



METROPOLITAN NAGA WATER DISTRICT

CITIZEN'S CHARTER
2020 (1st Edition)



I. MANDATE:

As provided under PD 198 otherwise known as the Provincial Water Utilities Act of 1973, MNWD is formed for the purpose of acquiring, installing, improving, maintaining and operating water supply and distribution within its service coverage area and is mandated to provide, maintain and operate water collection, treatment and disposal facilities within its franchised area.

II. VISION:

A dynamic water district contributing to the improvement of the living standards of the people.

III. MISSION:

To provide fast and technologically suitable water services within our service coverage area.

IV. SERVICE PLEDGE:

We are devoted to the development of sustainable water supply within the Metropolitan Naga Water District service coverage area;

We shall provide safe, adequate, and affordable potable water to our customers and other stakeholder through maintenance of watersheds, environmental protection, and wastewater management; and,

We are an institutionally efficient and financially viable water utility; we pledge to continually improve our services in compliance with statutory, regulatory and ISO 9001:2015 requirements.



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FINANCE DEPARTMENT



EXTERNAL SERVICES



1. COLLECTION OF PAYMENT FOR WATER BILL (OFFICE)

Acceptance of payment for the water consumption from walk-in clients.

Office or Division:	FINANCIAL MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill / Statement of Account (SOA)		1. Meter Reader / Customer Care Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Water Bill / Statement of Account to the assigned teller at the Office Lobby	1.1 Receives water bill / Statement of Account 1.2 Scans/encodes the account number	None	1 minute	Cashiering Services Chief B Treasury Section
2. Tenders Payment (Cash or Check) to the assigned teller	2.1 Receives the cash or check 2.2 Encodes the amount paid. 2.3 Prints and signs Official Receipt. 2.4 Issues original copy of the Official Receipt and change if any	Amount Due	3 minutes	
	TOTAL:	Amount Due	4 minutes	



2. COLLECTION OF PAYMENT FOR WATER BILL (MOBILE)

Acceptance of payment for the water consumption of paying customers from Canaman, Magarao, Camaligan and Gainza

Office or Division:	FINANCIAL MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill		1. Meter Reader		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Water Bill / Statement of Account to the assigned teller at the Office Lobby	1.1 Receives water bill / Statement of Account 1.2 Scans / encodes the account number	None	1 minute	Cashiering Services Chief B Treasury Section
2. Tenders Payment (Cash or Check) to the assigned teller	2.1 Receives the cash or check 2.2 Encodes the amount paid. 2.3 Prints and signs Official Receipt. 2.4 Issues original copy of the Official Receipt and change if any	Amount Due	3 minutes	
	TOTAL:	Amount Due	4 minutes	



3. COLLECTIONS OF PAYMENTS FOR NON-WATER BILL

Acceptance of payments for MNWD services other than water usage.

Office or Division:	FINANCIAL MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer may present any of the following:				
<ol style="list-style-type: none"> 1. Request for Water Sample Analysis (RWSA) 2. Schedule of Fees (SOF) 3. Water Service Contract 4. New Water Service Connection Application (NWSCA) 5. Application for Reconnection (AFR) 6. Application for Re-tapping of Water Service Connection (ARWSC) 7. Order of Payment (OP) 8. Liquidation Report 		<ol style="list-style-type: none"> 1. Laboratory Testing and Analysis Section 2. Planning, Design and Construction Division 3. New Service Connection / Investigation Section 4. New Service Connection / Investigation Section 5. Disconnection/Reconnection Section 6. New Service Connection / Investigation Section 7. Building, Grounds, Transport Operation, Equipment & Water Maintenance Section 8. Accountable MNWD Personnel 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents	<ol style="list-style-type: none"> 1.1 Receives the document 1.2 Encodes the name of the payee in the Official Receipt 	None	1 minute	<i>Cashiering Services Chief B Treasury Section</i>
2. Tenders Payment (Cash or Check)	<ol style="list-style-type: none"> 2.1 Receives the cash or check 2.2 Encodes the amount paid 2.3 Prints and signs Official Receipt 2.4 Issues Original Copy of the Official Receipt and change, if any. 	Amount Due	3 minutes	
	TOTAL:	Amount Due	4 minutes	



INTERNAL SERVICES



1. PAYROLL FOR CONTRACT OF SERVICE WORKERS

To account for the salaries and benefits of Contract of Service Workers of MNWD.

Office or Division:	ACCOUNTING DIVISION			
Classification:	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	MNWD Contract of Service Workers (CSW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Transmitted Number of Hours Worked to the HRI System. 2. Printed Summary of Attendance 3. HDMF Initial Billing Notice 4. MNWDEC Schedule of Deductions 		<ol style="list-style-type: none"> 1. Human Resource Division 3. Home Development Mutual Fund (Pag-ibig) 4. MNWD Employees Cooperative 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Checks & inputs to the system the allowable deductions from HDMF, MNWDEC & SSS (premiums & loan amortizations)	None	4 hours	<i>Financial Planning Analyst Payroll Subsidiary Section</i>
	2. Checks, compare and save the number of hours worked transmitted to the HRI system as against to the forwarded printed summary of attendance	None	1 day	
	3. Review, print and forward to the concerned signatories	None	1 hour and 30 minutes	<i>General Manager A Office of the General Manager</i>
	4. Forward to the Office of the General Manager for final approval	None	30 minutes	
	5. Prints Pay slip and prepares Authority to Debit Account (ADA) to be transmitted to the payroll system of the depository bank (DBP)	None	2 hours	<i>Financial Planning Analyst Payroll & Subsidiary Section</i>
	TOTAL:	None	2 days	



2. PAYROLL FOR PERMANENT AND CASUAL EMPLOYEES

To account for the salaries and benefits of permanent and casual employees of MNWD.

Office or Division:	ACCOUNTING DIVISION			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	MNWD Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Remittance of Home Development Mutual Fund (HDMF), Philhealth, Government Services Insurance System (GSIS), Bureau of Internal Revenue (BIR), Provident Fund and Metropolitan Naga Water District Employees Cooperative (MNWDEC) premiums and loan amortizations 2. Summary of Leave Without Pay and Adjustment for OIC RATA (Representation and Transportation Allowance) 3. Others		1. Home Development Mutual Fund Philhealth Government Services Insurance System Bureau of Internal Revenue MNWD Employees Cooperative Provident Fund 2. Human Resource Division 3. Management Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Checks and inputs to the system the allowable deductions for HDMF, Philhealth, GSIS, BIR, Provident Fund and MNWDEC premiums and loan amortizations	None	3 days	<i>Senior Financial Accounts Specialist Payroll & Subsidiary Section</i>
	2. Checks and inputs to the system the number of days for the Leave Without Pay and the corresponding amount for the OIC RATA	None	1 hour	
	3. Reviews and prints tentative copy of payroll and forwarded to Management Services Division for checking	None	3 hour and 30 minutes	<i>Secretary C Management Services Division</i>
	4. Prints final copy of payroll and forwards it to concerned signatories	None	1 hour	<i>Senior Financial Accounts Specialist Payroll & Subsidiary Section</i>
	5. Forward to the Office of the	None	30 minutes	<i>General Manager A</i>



	General Manager for final approval			Office of the General Manager
	6. Prints Pay Slip and prepares Authority to Debit Account (ADA) to be transmitted to the payroll system of the depository bank (LBP)	None	2 hours	<i>Senior Financial Accounts Specialist Payroll & Subsidiary Section</i>
	TOTAL:	None	4 days	



COMMERCIAL SERVICES DEPARTMENT



EXTERNAL SERVICES



1. NEW WATER SERVICE CONNECTION APPLICATION

Installation of a water service connection of a customer requesting for water supply, guided by the existing policy on new water service connection.

Office or Division:	CUSTOMER SERVICE DIVISION (CSD), CUSTOMER ACCOUNTS DIVISION (CAD) AND WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government	
Who may avail:	MNWD Customers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Filled-up New Water Service Connection Application (NWSCA) 2. Photocopy of any valid ID w/ picture of the applicant or his/her authorized representative with three specimen signatures 3. Photocopy of any valid ID w/ picture of the lot owner or his/her authorized representative with three specimen signatures 4. Special Power of Attorney (SPA), in case of absence of the principal (Notarized) 5. Other Documents that may be required to determine authority of signatories: <ol style="list-style-type: none"> 5.1 Birth Certificate 5.2 Death Certificate 5.3 Marriage Contract 5.4 Extrajudicial Settlement 5.5 Last Will & Testament 5.6 Acknowledgment Receipt 6. Any one (1) of the following proof of ownership (Photocopy only) <ol style="list-style-type: none"> 6.1 ORIGINAL CERTIFICATE OF TITLE(OCT) 6.2 TRANSFER CERTIFICATE OF TITLE(TCT) 6.3 CERTIFICATE OF AWARD for Urban Poor Dev. Program, Project/relocation Sites 6.4 CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program(CARP) 7. In case the subject lot is not titled in the name of the applicant, other documentary proof of ownership may be presented: 	<ol style="list-style-type: none"> 1. New Service Connection Investigation Section 2. Bureau of Internal Revenue (BIR), Post Office, Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA), Social Security System (SSS), Government Service Insurance System (GSIS), PAG-IBIG 3. New Service Connection Investigation Section 4. Citizen or client being represented <ol style="list-style-type: none"> 5.1 Philippine Statistics Authority (PSA) 5.2 Philippine Statistics Authority (PSA) 5.3 Philippine Statistics Authority (PSA) 5.4 Citizens 5.5 Citizens 5.6 Citizens 6. Land Registration Authority (LRA) <ol style="list-style-type: none"> 6.1 Department of Agriculture (DA) 6.2 Department of Agriculture (DA) 6.3 Department of Agriculture (DA) 6.4 Department of Agriculture (DA) 6.5 Department of Agriculture (DA)



<p>7.1 TAX DECLARATION (TD) in the name of the applicant- current year</p> <p>7.2 DEED OF SALE with OCT, TCT or TD in the name of the previous owner</p> <p>7.3 CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner</p> <p>7.4 DEED OF DONATION with OCT, TCT or TD in the name of the donor</p> <p>8. With no Proof of Ownership (Original Copy)</p> <p>8.1 Affidavit of Undertaking (Notarized)</p> <p>8.2 Barangay Certification of Residency and Barangay Clearance (Signed and Sealed)</p> <p>8.3 For Owner of FORECLOSED PROPERTY -Certification from Bank, SSS, PAG-IBIG, or other financing institutions where such property is mortgaged</p> <p>8.4 LGU-ASSISTED APPLICANTS, including public faucets Certification from concerned LGU stating thereon joint and collective obligations to assume responsibilities of paying water bills and other related obligations</p> <p>9. Water Service Contract (WSC)</p> <p>10. Excavation Permits (if applicable)</p>	<p>7.1 Bureau of Internal Revenue (BIR)</p> <p>7.2 Lot Seller</p> <p>7.3 Lot Seller</p> <p>7.4 Lot Seller</p> <p>8.1 Citizens</p> <p>8.2 Residents Barangay</p> <p>8.3 Applicable Bank, SSS, PAG-IBIG, or other financial institution</p> <p>8.4 Municipal</p> <p>10 DPWH/City/Municipal</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Applies for new water service connection	1.1.1 Handover New Water Service Connection Application (NWSCA) to the customer	None	1 minute	<i>Utilities/Customer Service Billing Section</i>
1.2 Submits New Water Service Connection Application (NWSCA)	1.1.2 Receives and checks customer's data in the NWSCA and issues Follow-up Slip (FUS) Form	None	10 minutes	<i>Supervising Utilities/Customer Service Officer New Service Connection/Investigation Section</i>
	1.1.3 Conducts ocular site inspection and assigns customer account number in the NWSCA	None	1 hour	
	1.1.4 Approves NWSCA	None	1 minute	<i>Division Manager A Customer Services Division</i>
	1.1.5 Encodes customer's account number	None	1 minute	<i>Utilities/Customer Service Billing Section</i>
2. Presents FUS and processes NWSCA	2.1 Receives records and encodes	TAPPING (no cutting & breaking):	1 minute	<i>Water / Sewerage Maintenance Head</i>



	NWSCA from CSD			Water Distribution Section
	2.2 Conducts Engineering survey; Prepares Sketch Service Connection Location and Summary of Materials and Charges/Fee Prepares and submits	Service Connection Fee = PHP 1,200.00 Installation Fee = PHP 600.00 Tapping Fee = PHP 1,150.00 TAPPING (With cutting & breaking):	1 hour	<i>Water / Sewerage Maintenance Foreman</i> Water Distribution Section
	2.3 Application for Excavation permit (if applicable)	Service connection fee = PHP 1,200.00	10 minutes	<i>Supervising Water Utilities Management/ Development Officer</i> Restoration Section
	2.4 Conducts briefing/orientation to applicant, signs WSC	Installation fee = PHP 600.00 Tapping fee = PHP 1,150.00	15 minutes	<i>Water/Sewerage Maintenance Head</i> Water Distribution Section
	2.5 Approves WSCTC and advises applicant for notarization of WSC	Cutting/breaking (6LMS x.15m) = PHP 778.74 Bell hole breaking (1mx1mx.15m) = PHP 717.90 Restoration w/ asphalt (1mx1mx.10m) = PHP 5,302.00 TAPPING with boring (6 LMS road width): -Service connection fee = PHP 1,200.00 Installation fee = PHP 600.00 Tapping fee = PHP 1,150.00 Boring (6 LMS) = PHP 2,742.00 Sub-connection: Service connection fee	1 minute	<i>OIC-Division Manager</i> Water Distribution and Restoration Division



		= PHP 1,200.00 Sub-connection fee = PHP 200.00		
3. Payment of applicable fees based on schedule of fees	3.1 Receives payment and issues original copy of Official Receipt	Amount Due	4 minutes	<i>Cashiering Services Chief B Treasury Section</i>
	3.2 Receives and records paid WSCTC and attaches RIS, MR and CFF	None	5 minutes	<i>Water/Sewerage Maintenance Head Water Distribution Section</i>
	3.3 Conducts concrete cutting and breaking works	None	1 hour	<i>Supervising Water Utilities Management/ Development Officer Restoration Section</i>
4. Customer signs Memorandum Receipt and accomplish Customer Feedback Form	4.1 Conducts installation of new water service connection	None	4 hours	<i>Water/Sewerage Maintenance Head Water Distribution Section</i>
	TOTAL:	Amount Due	7 hours and 49 minutes	



2. REOPENING OF WATER SERVICE CONNECTION WITHIN TWO (2) DAYS – SAME METER

Restoration of water supply of customer whose payment was made within two (2) days from the time of disconnection

Office or Division:	CUSTOMER SERVICES DIVISION (CSD), CUSTOMERS ACCOUNTS DIVISION (CAD) AND WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR)		1. Treasury Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies Accounts Payable	1. Issues Statement of Account	None	1 minute	<i>Utilities/Customer Service Assistant B</i> <i>Disconnection / Reconnection Section</i>
2. Payment of water arrears	2. Receives payment for arrears and issues original copy of Official Receipt	Amount Due	4 minutes	<i>Cashiering Services Chief B</i> <i>Treasury Section</i>
3. Presents OR	3. Prepares and forwards A/IO to W/DRD	None	1 minutes	<i>Utilities/Customer Service Assistant B</i> <i>Disconnection / Reconnection Section</i>
4. Customer signs A/IO and fills up CFF	4.1 Receives and records A/IO from CSD, attach CFF	None	1 minute	<i>Supervising Water Utilities Management/ Development Officer</i> <i>Restoration Section</i>
	4.2 Conducts reopening of water service connection	None	10 minutes	<i>Water/ Sewerage Maintenance Man B</i> <i>Restoration Section</i>
TOTAL:		Amount Due	17 minutes	



3. RECONNECTION OF DISCONNECTED WATER SERVICE CONNECTION AFTER TWO (2) DAYS TO SIXTY (60)

Restoration of water supply of customer whose service connection has been previously disconnected and payment was made after two (2) days to 60 days from the time of disconnection.

Office or Division:	CUSTOMER SERVICES DIVISION (CSD), CUSTOMERS ACCOUNTS DIVISION (CAD) AND WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) of payment 2. Application for Reconnection (AFR)		1. Treasury Section 2. New Service Connection Investigation Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies Accounts Payable	1.1 Check customer's record/data and issues Statement of Account if applicable	None	1 minute	<i>Utilities Customer Service Assistant E</i> Disconnection / Reconnection Section
2. Payment of water arrears	2.1 Payment for arrears and issues original copy of Official Receipt	Amount Due	4 minutes	<i>Cashiering Services Chief B</i> Treasury Section
3. Presents Official Receipt	3.1 Prepares Application for Reconnection	None	5 minutes	<i>Utilities Customer Service Assistant E</i> Disconnection / Reconnection Section
	3.2 Verification for possible illegal connection	None	2 minutes	<i>Utilities/Customer Service Assistant B</i> New Service Connection / Investigation Section
	3.3 Checks and signs AFR	None	1 minute	<i>Internal Control Officer A</i> Disconnection and Reconnection Section
	3.4 Approves and signs AFR	None	1 minute	<i>Division Manager A</i> Customer Services Division
4. Payment of Reconnection Fee	4.1 Receives payment of reconnection fee and issues Official Receipt	PHP 500.00	4 minutes	<i>Cashiering Services Chief B</i> Treasury Section
5. Customer signs A/O and fills up CFF	5.1 Receives, records and encodes paid	None	2 minutes	<i>Supervising Water Utilities Management/</i>



	AFR of water service connection; prepare RIS and attach CFF			<i>Development Officer Restoration Section</i>
	5.2 Conducts reconnection of water service connection	None	15 minutes	<i>Water/ Sewerage Maintenance Man B Restoration Section</i>
	TOTAL:	Amount Due	35 minutes	



4. RECONNECTION OF WATER SERVICE CONNECTION DISCONNECTED FOR MORE THAN SIXTY (60) DAYS

A water service connection disconnected for more than sixty (60) days shall be reconnected subject to ocular inspection and payment of water bills, including Reconnection Fee.

Office or Division:	CUSTOMER SERVICES DIVISION (CSD), CUSTOMER ACCOUNTS DIVISION (CAD) AND WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government and G2B - Government to Business			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) of Settled Water Bill 2. Official Receipt (OR) of Reconnection Fee 3. Application for Reconnection (AFR)		New Service Connection Investigation Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies Accounts Payable and Issues A/IO Inspection	1.1 Checks customer's record/data and issues statement of account if applicable	None	1 minute	Utilities Customer Service Assistant E Disconnection / Reconnection Section
	1.2 Prepares A/IO/Issues Follow- up Slip	None	2 minutes	
	1.3 Conducts ocular site inspection	None	60 minutes	Supervising Utilities/Customer Service Officer New Service Connection / Investigation Section
2. Payment of arrears	2.1 Receives payment of water arrears and issue Official Receipts	Amount Due	4 minutes	Cashiering Services Chief B Treasury Section
3. Presents Application for Reconnection (AFR)	3.1 Prepares Application for Reconnection	None	2 minutes	Utilities Customer Service Assistant E Disconnection / Reconnection Section
	3.2 Verification for Illegal Connection	None	2 minutes	Utilities/Customer Service Assistant B New Service Connection / Investigation Section
	3.3 Checks and signs AFR	None	1 minute	Internal Control Officer A Disconnection and Reconnection Section



	3.4 Approves and signs AFR	None	1 minute	<i>Division Manager A Customer Services Division</i>
4. Payment of Reconnection Fee	4.1 Receives the payment for Reconnection Fee and issues Official Receipt	PHP 500.00	4 minutes	<i>Cashiering Services Chief B Treasury Section</i>
5. Customer signs MR and fills up CFF	5.1 Conducts concrete cutting/ breaking works upon receipt of paid AFR and Excavation Permits	None	1 hour	<i>Water/ Sewerage Maintenance Man B Restoration Section</i>
	TOTAL:	Amount Due	2 hours and 17 minutes	



5. RETAPPING OF WATER SERVICE CONNECTION

A water service connection may be retapped to a new or existing distribution line upon request of the customer and filing of an application for retapping and payment of corresponding fees.

Office or Division:	CUSTOMER SERVICES DIVISION (CSD), CUSTOMER ACCOUNTS DIVISION (CAD) AND WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retapping of Water Service Connection (ARWSC)		1. Customer Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for Retapping of Water Service Connection	1.1 Verifies customer's records and prints Assignment / Implementation Order (A/IO)	TAPPING (no cutting & breaking): Service Connection Fee = PHP 1,200.00	2 minutes	<i>Utilities/Customer Service Assistant D Billing Section</i>
	1.2 Conducts ocular site inspection and verifies violation, if any, of the MNWD Utilities Rules and Regulations (URR)	Installation Fee = PHP 600.00 Tapping Fee = PHP 1,150.00 TAPPING (With cutting & breaking): Service connection fee = PHP 1,200.00	1 hour	<i>Supervising Utilities/Customer Service Officer</i>
	1.3 Forwards A/IO to WDRD	Installation fee = PHP 600.00	1 minute	<i>Utilities/Customer Service Assistant D Billing Section</i>
	1.4 Receives A/IO from CSD	Tapping fee = PHP 1,150.00 Cutting/breaking (6LMS x.15m) = PHP 778.74	1 minute	<i>Water/Sewerage Maintenance Head Water Distribution Section</i>
	1.5 Conducts Engineering Survey; Prepares Sketch Service Connection Location and Summary of Materials and Charges/ Fee	Bell hole breaking (1mx1mx.15m) = PHP 717.90 Restoration w/ asphalt (1mx1mx.10m) = PHP 5,302.00	1 hour	<i>Water/ Sewerage Maintenance Foreman Water Distribution section</i>
	1.6 Prepares and submits Application for	TAPPING with boring (6 LMS road width):	10 minutes	<i>Supervising Water Utilities Management/</i>



	Excavation Permit (if applicable)	-Service connection fee = PHP 1,200.00		<i>Development Officer Restoration Section</i>
	1.7 Checks and signs ARWSC	Installation fee = PHP 600.00		
	1.8 Approves ARWSC	Tapping fee = PHP 1,150.00 Boring (6 LMS) = PHP 2,742.00 SUB-CONNECTION: Service connection fee = PHP 1,200.00 Sub-connection fee = PHP 200.00	1 minute	<i>OIC-Division Manager Water Distribution and Restoration Division</i>
2. Payment of retapping base on summary of fees	2.1 Receives of payment of retapping and issues Official Receipt	Amount Due	4 minutes	<i>Cashiering Services Chief B Treasury Section</i>
3. Customer signs MR and fills-up CFF	3.1 Receives the ARWSC	None	5 minutes	<i>Water/Sewerage Maintenance Head Water Distribution Section</i>
	3.2 Conducts Concrete cutting and breaking works	None	1 hour	<i>Water/ Sewerage Maintenance Man B Water Distribution Section</i>
	3.3 Conducts Retapping of water service connection	None	4 hours	
	TOTAL:	Amount Due	7 hours and 24 minutes	



ADMINISTRATIVE SERVICES DEPARTMENT



EXTERNAL SERVICES



1. WATER LORRY SALES

This service involves the sales of water through the MNWD Water Lorry.

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government			
Who may avail:	MNWD Customers in Canaman, Magarao and Pamplona Camarines Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tenders Cash Payment (Cash)	1.1 Receives cash and fills up water containers.	PHP 10.00/ 20 liter container	3 minutes	<i>Housekeeping Assistant</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
	TOTAL:	PHP 10.00	3 minutes	



2. WATER SALES TO PRIVATE WATER LORRY

Sales of water to any private water lorry.

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order Slip		1. Administrative Office/ General Services Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures two (2) copies of Order Slip (OS).	1.1 Accomplish and issues Order Slip to the client.	None	1 minute	<i>General Services Chief B</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
2. Present Payment of Water Lorry Sales	2.1 Receives payment for Water Lorry Sale and issues Official Receipt.	PHP 37.50/cubic meter	4 minutes	<i>Cashiering Services Chief B</i> Treasury Section
3. Present original Official Receipt.	3.1 Records sales in the Water Lorry Ledger.	None	1 minute	<i>General Services Chief B</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
	3.2 Issue Lorry Ticket to the client.	None		
4. Present Lorry Truck Ticket to the Guard for loading of water in lorry tank.	4.1 Recording of Water Consumption	None	30 minutes	
	TOTAL:	Amount Due	36 minutes	



3. SALES OF BIDDING DOCUMENTS

Sales of Bidding Documents to prospective bidders of certain goods or services.

Office or Division:		GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen and G2B - Government to Business		
Who may avail:		Prospective Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		1. Administrative Office/ Procurement Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Order of Payment	1.1 Issues Order of Payment	None	1 minute	<i>Procurement Analyst A</i> Procurement, Materials, Equipment Quality Control, Property & Warehousing Section
2. Payment of Bidding Documents fee based on order of payments	2.1 Receives payment for bidding documents fee and issues Official Receipt	500, 000 and below = ₱500.00 More than 500,000 up to 1 Million = ₱1,000.00 More than 1 Million up to 5 Million = ₱5,000.00 More than 5 Million up to 10 Million = ₱10,000.00 More than 10 Million up to 50 Million = ₱25,000.00 More than 50 Million up to 500 Million = ₱50,000.00 More than 500 Million = ₱75,000.00	4 minutes	<i>Utilities/Customer Service Officer B</i> Treasury Section



3. Presents original Official Receipt	3.1 Issuance of Bidding Document.	None	10 minutes	<i>Procurement Analyst A</i> Procurement, Materials, Equipment Quality Control, Property & Warehousing Section
	TOTAL:	Amount Due	15 minutes	



4. WATER METER TESTING / CERTIFICATION

Testing and calibration of water meters and issuance of certification whether the water meter pass the testing standard.

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved and endorsed Request for Calibration 2. Order of Payment		1. Office of the General Manager 2. Calibration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the approved and endorsed request for calibration.	1.1 Prepares Order of Payment	None	5 minutes	<i>Precision Instrument Repair and Maintenance Services Chief</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
2. Present the Order of Payment and pay the required fee at the Teller Counter, Window No. 5.	2.1 Receives client's payment and issues Official Receipt.	1/2" to 1 1/2 " = PHP 250.00 2" to 4" = PHP 800.00 6" and above = PHP 1,300.00	4 minutes	<i>Utilities/Customer Service Officer B</i> Treasury Section
3. Present the original Official Receipt and Water Meter for testing.	3.1 Tests Water Meter	None	30 minutes	<i>Precision Instrument Repair and Maintenance Services Chief</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
	3.2 Prepares Water Meter Test Result Certificate	None	10 minutes	
4. Secure Test Result Receive	4.1 Issues Test Result / Certification	None	1 minute	
	TOTAL:	Amount Due	50 minutes	



5. WATER SALES THRU LORRY TO OTHER STAKEHOLDERS

Sales of water to other stakeholders like hospitals, businesses and other private enterprise through the MNWD Water Lorry.

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business, G2G – Government to Government			
Who may avail:	MNWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order Slip		1. Administrative Office/ General Services Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures two (2) copies of Order Slip (OS).	1.1 Accomplish and issues Order Slip to the customer	None	1 minute	<i>General Services Chief B</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
2. Payment of Lorry Sales	2.1 Receives payment for Lorry Sales and issues Official Receipt.	PHP 5.50/ cu.m	4 minutes	<i>Cashiering Services Chief B</i> Treasury Section
3. Presents original Official Receipt	3.1 Conducts delivery	None	1 day	<i>General Services Chief B</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
	TOTAL	Amount Due	1 day and 5 minutes	



INTERNAL SERVICES



1. ISSUANCE OF SUPPLIES AND MATERIALS

Issuance of expendable supplies and materials to MNWD employees

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	MNWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and approved Requisition and Issue Slip (RIS) Form		1. Property and Materials Management Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished and approved RIS at Property Office.	1.1 Checks and reviews availability of materials and contents of RIS.	None	3 minutes	<i>Senior Property and Supply Officer</i> Procurement, Materials and Equipment Quality Control, Property and warehousing Section
	1.2 Approves the RIS	None		
2. Presents the approved RIS to Property and Materials Stockroom.	2.1 Prepares the requested items.	None	5 minutes	
	2.2 Posts the requisitions in the MNWD Inventory System.	None	3 minutes	
	2.3 Checks and releases the items to the employee	None	5 minutes	
3. Checks the requested items and sign in the "Received" portion of the RIS and Gate Pass Slip.	3.1 Give one copy of the RIS and Gate Pass Slip to the employee and file the Stockroom copy.	None	1 minute	
	TOTAL:	None	17 minutes	



2. CLEARANCE FOR PROPERTY ACCOUNTABILITY

Process of securing clearance for property accountability due to separation from MNWD because of retirement, transfer to other government agency, resignation, promotion, and the like.

Office or Division:		GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		MNWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the clearance	1.1 Prepares summary of accountabilities.	None	3 minutes	<p style="text-align: center;"><i>Senior Property and Supply Officer Procurement, Materials and Equipment Quality Control, Property and warehousing Section</i></p>
	1.2 Conducts physical inventory of property/ equipment issued.	None	1 day	
2. Accomplishes Property Return Slip (PRS) for all properties under custody. For lost and destroyed property, prepares Report of Lost, Stolen, Damaged or Destroyed Property (RLSDDP)	2.1 Reviews accomplished PRS	None	5 minutes	
	2.2 Reviews accomplished RLSDDP	None		
3. Files the notarized RLSDDP to Commission on Audit (COA), if applicable.	3.1 Once the employee is cleared from his/ her accountabilities, signs the clearance.	None	1 minute	
	TOTAL:	None	1 day and 9 minutes	



3. ISSUANCE OF PROPERTY/EQUIPMENT

Issuance of property/ equipment and assignment of accountability and custodianship to accountable casual and permanent MNWD employee.

Office or Division:	GENERAL SERVICES, PROPERTY AND MATERIALS MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	MNWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and approved Requisition and Issue Slip (RIS)		1. Property and Materials Stockroom		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished and approved RIS	1.1 Checks and reviews the contents of RIS.	None	3 minutes	<i>Senior Property and Supply Officer Procurement, Materials and Equipment Quality Control, Property and warehousing Section</i>
	1.2 Signs the RIS.	None		
2.	2.1 Prepares Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS), whichever is applicable.	None	10 minutes	
	2.2 Prepares the item/s for release and ensure that property sticker is installed.	None	5 minutes	
3. Checks the requested items and signs in the "Received" portion of the PAR or ICS.	3.1 Provides one copy of the PAR/ ICS to the employee and file the Stockroom copy to individual PAR folder.	None	1 minute	
	TOTAL:	None	19 minutes	



4. USE OF MNWD AUDIO VISUAL ROOM OR MULTIPURPOSE HALL

This involves the provision of services to employees when availing the function halls of MNWD such as the Audio-Visual Room and Multipurpose Hall.

Reservation, set-up and restoration of MNWD Audio Visual Room or Multipurpose hall upon request of employees and other stakeholders.

Office or Division:	GENERAL SERVICES, PROPERTY AND SUPPLY MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	MNWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request for AVR Form		1. Administrative Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the use and availability of the requested venue	1.1 Checks and informs the requisitioner as to the status of availability	None	2 minutes	<i>General Services Chief B Building, Grounds, Transport Operations and Equipment & Water Maintenance Section</i>
2. Accomplish the Activity Request Form when available	2.1 Records the schedule to the bulletin board	None	2 minutes	
	2.2 Sets-up the requested venue	None	15 minutes	
	2.3 Restores and cleans up the venue after the event	None	5 minutes	
	TOTAL:	None	24 minutes	



5. INFIRMARY AND BREASTFEEDING AREA (OFFICE)

Promote the health of the employees by providing preventive care, treatment, support, protect and encourage breastfeeding mothers.

Office or Division:	HUMAN RESOURCE DIVISION			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	MNWD Employees and Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Logbook		None		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Routine check-up/first-aid treatment, Employee proceeds to infirmary and sign in the logbook	1.1 Interviews and assesses client.	None	10 minutes	<i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i>
	1.2 Takes vital signs	None		
	1.3 Records patient's vital sign	None		
	1.4 Provide necessary procedure	None		
	1.5 Decides if a client is 1.5.1 sent back to work, 1.5.2 advice to take rest or 1.5.3 Accompanies and endorses to the nearest hospital.	None		
2. Breastfeeding services a. Proceeds to infirmary and breastfeeding area for lactation b. Breastfeed the baby c. Affixes signature in the logbook	2.1 Asks & records the names of both the mother and baby	None	1 minute	<i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i>
	2.2 Asks mother to do lactation hygiene like hand washing	None	2 minutes	
	2.3 Takes the mother and child to the Nursing area	None	1 minute	
	2.4 Let the mother sign in the logbook	None	1 minute	



<p>3. Medical Consultation a. Makes an appointment b. Proceeds to the infirmary</p>	<p>3.1 Books an appointment with the doctor</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i></p>
	<p>3.2 Takes & records vital signs</p>	<p>None</p>	<p>2 minutes</p>	
	<p>3.3 Diagnoses and issues prescription</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Company Physician Personnel Welfare Section</i></p>
	<p>3.4 Decides if a client is 3.4.1 sent back to work, 3.4.2 advice to take rest or 3.4.3 Accompanies and endorses to the nearest hospital.</p>	<p>None</p>	<p>20 minutes</p>	
<p>4. Dispense Medicine a. Proceed to infirmary and breastfeeding area b. Receive the medicine</p>	<p>4.1 Asks relevant data</p>	<p>None</p>	<p>1 minute</p>	<p><i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i></p>
	<p>4.2 Takes & records data collected such as name, age, chief complaint, name of medicine to be taken</p>	<p>None</p>	<p>1 minute</p>	
	<p>4.3 Dispenses Medicine</p>	<p>None</p>	<p>1 minute</p>	
	<p>4.4 Checks for any untoward reaction/s</p>	<p>None</p>	<p>30 minutes</p>	
	<p>TOTAL:</p>	<p>None</p>	<p>1 hour and 32 minutes</p>	



6. ISSUANCE OF HEALTH-RELATED CERTIFICATIONS

Issuance of health related certificate by company physician upon request of the MNWD employee.

Office or Division:	HUMAN RESOURCE DIVISION			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	MNWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		1. Infirmary and Breastfeeding Area		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an appointment a. Proceeds to the infirmary b. Receives the document	1.1 Books an appointment with the doctor	None	2 minutes	<i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i>
	1.2 Conducts medical interview	None	10 minutes	
	1.3 Conducts medical examination	None	15 minutes	<i>Company Physician Personnel Welfare Section</i>
	1.4 Releases the document	None	1 minute	
	TOTAL:	None	28 minutes	



7. APPOINTMENT TO VARIOUS VACANCIES IN THE AGENCY

Acceptance of application for vacancies in MNWD from internal and external applicants

Office or Division:		HUMAN RESOURCE DIVISION			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
None		None			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit application documents to Human Resource Division personally.	1.1 Receive application documents.	None	30 minutes	<i>Industrial Relations Management Aide Manpower Planning & Recruitment Section</i>	
	1.2 Acknowledge receipt of application documents through email or SMS.	None			
	1.3 Encode name of applicant.	None			
	1.4 File application documents accordingly.	None			
2. Submit application documents to Human Resource Division through official email of Human Resource Division or MNWD.	2.1 Respond and acknowledge receipt of application documents.	None	30 minutes		
	2.2 Print complete set of application documents.	None			
	2.3 Encode name of applicant.	None			
	2.4 File application documents accordingly.	None			
	TOTAL:	None	1 hour		



8. LEAVE/COMPENSATORY TIME-OFF APPLICATION

Facilitates application of leave/compensatory time-off

Office or Division:	HUMAN RESOURCE DIVISION (Personnel Welfare Section)			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	MNWD Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (CS FORM No.6)		1. Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application for Leave form or CSC Form No.6/COMPENSATORY TIME-OFF Form (2 copies)	1.1 Reviews the application submitted; make sure that the form is completely filled-out and supporting documents are complete and in order.	None	2 minutes	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>
	1.2 Validate as to available leave credits & duly certified application for Leave/Compensatory time-off.	None	3 minutes	
	1.3 Certifies the computation on the Application for Leave/Compensatory time-off.	None	2 minutes	<i>Division Manager A Human Resource Division</i>
	1.4 Recommends approval.	None	3 minutes	<i>Department Manager A of Applicant</i>
	1.5 Approves/disapproved application for Leave/compensatory time-off and return the documents to Human Resource Division.	None	5 minutes	<i>Assistant General Manager Office of the Assistant General Manager</i>
	1.6 Furnishes copy of approved/disapproved application for Leave/Compensatory time-off to the applicant.	None	1 minute	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>
	TOTAL:	None	16 minutes	



9. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS

Issuances of Service Record, Certificate of Employment and other personnel records upon request of the employee for the purpose of attachment in the application for loans, claim for loyalty pay, retirement, terminal leave, employment by other firms/agencies and other legal purposes.

Office or Division:		HUMAN RESOURCE DIVISION (Personnel Welfare Section)		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		MNWD Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		1. Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form.	1.1 Checks the type of requested document/s.	None	1 minute	<i>Industrial Relations Management Officer B</i>
	1.2 Prints requested documents.	None	3 minutes	Personnel Welfare Section
	1.3 Reviews and signs documents.	None	2 minutes	<i>Division Manager A</i> Human Resource Division
2. Receives copy of documents by signing in the copy and logbook.	2.1 Releases the requested documents to official / employee.	None	2 minutes	<i>Industrial Relations Management Officer B</i> Personnel Welfare Section
	TOTAL:	None	8 minutes	



10. APPLICATION FOR OVERTIME

Facilitates application for overtime.

Office or Division:		HUMAN RESOURCE DIVISION		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		MNWD Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overtime Services Authorization Form.		1. Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Division Manager prepares and submits Overtime Services Authorization Form	1.1 Certifies no. of hours work rendered.	None	2 minutes	<i>Division Manager A Human Resource Division</i>
2. Forwards Overtime Services Authorization Form.	2.1 Recommends approval of Overtime Services Authorization Form	None	2 minutes	<i>Department Manager A of concerned Department</i>
3. Submits Overtime Services Authorization Form to the concerned Assistant General Manager A	3.1 Approves the Overtime Services Authorization Form	None	2 minutes	<i>Assistant General Manager A of concerned Office (OTS or AFG)</i>
4. Receives approved Overtime Services Authorization Form.	4.1 Furnishes copy of approved Overtime Services Authorization Form.	None	1 minute	<i>Industrial Relations Management Aide Personnel Welfare Section</i>
TOTAL:		None	7 minutes	



11. RETIREMENT PROCESS

Mandatory retirement for the age of 65, compulsory retirement base on Implementing Rules and Regulation of R.A. 10154 and optional retirement for the age of 60 up.

Office or Division:	HUMAN RESOURCE DIVISION (Personnel Welfare Section)			
Classification:	Complex			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	MNWD Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mandatory Retirement Letter (Compulsory Retirement) Implementing Rules and Regulation` of R.A. 10154 2. Letter of Intent (Optional Retirement) 3. Clearance form <ul style="list-style-type: none"> • Certificate of Leave Credits • Certificate of Length of Service • Application for Terminal Leave • Service Record • Certificate of Leave Without Pay 		Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Retirement Letter to the Office of the General Manager	1.1 Accepts or denies Letter of Intent	None	1 day	<i>General Manager A Office of the General Manager</i>
	1.2 Accomplishes Retirement Document Requirements	None	2 minutes	<i>Division Manager A Human Resource Division</i>
	1.3 Accomplished Retirement Documents forwarded to Finance Department.	None	2 minutes	
2. Client Received the copy of clearance.	2.1 Copy of Approved Clearance will be forwarded to Human Resource Division.	None	2 minutes	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>
	2.2 Compute Retirement Benefits and Signs the Clearance	None		
	2.3 Approved Computed Retirement Benefits and clearance	None		



3. Receives retirement benefits and a copy of the approved clearance	3.1 Issues copy of approved clearance	None	2 minutes	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>
	3.2 Releases retirement benefits	None		
	TOTAL:	None	1 day and 8 minutes	



12. PERFORMANCE MANAGEMENT AND REWARDS & RECOGNITION

Performance planning and commitment, monitoring and coaching, review and evaluation and rewards and development of MNWD employees every semester.

Office or Division:	HUMAN RESOURCE DIVISION (Personnel Welfare Section)			
Classification:	Complex			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	MNWD Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Performance Commitment Review Target & Individual Performance Commitment Review Rating 2. Nomination Form		Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Department Performance Commitment Review Target on or before December 15 & June 15, and Individual Performance Commitment Review Rating on or before January 15 & July 15	1.1 Consolidates the Department Performance Commitment Review Target and Department Performance Commitment Review Rating and submits to PMT for evaluation.	None	7 days	<i>Industrial Relations Management Officer A Personnel Welfare Section</i>
	1.2 Reviews and evaluates individual performance rating based on the target submitted	None		<i>Performance Management Team</i>
	1.3 Consolidates overall performance ratings	None		
2. Divisions/Departments Manager concerned Files Nomination Form for Rewards & Recognition	2.1 Consolidates the Nomination forms and submits to R&R Committee for evaluation.	None	7 days	<i>Division Manager A Human Resource Division</i>
	2.2 Recommends rewards for deserving employee	None		
	TOTAL:	None	14 days	



13. PROCESSING OF ATTENDANCE

Preparation of Summary of Attendance (SOA) of Contract of Service Worker (CSW) for payroll.

Office or Division:		HUMAN RESOURCE DIVISION (Personnel Welfare Section)		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		MNWD Contract of Service Workers (CSW)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Summary of Attendance (SOA)		1. Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Generates actual work attendance from Human Resource Information System (HRIS)	None	2 days	<i>Industrial Relations Management Aide Personnel Welfare Section</i>
	2. Prepares summary of attendance for payroll.	None	4 hours	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>
	3. Checks summary of attendance.	None	4 hours	<i>Industrial Relations Management Officer A Personnel Welfare Section</i>
	4. Certifies summary of attendance.	None	2 hours	<i>Division Manager A Human Resource Division</i>
	5. Submits summary of attendance to respective divisions.	None	5 minutes	<i>Industrial Relations Management Aide Personnel Welfare Section</i>
	TOTAL:	None	3 days, 2 hours and 5 minutes	



14. APPROVAL OF ATTENDANCE TO LEARNING AND DEVELOPMENT INTERVENTIONS

Secure approval of the HRDC endorsed participants/attendees to any Learning and Development interventions.

Office or Division:		HUMAN RESOURCE DIVISION		
Classification:		complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		MNWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availment of Learning and Development intervention approval		1. Human Resource Division - Learning and Development Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. External Learning and Development Interventions 1.1 Secures recommendation from the Immediate Head to Learning & Development Intervention- External Training (subsequent to employee's IDP, TNA and comments on performance evaluation)	1.1.1 Receives accomplished Trainee Nomination Forms (7-day prior to the actual conduct)	None	5 minutes	<i>Industrial Relations Management Aide (Learning and Development unit)</i>
	1.1.2 Reviews the collated accomplished Trainee Nomination Forms to be submitted to HRDC Chairperson	None	10 minutes	<i>Industrial Relations Development Officer B (Learning and Development unit)</i>
	1.1.3 Route the Notice of the Meeting to HRDC members	None	20 minutes	<i>HRDC and Secretariat</i>
	1.1.4 Conducts HRDC meeting to endorse the nominees and issue the recommending approval	None	3 hours	
	1.1.5 Prepares the Endorsement Form	None	5 minutes	<i>Industrial Relations Management Aide Learning and Development Section</i>
	1.1.6 Route the recommendation/	None	10 minutes	<i>Industrial Relations</i>



	endorsement to Finance Department for the availability of funds			<i>Management Aide</i> Learning and Development Section
	1.1.7 Registers the Participant/s to respective Learning Service Provider (LSP).	None	1 day	<i>Industrial Relations Management Aide, Industrial Relations Development Officer B</i> Learning and Development Section
	1.1.8 Notifies thru the Immediate Head (Division Manager) those who are not selected nominees.	None		
2. In-house Learning and Development Interventions 2.1 Request to conduct of In-House Learning and Development intervention (training-workshop from requesting office.)	2.1.1 Submits draft copy of Activity Proposal for checking	None	2 days	<i>Industrial Relations Development Officer B, Division Manager A,</i> Human Resource Division
	2.1.2 Coordinates with the Supply/Procurement section for various requisitions and other materials needed.	None	1 day	<i>Industrial Relations Development Officer B, Industrial Relations Management Aide, Division Manager A</i>
	2.1.3 Notifies concerned participants	None	20 minutes	<i>Industrial Relations Management Aide</i> Learning and Development Section
	2.1.4 Conducts the activity	None	3 days (depends upon the type of activity)	<i>Industrial Relations Development Officer B</i> Learning and Development Section
	2.1.5 Prepares liquidation and print the evaluation report	None	2 days	
	2.1.6 Prepares and submits Terminal Report	None	2 days	
	TOTAL:	None	12 days, 3 hours and 45 minutes	



PRODUCTION DEPARTMENT



EXTERNAL SERVICES



1. BACTERIOLOGICAL ANALYSIS

Refers to the examination of Fecal Coliform Test (FCT) and Heterotrophic Plate Count (HPC) of water following standard methods set by the Philippine National Standards for Drinking Water.

Office or Division:	WATER QUALITY DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government and G2B - Government to Business			
Who may avail:	MNWD Customers, Government Agencies and Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Water Sample/s Analysis (RWSA) 2. Laboratory Fees and Water Sample/s		Laboratory Testing and Analysis Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Water Sample/s Analysis (RWSA)	1.1 Assists Customers/Clients accomplish	None	5 minutes	<i>Medical Technologist II</i> MNWD Laboratory
2. Presents RWSA	2.1 Receives RWSA and encode the name of the payee in the OR	Fecal Coliform Test (FCT) = PHP 300.00	4 minutes	<i>Cashiering Services Chief B</i> Treasury Section
3. Tenders Payment (Cash or Check)	3.1 Receives the cash or check	Fecal Coliform Test (FCT) (Colilert) = PHP 1,000.00		
	3.2 Encodes the amount paid.	Heterotrophic Plate Count (HPC) = PHP 300.00		
	3.3 Prints and signs Official Receipt.			
	3.4 Issues original copy of the Official Receipt and change if any			
4. Presents Laboratory Fee OR and Receives Sterilized Bottle/s	4.1 Issues sterilized bottle/s upon presenting laboratory fee OR	None	1 minute	<i>Medical Technologist II</i> MNWD Laboratory
5. Submits Water Sample/s using the sterilized bottle/s issued by MNWD Laboratory	5.1 Accepts submitted water sample/s and Conducts water sample/s analysis	None	1 minute / sample	<i>Medical Technologist II</i> MNWD Laboratory



	5.1.1 Fecal Coliform Test (FCT)	None	2 days	<i>Medical Technologist II</i> MNWD Laboratory
	5.1.2 Presumptive Test	None		
	5.1.3 Confirmatory Test	None	2 days	
	5.1.4 Fecal Coliform Test (FCT) using collolert 18	None	1 day	
	5.1.5 Heterotrophic Plate Count (HPC)	None	2 days	
	5.2 Processing of Test Results and Certification: 5.2.1 Encodes and Prints Test Result and Certification	None	5 minutes	
	5.3 Signs Test Results and Certification	None		
	5.4 Med. Tech	None	5 minutes	
	5.5 Head of Laboratory / Pathologist	None	5 minutes	
	5.6 Division Manager A. WPEMD	None	5 minutes	
6. Receives Test Results	6.1 Issues test result	None	8 minutes	<i>Medical Technologist II</i> MNWD Laboratory
	TOTAL:	None	7 days and 39 minutes	



2. PHYSICAL AND CHEMICAL ANALYSIS

Refers to the examination of physical and chemical parameters of water following standard methods set by the Philippine National Standards for Drinking Water.

Office or Division:	WATER QUALITY DIVISION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government and G2B - Government to Business			
Who may avail:	MNWD Customers/Clients, Government Agencies and Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Water Sample/s Analysis (RWSA) 2. Laboratory Fees and Water Sample/s		Laboratory Testing and Analysis Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Water Sample/s Analysis (RWSA)	1.1 Assists Customers/Clients accomplish RWSA	None	5 minutes	<i>Medical technologist // MNWD Laboratory</i>
2. Payment of Laboratory Fees Presents RWSA	2.1 Receives RWSA and encodes the name of the payee in the OR	Physical and Chemical Tests:	4 minutes	<i>Cashiering Services Chief B Treasury Section</i>
3. Tenders Payment (Cash or Check)	3.1 Receives the cash or check	pH = PHP 220.00		
	3.2 Encodes the amount paid.	Turbidity = PHP 240.00		
	3.3 Prints and signs Official Receipt.	Odor = PHP 135.00		
	3.4 Issues original copy of the Official Receipt and change if any	Sulfate = PHP 360.00		
		Nitrate = PHP 440.00		
		Iron = PHP 275.00		
		Manganese = PHP 350.00		
4. Submits Water Sample/s (1 liter / sample)	4.1 Accepts submitted water sample/s	None	1 minute / sample	<i>Medical technologist // MNWD Laboratory</i>



	4.2 Conducts water sample/s analysis	None	1 day	MNWD Laboratory
	4.3 Processing of Test Results:			<i>Medical technologist // MNWD Laboratory</i>
	4.3.1 Encodes and Prints Test Results	None	5 minutes	
	4.3.2 Signs Test Results	None		
	4.3.3 Chemist	None	5 minutes	
	4.3.4 Head of Laboratory / Pathologist	None	5 minutes	
	4.3.5 Division Manager A, WPEMD	None	5 minutes	
5. Receives Test Results	5.1 Issues test results	None	8 minutes	
	TOTAL:	Amount Due	1 day and 38 minutes	



INTERNAL SERVICES



1. BACTERIOLOGICAL ANALYSIS

Refers to the examination of Fecal Coliform Test (FCT) and Heterotrophic Plate Count (HPC) of water following standard methods set by the Philippine National Standards for Drinking Water.

Office or Division:	WATER QUALITY DIVISION			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Engineering and Environment Department (EED) / Water Distribution and Restoration Division (WDRD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Water Collection		1. Laboratory Testing and Analysis Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Water Collection	1.1 Check the request for water collection	None	5 minutes	<i>Medical Technologist II</i> MNWD Laboratory
	1.2 Sampler collect water sample	None	4 minutes	<i>Utilities / Customer Assistant B</i> Water Quality and Assurance Section
	1.3 Sampler submit water sample/s	None	1 minute / sample	
	1.4 Accept water sample/s	None	1 minute / sample	<i>Medical Technologist II</i> MNWD Laboratory
	1.5 Conduct water sample analysis	None	2 days	<i>Medical Technologist II</i> MNWD Laboratory
	1.5.1 Fecal Coliform Test (FCT)			
	1.5.1.1 Presumptive Test			
	1.5.1.2 Confirmatory Test	None	2 days	
	1.5.2 Fecal Coliform Test (FCT) using collilert 18	None	1 day	
	1.5.3 Heterotrophic Plate Count (HPC)	None	2 days	
	1.6 Processing of test result and certification:	None	5 minutes	
	1.6.1 Encode and print test result and Certification			
	1.6.2 Sign test results and Certification			
	1.6.2.1 Medical Technician	None	5 minutes	
	1.6.2.2 Head of Laboratory / Pathologist	None	5 minutes	



	1.6.2.3 OIC-Division Manager A	None	5 minutes	<i>OIC-Division Manager A Water Quality Division</i>
2. Receive test results and Certification	2.1 Issue test results and Certification	None	8 minutes	<i>Medical Technologist II MNWD Laboratory</i>
	TOTAL:	Amount due	7 days and 39 minutes	



2. PHYSICAL AND CHEMICAL ANALYSIS

Refers to the examination of physical and chemical parameters of water following standard methods set by the Philippine National Standards for Drinking Water.

Office or Division:	WATER QUALITY DIVISION			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Engineering and Environment Department (EED) / Water Distribution and Restoration Division (WDRD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Water Collection		1. Laboratory Testing and Analysis Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for Water Collection	1.1 Check the request for water collection	None	5 minutes	<i>Medical Technologist II</i> MNWD Laboratory
	1.2 Sampler collect water sample	None	4 minutes	<i>Utilities / Customer Assistant B</i> Water Quality and Assurance Section
	1.3 Sampler submit water sample/s	None	1 minute / sample	
	1.4 Accept water sample/s	None	1 minute / sample	<i>Medical Technologist II</i> MNWD Laboratory
	1.5 Conduct water sample analysis	None	1 day	MNWD Laboratory
	1.6 Processing of test results:			<i>Medical Technologist II</i> MNWD Laboratory
	1.6.1 Encode and print test results	None	5 minutes	
	1.6.2 Sign test results	None	5 minutes	
	1.6.2.1 Chemist			
	1.6.2.2 Head of Laboratory /Pathologist	None	5 minutes	
	1.6.2.3 OIC-Division Manager A	None	5 minutes	<i>OIC-Division Manager A</i> Water Quality Division
2.	2.1 Issue test results	None	8 minutes	<i>Medical Technologist II</i> MNWD Laboratory
	TOTAL:	Amount Due	1 day and 39 minutes	



ENGINEERING AND ENVIRONMENT DEPARTMENT



EXTERNAL SERVICES



1. WATER SERVICE EXTENSION TO A SUBDIVISION

Interconnection of a Subdivision Water System to the MNWD Water Supply Network.

Office or Division:		PLANNING, DESIGN AND CONSTRUCTION (PDCD)		
Classification:		Highly Technical		
Type of Transaction:		G2B: Government to Business and G2G: Government to Government		
Who may avail:		Subdivision Developers and Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Plan Evaluation 2. Construction Monitoring Request 3. Interconnection, Turnover and Acceptance 4. HLURB approved subdivision plan 5. As-built plan of water supply system 6. Final Well Design, Test Results and other (if applicable) 7. Electro- Mechanical equipment, drawings, manual, test result and other (if applicable) 8. Legal documents (if applicable) 9. NWRB Water Permit 10. Deed of donation 11. TCT of the subdivision lot 12. Certificate of Registration (SEC/DTI) 13. Authority of the authorized signatory to the MOA 14. And other documents that maybe required by the District, as stipulated in the subdivision policy 15. Certificate of Non encroachment <p>Hydro testing Result</p>		<p>Planning, Design, and Construction Division</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Plan evaluation				
1. Letter Request for Plan Evaluation	1.1 Response letter with checklist of requirements		2 days	
2. Submission of the following requirements:				
a. Subdivision Plan				
b. Hydraulic Analysis				
c. Detailed Plan and Pipe Layout of the Proposed Water Supply Network	2.1 Checks the completeness of the documents and receives documents	PHP 720.00 / Subdivision	2 days	<i>Project Planning and Development Officer A Planning and Design Section</i>
d. Topographic Data				
e. Proposed Implementation Schedule				



3. Receives order of payment for evaluation fee	3.1 Issues Order of Payment		1 minute	
4. Payment of evaluation fee	4.1 Receives payment for evaluation fee and issues original copy of the Official Receipt		4 minutes	Cashiering Services Chief B Treasury Section
5. Submission of additional documents and corrected plans (if any), signed and sealed by the Engineer. Four (4) sets	5.1 Acceptance of submitted documents 5.1.1 Checks and Reviews the Hydraulic Analysis		7 days	
	5.1.2 Evaluates the plans, drawings, specification and other documents		3 days	Project Planning and Development Officer A Planning and Design Section
	5.1.3 Receives and checks the submitted additional documents/ corrected plans		1 day	
	5.1.4 Issuance of the certified plans and specifications		1 day	
B. Construction monitoring request				
1. Submits letter requesting District Personnel to assist and monitor the construction of water supply system	1.1 Prepares and issues response letter granting the request and assigning personnel to monitor the project	None	2 days	Project Planning and Development Officer A Planning and Design Section
C. Interconnection, turnover and acceptance				
1. Submits the following requirements:	1.1 Receives, evaluates and checks the	None	7 days	Project Planning and Development Officer A Planning and Design Section



<p>a. Letter of Intent to turnover</p> <p>b. Technical documents</p>	<p>submitted documents</p>			
	<p>1.2 Joint inspection of the completed water supply system. (In case that it is not in accordance with the Districts' standards and specifications, interconnection will be suspended until all the defects are corrected)</p>	<p>None</p>	<p>2 days</p>	<p><i>Project Planning and Development Officer A</i> Planning and Design Section</p>
	<p>1.3 Prepares Schedule of Fees (SOF)</p>	<p>Inspection: PHP 13.00 / LM</p> <p>Disinfection and Flushing: 50mm Ø - PHP 3.10 / LM</p> <p>75mm Ø - PHP 3.10 / LM</p> <p>100mm Ø - PHP 4.50 / LM</p> <p>150mm Ø - PHP 6.40 / LM</p> <p>200mm Ø - PHP 8.80 / LM</p> <p>250mm Ø - PHP 10.40 / LM</p> <p>300mm Ø - PHP 13.60n/ LM</p> <p>Interconnection (Labor only): 50mm Ø - PHP 416.00 / unit 75mm Ø - PHP 516.70 / unit</p>	<p>2 days</p>	<p><i>Project Planning and Development Officer A</i> Planning and Design Section</p>



		100mm Ø - PHP 617.40 / unit 150mm Ø - PHP 718.00 / unit 200mm Ø - PHP 818.70 / unit 250mm Ø - PHP 919.40 / unit 300mm Ø - PHP 1020.00 / unit Source Development Share (SDS): CMP's and - PHP 50.00 Government /m ² Resettlement Projects BP 220 and - PHP 100.00 PD 957 /m ² Condominium- PHP 100.00 Units /m ²		
2. Payment of Schedule of Fees (SOF)	2.1 Receives payment for evaluation fee and issues original copy of the Official Receipt	None	4 minutes	<i>Cashiering Services Chief B Treasury Section</i>
3. Conforms and attests in the MOA	3.1 Process Request for Interconnection	None	2 days	<i>Project Planning and Development Officer A Planning and Design Section</i>
4. Posting of Surety Bond	4.1 Prepare and issuance of turnover / acceptance	None	2 days	
	TOTAL:	Amount Due	33 days and 9 minutes	



2. TREE GROWING

Provides assistance in tree growing activity within watersheds to the requesting clients.

Office or Division:	ENVIRONMENT AND WATER RESOURCES DIVISION (EWRD)			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen and G2G: Government to Government			
Who may avail:	Schools (Elementary & High School), Colleges, Universities, Agencies & Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Program		Watershed Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to Office of the General Manager (OGM)	1.1 Receives and Checks approved letter request from the OGM	None	1 minute	Division Manager A Environment and Water Resources Division
	1.2 Forwards the request to personnel in-charge	None		
2. Conforms to the details of the activity	2.1 Contacts customer / client to discuss further details of the tree planting activity	None	30 minutes	Forest Ranger Watershed Management Section
	2.2 Discuss details with Section Head	None		Liaison Aide Watershed Management Section
3. Attends and participate in the Tree Growing activity	3.1 Facilitate Tree Growing Activity on the scheduled date	None	4 hours	Forest Ranger Watershed Management Section
	TOTAL:	None	4 hours and 31 minutes	



3. SPEAKING ENGAGEMENT

Educational information dissemination for requesting clients.

Office or Division:		ENVIRONMENT AND WATER RESOURCES DIVISION (EWRD)		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen G2G: Government to Government		
Who may avail:		Schools (Elementary & High School), Colleges, Universities, Agencies & Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Program		Watershed Management Section / Wastewater Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives approved letter request from Office of the General Manager (OGM)	1.1 Receives and Checks letter request.	None	1 minute	<i>Division Manager A Environment and Water Resources Division</i>
	1.2 Contacts customer /client to discuss further details of the speaking engagement	None	30 minutes	<i>Community Relations Assistant-B Watershed Management Section</i>
	1.3 Discuss details with DMA	None		<i>Water/Sewerage Maintenance Man-B Wastewater Management Section</i>
	1.4 Contacts customer / client for confirmation	None	10 minutes	<i>Community Relations Assistant-B Watershed Management Section Water/Sewerage Maintenance Man-B Wastewater Management Section</i>
2. Attend and participate in the Tree Growing Activity	2.1 Conduct Educational information dissemination on the scheduled date	None	4 hours	<i>Community Relations Assistant - B Watershed Management Section Water/Sewerage Maintenance Man-B Wastewater Management Section</i>
	TOTAL:	None	4 hours and 41 minutes	



PIPELINES AND APPURTENANCES MAINTENANCE DEPARTMENT



INTERNAL SERVICES



1. TEMPORARY WATER SERVICE CONNECTION

A water service which will be installed and disconnected upon receipt of request from other Division / Department Managers for water supply during construction / implementation of MNWD project.

Office or Division:	WATER DISTRIBUTION AND RESTORATION DIVISION			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Planning, Design and Construction Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement letter from other Department / Division Managers 2. Letter request from contractor		1. MNWD 2. Contractor / Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards indorsement letter together with the letter from contractor, requesting for a temporary / construction water supply	1.1 Receives and records request	None	1 minute	<i>Division Manager A</i> Water Distribution and Restoration Division
	1.2 Prepares Assignment / Implementation Order (A/IO) and conducts Engineering Survey; prepares Sketch of Service Connection Location and the Summary of Materials and Charges / Fees	None	1 hour	<i>Water/Sewerage Maintenance Head</i> Water Distribution Section
	1.3 Prepares and submits Application for Excavation Permit, (if applicable)	None	10 minutes	
	1.4 Prepares Requisition and Issue Slip (RIS) and Memorandum Receipt (MR)	None	5 minutes	<i>Water / Sewerage Maintenance Head</i> Restoration Section
	1.5 Withdraws materials at Property Office	None		
	1.6 Conducts concrete cutting	None	1 hour	



	and breaking works			
	1.7 Conducts installation of temporary water service connection	None	4 hours	<i>Water/Sewerage Maintenance Man B</i> Water Distribution Section
2. Forwards request for disconnection of water service connection (once construction is completed)	2.1 Prepares Statement of Billing and forwards it to the Division and Department Managers	None	1 hour	<i>Water/Sewerage Maintenance Head</i> Restoration Section
	2.2 Signs, approves and forwards Statement of Billing to customer	None	5 minutes	<i>Division Manager A / Department Manager A</i> Water Distribution and Restoration Division / Pipelines Appurtenances Maintenance Department
	TOTAL:	None	7 hours and 21 minutes	



2. OPENING OF THE NEWLY INSTALLED WATER LINE EXTENSION (OFFICE)

Facilitate the opening of the newly installed water line extension.

Office or Division:	PIPELINE, LEAKAGE CONTROL AND NON-REVENUE WATER MANAGEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PDCD and WDRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Completion & Opening to Customers		1. Requesting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Certification	1.1 Receives the Certificate of Completion and Opening to Customers	None	1 minute	<i>OIC-Division Manager A PLC&NRWMD</i>
	1.2 Forwards to Section Head for evaluation and appropriate action	None	30 minutes	<i>Supervising Water Utilities Management/ Development Officer Non-Revenue Water Section</i>
	1.3 Forwards to Maintenance Head for verification	None	4 hours	
	1.4 Forwards to Maintenance Foreman for implementation	None	1 hour	<i>Water/Sewerage Maintenance Head Non-Revenue Water Section</i>
	1.5 Opening of gate valve at tapping point	None		<i>Water/Sewerage Maintenance Foreman PLC&NRWMD</i>
	TOTAL:	None	5 hours and 31 minutes	



3. REQUEST FOR INTERCONNECTION (OFFICE)

Facilitate request for interconnection

Office or Division:	PIPELINE, LEAKAGE CONTROL AND NON-REVENUE WATER MANAGEMENT DIVISION			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	PDCD and WDRD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request for interconnection		1. Requesting Division		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the approved Request for Interconnection	1.1 Receives the approved Request for Interconnection	None	1 minute	<i>OIC – Division Manager A PLC&NRWMD</i>
	1.2 Forwarded to Section Head for evaluation and appropriate action	None	30 minutes	
	1.3 Forwarded to Maintenance Head for verification	None	4 hours	<i>Supervising Water Utilities Management/ Development Officer Non-Revenue Water Section</i>
	1.4 Forwarded to maintenance foreman for implementation	None	1 hour	<i>Water/Sewerage Maintenance Head Non-Revenue Water Section</i>
	1.5 Inspection of site and interconnection materials	None	4 hours	
	1.6 Prepares public service & forwards to PREAS	None	3 days	
	1.7 Implementation of interconnection activity	None	1 day	<i>Water/Sewerage Maintenance Foreman PLC&NRWMD</i>
	TOTAL:	None	5 days, 1 hour and 31 minutes	



OFFICE OF THE GENERAL MANAGER



INTERNAL SERVICES



1. RETRIEVAL OF FILES OR DOCUMENTS (HARD COPY)

Provides photocopy and/or to lend original copy of files or documents being requested.

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	MNWD Office-based Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Slip Form		1. Management Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved Document Request Slip Form	1.1 Receives the approved request	None	1 minute	<i>Data Encoder</i> Management Services Division
	1.2 Searches the document (i.e. file folder/s, communication, specific documents, etc.) being requested	None	1 day	<i>Clerk Processor C</i> Management Services Division
2. Receives the requested document and signs at the Acknowledgment Receipt portion of the Document Request Slip Form	2.1 Releases the requested document, either original copy or photocopy stamped with "Controlled" or "Official"	None	1 minute	<i>Data Encoder</i> Management Services Division
3. Returns the document or file, if original copy was requested	3.1 Returns the borrowed file in the filing cabinet	None	1 minute	<i>Clerk Processor C</i> Management Services Division
	TOTAL:	None	1 day and 3 minutes	



2. RETRIEVAL OF FILES OR DOCUMENTS (SOFT COPY)

Retrieval of corrupted files or documents from the back-up or data storage

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	MNWD Office-based Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Services Form		1. Information and Communications Technology (ICT) Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Maintenance Services form	1.1 Receives the approved request	None	1 minute	<i>Utilities/Customer Service Assistant E Information and Communications Technology Section</i>
	1.2 Checks and locates the file or document being requested	None	1 day	
2. Receives a copy of the retrieved files	2.1 Releases the retrieved files and forwards duplicate copy of the approved form with accomplishment details to the requestor	None	15 minutes	
	TOTAL:	None	8 hours and 16 minutes	



3. WEBSITE POSTING

Posting of public service announcements, news, updates and other necessary documents that are needed to be reflected on the MNWD official website.

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	MNWD Office-based Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Post Form		1. Information and Communications Technology (ICT) Section		
2. Hard/Scanned copy of Document		2. Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Request to Post	1.1 Receives the approved request	None	1 minute	Computer Service Programmer A Information and Communications Technology Section
	1.2 Posts the scanned copy of the document to the MNWD Official Website	None	1 day	
2. Affixes signature on the Request to Post	2.1 Let the concerned employee affix its signature on the Request to Post form once the request is completed	None	1 minute	
	TOTAL:	None	8 hours and 2 minutes	



4. HARDWARE/SOFTWARE MAINTENANCE

To conduct repair or maintenance of computer hardware and/or software.

Office or Division:		MANAGEMENT SERVICES DIVISION		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		MNWD Office-based Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Services Form		1. Information and Communications Technology (ICT) Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Maintenance Services form	1.1 Receives the approved request	None	1 minute	<i>Management Information Systems Development Chief B</i> Information and Communications Technology Section
	1.2 Conducts hardware/software error evaluation in order to determine if it needs repair or for replacement	None	1 day	
	1.3 Conducts repair and performs maintenance of the hardware, if it was deemed for repair.	None	1 day	
	1.4 Conducts testing and undergoes maintenance update development after the repair.	None	1 hour	
2. Receives repaired hardware and/or software	2.1 Releases the hardware to the end-user and forwards duplicate copy of the Maintenance Services form to the requestor with accomplishment details	None	15 minutes	
	TOTAL:	None	2 days, 1 hour and 16 minutes	



5. PREPARATION OF PUBLIC SERVICE ANNOUNCEMENTS

Facilitates posting of Public Service Announcements to MNWD official website and Facebook account and disseminates to all Departments and partner medias.

Office or Division:	MANAGEMENT SERVICES DIVISION (MSD)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	MNWD Divisions/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Anuncio Publico Form		1. Public Relations and External Affairs Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved Anuncio Publico Form	1.1 Receives the approved request	None	1 minute	Clerk Processor C Public Relations and External Affairs Section
	1.2 Prepares and transfers the content to Anuncio Publico template	None	30 minutes	
	1.3 Reviews the Anuncio Publico	None	5 minutes	Community Relations Assistant B Public Relations and External Affairs Section
	1.4 Approves the Anuncio Publico	None	1 hour	General Manager A Office of the General Manager
	1.5 Disseminates copies of Anuncio Publico to all Departments and/or Divisions	None	1 hour	Community Relations Assistant B Public Relations and External Affairs Section
	1.6 Posts the Anuncio Publico in the Official MNWD Facebook Page, once approved Request to Post Form in received	None	15 minutes	Clerk Processor C Public Relations and External Affairs Section Clerk Processor C Public Relations and External Affairs Section
	1.7 Photocopies approved Request to Post Form and forwards it to Information and Communications Technology Section for posting of the same in the Official MNWD website	None	10 minutes	
	TOTAL:	None	3 hours and 1 minutes	



6. PREPARATION OF GRAPHIC DESIGNS AND/OR AUDIO-VIDEO PRESENTATIONS

Prepares audio-video presentations and graphic designs for infographics.

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	MNWD Office-based Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Materials or Data, if available		1. Divisions/Departments Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Job Request Log	1.1 Receives and records necessary details regarding the request	None	20 minutes	<i>Community Relations Assistant B</i> Public Relations and External Affairs Section
	1.2.1 Creates motion graphics or audio-video presentation	None	20 working days	<i>Graphic Artist</i> Public Relations and External Affairs Section
	1.2.2 Creates graphic designs or illustrations for posters, flyers, infographics, tarpaulins, etc.	None	7 working days	
	1.3 Reviews the draft completed graphic designs and/or audio-video presentation	None	30 minutes	<i>Community Relations Assistant B</i> Public Relations and External Affairs Section
2. Receives and reviews the draft graphic designs and/or audio-video presentation	2.1 Releases the draft completed graphic designs and/or audio-video presentation for comments or suggestions	None	5 minutes	<i>Community Relations Assistant B</i> Public Relations and External Affairs Section
3. Returns the reviewed draft completed graphic designs and/or audio-video presentation	3.1 Receives the reviewed draft completed graphic designs and/or audio-video presentation	None	1 minute	<i>Clerk Processor C</i> Public Relations and External Affairs Section



	3.2 Edits the graphic designs and/or audio-video presentation, if there are any comments coming from the end-user	None	4 days	<i>Graphic Artist</i> Public Relations and External Affairs Section
4. Acknowledges the receipt of completed graphic designs and/or audio-video presentation and signs at the Job Request Log	4.1 Releases the final version of graphic designs and/or audio-video presentation to the requestor	None	1 minute	<i>Clerk Processor C</i> Public Relations and External Affairs Section
	TOTAL:	None	31 days and 57 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD).</p> <p>Contact info: (054) 472 1685 loc. 104 or mnwdhrd@yahoo.com.</p>
How feedback is processed?	<p>Every Friday, the Industrial Relations Management Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (054) 472 1685 loc. 104.</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk (PACD).</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (054) 472 1685 loc. 104.</p>
How complaints are processed?	<p>The Industrial Relations Management Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Industrial Relations Management Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p>
	<p>The Industrial Relations Management Officer will create a report after the investigation and shall submit it to the Office of the General Manager for appropriate action.</p> <p>The Industrial Relations Management Officer will give the feedback to the client.</p>



	<p>For inquiries and follow-ups, clients may contact the following telephone number: (054) 472 1685 loc. 104.</p>
<p>Contact Information of MNWD, PCC, CCB</p>	<p>MNWD: (054) 472 1685 loc. 104 or mnwdhrd@yahoo.com. ARTA: 1-ARTA (2782) complaints@arta.gov.ph PCC: 8888 CCB: (+63) 908 881 6565 (SMS) 1-6565 (HOTLINE) contactcenterngbayan.gov.ph (EMAIL) www.contactcenterngbayan.gov.ph (WEB)</p>

List of Office/s

Office	Address	Contact Information
<p>Metropolitan Naga Water District</p>	<p>40. J. Miranda Avenue, Naga City</p>	<p>(054) 473 7813 (054) 473 2040 (054) 473 8438 (054) 472 1685 Telefax mnwaterdistrict@yahoo.com</p>