



METROPOLITAN NAGA WATER DISTRICT

CITIZEN'S CHARTER



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 franchised area.

II. VISION:

A dynamic water district contributing to the improvement of the living standard 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. PAYMENT OF WATER BILL (OFFICE)

The Metropolitan Naga Water District is a water utility providing water supply within its coverage area. It issues water bills for services rendered based upon the water consumption of the customer payable on a specific date, subject to 10% penalty when payment is made after due date. Payment may be in the form of cash or check.

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Water Bill / Statement of Account (SOA) 2. BIR Form 2317 (for Government Agencies) 		<ol style="list-style-type: none"> 1. Meter Reader / Customer Care Section / Online Bill Inquiry System 2. BIR / BIR Website 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Presents Water Bill / Statement of Account to the assigned Teller. 	<ol style="list-style-type: none"> 1.1 Receives water bill / Statement of Account 1.2 Scans barcode / inputs the account details manually 	No fees required	1 minute	Tyrone Mar A. Abundo Clerk Processor B Jan Michelle B. Alimuin Utilities/Customer Service Assistant A Enrique I. Alvarez Corporate Accounts Analyst A
	<ol style="list-style-type: none"> 2.1 Receives 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 to be paid



3. Receives official receipt and change, if any.		No fees required.		
TOTAL:			4 minutes	
Note: *The processing time is for one (1) client being served at one time.				



2. PAYMENT OF WATER BILL (MOBILE)

As an extended service, the agency provides for collecting services to its customers residing within the municipalities of Canaman, Magarao, Camaligan and Gainza through its Mobile Collection. The activity is conducted on the scheduled due date of each municipality.

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Water Bill / Statement of Account (SOA) 2. BIR Form 2317 (for Government Agencies)		1. Meter Reader / Customer Care Section / Online Bill Inquiry System 2. BIR / BIR Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Water Bill / Statement of Account to the assigned Teller.	1.1 Receives water bill / Statement of Account 1.2 Scans barcode / inputs the account details manually	No fees required	1 minute	Utilities/Customer Service Assistant A Utilities/Customer Service Assistant E
2. Tenders Payment (Cash or Check).	2.1 Receives 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 to be paid	3 minutes	



3. Receives official receipt and change, if any.		No fees required		
TOTAL:			4 minutes	
Note: *The processing time is for one (1) client being served at one time.				



3. PAYMENT OF WATER BILL (ONLINE)

Customers may also pay their water bills through MNWD’s online payment partners, such as: Maya, LBP E-Payment Portal, Gcash, Bayad Center, ECPAY & SUKIPAY App.

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Water Bill / Statement of Account (SOA) 2. Maya App / Landbank iAccess / Landbank Link.Biz Portal Account / Gcash App / Bayad Center App / ECPAY & SUKIPAY 		<ol style="list-style-type: none"> 1. Meter Reader / Customer Care Section / Online Bill Inquiry System 2. Download Maya App / Landbank Online Banking App and register account online Gcash, ECPAY, SUKIPAY, Bayad Center App 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Maya / LBP Online Banking App / Gcash / ECPAY / SUKIPAY / BAYAD CENTER App LBP Portal by providing required credentials such as username and password/PIN		No fees required	1 minute	Maya App / LBP iAccess / LBP Online Portal / Gcash / Bayad Center App / SUKI App & ECPAY App
2. Go to “Pay Bills”, click “Water Utility” then select Metropolitan Naga Water District as Biller.		No fees required	1 minute	
3. Fill in the necessary details such	3.1 Receives report from collecting	Amount to be paid plus platform	Within 1 working day	



<p>as:</p> <p>a. Account Number /Account Name</p> <p>b. Amount to be paid</p> <p>Then retain screenshot/s of the transaction.</p>	<p>partners on the next day.</p> <p>3.2 Validates report received on passbook, if duly remitted.</p> <p>3.3 Downloads and prints the received excel file.</p> <p>3.4 Encodes payment transactions on MNWD Billing and Collection System and prints corresponding official receipts.</p> <p>3.5 Download Daily Collection Report.</p>	<p>convenience fees.</p> <p>Maya – P10.00 / transaction</p> <p>Gcash, ECPAY, SUKIPAY, Bayad Center</p> <p>LBP – P25.00 / transaction</p>		<p>Bayad Center / Maya:</p> <p>Utilities/Customer Service Assistant E U/C SA A</p> <p>LBP E-Payment Portal:</p> <p>Gcash</p> <p>Utilities/Customer Service Assistant E</p>
		<p>TOTAL:</p>	<p>1 day and 2 minutes</p>	
<p>END OF CUSTOMER ONLINE TRANSACTION</p>				



4. PAYMENT OF WATER BILL (BANK TRANSFER/DEPOSIT/LDDAP)

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Water Bill / Statement of Account (SOA) 2. Proof of Online Transfer / Validated Bank Deposit Slip 3. LDDAP-ADA and BIR Form 2307 (in case of Government Agencies) 		<ol style="list-style-type: none"> 1. Meter Reader / Customer Care Section / Online Bill Inquiry System 2. Bank where payment was made / deposited 3. BIR / BIR Website for Form 2307 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Go to “Other Payment” Lane and present proof of payment transaction such as screenshot of online transfer, validated deposit slips or LDDAP-ADA or Email the proof of payment mnwdfd@yahoo.com. 	<ol style="list-style-type: none"> 1.1. Receives and scrutinize documents. 1.2. Submits documents to Finance Department for validation/confirmation. 	No fees required	3 minutes	Utilities/ Customer Service Officer B



<p>2. Receives official receipt and other documents.</p>	<p>2.1. Once validated, the Finance Department will attach copy of passbook with the corresponding transaction, then forwards it to U/CSO B for payment posting and Official Receipt issuance.</p> <p>2.2. U/CSO B issues official receipt and other documents to client.</p>	<p>No fees required</p>	<p>7 minutes</p>	<p>Utilities/ Customer Service Officer B</p>
		<p>TOTAL:</p>	<p>10 minutes</p>	



5. COLLECTION OF OTHER PAYMENTS

Aside from collection of water bills, the agency also accepts payment for various transactions.

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Request for Water Sample Analysis (RWSA) 2. Schedule of Fees (SOF) 3. Water Service Connection Terms and Conditions (WSCTC) 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 		<p>For RWSA (1) – Laboratory Testing and Analysis Section</p> <p>For SOF (2) – Planning, Design and Construction Division</p> <p>For WSCTC (3), NWSCA (4), AFR (5) & ARWSC (6) – New Service Connection Section</p> <p>For OP (7) – General Services, Property and Supply Management Division</p> <p>Liquidation Report (8) is prepared by the Accountable MNWD Personnel</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Presents required documents <ol style="list-style-type: none"> a. Request for Water Sample Analysis (RWSA) b. Schedule of Fees (SOF) c. Water Service Connection Terms and Conditions (WSCTC) d. New Water Service Connection Application (NWSCA) e. Application for Reconnection 	<ol style="list-style-type: none"> 1.1 Receives the document 1.2 Encodes the name of the payee in the official receipt 		1 minute	Utilities/Customer Service Officer B Reliever: Utilities/Customer Service Assistant A Cashier B



(AFR) f. Application for Re-tapping of Water Service Connection (ARWSC) g. Order of Payment (OP)				
2. Tenders Payment (Cash or Check)	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.		3 minutes	
	TOTAL:		4 minutes	
Note: *The processing time is for one (1) client being served at one time.				



6. DISBURSEMENT OF APPROVED CHECKS

Office or Division:		FINANCIAL MANAGEMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		MNWD Suppliers		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
For claiming of Check: 1. Original Official Receipt 2. Original Charge/Sales Invoice 3. Original Delivery Receipt		Supplier/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Cashier's Office and inquire the availability of check/s for collection.	1.1. Checks in the Report of Checks Issued (RCI) if supplier's name is listed. 1.2. If check is ready for release, duly instruct the supplier to prepare relevant documents.	No fees required	2 minutes	CSCB
2. Receives disbursement voucher/s, issues official receipt/s then fills in box "D" of Disbursement Voucher while also affixing his/her signature on the said document and on the BIR Forms 2306 and 2307.	2.1. Directs collector/supplier to issue official receipt / sales invoice. 2.2. Guides collectors / suppliers in signing box "D" of the disbursement voucher and BIR Forms 2306 and 2307.	No fees required	5 minutes	
3. Submits required	3.1. Accepts the documents.	No fees required	8 minutes	



documents to the Cashier.	3.2. Checks if details written in the official receipt / sales invoice are complete and correct; likewise, if documents issued were valid. 3.3. Verifies if Disbursement Vouchers and BIR Forms are duly accomplished and signed by the collector / supplier. 3.4. Attach OR/SI in the Disbursement Voucher.			
TOTAL:			15 minutes	
Note: *The processing time is for one (1) client being served at one time.				



7. PROCESSING OF DISBURSEMENT VOUCHER (PAYMENT TO SUPPLIER)

This procedure will start from the receipt of Inspection and Acceptance Report (IAR) from the General Services, Property and Materials Management Division attached with complete required documents and ends with the endorsement of the duly certified Disbursement Voucher (DV) to Financial Management Division (FMD) for check issuance and payment.

Office or Division:	ACCOUNTING DIVISION
Classification:	Complex
Type of Transaction:	G2B: Government to Business
Who May Avail of Service:	MNWD Suppliers
Duration:	Three (3) Days
CHECK LIST OF REQUIREMENTS:	WHERE TO SECURE
<p>The processing of Disbursement Voucher Form shall include the following documents:</p> <p><u>For all types of procurement:</u></p> <ol style="list-style-type: none"> 1. Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 and any future amendments thereof 2. Letter request for payment from contractor/supplier 3. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated. <p>For Goods: <i>(Additional documentary requirements for Supplies, Materials, Equipment and Motor Vehicles)</i></p> <ol style="list-style-type: none"> 4. Inspection and Acceptance Report 5. Budget Utilization Request Slip (BURS) 6. Purchase Order (PO) 7. Purchase Requisition (PR) 8. Delivery Receipts (DR) duly received 9. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative 10. Abstract of Bids 11. Suppliers Information 12. Authority to Purchase, in case of motor vehicles 13. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies 	<p>General Services, Property and Materials</p> <p>Finance Department</p> <p>Management Services Division</p> <p>Commission on Audit (COA)</p>



14. Property Acknowledgement Receipt (PAR), for equipment
15. For Procurement of drugs and medicines (*Please refer to Section 9.3.1 of COA Circular No. 2023-004 dated June 14, 2023.*)

The following other Goods Transactions also refer to COA Circular No. 2023-004, dated June 2023:

16. General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services) *Sec. 9.3.2*
17. Rental Contracts for Property. *Sec. 9.3.3*
18. Repair and Maintenance of Equipment and Motor Vehicles. *Sec.9.3.4*
19. Advertising Expenses. *Sec. 9.3.5*

For Infrastructure Projects:

*Additional Documentary Requirements of the following transactions, please refer to **COA Circular No. 2023-004 dated June 14, 2023** (copy attached) and Approved Board Resolution for the release of payment.*

1. Advance Payment for Mobilization Cost (*Sec. 9.1.1*)
2. Progress Payments (*Sec. 9.1.2*)
3. Final Payments (*Sec. 9.1.3*)
4. Release of Retention Money (*Sec. 9.1.4*)

For Consulting Services:

Additional Documentary Requirements

1. Copy of curriculum vitae of the consultant
2. Copy of the Terms of Reference or Contract (for first payment)
3. Approved consultancy Progress/Final Reports and/or output required under the contract
4. Progress/Final Billing
5. Contract of Infrastructure Projects subject of Project Management Consulting Services

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The responsible division submits IAR attached all documentary requirements to Accounting Division	<ol style="list-style-type: none"> 1. Validate completeness and accuracy of attached required documents before acceptance for processing 2. Process/prepare DV related to complete, appropriate and valid transactions 3. Include in the 	None	Process 1 -5 Two (2) days	Clerk Processor C /Accounting Processor A



	<p>attachment accomplished BIR Forms 2306 and 2307</p> <ol style="list-style-type: none"> 4. Department Manager of concerned division signed to certify the incurrence of the expense 5. Senior Corporate Accountant A/OIC Division Manager A signed to certify the completeness of supporting documents and correctness of amount being claimed 6. The signed DV will be forwarded to the Office of the General Manager for the approval of the payment 7. Once approved, documents will be forwarded to Financial Management Division for the preparation of check 8. The check with attached set of documents will be forwarded again to the OGM for GM's signature and approval of release of check and forwarded back to the Financial Management Division for subsequent release of the check. 		<p>Process 6 – 8 Two (2) days</p>	<p>Department Manager A / Division Manager/ Supervisor</p> <p>General Manager A/ Assistant General Manager/ Senior Internal Control Officer A/ Cashiering Services Chief B</p>
TOTAL	NONE	4 DAYS		



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 of Service:		MNWD Contract of Service Workers		
Duration:		Two (2) Days		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Transmitted Number of Hours Worked to the Human Resource Information System. 2. Printed Summary of Attendance 3. Home Development Mutual Fund Initial Billing Notice 4. Metropolitan Naga Water District Employees Cooperative Schedule of Deductions SSS 		Human Resource Division Home Development Mutual Fund (Pag-Ibig) Metropolitan Naga Water District Employees Cooperative Finance Department Management Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Responsible division transmit and submit attendance sheet (number of hours work) attached all documentary requirements to Accounting Division (Payroll and Subsidiary Section)	1. Checks and inputs to the system the allowable deductions from Home Development Mutual Fund, Metropolitan Naga water District Employees Cooperative & Social Security System (premiums & loan amortizations)	None	4 hours	Financial Planning Analyst Payroll & Subsidiary Section
	2. Checks compares & save the number of hours worked transmitted to the Human Resource Information system as	None	8 hours	



	against to the forwarded printed summary of attendance & review all documentary requirements			
	3.Reviews, prints and forwards to the concerned signatories.	None	1 hour & 30 minutes	
	4.Forwards to the Office of the General Manager for final approval	None	30 minutes	General Manager A
	5. Prints of Pay Slip and prepares of Authority to Debit Account (ADA) to be transmitted to the payroll system of the depository bank	None	2 hours	Financial Planning Analyst Payroll & Subsidiary Section
TOTAL:		None	16 hours	



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		
<ol style="list-style-type: none"> 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 and MNWDEU 2. Summary of Leave Without Pay and Adjustment for OIC RATA (Representation and Transportation Allowance) 3. Others 		<ol style="list-style-type: none"> 1. Home Development Mutual Fund Philhealth Government Services Insurance System Bureau of Internal Revenue MNWD Employees Cooperative Provident Fund MNWDEU SSS 2. Human Resource Division 3. Management Services Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> 1. Checks and inputs to the system the allowable deductions for Home Development Mutual Fund, Philhealth, Government Service Insurance System, Bureau of Internal Revenue, Provident Fund and Metropolitan Naga Water District Employees Cooperative and MNWDEU SSS premiums 	None	3 days	<i>Senior Financial Accounts Specialist Payroll & Subsidiary Section</i>



	and loan amortizations			
	2. Checks and inputs to the system the number of days for the Leave Without Pay and the corresponding amount for the Officer-In-Charge Representation Allowance Transportation Allowance	None	1 hour	
	3. Reviews and prints of 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. 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 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
Filled-up New Water Service Connection Application (NWSCA)	New Service Connection Investigation Section
1. Photocopy of any valid ID w/ picture of the applicant or his/her authorized representative with three specimen signatures	Any valid company/school or government identification card
2. Photocopy of any valid ID w/ picture of the lot owner or his/her authorized representative with three specimen signatures	Citizen or client being represented
3. Special Power of Attorney (SPA), in case of absence of the principal (Notarized)	Citizen or client being represented
4. Authorization for Sub- Connection	New Service Connection Investigation Section
5. Other Documents that may be required to determine authority of signatories: a. Birth Certificate b. Death Certificate c. Marriage Contract d. Extrajudicial Settlement e. Last Will & Testament f. Acknowledgment Receipt	Philippine Statistics Authority (PSA) or Local Civil registrar Citizen or client being represented
6. Any one (1) of the following proof of ownership (Photocopy only) a. ORIGINAL CERTIFICATE OF TITLE(OCT) b. TRANSFER CERTIFICATE OF TITLE(TCT)	Land Registration Authority (LRA)/Registry of Deeds



<p>c. CERTIFICATE OF AWARD for Urban Poor Dev. Program, Project/relocation Sites</p> <p>d. CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program(CARP)</p> <p>7. In case the subject lot is not titled in the name of the applicant, other documentary proof of ownership may be presented:</p> <p>a. TAX DECLARATION (TD) in the name of the applicant- current year</p> <p>b. DEED OF SALE with OCT, TCT or TD in the name of the previous owner</p> <p>c. CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner</p> <p>d. 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>a. Affidavit of Undertaking (Notarized)</p> <p>b. Barangay Certification of Residency and Barangay Clearance (Signed and Sealed)</p> <p>c. For Owner of FORECLOSED PROPERTY -Certification from Bank, SSS, PAG-IBIG, or other financing institutions where such property is mortgaged</p> <p>d. LGU-ASSISTED APPLICANTS, including public faucets Certification from concerned LGU stating thereon joint and collective obligations to assume responsibilities of</p>	<p>Urban Poor Affairs Office/Housing & Settlements Development office</p> <p>Department of Agrarian Reform (DAR)</p> <p>City/Municipal Provincial Assessor's Office</p> <p>Lot Seller/Citizen or client being represented</p> <p>Subdivision Developer/Land Registration Authority (LRA)/Registry Deeds</p> <p>Citizen or client being represented</p> <p>Customer Services Division (MNWD)</p> <p>Concerned Barangay of citizen/client</p> <p>Applicable Bank, SSS, PAG-BIG, or other financial institution</p> <p>LGU Concerned</p> <p>Water Distribution & Restoration Division DPWH/City/Municipal</p>
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paying water bills and other related obligations 9. Water Service Contract (WSC) 10. Excavation Permits (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Service Division and Applies for new water service connection	1.1. Evaluate customer's documents, encode application data and issues follow up slip	None	10 Minutes	Utilities/Customer Service Assistant New Service Connection/Investigation Section
	1.2. Conducts ocular site inspection and assigns customer account number in the NWSCA	None	1 Day	Utilities/Customer Service Assistant New Service Connection/Investigation Section
	1.3. Approves and signs NWSCA	None	5 Minutes	Division Manager, Customer Service Division
	1.4. Encode Accomplished NWSCA	None	5 Minutes	Utilities/Customer Service Assistant New Service Connection/Investigation Section
	1.5. Forward NWSCA to WDRD	None	5 Minutes	Utilities/Customer Service Assistant New Service Connection/Investigation Section
	TOTAL:		1 Day, 25 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/WATER DISTRIBUTION & RESTORATION DIVISION/TREASURY & BUDGET SECTION		
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		
Official Receipt		Treasury & Budget Section		
Report of Disconnected Water Service Connection		Customer Accounts Division		
Assignment Implementation Order		Water Distribution & Restoration Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division and Verifies Accounts Payable	1.1. Issues Statement of Account if Applicable	None	1 Minute	Utilities/Customer Service Assistant Disconnection/Reconnection Section
2. Customer proceeds to teller for payment of water arrears	2.1. Receives payment for arrears and issues original copy of Official Receipt	Amount Due	4 Minutes	Cashiering Services Chief B Treasury Section
3. Customer presents OR to Customer Services Division	3.1. Record OR	None	1 Minute	Utilities/Customer Service Assistant Disconnection/Reconnection Section
	3.2. Record Report of Disconnected Water Service Connection from plumber	None	4 Minutes	Utilities/Customer Service Assistant Disconnection/Reconnection Section
	3.3. Prepares AIO & forwards AIO to WDRD	None	5 Minutes	Utilities/Customer Service Assistant Disconnection/Reconnection Section



	Total:	Amount Due	15 Minutes	
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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/WATER DISTRIBUTION & RESTORATION DIVISION/TREASURY & BUDGET SECTION		
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		
Official Receipt		Treasury & Budget Section		
Application for Reconnection (AFR)		Disconnection & Reconnection Section Water Distribution & Restoration Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division to Verifies Accounts Payable	1.1. Check customer's record/data and issues Statement of Account if applicable	None	1 Minute	Utilities/Customer Service Assistant Disconnection / Reconnection Section
2. Customer proceeds to Teller for Payment of water arrears	2.1. Receives payment for arrears and issues original copy of Official Receipt	Amount Due	4 Minutes	Cashiering Services Chief B Treasury Section
3. Customer Presents Official Receipts to Customer Services Division	3.1. Prepare Application for Reconnection	None	5 Minutes	Utilities/Customer Service Assistant Disconnection / Reconnection Section
	3.2. Verification for possible illegal connection	None	2 Minutes	Utilities/Customer Service Officer New Service Connection/Investigation Section
	3.3. Checks and signs AFR	None	1 Minute	Supervising Utilities Customer Service Officer Disconnection/Reconnection Section



	3.4. Approves and signs AFR	None	1 Minute	Division Manager, Customer Service Division
4. Customer proceeds to teller for payment of reconnection fee	4.1. Receives payment of reconnection fee and issues Official Receipt	PHP 500	4 Minutes	Cashiering Services Chief B Treasury Section
	TOTAL:	Amount Due	18 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 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		
Official Receipt		Treasury & Budget Section		
Application for Reconnection (AFR)		Disconnection & Reconnection Section Water Distribution & Restoration Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division to Verifies Accounts Payable	1.1. Check customer's record/data and issues Statement of Account if applicable	None	1 Minute	Utilities/Customer Service Assistant Disconnection / Reconnection Section
2. Customer proceeds to teller for payment of water arrears	2.1. Receives payment for arrears and issues original copy of Official Receipt	Amount Due	4 Minutes	Cashiering Services Chief B Treasury Section
3. Customer Presents Official Receipt to Customer Services Division	3.1. Prepares AIO for inspection of accounts Issues Follow up slip	None	3 Minutes	Utilities/Customer Service Assistant Disconnection / Reconnection Section
	3.2. Conduct ocular side inspection	None	1 day	Utilities/Customer Service Assistant New Connection / Investigation Section
4. Customer present follow-up slip to Customer Services Division	4.1. Prepare Application for Reconnection	None	5 Minutes	Utilities/Customer Service Assistant Disconnection /Reconnection Section



	4.2. Verification for possible Illegal connection	None	2 Minutes	Utilities/Customer Service Officer New Service Connection / Investigation Section
	4.3. Checks and signs AFR	None	1 Minute	Supervising Utilities Customer Service Officer Disconnection/Reconnection section
	4.4. Approves and signs AFR	None	1 Minute	Division manager, Customer Services Division
5. Customer proceed to teller for payment of reconnection fee	5.1. Receives payment of reconnection fee and issues Official Receipt	PHP 500	4 Minutes	Cashiering Services Chief B Treasury Section
	Total:	Amount Due	1 Day, 21 Minutes	



5. DISCONNECTION OF WATER SERVICE CONNECTION UPON REQUEST

Disconnection of water supply of customer upon request

Office or Division:		CUSTOMER SERVICES DIVISION/ TREASURY & BUDGET SECTION		
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		
Official Receipt		Treasury & Budget Section		
Application for Disconnection (AFD)		Disconnection & Reconnection Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division to Verifies Accounts Payable	1.1. Check customer's record/data and issues Statement of Account if applicable	None	2 Minutes	Utilities/Customer Service Assistant Disconnection / Reconnection Section
2. Customer proceeds to teller for Payment of water arrears	2.1. Receives payment for arrears and issues original copy of Official Receipt	Amount Due	4 Minutes	Cashiering Services Chief B Treasury Section
3. Customer Presents Official Receipt to Customer Services Division	3.1. Prepares Application for Disconnection	None	5 Minutes	Utilities/Customer Service Assistant Disconnection /Reconnection Section
	3.2. Checks and signs AFR	None	1 Minute	Supervising Utilities Customer Service Officer Disconnection/Reconnection Section
	3.3. Approves and signs AFR	None	1 Minute	Division Manager, Customer Services Division
	3.4. Receives copy of disconnection application to customer	None	1 Minute	Utilities/Customer Service Assistant Disconnection /Reconnection Section
4. Customer receives copy of Application	4.1. Forward AFD to assigned plumber	None	1 Minute	Utilities/Customer Service Assistant



for Disconnection				Disconnection /Reconnection Section
	4.2. Conducts disconnection of water service connection	None	1 Day	Plumber – Disconnection/Reconnection Section
	Total:	Amount Due	1 Day, 15 Minutes	



6. SENIOR CITIZEN'S DISCOUNT APPLICATION

The grant of ten 10% discount privilege on their water consumption under R.A. 9994.

Office or Division:		CUSTOMER SERVICES DIVISION/ CUSTOMER ACCOUNTS 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		
Filled – up Senior Citizen’s Discount Application		Customer Service Division		
1. Photocopy of Senior Citizens ID or any valid ID with date of birth				
2. MNWD Statement of Account or Official Receipt				
3. Barangay Certificate of residency (for new applicants)				
4. Authorization letter (if applying through a representative)				
5. Any valid ID for representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division and Submit Senior Citizen Discount Application	1.1. Evaluate customer’s documents, encode application data and issues file copy of application	None	5 Minutes	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.2. Provide copy of application to the client	None	1 Minute	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.3. Prepares AIO for site inspection	None	1 Minute	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.4. Conducts ocular site inspection and verify the residence of the applicant	None	1 day	Utilities/Customer Service Assistant New Service Connection / Investigation Section



	1.5. Approves and signs Senior Citizen Discount Application	None	1 Minute	Division Manager, Customer Services Division
	1.6. Encode Accomplished Senior Citizens Discount Application	None	1 Minute	Utilities/Customer Service Assistant Customer Care Section
	1.7. Forward Application to Customer Accounts Division for updating of records in the database	None	1 Minute	Utilities/Customer Service Assistant Customer Care Section
	1.8. Customer Accounts Division encode and update client record	None	1 day	Utilities/Customer Service Officer – Customer Accounts Division
	Total:	None	2 Days, 10 Minutes	



7. PERSON'S WITH DISABILITY DISCOUNT APPLICATION

The grant of Five Percent 5% discount privilege on their water consumption under Board Res. No. 71 series of 2022.

Office or Division:		CUSTOMER SERVICES DIVISION/ CUSTOMER ACCOUNTS 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		
Filled-up Persons with Disability Discount Application		Customer Services Division		
1. Photocopy of Person's with Disability ID issued by concerned LGU				
2. MNWD Statement of Account or Official Receipt				
3. Barangay Certificate of residency (for new applicants)				
4. Authorization letter (if applying through a representative)				
5. Any valid ID for representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division and Submit Persons with Disability Discount Application	1.1. Evaluate customer's documents, encode application data and issues file copy of application	None	5 Minutes	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.2. Provide copy of application to the client	None	1 Minute	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.3. Prepares AIO for site inspection	None	1 Minute	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.4. Conducts ocular site inspection and verify the	None	1 Day	Utilities/Customer Service Assistant New Service Connection / Investigation Section



	resident of the applicant			
	1.5. Approves and signs Persons with Disability Discount Application	None	1 Minute	Division Manager, Customer Service Division
	1.6. Encode Accomplished Persons with Disability Discount Application	None	1 Minute	Utilities/Customer Service Assistant Customer Care Section
	1.7. Forward to Persons with Disability Discount Application Customer Accounts Division	None	1 Minute	Utilities/Customer Service Assistant Customer Care Section
	1.8. Customer Accounts Division encode and update client record	None	1 Day	Utilities/Customer Service Officer – Customer Accounts Division
	TOTAL:	None	2 Days, 10 Minutes	



8. CHANGE OF REGISTRATION APPLICATION

Registered customer transfers the utilization of water service connection another party

Office or Division:	CUSTOMER SERVICES DIVISION/ WATER DISTRIBUTION & RESTORATION DIVISION/CUSTOMER ACCOUNTS 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
Filled-up Change of Registration Application	New Service Connection Investigation Section
A. THE APPLICANT IS THE OWNER OR LESSOR OF THE LOT, PROPERTY, STURCTURE	
1. Photocopy of any valid ID w/ picture of the applicant or his/her authorized representative with three specimen signatures	Any valid company/school or government identification card
2. Photocopy of any valid ID w/ picture of the lot owner or his/her authorized representative with three specimen signatures	Citizen or client being represented
3. Special Power of Attorney (SPA), in case of absence of the principal (Notarized)	Citizen or client being represented
4. Other Documents that may be required to determine authority of signatories:	
4.1. Birth Certificate	Philippine Statistics Authority (PSA) or Local Civil Registrar
4.2. Death Certificate	
4.3. Marriage Contract	
4.4. Extrajudicial Settlement	Citizen or client being represented
4.5. Last Will & Testament	
4.6. Acknowledgment Receipt	



<p>5. Any one (1) of the following proof of ownership (Photocopy only)</p> <p>5.1. Original Certificate of Title (OCT)</p> <p>5.2. Transfer Certificate of Title (TCT)</p> <p>5.3. CERTIFICATE OF AWARD for Urban Poor Dev. Program, Project/relocation Sites</p> <p>5.4. CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program (CARP)</p> <p>5.5. TAX DECLARATION (TD) in the name of the applicant-current year</p> <p>5.6. DEED OF SALE with OCT, TCT or TD in the name of the previous owner</p> <p>5.7. CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner</p> <p>5.8. DEED OF DONATION with OCT, TCT or TD in the name of the donor</p>	<p>Land Registration Authority (LRA)/Registry of Deeds</p> <p>Urban Poor Affairs Office/Housing & Settlements</p> <p>Department of Agrarian Reform (DAR)</p> <p>City/Municipal/Provincial Assessor's Office</p> <p>Lot Seller/Citizen or client being represented</p> <p>Subdivision Developer/Land Registration Authority (LRA)/Registry of Deeds</p> <p>Citizen or client being represented</p>
<p>B. REGISTERED CUSTOMER TRANSFERS THE UTILIZATION OF SERVICE TO A WILLING PARTY</p> <p>1. Photocopy of any valid ID w/ picture of the applicant and previous owner or his/her authorized representative with three specimen signatures</p> <p>2. Special Power of Attorney (notarized) or Authorization letter in case of absence of the principal</p>	<p>Citizen or client being represented</p> <p>Citizen or client being represented</p>
<p>C. With no Proof of Ownership (Original Copy)</p> <p>a. Affidavit of Undertaking (Notarized)</p> <p>b. Barangay Certification of Residency and Barangay Clearance (Signed and Sealed)</p>	<p>Customer Services Division (MNWD)</p> <p>Concerned Barangay of citizen/client</p>



<p>c. For Owner of FORECLOSED PROPERTY -Certification from Bank, SSS, PAG-IBIG, or other financing institutions where such property is mortgaged</p> <p>d. 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>6. Water Service Contract (WSC)</p> <p>7. Excavation Permits (if applicable)</p>	<p>Applicable Bank, SSS, PAG-IBIG, or other financial institution</p> <p>LGU Concerned</p> <p>Water Distribution & Restoration Division DPWH / City / Municipal</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer proceeds to Customer Services Division and Applies for Change Registration Application	1.1. Evaluate customer's documents, encode application data and issues customers copy	None	10 Minutes	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.2. Prepares AIO for site inspection	None	2 Minutes	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.3. Conducts ocular site inspection and verify the resident of the applicant	None	1 Day	Utilities/Customer Service Assistant New Service Connection / Investigation Section
	1.4. Approves and signs Change of Registration Application	None	5 Minutes	Division Manager, Customer Services Division
	1.5. Encode Accomplished Change of Registration Application	None	5 Minutes	Utilities/Customer Service Officer Customer Care Section
	1.6. Forward Change of Registration Application to WDRD	None	5 Minutes	Utilities/Customer Service Officer New Service Connection / Investigation Section



	TOTAL:	None	1 Day, 27 Minutes	
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9. INSPECTION/ VERIFICATION OF REPORTED ILLEGAL CONNECTIONS

Investigation of reported illegal connections in violation of "National Water Crisis Act of 1995" (R.A. 8041) and Section 22 of the Revised Utility Rules and Regulations of MNWD

Office or Division:		CUSTOMER SERVICES 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		
Assignment Implementation Order (AIO)		New Connection/Investigation Section		
Daily Accomplishment Report				
Tipster Information Sheet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Services Division to file report	1.1. Provide the customer/tipster with the tipster form	None	2 Minutes	Utilities/Customer Service Officer New Service Connection/Investigation Section
2. Fill-out the tipster form and submit the same to the CSD personnel	2.1. Provide the customer. Client with tipster copy for reference	None	1 Minute	Utilities/Customer Service Officer New Service Connection/Investigation Section
	2.2. Evaluate the report and issues corresponding AIO	None	3 Minutes	Utilities/Customer Service Officer New Service Connection/Investigation Section
	2.3. Conducts ocular inspection & investigation	None	3 Days	Utilities/Customer Service Officer New Service Connection/Investigation Section
	2.4. NSC/IS prepares and submits narrative report and recommend appropriate action	None	3 Days	New Service Connection/Investigation Section
	TOTAL:	None	6 Days, 6 Minutes	



10. NOTICE OF ADJUSTED BILLING

An adjustment entry is being made to correct entry due to defective meter

Office or Division:		CUSTOMER ACCOUNTS DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		All registered MNWD concessionaires and Concerned Units/Division/Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uploaded Meter Reading/Billing Data records		From concerned Section/Division/Department		
Registered Name and Account Number				
AIO				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From the AIO results and recommendations accomplished by concerned Division/Department the Billing Officer shall prepare NAB	1.1. Shall Prepare the Billing Notice of Adjustment and post adjustment to Billing System	None	5 Minutes	Utilities/Customer Service Officer B Assistants Billing Section
	1.2. Shall review and endorse Notice of Adjustment Memo to Division Manager CAD for checking	None	Upon Receipt	Utilities/Customer Service Officer B In-Charge Billing Section
2. Submit Billing Adjustment Memo/Notice of Adjusted Billing for Approval	2.1. Shall check the Notice of Adjusted Billing.	None	Upon Receipt	Division Manager A, Customer Accounts Division
	2.2. Approval of the Notice of Adjusted Billing	None	Upon Receipt	Department Manager A, Commercial Services Department
3. Forward Notice of Adjusted Billing to concessionaire	3.1. Forward Notice of Adjusted Billing to Investigation/Inspection Section for Serving	None	1 Day	Customer Service Officer A Investigation/Inspection Section, CSD
	TOTAL:	None	1 Day, 5 Minutes	



11. METER READERS' FIELD FINDINGS, REQUEST FOR REPAIR & OTHER WATER SERVICE RELATED

A job order is prepared for reported leakages, low water pressure to no water and other complaints concerning water service and other observations seen on field, reported by customer or other concerned citizens.

Office or Division:		CUSTOMER SERVICES DIVISION (Meter Reading Section)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All registered MNWD concessionaires Concerned Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Name and Account Number		MNWD record		
Exact location of reported leak and other nature of complaint		Concerned citizen who reported the leak/complaint		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual owner or any concerned citizen, files complaints to Meter Reader	1.1. Receives complaints, verify registered account name in the Meter Reading Device database	None	2 Minutes	Customer Service Assistant/Meter Reader
	1.2. Prepare list of accounts with complaints as per reported by Meter Readers to Commercial Services Division for Issuance of appropriate AIO	None	Upon Receipt	Meter Reading Section Supervisor
	TOTAL:	None	2 Minutes	



12. CUSTOMER COMPLAINT/REQUEST/QUERIES

Provide prompt attendance on various customer concerns and coordinate with Division/s, if necessary.

1. STATEMENT OF ACCOUNT
2. BILLING CONCERNS
3. FIELD OBSERVATION REPORT (FROM METER READERS & OTHER FIELD PERSONNEL)
4. PAYMENT AGREEMENT
5. AIO REQUEST
6. OTHERS

Office or Division:		CUSTOMER SERVICES DIVISION (Meter Reading Section)		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer may proceed to Customer Services Division	1.1. Attend customer concern/request and forwarded to concerned Division if necessary	None	10 Minutes	Utilities Customer Services Assistant
	1.2. Forward to concerned Division	None	5 Minutes	Utilities Customer Services Assistant
	TOTAL:	None	15 Minutes	



13. METER TEST

Office or Division:		CUSTOMER SERVICES DIVISION/PIPELINE & LEAKAGE CONTROL DIVISION/CUSTOMER ACCOUNT DIVISION		
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		
Assignment Implementation Order		Customer Services Division Pipeline & Leakage Control Customer Accounts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer may proceed to Customer Services Division	1.1. Customer Services Division issue the corresponding AIO's	None	10 Minutes	Utilities Customer Service Assistant
	1.2. In-charge shall forward the corresponding AIO to Pipeline & Leakage Division	None	5 Minutes	Utilities Customer Service Assistant
	TOTAL:	None	15 Minutes	



14. 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:		G2G - Government to Government, 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)		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 Installation Fee = PHP 600.00	2 minutes	Utilities/Customer Service Assistant D <i>Billing Section</i>
	1.2 Conducts ocular site inspection and verifies violation, if any, of the MNWD Utilities Rules and Regulations (URR)	TAPPING (With cutting & breaking): Service connection fee = PHP 1,200.00 Installation fee = PHP 600.00	1 hour	Supervising Utilities/ Customer Service Officer Utilities/Customer Service Assistant D <i>Billing Section</i>
	1.3 Forwards A/IO to WDRD	TAPPING fee = PHP 1,150.00	1 minute	Water/Sewerage Maintenance Head <i>Water Distribution Section</i>
	1.4 Receives A/IO from CSD	Cutting/breaking (6LMS x.15m) = PHP 778.74	1 minute	Water/ Sewerage Maintenance Foreman <i>Water Distribution section</i>
	1.5 Conducts Engineering Survey; Prepares Sketch Service Connection Location and Summary of Materials and	Bell hole breaking (1mx1mx.15m) = PHP 717.90	1 hour	Supervising Water Utilities Management/



	<p>Charges/ Fee</p> <p>1.6 Prepares and submits Application for Excavation Permit (if applicable)</p> <p>1.7 Checks and signs ARWSC</p> <p>1.1. 1.8 Approves ARWSC</p>	<p>Restoration w/ asphalt (1mx1mx.10m) = PHP 5,302.00</p> <p>TAPPING with boring (6 LMS road width): -Service connection fee = PHP 1,200.00</p> <p>Installation fee = PHP 600.00</p> <p>Tapping fee = PHP 1,150.00</p> <p>Boring (6 LMS) = PHP 2,742.00</p> <p>SUB-CONNECTION: Service connection fee. = PHP 1,200.00 Sub-connection fee = PHP 200.00</p>	<p>10 minutes</p> <p>1 minute</p>	<p>Development Officer <i>Restoration Section</i></p> <p>OIC-Division Manager <i>Water Distribution and Restoration Division</i></p>
2. Payment of retapping base on summary of fees	2.1. Receives of payment of retapping and issues Official Receipt	Amount Due	4 minutes	Cashiering Services Chief B <i>Treasury Section</i>
3. Customer signs MR and fills-up CFF	<p>3.1 Receives the ARWSC</p> <p>3.2 Conducts Concrete cutting and breaking works</p> <p>3.3 Conducts Retapping of water service connection</p>	None	<p>5 minutes</p> <p>1 hour</p> <p>4 hours</p>	<p>Water/Sewerage Maintenance Head <i>Water Distribution Section</i></p> <p>Water/ Sewerage Maintenance Man B <i>Water Distribution Section</i></p>
	TOTAL:	Amount Due	7 hours and 24 minutes	





INTERNAL SERVICES



1. BILLING ADJUSTMENT MEMO

An adjustment entry is being made to correct entry due to meter defective meter

Office or Division:		CUSTOMER ACCOUNTS DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		All registered MNWD Concessionaires Concerned Units/Division/Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Uploaded Meter Reading		From Concerned Section/Division/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From the uploaded Meter Reading Data and request appropriate AIO by the Utilities/Customer Service Asst. B/Officer B Based on their evaluation	1.1. Shall evaluate billings, field observations, prepares list of accounts for issuance of appropriate AIO's	None	5 Minutes	Utilities/Customer Service Officer B/ Assistants Billing Section
2. From the AIO results and recommendations accomplished by concerned Division / Department the Billing Officer shall prepare BAM	2.1. Shall prepare the billing adjustment memo / and post adjustment to individual accounts	None	1 Day	Utilities/Customer Service Officer B/ Assistants Billing Section
	2.2. Shall review and endorse Billing Adjustment Memo to Division Manager CAD	None	Upon Receipt	Utilities/Customer Service Officer B In-Charge Billing Section
3. Submit Billing Adjustment Memo for Approval	3.1. Shall check the billing adjustment memo	None	Upon Receipt	Division Manager A, Customer Accounts Division
	3.2. Recommending approval of the billing	None	Upon Receipt	Department Manager A, Commercial Services Department



	adjustment memo			
	3.3. Submit Billing adjustment memo for approval to AGM, Admin and Finance	None	Upon Receipt	Asst. Gen. Manager A Admin and Finance
	TOTAL:	None	1 Day, 5 Minutes	



2. METER READING AND BILL SERVING

This procedure is done monthly according to schedule, to determine the current reading and computation of water consumption of all concessionaire customer of Metro Naga Water District.

Office or Division:		CUSTOMER ACCOUNTS DIVISION (Meter Reading Section)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		All MNWD concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meter Reading Data (Zone/Book Assignment)		Billing System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Customer Service Officer A of Meter Reading Section shall prepare the Monthly Meter Reading and Bill Delivery Schedule at least two (2) days before succeeding month.	1.1. Shall prepare the Meter Reading & Bill Serving Schedule at least 2 days before the succeeding month	None	2 Days	Utilities/Customer Service Officer A Meter Reading Section, CAD
	1.2. Shall check the monthly meter reading and serving schedule.	None	Upon receipt	Division Manager A Customer Accounts Division
	1.3. Shall approve the monthly meter reading and serving schedule	None	Upon Receipt	Department Manager A Commercial Services Department
	1.4. Shall proceed to the assigned scheduled zone/book of activity and records the ff: 1.4.1. Get the correct reading registered by the water meter 1.4.2. Notes any circumstance	None	1 Day	Utilities/Customer Service Assistant A/B/C/D (Meter Readers) Meter Reading Section



	<p>related to water meters e.g. buried meter, blurred meter lens, meter inside the customer's premises, un-located meters, not functioning meter, etc.</p> <p>1.4.3. Notes any identified leaks.</p> <p>1.4.4. Notes any signs of possible tampering of the meter and/or its appurtenances.</p> <p>1.4.5. Notes complaints from the customers</p>			
	1.5. Shall submit accomplished Meter Reading to Utilities/Customer Service in Charge for Uploading od Readings	None	30 Minutes	Utilities/Customer Service Assistant A/B/C/D (Meter Readers) Meter Reading Section
	1.6. Shall prepare list of reported leaks and other conditions of meter and any irregularities seen on field and forward to Utilities/Customer Service Officer A for appropriate AIO.	None	30 Minutes	Customer Service Officer A Meter Reading Section
	1.7. Shall Upload Meter Reading Data to Billing and Collection System	None	1 Hour	Customer Service Officer A Meter Reading Section
	TOTAL:	None	3 Days, 2 Hours	





1. ISSUANCE OF VARIOUS ASSIGNMENT/IMPLEMENTATION ORDER FROM BILLING CLERK, METER READER & OTHER FIELD INSPECTOR

Office or Division:		CUSTOMER SERVICES DIVISION/CUSTOMER ACCOUNTS DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer Accounts Division submit list of various accounts for issuance of AIO's	1.1. Customer Services Division prepares Assignment / Implementation Ordered (AIO)	None	3 Minutes	Utilities Customer Services Assistant
	1.2. Forward to concerned Division	None	2 Minutes	Utilities Customer Services Assistant
2. CSD Inspection: For Actual Reading Re-appraisal Illegal Connection Others	2.1. Prepares AIO for site inspection	None	3 Minutes	Utilities Customer Services Assistant
	2.2. Conducts ocular site inspection	None	1 Day	Utilities Customer Services Assistant
	2.3. Approves and signs accomplished AIO's	None	3 Minutes	Division Manager, Customer Services Division
	2.4. Forward to concerned division / personnel the accomplished AIO's for updating at the database	None	3 Minutes	Utilities Customer Services Assistant



3. Customer Accounts Division	3.1. Encodes and file Accomplished AIO's	None	3 Minutes	Billing Clerk Customer Accounts Division
	TOTAL:	None	1 Day, 17 Minutes	

3. ISSUANCE OF VARIOUS ASSIGNMENT / IMPLEMENTATION ORDER FROM BILLING CLERK, METER READER & OTHER FIELD INSPECTOR

Office or Division:		CUSTOMER SERVICES DIVISION / PIPELINE & LEAKAGE CONTROL DIVISION / CUSTOMER ACCOUNTS DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer Accounts Division submit list of various accounts for issuance of AIO's	1.1. Customer Services Division prepares Assignment / Implementation Order (AIO)	None	3 Minutes	Utilities Customer Services Assistant
	1.2. Forward to Pipeline & Leakage Control Division	None	2 Minutes	Utilities Customer Services Assistant
	TOTAL:	None	5 Minutes	



4. CHANGE METER

Office or Division:		CUSTOMER SERVICES DIVISION / PIPELINE & LEAKAGE CONTROL DIVISION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PLC submit list of accomplished Meter Test AIO's	1.1. Customer Services Division prepares Assignment / Implementation (AIO)	None	10 Minutes	Utilities Customer Services Assistant
	1.2. Forward to Pipeline & Leakage Control Division	None	5 Minutes	Utilities Customer Services Assistant
	TOTAL:	None	15 Minutes	



WATER DISTRIBUTION & RESTORATION DIVISION (WDRD)



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:		Complex		
Type of Transaction:		G2G - Government to Government		
Who May Avail of Service:		Engineering and Environmental Department (EED)		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Indorsement letter from other Department / Division Managers		MNWD		
2. Letter request from contractor		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	Division Manager A <i>Water Distribution and Restoration Division</i>
	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	Water/Sewerage Maintenance Head <i>Water Distribution Section</i>
	1.3 Prepares and submits Application for Excavation Permit, (if applicable)	None	10 minutes	Water/Sewerage Maintenance Head <i>Water Distribution Section</i>
	1.4 Prepares Requisition and			



	<p>Issue Slip (RIS) and Memorandum Receipt (MR)</p> <p>1.5 Withdraws materials at Property Office</p> <p>1.6 Conducts concrete cutting and breaking works</p> <p>1.7 Conducts installation of temporary water service connection</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 hour</p> <p>4 hours</p>	<p>Water / Sewerage Maintenance Head Restoration Section</p> <p>Water / Sewerage Maintenance Head Restoration Section</p> <p>Water/Sewerage Maintenance Man B Water Distribution Section</p>
2. Forwards request for disconnection of water service connection	2.1 Prepares Statement of Billing and forwards it to the Division and Department Managers	None	1 hour	Water/Sewerage Maintenance Head Restoration Section
	2.2 Signs, approves and forwards Statement of Billing to customer	None	5 minutes	Division Manager A / Department Manager A Water Distribution and Restoration Division / Pipelines Appurtenances Maintenance Department
	TOTAL:	None	7 hours, 21 minutes	



ADMINISTRATIVE SERVICES DEPARTMENT



EXTERNAL SERVICES



1. 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		
Order Slip		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	1 minute	<i>General Services Chief B</i> Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
4. Present Lorry Truck Ticket to the Guard for loading of water in lorry tank.	4.1. Recording of Water Consumption	None	30 minutes	Guard on Duty
	TOTAL:	Amount Due	37 Minutes	



2. 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, G2B - Government to Business and G2G - Government to Government		
Who may avail:		Prospective Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		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 (Window 5)	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	4 minutes	<i>Utilities/Customer Service Officer B</i> Treasury Section



		= ₱50,000.00		
		More than 500 Million		
		= ₱75,000.00		
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:	None	15 Minutes	



3. 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, G2B - Government to Business and G2G - Government to Government		
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 Building, Grounds, Transport Operations and Equipment & Water Maintenance Section</i>
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.	½" to 1 ½" = PHP 250.00 2" to 4" = PHP 800.00 6" and above = PHP 1,300.00	4 minutes	<i>Utilities/Customer Service Officer B Treasury Section</i>
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 Building, Grounds, Transport Operations and Equipment & Water Maintenance Section</i>
	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	
Note*: Travel time to testing site not included (2-6 Minutes)				



4. WATER SALES THRU LORRY TO OTHER SRAKEHOLDERS

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:		G2C - Government to Citizen, G2B - Government to Business and G2G - Government to Government		
Who may avail:		MNWD Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order Slip		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 (Window 5)	2.1. Receives payment for Lorry Sales and issues Official Receipt.	PHP 1000/ 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:	None	1 Day, 5 Minutes	
Note*: Or as scheduled				



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		
Accomplished and approved Requisition and Issue Slip (RIS) Form		Property and Materials Management Section		
CLIENT STEPS	AGENCY ACTION	FEES 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 Property and Materials Management Section</i>
	1.2. Approves the RIS	None	3 Minutes	
2. Presents the approved RIS to Property and Materials Stockroom.	2.1. Prepares the requested items.	None	5 minutes	<i>Senior Property and Supply Officer Property and Materials Management Section</i>
	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	<i>Senior Property and Supply Officer Property and Materials Management Section</i>
TOTAL:		None	17 Minutes	



1. 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	Senior Property and Supply Officer Property and Materials Management Section
	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, 9 Minutes	
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2. 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		
Accomplished and approved Requisition and Issue Slip (RIS)		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	Senior Property and Supply Officer Property and Materials Management Section Customer Service Assistant/Meter Reader
	1.2. Signs the RIS.	None	3 Minutes	
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 employee folder.	None	1 minute	
	TOTAL:	None	22 Minutes	



3. 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		
Accomplished request for AVR Form		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	General Services Chief B Building, Grounds, Transport Operations and Equipment & Water Maintenance Section
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	



4. 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		
Logbook		None		
CLIENT STEPS	AGENCY ACTION	FEES 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	Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section
	1.2. Takes vital signs	None		
	1.3. Records patient's vital sign	None		
	1.4. Provide necessary procedure / treatment	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 - Proceeds to infirmary and breastfeeding area for lactation - Breastfeed the baby - Affixes signature in the logbook	2.1. Asks & records the names of both the mother and baby	None	1 minute	Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section



	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. Ask the mother to sign in the logbook	None	1 Minute	
3. Medical consultation with company physician - Makes an appointment - Proceeds to the infirmary	3.1. Books an appointment with the infirmary staff	None	2 minutes	Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section
	3.2. Assist during consultation / treatment	None	2 minutes	
	3.3. Provides consultation / treatment	None	20 minutes	Company Physician Personnel Welfare Section
4. Dispense medicine - Proceed to infirmary and breastfeeding area - Receive the medicine	4.1. Asks relevant data	None	1 Minute	Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section
	4.2. Records data collected such as name, age, chief complaint, name of medicine to be taken	None	1 minute	
	4.3. Dispenses Medicine	None	1 minute	
	4.4. Checks for any untoward reaction/s	None	30 minutes	
	TOTAL:	None	1 Hour, 12 Minutes	



5. 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		Infirmary and Breastfeeding Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an appointment - Proceeds to the infirmary - Receives the document	1.1. Books an appointment with the infirmary staff	None	2 minutes	<i>Senior Industrial Nurse/Medical Services Assistant Personnel Welfare Section</i>
	1.2. Conducts medical interview	None	10 minutes	<i>Company Physician Personnel Welfare Section</i>
	1.3. Conducts medical examination	None	15 minutes	
	1.4. Releases the document	None	1 minute	
	TOTAL:	None	28 Minutes	



6. APPLICATION TO VARIOUS VACANCIES IN THE AGENCY

Acceptance of application for vacancies in MNWD from internal and external applicants
(No Published Vacant Positions to be Filled Up)

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		
1) Personal Data Sheet - CSC Form 212 Revised 2017 2) Application Letter addressed to the General Manager		1) Downloadable from internet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-LINE APPLICANTS				
1. Submit application documents (application Letter and PDS Form 212) to the official email address of Human Resource Division. hrdmnwd@gmail.com	1.1. Retrieve and print application documents sent by applicant. 1.2. Record in the Incoming/Outgoing Logbook 1.3. Forward to RSP Unit	None	10 Minutes	HRD Secretary
2. HRD Secretary forwards applications to HRD. <i>With Published Vacant Positions in MNWD Website, MNWD Bulletin Boards, MNWD Social Media Accounts. and CSC Field Office</i>	2.1 Receive application documents 2.2 Pre-assess application documents 2.3 Notify applicants of the result of pre-assessment 2.4 Sort applications according to positions being applied for	None	30 Minutes	Industrial Relations Development Aide (IRDA) Manpower Planning & Recruitment Section
WALK IN APPLICANTS				
1. Sign in the client logbook at the Public Assistance & Complaint Desk (PACD)	1.1 Accept and receive application documents. 1.2 Ensure applicant signs in the logbook for	None	10 Minutes	PACD Officer-of-Day (PACD-OD)



<p>2. Submit application documents to the Officer-of-the-Day (OD) on-duty</p>	<p>1.3 Forward applications received to the HRD.</p>			
<p>3. PACD OD forwards applications to HRD after end of duty.</p> <p>No Published Vacant Positions</p>	<p>3.1 Receive application documents.</p> <p>3.2 Acknowledge receipt of application.</p> <p>3.3 Record details of applicant in the RSP Job Application Worksheet</p> <p>3.4 File application documents accordingly.</p>	<p>None</p>	<p>30 Minutes</p>	<p>Industrial Relations Development Aide (IRDA)</p> <p>Manpower Planning & Recruitment Section</p>
<p>4. PACD OD forwards applications to HRD after end of duty.</p> <p><i>With Published Vacant Positions in MNWD Website, MNWD Bulletin Boards, MNWD Social Media Accounts. and CSC Field Office</i></p>	<p>4.1 Receive application documents</p> <p>4.2 Pre-assess application documents</p> <p>4.3 Notify applicants of the result of pre-assessment</p> <p>4.4 Sort applications according to positions being applied for</p>	<p>None</p>	<p>30 Minutes</p>	<p>Industrial Relations Development Aide (IRDA)</p> <p>Manpower Planning & Recruitment Section</p>
	<p>TOTAL:</p>	<p>None</p>	<p>1 hour and 50 minutes</p>	
<p>Note: The processing time is for one (1) client being served at one time.</p>				



7. 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		
Application Form (CS FORM No.6)		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; makes sure that the form is completely filled-out and the supporting documents are complete and in order.	None	2 minutes	Industrial Relations Management Officer B
	1.2. Validate as to available leave credits & duly certified application for Leave / Compensatory time-off.	None	3 minutes	Meter Reading Section Supervisor
	1.3. Certifies the computation on the Application for Leave / Compensatory time-off.	None	2 minutes	Division Manager A Human Resource Division
	1.4. Recommends approval.	None	3 minutes	Department Manager A of Applicant
	1.5. Approves / disapproved application for Leave / compensatory time-off and return the documents to Human Resource Division.	None	5 minutes	Assistant General Manager Office of the Assistant General Manager
	1.6. Furnishes copy of approved / disapproved application for Leave/Compensatory time-off to the applicant.	None	1 minute	Industrial Relations Management Officer B Personnel Welfare Section



	TOTAL:	None	16 Minutes	
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8. 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		
Request form		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 Personnel Welfare Section</i>
	1.2. Prepares requested documents.	None	3 Days	
	1.3. Reviews and signs documents.	None	2 minutes	
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>Division Manager A Human Resource Division</i>
	TOTAL:	None	8 Minutes	<i>Industrial Relations Management Officer B Personnel Welfare Section</i>



9. 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		
Overtime Services Authorization Form.		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	



10. 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		
<ol style="list-style-type: none"> 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"> • Ombudsman Clearance • 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	General Manager A Office of the General Manager
	1.2. Accomplishes Retirement Document Requirements		2 Minutes	Division Manager A Human Resource Division
	1.3. Accomplished Retirement Documents forwarded to Finance Department.		2 Minutes	Industrial Relations Management Officer B Personnel Welfare Section
2. Client Received the copy of clearance.	2.1. Copy of Approved Clearance will be forwarded to Human Resource Division.	None	3-7 Days	Industrial Relations Management Aide Personnel Welfare Section
	2.2. Copy of Ombudsman Clearance			



	2.3. Compute Retirement Benefits and Signs the Clearance			
	2.4. Approved Computed Retirement Benefits and clearance			
3. Receives retirement benefits and a copy of the approved clearance	3.1. Issues copy of approved clearance	None	2 Minutes	Industrial Relations Management Officer B Personnel Welfare Section
	3.2. Releases retirement benefits			
	TOTAL:	None	7 Days and 6 Minutes	



11. 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		
Summary of Attendance (SOA)		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</i> Personnel Welfare Section
	2. Prepares summary of attendance for payroll.	None	4 hours	<i>Industrial Relations Management Officer B</i> Personnel Welfare Section
	3. Checks summary of attendance.	None	4 hours	<i>Industrial Relations Management Officer A</i> Personnel Welfare Section
	4. Certifies summary of attendance.	None	2 hours	<i>Division Manager A</i> <i>Human Resource Division</i>
	5. Submits summary of attendance to respective divisions.	None	5 minutes	<i>Industrial Relations Management Aide</i> Personnel Welfare Section
	TOTAL:	None	3 days, 2 hours and 5 minutes	



12. PERFORMANCE MANAGEMENT

Performance planning and commitment, monitoring and coaching, review and evaluation.

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		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</i> Personnel Welfare Section
	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		
	TOTAL:	None	7 Days	



13. REWARDS & RECOGNITION

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. Nomination Form		Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Divisions/Departments Manager concerned Files Nomination Form for Rewards & Recognition	1.1 Consolidates the Nomination forms and submits to R&R Committee for evaluation.	None	2 minutes	Division Manager A Human Resource Division
	1.3 Recommends rewards for deserving employee	None		
	a. Releases retirement benefits	None		
	TOTAL:	None	2 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		
Availment of Learning and Development intervention approval		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 - 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. Receives accomplished Trainee Nomination Forms (7-day prior to the actual conduct)	None	5 Minuets	<i>Industrial Relations Management Aide (Learning and Development unit)</i>
	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>
	1.3. Route the Notice of the Meeting to HRDC members	None	20 Minutes	<i>HRDC and Secretariat</i>
2. Sends thru messenger GC the names of the (signed) nominees endorsing to HRDC and issue the	2.1. Conducts HRDC meeting to endorse the nominees and issue the	None	3 Days	



recommending approval	recommending approval			
	2.2. Prepares the Endorsement Form	None	5 Minutes	<i>Industrial Relations Management Aide</i> Learning and Development Section
	2.3. Route the recommendation/ endorsement to Finance Department for the availability of funds	None	10 Minutes	<i>Industrial Relations Management Aide</i> Learning and Development Section
	2.4. Registers the Participant/s to respective Learning Service Provider (LSP).	Amount Due	1 Day	<i>Industrial Relations Management Aide, Industrial Relations Development Officer B</i> Learning and Development Section
	2.5. Notifies thru the Immediate Head (Division Manager) those who are not selected nominees.	None		
3. In-house Learning and Development Interventions - Request to conduct of In-House Learning and Development intervention (training-workshop from requesting office.)	3.1. Submits draft copy of Activity Proposal / Development Intervention for checking 3.2. Learning intervention coordinates with the subject – matter expert / resource speaker submits price inquiry	None	5 Days	<i>Industrial Relations Development Officer B, Division Manager A, Human Resource Division</i>
	3.3. Coordinates with the Supply/Procurement section for various requisitions and other materials needed.	None	5 Days	<i>Industrial Relations Development Officer B, Industrial Relations Management Aide, Division Manager A</i>
	3.4. Notifies concerned participants thru the Division Head for the submission of	None	1 Day	<i>Industrial Relations Management Aide</i>



	their nomination form			Learning and Development Section
	3.5. Conducts the activity	None	3 Days	<i>Industrial Relations Development Officer B</i> Learning and Development Section
	3.6. Prepares liquidation and print the evaluation report	None	2 Days	
	3.7. Prepares and submits Terminal Report	None	3 Days	
	TOTAL:	Amount Due	23 Days, 50 Minutes	



15. APPLICATION FOR PRACTICUM / INTERNSHIP / OJT

Acceptance of application for internship or on-the-job training of college students.

Office or Division:		HUMAN RESOURCE DIVISION		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		Interested Student Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Application Letter addressed to the General Manager 2) Endorsement Letter from School				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-LINE STUDENT APPLICANTS				
1. Submit requirements to the official email address of Human Resource Division. hrdmnwd@gmail.com	1.1 Retrieve and scan application documents sent by student applicants. 1.2 Record in the Incoming/Outgoing Logbook 1.3 Forward to RSP Unit	None	10 minutes	HRD Secretary
2. HRD Secretary forwards applications to HRD.	2.1 Receive application documents 2.2 Acknowledge receipt of application 2.3 Coordinate with each division regarding availability of student applying for OJT/practicum. 2.4 Notify student applicants regarding status of their application.	None	60 minutes	Industrial Relations Development Aide (IRDA) Manpower Planning & Recruitment Section
WALK IN APPLICANTS				
1. Sign in the client logbook at the Public Assistance & Complaint Desk (PACD) 2. Submit requirements to the Officer-of-the-Day (OD) on-duty.	1.1 Accept and receive application documents. 1.2 Ensure applicant signs in the logbook 1.3 Forward applications received to the HRD.	None	10 minutes	PACD Officer-of-Day (PACD-OD)



<p>3. PACD OD forwards applications to HRD after end of duty.</p>	<p>2.1 Receive application documents</p> <p>2.2 Acknowledge receipt of application</p> <p>2.3 Coordinate with each division regarding availability of student applying for OJT/practicum.</p> <p>2.4 Notify student applicants if there are available slots for OJTs or none.</p>	<p>None</p>	<p>60 Minutes</p>	<p>Industrial Relations Development Aide (IRDA)</p> <p>Manpower Planning & Recruitment Section</p>
	<p>TOTAL:</p>	<p>None</p>		
<p>Note: The processing time is for one (1) client being served at one time.</p>				



16. APPLICATION FOR WORK IMMERSION PROGRAM

Acceptance of application for work immersion of senior high school students.

Office or Division:		HUMAN RESOURCE DIVISION (Personnel Welfare Section)		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		Interested schools with work-immersion program.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Letter Request addressed to the General Manager 2) Endorsement Letter from School 3) Waiver issued by Guardian/Parent of Students				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-LINE STUDENT APPLICANTS				
1. Submit requirements to the official email address of Human Resource Division. hrdmnwd@gmail.com	1.1 Retrieve and scan application documents sent by student applicants. 1.2 Record in the Incoming/Outgoing Logbook 1.3 Forward to RSP Unit	None	10 Minutes	HRD Secretary
2. HRD Secretary forwards applications to HRD.	2.1 Receive application documents 2.2 Acknowledge receipt of application 2.3 Coordinate with each division if they are capable of accommodating senior high school students for work immersion. 2.4 Notify school coordinators regarding status of their request.	None	60 Minutes	Industrial Relations Development Aide (IRDA) Manpower Planning & Recruitment Section
WALK-IN APPLICANTS				
1. Sign in the client logbook at the Public Assistance & Complaint Desk (PACD)	1.1 Accept and receive application documents. 1.2 Ensure applicant signs in the logbook	None	10 Minutes	PACD Officer-of-Day (PACD-OD)



2. Submit requirements to the Officer-of the-Day (OD) on-duty.	1.3 Forward applications received to the HRD.			
3. PACD OD forwards requirements to HRD after end of duty.	2.1 Receive documents. 2.2 Acknowledge receipt of request for work immersion. 2.3 Coordinate with each division if they are capable of accommodating senior high school students for work immersion. 2.4 Notify school coordinator regrading status of the request.	None	60 Minutes	Industrial Relations Development Aide (IRDA) Manpower Planning & Recruitment Section
	TOTAL:	None	2 Minutes	
Note: The processing time is for one (1) client being served at one time.				



17. PERFORMANCE MANAGEMENT

Performance planning and commitment, monitoring and coaching, review and evaluation

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		Human Resource Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 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	1.4. 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</i> Personnel Welfare Section
	1.5. Reviews and evaluates individual performance rating based on the target submitted	None		<i>Performance Management Team</i>
	1.6. Consolidates overall performance ratings	None		
	TOTAL:	None	8 Days	



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		
Request for Water Sample/s Analysis (RWSA) 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.			
	3.3. Prints and signs Official Receipt.			
	3.4. Issues original copy of the Official Receipt and change if any	Heterotrophic Plate Count (HPC) = PHP 300.00		
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	5.1. Accepts submitted water sample/s and Conducts	None	1 minute / sample	<i>Medical Technologist II</i> MNWD Laboratory



using the sterilized bottle/s issued by MNWD Laboratory	water sample/s analysis				
	5.2. Fecal Coliform Test (FCT)	None	2 days	<i>Medical Technologist II</i> MNWD Laboratory	
	5.3. Presumptive Test	None			
	5.4. Confirmatory Test	None	2 days		
	5.5. Fecal Coliform Test (FCT) using collolert 18	None	1 day		
	5.6. Heterotrophic Plate Count (HPC)	None	2 days		
	5.7. Processing of Test Results and Certification: 5.8. Encodes and Prints Test Result and Certification	None	5 minutes		
	5.9. Signs Test Results and Certification	None			
	5.10. Med. Tech	None	5 minutes		
	5.11. Head of Laboratory / Pathologist	None	5 minutes		
	5.12. Division Manager A. WPEMD	None	5 minutes		
6.	6.1. Issues test result	None	8 minutes		<i>Medical Technologist II</i> MNWD Laboratory
	TOTAL:	Amount Due	7 Days , 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</i> // MNWD Laboratory
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</i> <i>Chief B</i> Treasury Section
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</i> // MNWD Laboratory
	4.2. Conducts water sample/s analysis	None	1 day	MNWD Laboratory
	1.1 Processing of Test Results: 4.3. Encodes and Prints Test Results	None	5 minutes	<i>Medical technologist</i> // MNWD Laboratory
	4.4. Signs Test Results	None		
	4.5. Chemist	None	5 minutes	
	4.6. Head of Laboratory / Pathologist	None	5 minutes	
	4.7. Division Manager A, WPEMD	None	5 minutes	
5. Receives Test Results	5.1. Issues test results	None	8 minutes	
	TOTAL:	Amount Due	1 Day, 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		
Request for Water Collection		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 - Fecal Coliform Test (FCT) - Presumptive Test	None	2 days	
	1.6. Confirmatory Test	None	2 days	
	1.7. Fecal Coliform Test (FCT) using collilert 18	None	1 day	
	1.8. Heterotrophic Plate Count (HPC)	None	2 days	<i>Medical Technologist II</i> MNWD Laboratory
	1.1 Processing of test result and certification: 1.9. Encode and print test result and Certification	None	5 minutes	
	1.1.1 Sign test results and Certification 1.10. Medical Technician	None	5 minutes	



	1.11. Head of Laboratory / Pathologist	None	5 minutes	
	1.12. 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, 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		
Request for Water Collection		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
	1.1 Processing of test results: 1.6. Encode and print test results	None	5 minutes	<i>Medical Technologist II</i> MNWD Laboratory
	1.1.1 Sign test results	None	5 minutes	
	1.7. Chemist			
	1.8. Head of Laboratory /Pathologist	None	5 minutes	
	1.9. OIC-Division Manager A	None	5 minutes	<i>OIC-Division Manager A</i> Water Quality Division
	1.10. Issue test results	None	8 minutes	<i>Medical Technologist II</i> MNWD Laboratory



	TOTAL:	Amount Due	1 Day, 39 Minutes	
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3. MAINTENANCE REPAIR/REPLACEMENT/WELL REHABILITATION OF PUMPING STATIONS

Well rehabilitation occurs if operating well fail to provide adequate water quality or quantity as the well becomes contaminated or clogged through natural process or due to emergencies..

Office or Division:		WATER PRODUCTION & ELECTRO-MECHANICAL DIVISION		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Planning, Design and Construction Division (PDCD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report / Request for well habilitation		1. Water Production and Electro-Mechanical Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request for well rehabilitation	1.1. Evaluation of Request and Public Service	None	1 hour	Water Maintenance Head / Section Head Electro-Mechanical Section Personnel
	1.2. Hauling / mobilization of tools and equipment	None	1 day	
	1.3. Installation of Tripod / lifting machine	None	1 day	
	1.4. Pulling out riser pipes, sub. Pump and motor, and cable	None	3 Days	
	1.5. Camera logging and evaluation	None	30 mins	
	1.6. Installation of airline pipes (If necessary)	None	2 Days	
	1.7. Air lifting activity (If necessary)	None	3 Days	
	1.8. Pulling out of Airline (If necessary)	None	2 Days	
	1.9. Camera logging and evaluation	None	30 mins	
	1.10. Splicing of Motor Cable	None	1 hour	
	1.11. Reinstallation of Riser Pipes,	None	3 Days	



	Submersible pump, motor and Cable			
2. Request for Bacteriological / Physical-Chemical test	2.1. Conduct water sample analysis	None	3 Days	Medical Technologist II Water Quality Division
3. Request for release of results for bacteriological physical – chemical tests	3.1. Injection to the system (If passed)	None		
	3.2. If Failed, re-disinfection and continuous flushing, and wait for another lab confirmation	None	2 days max (depends upon the result)	Water Production & Electro - Mechanical Division with Water Quality Division
	TOTAL:	Amount Due	18 days 3 hours	



4. MAINTENANCE CLEANING / REPAIR OF FILTRATION TANKS AND RESERVOIRS

Refers to maintenance cleaning/repairs of Filtration tanks/reservoirs to ensure safe, potable water and free from any contaminations to serve its purpose.

Office or Division:		WATER PRODUCTION AND ELECTRO-MECHANICAL DIVISION		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen and G2B - Government to Business		
Who may avail:		Engineering and Environment Department (EED) / Water Distribution and Restoration Division (WDRD) Pipeline Leakage and Control (PLC)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident report/request for maintenance / repair of filtration tanks / reservoirs at water sources		1. Water Production and Electro - Mechanical Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request for maintenance / repair of filtration tanks	1.1. Evaluate the request for maintenance / repair of filtration tanks / reservoirs	None	1 hour	Water Maintenance Head / Section Head Electro - Mechanical Section Personnel
	1.2. Hauling / mobilization of tools and equipment	None	1 day	
	1.3. Dismantling of filtration / Reservoir Cover	None	1 Day	
	1.4. Cleaning of filter media for Filtration tanks and disinfection for reservoir	None	2 days	
	1.5. Fabrication (Repair if any) / Patching	None	1 day	
	1.6. (if no repair) Re-Installation of Filter Media and Filtration/ Reservoir Covers	None	2 days	



	1.7. Backwashing and Rinsing for Filtration Media	None	3 days	
2. Request for Bacteriological / Physical-Chemical test	2.1. Conduct water sample analysis	None	1 day	Medical Technologist II / Water Quality Division
3. Request for release of results for bacteriological physical – chemical tests	3.1. (I passed) Injection to the distribution line	None		
	3.2. If failed, re-disinfection and continuous flushing, and wait for another lab confirmation	None	2 days max (depends upon the result)	Water Production & Electro - Mechanical Division with Water Quality Division
	TOTAL:		11 days and 1 hour	



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 Hydro testing Result 	<p>Planning, Design, and Construction Division</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Plan evaluation</p> <p>1. Letter Request for Plan Evaluation</p>	<p>1.1. Response letter with checklist of requirements</p>	<p>PHP 720.00 / Subdivision</p>	<p>2 days</p>	<p><i>Project Planning and Development Officer A</i> Planning and Design Section</p>
<p>2. Submission of the following requirements:</p> <ul style="list-style-type: none"> - Subdivision Plan - Hydraulic Analysis - Detailed Plan and Pipe 	<p>2.1. Checks the completeness of the documents and receives documents</p>		<p>2 days</p>	



Layout of the Proposed Water Supply Network				
- Topographic Data				
- 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	Project Planning and Development Officer A Planning and Design Section
	5.1.2. Evaluates the plans, drawings, specification and other documents		3 days	
	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	1.1. Prepares and issues response letter granting the request	None	2 days	Project Planning and Development Officer A Planning and Design Section



District Personnel to assist and monitor the construction of water supply system	and assigning personnel to monitor the project			
C. Interconnection, turnover and acceptance 1. Submits the following requirements: <ul style="list-style-type: none"> - Letter of Intent to turnover - Technical documents 	1.2. Receives, evaluates and checks the submitted documents	None	7 days	<i>Project Planning and Development Officer A</i> Planning and Design Section
	1.3. 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)	None	2 days	<i>Project Planning and Development Officer A</i> Planning and Design Section
	1.4. Prepares Schedule of Fees (SOF)	Inspection : <ul style="list-style-type: none"> PHP 13.00 / LM Disinfection and Flushing: <ul style="list-style-type: none"> 50mm Ø - PHP 3.10 / LM 75mm Ø - PHP 3.10 / LM 100mm Ø - PHP 4.50 / LM 	2 days	<i>Project Planning and Development Officer A</i> Planning and Design Section



150mm Ø -
PHP 6.40 /
LM

200mm Ø -
PHP 8.80 /
LM

250mm Ø -
PHP 10.40
/ LM

300mm Ø -
PHP
13.60n/ LM

**Interconne
ction
(Labor
only):**

50mm Ø -
PHP
416.00 /
unit

75mm Ø -
PHP
516.70 /
unit

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 Developm ent Share (SDS): CMP's and - PHP 50.00 Governme nt /m ² Resettleme nt Projects BP 220 and - PHP 100.00 PD 957 /m ² Condomini um- 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, 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	<i>Division Manager A</i> 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	<i>Forest Ranger</i> Watershed Management Section
	2.2. Discuss details with Section Head	None		<i>Liaison Aide</i> 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	<i>Forest Ranger</i> Watershed Management Section
	TOTAL:	Amount Due	4 Hours, 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</i>



				Wastewater Management Section
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</i> <i>Water/Sewerage Maintenance Man-B Wastewater Management Section</i>
	TOTAL:	None	4 hours and 41 minutes	



INTERNAL SERVICES



1. SEPTIC TANK PREPARATION & DESLUDGING

Office or Division:		ENVIRONMENT AND WATER RESOURCES DIVISION (EWRD)		
Classification:		Simple		
Type of Transaction:		G2C: Government to Citizen		
Who may avail:		Households, Schools/Academe, Government Agencies / Offices, Commercial Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requested Urgent Cases				
1. Request for dislodging	1.1. Records customer / clients information	Amount Due	5 Minutes	Environmental Analyst
	1.2. Schedules survey	None	5 Minutes	
2. Sign accomplished survey form	2.1. Conduct Survey	P 197.00	1 hour	MNWD Survey and Advance Party
3. Sign and acknowledge billing for materials / fees	3.1. Preparation of septic tank (installation of clean-out)			
4. Acknowledge notification and schedule of desludging	4.1. Coordination/ notification of customers of the proposed activities	None	5 Minutes	Water Sewerage Maintenance Man
5. Allow the desludging team to access the septic tank location	5.1. Conducts desludging	Php 1.53/ m ³ of consumption as add-on to the customer's monthly bill	24 Minutes	MNWD Desludging Team
	6. Sign Manifest Form	6.1. Require customer to sign the manifest form	1 Minutes	
TOTAL:		Amount Due	1 hour and 40 minutes	
Request for Another Desludging Services				
1. Request for desludging	1.1 Verify database for the initial Desludging	None	5 Minutes	Environmental Analyst
	1.2 Prepare	Php 2, 245.10	5 Minutes	



	Schedule			
2. Payment of Schedule of Fees	2.1 Receives payment and issues original copy of Official Receipt	None	4 Minutes	Cashiering Services Chief B, Treasury Section
3. Present Official Receipt	3.1 Verification and Scheduling		5 Minutes	Environmental Analyst
4. Acknowledge notifications and schedule of desludging	4.1 Coordination/ notification of customers of the proposed activity		5 Minutes	Water Sewerage Maintenance Man
5. Allow the desludging team to access the septic tank location	5.1 Conducts desludging		24 Minutes	MNWD Desludging Team
6. Sign Manifest Form	6.1 Require customer to sign the manifest form		1 Minute	
	TOTAL:	Php 2,245.10	49 minutes	
Note: *The processing time is for one (1) client being served at one time.				



MANAGEMENT SERVICES DIVISION



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		1 day	<i>Clerk Processor B</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		1 minute	<i>Clerk Processor B</i> Management Services Division
	TOTAL:	None	1 day and 3 minutes	



2. 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	4 hours	
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	4 hours and 2 minutes	



3. HARDWARE/SOFTWARE REPAIR

Hardware and software maintenance refers to the ongoing process of ensuring the proper functioning, reliability, and security of computer systems, devices, and software applications within

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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for assistance	1.1 Accepts the request	None	1 minute	<i>Electronics Communication Technician A / Utilities/Customer Service D Information and Communications Technology Section</i>
	1.2 Conducts hardware/software error evaluation in order to determine if it needs repair or for replacement	None	1 hour	
	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 Returns 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	1 day, 2 hours and 16 minutes	

an organization or for individual users.



4. PREPARATION OF PROPOSAL FOR CORPORATE SOCIAL RESPONSIBILITY

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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for assistance	1.1 Accepts the request	None	1 minute	<i>Electronics Communication Technician A / Utilities/Customer Service D Information and Communications Technology Section</i>
	1.2 Conducts hardware/software error evaluation in order to determine if it needs repair or for replacement	None	1 hour	
	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 Returns 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	1 day, 2 hours 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	<i>Clerk Processor C</i> 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	<i>Community Relations Officer A</i> Public Relations and External Affairs Section
	1.4 Approves the Anuncio Publico	None	1 hour	<i>General Manager A</i> Office of the General Manager
	1.5 Disseminates copies of Anuncio Publico to all Departments and/or Divisions	None	1 hour	<i>Clerk Processor C</i> Public Relations and External Affairs Section
	1.6 Posts the Anuncio Publico in the Official MNWD Facebook Page, once approved Request to Post Form is received.	None	15 minutes	



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	Community Relations Officer A Public Relations and External Affairs Section
	1.2.1 Creates motion graphics or audio-video presentation	None	20 working days	Graphic Artist 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	Community Relations Officer A 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	Community Relations Officer A 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	Clerk Processor C Public Relations and External Affairs Section
	3.2 Edits the graphic designs and/or audio-video presentation, if there are any comments	None	4 days	Graphic Artist 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	Community Relations Officer A 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 mnwarterdistrict@yahoo.com</p>