your request to transfer connection	1. Gets the necessary information and prepares a Job Order for inspection of the new location	NONE	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
2. Wait at home for the inspection team.	2. Inspects the location and estimates materials to be used for the relocation	None	1 day	Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man Construction & Maintenance Division
3. Proceed to the frontline staff for the computation of estimated materials	3. Assesses the estimated materials for the transfer	None	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division



4. Proceed at the Cashier's Office for the payment of materials to be used	4. Accepts payment and issues corresponding Official Receipt	<ul style="list-style-type: none"> • Transfer Fee-PHP 200.00 • Fittings-actual quantity of fittings to be used x cost per fitting 	5 minutes	<i>Cashiering Assistant/ Utilities/Customer Service Assistant D</i> Commercial Services Division
5. Go back to the attending staff and present the Official Receipt	5. Records the Official Receipt and 5.1 Prepares Job Order for transfer of connection	None	5 minute	<i>Administration Services Assistant C/ Data Controller Engineering, Water Resources Division</i>
6. Wait at home for the relocation of water service connection and accomplish survey form	6. Transfers the connection	None	1 day	<i>Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man Construction & Maintenance Division</i>
	TOTAL:	<ul style="list-style-type: none"> • Transfer Fee-PHP 200.00 • Fittings-actual quantity of fittings to be used x cost per fitting 	2 days, 20 minutes	

Request for Transfer of Connection is covered under R.A. 11032



11. REQUEST FOR CERTIFICATE OF WATER POTABILITY

Concessionaires may request for Certificate of Water Potability for various purposes such as for Business Permits and other legal purposes.

Office/Department/Division:		Engineering, Water Resources, Construction & Maintenance Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Concessionaires		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Frontline Staff and request for Certificate of Water Potability and indicate the purpose of said request	1. Gets the necessary information and prepares a Job Order for inspection of said water connection	None	5 minutes	<i>Administration Services Assistant C/ Data Controller</i> Engineering, Water Resources Division
2. Wait at home for the inspection team.	2. Inspects the water connection if said water connection solely use the District's water	None	1 day	<i>Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man</i> Construction & Maintenance Division
3. Wait for the notice of the District's Personnel for the issuance of the certificate	3. Prepares the certificate	None	2 minutes	<i>Industrial Relations Management Officer A</i> <i>Human Resource, Administrative and General Services Department</i>
4. Acknowledge receipt of the requested certificate and accomplish survey form	4. Files the receiving copy	None	1 minute	<i>Industrial Relations Management Officer A</i> <i>Human Resource, Administrative and General Services Department</i>
	TOTAL:	None	1 day, 8 minutes	



12. REQUEST FOR CERTIFICATE OF APPEARANCES

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2G, G2B		
Who may avail:		Government Employees/Clients/Suppliers on Official Business with MVWD		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A.Travel Order			Concerned Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HRMO Designate, present a copy of the Travel Order and request for a Certificate of Appearance	1. Checks the Travel Order and prepares the Certificate of Appearance	None	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services
	1.1 Reviews and signs the certificate of appearance	None	2 minutes	General Manager B Office of the General Manager
2. Acknowledge receipt of the requested certificate and accomplish the survey form	2. Files the receiving copy	None	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services Department
TOTAL:		None	8 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send a feedback?</p>	<p>Fill-up the Client Satisfaction Measurement (CSM) to be given by the attending personnel of the District at the end of every transaction and drop the said forms at the drop boxes located at the PACD and Engineering Department Office.</p> <p>Client Satisfaction Measurement forms are also available at the PACD and Engineering Department Office.</p>
<p>How feedbacks are processed?</p>	<p>The PACD Officer gathers the forms immediately for recording and assessment.</p> <p>For valid negative feedbacks, the responsible department shall devise immediate action(s) to address the discrepancy and generate corrective actions.</p> <p>Answer to the feedbacks are then relayed to the concessionaire concerned. For cases where in concessionaire/s with concerns are identified.</p> <p>Clients may call (077) 674- 0870 for inquiries and follow-ups.</p>
<p>How to file a complaint?</p>	<p>Client Satisfaction Measurement (CSM) forms are available at the PACD and Engineering Department. Fill-up the said forms and drop it at the drop boxes located at the PACD and Engineering Department Office.</p> <p>For complaints made thru phone calls or emails, provide and verify the name of person being complained, the incident and evidence.</p>
<p>How complaints are processed?</p>	<p>The drop box is opened immediately as soon as there is a complaint dropped.</p> <p>The PACD officer records and forwards the complaint to the relevant office for investigation.</p> <p>The Department Head concerned will accomplish a report after the investigation and provide appropriate action. The head of the agency shall review and approve the report made.</p> <p>The concerned Department Head will provide the feedback to the client.</p> <p>Clients may call to (077) 674-0870 for inquiries and follow-ups.</p>
<p>Contact Information</p>	<p>Tel No.: (077) 674-0870; 674-1321; 604-0413; 0936-186-0046; 0936-186-0052; 0917-119-8143; 0935-541-6984;0917-114-9692.</p> <p>Email: metroviganwaterdistrict@yahoo.com</p> <p>Facebook Page: Metro Vigan Water District</p>



OFFICE HOURS
Metro Vigan Water District P. Burgos St., Solid West, Vigan City Monday to Friday 8:00 am to 5:00 pm
Tel. No. (077) 674-0870; 674-1321; 604-0413; 0936-186-0046; 0936-186-0052; 0917-804-5512; 0917-119-8143; 0935-541-9684

Please let us know how we have served you by doing the following:

- ✓ Accomplish our Feedback Form available in the office and put in the drop boxes in front of the tellers.
- ✓ You can also visit directly the Office of the General Manager for complaints about the way you have been treated or about our service.
- ✓ Please feel free to contact any of the telephone numbers indicated below for any questions/queries:
 - 077-6740870
 - 077-6040413
 - 077-6741321
 - 077-6740648 (Telefax)
- ✓ Send your feedback through e-mail at metroviganwaterdistrict@yahoo.com

Thank you for helping us continuously improve our services.



Head Office
Internal Services



1. APPLICATION FOR SALARY LOAN

Regular employees may avail salary loans to financial institution with Memorandum of Agreement with the District provided he/she has a monthly minimum net take home pay of Five Thousand Pesos, P5,000.00 after authorized deductions in compliance to the annual General Appropriations Act (GAA).

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Latest Pay Slip (1 Original Copy)			A. Finance and Commercial Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General Manager and inform your intent of applying for loan on any of the accredited financial institution	1. Interviews the applicant for loan and verifies the qualification for said loan	None	10 minutes	General Manager B Office of the General Manager
2. Secure the necessary requirements and apply for loan	2. Reviews the completeness of requirements needed for the application for loan	None	20 minutes	HRMO Designated Human Resources, Administrative and General Services Department
3. Fill-up the loan application form and submit it together with the requirements to the General Manager for approval	3 The GM approves the application for loan		10 minutes	Applicant/ Employee
4. Submit the duly approved application form with the requirements to the Financial Institution and accomplish survey form				
TOTAL:		None	40 minutes	



2. HOW TO REQUEST FOR OVERTIME

Request for overtime will be filed before the day of the overtime. Overtime pay is given on the last working day of the month.

Office/Department/Division:		All Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Request for Overtime Form (1 Original Copy)			A. Concerned Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Overtime and submit to the Immediate Supervisor	1. Approves/ disapproves the request for overtime and recommends to the General Manager	None	2 minutes	Department Head of the Concerned Department
2. If request for overtime is approved by the Immediate Supervisor, proceed to the General Manager’s Office for the final approval of the request.	2. Approves/ disapproves the request for overtime	None	2 minutes	General Manager B Office of the General Manager
3. Photocopy and submit the photocopy of the approved request for overtime to the security guard on duty and accomplish survey form.	3. Compiles the approved request for overtime	None	1 minute	Security Guard on Duty
TOTAL:			5 minutes	



3. HOW TO CLAIM FOR OVERTIME PAY

Overtime pay is given on the last working day of the month. Requirements for claiming overtime pay must be submitted 1 day before the release of overtime pay.

Office/Department/Division:		All Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Request for Overtime Form (1 Original Copy)			A. Concerned Department	
B. Accomplishment Report (1 Original Copy)			B. Employee	
C. Daily Time Record (1 Original Copy)			C. Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record, Approved Request for Overtime and Accomplishment Report	1. Checks/verifies the entries and computes for the number of hours of rendered overtime for payment	None	3 hours	Senior Accounting Processor B Finance and Commercial Services Department
	1.1 Prepares a payroll for the disbursement of overtime pay	None	1 hour	Senior Accounting Processor B Finance and Commercial Services Department
	1.2 Checks the computation of overtime pays	None	1 hour	General Manager B Office of the General Manager
	1.3 Prepares the payment for overtime pay	None	1 hour	Head/Supervising Cashier Finance and Commercial Services Department
2. Receive and acknowledge payment of overtime and accomplish survey form	2. Issues overtime pay	None	3 minutes	Head/Supervising Cashier Finance and Commercial Services Department
TOTAL:		None	6 hours, 3minutes	



4. PROCESSING OF APPLICATION FOR LEAVE

Permanent employees of the District are entitled to vacation, sick leave and other privilege leave. Employees earns 1.250 days each for vacation and sick leave every month. Actual leaves are deducted from these leave credits. If an employee's leave exceeds the accrued credits, he/she will not be entitled for pay.

A. Vacation Leave

Applications for vacation leave, if possible, must be filed at least five-(5) days before the leave.

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Regular Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Immediate Supervisor and inform your intent of filing vacation leave for his/her initial approval.	1. Inquire the purpose of vacation leave and makes initial approval	None	2 minutes	Department Manager B Finance and Commercial Services Department Department Head Manager B Engineering, Water Resources, Construction and Maintenance Department General Manager B Office of the General Manager
2. Proceed to the Human Resource Office and fill-up an application for leave	2. HRMO fills-up the certification for leave balances and returns the Application Form to the concerned employee	None	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services
3. Submit the Application for Leave to the General Manager for the final approval and accomplish survey form	3. Approves/disapp roves the Application for leave	None	2 minutes	General Manager B Office of the General Manager
	TOTAL:	None	7 minutes	



B. Sick Leave

The employee availing a sick leave must inform immediately his/her Immediate Supervisor for proper delegation of work to a relieving employee. The application for sick leave must be filed immediately upon return of employee to work accompanied by a medical/doctor's certificate if sick leave applied is for 3 days or more.

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Regular Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Medical Certificate (for more than 2 days sick leave)			Medical Facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Immediate Supervisor through telephone call or SMS that you are availing sick leave	1. Delegates task to a reliever	None	2 minutes	<i>Department Manager B</i> Finance and Commercial Services Department <i>Department Head Manager B</i> Engineering, Water Resources, Construction and Maintenance Department <i>General Manager B</i> Office of the General Manager
2. Upon returning for work, proceed to the Human Resource Office and fill-up an application for leave and attach medical certificate if needed	2. HRMO reviews the application and attachment and fills-up the certification for leave balances. 2.1 Returns the Application Form to the concerned employee	None	3 minutes	<i>Industrial Relations Management Officer A</i> Human Resource, Administrative and General Services
3. Submit the Application for Leave to the General Manager for final approval and accomplish survey form	3. Approves/ disapproves the Application for leave	None	2 minutes	<i>General Manager B</i> Office of the General Manager
TOTAL:		None	7 minutes	



5. REQUEST FOR DATA/DOCUMENT NEEDED BY OTHER AGENCIES

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Request Letter			A. Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Assistance and Complaints Desk Officer and present letter of request	1. Receives and logs the letter of request and furnished it to the General Manager	None	3 minutes	PACD Officer Human Resources, Administrative and General Services Department
	1.1 Reviews the letter of request and delegates it to the concerned department	None	3 minutes	General Manager B Office of the General Manager
	1.2 Prepares the data needed/requested	None	3 days	Concerned Department
	1.3 Prepares a transmittal	None	5 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services
2. Acknowledge receipt of the requested certificate and accomplish the survey form	2. Files the receiving copy	None	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services
TOTAL:		None	3 days, 14 minutes	



6. REQUEST FOR MONETIZATION

Officials and employees who have accumulated fifteen (15) days of vacation leave (VL) shall be allowed to monetize a minimum of ten (10) days: Provided that at least five (5) days VL credits are retained after monetization and provided-further that a maximum of thirty (30) days may be monetized in a given year per Sec. 22 of CSC Res. No. 98- 3142 dated December 14, 1998.

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
B. Latest Daily Time Record (1 Original Copy)			B. Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General Manager and request for monetization and submit the latest copy of Daily Time Record	1. Checks the employees' leave ledger if qualified for monetization	None	10 minutes	General Manager B Office of the General Manager
	1.1 Prepares the application for monetization and computes amount of monetization	None	5 minutes	General Manager B Office of the General Manager
	1.2 Prepares the payroll for monetization	None	10 minutes	Industrial Relations Management Officer A HRAGS
	1.3 Prepares a voucher and check for the monetization	None	1 hour	Senior Accounting Processor A Head/Supervising Cashier Finance and Commercial Services Department
2. Sign the payroll and receive monetization and accomplish the survey form	2. Issues the corresponding amount of monetization	None	5 minutes	Head/Supervising Cashier Finance and Commercial Services Department
	TOTAL:	None	1 hour, 30 minutes	



7. REQUEST FOR SERVICE RECORDS AND EMPLOYEE CERTIFICATE

Office/Department/Division:		Human Resource, Administrative and General Service Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the HRMO Designate and request for a copy of Service Record and/or Certificate of Employment	1. Inquires the purpose of said request and prints a copy of said documents	None	5 minutes	HRMO Designated Human Resources, Administrative and General Services Department
	1.1 Reviews and signs the certificate of employment and/or service record	None	5 minutes	General Manager B Office of the General Manager
2. Receive the requested copy/ies of service record and/or certificate of employment and accomplish survey form	2. Files the receiving copy	None	1 minute	HRMO Designated Human Resources, Administrative and General Services Department
TOTAL:		None	11 minutes	



8. SALARIES FOR EMPLOYEES

A. For Regular Employee and Job Order Employees

Office/Department/Division:		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2G, G2C		
Who may avail:		All Regular Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Daily Time Record (DTR) and submit to the Security Guard on duty for checking	1. The security guard on duty checks/verifies the entries in the DTR and countersigns the DTR and forward it to the Payroll Officer	None	1 hour	<i>Security Guard on Duty</i>
	1.1 The Payroll/Cashier prepares the payroll for the approval of the General Manager	None	5 hours	<i>Head/Supervising Cashier</i> Finance and Commercial Services Department
	1.2 The General Manager reviews and approves the disbursement of salary	None	1 hour	<i>General Manager B</i> Office of the General Manager
	1.3 The Payroll Officer deposits the check to the accredited bank for the crediting of salaries to employees payroll account	None	1 hour	<i>Head/Supervising Cashier</i> Finance and Commercial Services Department
2. The employee may withdraw his/her salary and accomplish survey form		None		<i>Employees</i>
TOTAL:		None	8 hours	



B. For Emergency Laborers

Office/Department/Division:		Finance and Commercial Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Emergency Laborers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Daily Time Record (DTR) and submit to the Immediate Supervisor for checking	1. Checks/verifies the entries in the DTR and countersigns the DTR	None	1 hour	<i>Water Utilities Management/Development Officer</i> Engineering, Water Resources, Construction and Maintenance Department
	1.1 Prepares a Job Order Accomplishment and Payroll	None	5 hours	<i>Senior Accounting Processor B</i> Finance and Commercial Services Department
	1.2 Reviews and approves the disbursement of wages	None	1 hour	<i>General Manager B</i> Office of the General Manager
	1.3 Prepares the wages for distribution	None	1 hour	<i>Head/Supervising Cashier</i> Finance and Commercial Services Department
2. Accepts the wage and signs the payroll and accomplish survey form		None		<i>Emergency Laborers</i>
TOTAL:		None	8 hours	