



MANAOAG WATER DISTRICT

CITIZEN'S CHARTER 2023
(3rd Edition)



I. Mandate

To provide and ensure the delivery of safe and potable drinking water.

II. Vision

To be a competitive water utility comprising of responsible men and women committed to service par excellence and becoming a partner in improving the quality of life of the Manaoageños.

III. Mission

- To provide safe and potable water and high-quality water services at a fair price to meet the needs and expectations of our customers.
- To protect the environment to conserve our water resources for future generations.
- To promote efficiency and productivity to enhance operational sustainability.
- To conduct ourselves in accordance with the highest ethical standards and moral values because our reason for being is to serve the public.

IV. Service Pledge

We, the officials and employees of the Manaoag Water District, commit to:

- Serve our customers from Mondays to Fridays, 8:00am to 5:00pm, and on Saturdays 8:00am to 12:00nn. We observe “No noon break policy”.
- Attend to treat our customers equally and listen to complaints and give prompt action in all customers’ needs relative to water service.
- Rest assured we serve safe, potable and affordable water directly to household faucets.
- Always with a smile and care with full understanding on customers’ service requests.
- Provide continuous water supply.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

V. Core Values

- **M** - Moral Ascendancy
- **A** - Accountability
- **N** - Non-stop Service
- **W** - Willfulness
- **A** - Action-Oriented
- **D** - Disciplined



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Finance and Commercial Division (Customer Service Section) External Services



1. Application for New Water Service Connection

Office/Division:	Finance and Commercial Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All legal age residents in the existing service area of the Manaoag Water District.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. 1 pc. 1"x1" or 2"x2" ID Picture (recent)	Any photo printing shop.
	2. 1 Photocopy of a valid ID (front and back) <i>Note: In the event that the applicant does not possess any valid identification document, a Police Clearance, NBI, and Voter's Certification will be deemed acceptable.</i>	GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA
	3. 1 Photocopy of Proof of Ownership of the House and Lot (Tax Declaration, Land Title, or Notarized Deed of Absolute Sale)	Registry of Deeds, Notary Public, Municipal Assessor's Office, Office of the City Assessor
	4. If by representative:	
	a. 1 copy of Authorization Letter	Client
	b. 1 Photocopy of a valid ID (front and back) <i>Note: In the event that the applicant does not possess any valid identification document, a Police Clearance, NBI, and Voter's Certification will be deemed acceptable.</i>	GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA
	5. In the absence of Proof of Ownership of the House and Lot:	
	a. 1 copy of Brgy. Certificate of Residency indicating the number of years being a resident.	Barangay Hall
	b. 1 copy of Affidavit of Undertaking (Please specify owner/s of the House and Lot)	Notary Public



First Visit- Customer in-office Transaction

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Go to Customer Service Assistant (CSA)	2.1	Provide list of requirements for water service connection.	None	10 minutes	Customer Service Assistant Finance and Commercial Division
		2.2	Answer customer's inquiries.			
3.	3.1. Secure the form and submit the above-stated list of requirements to the personnel-in-charge. 3.2. Fill out the SACO and Inspection Report Form.	3.1	Review application and determine the completeness of requirements.	None	15 minutes	Customer Service Assistant/ Utilities/Customer Service Officer Finance and Commercial Division
		3.2	Provide the Service Application and Construction Order (SACO) and Inspection Report Form.			
		3.3	Advise applicant for scheduling of survey to be conducted and wait for further notice for payment of fees and materials.			
TOTAL:				None	26 minutes	

END OF CUSTOMER IN-OFFICE TRANSACTION



Second Visit- Customer in-office Transaction						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Get/secure the bill of fees and charges from the personnel-in-charge.	2.1	Give the bill of fees and charges to the customer.	None	5 minutes	Customer Service Assistant Finance and Commercial Division
3.	Pay to the Teller the required fees and charges.	3.1	Acceptance of payment & issuance of Water Bill Official Receipt.	<ul style="list-style-type: none"> ➤ <u>Registration Fee:</u> PHP 300.00 ➤ <u>Guaranty Deposit:</u> PHP 660.00 ➤ <u>Construction Materials:</u> PHP 5,000.00 ➤ <u>Notarial Fee:</u> PHP 50.00 	4 minutes	Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
4.	Present the proof of payment to the personnel-in-charge.	4.1	Briefing for MANWAD Utility Rules and Regulations.	None	10 minutes	Customer Service Assistant / Utilities/Customer Service Officer Finance and Commercial Division
TOTAL :				PHP. 6,010.00	20 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- The installation of new Service Connection is subject to scheduling.
- This applies to regular type of water service connection.
- Fees may vary depending on the need of the service installations and are subject to change.



2. Application for Senior Citizen Discount Availment

Office/Division:	Finance and Commercial Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All senior citizen customers in the existing service area of the Manaoag Water District registered for at least one (1) year.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	For new application:	
	1. If applied by the Senior Citizen:	
	a. 1 Photocopy (front and back) of valid Senior Citizen ID Card. (Present the original ID at the office)	Office of the Senior Citizens Affair
	b. 2 pcs. - Recent picture (2"x2")	Any photo printing shop.
	c. 1 copy of Barangay Certificate of Residency (Proof of residency)	Barangay Hall
	2. If applied through Senior Citizen's Representative:	
	a. 1 Photocopy (front and back) of valid Senior Citizen ID Card. (Present the original ID at the office)	Office of the Senior Citizens Affair
	b. 2 pcs. - Recent picture of SC applicant (2"x2")	Any photo printing shop.
	c. 1 copy of Barangay Certificate of Residency. (Proof of residency of the SC applicant)	Barangay Hall
	e. 1 copy of Authorization Letter by the SC applicant. (Authorizing a Representative)	Applicant
	f. 1 Photocopy (front and back) of valid ID of the Representative	GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA
	g. 1 pc. - 5R picture size of the SC applicant holding the latest newspaper	Any photo printing shop.



For renewal of application:						
1. If applied by the Senior Citizen:						
a. Personal Appearance of the Senior Citizen (Present the original ID at the office)		None				
2. If applied through Senior Citizen's Representative:						
a. 1 Photocopy (front and back) of valid Senior Citizen ID Card. (Present the original ID at the office)		Office of the Senior Citizens Affair				
b. 1 copy of Authorization Letter by the SC applicant. (Authorizing a Representative)		Applicant				
c. 1 Photocopy (front and back) of valid ID of the Representative		GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA				
d. 1 pc. - 5R picture size of the SC applicant holding the latest newspaper		Any photo printing shop.				
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Get/secure an application form from the personnel-in-charge.	2.1	Provide the Application Form for senior citizen discount availment.	None	5 minutes	Customer Service Assistant Finance and Commercial Division



3.	Accomplish and submit duly signed application form together with the requirements.	3.1	Verification and approval of the availment of senior citizen discount. ✓ Update Guaranty Deposit if needed.	None PHP. 660.00	10 minutes	Customer Service Assistant Utilities/Customer Service Officer Division Manager Finance and Commercial Division
TOTAL :				PHP. 660.00	16 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Conditions for Senior Citizen Discount Availment:

- The Senior Citizen applicant must be a resident of the household.
- Consumption should not exceed thirty (30) cubic meters.
- This is granted per household regardless of the number of senior citizens living therein.
- Meter registration should be in the name of the senior citizen for a period of one year.
- There shall be annual renewal of the application.



3. Arrangement/Elevation of Water Meter

Office/Division:	Finance and Commercial Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:	All MANWAD Customer				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. On-site investigation of actual meter status and other relevant information			MANWAD Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1 Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Go to Customer Service Assistant (CSA)	2.1 Receive the customer's concern and search from the Total Utility Billing System the registered customer's name and contact details.	None	8 minutes	Customer Service Assistant Finance and Commercial Division
		2.2 Discuss and Evaluate customer's concern, prepare and print Service Requests (SR) and Maintenance Job Order (MJO).			



		2.3	Let customer accomplish the SR and MJO.			
		2.4	Advise the customer that site investigation will be done within three (3) working days			
3.	Sign SR and MJO and receive one copy	3.1	Let customer sign the SR and MJO and give one copy of the same	None	1 minute	Customer Service Assistant Finance and Commercial Division
TOTAL :				None	10 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



4. Billing Details and other Billing Concerns

Customers may request for information and records pertaining to account details and other billing concerns.

Office/Division:		Finance and Commercial Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		All MANWAD Customer				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Go to Customer Service Assistant (CSA)	2.1	Receive and search from the System the registered customer's name, contact details and discuss customer's concern.	None	5 minutes	Customer Service Assistant Finance and Commercial Division
3.	Wait for the requested Billing Document/s.	3.1	Forward the customer's details and request to Billing Section.	None	3 minutes	Customer Service Assistant



		3.2	Billing section will verify the said request/s.	None	5 minutes	Billing Section Personnel
		3.3	Return the verified document/s to the CSA	None	3 minutes	Billing Section Personnel
		3.4	Receive the document/s	None	1 minute	Customer Service Assistant
4.	Sign the requested document/s and receive one copy.	4.1	Let customer sign the document/s and give one copy of the same	None	2 minutes	Customer Service Assistant Finance and Commercial Division
TOTAL :				None	20 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



5. Billing of Water Consumption

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All MANWAD Customer					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Receive the billing notice from the meter reader every month.	1.1	Reading of water meter and serving the billing notice to the concessionaire.	None	2 minutes	Utilities/Customer Service Assistant Finance and Commercial Division
2.	Proceed to MANWAD office immediately for processing of payment to avoid any inconvenience.		None	None	None	None
TOTAL :				None	2 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



6. Payment of Water Bill and Other Fees

Office/Division:		Finance and Commercial Division			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:		All MANWAD Customer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Billing Notice			Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1 Ask customer's concern, give priority number. Direct customer to the Teller's Booth and wait for turn. <i>Note: Priority lane is provided for Elderly/Senior Citizen, Pregnant Women and PWD.</i>	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Give to the teller the billing notice.	2.1 Validation of billing notice or Statement of Account.	None	2 minutes	Teller Finance and Commercial Division



		2.2	If the customer does not have the copy of the billing notice/SOA, teller will ask the customer about the information of the account he/she is paying for. Teller will then inquire the given account to the billing system and will proceed for the collection of the payment.	None	2 minutes	Teller Finance and Commercial Division
3.	Pay the stated amount from the billing notice and count the change, if any, before leaving the counter.	3.1	Acceptance of payment & issuance of Water Bill Official Receipt.	Stated amount in the billing notice/SOA.	1 Minute	Teller Finance and Commercial Division
TOTAL :				None	6 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



7. Request for Change of Account Name/Transfer of Ownership

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. 1 copy of Notarized waiver from the present owner			Notary Public			
2. 1 Photocopy of the present owner's valid ID (front and back)			GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA			
3. 1 pc. - 1"x1" picture of the successor owner)			Any photo printing shop			
4. 1 copy of a valid ID (front and back) of the successor owner			GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA			
5. 1 Photocopy of Death Certificate of the former owner, if deceased			PSA			
<ul style="list-style-type: none"> Affidavit of Undertaking 			Notary Public			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division



2.	Go to Customer Service Assistant (CSA)	2.1	Provide the Request Form	None	5 minutes	Customer Service Assistant
		2.2	Answer inquiries			Finance and Commercial Division
		2.3	Verify the record of the present owner			
3.	Accomplish the form and submit the list of requirements	3.1	Review the request, determine the completeness of requirements and briefing of MANWAD URR.	None	12 minutes	Customer Service Assistant Finance and Commercial Division
4.	Payment of: 4.1. Notarial fees 4.2. Updating of guaranty deposit, if necessary	4.1	Acceptance of payment and issuance Acknowledgement and Official Receipt.	<ul style="list-style-type: none"> ➤ Notarial fee: PHP 50.00 ➤ Guaranty Deposit: PHP 660.00 	4 Minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
TOTAL:				PHP 710.00	22 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- Fees may vary depending on the guaranty deposit balance and are subject to change.



8. Request for Reconnection of Water Service Line

Office/Division:		Finance and Commercial Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Make the Request for Reconnection with the personnel-in-charge.	2.1	Update the concessionaire's record, if necessary.	None	10 minutes	Customer Service Assistant Finance and Commercial Division
		2.2	Determine the nature of the service connection being requested for reconnection.			
3.	Get/secure the bill of fees and charges from the personnel-in-charge.	3.1	Give the bill of fees and charges to the customer.	None	2 minutes	Customer Service Assistant Finance and Commercial Division



4.	Payment of: 4.1. Unpaid bills, if there are any 4.2. Updating of guaranty deposit, if necessary 4.3. Reconnection 4.4. Cost of necessary construction materials	4.1	Acceptance of payment & issuance of Water Bill Official Receipt.	PHP 730.00 PHP 300.00 PHP 15.98	5 minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
TOTAL:			PHP 1,045.98	18 minutes		
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- Fees may vary depending on the guaranty deposit balance and are subject to change.
- Fees may vary depending on the need of the service installations and are subject to change.



9. Request for Reconnection (Re-application) of Water Service Line

Office/Division:	Finance and Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 pc. 1"x1" or 2"x2" ID Picture	Any photo printing shop.
2. 1 Photocopy of a valid ID (front and back) <i>Note: In the event that the applicant does not possess any valid identification document, a Police Clearance will be deemed acceptable.</i>	GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA
3. If by representative:	
a. 1 copy of Authorization Letter	Client
b. 1 Photocopy of a valid ID (front and back) <i>Note: In the event that the applicant does not possess any valid identification document, a Police Clearance will be deemed acceptable.</i>	GSIS, SSS, LTO, PRC, BIR, OWWA, PSA, PhilHealth, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP, Company, DFA

First Visit- Customer in-office Transaction

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division



2.	Make the Request for Reconnection or Relocation with the personnel-in-charge.	2.1 Update the concessionaire's record, if necessary. 2.2 Determine the nature of the service connection being requested for reconnection and let the customer to fill out the SACO Form.	None	10 minutes	Customer Service Assistant Finance and Commercial Division
3.	Get/secure the bill of fees and charges from the personnel-in-charge.	3.1 Give the bill of fees and charges to the customer.	None	2 minutes	Customer Service Assistant Finance and Commercial Division
4.	Payment of: 4.1. Unpaid bills, if there are any 4.2. Updating of guaranty deposit, if necessary 4.3. Required fees: ➤ Reconnection ➤ Notarial Fee	4.1 Acceptance of payment & issuance of Water Bill Official Receipt.	PHP 730.00 PHP 300.00 PHP 50.00	5 minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
5.	Go to CSA	5.1 Advise survey if necessary.	None	1 minute	Customer Service Assistant Finance and Commercial Division
TOTAL:			PHP 1,080.00	19 minutes	

END OF CUSTOMER IN-OFFICE TRANSACTION



Second Visit- Customer in-office Transaction						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Get/secure the bill of fees and charges from the personnel-in-charge.	2.1	Give the bill of fees and charges for the materials to the customer.	None	2 minutes	Customer Service Assistant Finance and Commercial Division
3.	Cost of necessary construction materials	3.1	Acceptance of payment & issuance of Water Bill Official Receipt.	PHP 15.98	5 minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
TOTAL:				PHP 15.98	8 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- Fees may vary depending on the guaranty deposit balance and are subject to change.
- Fees may vary depending on the need of the service installations and are subject to change.



10. Request for Relocation of Water Meter

Office/Division:		Finance and Commercial Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Make the Request for Reconnection or Relocation with the personnel-in-charge.	2.1	Update the concessionaire's record, if necessary.	None	10 minutes	Customer Service Assistant Finance and Commercial Division
		2.2	Determine the nature of the service connection being requested for relocation			
3.	Get/secure the bill of fees and charges from the personnel-in-charge.	3.1	Give the bill of fees and charges to the customer.	None	2 minutes	Customer Service Assistant Finance and Commercial Division



4.	Payment of: 4.4. Unpaid bills, if there are any 4.5. Updating of guaranty deposit, if necessary 4.6. Required fees: ➤ Relocation	4.1	Acceptance of payment & issuance of Water Bill Official Receipt.	PHP 730.00 PHP 300.00	5 minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
5.	Go to CSA	5.1	Prepare and print Service Requests (SR) and Maintenance Job Order (MJO).	None	4 minutes	Customer Service Assistant Finance and Commercial Division
		5.2	Advise survey if necessary.			
TOTAL:				PHP 1,030.00	22 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- Fees may vary depending on the guaranty deposit balance and are subject to change.



11. Request for Repair of Service Line or Mainline Connections (Walk-in)

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Report the Leak	2.1	Accomplish Service Request (SR) and Maintenance Job Order (MJO).	None	4 minutes	Customer Service Assistant Finance and Commercial Division
TOTAL:				None	5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



12. Request for Repair of Service Line or Mainline Connections (Phone-in)

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Report the Leak through call/text: Landline: 529-0254 Sun Cellular: 09228393878	1.1	Accomplish Service Request (SR) and Maintenance Job Order (MJO).	None	5 minutes	Customer Service Assistant Finance and Commercial Division
TOTAL:				None	5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



13. Request for Temporary or Permanent Disconnection of Water Service Line

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. No requirements needed						
First Visit- Customer in-office Transaction						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Submit written request to the personnel-in-charge.	2.1	Verification of Concessionaire's records.	None	5 minutes	Utilities/Customer Service Assistant Finance and Commercial Division
		2.2	Advise survey, if necessary			
TOTAL:				None	6 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Second Visit- Customer in-office Transaction						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Customer Services and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Payment of: 3.1. Unpaid bills, if there are any 3.2. Disconnection Fee	2.1	Acceptance of payment & issuance of Water Bill Official Receipt.	PHP 100.00	2 minutes	Utilities/Customer Service Assistant or Cashiering Assistant Finance and Commercial Division
3.	Bring the water bill official receipt to the Customer Service Area for checking and review for further advice for the disconnection.	3.1	Indicate details of payment on Service Request and advise the concessionaire on the date of disconnection.	None	3 minutes	Utilities/Customer Service Assistant Finance and Commercial Division
TOTAL:				PHP 100.00	6 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- Disconnection of water service line may also result from either of the following:
 - Non-payment of water bill of one (1) current month plus one (1) month arrears.
 - Non-payment of issued construction materials within due date.



Finance and Commercial Division (Collection Section) External Services



1. Disbursement of Approved Checks

Releasing of Approved Checks to Suppliers

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	MANWAD Suppliers					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Claiming of Check: 1. 1 Original Official Receipt/Collection Receipt			Supplier			
2. 1 Original Charge/Sales Invoice			Supplier			
3. 1 Original Delivery Receipt			Supplier			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Collection Section and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Go to Collection Section and ask if check/s are available for collection.	2.1	Check Approved Checks Report if Client's Name or Supplier's name is listed.	None	1 minute	Cashier Finance and Commercial Division



		2.2	If check is already approved for release, ask client to wait awhile and prepare relevant documents while Disbursement Officer goes to the safety vault to get the checks.	None	3 minutes	Cashier Finance and Commercial Division
3.	Submit required documents to the Cashier	3.1	<p>Upon return to Cashier's Office, the Cashier shall check if there are lacking attachments on the voucher such as the following:</p> <ul style="list-style-type: none"> a. Original OR b. Original Charge/ Sales Invoice. c. Original Delivery Receipt <p>If found to be lacking, direct customer to submit the above stated documents.</p>	None	5 minutes	Cashier Finance and Commercial Division



		3.2	Receive required documents from the supplier and attach it in the disbursement voucher/s. Ensure same control numbers prior attachment to the voucher.	None	1 minute	Cashier Finance and Commercial Division
		3.3	Check the attached BIR Form 2307 details versus the amount written in the disbursement voucher (withholding taxes payable).	None	1 minute	Accounting Personnel Finance and Commercial Division
4.	Check the written details in the logbook and affix signature	4.1	After thorough checking, log per approved check in the logbook. This includes details such as disbursement voucher number, payees name, bank name, check number and amount of check.	None	2 minutes	Accounting Personnel Finance and Commercial Division



5.	Receive Disbursement Voucher and affix required signatures. Issue Official Receipt per approved check with precise amount indicated therein.	5.1	Guide the supplier in signing the Box C of the disbursement voucher and in the BIR Form received by portion.	None	1 minute	Cashier Finance and Commercial Division
		5.2	Direct customer to issue an Official Receipt	None	3 minutes	Cashier Finance and Commercial Division
6.	Tender Issued Receipt along with the Disbursement Voucher to the Disbursement Officer.	6.1	Accept Issued Official Receipts and check if all entries are complete and correct. Attach OR in the Disbursement Voucher.	None	1 minute	Cashier Finance and Commercial Division
TOTAL:				None	19 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



2. Disbursement of Petty Cash to Suppliers

Releasing of Petty Cash to Suppliers

Office/Division:	Finance and Commercial Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	MANWAD Suppliers					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Claiming of Check: 1. 1 Original Official Receipt/Collection Receipt			Supplier			
2. 1 Original Charge/Sales Invoice			Supplier			
3. 1 Original Delivery Receipt			Supplier			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Go to PACD for assistance	1.1	Ask customer's concern, give priority number. Direct customer to Accounting Section and wait for turn.	None	1 minute	Public Assistance Complaints Desk (PACD) Officer Finance and Commercial Division
2.	Go to Accounting Section and check if Petty Cash is available for release	2.1	Check the Petty Cash Report if Supplier's name is included therein.	None	1 minute	Petty Cash Custodian Finance and Commercial Division
3.	Submit pertinent documents to the Petty Cash-in-charge	3.1	Upon receipt of request, the Petty Cash in-charge shall get the petty cash voucher from the file.	None	1 minute	Petty Cash Custodian Finance and Commercial Division



		3.2	<p>Check the attachments on the voucher such as the following:</p> <p>a. Original Charge/ Sales Invoice.</p> <p>b. Original Delivery Receipt</p> <p>If found to be lacking, direct customer to submit the above stated documents.</p>	None	3 minutes	<p>Petty Cash Custodian</p> <p>Finance and Commercial Division</p>
		3.3	<p>Receive required documents and duly attach into the petty cash voucher.</p>	None	2 minutes	<p>Petty Cash Custodian</p> <p>Finance and Commercial Division</p>
4.	Issue Official Receipt per petty cash voucher.	4.1	<p>Request customer to issue official receipt per petty cash voucher.</p>	None	1 minute	<p>Petty Cash Custodian</p> <p>Finance and Commercial Division</p>
5.	Tender Issued Official Receipt to the Petty Cash In-Charge.	5.1	<p>Accept issued Official Receipt and endorse Petty Cash documents to the Petty Cash Custodian.</p>	None	4 minutes	<p>Petty Cash Custodian</p> <p>Finance and Commercial Division</p>



		5.2	Petty Custodian receives and check completeness of the document.	None	1 minute	Petty Cash Custodian Finance and Commercial Division
6.	Receive disbursed amount from the Petty Cash-in-Charge	6.1	Cash out the amount indicated in the Official Receipt.	None	2 minutes	Petty Cash Custodian Finance and Commercial Division
7.	Affix signature on the Petty Cash Voucher	7.1	Direct supplier to affix signature into the payment received portion.	None	2 minutes	Petty Cash Custodian Finance and Commercial Division
TOTAL:				None	18 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Finance and Commercial Division Internal Services



2. Processing of Disbursement Voucher (Payment to Suppliers)

Office/Division:	Finance and Commercial Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2G – Government to Government	
Who may avail:	MANWAD Suppliers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	The processing of Disbursement Voucher (DV) Form shall include the following documents:	
	For Goods and Other Services:	
	1. Budget Utilization Request (BUR)	<ul style="list-style-type: none"> Administrative and General Services Division
	2. Purchase Requisition Slip (PRS)	<ul style="list-style-type: none"> Administrative and General Services Division
	3. Request for Quotation (at least 3 suppliers)	<ul style="list-style-type: none"> Administrative and General Services Division
	4. Abstract of Quotation	<ul style="list-style-type: none"> Administrative and General Services Division
	5. BAC Resolution	<ul style="list-style-type: none"> Administrative and General Services Division
	6. Purchase Order (PO)	<ul style="list-style-type: none"> Administrative and General Services Division
	7. Certificate of Acceptance/Receiving Report	<ul style="list-style-type: none"> Administrative and General Services Division
	8. Computation of Liquidated Damages, if applicable	<ul style="list-style-type: none"> Administrative and General Services Division
	9. Abstract of Bids, if applicable	<ul style="list-style-type: none"> Administrative and General Services Division
	10. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)	<ul style="list-style-type: none"> Administrative and General Services Division
	11. Journal Entry Voucher (JEV)	<ul style="list-style-type: none"> Finance and Commercial Division
	12. Cash Advance (CA), if applicable	<ul style="list-style-type: none"> Finance and Commercial Division



For Projects (Bidding):						
1. Budget Utilization Request (BUR)		• Administrative and General Services Division				
2. Program of Work from end-user/s		• Administrative and General Services Division				
3. Purchase Requisition Slip (PRS)		• Administrative and General Services Division				
4. Abstract of Quotation		• Administrative and General Services Division				
5. BAC Resolution		• Administrative and General Services Division				
6. Certificate of Acceptance		• Administrative and General Services Division				
7. Notice to Award / Notice to Proceed		• Administrative and General Services Division				
8. Project Completion and Inspection Report (PCIR)		• Administrative and General Services Division				
9. Progress Billing Report with Pictures		• Administrative and General Services Division				
10. Computation of Liquidated Damages, if applicable		• Administrative and General Services Division				
11. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)		• Administrative and General Services Division				
12. Journal Entry Voucher (JEV)		• Finance and Commercial Division				
13. Cash Advance (CA), if applicable		• Finance and Commercial Division				
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Responsible Division submits BUR form to Finance and Commercial Division.	1.1	Validate completeness and accuracy of the attached required documents before acceptance for processing.	None	3 minutes	Accounting Personnel Finance and Commercial Division



		1.2	Process / prepare DV related to complete, appropriate and valid transactions	None	3 minutes	Accounting Personnel Finance and Commercial Division
		1.3	Include in the attachment accomplished BIR Form 2307	None	3 minutes	Accounting Personnel Finance and Commercial Division
		1.4	Division Manager affix signature on the box “funds available” of the BUR and the “authorized withholding agent” portion of BIR Form and 2307	None	3 minutes	Accounting Personnel Finance and Commercial Division
		1.5	Forward the signed DV with attached BIR Form 2307 to the Cashier for issuance of check	None	3 minutes	Accounting Personnel Finance and Commercial Division
TOTAL:				None	15 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Production and Water Quality Division Internal Services



1. Water Quality Complaints

Office/Division:		Production and Water Quality Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		Government Agencies, private organizations & institutions				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Service Requests (SR) and Maintenance Job Order (MJO).				Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Report water quality complaints to Production and Water Quality Division	1.1	Receive water quality complaints thru Service Requests (SR) and Maintenance Job Order (MJO).	None	1 minute	Division Manager Production and Water Quality Division
		1.2	Conduct Field Inspection.		4 hours	Production and Water Quality Personnel Production and Water Quality Division
2.	None	2.1	Conduct flushing of Pipelines and appurtenances	None	4 hours	Production and Water Quality Personnel Production and Water Quality Division



		2.2	Accomplish SR and MJO and Submit to Finance and Commercial Division			
TOTAL:				None	8 hours and 1 minute	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Engineering and Construction Division External Services



1. Realignment of Pipelines (uPVC / PE) due to Road Infrastructure Projects

Office/Division:	Engineering and Construction Division					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	Government agencies					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Processing of Request: 1. Letter from the DPWH or MEO 2. Location map of the concerned pipeline			DPWH or Municipal Engineering Office			
First Stage						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the letter and location map to the MANWAD.	1.1	Receive the letter and forward to Engineering and Construction Division for appropriate action.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2	Coordinate with the DPWH or MEO, inspect the location and prepare a reply letter and Inspection Report	None	2 days	Division Manager Engineering and Construction Division
		1.3	Transmit the reply letter and Inspection Report to DPWH or MEO.		1 day	Division Manager Engineering and Construction Division
TOTAL:				None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Office/Division:	Engineering and Construction Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. SR and MJO	Finance and Commercial Division
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Second Stage

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	None	1.1	Receive the SR and MJO from Finance and Commercial Division	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2	Receive the SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.3	Proceed to MANWAD Warehouse	None	3 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.4	Receive the necessary materials.	None	10 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division



		1.5	Realign the specified pipeline per instruction of the Division Manager (Engineering and Construction) and specifications in the SR and MJO.	None	5 days	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.6	Submit the accomplished SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.7	Receive the accomplished SR and MJO.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.8	Update the Sketch map for pipelines and secure a copy.	None	3 days	Engineering Aide Engineering and Construction Division
		1.9	Forward the accomplished SR and MJO to Customer Service.	None	1 minute	Engineering Aide Engineering and Construction Division
TOTAL:				None	8 days and 18 minutes	

END OF CUSTOMER IN-OFFICE TRANSACTION



2. Transfer of Blow-Off Valve

Office/Division:	Engineering and Construction Division					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	Government agencies					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Processing of Request: 1. Letter from the DPWH or MEO 2. Location map of the concerned pipeline			DPWH or Municipal Engineering Office			
First Stage						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the letter and location map to the MANWAD.	1.1	Receive the letter and forward to Engineering and Construction Division for appropriate action.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2	Coordinate with the DPWH or MEO, inspect the location and prepare a reply letter and Inspection Report	None	2 days	Division Manager Engineering and Construction Division
		1.3	Transmit the reply letter and Inspection Report to DPWH or MEO.		1 day	Division Manager Engineering and Construction Division
TOTAL:				None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Office/Division:	Engineering and Construction Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SR and MJO	Finance and Commercial Division

Second Stage

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	None	1.1	Receive the SR and MJO from Finance and Commercial Division	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2	Receive the SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.3	Proceed to MANWAD Warehouse	None	3 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.4	Receive the necessary materials.	None	10 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division



		1.5	Transfer the specified blow-off valve/s per instruction of the Division Manager (Engineering and Construction) and specifications in the SR and MJO.	None	3 days	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.6	Submit the accomplished SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.7	Receive the accomplished SR and MJO.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.8	Update the Sketch map for pipelines and secure a copy.	None	3 days	Engineering Aide Engineering and Construction Division
		1.9	Forward the accomplished SR and MJO to Customer Service.	None	1 minute	Engineering Aide Engineering and Construction Division
TOTAL:				None	6 days and 18 minutes	

END OF CUSTOMER IN-OFFICE TRANSACTION



3. Transfer of Fire Hydrant (Commercial / Residential)

Office/Division:	Engineering and Construction Division					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	Government agencies					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Processing of Request: 1. Letter from the DPWH or MEO 2. Location map of the concerned pipeline			DPWH or Municipal Engineering Office			
First Stage						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit the letter and location map to the MANWAD.	1.1	Receive the letter and forward to Engineering and Construction Division for appropriate action.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2	Coordinate with the DPWH or MEO, inspect the location and prepare a reply letter and Inspection Report	None	2 days	Division Manager Engineering and Construction Division
		1.3	Transmit the reply letter and Inspection Report to DPWH or MEO.		1 day	Division Manager Engineering and Construction Division
TOTAL:				None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Office/Division:	Engineering and Construction Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. SR and MJO	Finance and Commercial Division
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Second Stage

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	None	1.1	Receive the SR and MJO from Finance and Commercial Division	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2	Receive the SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.3	Proceed to MANWAD Warehouse	None	3 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.4	Receive the necessary materials.	None	10 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division



		1.5	Transfer the specified fire hydrant per instruction of the Division Manager (Engineering and Construction) and specifications in the SR and MJO.	None	3 days	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.6	Submit the accomplished SR and MJO.	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
		1.7	Receive the accomplished SR and MJO.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.8	Update the Sketch map for pipelines and secure a copy.	None	3 days	Engineering Aide Engineering and Construction Division
		1.9	Forward the accomplished SR and MJO to Customer Service.	None	1 minute	Engineering Aide Engineering and Construction Division
TOTAL:				None	6 days and 18 minutes	

END OF CUSTOMER IN-OFFICE TRANSACTION



Engineering and Construction Division Internal Services



1. Application for New Water Service Connection

Office/Division:	Engineering and Construction Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:	All legal age residents in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Signed Service Application and Construction Order (SACO) and Inspection Report Form.			Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Forward the signed Service Application and Construction Order (SACO) and Inspection Report Form.	1.1 Receive the signed SACO and Inspection Report Form and attach Materials Requisition Issue Slip (MRIS) and Ordinance Drawing.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2 Assign Plumber for Field Survey Inspection.			
		1.3 Field survey for adequacy of source and verification of availability of plumbing installations to determine materials needed and planning for the type of installation.	None	2 hours	Water/Sewerage Maintenance Man Engineering and Construction Division



		1.4	Forward Field Inspection Report, MRIS and SACO to Engineering Aide	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
2.	None	2.1	Verify Inspection Report, MRIS and SACO	None	1 hour	Engineering Aide Engineering and Construction Division
3.	None	3.1	Receive Inspection Report, MRIS, and SACO and forward to Administrative/ General Services Division for the release of necessary materials.	None	15 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division
4.	None	4.1	Install of water service connection.	None	4 hours	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:				None	7 hours and 18 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



2. Request for Reconnection of Water Service Line

Office/Division:	Engineering and Construction Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Signed Service Request (SR) and Maintenance Job Order (MJO).			Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse SR and MJO.	1.1 Receive the signed SR and MJO.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2 Assign Plumber for Reconnection of Water Service Line	None	1 minute	Engineering Aide Engineering and Construction Division
2.	None	2.1 Install of water service connection.	None	2 hours	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:			None	2 hours and 2 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION					



3. Request for Reconnection (Re-application) of Water Service Line

Office/Division:		Engineering and Construction Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. Signed Service Request (SR) and Maintenance Job Order (MJO).				Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse SR and MJO.	1.1	Receive the signed SACO and Inspection Report Form and attach Materials Requisition Issue Slip (MRIS) and Ordinance Drawing.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2	Assign Plumber for Field Survey Inspection.			
		1.3	Field survey for adequacy of source and verification of availability of plumbing installations to determine materials needed and planning for the type of installation.	None	1 hour	Water/Sewerage Maintenance Man Engineering and Construction Division



		1.4	Forward Field Inspection Report, MRIS and SACO to Engineering Aide	None	1 minute	Water/Sewerage Maintenance Man Engineering and Construction Division
2.	None	2.1	Verify Inspection Report, MRIS and SACO	None	1 hour	Engineering Aide Engineering and Construction Division
3.	None	3.1	Receive Inspection Report, MRIS, and SACO and forward to Administrative/ General Services Division for the release of necessary materials.	None	15 minutes	Water/Sewerage Maintenance Man Engineering and Construction Division
4.	None	4.1	Reconnect water service connection.	None	4 hours	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:				None	6 hours and 18 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



4. Request for Relocation of Water Meter

Office/Division:		Engineering and Construction Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:		All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. Signed Service Request (SR) and Maintenance Job Order (MJO).				Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse SR and MJO.	1.1	Receive the signed SR and MJO.	None	2 minutes	Engineering Aide Engineering and Construction Division
		1.2	Assign Plumber for Relocation of Water Meter			
2.	None	2.1	Conduct survey for relocation	None	1 hour	Water/Sewerage Maintenance Man Engineering and Construction Division
3.	None	3.1	Conduct relocation of water meter	None	2 hours	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:				None	3 hours and 2 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



5. Request for Repair of Service Line or Mainline Connections

Office/Division:	Engineering and Construction Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government					
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Signed Service Request (SR) and Maintenance Job Order (MJO).			Finance and Commercial Division			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse SR and MJO.	1.1	Receive the signed SR and MJO and assign Plumber for the repair.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2	Conduct the necessary repair.	None	1 hour	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:				None	1 hour and 1 minute	
END OF CUSTOMER IN-OFFICE TRANSACTION						

Note:

- This applies to regular type of repair service and may vary depending on its nature.



6. Request for Temporary or Permanent Disconnection of Water Service Line

Office/Division:	Engineering and Construction Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:	All concessionaires in the existing service area of the Manaoag Water District.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Signed Service Request (SR) and Maintenance Job Order (MJO).			Finance and Commercial Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Endorse SR and MJO.	1.1 Receive the signed SR and MJO and assign Plumber for the conduct of disconnection.	None	1 minute	Engineering Aide Engineering and Construction Division
		1.2 Disconnect water service line.	None	1 hour	Water/Sewerage Maintenance Man Engineering and Construction Division
TOTAL:			None	1 hour and 1 minute	
END OF CUSTOMER IN-OFFICE TRANSACTION					



Administrative and General Services Division External Services



1. Issuance of Certificate of Employment (For Separated Employees)

Office/Division:	Administrative and General Services Division					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	Separated employees; government agencies / offices					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Processing of Request: 1. Duly Accomplished Job Request Form (1 copy only)			Administrative and General Services Division			
For Verification of Data: 1. 1 copy of Employment Clearance (Cleared from accountabilities and has no pending case)						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Accomplish and submit Job Request Form to the Administrative and General Services Division	1.1	Accept accomplished form and check the completeness of details by the Administrative/ General Services Officer B.	None	1 minute	Division Manager Administrative and General Services Division
		1.2	Validate data with existing 201 records and documents and prepare Certification by the AGSO B.	None	5 minutes	Division Manager Administrative and General Services Division
		1.3	Have the COE certified by the Division Manager and approved / signed by the General Manager.	None	5 minutes	Division Manager Administrative and General Services Division



		1.4	Release document to citizen.	None	2 minutes	Administrative/ General Services Officer B Administrative and General Services Division
TOTAL:				None	13 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



2. Issuance of Service Record (For Separated Employees)

Office/Division:		Administrative and General Services Division				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may avail:		Separated employees; government agencies / offices				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
For Processing of Request: 1. Duly Accomplished Job Request Form (1 copy only)			Administrative and General Services Division			
For Verification of Data: 1. 1 copy of Employment Clearance (Cleared from accountabilities and has no pending case)						
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Accomplish and submit Job Request Form to the Administrative and General Services Division	1.1	Accept accomplished form and check the completeness of details by the Administrative/ General Services Officer B.	None	1 minute	Division Manager Administrative and General Services Division
		1.2	Validate data with existing 201 records and documents and prepare the Service Record by the AGSO B.	None	5 minutes	Division Manager Administrative and General Services Division
		1.3	Have the SR signed by the Division Manager and approved / signed by the General Manager.	None	5 minutes	Division Manager Administrative and General Services Division



		1.4	Release document to citizen.	None	2 minutes	Administrative/ General Services Officer B Administrative and General Services Division
TOTAL:				None	13 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



Administrative and General Services Division Internal Services



1. Issuance of Certificate of Employment (For Active Employees)

Office/Division:	Administrative and General Services Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Active Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished Job Request Form (1 copy only)			Administrative and General Services Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Accomplish and submit Job Request Form to the Administrative and General Services Division	1.1 Accept accomplished form and check the completeness of details by the Administrative/ General Services Officer B.	None	1 minute	Division Manager Administrative and General Services Division
		1.2 Validate data with existing 201 records and documents and prepare Certification by the AGSO B.	None	5 minutes	Division Manager Administrative and General Services Division
		1.3 Have the COE certified by the Division Manager and approved / signed by the General Manager.	None	5 minutes	Division Manager Administrative and General Services Division



		1.4	Release document to citizen.	None	2 minutes	Administrative/ General Services Officer B Administrative and General Services Division
TOTAL:				None	13 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



2. Issuance of Service Record (For Active Employees)

Office/Division:		Administrative and General Services Division			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Active Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished Job Request Form (1 copy only)			Administrative and General Services Division		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Accomplish and submit Job Request Form to the Administrative and General Services Division	1.1 Accept accomplished form and check the completeness of details by the Administrative/ General Services Officer B.	None	1 minute	Division Manager Administrative and General Services Division
		1.2 Validate data with existing 201 records and documents and prepare the Service Record by the AGSO B.	None	5 minutes	Division Manager Administrative and General Services Division
		1.3 Have the SR signed by the Division Manager and approved / signed by the General Manager.	None	5 minutes	Division Manager Administrative and General Services Division



		1.4	Release document to citizen.	None	2 minutes	Administrative/ General Services Officer B Administrative and General Services Division
TOTAL:				None	13 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION						



VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Accomplish our Feedback Form provided in the Mamamayan Muna Corner or at the Public Assistance and Complaints Desk (PACD).
How feedback is processed	<ul style="list-style-type: none"> ➤ Every day, the PACD personnel opens the suggestion box and compiles and records all feedback submitted.
	<ul style="list-style-type: none"> ➤ Feedback requiring answers are forwarded to the Customer Service Section. ➤ For inquiries and follow-ups, concessionaires may contact the following hotlines: <ul style="list-style-type: none"> • Landline: 529-0254 • Sun Cellular: 0922-839-3878
How to file a complaint	<p>Report the complaint personally at MANWAD office or through call/text.</p> <ul style="list-style-type: none"> • Landline: 529-0254 • Sun Cellular: 0922-839-3878
How complaints are processed	<ul style="list-style-type: none"> ➤ Accomplishment of Service Request (SR) and Maintenance Job Order (MJO). ➤ Endorsement of SR and MJO to Engineering & Construction or Production & Water Quality Division for immediate action.
Contact Information of ARTA, PCC, CCB, CSC	<ul style="list-style-type: none"> ➤ ARTA: <ul style="list-style-type: none"> • complaints@arta.gov.ph • 1-ARTA (2782) ➤ PCC: <ul style="list-style-type: none"> • 8888 ➤ CCB: <ul style="list-style-type: none"> • 0908-550-3232 (SMS)



VIII. List of Offices

Office	Address	Contact Information
Manaoag Water District	Aquino St., Poblacion, Manaoag, Pangasinan	➤ Landline: 529-0254 ➤ Sun Cellular: 0922-839-3878

For Strict Compliance:


FLORDELIZA N. TEJANO
General Manager C