



METRO KIDAPAWAN WATER DISTRICT

CITIZEN'S CHARTER

2021 (3rd Edition)



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FOREWORD

The METRO KIDAPAWAN WATER DISTRICT promulgated the S.P.R.I.N.G. Citizens Charter in order to expedite the implementation of Republic Act 9485 – an act to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore.

S.P.R.I.N.G. stands for:

Sincerity,
Professionalism,
Responsiveness,
Integrity,
Neutrality and
Good faith in rendering service

The S.P.R.I.N.G. Citizen Charter 2nd Edition was revised and approved last _____, pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amended for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes.

I. MANDATE

NCWD started its operation on February 01, 1977 and was issued by the Local Water Utilities Administration (LWUA) a Conditional Certificate of Conformance (CCC) #041 dated May 06, 1977 that entitles the Water District to financial, technical, and administrative assistance. In the beginning, the Water District has a total of 1, 847 concessionaires. This is broken down into 1,700 for Kidapawan and 147 for Makilala.

On July 20, 1979 LWUA awarded NCWD a Certificate of Recognition for having attained a high degree of operational performance for the year 1978.

The Immediate Improvement Program (IIP) was completed in December 1983; the improved system provides the municipalities of Makilala and Kidapawan areas of approximately 674 hectares of areas served, and increase of 17% over the old system. The terrain then is generally sloping with elevations from 175 to 350 meters above main sea level.

The completion of the IIP brought number of households served to 5, 482 with three sources of water: Saguing River, Pinang-inaman, and Singkato Springs. The transmission and distribution lines totaled to 39km with transmission lines from 100- 300mm in diameter.

In 1984, when other water districts were formed within the Province of North Cotabato, the Board of Directors deemed it necessary to change the name of North Cotabato Water District (NCWD) to Metro Kidapawan Water District (MKWD). This was also the time when the former Municipal



Mayor Carlos Lebrillo, Sr. of the Municipality of Magpet through a Sangguniang Bayan Resolution signified his intention to annex Magpet to MKWD.

In 1989, MKWD implemented and constructed two projects. These were the 250,000-gallon reservoir with a cost of P 1.8 million at its 2.0 hectares lot at Brgy. Sudapin, Kidapawan, and its administration building at a cost of P 1.0 million at the MKWD's 7,000 sq. meters lot at Brgy. Lanao. The MKWD although independent from the National Government in terms of funding, maintains its relationship with the Local Water Utilities Administration (LWUA) and the Local Government Units like the Municipal Government, the Provincial Government, and the Office of the Congressman in the District. The Local Government Units also extended assistance for the implementation of several projects in terms of financing and materials needed.

On September 1991 the Supreme Court in an en banc resolution had decided that water districts throughout the country are now considered as Government Owned or Controlled Corporation, thus, it falls under the jurisdiction of the Commission on Audit (COA) Government Service Insurance System (GSIS), Civil Service Commission (CSC), and the Department of Budget and Management.

On March 2000, the Municipality of Matalam was annexed to Metro Kidapawan Water District. The total number of service connections in Matalam as of December 31, 2002 is 139.

Effective March 2003, the Local Water Utilities Administration approved the upward re-categorization of MKWD from MEDIUM to LARGE Category, with 71 points earned upon evaluation.

Last 2016 MKWD was recategorized by LWUA to a Category A Water District in accordance to the issued Revised Manual on Local Water District Categorization by LWUA. Currently the District has more than 30,000 active service connections.

General Managers of the Water District, one after the other were, Engr. Gregorio Rizado (1976-1977), Mr. Wilfredo A. Alqueza II (1977- 1994), Mrs. Adela P. Teh (1994 – 2001), Dr. Maximino R. Pacifico (2001-2002) and 2002 to present, Ms. Stella Gonzales-Anima, mps.

At present, the MKWD Board of Directors consists of the following:

1. DIR. VIRGINIA L. DAYADAY, Chairperson
2. DIR. EMMANUEL E. ZAMORAS, Vice Chairperson
3. DIR. ALAN G. PANDIO, Secretary
4. DIR. LYNNIE G. CAGAPE, Member