



Manolo Fortich Water District

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

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Hotline: 0917-718-1311

Frontline Services

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, certificate for potability busn suctomer is which

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		