



MANOLO FORTICH WATER DISTRICT

Updated CITIZENS' CHARTER 2021



I. MANDATE

Manolo Fortich Water District (MFWD), created by virtue of Presidential Decree 198 otherwise known as “Provincial Water Utilities Act of 1973” as amended, through Saguniang Bayan Resolution No. 48 dated July 07, 1988 has the mandate of providing safe and potable water to the community by:

- 1.1 acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial and municipal use;
- 1.2 providing, maintaining and operating waste water collection, treatment and disposal facilities; and
- 1.3 initiate watershed development and environment protection programs for a sustainable water supply for the people.

II. VISION

To become a leading agency in environment protection for a sustainable delivery of safe, potable and affordable water supply and provide waste water services for a healthy community.

III. MISSION

MFWD is committed to provide excellent water service to the community with dedication, integrity and transparency through employee empowerment and community involvement.

IV. OBJECTIVE

To provide the community with quality service, efficient water system and assure safe and potable water.



V. SERVICE PLEDGE

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

W ork promptly and efficiently from Mondays to Sundays, including holidays from 8:00 AM to 5:00 PM;

A ttend immediately to complaints about MFWD's services through our front desk officer and hotline mobile number;

T ake every action responsively and maintain credibility in the government service through transparent operations, accountability, dedication and loyalty;

E nsure strict compliance with service standards, with written explanation for any delays in frontline services; and

R espond to all water supply and water service complaints and initiate corrective measures necessary further improve the district's services



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VII. SERVICE SPECIFICATIONS

A. EXTERNAL 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	P3,400.00	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		P3,400.00	1 day, 3 hours & 32 mins	

2. Request for Reconnection of Closed Connections

This service is given to customers/clients whose water service connections are disconnected or closed due to delinquency, violation of R.A 8041 or any fraudulent practices, or upon customer/client's request for voluntary disconnection. This service will be delivered to customers/clients when all requirements are being complied.

Office or Division:	Commercial Section and Engineering Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client ; G2B-Government to Business; G2G-Government to Government			
Who May Avail:	Customers/Clients with disconnected or closed connections and considered inactive connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance to Re-orientation Seminar		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Customers/clients must attend the re-orientation seminar every Tuesdays 9:00 A.M. to 12:00 Noon.	1.Customer Service Assistant (CSA) conducts the re-orientation seminar	P100 (Voluntary Cut-off)	3 hours	Customer Service Assistant
2.Inquire for the unpaid water bill and other accounts with the Front Desk Officer	2.CSA will give the customer details of his/her accounts payable	P400 (Reconnect-ion Fee)	3 Mins	Customer Service Assistant
3. Settles water bill, reconnection fee and other accounts with the Teller/Cashier	3.Teller/Cashier will receive customer's payment and issues corresponding Official Receipt	P3,400 (Closed Connection s beyond 3 months)	3 Mins	Customer Service Assistant / Teller
<i>*For disconnected/closed connections beyond three (3) months, it will follow the procedure for application of New Service Connection which includes payment of New Service Connection Fee and unpaid previous water bill accounts and other charges, if any.</i>	4.CSA will prepare Work Order and record to a log book to carry out reconnection of disconnected/closed connection and forward the same to Engineering Section		3 Mins	Customer Service Assistant
	5. Engineering personnel will record again the Work Order in the Log Book and give such to the Area In charge		3 Mins	Engineering Clerk Processors

	6. Area in charge will withdraw materials and fittings (if any) needed for the reconnection		6 Mins	Area In Charge
	7. Reconnect the closed/disconnected service connection		1 day	Area In Charge
	8. Let the customer sig the "acknowledgment" " portion when reconnection is done		3 Mins	Area In Charge
	9. Area in charge will return the accomplished Work Order to the commercial section for recording		3 Mins	Area In Charge
TOTAL			1 day, 3 hrs & 16 Mins	

3. Payment of Water Bill and Other Accounts

Transaction involves customers paying their monthly water bill and other accounts with MFWD official to avoid penalty and/or disconnection of water service connection. Upon receipt of payment, a corresponding Official Receipt will be issued to the paying customer.

Office or Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	Customer/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBLE
1.Customers get priority number from the security guard and waits for his/her number to be called by the teller	1.The teller/Cashier issues Official Receipt for the payment received	Depends on the customer's water bill/ Statement of Account	2 Mins	Security Guard on Duty
2.Customer presents his priority number with his/her water bill/Statement of Account when his/her number is called			2 Mins	Customer Service Assistant/ Teller
	TOTAL		3 Mins	

4. Complaints on Doubtful Billing (High Consumption)

This service is given to customer/s who doubted their water billing due to unusual water consumption, erroneous reading, and leakages and other causes.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	Customer/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form Water Bill/Statement of Account for the Bill Complained of		Customer Service Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Customer/Client inform the Front Desk Officer (FDO) of His/her complaint/s	1. FDO will check customer's record of billing and explain possible causes for very high consumption	none	5 Mins	Customer Service Assistant
	2. FDO will prepare Service Request for actual water meter reading verification		2 Mins	Customer Service Assistant
	3.Check actual water meter reading and service connection status		30 Mins	Area In-Charge Maintenance Man
	4.Prepare Billing Adjustment (If applicable)Billing Adjustment trend of monthly billing		3 Mins	Customer Service Assistant
	5. Inform customer/client of the status of complaint (and of his/her connection; as the case may be		5 Mins	Customer Service Assistant
TOTAL			45 Mins	

5. Request for Replacement of Defective Water Meter (Due to Wear and Tear)

This service is given to customers whose water meters are no longer functional, functions erratically, or becomes defective due to age and tearing.

Office or Division:	Commercial and Engineering Sections			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2B-Government to Business, G2G-Government to Government			
Who May Avail:	Customer/Client who are doubtful on the condition of their water or those with defective WM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Customer reports his water meter condition to the Customer Service Assistant	1.Meter Reader reports defective water meter to CSA	NONE	10 Mins	Customer Service Assistant
2. Fills up WM Request Form and submit to the CSA	2. CSA prepares service request/Work Order, log and forward to maintenance crew		2 Mins	Customer Service Assistant
3. Wait for the Schedule	3.MFWD maintenance crew inspects to verify water meter condition		3 Mins	Teller/Cashier
4.Sign the "acknowledgement" portion when the water meter replacement is completed	4.Maintenance crew request new water meter and replaces the defective one		1 day	Area In Charge
	5. Area In Charge lets the customer sign the "acknowledgment" portion of the work order when replacement is done		1 Min	
TOTAL		-0-	1 day and 14 mins	

6. Request for Replacement of Defective Water Meter (Due to Negligence or Loss)

This service is given to customers whose water meters becomes defective due to his/her or other's negligence, intentional destruction or stolen.

Office or Division:	Commercial and Engineering Sections			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2B-Government to Business, G2G-Government to Government			
Who May Avail:	Customer/Client who are doubtful on the condition of their water or those with defective WM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Customer reports his water meter condition or loss to the Customer Service Assistant	1.Meter Reader reports defective water meter to CSA	P2,340.00	10 Mins	Customer Service Assistant
2. Fills up WM Request Form and submit to the CSA	2. CSA prepares service request/Work Order, log and forward to maintenance crew		2 Mins	Customer Service Assistant
3. Wait for the Schedule	3.MFWD maintenance crew inspects to verify water meter condition		3 Mins	Teller/Cashier
4.Sign the "acknowledgement" portion when the water meter replacement is completed	4.Maintenance crew request new water meter and replaces the defective one		1 day	Area In Charge
	5. Area In Charge lets the customer sign the "acknowledgment" portion of the work order when replacement is done		1 Min	
TOTAL		P2,340.00	1 day and 14 mins	

7. Request for Water Meter Accuracy Test (Installation of Series Water Meter)

This service is given to customers whose water meters are no longer functional, functions erratically, or becomes defective due to age and tearing.

Office or Division:	Commercial and Engineering Sections			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2B-Government to Business, G2G-Government to Government			
Who May Avail:	Customer/Client who are doubtful on the condition of their water or those with defective WM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Customer reports his water meter condition to the Customer Service Assistant	1.Plumber verifies the report and assess water meter condition of the customer including service line from service pad to water outlets. Based on the result, plumber will recommend installation of function series meter to further verify water meter condition		1 day	Customer Service Assistant
2. Waits inspection of the plumber the next day.	2. Plumber will install the series water meter. Monitor for 7 days water meter reading of the i placed water meter and the newly installed series water meter for reading comparison.		7 days	Customer Service Assistant
3. Pay corresponding payment based on observation result after 7 days.	3. If water meter found in good condition based on the observation result, a P250.00 service charge will be collected from the customer and his/her water bill account; If water meter proven to be defective based on the observation result, no service	P250.00	3 Mins	Teller/Cashier

	charge will be collected only his/her water bill account.			
	4.Maintenance crew request new water meter for replacement		1 day	Area In Charge
4.Sign the "acknowledgement" portion when the water meter replacement is completed	5. Area In Charge lets the customer sign the "acknowledgment" portion of the work order when replacement is done		1 Min	
TOTAL		P250.00	9 days and 4 mins	

8. Complaints on Water Services

An action given to dissatisfied customers on water services delivered by MFWD.

Office or Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail:	Customer/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Commercial Section – Customer Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.The customer/client will lodge his/her complaint directly to the Front Desk Officer or through MFWD hotline number or at MFWD Facebook page	1.The Customer Service Officer will prepare Service Request for every complaints received including those received through MFWD hotline number and at the MFWD Facebook page		5 Mins	Customer Service Assistant
	2. CSO forwards Service Request for complains received to Engineering and Construction Division		3 Mins	
2. Wait for feedback from the Customer Service Assistant	3.Water Maintenance Man in-charge will verify complain and perform appropriate action on the complaint lodged		Depending on the complaint	
TOTAL				

9. Request for Change Name

This service is given to those who want to change the name of the service connection which will be reflected in the water bill/statement of account.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client ; G2B-Government to Business; G2G – Government to Government			
Who May Avail:	Customer/Client with registered water service connection			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
3 Copies of Application Form and Water Service Contract			Commercial Section	
1 Photocopy Proof of Ownership of the property where water service connection is installed				
1 copy of original water bill (reflecting current registered name)				
1 Valid ID (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Client fills out the water connection application form with the required documents	1. The customer service officer receives and check the application form and support documents	none	10 Mins	Customer Service Assistant
2.Client submits the notarized application to the customer service desk	2. The Commercial Section Head reviews and signs application and forward documents to the General Manager (GM) for approval		4 Mins	Commercial Section In Charge
	3. The GM signs approval		3 Mins	General Manager
	4. When approved, Billing Section will effect change of name in the Water Billing System		3 Mins	Billing In Charge
TOTAL		None	20 Minutes	

10. Request for Certifications

Request for certification is given to all customers and clients who needed the document for any lawful purposes. This may include among others, but not limited to certification that customer is a registered MFWD concessionaire and is receiving safe and potable water,

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2B-Government to Business; G2G-Government to Government			
Who May Avail:	Customers/Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Commercial Section- Customer Service Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill out request form at the customer service	1. The Front Desk Officer (FDO) will receive the request form and check record of the requesting party	P50	1 Min	Customer Services Assistant
2. Pay the certification pay at the teller/cashier	2. FDO forwards the request to concern section to issue the certification for record/document verification		4 Min	Customer Services Assistant
3. Wait to be notified when certification is ready	3. Concern Section prepares the certification and forward the same to GM for signature		10 Min	Staff from Section Concern
	4. GM signs the certification and release to the customer/client through the FDO		1 day	The General Manager
	5. Inform the customer about the certification status or ready for release		2 Min	Customer Services Assistant
TOTAL		P50		

11. Request for Customer Record

Statement of Account and Customer Ledger are records being kept by the billing section. Customers might need a copy of their ledger for some purposes.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G-Government to Government			
Who May Avail:	Customer/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form – Filed personally by the customer/client <i>If request filed by a representative:</i>		Commercial Section-Front Desk Officer (FDO)		
1.Accomplish Freedom Of Information (FOI) Request Form (FOI-RF)		FOI Receiving Officer		
2.Authorization letter from requesting individual/employee		Requesting employee		
3.Photocopy of valid ID of both requesting employee and the representative		Requesting employee and representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Request Form	1.Receiving Officer will receive duly accomplished request form and endorsed the same to Section Head for approval		3 Mins	Customer Service Assistant
2.Submit duly signed forms to Front Desk Officer	2. Section Head approves and forward request to Customer's Record Maintainer.		2 Mins	Commercial Section Head
3.Sign acknowledgement receipt of document requested	3.Record Maintainer check and print copy and countersign of requested document		5 Mins	Commercial Section Staff
	4. Customer's Record will be signed by the Section Head and released to customer through FDO		2 Mins	Commercial Section Head
TOTAL			52 Mins	
	<i>For Request filed by a representative:</i>			
	1. Customer Service Assistant will let the customer accomplish FOI Request Form and forward the form to the FOI Receiving together with all other required documents		3 Minutes	Customer Service Assistant
	2. FOI-Receiving Officer will check and review the request and			FOI-Receiving Officer

	forward to FOI-Decision Maker (FOI-DM) for disposition			
	2.FOI-DM will make appropriate remarks to the request and inform the Commercial Section Head for the record		5 Minute	FOI –Decision Maker
	4.Customer’s Record Maintainer will check and print/photocopy requested documents		10 Minutes	Commercial Section Staff
	5. Section Head sign printed Customer’s Record and release to requestor through FOI-RO		3 Minutes	Commercial Section Head
	6. FOI-RO releases requested document and signs the “release” portion of the FOI Request Form		3 Minutes	FOI-Receiving Officer
	7.FOI-Receiving Officer will let the customer sign the “receive” portion of the form		1 Min	
TOTAL		None	25 Mins	

12. Request for Water Analysis Result

Water Analysis Result is a public document showing water condition as to safety and potability. Request of copy will be provided to any requestor for reference purposes only. However, since water analysis result is a public document, release of it will be through Freedom of Information process.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government; G2B-Government to Business; G2C-Government to Client			
Who May Avail:	All Interested Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Accomplish Freedom Of Information (FOI) Request Form (FOI-RF)			FOI Receiving Officer	
2.Authorization letter from requesting individual (if through a representative)			Requesting Party	
3.Photocopy of valid ID of requesting party (and of representative if request is done through a representative)			Requesting employee and representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out FOI-RF from the Front Desk Officer (FDO)	Customer Service Assistant will let the customer accomplish the FOI Request Form and forward it to the FOI-Receiving Officer		3 MIns	Customer Service Assistant
2.Submit accomplished FOI-RF with are required documents	1.FOI- RO will check and review the request form together with the support documents required\ Forward request to the FOI-Decision Maker for disposition	50.00	1Mins0 days	FOI-Receiving Officer
3.Submit duly signed the FOI-RO	2. DM approves and forward request to Water Quality (WQS) Section to prepare requested document			FOI- Decision Maker
4.Pay corresponding payment to the teller/cashier	3.WQS photocopy and certifies true copy of the water analysis result			Water Quality and Production Staff
4.Sign acknowledgement receipt of document requested on the FOI-RF	4.Release document to requestor through the FOI-RO			FOI-Receiving Officer

	FOI-RO will let the customer sign the "receive" portion of the form			
TOTAL		None	2 days	

13. Payment to Supplier

It is a service given to suppliers for purchase of goods and /or services necessary for MFWD operation.

Office or Division:	Administration and General Services Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government ; G2B- Government to Business			
Who May Avail:	Suppliers of Goods and Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request (PR)			End User of Goods/Supplies	
2. Suppliers' Quotation (RFQ)			Supplier	
3. Abstract of Bids and Canvass			Procurement Unit/Purchasing Officer (PU-PO)	
4. Purchase Order			Procurement Unit/Purchasing Officer (PU-PO)	
5. Delivery Receipt			Supplier	
6. Charge Sales Invoice/Statement of Account			Supplier	
7. Inspection and Acceptance Report (Goods)			Property/Supply Officer	
8. Sales Invoice/Official Receipts			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Supplier will furnish MFWD with Price Quotation of goods/services as requested, using the prescribed government form	1.Bids and Awards Committee (BAC) will qualify suppliers' price quotation	None	1 Hour	BAC
2. Supplier (if qualified) deliver goods/supplies together with Delivery Receipt	2. Property/Supply Officer will receive and inspect goods/supplies delivered and sign the "receive" portion in the delivery receipt	Depends on suppliers' quoted price in the RFQ	10 Mins	Property/Supplier Officer
3. Supplier will serve Charge Invoice (CI)/Statement of Account request payment of goods/service	3. Issued CI by the supplier will be placed in the payment queue for aging of accounts.			Accounting Staff

4. Issue Official Receipt/Collection upon Payment of MFWD to goods/services delivered.	4.Prepare DV with complete support documents for payment to supplier		3 days	Accounting Processor
5. Sign "Receive Payment" portion in the Disbursement Voucher (DV)	5.Approved DV will be issued checks pay to supplier by the cashier		1 day	Cashier
	6. Serve payment to supplier (or suppliers pick up payments for some)		1 day	Disbursing Officer
	7. Let supplier sign in the "receive payment" portion of the DV		10 Mins	Disbursing Officer
TOTAL		None	5 days; 1 hour & 20 mins	

B. INTERNAL SERVICES

1. Application for a Leave of Absence

Application for Leave of Absence is an application for official excuse from duty given to any Casual and Permanent employees who has enough earned leaves within the period. Leave application must be filed five (5) days or one (1) week before consummation except for emergency Sick Leave which can be filed upon return to work. Scim leave of more than three (3) days will require a doctor's certificate attached to the application.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Casual and Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 copies of CSC Form No. 6 – Application for Leave		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out CSC Form No. 6 in 3 copies 2.Submit to Human Resource Section	1.HR Section records the Application and identifies earned leaves balances	None	3 mins	Rose Vilma Joy T. Vega
	2.The Division Head certifies the leave credits and submit the application to the Head of the Agency for approval		5 mins	Division Manager
	3.The Head of the Agency may approve or disapprove the Application		3 mins	General anager
TOTAL		NONE	11 ins	

2. Request for Service Records

Service Records are document to government employees which contains the employee's basic information and his/her history on employment and movement with corresponding salary rates in chronological order.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Casual and Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form – Filed Personally 2.Request Form, Authorization Letter, Identification Card of Employee – Filed through representative		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out Request Form 2.Submit to Human Resource Section	1. HR Section records the Request and submit to the Division Head for Approval. 2.When the request is approved, SR will be updated, and print a copy 3.SR will be signed by the Division Head	None	1 hour	Ivy S. Villa Rose Vilma Joy T. Vega Division Manager
	TOTAL	NONE		

3. Request for 201 File Records

201 Files are employees' individual files containing their respective employment and other pertinent documents. 201 files are considered confidential and only employees owning the 201file and the human resources officer/s can have access to the file.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Casual and Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form – Filed Personally 2. Request Form, Authorization Letter, Identification Card of Employee – Filed through representative		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out Request Form 2. Submit to Human Resource Section 3. Sign the “received” portion on the request form after receipt of the document requested	1.HR Section records the Request and submit to the Division Head for approval. 2. File In charge will retrieve specific document/s requested by the requestor from his/her 201 file to be photocopied 3. In charge will let the requestor sign the “received” portion of the request form	None	5 min	Ivy S. Villa RVJ T. Vega/ Ivy S. Villa
	TOTAL	NONE		

4. Request for Certificate of Employment

Certificate of Employment is issued to an employee who requests for this document for legal purpose/s. This document is also issued to individual who were once employed with the agency to verify her/his employment history.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government ; G2C – Government to Citizen			
Who May Avail:	Current Employees ; Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out Request Form	1.HR Section records the Request and submit to the Division Head for Approval.	P 50.00 n	1 day	Ivy S. Villa
2. Submit to Human Resource Section	2. When the request is approved, print out Certificate of Employment and submit to the Head of the Agency for Approval.			
3.Pays to the Cashier's Office the corresponding fee for the Certification	3.The Head of the Agency Approves/signs the Certification			General Manager
	TOTAL	P 50.00		

5. Request for Overtime Work

Overtime works are inevitable being a water utility agency. However every overtime work rendered must be properly recognized and recorded. Any personnel rendering overtime work must submit an Overtime Request before overtime work is rendered. Overtime Request must be done by the section head, to be recommended for approval by the HR and finally approved by the head of the agency.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime Request Form		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Concerned Section Head Submit 3 copies of Overtime Request Form to the Human Resource for Recommendation	1.HR Section recommends approval of request to the Head of the Agency	None	5 mins	Division Manager
2.When recommended, submit the form to the Head of the Agency for Approval.	2.Check and verify/ies certificate of actual overtime works rendered for DTR cross checking and CTO recording		2 mins	Rose Vilma Joy T. Vega
3.When approved, submit 1 copy to the Human Resource for file .and reference	3.Submit approved overtime request and certification of actual works rendered to accounting for payroll; file a copy of the same documents for CTO reference		3 hours	Ivy S. Villa
4.Issues Certificate of Actual Duties/Overtime Work Rendered in 3 copies (1 copy for Accounting, 1 Copy for HR, 1 Copy as file for the requesting Section				
	TOTAL	None	3 hrs & 7 mins	

6. Request for Use of Vehicles and Fuels

Fuel are provided to personnel who uses government /agency owned motor vehicles necessary for the performance of their work assignments. Request for fuel must be accompanied by a Vehicle Trip Ticket.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Drivers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request for Use of Vehicles 2.Gasoline Withdrawal Form 3.Trip Tickets		Administration and General Services Division – Human Resource Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Fill out Request for Use of Vehicle Use	In charge validates request for use of vehicles	None	3 mins	Ivy S. Villa
Fill up Fuel withdrawal Slips	General Services Officer approves/signs fuel withdrawal slips and Trip Tickets		1min	Rose Vilma Joy T. Vega
Fill up Trip Tickets				
Submit forms to General Services for recommending approval/ approval				
	TOTAL	None	1 min/3 mins	

7. Request for Materials/Fittings/Supplies

Material Request Slip is a document to be accomplished and approved prior release of materials/fittings and supplies necessary in the performance of work assignment.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All requesting employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip (RS)		Administration and General Services Division – Human Resources Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out Materials Request Form in 3 copies and let section head of requesting personnel check and sign provided in the RS	1.General Services officer approves 3 copies of the duly accomplished Requisition Slips	None	2 mins	Rose Vilma Joy T. Vega
2.Solicit General Services approval in the RS			1 min	Section Head
5.Present approved RS to supply section for the release of requested items			3 mins	Supply In Charge
	TOTAL	None	6 mins	

8. Request for Certificate of Net Take Home Pay

Net Take Home Pay Certificate is a document showing the employee's net proceeds of his/her salary after all mandatory due deductions are taken out from his/her gross earnings.

Office or Division:	Administration and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All requesting employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	Administration and General Services Division – Accounting Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.Fill out Request Form and submit to the Accounting Section	1.In charge Prepares the requested Net Take Home Pay (NTHP) document	None	5 mins	Clerk Processor/ Liza Egama
2. Claim the document on the date set by the accounting section	2.Section Head will signed the NTHP ready for release			Section Head/ William Pailagao
	TOTAL	None	5 mins	






VIII. FEEDBACK AND COMPLAINTS MECHANISMS

This mechanism is a set of procedure established by MFWD in order to receive comments, compliments, complaints and suggestions from the customers/clients.

Feedback could be a negative or positive statement which concerns compliments and suggestions. Complaints, on the other hand are grievance/s from customers/clients who are dissatisfied with the district's services.

FEEDBACK SUBMISSION

HOW TO SEND FEEDBACK
<p>Answer the Client Feedback Form found with the guard and at the Customer Service Assistant Desk. Drop the accomplished form at Box 7/24 located in the customers/clients lounge.</p> <p>Contact Info:</p> <p> 0917 7181 311</p> <p> mfwd_buk@yahoo.com</p> <p> Manolo Fortich Water District</p>
HOW FEEDBACK IS PROCESSED
<p>The Administration Section staff will collect, compile and record all feedback forms dropped in the drop box.</p> <p>Feedback that requires answers will be forwarded to concern sections and section heads are required to reply within three (3) days, after receipt of the feedback.</p> <p>Answers to feedback will be relayed to the customer/client by the staff.</p> <p>For further queries and follow-ups, customer/client may contact MFWD Hotline Number 0917 7181 311</p>



FILING COMPLAINTS

HOW TO FILE COMPLAINTS

Answer the **Client Complaint Form** found with the guard and at the Customer Services Assistant Desk. Drop the accomplished form at Box 7/24 located in the customers/clients lounge.

Complaints can also be filed through the following media:

-  0917 7181 311
-  mfwd_buk@yahoo.com
-  Manolo Fortich Water District

Kindly provide the following information when filing complaint

- Name of person/or service complained
- Incident
- Date of Incident
- Evidence
- Name of Complainant
- Date Filed

For inquiries and follow-up, customer/client may call MFWD Hotline:
0917 7181 311

HOW COMPLAINTS FILED BEING PROCESSED

The Administration Section staff will open the complaints box and evaluate the complaint. Likewise, Front Desk Officer and Hotline Handler will forward immediately all complaints received to the Administration Section for evaluation.

Complaint/s received will be evaluated and forwarded to section/officer concern for their explanation.

Complaint Officer will further investigate, if needed, create a report to be submitted to the General Manager for appropriate action.

Complaint Officer will give feedback to the customer within 3,7 or 20 days depending on the complexity of the complaint.

For inquiries and follow up, customer/client may call MFWD Hotline:
(0917) 7181 311

Contact Information:

Anti-Red Tape Authority	<i>Tel No.</i> (02) 8478 5093 <i>Email:</i> complaints@art.gov.ph
Presidential Complaints Center (CCC)	8888
Contact Center ng Bayan (CCB)	908 1 6565 (SMS)

IX. LIST OF OFFICE/S

MANOLO FORTICH WATER DISTRICT

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

Mobile Number: 0917 718 1311

Email Address: mfwd_buk@yahoo.com

Webpage: www.mfwd.gov.ph


Engr. ROGELIO K. PANGAN
General Manager