



METROPOLITAN NAGA WATER DISTRICT

CITIZEN'S CHARTER
2025, 1st Edition



I. MANDATE:

As provided under PD 198 otherwise known as the Provincial Water Utilities Act of 1973, MNWD is formed for the purpose of acquiring, installing, improving, maintaining and operating water supply and distribution within its service coverage area and is mandated to provide, maintain and operate water collection, treatment and disposal facilities within 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: | | |
| 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 | Tyrone Mar A. Abundo Clerk Processor B Jan Michelle B. Alimuin Utilities/Customer Service Assistant A Enrique I. Alvarez Corporate Accounts Analyst A |
| 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 | Nemesio A. Candelaria, Jr. Utilities/Customer Service Assistant A Linus S. Uvero Utilities/Customer Service Assistant A Daniel H. Garcia Utilities/Customer Service Assistant E Richard C. Remollo Utilities/Customer Service Assistant E |



| | | | | |
|---|--|-------------------|------------------|--|
| 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 | |
| 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 | Utilities/Customer Service Assistant A Utilities/Customer Service Assistant E |



| | | | | |
|---|--|------------------|------------------|--|
| 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 |



| | | | | |
|---|--|------------------|-------------------|--|
| 2. Receives official receipt and other documents. | 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. 2.2. U/CSO B issues official receipt and other documents to client. | No fees required | 7 minutes | Utilities/ Customer Service Officer B |
| | | TOTAL: | 10 minutes | |



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> |
| <p>TOTAL</p> | <p>NONE</p> | <p>4 DAYS</p> | | |



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>Urban Poor Affairs Office/Housing & Settlements Development office</p> |
| <p>d. CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program (CARP)</p> | <p>Department of Agrarian Reform (DAR)</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>City/Municipal Provincial Assessor's Office</p> |
| <p>b. DEED OF SALE with OCT, TCT or TD in the name of the previous owner</p> | <p>Lot Seller/Citizen or client being represented</p> |
| <p>c. CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner</p> | <p>Subdivision Developer/Land Registration Authority (LRA)/Registry Deeds Citizen or client being represented</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>Customer Services Division (MNWD)</p> |
| <p>a. Affidavit of Undertaking (Notarized)</p> | <p>Concerned Barangay of citizen/client</p> |
| <p>b. Barangay Certification of Residency and Barangay Clearance (Signed and Sealed)</p> | <p>Applicable Bank, SSS, PAG-BIG, or other financial institution</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>LGU Concerned</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>Water Distribution & Restoration Division DPWH/City/Municipal</p> |



| paying water bills and other related obligations 9. Water Service Contract (WSC) 10. Excavation Permits (if applicable) | | | | |
|---|---|-----------------|-------------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES 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 | |
|--|---------------|------------|------------|--|



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 Verify 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 | | | | |
| 1. Photocopy of Senior Citizens ID or any valid ID with date of birth | | Customer Service Division | | |
| 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 |
| <p>Filled-up Change of Registration Application</p> <p>A. THE APPLICANT IS THE OWNER OR LESSOR OF THE LOT, PROPERTY, STURCTURE</p> <ol style="list-style-type: none"> 1. Photocopy of any valid ID w/ picture of the applicant or his/her authorized representative with three specimen signatures 2. Photocopy of any valid ID w/ picture of the lot owner or his/her authorized representative with three specimen signatures 3. Special Power of Attorney (SPA), in case of absence of the principal (Notarized) 4. Other Documents that may be required to determine authority of signatories: <ol style="list-style-type: none"> 4.1. Birth Certificate 4.2. Death Certificate 4.3. Marriage Contract 4.4. Extrajudicial Settlement 4.5. Last Will & Testament 4.6. Acknowledgment Receipt | <p>New Service Connection Investigation Section</p> <p>Any valid company/school or government identification card</p> <p>Citizen or client being represented</p> <p>Citizen or client being represented</p> <p>Philippine Statistics Authority (PSA) or Local Civil Registrar</p> <p>Citizen or client being represented</p> |



| | |
|--|---|
| <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>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>Citizen or client being represented</p> <p>Citizen or client being represented</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> |
|---|---|

| 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 | |
|--|---------------|------|----------------------|--|



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



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 | | | | |



PRODUCTION DEPARTMENT



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 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 1. Water Collection | 1.1. 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 1.5.1 Fecal Coliform Test (FCT) 1.5.1.1 Presumptive Test | None | 2 days | <i>Medical Technologist II</i> MNWD Laboratory |
| | 1.5.1.2 Confirmatory Test | None | 2 days | |
| | 1.5.2 Fecal Coliform Test (FCT) using Colilert 18 | None | 1 day | |
| | 1.5.3 Heterotrophic Plate Count (HPC) | None | 2 days | |
| | 1.6 Processing of test result and certification: | | | |
| | 1.6.1 Encode and | None | 5 minutes | |



| | | | | |
|---|---|------------|-----------------------|--|
| | print test result and Certification | | | |
| | 1.6.2 Sign test results and Certification 1.6.2.1 Medical <i>Technologist II</i> | None | 5 minutes | |
| | 1.6.2.2 Head of Laboratory / Pathologist | None | 5 minutes | |
| | 1.6.2.3 OIC-Division Manager A | None | 5 minutes | <i>OIC-Division Manager A Water Quality Division</i> |
| 2. Receive test results and Certification | 2.1 Issue test results and Certification | None | 8 minutes | <i>Medical Technologist II MNWL Laboratory</i> |
| | TOTAL: | Amount due | 7 days and 39 minutes | |



2. PHYSICAL AND CHEMICAL ANALYSIS

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

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



| | | | | |
|--|---------------|------------|----------------------|--|
| | TOTAL: | Amount Due | 1 day and 39 minutes | |
|--|---------------|------------|----------------------|--|



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 |
| 3. Accomplish Request for Water Sample/s Analysis (RWSA) | 3.1. Assists Customers/Clients accomplish | None | 5 minutes | <i>Medical Technologist II</i> MNWD Laboratory |
| 4. Presents RWSA | 4.1. 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 |
| 5. Tenders Payment (Cash or Check) | 5.1. Receives the cash or check | Fecal Coliform Test (FCT) (Colilert) = PHP 1,000.00 | | |
| | 5.2. Encodes the amount paid. | Heterotrophic Plate Count (HPC) = PHP 300.00 | | |
| | 5.3. Prints and signs Official Receipt. | | | |
| | 5.4. Issues original copy of the Official Receipt and change if any | | | |
| 6. Presents Laboratory Fee OR and Receives Sterilized Bottle/s | 6.1. Issues sterilized bottle/s upon presenting laboratory fee OR | None | 1 minute | <i>Medical Technologist II</i> MNWD Laboratory |
| 7. Submits Water Sample/s | 7.1. 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 | | | |
| | 7.2. Fecal Coliform Test (FCT) | None | 2 days | <i>Medical Technologist II MNWD Laboratory</i> |
| | 7.3. Presumptive Test | None | | |
| | 7.4. Confirmatory Test | None | 2 days | |
| | 7.5. Fecal Coliform Test (FCT) using collolert 18 | None | 1 day | |
| | 7.6. Heterotrophic Plate Count (HPC) | None | 2 days | |
| | 7.7. Processing of Test Results and Certification: 7.8. Encodes and Prints Test Result and Certification | None | 5 minutes | |
| | 7.9. Signs Test Results and Certification | None | | |
| | 7.10. Med. Tech | None | 5 minutes | |
| | 7.11. Head of Laboratory / Pathologist | None | 5 minutes | |
| | 7.12. Division Manager A. WPEMD | None | 5 minutes | |
| 8. | 8.1. Issues test result | None | 8 minutes | |
| | TOTAL: | Amount Due | 7 Days , 39 Minutes | |



ENGINEERING AND ENVIRONMENT DEPARTMENT



EXTERNAL SERVICES



1. WATER SERVICE EXTENSION TO A SUBDIVISION

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

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



| | | | | |
|--|--|------|-----------|--|
| 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: - 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 Planning and Design Section</i> |
| | 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 Planning and Design Section</i> |
| | 1.4. Prepares Schedule of Fees (SOF) | Inspection : PHP 13.00 / LM Disinfection and Flushing: 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 Planning and Design Section</i> |



| | | | | |
|--|--|---|--|--|
| | | 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 Development Share (SDS): CMP's and - PHP 50.00 Government /m ² Resettlement Projects BP 220 and - PHP 100.00 PD 957 /m ² Condominium- PHP 100.00 Units /m ² | | |
| 2. Payment of Schedule of Fees (SOF) | 2.1. Receives payment for evaluation fee and issues original copy of the Official Receipt | None | 4 minutes | <i>Cashiering Services Chief B Treasury Section</i> |
| 3. Conforms and attests in the MOA | 3.1. Process Request for Interconnection | None | 2 days | <i>Project Planning and Development Officer A Planning and Design Section</i> |
| 4. Posting of Surety Bond | 4.1. Prepare and issuance of turnover / acceptance | None | 2 days | |
| | TOTAL: | Amount Due | 33 Days, 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 Environment and Water Resources Division</i> |
| | 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 Watershed Management Section</i> |
| | 2.2. Discuss details with Section Head | None | | <i>Liaison Aide Watershed Management Section</i> |
| 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 Watershed Management Section</i> |
| | 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</i> <i>Watershed Management Section</i> <i>Water/Sewerage Maintenance Man-B</i> <i>Wastewater Management Section</i> |
| | TOTAL: | None | 4 hours and 41 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> |