



## Manolo Fortich Water District

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

Email: [mfwd\\_buk@yahoo.com](mailto:mfwd_buk@yahoo.com)

Hotline: 0917-718-1311

## Frontline Services

### 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.

<b>Office or Division:</b>	Commercial and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client; G2G-Government to Government			
<b>Who May Avail:</b>	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 forward to FOI-Decision Maker (FOI-DM) for disposition			FOI-Receiving Officer
	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	
<b>TOTAL</b>		None	25 Mins	