



Manolo Fortich Water District

A. Ditona St., Tankulan, Manolo Fortich, Bukidnon

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Hotline: 0917-718-1311

Frontline Services

1. Application for New Service Connection

Application for New Service Connection will be availed by a customer who wants to avail water supply and water services of MFWD.

Office or Division:	Commercial Section and Engineering Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	All interested individuals of legal age residing or with property/ies within MFWD Service area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form (1 copy)		Customer Service		
Application and Water Service Contract (3 copies)		Customer Service		
1 photocopy proof of ownership of area where NSC is applied		NSC Applicant		
2 Valid IDs of applicant (Photocopy)		NSC Applicant		
1 original picture of water container		NSC Applicant		
1 original picture tree planting/growing activity or		NSC Applicant		
Certificate of Attendance to MFWD Tree planting activity		Customer Service		
1 Original Copy Waiver, Quitclaim and Release Form		Customer Service		
<i>If Applicant is not the property Owner of the area where NSC is applied:</i>				
Notarized Authorization Letter from Landowner		Legal Land Owner		
1 Valid ID of Landowner (1 photocopy)		Legal Land Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Attend the Orientation Seminar	1. The Customer Service personnel conducts the Orientation Seminar every Tuesdays and Thursday, 9:00 A.M to 12:00 NN		3 hours	Customer Service Assistant

2.Fill out the Assessment Form	2.MFWD Personnel assesses the area for connection		1 day	Area-In-Charge Maintenance Man
3.Fill out the Application Form after assessment of the area	3.The CSA will receive & process the Application Form	P2,400.00	10 Min	Customer Service Assistant
4. Have the accomplished Application Form notarized	4.The Commercial Section Head will review and counter sign the application form		3 Min	Section Head
5. Submit Notarized NSC application with all support documents	5.The General Manager approves the NSC application		2 Min	Engr. R.K. Pangan
6.Pay the New Service Connection fees to the Teller/Cashier	6. Teller/Cashier issues Official Receipt for payment for New Service Connection		2 Min	Teller/Cashier
7. Wait for the Schedule of installation	7. CSA issue Work Order upon presentation of payment Official Receipt		2 Min	Customer Service Assistant
8. Sign the "Acknowledgment" portion of the Work Order Form	8.CSA log the Work Order and forward the same to the Maintenance Section for the installation		2 Min	Customer Service Assistant
	9. Engineering personnel will record the Work Order in the Log , give it to the area in charge for the installation		2 Min	Engineering Clerk Processors
	10. Area in charge will withdraw the materials and fittings needed for the installation		6 Mins	Area In charge
	11. Install the New Service Connection		1 day	Area In charge
	12. Let the customer sing the "acknowledgement" portion of the Work Order		3 Mins	Area In charge
	13. Return the Work Order to the commercial section for creation of the customer's data base		3 Mins	Area In charge
TOTAL		P2,400.00	1 day, 3 hours & 32 mins	