CITIZEN'S CHARTER 2025 (1st Edition)

METRO VIGAN WATER DISTRICT





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.



LIST OF SERVICES

Head Office	
Frontline Services	4
A. Application for Water Service Connection	5
B. Payment of Water/Sewer Bills	11
C. Reading of Water Meter and Distribution of Water Bills	17
D. Request for Change Name	20
E. Request for Meter Investigation	22
F. Request for Repair and Maintenance	25
G. Request for Senior Citizen Discount Card	27
H. Request for Service Reconnection	28
I. Request for Temporary and Permanent Disconnection	31
J. Request for Transfer of Connection	33
K. Request for Certificate of Water Potability	35
L. Request for Certificate of Appearances	36
Internal Services	
M. Application for Salary Loan	40
N. How to Request for Overtime	41
O. How to Claim for Overtime Pay	42
P. Processing of Application for Leave	43
Q. Request for Data/Documents needed by Other Agencies	45
R. Request for Monetization	46
S. Request for Service Records and Employment Certificate	47
T. Salaries for Employees	48



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.

ffice/Department/Division:		ater Resources, Construction & Maintenance
lassification:	Department	
ype of Transaction:	Complex G2C	
/ho may avail:		and establishments within the service area
CHECKLIST OF REQUIRE		WHERE TO SECURE
		WHERE TO SECORE
or Residential Applicants:		
If the applicant is the prop	perty owner	
 Photocopy Proof of Ownership Any of the ff: 		
Land Title		
 Deed of Sale 		Applicant/Municipal Hall
 TAX Declaration 		
 Deed of Donation 		
. 1x1 ID Picture (2 copies, white	background)	Applicant
Brgy. Certificate of Residency		Barangay Hall where the service connection
Copy with Brgy. Seal and with		be installed
purpose of for MVWD water co		
. Government Issued Identificati		Post Office, DFA, PSA, GSIS, PRC, LTO,
Photocopy with 3 Specimen Si	``	COMELEC
If the property owner is n	<u> </u>	
and application is through		
Representative		
. Photocopy Proof of Ownership		
Any of the ff:		Property owner/Municipal Hall
 Land Title 		
Deed of Sale		
 TAX Declaration 		
Deed of Donation		
. Authorization letter of the prop	erty owner (1	Property owner giving authorization
Original)	(a)	
. 1x1 ID Picture of property own	er (2 copies,	Property owner
white background)		
Brgy. Certificate of Residency	· •	Barangay Hall where the service connection
Copy with Brgy. Seal and with		be installed
purpose of for MVWD water co . Government Issued Identificati	,	
		Post Office, DFA, PSA, GSIS, PRC, LTO,
property owner (1 Photocopy v Signature)	and a Specimen	COMELEC
. Government Issued Identificati	on Card of	
representative (1 Photocopy w		Post Office, DFA, PSA, GSIS, PRC, LTO,
Signature)	in o opcomen	COMELEC
If the property is owned b	v the narents	
of the applicant		
. Photocopy Proof of Ownership		
Any of the ff:		Property owner/Municipal Hall
 Land Title 		
 Deed of Sale 		
 TAX Declaration 		
 Deed of Donation 		



	P DISV
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	Barangay Hall where the service connection
Copy with Brgy. Seal and with specified purpose of for MVWD water connection	be installed
E. Photocopy of Proof of Relationship (Birth	Applicant/Local Civil Registry/PSA
Certificate /Marriage Certificate [if Married])	
F. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
property owner (1 Photocopy with 3 Specimen Signature)	COMELEC
G. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
applicant (1 Photocopy with 3 Specimen Signature)	COMELEC
If the property is newly purchased	
A. Proof of ownership (Title or Deed of Sale) or	Applicant/Vendor
Acknowledgment Letter if the Title or Deed of Sale is not yet processed (1 Photocopy)	
B. 1x1 ID Picture of applicant (2 copies, white	Applicant
background)	-
C. Certificate of Ownership	Barangay Hall where the property is located
D. Government Issued Identification Card of	
applicant (1 Photocopy with 3 Specimen	Post Office, DFA, PSA, GSIS, PRC, LTO,
Signature)	COMELEC Applicant/(ander
E. Certificate of Residency	Applicant/Vendor
 If property is for rent or to be care of by tenant 	
A. Photocopy Proof of Ownership	Property owner/Municipal Hall
Any of the ff:	
Land Title	
 Deed of Sale 	
 TAX Declaration 	
Deed of Donation	Descents comes sisters conthe size tion
 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	Barangay Hall where the service connection
Copy with Brgy. Seal and with specified	be installed
purpose of for MVWD water connection	
E. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
property owner (1 Photocopy with 3 Specimen Signature)	COMELEC
F. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
tenant (1 Photocopy with 3 Specimen	COMELEC
Signature)	
G. Photocopy contract of Lease (if available)	Applicant
FOR TENANTS OF APARTMENTS	
A. Authorization Letter of the property owner (1	Property owner giving authorization
Original)	
 B. 1x1 ID Picture of tenant (2 copies, white background) 	Applicant
C. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
property owner (1 Photocopy with 3 Specimen	COMELEC
Signature)	
property owner (1 Photocopy with 3 Specimen	



D. Government Issued Identification Card of tenant (I Photocopy With 3 Specimen Signature) Fost Office, DFA, PSA, GSIS, PRC, LTO, COMELEC E. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Protocopy of contract of Lease (If available) Applicant/Lessor Applicant/Lessor FOR COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space A. Photocopy Proof of Ownership Applicant/Lessor Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Conation Postocopy Proof of Ownership Applicant Comment Issued Identification Card (1 Photocopy) Municipal Hall Deed of Sale TAX Declaration Deed of Conation Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC If business is renting a commercial space Arthorization Letter from the property owner Commercial Letter from the property owner giving authorization Deed of Sale<		ER DIST.
tenant (1 Photocopy with 3 Specimen Signature) COMELEC E. Photocopy Proof of Ownership Any of the ff: Lessor/Property Owner of the Apartment • Land Title Deed of Sale • TAX Declaration Applicant/Lessor • Protocopy of contract of Lease (if available) Applicant/Lessor • Municipal Hall Applicant/Lessor • Municipal Hall Applicant/Lessor • Tox Declaration Property Owner/Municipal Hall • Land Title Deed of Sale • TAX Declaration Property Owner/Municipal Hall • TaX Declaration Deed of Sale • TAX Declaration Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Business Permit (1 Photocopy) Municipal Hall Covernment Issued Identification Card (1 Photocopy Proof of Ownership Any of the ff: Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • If business is renting a commercial space Applicant • Land Title Deed of Donation • 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) Municipal Hall C Business	D. Government Issued Identification Card of	Post Office, DFA, PSA, GSIS, PRC, LTO,
Signature) Lessor/Property Owner of the Apartment Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation F. Photocopy of contract of Lease (if available) Applicant/Lessor FOR COMMERCIAL APPLICANTS # If business is owned by the property owner of the commercial space Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration card (1 Post Office, DFA, PSA, GSIS, PRC, LTO, ChMELEC If business is renting a commercial space A. Photocopy with 3 Specimen Signature) CoMELEC • If business is renting a commercial space A. Photocopy Proof of Ownership Any of the ff: • Deed of Donation B. Authorization Letter from the property owner • TAX Declaration • Deed of Donation B. Authorization Letter from the property owner • TAX Declaration • Deed of Donation B. Authorization Letter from the property owner • TAX Declaration • Deed of Donation B. Authorization Letter fro	tenant (1 Photocopy with 3 Specimen	
 E. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation F. Photocopy of contract of Lease (if available) Deced of Donation Photocopy of contract of Lease (if available) Property owner of the commercial space Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Business Permit (1 Photocopy) Municipal Hall Covernment Issued Identification Card (1 Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration Property Owner diversity Applicant Covernment Issued Identification Card (1 Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Donation B. Autionization Letter from the property owner (1 Original) Contract of Lease (1 Photocopy) Municipal Hall Contract of Lease (1 Photocopy with 3 Specimen Signature) For covernient Issued Identification Card of ternant (1		
Any of the ft: Land Title Deed of Sale TAX Declaration Deed of Donation F. Photocopy of contract of Lease (if available) Applicant/Lessor FOR COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space Any of the ft: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration Property Owner/Municipal Hall C. 1x1 ID Picture of tenant (2 copies, white background) Municipal Hall Covernment Issued Identification Card (1 post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Property owner giving authorization Contract of Lease (1 Photocopy) Municipal Hall Applicant Applicant Land Title Deed of Sale TAX Declaration Deed of Ponation Property owner giving authorization Contract of Lease (1 Photocopy)		Lessor/Property Owner of the Apartment
Land Title Deed of Sale TAX Declaration Deed of Donation Deed of Donation Deed of Donation Deed of Donation Photocopy of contract of Lease (if available) Applicant/Lessor FOR COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space A. Photocopy Proof of Ownership Any of the ff: Deed of Sale TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Comment Issued Identification Card of Tort and Title Deed of Donation B. Authorization Letter from the property owner (1 Original) Contract of Lease (1 Photocopy) Municipal Hall Contreat of Lease (1 Photocopy) Municipal Hall Contreat of Lease		
Deed of Sale TAX Declaration Deed of Donation Deed of Donation Deed of Donation Deed of Donation Protocopy of contract of Lease (if available) Applicant/Lessor For COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Applicant background) Government Issued Identification Card (1 Post Office, DFA, PSA, GSIS, PRC, LTO, Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Applicant COMELEC For Dusiness Is renting a commercial space TAX Declaration Deed of Donation Deed of Donation Deed of Donation Deed of Onership Any of the ff: Land Title Deed of Donation Deed of Donation Courtact of Lease (1 Photocopy) Municipal Hall Applicant Applicant Applicant Applicant Applicant Contract of Lease (1 Photocopy) Municipal Hall Code (1 Photocopy) Municipal Hall Code (1 Photocopy) Owner of the commercial space TAX Declaration Code (1 Photocopy) Municipal Hall Protocopy vith 3 Specimen Signature) For Sari-sari stores within the residence Applicant App		
TAX Declaration Deed of Donation Deed of Donation To Photocopy of contract of Lease (if available) Applicant/Lessor FOR COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Business Permit (1 Photocopy) Municipal Hall Comment Issued Identification Card (1 Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC * If business is renting a commercial space A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Donation Business Permit (1 Photocopy) Municipal Hall Contract of Lease (1 Photocopy) Municipal Hall Space A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Donation B. Authorization Letter from the property owner (1 Original) Cust ID Picture of tenant (2 copies, white beed of Donation B. Authorization Letter from the property owner (1 Original) Cust ID Picture of tenant (2 copies, white beed of Donation B. Authorization Letter from the property owner (1 Original) Cust ID Picture of tenant (2 copies, white beed of Donation B. Contract of Lease (1 Photocopy) Municipal Hall D. Contract I Lease (1 Photocopy) Owner of the commercial space TAX Declaration • Deed of Sale • TAY Declaration Card of property owner (1 Photocopy with 3 Specimen Signature) • For sari-sari stores within the residence A Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration		
Deed of Donation F. Photocopy of contract of Lease (if available) F. Photocopy of contract of Lease (if available) FOR COMMERCIAL APPLICANTS If business is owned by the property owner of the commercial space A Photocopy Proof of Ownership Any of the ft: Land Title Deed of Donation Deed of Donation Deed of Donation		
F. Photocopy of contract of Lease (if available) Applicant/Lessor FOR COMMERCIAL APPLICANTS Applicant/Lessor If Business is owned by the property owner of the commercial space Property Owner/Municipal Hall A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property Owner/Municipal Hall B. Business Permit (1 Photocopy) Municipal Hall Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Of Bournment Issued Identification Card (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC If business is renting a commercial space Applicant Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property owner giving authorization • Deed of Donation B. Authorization Letter from the property owner (1 Original) Municipal Hall Applicant C. Business Permit (1 Photocopy) Municipal Hall Property owner giving authorization • Deed of Donation G. 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 property owner (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Serge. Permit of Business Permit (1 Photocopy) Deed of Sale • TAX Declaration • Deed of Sale • TAX		
FOR COMMÈRCIAL APPLICANTS Image: Commercial space If business is owned by the property owner of the commercial space Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Property Owner/Municipal Hall Deed of Donation Business Permit (1 Photocopy) Municipal Hall Convernment Issued Identification Card (1 Photocopy with 3 Specimen Signature) If business is renting a commercial space A Photocopy Proof of Ownership Any of the ff: Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Donation Property owner giving authorization Clustiness Permit (1 Photocopy) Municipal Hall D. Contract of Lease (1 Photocopy with 3 Specimen Signature) Spotomer of the commercial space		
owner of the commercial space A. Photocopy Proof of Ownership Any of the ff: Property Owner/Municipal Hall Any of the ff: Property Owner/Municipal Hall 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 • If business is renting a commercial space Applicant A. Photocopy Proof of Ownership Any of the ff: Applicant • Deed of Sale TAX Declaration • Deed of Conation Property owner giving authorization B. Authorization Letter from the property owner (1 Original) Property owner of the commercial space C. 1x1 ID Picture of tenant (2 copies, white background) Applicant C. Business Permit (1 Photocopy) Owner of the commercial space C. 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 • For sari-sari stores within the residence Aphotocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Sale • TAX Declaration • Deed of Sale Property Owne		Applicant/Lessor
A. Photocopy Proof of Ownership Any of the ff: Property Owner//Municipal Hall Land Title Deed of Sale TAX Declaration Deed of Donation Municipal Hall C. 1x1 ID Picture of tenant (2 copies, white background) Municipal Hall D. Government Issued Identification Card (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • If business Is renting a commercial space Applicant A. Photocopy Proof of Ownership Any of the ff: Applicant • Land Title Deed of Donation 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) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • For sari-sari stores within the residence A Photocopy Proof of Ownership Any of the ff: • Deed of Sale • TAX Declaration • Deed of Donation Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • Brgy. Permit or Business Permit (1 Photocopy With 3 Specimen Signature) Property Owner/Municipal Hall		
Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation B usiness 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 • If business is renting a commercial space Applicant • A Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • TAX Declaration • Deed of Donation 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 • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • TAX Declaration • Deed of Sale • TAX Declaration		
 Land Title Deed of Sale TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Contended of Sale TAX Declaration Card (1 Photocopy with 3 Specimen Signature) Government Issued Identification Card (1 Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Business Permit (1 Photocopy) Municipal Hall Applicant 	A. Photocopy Proof of Ownership	Property Owner/Municipal Hall
 Deed of Sale TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Applicant Government Issued Identification Card (1 Photocopy with 3 Specimen Signature) If business is renting a commercial space Photocopy Proof of Ownership Any of the ff: Land Title Deed of Donation Property owner giving authorization C dynamic of the property owner giving authorization Property owner giving authorization C dynamic of the commercial space Authorization Letter from the property owner giving authorization Deed of Donation Property owner giving authorization C dynamic of the commercial space Applicant Applicant Property owner giving authorization C dynamic of the commercial space Applicant Property owner of the commercial space Applicant Applicant Applicant Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Signature) For sari-sari stores within the residence Applicant Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Signature) For sari-sari stores within the residence Proy and the fi: Land Title Deed of Sal	Any of the ff:	
 TAX Declaration Deed of Donation Business Permit (1 Photocopy) Municipal Hall Applicant Applicant Space Photocopy with 3 Specimen Signature) Of Wenther Her Land Title Deed of Donation A Photocopy of O Ownership Applicant Applicant Applicant Applicant Applicant Applicant Applicant Commencial space Applicant A Photocopy Proof of Ownership Applicant Land Title Deed of Donation Deed of Donation Deed of Donation Authorization Letter from the property owner (1 Original) Contract of Lease (1 Photocopy) Owner of the commercial space Applicant Applicant Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Space Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Space Applicant Applicant Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Spature) For sari-sari stores within the residence Prosent of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Sale TAX Declaration Deed of Donation Bergy, Permit or Business Permit (1 Photocopy Pro	Land Title	
 Deed of Donation Business Permit (1 Photocopy) Municipal Hall Applicant Applicant Bost Office, DFA, PSA, GSIS, PRC, LTO, COMELEC If business is renting a commercial space If and Title Deed of Donation Authorization Letter from the property owner (1 Original) Contract of Lease (1 Photocopy) Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) For sari-sari stores within the residence A Photocopy Proof of Ownership Any of the fi: Land Title Deed of Donation Property owner giving authorization (1 Original) Contract of Lease (1 Photocopy) Municipal Hall Ocontract of Lease (1 Photocopy) Municipal Hall Ocontract of Lease (1 Photocopy) Municipal Hall Property owner of the commercial space Applicant Applicant Applicant Contract of Lease (1 Photocopy) Municipal Hall Ocontract of Lease (1 Photocopy) Owner of the commercial space Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Signature) For sari-sari stores within the residence Photocopy Proof of Ownership Any of the fi: Land Title Deed of Donation Berangay Hall Barangay Hall where the service connection be installed 	Deed of Sale	
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 • If business is renting a commercial space Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • A Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • TAX Declaration • Deed of Donation B. Authorization Letter from the property owner (1 Original) Property owner giving authorization C. Dotract of Lease (1 Photocopy) Municipal Hall D. Contract of Lease (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 • For sari-sari stores within the residence Property Owner/Municipal Hall • Land Title • Deed of Sale • TAX Declaration • Droperty Owner/Municipal Hall • Deed of Sale	TAX Declaration	
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 • If business is renting a commercial space Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • A Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • TAX Declaration • Deed of Donation B. Authorization Letter from the property owner (1 Original) Property owner giving authorization C. Dotract of Lease (1 Photocopy) Municipal Hall D. Contract of Lease (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 • For sari-sari stores within the residence Property Owner/Municipal Hall • Land Title • Deed of Sale • TAX Declaration • Droperty Owner/Municipal Hall • Deed of Sale	Deed of Donation	
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 • If business is renting a commercial space COMELEC • A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property owner giving authorization 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) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Signature) For sari-sari stores within the residence Signature) • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • Potocopy Proof of Ownership Any of the ff: • Land Title Property Owner/Municipal Hall • Deed of Sale • TAX Declaration Property Owner/Municipal Hall • Deed of Sale • TAX Declaration Property Owner/Municipal Hall • Deed of Sale • TAX Declaration Barangay Hall <		Municipal Hall
background) Image: Construct of the service connection construction of the service connection construction construc		•
D. Government Issued Identification Card (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • If business is renting a commercial space A A. Photocopy Proof of Ownership Any of the ff: • 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 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 • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property Owner/Municipal Hall B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall Property conner/Municipal Hall C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
Photocopy with 3 Specimen Signature) COMELEC • If business is renting a commercial space A A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property owner giving authorization 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 A. 1D Picture of tenant (2 copies, white background) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC Signature) • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Barangay Hall B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall where the service connection be installed		Post Office, DFA, PSA, GSIS, PRC, LTO
 If business is renting a commercial space A. Photocopy Proof of Ownership Any of the ft: Land Title Deed of Sale TAX Declaration Deed of Donation B. Authorization Letter from the property owner (1 Original) Contract of Lease (1 Photocopy) Municipal Hall Contract of Lease (1 Photocopy) Owner of the commercial space T X ID Picture of tenant (2 copies, white background) F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Bray. Permit or Business Permit (1 Photocopy) Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 		
spaceA. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationApplicantB. Authorization Letter from the property owner (1 Original)Property owner giving authorizationC. Business Permit (1 Photocopy)Municipal HallD. Contract of Lease (1 Photocopy)Owner of the commercial space11 D Picture of tenant (2 copies, white background)ApplicantF. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECG. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC• For sari-sari stores within the residence Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB Brgy. Permit or Business Permit (1 Photocopy)Property Owner/Municipal HallC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		
A. Photocopy Proof of Ownership Applicant Any of the ff: 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 • For sari-sari stores within the residence Property Owner/Municipal Hall • Land Title Deed of Sale TAX Declaration Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
Any of the ff:Applicant• Land Title• Deed of Sale• TAX Declaration• Deed of DonationB. Authorization Letter from the property owner (1 Original)Property owner giving authorizationC. Business Permit (1 Photocopy)Municipal HallD. Contract of Lease (1 Photocopy)Owner of the commercial spaceE. 1x1 ID Picture of tenant (2 copies, white background)ApplicantF. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECG. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC• For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB. Brgy. Permit or Business Permit (1 Photocopy)Barangay Hall Barangay Hall where the service connection be installed		
 Land Title Deed of Sale TAX Declaration Deed of Donation B. Authorization Letter from the property owner (1 Original) C. Business Permit (1 Photocopy) Municipal Hall D. Contract of Lease (1 Photocopy) Owner of the commercial space Applicant Applicant Applicant Applicant Background) F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) G. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Property Owner/Municipal Hall Brgy. Permit or Business Permit (1 Photocopy) B. Brgy. Permit or Business Permit (1 Photocopy) C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified		Assiliant
 Deed of Sale TAX Declaration Deed of Donation Authorization Letter from the property owner (1 Original) Business Permit (1 Photocopy) Municipal Hall Contract of Lease (1 Photocopy) Owner of the commercial space 1x1 ID Picture of tenant (2 copies, white background) F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) For sari-sari stores within the residence Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Sale TAX Declaration Brgy. Permit or Business Permit (1 Photocopy) Brgy. Permit or Business Permit (1 Photocopy) Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 	•	Applicant
 TAX Declaration Deed of Donation Property owner giving authorization Property owner giving authorization Property owner giving authorization Property owner giving authorization Municipal Hall Contract of Lease (1 Photocopy) Municipal Hall Contract of Lease (1 Photocopy) Owner of the commercial space Applicant Applicant Applicant Applicant Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) For sari-sari stores within the residence Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation Brgy. Permit or Business Permit (1 Photocopy) Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 		
 Deed of Donation Authorization Letter from the property owner (1 Original) Business Permit (1 Photocopy) Contract of Lease (1 Photocopy) Contract of Lease (1 Photocopy) Owner of the commercial space 1x1 ID Picture of tenant (2 copies, white background) Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) For sari-sari stores within the residence Photocopy Proof of Ownership Any of the ff: Land Title Deed of Donation Brgy. Permit or Business Permit (1 Photocopy) Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 		
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 • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Property Owner/Municipal Hall B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall B. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
(1 Original) Integrity of while griting during		
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 • For sari-sari stores within the residence A. A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation Barangay Hall		Property owner giving authorization
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 • For sari-sari stores within the residence Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • For sari-sari stores within the residence Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • For sari-sari stores within the residence Property Owner/Municipal Hall • Land Title Property Owner/Municipal Hall • Deed of Sale TAX Declaration • Deed of Donation Barangay Hall B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall where the service connection be installed		
 E. 1x1 ID Picture of tenant (2 copies, white background) F. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature) G. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) • For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation B Brgy. Permit or Business Permit (1 Photocopy) B Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 	C. Business Permit (1 Photocopy)	
background)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECF. Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECG. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC• For sari-sari stores within the residence Any of the ff: • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB. Brgy. Permit or Business Permit (1 Photocopy)Barangay HallPhotocopyC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		
F.Government Issued Identification Card of property owner (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECG.Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC•For sari-sari stores within the residence Any of the ff: • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB.Brgy. Permit or Business Permit (1 Photocopy)Barangay HallC.Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		Applicant
property owner (1 Photocopy with 3 Specimen Signature)COMELECG. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC• For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB. Brgy. Permit or Business Permit (1 Photocopy)Barangay HallC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		
Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELECG. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature)Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC• For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB. Brgy. Permit or Business Permit (1 Photocopy)Barangay HallC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		
G. Government Issued Identification Card of tenant (1 Photocopy with 3 Specimen Signature) Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC • For sari-sari stores within the residence COMELEC A. Photocopy Proof of Ownership Any of the ff: Property Owner/Municipal Hall • Land Title Peed of Sale • TAX Declaration Parangay Hall B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall where the service connection be installed		COMELEC
tenant (1 Photocopy with 3 Specimen Signature)COMELEC• For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of DonationProperty Owner/Municipal HallB. Brgy. Permit or Business Permit (1 Photocopy)Barangay HallC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		
Signature) • For sari-sari stores within the residence A. Photocopy Proof of Ownership Property Owner/Municipal Hall Any of the ff: • Land Title • Deed of Sale • TAX Declaration • Deed of Donation • Deed of Donation B. Brgy. Permit or Business Permit (1 Barangay Hall Photocopy) • Barangay Hall where the service connection be installed		
 For sari-sari stores within the residence A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall Barangay Hall where the service connection be installed 	tenant (1 Photocopy with 3 Specimen	COMELEC
 A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 	Signature)	
 A. Photocopy Proof of Ownership Any of the ff: Land Title Deed of Sale TAX Declaration Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified 		
Any of the ff: Property Owner/Municipal Hall • Land Title Deed of Sale • Deed of Sale TAX Declaration • Deed of Donation Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
 Land Title Deed of Sale TAX Declaration Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		Property Owner/Municipal Hall
 Deed of Sale TAX Declaration Deed of Donation Bergy. Permit or Business Permit (1 Photocopy) Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed 	•	
 TAX Declaration Deed of Donation Brgy. Permit or Business Permit (1 Photocopy) Barangay Hall Barangay Hall where the service connection be installed 		
 Deed of Donation B. Brgy. Permit or Business Permit (1 Photocopy) C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed 		
B. Brgy. Permit or Business Permit (1 Barangay Hall Photocopy) Barangay Hall C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
Photocopy)Barangay Hall where the service connection be installedC. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specifiedBarangay Hall where the service connection be installed		Barangay Hall
C. Brgy. Certificate of Residency (1 Original Copy with Brgy. Seal and with specified Barangay Hall where the service connection be installed		
Copy with Brgy. Seal and with specified be installed		Baranday Hall where the service connection



			r -		(DIS)
D. 1x1 ID Picture of ap background)	plicant (2 copies, whit	е	Applica	nt	
E. Government Issued			Post Of COMEL	fice, DFA, PSA, G	SIS, PRC, LTO,
	applicant (1 Photocopy with 3 Specimen Signature)				
FOR GOVERNMENT A	PPLICANTS				
A. 1x1 ID Picture of He	Applica	nt			
white background)	5 - 5 (,	/ ppilou		
B. Government Issued	Identification Card of		Post Of	fice, DFA, PSA, G	SIS. PRC. LTO.
Head of Agency (1	Photocopy with 3		COMEL		0.0, 1.10, 210,
Specimen Signature	e)				
C. Oath of Office of the	e Head of Agency (1		Office o	f the Head of Age	ncy
Photocopy)					•
D. Authorization Letter	-		Head of	Agency	
	resentative (1 Original)			
E. Government Issued				fice, DFA, PSA, G	SIS, PRC, LTO,
Representative (1 P	hotocopy with 3		COMEL	.EC	
specimen)	ITC				
FOR BULK APPLICAN	-		Municin	al Hall	
A. Photocopy of Busine B. Government Issued			Municip Rost Of	ai Hall fice, DFA, PSA, G	
owner of construction			COMEL	, , ,	313, FRC, LTC,
Photocopy with 3 S	`		CONLL	.L.C	
C. 1x1 ID Picture of co	nstruction/business fir	m (1	Applica	nt	
copy, white backgro			/ ppilou		
D. Authorization Letter		lied	Owner o	of the business firr	n aivina
through representat			authoriz		
E. Government Issued		:		fice, DFA, PSA, G	SIS, PRC, LTO,
	notocopy with 3 Specir		COMEL		
Signature)					
	AGENCY ACTION		ES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESSING TIME	RESPONSIBLE
CLIENT STEPS 1. Proceed to the	1. The Frontline				RESPONSIBLE Administration
CLIENT STEPS 1. Proceed to the Frontline Staff of the	1. The Frontline Staff prepares the				RESPONSIBLE Administration Services Assistant
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water	1. The Frontline Staff prepares the application for	BE	PAID	TIME	RESPONSIBLE Administration
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources,	1. The Frontline Staff prepares the application for inspection to be	BE			RESPONSIBLE Administration Services Assistant C /Data Controller
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and	1. The Frontline Staff prepares the application for inspection to be signed by the	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance	1. The Frontline Staff prepares the application for inspection to be	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering,
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and	1. The Frontline Staff prepares the application for inspection to be signed by the	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection	1. The Frontline Staff prepares the application for inspection to be signed by the	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water	1. The Frontline Staff prepares the application for inspection to be signed by the	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources
CLIENT STEPS 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.	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources Division
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline 	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the 	BE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources Division
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the 	BE	PAID	TIME	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices Assistant
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary 	BE	PAID	TIME	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices Assistant
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the 	BE	PAID	TIME	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data Controller
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements 	ßE	PAID	TIME	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources Division Administration Services Assistant C/ Data Controller Engineering,
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements 	ßE	None	5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesWater ResourcesMater ResourcesAdministrationServices AssistantC/ Data ControllerEngineering,Water Resources
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 	ßE	None	5 minutes	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources Division Administration Services Assistant C/ Data Controller Engineering,
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the inspection 	ßE	None	5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesWater ResourcesMater ResourcesAdministrationServices AssistantC/ Data ControllerEngineering,Water Resources
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the 	ßE	None	5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionSenior
CLIENT STEPS Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection Sign the application for inspection Sign the application for inspection 	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the inspection 	ßE	None	5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionSeniorWater/Sewerage
CLIENT STEPS 1. Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection 2. Sign the application for inspection for inspection 3. Wait at home for the Inspection Team to inspect for possible	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the inspection The inspection team informs the applicant if there 	BE N	None	5 minutes 5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionSeniorWater/SewerageMaintenance Man/
CLIENT STEPS Proceed to the Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection Sign the application for inspection Sign the application for inspection 	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the inspection The inspection team informs the applicant if there is an excavation 	BE N	None	5 minutes	RESPONSIBLEAdministrationServices AssistantC /Data ControllerEngineering,Water ResourcesDivisionAdministrationServices AssistantC/ Data ControllerEngineering,Water ResourcesDivisionSeniorWater/SewerageMaintenance Man/Water/Sewerage
CLIENT STEPS Proceed to the <pre>Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and apply for inspection for new water service connection Sign the application for inspection for the Inspection Team to inspect for possible</pre> 	 The Frontline Staff prepares the application for inspection to be signed by the applicant. The Frontline Staff informs the applicant all the necessary requirements needed 1 Prepares a job order for the inspection The inspection team informs the applicant if there 	BE N	None	5 minutes 5 minutes	RESPONSIBLE Administration Services Assistant C /Data Controller Engineering, Water Resources Division Administration Services Assistant C/ Data Controller Administration Services Assistant C/ Data Controller Engineering, Water Resources Division Senior Water/Sewerage Maintenance Man/



				P DIST
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	Administration Services Assistant C/ Data Controller 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	Administration Services Assistant C/ Data Controller 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	Administration Services Assistant C/ Data Controller /Department Manager B Engineering, Water Resources Division General Manager Office of the General Manager Any Authorized Personnel if the Department Manager of Engineering, Water Resources and the General Manager is not available



				A DIST
7. Proceed to the Cashier's office for the payment	7. Accepts payment and issues corresponding Official Receipt for the payment made	 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	Head/Supervising Cashier Cashiering Assistant Utilities/Customer Service Assistants D Commercial Services Division
installation and accomplish survey form Reminder: Wait for the text message of MVWD to start the excavation	 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 	None	within 3 days	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
Application for Water Sc	feedbacks 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.

		— ••••••••••••••••••••••••••••••••••••				1 1	
Office/Department/Di	vision:		and Co	ommerc	ial Services Depar	tment	
Classification:		Simple					
Type of Transaction:		G2C					
Who may avail:		All Conce	essiona	aires			
CHECKLIST O	ECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Water Bill/ Statement of	of Account			Conce	essionaires		
CLIENT STEPS	AGENCY	ACTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Inquire for queue number and wait for the number to be called 	1. Gives queue number to the client for payment		NC	NE	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	2. Checks the water bill, accepts payment and issues corresponding Official Receipt		amo	al bill ount ue	2 minutes	Cashiering Assistant Utilities/Customer Service Assistant D	
*for lost water bill/s Inform the Teller the registered name and address of the account to be paid Accomplish survey form	2.1 Checks accoun ledger system 2.2 Informs	s the it's in the s the sionaire ount to				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/Di	vision:	Financ	e and Co	mmercia	al Services Depart	ment
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:			ncessiona	ires		
CHECKLIST O	F REQUIRE				WHERE TO S	ECURE
Water Bill/ Statement of	of Account	Concessionaires				
CLIENT STEPS	AGEN ACTIO	-	FEES 1 PA		PROCESSING TIME	PERSON RESPONSIBLE
 Go to GCash/ MAYA App. Select Bills 	All trans made with day wil posted th working da	sactions Fee o thin the ₱10.00 ill be charged ne next your G		will be to	5 minutes	
3. Click Water Utilities			per Amount Water B	Total of		
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)						
	Т	OTAL:	Total amount and Conven Fee ₱ 1	ience	5 minutes	

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



B.2 Online payment via LandBank LinkBiz

Office/Department/Di	vision:	Financ	e and Co	mmercia	al Services Depart	ment	
Classification:		Simple					
Type of Transaction:	G2C						
Who may avail:			cessiona	ires			
CHECKLIST O	F REQUIR						
Water Bill/ Statement of		Concessionaires					
CLIENT STEPS	AGEN ACTIO	-	FEES T	ГО ВЕ	PROCESSING TIME	PERSON RESPONSIBLE	
1. Visit	All trans	actions	Fee c	of			
www.linkbiz.com	made witl day wil		₱10.00 charged		5 minutes		
2. Click Linkbiz Portal	posted th working da	e next	your Account	Bank			
3. Click Pay Now			Total A of Wat due.				
4. Enter " Metro Vigan Water District" as Merchant name then click Continue			uue.				
5. Click Water Bill then Continue							
6. Fill out necessary information then click Continue .							
(Confirmation for Successful Payment will appear on your screen)							
	Т	OTAL:	Total amount and Conven Fee ₱ 1	ience	5 minutes		





METRO VIGAN WATER DISTRICT

WATER RATES

		Minimum	Comn	Commodity Charge per CU.M.				
Classification	Size <i>Charge</i> (0-10) 1		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		

		Minimum	Commodity Charge per CU.M.				
Classification	Size	Charge (0-10)	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	



		Minimum	Comr	nodity Charge per CU.M.			
Classification	Size	Charge (0-10)	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	

		Minimum	Commodity Charge per CU.M.				
Classification	Size	Charge (0-10)	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		Minimum	Com	Commodity Charge per CU.M.				
	Size	Charge (0-10)	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		Minimum	Commodity Charge per CU.M.				
	Size	Charge (0-10)	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/Divi	ision	Finance and (Com	mercial	Services Departmo	ent	
:							
Classification:		Simple					
Type of Transaction:		G2C					
Who may avail:		All Concessio					
CHECKLIST OF	REQU	IREMENTS			WHERE TO S	ECURE	
None			_	None			
CLIENT STEPS	AGE	NCY ACTION		ES TO E 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	Utilities/Customer Services Assistant B/C/ Plumber C Commercial Services Division	
					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. (you can register your phone number to your account by texting, REG, 23-011123 [Your Account Number] and send it to 0955-264- 2948) 	after t your v Water sent v accou registe phone and yo receiv messa	-	e reading of ater meter, bill will be a SMS, to all hts that red their number, u will e a text		1 day	Utilities/Customer Services Assistant B/C/ Plumber C Commercial Services Division	
		TOTAL		None	1 day		
		SCHEDULE	OF	READIN			
					SCHEDUL	E	
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 th	e month	



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



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/Divisio		Engineering, Water Resources, Construction & Maintenance Department						
Classification:	Sim							
Type of Transaction:		G2C						
Who may avail:		Concessi	onaires					
CHECKLIST OF R					WHERE TO	SECURE		
If due to death of spo	ouse (reais	tered ow	ner)					
A. Death Certificate of the Photocopy)					lippine Statistic Au gistry	thority/Local Civil		
B. Marriage Contract (1 Ph	otocopy)			Rec	ippine Statistic Au gistry	-		
 C. Government Issued Ider surviving spouse (1 Pho Signature); 					st Office, DFA, PS/ D, COMELEC	A, GSIS, PRC,		
 If due to death of part A. Death Certificate of the result of the result				Reg	lippine Statistic Au gistry	, ,		
B. Birth Certificate of son/d	laughter (1	Photoco	ру)	Reg	lippine Statistic Au gistry	-		
C. Government Issued Ider Son/Daughter. (1 Photos signature)	copy with 3	3 specim			st Office, DFA, PS/ D, COMELEC	A, GSIS, PRC,		
 Additional: For cases when siblings A. Authorization letter of all (1 Original copy) B. Government Issued Iden siblings who signed the 	I siblings gi	iving autl Card of a	nority	Siblings of applicant Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC				
 Photocopy with 3 Specir For newly purchased owner agrees to tran 	men Signat d property a sfer water	ture); and regis rights	tered					
A. Authorization of the old p transfer of water right to Original copy)	the new ov	wner (1			gistered owner			
 B. Government Issued Ider registered owner (1 Pho Signature) 	tocopy with	h 3 Spec	imen	Post Office, DFA, PSA, GSIS, PRC, LTO, COMELEC				
C. Government Issued Ider owner of property (1 Pho Signature)	otocopy wit	th 3 Spe	cimen	LTC	at Office, DFA, PS/ D, COMELEC	A, GSIS, PRC,		
D. Deed of Sale/Title of the	e property (1 Photoc			ndor of property			
CLIENT STEPS A	GENCY A	CTION	FEES BE PA		PROCESSING TIME	PERSON RESPONSIBLE		
Frontline Staff and requests for change	Checks the completene the submitt requiremer	ess of ted	Non		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	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D
		*No fee if change name is due to death of the Registered Owner		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	Administration Services Assistant C/ Data Controller 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.

Office/Department/Division: Engineering, V Department				er Resou	rces, Construction	n & Maintenance			
Classification:		Simple							
Type of Transaction:		G2C							
Who may avail:		All Concessio	naire	es					
CHECKLIST OF	REQUI	REMENTS			WHERE TO S	ECURE			
None				None					
CLIENT STEPS	AGE	NCY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Proceed to the Frontline Staff and request for meter investigation	acco print prep Orde insp	1. Checks the account and prints ledger and prepares Job Order for inspection of water meter		None	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division			
2. Wait at home for the inspection team and accomplish survey form	mete inve 2.1 Infe result o	Conducts water meter investigation 1 Informs the sult of water eter investigation		Vone	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division			
		TOTAL:	١	lone	1 day, 5 minutes				

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



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

Office/Department/Divi	sion:	Engineering, Department	Wa	ter Resc	ources, Constructio	on & Maintenance
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All Concessi	onai	res		
CHECKLIST OF	REQUIR	EMENTS			WHERE TO S	ECURE
None				None		
CLIENT STEPS	AGEN	CY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to the Frontline Staff for request for inspection of water meter or via telephone call Wait at home for the 	Order inspe water 2. Cond	ction of meter ucts water	N	lone	5 minutes	Public Assistance and Complaints Desk Officer Administrative and General Services Division Senior
inspection team and accomplish survey form	2.1 Fror reco resu insp	ection.	٢	Vone	1 day	Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division
	Orde mete	pares a Job er for water er acement.				
		TOTAL:	Ν	lone	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.

		Engineering	W /a	tor Doco		tructio	on & Maintenance
Office/Department/Divi	sion:	Department	vva			uuuu	
Classification:		Simple					
Type of Transaction:		G2C					
Who may avail:		All Concessi	onai	roc			
CHECKLIST OF			Unai		WHERE		
None				None	VVIILINE	103	LCORL
None			FF	ES TO	PROCESS		PERSON
CLIENT STEPS	AGEN	CY ACTION		PAID	TIME		RESPONSIBLE
1. Proceed to the Frontline Staff for request for inspection of water meter or via telephone call			1	None	5 minute	es	Public Assistance and Complaints Desk Officer Administrative and General Services Division
2. Wait at home for the inspection team and accomplish survey form		ucts water inspection					Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man
	reco resu	ntline Staff rds the It of ection.	Met	Vater er- Php 124.00	1 day		Construction & Maintenance Division
	Orde mete	oares a Job er for water er acement.					
		TOTAL:		Php 24.00	1 day, s 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, Wate Department	er Resources, Construction & Maintenance
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All Concessionaire	es
CHECKLIST OF REQU	REMENTS	WHERE TO SECURE
Nana		Nono

None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCIACTION	BE PAID	TIME	RESPONSIBLE
1. Proceed to the Public Assistance and Complaints Desk Officer/Frontline Staff and report/request for	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
repair and maintenance of water service (If during Mondays to Fridays)	1.1 Prepares a Job Order		5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
Approach the guard on duty and report/request for repair and maintenance of water service (<i>If during</i> <i>Saturdays and Sundays</i>)				Personnel on duty/Guard on duty
2. Wait at home for the Maintenance Team and accomplish survey form	 Conducts inspection Conducts Maintenance repair. 	None	1 day 1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction &
	TOTAL:	None	2 days, 10 minutes	Maintenance Division



B. VIA TELEPHONE CALL

		- · · ·	A. / ·			
Office/Department/Di	vision:	Engineering, Department	Nate	er Resou	rces, Constructior	n & Maintenance
Classification:		Simple				
Type of Transaction:		G2Ċ				
Who may avail:		All Concessio	naire	es		
CHECKLIST O	F REQUI	REMENTS			WHERE TO S	ECURE
None				None		
CLIENT STEPS	AGEN	CY ACTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/Request for repair and maintenance of water service by	needeo	ne information d from the o trace easily ported	1	None	5 minutes	Public Assistance and Complaints Desk Officer Administrative and
calling the published numbers of MVWD	compla					General Services Division
	1.1 Prep Orde	ares a Job er			5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
The guard on duty will answer your call for your report/request for repair and maintenance of water service (<i>If during</i> <i>Saturdays and Sundays</i>)						Personnel on duty/Guard on duty
	2. Condu	cts inspection	1	None	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage
	2.1 Con mainten	ducts ance repair.			1 day	Maintenance Man Construction & Maintenance Division
Poquest for Popeir and		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/Divis	ion:	Administrative	Depa	rtmen	t	
Classification:	-	Simple			-	
Type of Transaction:		G2Ċ				
Who may avail:		All Registered	I Senio	r Citiz	en Concessionaire	es
CHECKLIST OF	REQU	•			WHERE TO S	
A. Senior Citizen ID issue Citizens Affairs (1 Pho	-		nior	Muni Affai	-	of Senior Citizens
B. Barangay Certification residing therein (1 Orig Seal)	that t	he senior citize		Bara	ngay Hall	
C. 1x1 ID Picture of Seni copy, white backgrour		zen Applicant (1	Appl	icant	
D. Authorization Letter if representative (1 Orig	applica inal co	ру)				
E. Government Issued Id representative (1 Phot Signature)			-		Office, DFA, PSA , COMELEC	, GSIS, PRC,
CLIENT STEPS	AGE	NCY ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE
Assistance and Complaints Desk Officer and submit the necessary	com the s requ 1.1 Re pre Ser	cks the pleteness of submitted irements cords and pares the nior Citizen count card	NO	NE	2 days	Public Assistance and Complaints Desk Officer Administrative and General Services Division
2. Return to MVWD Office and claim the discount card after 2 days and accomplish survey form	2. Issu Ser	ues the nior Citizen count card	NO	NE	3 minutes	Public Assistance and Complaints Desk Officer Administrative and General Services Division
	<u> </u>	TOTAL:	No	ne	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

						141 I - 041
A. If water servic	e is disc		-		for reconnection	
Office/Department/Div	vision:	Department		Resc	ources, Constructio	on & Maintenance
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All Concess	sionaires	3		
CHECKLIST C	F REQUI	REMENTS			WHERE TO S	SECURE
 If application is through 	Represe	ntative				
A. Authorization Letter Original copy)			r (1	Regi	stered owner	
B. Government Issued registered owner (1 Signature)			cimen		Office, DFA, PSA , COMELEC	, GSIS, PRC,
C. Government Issued representative (1 Ph Signature)					Office, DFA, PSA , COMELEC	, GSIS, PRC,
			FEES	ТО	PROCESSING	PERSON
CLIENT STEPS	AGENC	Y ACTION	BE P	AID	TIME	RESPONSIBLE
1.Proceed to the Frontline Staff and request for service reconnection.	accour	ssionaire's nt and print nt's ledger paid	Nor	e	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
2. Proceed to the Cashier's Office for payment of unpaid balances.	2.1 Acce paym issue corre	nts ledger pts nent and	Unpa Balar (if applic	nce	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D Commercial Services Division Administrative and General Services Division
3. Proceed to the attending Frontline Staff of the Engineering, Water Resources, Construction and Maintenance Department and present the Official Receipt.	and pro Order	Receipt epares Job	Nor		5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
4. Wait at home for the reconnection of water line service and accomplish survey form	4. Plumbo reconn service	ects water	NON	IE	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division
		TOTAL:	Unpa Balanc applica	e (if	1 Day, 15 minutes	



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

Office/Department/Divi	sion:	Engineering Department		er Resc	ources, Construction	on & Maintenance
Classification:		Simple	-			
Type of Transaction:		G2C				
Who may avail:		All Concess	sionaire	es		
CHECKLIST OF	REQUI	REMENTS			WHERE TO S	SECURE
• If application is through						
A. Authorization Letter f Original copy)	Ū		r (1	•	tered owner	
 B. Government Issued I registered owner (1 F Specimen Signature) 	Photocop			COM	ELEC	GSIS, PRC, LTO,
C. Government Issued I representative (1 Pho Signature)	dentifica			Post (COMI		GSIS, PRC, LTO,
CLIENT STEPS	AGENC	Y ACTION	FEES BE F		PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Frontline Staff and request for service reconnection.	1. Gets th informa needed prepar order f inspec	ation d and es a job or	No	ne	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
2.Wait at home for the inspection team.	Team i the wa and as fittings if there to repla	spection inspects ter lines sesses to be used is a need ace g fittings	No	ne	1 day	Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division
3. Proceed to the Frontline Staff and present the inspection form.	and co	tion report mputes als if there ed for	No	ne	10 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
4.Proceed to the Cashier's Office for payment.	4. Accept and iss corres	s payment	PHP 350.0 • Fittin Actua	Fee – DO gs- al tity of gs x per aid nce	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D Commercial Services Division



				A D12
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:	 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/Divis	sion:	Engineering, Department	Water	Resou	rces, Constructior	h & Maintenance
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All Concessio	naires			
CHECKLIST OF	REQU	IREMENTS			WHERE TO S	SECURE
 If application is through I 	Represe	entative				
A. Authorization Letter for Original copy)			ner (1	Regi	stered owner givir	g authorization
B. Government Issued I registered owner (1 F			imen		Office, DFA, PSA , COMELEC	, GSIS, PRC,
Signature) C. Government Issued I representative (1 Pho Signature)			en		Office, DFA, PSA , COMELEC	, GSIS, PRC,
	_		FEES	S TO	PROCESSING	PERSON
CLIENT STEPS	AGEN	NCY ACTION	BEP		TIME	RESPONSIBLE
1. Proceed to the Frontline Staff and request for voluntary temporary or permanent disconnection of water service line	issue	tline Staff es a Request disconnection	No	ne	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
2. Fill-up the form. Submit the requirements if request for disconnection is done through a representative	entri and conc	oleteness of es in the form checks the essionaire's er for any	No	ne	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
 Proceed to the cashier's office for payment of accounts(if any) 	and i corre	epts payment issues esponding al receipt.	Arrea an	•	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D Commercial
4. Wait at home for the Disconnection team and accomplish survey form		onnects the r service line	No	ne	1 day	Services Division Senior Water/Sewerage Maintenance Man /Water/Sewerage Maintenance Man Construction & Maintenance Division
		TOTAL:	No	ne	1 day, 10 minutes	



B. Accounts with arrearages.

Office/Department/Divis	sion:	Engineering, Department	Vater	Resou	rces, Constructior	n & Maintenance
Classification:		Simple				
Type of Transaction:		G2C				
Who may avail:		All Concessio	naires			
CHECKLIST OF	REQU	IREMENTS			WHERE TO S	SECURE
 If application is through 	Repres	sentative				
 A. Authorization Letter fr Original copy) B. Government Issued lo registered owner (1 P 	om the	ation Card of		Post	stered owner givir Office, DFA, PSA , COMELEC	•
Signature) C. Government Issued Id representative (1 Pho Signature)	dentific	ation Card of			Office, DFA, PSA , COMELEC	, GSIS, PRC,
, , , , , , , , , , , , , , , , , , ,			FEES	ТО	PROCESSING	PERSON
CLIENT STEPS	AGEN	NCY ACTION	BE P	-	TIME	RESPONSIBLE
1. Proceed to the Frontline Staff and request for voluntary temporary or permanent disconnection of water service line	issue For	tline Staff es a Request onnection	No		5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
2. Fill-up the form. Submit the requirement if request for disconnection is done through a representative	com entri and conc	cks the pleteness of es in the form checks the essionaire's er for any ars.	No	ne	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
 Proceed to the Cashier's Office for payment of arrears (if any) 	and corre	epts payment issues esponding ial Receipt	Unp Bala (ii applic	nce	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D Commercial Services Division
4. Go back to the attending Frontline Staff and present the Official Receipt.	Offic	ords the ial Receipt prepares Job er	No	ne	5 minutes	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
5. Wait at home for the Disconnection Team for the disconnection of water service line and accomplish survey form		onnects r service line	No	пе	1 day	Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man Construction & Maintenance Division
		TOTAL:	Act Unp Bala	aid	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

		Engineering	10/~1	tor Dooo		Constructio	DD 8 Mai	ntononco
Office/Department/Divis	sion:	Engineering, Department	, wai	ier Resc	Juices,	Constructio	ואויא ווכ	nienance
Classification:		Complex						
Type of Transaction:		G2C						
Who may avail:		All Concessi	onaii	res				
CHECKLIST OF F	REQUIR				WH	ERE TO S	ECURE	
A. Photocopy Proof of Ow Any of the ff:	nership e ation nation entificati	(New Locatio	,		ty owne	FA, PSA, C	I Hall	C, LTO,
Additional requirements	h repres	sentative.	er	Proper	ty Own	er		
C.Authorization Letter of t D.Government Issued Ide representative. (1 Phot	entificati	on Card of	nen		ffice, D	FA, PSA, C	SSIS, PR	C, LTO,
D.Government Issued Ide representative. (1 Phot signature)	entificati o Copy	on Card of with 3 specim		Post O COME	ffice, D LEC	FA, PSA, C		
D.Government Issued Ide representative. (1 Phot	entificati o Copy	on Card of	FE	Post O COME	ffice, D LEC PROC	FA, PSA, C Cessing	PE	RSON
D.Government Issued Ide representative. (1 Phot signature) CLIENT STEPS	AGEN AGEN 1. Gets neces inform prepa Order inspec	on Card of with 3 specim CY ACTION the sary nation and res a Job	FE BE	Post O COME	ffice, D LEC PRO(FA, PSA, C	PEI RESPO Admin Service C/ Data Engin Water F	
D.Government Issued Ide representative. (1 Phot signature) CLIENT STEPS 1. Proceed to the Frontline Staff for your request to transfer connection	AGEN AGEN 1. Gets 1 neces inform prepa Order inspec new lo 2. Inspec locatio estima mater	on Card of with 3 specim CY ACTION the sary nation and res a Job for ction of the ocation cts the on and ates ials to be for the	FE BE N	Post O COME ES TO PAID	ffice, D LEC PRO(1 5 n	FA, PSA, C Cessing Fime	PEI RESPO Admin Service C/ Data Engin Water F Div Water F Mainter / Water, Mainter Const Main	RSON DNSIBLE histration s Assistant Controller heering, Resources



				P DISV
4. Proceed at the Cashier's Office for the payment of materials to be used	and issues corresponding	 Transfer Fee-PHP 200.00 Fittings- actual quantity of fittings to be used x cost per fitting 	5 minutes	Cashiering Assistant/ Utilities/Customer Service Assistant D 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	Administration Services Assistant C/ Data Controller Engineering, Water Resources Division
6. Wait at home for the relocation of water service connection and accomplish survey form	6. Transfers the connection	None	1 day	Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man Construction & Maintenance Division
	TOTAL:	 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/Divi Classification: Type of Transaction:	Engineering, Water Resources, Construction & Maintenance Department Simple G2C								
Who may avail:	All Concessionaires								
CHECKLIST OF REQUIREMENTS WHERE TO SECURE									
None									
CLIENT STEPS	CLIENT STEPS AGENC			ES TO PAID	PROCESSIN TIME	G 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	Administration Services Assistant C/ Data Controller 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		Ν	lone	1 day	Senior Water/Sewerage Maintenance Man / Water/Sewerage Maintenance Man Construction & Maintenance Division			
3. Wait for the notice of the District's Personnel for the issuance of the certificate	3. Prepares the certificate		Ν	lone	2 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services Department			
4. Acknowledge receipt of the requested certificate and accomplish survey form		Files the receiving copy		Vone	1 minute	Industrial Relations Management Officer A Human Resource, Administrative and General Services Department			
		TOTAL:	No	ne	1 day, 8 minutes				



12. REQUEST FOR CERTIFICATE OF APPEARANCES

	Human Resource, Administrative and General Service						
Office/Department/Division:		Department					
Classification:		Simple					
Type of Transaction:		G2G, G2B					
Who may avail:Government E with MVWD				Employees/Clients/Suppliers on Official Business			
CHECKLIST OF	IREMENTS WHERE TO SECURE						
A.Travel Order	Concerned Agency				-		
CLIENT STEPS	AGENCY ACTION		FEES BE P	-	PROCESSING TIME	PERSON RESPONSIBLE	
 Proceed to the HRMO Designate, present a copy of the Travel Order and request for a Certificate of Appearance 	 Checks the Travel Order and prepares the Certificate of Appearance 1.1 Reviews and signs the certificate of appearance 		No	ne	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services	
			Noi	ne	2 minutes	<i>General</i> <i>Manager B</i> Office of the General Manager	
 Acknowledge receipt of the requested certificate and accomplish the survey form 	2. File rece	s the eiving copy	No	ne	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services Department	
		TOTAL:	Noi	ne	8 minutes		



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



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
077-6740870
077-6740648 (Telefax)

Send your feedback through e-mail at metroviganwaterdistrict@yahoo.com



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									
C	office/Department/Division	sion:	Department	,						
С	lassification:		Simple							
	ype of Transaction:		G2G							
V	/ho may avail:		All Employees	\$						
	CHECKLIST OF	REQU	JIREMENTS			WHERE TO S	SECURE			
Α.	Latest Pay Slip (1 Orig	jinal Co	ру)		A. Fi	nance and Comme	ercial Services			
	CLIENT STEPS	AGE	NCY ACTION	FEES BE P	-	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	app loa the	. Interviews the applicant for loan and verifies the qualification for said loan		ne	10 minutes	General Manager B Office of the General Manager			
2.	Secure the necessary requirements and apply for loan	con req nee	views the npleteness of uirements eded for the blication for n	No	ne	20 minutes	HRMO Designated Human Resources, Administrative and General Services Department			
	Fill-up the loan application form and submit it together with the requirements to the General Manager for approval	appro	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	Noi		10 minutes				
			TOTAL:			40 minutes	1			



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/Divis	sion:	All Departmer	nt			
Classification:	Classification: Simple					
Type of Transaction:		G2Ġ				
Who may avail:		All Employees	S			
CHECKLIST OF	REQU	JIREMENTS			WHERE TO S	SECURE
A. Request for Overtime	Form	(1 Original Cop	y)	A. C	Concerned Departr	ment
CLIENT STEPS	AGE	NCY ACTION	FEES BE P	-	PROCESSING TIME	PERSON RESPONSIBLE
 Accomplish Request for Overtime and submit to the Immediate Supervisor 	 Approves/ disapproves the request for overtime and recommends to the General Manager 		None		2 minutes	Department Head of the Concerned Department
 If request for overtime is approved by the Immediate Supervisor, proceed to the General Manager's Office for the final approval of the request. 	disa req	Approves/ disapproves the request for overtime		ne	2 minutes	General Manager B Office of the General Manager
 Photocopy and submit the photocopy of the approved request for overtime to the security guard on duty and accomplish survey form. 	app req	mpiles the proved uest for ertime	No	ne	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/Departmer	nt/Division:	All Departmer	nt						
Classification:		Simple							
Type of Transact	ion:	G2G							
Who may avail:		All Employees	3						
	ST OF REQU		<u></u>	WHERE TO SECURE					
A. Request for Ove			-		oncerned Departm	ent			
B. Accomplishmen	t Report (1 O	riginal Copy)		B. Er	nployee				
C. Daily Time Reco	ord (1 Origina	I Сору)		C. Er	nployee				
CLIENT STEP		NCY ACTION	FEES BE P	AID	PROCESSING TIME	PERSON RESPONSIBLE			
 Submit the Daily Time Record, Approved Requ for Overtime and Accomplishmen Report 	the est cor d nur t of r ove pay 1.1 Pr pa di of	ecks/verifies entries and nputes for the mber of hours rendered ertime for ment repares a ayroll for the sbursement overtime pay	Noi	ne	3 hours 1 hour 1 hour	Senior Accounting Processor B Finance and Commercial Services Department Senior Accounting Processor B Finance and Commercial Services Department General Manager B Office of the General Manager			
	pa	repares the ayment for vertime pay	No	ne	1 hour	Head/Supervising Cashier Finance and Commercial Services Department			
 Receive and acknowledge payment of over and accomplish survey form 	pay	 Issues overtime pay 		ne	3 minutes	Head/Supervising Cashier Finance and Commercial Services Department			
		TOTAL:	No	ne	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.

				ا : - ا				
Office/Department/Divis	sion:		urce, A	aminis	strative and Gener	al Service		
Classification: Department								
Type of Transaction:		G2C						
Who may avail:			mplovo	~~				
		All Regular Er	прюуе	65				
CHECKLIST OF		JIREMENIS			WHERE TO S	SECURE		
				TO		DEDOON		
CLIENT STEPS		NCY ACTION	FEES BE P	AID	PROCESSING TIME	PERSON RESPONSIBLE		
 Approach the Immediate Supervisor and inform your intent of filing vacation leave for his/her initial approval. 	 Inquire the purpose of vacation leave and makes initial approval 		Noi	Ъ	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		
 Proceed to the Human Resource Office and fill-up an application for leave 	the for bala retu App to t	HRMO fills-up the certification for leave balances and returns the Application Form to the concerned employee		the certification for leave balances and returns the Application Form to the concerned		ne	3 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services
 Submit the Application for Leave to the General Manager for the final approval and accomplish survey form 	rov App	roves the Application for leave		ne	2 minutes	<i>General Manager B</i> Office of the General Manager		
		TOTAL:	Νοι	ne	7 minutes			
	1		13					



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							al Service	
С	lassification:		Simple					
T	ype of Transaction:		G2Ġ					
Ν	/ho may avail:		All Regular Er	nploye	es			
	CHECKLIST OF	REQU	JIREMENTS			WHERE TO \$	SECURE	
A	. Medical Certificate (fo leave)	or more	than 2 days si			ical Facility		
	CLIENT STEPS	AGE	NCY ACTION	FEES BE P	AID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Inform the Immediate Supervisor through telephone call or SMS that you are availing sick leave		egates task a reliever	No	ne	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.	work, proceed to the Human Resource Office and fill-up an application for leave and attach medical certificate if needed Submit the Application for Leave	the and cer lea 2.1 Ret App to t em 3. App disa	MO reviews application d attachment d fills-up the tification for ve balances. turns the blication Form he concerned ployee proves/ approves the	No		3 minutes 2 minutes	Industrial Relations Management Officer A Human Resource, Administrative and General Services General Manager B	
	to the General Manager for final approval and accomplish survey form	App lear	olication for ve				Office of the General Manager	
			TOTAL:	No	ne	7 minutes		



5. REQUEST FOR DATA/DOCUMENT NEEDED BY OTHER AGENCIES

O	Office/Department/Division: Human Resource, Administrative and General Service										
	assification:		Department Complex								
	/pe of Transaction:										
	ho may avail:										
	CHECKLIST OF	REQ	All Employees		WHERE TO S	SECURE					
Α.	Request Letter			A. R	equestor						
	-			FEES TO	PROCESSING	PERSON					
	CLIENT STEPS		NCY ACTION	BE PAID	TIME	RESPONSIBLE					
1.	Proceed to the Public Assistance and Complaints Desk Officer and present letter of request	 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					
		d n	Prepares the ata eeded/request d	None	3 days	Concerned Department					
			Prepares a ransmittal	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	 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/Divi	strative and Gener	al Service						
Classification:		Department Simple						
Type of Transaction:		G2G						
Who may avail:								
CHECKLIST O	F REQL	JIREMENTS			WHERE TO S	SECURE		
B. Latest Daily Time Rec	ord (1 (Original Copy)		B. Re	equestor			
-			FFFO			DEDCON		
CLIENT STEPS		NCY ACTION	FEES BE P	AID	PROCESSING TIME	PERSON RESPONSIBLE		
 Proceed to the General Manager and request for monetization and submit the latest copy of Daily Time Record 	em lea qua	 Checks the employees' leave ledger if qualified for monetization 		ne	10 minutes	General Manager B Office of the General Manager		
	ap mi ar ar	1.1 Prepares the application for monetization and computes amount of monetization		ne	5 minutes	General Manager B Office of the General Manager		
	ра	repares the ayroll for onetization	Nor	ne	10 minutes	Industrial Relations Management Officer A HRAGS		
	vc ch	1.3 Prepares a voucher and check for the monetization		ne	1 hour	Senior Accounting Processor A Head/Supervising Cashier Finance and Commercial Services Department		
 Sign the payroll and receive monetization and accomplish the survey form 	cor am	corresponding amount of monetization		ne	5 minutes	Head/Supervising Cashier Finance and Commercial Services Department		
		TOTAL:	Nor	ne	1 hour, 30 minutes			



7. REQUEST FOR SERVICE RECORDS AND EMPLOYEE CERTIFICATE

Office/Department/Divi	Human Resou Department	Human Resource, Administrative and General Service Department				
Classification:	Simple					
Type of Transaction:		G2C				
Who may avail:		All Employees	6			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Proceed to the HRMO Designate and request for a copy of Service Record and/or Certificate of Employment 	pur req prir sai	uires the pose of said uest and nts a copy of d 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	
 Receive the requested copy/ies of service record and/or certificate of employment and accomplish survey form 	2. File rec	eiving 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									
	lassification:		Simple	Sommorolal Colvices Department					
	ype of Transaction:		G2G, G2C						
	/ho may avail:		All Regular Er	mplovees					
	CHECKLIST OF	REQL	• •						
		• -	-						
	CLIENT STEPS	AGE	NCY ACTION	FEES BE P	-	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Fill-up Daily Time Record (DTR) and submit to the Security Guard on duty for checking	 The security guard on duty checks/verifies the entries in the DTR and countersigns the DTR and forward it to the Payroll Officer 		No	ne	1 hour	Security Guard on Duty		
		Pa pr pa Ge	1.1 The Payroll/Cashier prepares the payroll for the approval of the General Manager		ne	5 hours	Head/Supervising Cashier Finance and Commercial Services Department		
		Ma re ap dis	ne General anager views and pproves the sbursement salary	No	ne	1 hour	General Manager B Office of the General Manager		
		Of th ba cru sa er	1.3 The Payroll Officer deposits the check to the accredited bank for the crediting of salaries to employees payroll account		ne	1 hour	Head/Supervising Cashier Finance and Commercial Services Department		
2.	The employee may withdraw his/her salary and accomplish survey form			No	ne		Employees		
			TOTAL:	No	ne	8 hours			



B. For Emergency Laborers

Office/Department/Division: Finance and Commercial Services Department								
Classification:		Simple	00111110					
Type of Transaction:		G2C						
Who may avail:		All Emergency	v Laborers					
CHECKLIST O								
CHECKEIST			S WHERE TO SECURE					
			FEES		PROCESSING	PERSON		
CLIENT STEPS	AGE	NCY ACTION	BEP		TIME	RESPONSIBLE		
1. Fill-up Daily Time Record (DTR) and submit to the Immediate Supervisor for checking	the DT cou	 Checks/verifies the entries in the DTR and countersigns the DTR 		ne	1 hour	Water Utilities Management/Dev elopment Officer Engineering, Water Resources, Construction and Maintenance Department		
	O Ad	repares a Job rder ccomplishment nd Payroll	No	ne	5 hours	Senior Accounting Processor B Finance and Commercial Services Department		
	ar di	eviews and proves the sbursement wages	No	ne	1 hour	<i>General Manager B</i> Office of the General Manager		
	w	1.3 Prepares the wages for distribution		ne	1 hour	Head/Supervising Cashier Finance and Commercial Services Department		
 Accepts the wage and signs the payroll and accomplish survey form 			No	ne		Emergency Laborers		
	1	TOTAL:	No	ne	8 hours			