

PROCESSING OF REQUEST FOR WATER QUALITY TEST (FOR NON-MCWD CONSUMER)

Schedule of Availability of Service:

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

Who may avail of the service:

1. Any person with own water supply (deepwell or artesian well)
2. Business establishment with own water supply
3. Other water districts
4. Private water suppliers

What is the requirement:

Payment for the water testing based on the parameters requested

For business permit purposes:

(Temporarily suspended)

Duration: 5-7 working days after request (under normal circumstances)

How to avail of the Service:

Processing of Request for Water Testing (Non-MCWD Consumer)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEEES	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	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 transaction in OSS to the client	Less than a minute	MCWD guard-on-duty	none	Priority number
3	Wait for your number to be called		5-30 minutes			
4	Request for water testing from non-MCWD water supply	Prepare referral slip for Sewerage and Sanitation Dept. (SSD) personnel	5 minutes	Customer Service Officer A of OSS	none	Referral slip

5	Present referral slip to the Sewerage and Sanitation Dept. (SSD) secretary	Prepare charging slip based on the parameters requested by the client	5 minutes	SSD personnel	none	Charging slip
6	Pay to the cashier the amount reflected in the charging slip	Accept the payment and issue an official receipt	5 minutes	MCWD Cashier	variable	Official receipt
7	Present official receipt to the Sewerage and Sanitation Department (SSD) secretary	Gives sterilized bottle to the client	5 minutes	SSD personnel	none	Sterilized bottle
8		Inform the client to deliver the bottle with the water sample to the Water Quality Division (WQD) Laboratory in Talamban in Cebu City	variable	Sewerage and Sanitation Dept. (SSD) personnel		Sterilized bottle
9	Deliver the sterilized bottle with water sample in WQD Laboratory in Talamban, Cebu City	Accept the water sample	5 minutes	WQD personnel	none	Sterilized bottle with water sample

		Test the water sample according to the parameters requested	5-7 days			
		Inform the client of the water test result by giving them a written report	1 day	WQD personnel		Water test result
END OF TRANSACTION						