

PROCESSING OF REPORT ON ILLEGAL ACTIVITIES IN WATER CONNECTION

Schedule of Availability of Service:

Monday to Friday

7:00 am- 4:00 pm, NO NOON break, at the MCWD One-Stop Shop (OSS)

24 hours Monday to Sundays, at the MCWD Call Center

Who may avail of the service:

- Any concerned citizen or affected person

What are the requirements:

- If the client is at the MCWD One-Stop Shop– sketch with landmarks on the location of the suspected water service connection
- If the client calls or send an SMS at the MCWD Call Center – specific address with landmarks on the location of the suspected water service connection
- Name, address and contact number of the client /reporter (confidential and not compulsory)

Duration: 1 to 2 days (under normal circumstances)

How to Avail of the Service:

Processing of Report on Illegal Activities in Water Connection

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go immediately to the Officer of the Day (OD)	The Officer of the Day will try to resolve the concern of consumer if not, OD will ask the guard for issuance of priority number.	Less than a minute	Officer of the day	none	none
2	If complainant is at the MCWD One-Stop shop (OSS) Get a priority number for white lane transactions in One-Stop Shop (OSS) from the guard	The MCWD guard will issue a priority number for white lane transactions	Less than a minute	The MCWD guard on duty	none	Priority number
3	Wait for your number to be called		5 to 30 minutes			
4	Report the suspected illegal activity in the water service connection	Get the details from the reporter on the alleged illegal activity in the water connection	5-10 minutes	Customer Service Officer A of the OSS	none	Job Order

		Prepare and print the job order on illegal activity for the Legal Dept. Advise the reporter to draw a sketch with landmarks				
5	Draw a sketch on the location of the alleged illegal activity	Inform the reporter that his/her name is confidential and there is a reward if the illegal activity is proven in court	3-5 minutes	Customer Service Officer A of the OSS	none	Job Order
6	Wait for the legal inspector to visit the site		1 to 2 days			
7		MCWD Legal investigator visits the site for verification, if confirmed, removes the affected water meter and makes a report	1 hour or more	Legal Department investigator	none	Job order
8		Give feedback to the reporter for the result of the investigation	1 day	Legal Department investigator	none	Investigation results
END OF TRANSACTION						
1	If the reporter calls at the MCWD Call Center Thru 254-8434 local 0	Answers/entertains the call or the text message Get details from the reporter on the alleged illegal activity in	Less than a minute 5-10 minutes	Customer Service	none	Job Order

	Send a message or call thru 0917-3219821, 0917- 5464278	the water connection including the complainant's name and contact number Prepare the job order on illegal activity for the Legal Dept. Inform the reporter that his/her name is confidential and there is a reward if the illegal activity is proven in court		Officer A of the OSS		
2	Wait for the legal inspector to visit the site		1 to 2 days			
3		MCWD Legal investigator visits the site for verification. If confirmed, removes the affected water meter and makes a report	1 hour or more	Legal Department investigator	none	Job order
4		Give feedback to the reporter for the result of the investigation	1 day	Legal Department investigator	none	Investigation results
END OF TRANSACTION						

