



## Manolo Fortich Water District

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

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Hotline: 0917-718-1311

## Frontline Services

### Complaints on Water Services

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

<b>Office or Division:</b>	Commercial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who May Avail:</b>	Customer/Client			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Service Request Form			Commercial Section – Customer Service	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
<b>TOTAL</b>				