

REPUBLIC OF THE PHILIPPINES
MANAOAG WATER DISTRICT

AQUINO STREET, POBLACION, MANAOAG 2430 PANGASINAN | TELEPHONE NO. : 075.529.0254 | MOBILE NOS. : 0917 580 7884 / 0922 839 3878

Annex "A"
 Zero Backlog Program

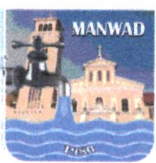
Department/Agency	Manaoag Water District (MANWAD)
Program Title/Name	Manaoag Water District Citizen's Charter
Program Objective	To standardize and streamline MANWAD Services to its internal and external clients
Target Output	Simplified MANWAD Service processes in accordance with the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
Date Implemented	C.Y. 2023
Implementing Office	<ul style="list-style-type: none"> • Finance and Commercial Division • Engineering and Construction Division • Production and Water Quality Division • Administrative and General Services Division

Program Description

Manaoag Water District External and Internal Services

MATRIX OF SERVICES

Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
FINANCE AND COMMERCIAL DIVISION (CUSTOMER SERVICE SECTION)				
External Services				
Application for New Water Service Connection (First Visit - Customer in-office Transaction)	Simple	26 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant
Application for New Water Service Connection (Second Visit - Customer in-office Transaction)	Simple	20 minutes	₱1,010.00 + Cost of Materials Needed	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Utilities/Customer Service Officer
Application for Senior Citizen Discount Availment	Simple	16 minutes	₱660.00 (If subject for updating of Guaranty Deposit)	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Utilities/Customer Service Officer



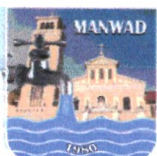
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Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Arrangement/ Elevation of Water Meter	Simple	10 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant
Billing Details and other Billing Concerns	Simple	20 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Billing Section Personnel
Billing of Water Consumption	Simple	2 minutes	None	Utilities/Customer Service Assistant
Payment of Water Bill and Other Fees	Simple	6 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Teller
Request for Change of Account Name/Transfer of Ownership	Simple	22 minutes	₱50.00 + Guaranty Deposit update	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Utilities/Customer Service Officer
Request for Reconnection of Water Service Line	Simple	18 minutes	Reconnection Fee + Guaranty Deposit + Cost of materials	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Teller
Request for Reconnection (Re- application) of Water Service Line (First Visit - Customer in- office Transaction)	Simple	19 minutes	Reconnection Fee + Guaranty Deposit + Notarial Fee	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Teller
Request for Reconnection (Re- application) of Water Service Line (Second Visit - Customer in- office Transaction)	Simple	8 minutes	Cost of materials	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Teller



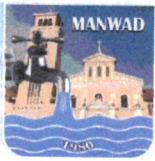
Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Request for Relocation of Water Meter	Simple	22 minutes	Relocation fee + ₱660.00 (If subject for updating of Guaranty Deposit)	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Teller
Request for Repair of Service Line or Mainline Connections (Walk-in)	Simple	5 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant
Request for Repair of Service Line or Mainline Connections (Phone-in)	Simple	5 minutes	None	Customer Service Assistant
Request for Temporary or Permanent Disconnection of Water Service Line (First Visit - Customer in-office Transaction)	Simple	6 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant
Request for Temporary or Permanent Disconnection of Water Service Line (Second Visit - Customer in-office Transaction)	Simple	6 minutes	Disconnection Fee	Public Assistance Complaints Desk (PACD) Officer / Customer Service Assistant / Teller
FINANCE AND COMMERCIAL DIVISION (COLLECTION SECTION SECTION)				
External Services				
Disbursement of Approved Checks	Simple	19 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Cashier / Accounting Personnel
Disbursement of Petty Cash to Suppliers	Simple	18 minutes	None	Public Assistance Complaints Desk (PACD) Officer / Petty Cash Custodian



Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
FINANCE AND COMMERCIAL DIVISION				
Internal Services				
Processing of Disbursement Voucher (Payment to Suppliers)	Simple	15 minutes	None	Accounting Personnel
PRODUCTION AND WATER QUALITY DIVISION				
Internal Services				
Water Quality Complaints	Simple	8 hours and 1 minute	None	Production and Water Quality Personnel / Division Manager
ENGINEERING AND CONSTRUCTION DIVISION				
External Services				
Realignment of Pipelines (uPVC / PE) due to Road Infrastructure Projects (First Stage)	Simple	3 days	None	Engineering Aide / Division Manager
Realignment of Pipelines (uPVC / PE) due to Road Infrastructure Projects (Second Stage)	Complex	8 days and 18 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Transfer of Blow-Off Valve (First Stage)	Simple	3 days	None	Engineering Aide / Division Manager
Transfer of Blow-Off Valve (Second Stage)	Simple	6 days and 18 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Transfer of Fire Hydrant (Commercial / Residential) (First Stage)	Simple	3 days	None	Engineering Aide / Division Manager
Transfer of Fire Hydrant (Commercial / Residential) (Second Stage)	Simple	6 days and 18 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man



Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
ENGINEERING AND CONSTRUCTION DIVISION				
Internal Services				
Application for New Water Service Connection	Simple	8 hours and 18 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Request for Reconnection of Water Service Line	Simple	2 hours and 2 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Request for Reconnection (Re-application) of Water Service Line	Simple	6 days and 18 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Request for Relocation of Water Meter	Simple	3 hours and 2 minutes	None	Engineering Aide / Water/Sewerage Maintenance Man
Request for Repair of Service Line or Mainline Connections	Simple	1 hour and 1 minute	None	Engineering Aide / Water/Sewerage Maintenance Man
Request for Temporary or Permanent Disconnection of Water Service Line	Simple	1 hour and 1 minute	None	Engineering Aide / Water/Sewerage Maintenance Man
ADMINISTRATIVE AND GENERAL SERVICES DIVISION				
External Services				
Issuance of Certificate of Employment (For Separated Employees)	Simple	13 minutes	None	Division Manager/ Administrative/ General Services Officer B
Issuance of Service Record (For Separated Employees)	Simple	13 minutes	None	Division Manager/ Administrative/ General Services Officer B
ADMINISTRATIVE AND GENERAL SERVICES DIVISION				
Internal Services				
Issuance of Certificate of Employment (For Active Employees)	Simple	13 minutes	None	Division Manager/ Administrative/ General Services Officer B



Name of Service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Issuance of Service Record (For Active Employees)	Simple	13 minutes	None	Division Manager/ Administrative/ General Services Officer B


Implementation Results

Implementation Results show that services provided to both internal and external clients after the standardization and streamlining of MANWAD Processes **shortened the processing time which resulted to ZERO (0) Backlog.**


FLORDELIZA N. TEJANO
 General Manager C

SUBSCRIBED and SWORN before me this DEC 28 2023 day of _____, 2023 at Manaoag, Pangasinan. FLORDELIZA N. TEJANO, exhibited his company ID bearing the no. 20.

Doc. No. : 401
 Page No. : 82
 Book No. : LXVII
 Series of 2023


ATTY. EDGARDO Y. PASCUA
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2023
 COMMISSION SERIAL NO. U-15-22/JULY 4, 2022
 SC ROLL OF ATTY'S no. 40722
 IBP no. 294969 -02/10/2023- DAGUPAN CITY
 PTR NO. 0012096- 01/03/2023- Manaoag, Pang.
 MCLE Compliance no. VII-0024516-Dec 12, 2022