



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE

METROPOLITAN WATERWORKS AND
SEWERAGE SYSTEM REGULATORY OFFICE
(MWSS RO)

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate:

The MWSS Regulatory Office (RO) is mandated to monitor the Concession Agreement. Among its many functions, RO reviews, monitor and enforces rates and service standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, RO's functions may change over time for effective regulation of water and sewerage services.

II. Vision:

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous and sustainable supply of potable water and environmentally sound sewerage system.

III. Mission:

To monitor the compliance of Concessionaires with their contractual obligations, enforce standards of service to Customers and determine reasonable rates in the delivery of water and sewerage services.

IV. Service Pledge:

We, the officials and employees of the MWSS-RO, in the spirit of public service, affirm our sworn duties to serve the citizenry with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice.

With the guidance of the Almighty, we pledge to:

- Serve our stakeholders especially you our customers promptly, efficiently and effectively with due courtesy.
- Observe set standards of service quality.
- Provide comfortable customer service areas and frontline personnel to attend immediately to customer's needs.
- Provide a feedback system to assess the quality of service rendered and make improvements, if necessary; and
- Assess our systems and procedures based on our stakeholders feedback on our performance.

These, we pledge, with the goal and commitment of improving the MWSS-RO public service delivery in the name of transparency, accountability and quality service to our stakeholders.



LIST OF SERVICES

Internal Services

	Page
Request for Leave of Absence Without Pay (LWOP) Certification	4
Request for Certificate of Employee's Compensation/Certification	5
Request for Service Record	6
Request for Payment of Terminal Pay	7
Complaints Handling	9



Request for Leave of Absence Without Pay (LWOP) Certification

LWOP Certification is required for the processing of Government Service Insurance System claim benefits, loyalty or length of service recognition and terminal pay.

Office or Division:	Administration Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Former and Currently Employed RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Identification Card		Client provides proof of identification		
Accomplished Request Form		Administration Department/HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Presents one (1) personal identification card and accomplishes request form	1. Checks submitted identification and receives request form	None	1 day	Senior IRM Officer A
	1.2 Retrieves leave records			
	1.3 Evaluates and Validates Records			
	1.4 Encodes LWOP certification			
	2. Reviews and Approves LWOP certification		1-2 days	Department Manager for Administration
	2.1 Releases LWOP certification to HR unit for recording purposes			
Step 2 Receives copy of the Service Record	3. HR unit releases LWOP certification to client			
End of Transaction				



Request for Certificate of Employee’s Compensation/Employment(COE)

Certificate of Employee’s Compensation and Certificate of Employment describes the status of the employment of former or current RO talents as well as their compensation and other remunerations.

Office or Division:	Administration Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Former and Currently Employed RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Identification Card		Client provides proof of identification		
Accomplished Request Form		Administration Department/HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Presents one (1) personal identification card and accomplishes request form	1. Checks submitted identification and receives request form	None	1 day	Senior IRM Officer A
	1.2 Retrieves 201 files			
	1.3 Evaluates and Validates Records			
	1.4 Encodes COE			
	2. Reviews and Approves COE	1-2 days	1-2 days	Department Manager for Administration
	2.1 Releases COE to HR unit for recording purposes			
Step 2 Receives copy of the Service Record	3. HR unit releases COE to client			Senior IRM Officer A
End of Transaction				



Request for Service Record

Service Record is a document that contains documentary history of an employee's entrance, appointments, as well as salary adjustments and separation from the MWSS Regulatory Office.

Office or Division:	Administration Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Former and Currently Employed RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Identification Card		Client provides proof of identification		
Accomplished Request Form		Administration Department/HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Presents one (1) personal identification card and accomplishes request form	1. Checks submitted identification and receives request form	None	1 day	Senior IRM Officer A
	1.2 Retrieves 201 files			
	1.3 Evaluates and Validates Records			
	1.4 Encodes Service Record			
	1.5. Reviews and Approves Service Record		1-2 days	Department Manager for Administration
	1.6 Releases Service Record to HR unit for recording purposes			
Step 2 Receives copy of the Service Record	2. HR unit releases Service Record to client			Senior IRM Officer A
End of Transaction				



Request for Payment of Terminal Pay

Terminal Pay is granted to RO talents who are separated from the MWSS Regulatory Office through resignation or retirement.

Office or Division:	Administration Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Former and Currently Employed RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Identification Card		Client provides proof of identification		
Accomplished Request Form		Administration Department/HR Unit		
Approved Certificate of Clearance		Administration Department/HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Presents one (1) personal identification card and accomplishes request form	1. Checks submitted identification form and receives request form together with the approved clearance form	None	3 days	Senior IRM Officer A
	1.2 Retrieves 201 Files			
	1.3 Computes accumulated leave credits			
	1.4 Updates Service Record			
	1.5 Forwards DTR, STR, Appointment Paper, NOSA, Assumption to Duty, Last Day SALN and Service Record to Finance Section			

	1.6. Computes final pay		10 days	Finance Officer B
	1.7 Prepares voucher			Fiscal Examiner A
	1.8. Performs auditing, indexing, budgeting, classification and preparation of check			Finance Officer B
	1.9 Signs check voucher and check			Authorized Signatories
Step 2 Receives copy of the Service Record	2. Releases check to client			Finance Officer B
End of Transaction				



CUSTOMER COMPLAINTS HANDLING

Rules of Procedures for handling customer complaints filed before the MWSS Regulatory Office on water and sewerage services of the Concessionaires'

Office or Division:	Customer Services Regulation Area			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Customers of the Concessionaires (Manila Water Co. Inc., & Maynilad Water Services Inc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Identification Card		Client provides proof of identification		
Accomplished Request Form		Administration Department/HR Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Receiving of Complaints				
Step 1. Receiving and Recording of Complaint	1. Fill-up Customer Contact Form for the complaint details (for walk-in and complaints received thru phone	None	1 Hour	CSR Staff on duty
	1.2 Logs and sorts complaints			
	1.3 Enters customer information / complaint details into the Customer Service Regulation (CSR) database.			
2. Complaints Handling				
Step 2 Complaint Analysis	2. Analyze and determine the complaint	None	Within 3 days from receipt of complaint	CSR Staff on duty
	2.2 Coordinate with MWSS-RO Regulation Areas concerned, Legal, Technical and			

	Finance if necessary			
	2.3 Request Concessionaire to provide copy of meter reading and billing history if necessary	None		CSR Staff on duty
	2.4 Request customer to submit supporting documents if necessary			
Step 3 Endorsement of complaint to Concessionaire	3. Send endorsement letter to Concessionaire to respond within 48 hours for action taken.			
	3.2 Inform customer of initial action taken by the MWSS-RO		Within 3 days from receipt of complaint	
	3.3 Indicate the tentative schedule of conciliation meeting			
Step 4 Conduct of conciliation meeting	4. If complaint is not resolved by the Concessionaires to the satisfaction of the complainant within 48 hours, conciliation meeting shall be conducted between the parties.	None	As needed Within 10 days from receipt of complaint	CSMD/ MED Manager and/or Staff
Step 5. Conduct of joint field investigation	5. If needed, conduct joint field investigation by the MWSS-RO upon proper notification to concerned parties.	None	Anytime after the meeting	CSR Staff on duty
	5.2 Prepare field investigation report and attach the same to the records of the case.			
5.2 Conduct of meter testing	5.3 If needed, meter testing can be		Anytime after the meeting	

	conducted upon request or agreement by the parties.	None		With the presence of CSR Staff
Step 6 Submission of final documents	6. From the last conciliation meeting, the Customer and the Concessionaire shall submit all pertinent documents supporting their respective claims or defenses, including computation for bill adjustments as may be required by the MWSS-RO.	None	Within 10 days after the conciliation meeting	Customer/ Concessionaire
Step 7. Preparation and issuance of RO Resolution	7. Within ten (10) working days from the receipt of the final documents, MWSS-RO CSR shall issue resolution of the Complaint.	None	Within 10 days from receipt of final documents	CSMD/MED Manager
	7.1 Send RO Resolution to Customer and Concessionaire.	None	Within 10 days from receipt of final documents	CSR Staff on duty
End of Transaction				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. E-mail your feedback through: csrcsmd@gmail.com 2. Call: +63(2) 34358903
How feedbacks are processed	<ol style="list-style-type: none"> 1. Referred to Concessionaires 2. Referred to concerned Regulation Area 3. Concerned Regulation Area responds to sender of feedback through mail or email
How to file a complaint	Please refer to workflow
How complaints are processed	Please refer to workflow
Contact Information of CCB, PCC, ARTA	<p><u>Contact Center ng Bayan</u> Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</p> <ul style="list-style-type: none"> • SMS/Text Access: 0908-8816565 • Email: email@contactcenterngbayan.gov.ph • Website: www.contactcenterngbayan.gov.ph • Facebook page: www.facebook.com/contactcenterngbayan <p><u>Presidential Complaints Center</u></p> <ul style="list-style-type: none"> • Via email – thru email address: pcc@malacanang.gov.ph • Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila • Via facsimile thru Telefax No. +63(2)-87368621 • Via telephone- +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 <p><u>Anti-Red Tape Authority</u> complaints@arta.gov.ph 478-5091 478-5099 <u>8888- Citizens' Complaint Hotline</u></p>



Office	Address	Contact Information
Customer Service Regulation Area	3rd Flr. MWSS Compound, Katipunan Road, Balara, Quezon City	(02) 3-4358903 e-mail: csrcsmd@gmail.com
Adminisdtration Department	3rd Flr. MWSS Compound, Katipunan Road, Balara, Quezon City	(02) 3-4358902