



M a n a p l a W a t e r D i s t r i c t

C I T I Z E N ' S C H A R T E R



M a n a p l a W a t e r D i s t r i c t

C I T I Z E N ' S C H A R T E R



I. Mandate

The Manapla Water District has prepared this Citizen's Charter in a format and order presented as a guide to all the District employees and water service concessionaires. The District adheres to the creed that:

"Public service must be more than doing a job efficiently and honestly."

II. Vision

We envision the Manapla Water District to be a model of professionalized, dedicated and self-reliant water service provider to the whole community.

III. Mission

Manapla Water District commits to efficiently provide potable, adequate and continuous water supply to the Municipality of Manapla.

IV. Performance Pledge

We, the officers and employees of Manapla Water District, pledge and commit to:

- Be sensitive and professional in dealing with the public and serve them efficiently and with utmost courtesy;
- Respond to the complaints about services the soonest possible time;
- Always ensure strict compliance with the standards for water providers;
- Value the comments and suggestions of our consumers;
- Empower the public through access to information on our policies, programs and services which are transparent and truthful;



List of Services

<u>EXTERNAL SERVICES</u>	Page 5
A. Informal Complaints Thru Phone	6
B. Informal Complaints Thru Email	7
C. Installation of New Connection	8-9
D. Application for Re-opening of Water Service	10-11
E. Application for Transfer of Location of Water Meter	12
F. Application for Transfer of Ownership of Water Meter	13
G. Collection of Water Bills	14
H. Collection of Payments for Material Purchase	15
I. Complaints on Service Connection Before Meter	16
J. Complaints on Malfunctioned Water Meter	19
K. Complaints on Loss of Water Supply and or High Consumption	20
L. Respond to Leakage Report within 2 Km Radius	21
M. Respond to Leakage Report on Mainline	22
N. Phonecall / Emails/ Texts	23
O. Water Rates	24
Residential and Government	24
Commercial C	24
Commercial B	25
Commercial A	25
Full Commercial	26
Senior Citizen	26
Sample Computation	27

INTERNAL SERVICES

Q .Issuance of Construction Materials and Office Supplies	29
R .Payroll of Plantilla Personnel	30-32
S . Feedback and Complaints Mechanism	33
List of Offices	34



M a n a p l a W a t e r D i s t r i c t O f f i c e

EXTERNAL SERVICES

A . Informal Complaints Thru Phone

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	All Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Dial/call (034)-491-0013	The office will forward the complaints to Commercial division	-	1m in	
TOTAL:			1m in	

B. Informal Complaints Thru Email

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Administrative Division			
Classification:				
Type of Transaction:				
Who may avail:	All Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail complaints to manaplwd@yahoo.com	The employee in charge will forward the complaints to Commercial/ Maintenance division	-	1 m in	
TOTAL:			1 m in	

A . Installation of New Connection

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	All individuals living within the area of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Latest 1 x 1 picture – one copy		Applicant		
2.Barangay Certification – bona fide residence of Barangay		From the Barangay where the property is located		
3.Community Tax Certificate		From the Barangay Hall or Municipality Hall		
4.Service Application Form		MWD Office		
5.Official Receipt of Payment		MWD Cashier		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
First Day				
1.Proceeds to the Public Assistance and Complaints Desk (PACD)	Provides list of requirements to the clients for compliance	-	5 minutes	Customer Service Assistant
2.Fill out Service Application and Construction Order Form	Assists the applicant in filling out the form and forwards it to Utilities Service Assistant for inspection	-	20 minutes	Customer Service Assistant
3.Waits for the result of inspection. Make follow-up result.	Inspects the location of applicant to verify possible installation	-	30 minutes	Utilities Service Assistant
Second Day				
4.Attend orientation and submits all requirements	Orients applicant of MWD policies, rules and regulations and receives all requirements	-	1 hour	Customer Service Assistant
5.Proceeds to the Bill Collector for payment of New	Receives payment and issues official	1,700.00	3 minutes	Cashier

Installation Fee	receipt			
6.Presents official receipt to Customer Service Assistant	Checks official receipt and forwards application form to Utilities Service Assistant for staking of materials	100.00	3 minutes	Customer Service Assistant
Third Day	Conduct of estimates of Materials needed	-	30 minutes	Utilities Service Assistant
8.Receives estimates and amount to be paid	Provide clients the estimates and amount to be paid	-	3 minutes	Customer Service Assistant
9.Proceeds to the Cashier for payment	Receives payment and issues official receipt	-	3 minutes	Cashier
10.Present Official Receipt to Customer Service Assistant	Check official receipts and forwards the application form to General manager for signature and to the Utilities Service Assistant for the schedule of installation	-	5 minutes	Customer Service Assistant
3rd and 4th day				
11.Conforms to the work done and signs the WSR	Conducts installation of service connection	-	1-2 hours	Utilities Service Assistant
12.	Final inspection of Work	-	30 minutes	Utilities Service Assistant
13.	Files Service Application and Construction Order Form and record in the logbook of new connection	-	2 Minutes	Customer Service Assistant
TOTAL:		1,800.00	4 hr 23 mins (3 days)	

B . Application for Re-opening of Water Service

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G 2C), Government-to-Business (G 2B), Government-to-Government (G 2G)			
Who may avail:	In-active Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Service Application Form 2. Service Application form and Construction Order 3. Contract of Water Service 		Customer Service Assistant		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Customer inquires the amount due upon reconnection	Provides the consumer the total amount due (bill arrearages and reconnection fee)	Arrears plus reconnection fee 300 or 500 pesos	15 minutes	Customer Service Assistant
2.Pays the amount due upon reconnection	Receives payment from consumer and issues official receipts	-	3 minutes	Bill Collector
3.Present OR to Customer Service Assistant	Checks OR and forwards the request to Utilities Services Assistant for schedule of reconnection	-	3 minutes	Customer Service Assistant
4.	Inform s consumer whose connection was disconnected ober one (1) year to attend the orientation .	-	3 minutes	Customer Service Assistant
5.Attends orientation (for consumers with disconnected connection over 1 year only)	Orients applicants of M W D policies	-	1 hour (Every Friday)	Customer Service Assistant

6.	<p>Conducts inspection to determine if there are materials needed</p> <p>Should there be any, provide the customer the cost estimates</p>	-	1 hour	Utilities Service Assistant
7. Proceed for the payment	Receives payment from consumer and issues official receipt	Based on the amount of materials	3 minutes	Cashier
8. Present OR to the Customer Service Assistant	Checks OR and forwards request to Utilities Service Assistant for the schedule of reconnection	-	5 minutes	Customer Service Assistant
9. Confirms to the work done and signs the WSR	Reconnects the water service connection	-	30 minutes	Utilities Service Assistant
TOTAL:		Total Water Bill, Materials and reconnection fee	1 hr 2 mins	

C . Application of Transfer of Location of Water Meter

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Active consumers requesting for transfer of location of water meters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Application Form		Customers Service Personnel		
2. Construction Order				
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer requests for the transfer of water meter	Asks the consumer of the reason of request for transfer and prepares WSR	-	15 minutes (1 st day)	Customer Service Assistant
2.	Inspects the location where the water meter will be transferred to verify if relocation is possible	-	30 minutes (1 st day)	Utilities Service Assistant
3. Pays the Transferring Fee	Receives payment from consumer and issue official receipt	300.00	3 minutes (1 st day)	Cashier
4.	Conducts staking of materials needed	-	30 minutes (2 nd day)	Utilities Service Assistant
5. Pays the Bill of Materials	Receives payment from consumer and issues official receipt	Based on the amount of materials	3 minutes (2 nd day)	Cashier
6. Signs the WSR	Transfers the water meter to the designated location	-	1-2 hours (3 rd and 4 th day)	Utilities Service Assistant
TOTAL:		300.00 transferrin g Fee and Amount of Materials	2 hrs 20 mins (4 days)	

D . Application for Transfer of Ownership/Change of Account Name

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)
Who may avail:	Active Consumers of Manapla Water District requesting for transfer of ownership.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Service Application Form	M W D Office
2.Latest 1 x 1 or 2 x 2 picture – one copy	Applicant
3.Barangay Certification – bona fide residence of Barangay	From the Barangay where the property is located
4.Community Tax Certificate	From the Barangay Hall or Municipality Hall
5.Deed of Sale/Donation (if property is sold or donated)	From Previous Owner
6.Death Certificate (in case of owner's death)	From previous Owner
7.Attendance to Orientation scheduled every Friday, 2:00pm at M W D Office	M W D Office

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Service Application and Construction Order Form	Assists the consumer in filling out the form him/her of all the requirements to be submitted and complied with.	-	15 minutes (1 st day)	Customer Service Assistant
2. Attends orientation and submit all other requirements	Conducts orientation and receives all requirements	-	1 hour (Every Friday)	Customer Service Assistant
3.Pays the Change of Name Fee	Receives payment from consumer and issue official receipt	100.00	3 minutes (1 st or 2 nd day)	Cashier
4.Signs the WSR	Changes the Account Name	-	2 minutes (1 st or 2 nd day)	Customer Service Assistant
TOTAL:		100.00	30 mins	

E . C o l l e c t i o n o f W a t e r B i l l P a y m e n t s

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Consumer of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill (for lost WB, present old bill for account number reference)		Water Bill Distributor / Customer Service Clerk		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill/bill of materials/WSR to bill collector together with cash/check payment	Receives payment from consumer and issues official receipt	Amount reflected on water bills/ bill of materials and/or WSR	3 minutes	Cashier
2. Receives Official Receipt from Bill verifies the same				
TOTAL:			3 mins	

F. Collection of Payments for Material Purchases

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G 2C), Government-to-Business (G 2B), Government-to-Government (G 2G)			
Who may avail:	Consumer of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of materials to be purchased		Plumber		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present list of materials to bill collector together with cash payment	Receives payment from consumer and issues official receipt	Amount reflected on bill of materials	2 minutes	Cashier
Present Official Receipt to storekeeper for issuance of materials	Issue materials as stated in the request.		2 minutes	Storekeeper
TOTAL:		Amount reflected on bill of materials	4 mins	

G . C o l l e c t i o n o f A p p l i c a t i o n F e e

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G 2C), Government-to-Business (G 2B), Government-to-Government (G 2G)			
Who may avail:	Those who applied for water connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		Customer Service Assistant		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the application form with application fee to the cashier.	Issue official receipt for Application	Php 1,700.00	2 mins	Cashier
Present Official Receipt to Customer Service Clerk	Receives official receipt from applicant and post OR and amount to service application and construction order		2 mins	Customer Service Clerk
TOTAL:			4 mins	

H. Payment for Re-opening and Transfer Fee

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Active consumers requesting for Re-opening of water meter and Transfer of Ownership			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request of Transaction			Customer Service Clerk	
Official receipt			Cashier	
CLIENT'S STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the list of transaction to be paid to the cashier.	Issue Official Receipt		2 mins	Cashier
Present Official Receipt to Customer Service Clerk	Record official receipt paid to Service application and construction order for record		2 mins	Customer Service Clerk
TOTAL:			4 mins	

I. Complaints on Service Connection Before Meter

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Consumer of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform Customer service clerk of the location of the leakage	Interview customer of the location of leakage then prepare job order		5 mins	Customer Service Assistant
TOTAL:			5 mins	

J. Complaints on Malfunctioned Meter

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Those who applied for water connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform office of the malfunction meter	Prepare Job Order		5 mins	Customer Service Assistant
TOTAL:			5 mins	

K . Complaints on Loss of Water Supply and or High Consumption

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Active consumers requesting for Re-opening of water meter and Transfer of Ownership			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Present and Previous Bill			Customer Service Clerk	
CLIENT'S STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report for loss of water supply with specific time when it happens and or report for high consumption	Interview consumer of the occurrence and or review of average consumption for high consumption complaint.		10 mins	Customer Service Assistant
TOTAL:			10 mins	

L. Repair of Service Line Leakage (2km /5km radius)

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	All MWD consumers who have leakage at their service line connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer reports leakage to the Public Assistance and Complaints Desk (PACD) or through phone	Interviews the customer and prepares WSR	-	5 minutes	Customer Service Assistant
2.	Forwards the WSR to Utilities Service Assistant for the schedule of date of action	-	1 minute	Customer Service Assistant
3. Signs the WSR after completion of work	Acts on the complaint and requests the customer to sign the WSR after the work done	-	1-2 hours	Utilities Service Assistant
TOTAL:			1 hour and 6 mins	

M . Repair of Leakage on Mainline

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G 2C), Government-to-Business (G 2B), Government-to-Government (G 2G)			
Who may avail:	All MWD consumers who have leakage at their service line connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.R reports leakage to the Public Assistance and Complaints Desk (PACD) or through phone	Interviews the complainant and prepares WSR	-	5 minutes	Customer Service Assistant
2.	Forwards the WSR to Utilities Service Assistant for the schedule of repair	-	1 minute	Customer Service Assistant
3.	Processes permit to the Municipal Engineering Office if repairs require concrete cutting of municipal roads	-	14 minute	Customer Service Assistant
4.	Inspects and repairs the mainline leakage	-	1-3 days	Utilities Service Assistant
TOTAL:			1-3 days and 20 mins	

N. Phonedcall/Emails/Texts Other than

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division:	Manapla Water District			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial or call (034)491-0013;	Answer the phone and forwards the call to the concerned personnel	-	1 minute	Customer Service Assistant
Text messages to 09398145610	Informs the concerned personnel about the text received	-	1 minute	
Email to manaplawd@yahoo.com	Prints the email received and forwards to the General Manager and/or concerned personnel; acknowledges receipt of email	-	5 minutes	
TOTAL:			7 mins	

O . W a t e r R a t e s

➤ **R e s i d e n t i a l a n d G o v e r n m e n t 1 / 2 " , 3 / 4 " & 1 "**

Consumption in Cu.M		Commodity Rate	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	240	384	768
11	20	26.70	240	384	768
21	30	32.10	507	651	1,035.00
31	40	37.50	828	972	1,356.00
41	above	42.90	1,203.00	1,347.00	1,731.00

➤ **C o m m e r c i a l C 1 / 2 " , 3 / 4 " , & 1 "**

CONSUMPTION IN CU.M		COMMODITY RATE	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	300	480	960
11	20	33.35	300	480	960
21	30	40.10	633.50	813.50	1,293.50
31	40	46.85	1,034.50	1,214.50	1,694.50
41	above	53.60	1,503.00	1,683.00	1,731.00

➤ **Commercial B 1/2", 3/4", & 1"**

CONSUMPTION IN CU.M		COMMODITY RATE	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	360	576	1,152.00
11	20	40.05	360	576	1,152.00
21	30	48.15	760.50	976.50	1,552.50
31	40	56.25	1,242.00	1,458.00	2,034.00
41	above	64.35	1,804.50	2,020.50	2,596.50

➤ **Commercial A 1/2", 3/4" & 1"**

CONSUMPTION IN CU.M		COMMODITY RATE	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	420	672	1,344.00
11	20	46.70	420	672	1,344.00
21	30	56.15	887	1,139.00	1,811.00
31	40	65.60	1,448.50	1,700.50	2,372.50
41	above	75.50	2,104.50	2,356.50	3,028.50

➤ **Full Commercial 1/2", 3/4", & 1"**

CONSUMPTION IN C.U.M		COMMODITY RATE	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	480	768	1,536.00
11	20	53.40	480	768	1,536.00
21	30	64.20	1,014.00	1,302.00	2,070.00
31	40	75.00	1,656.00	1,944.00	2,712.00
41	above	85.80	2,406.00	2,694.00	3,462.00

➤ **Senior Citizen 1/2", 3/4" & 1"**

CONSUMPTION IN C.U.M		COMMODITY RATE	Minimum Charge		
From	To		Size 1/2"	Size 3/4"	Size 1"
Zero	10	0	228	364.8	729.60
11	20	25.37	228	364.8	729.60
21	30	30.50	481.70	618.50	983.30
31	40	37.50	828.00	923.50	1,288.30
41	above	42.90	1,203.00	1,347.00	1,731.00

P . S a m p l e C o m p u t a t i o n

$$\begin{aligned} 12 \text{ cu.m.consumption} &= 240 + (26.70 \times (12 - 10)) \\ &= 240 + (26.70 \times 2) \\ &= 240 + 53.40 \\ &= \mathbf{293.40} \end{aligned}$$



M a n a p l a W a t e r D i s t r i c t O f f i c e

I N T E R N A L S E R V I C E S

Q .Issuance of C onstruction Materials and Office Supplies

Schedule of availability of service: Monday to Friday, 8:00am -5:00pm

Office / Division :	Administrative Section			
Classification :	Simple			
Type of Transaction :	Government-to-Citizens (G 2C)			
Who may avail:	All M W D Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stores Requisition Slip		Storekeeper		
CLIENT'S STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare Store Requisition Slip for the needed materials or supplies and forward to Division Head concerned for approval	Evaluate SRS forwarded by end user and approve the request and return approve SRS to end user	-	12 minutes	End user/ Requester
2.Subm it the approve SRS to Storekeeper	Receive SRS from end user/requester and check available stock	-	2 minutes	Storekeeper
3.	Issue requested materials/ supplies to end user	-	15 minutes	Storekeeper
4.Acknowledge receipt of materials or supplies issued in the SRS	Update Bin cards and file SRS	-	10 minutes	Storekeeper
TOTAL :			39 mins	

R .Payroll of Plantilla Personnel

Office / Division :	Administrative Section			
Classification :	Simple			
Type of Transaction :	Government-to-Citizens (G 2C)			
Who may avail:	All MWD Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (CS form no.48)		Administrative Assistant		
Daily Time Record (Biometric)		Administrative Assistant		
Photocopy of Approve leave application (if any)		Administrative Assistant		
Approved Request for overtime and Accomplishment Report (if any)		Administrative Assistant		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Generate the daily time record of the employees from the biometric device and prepare CS Form No.48.	-	4 hours	Administrative Assistant
	Forward the form to each employee for signing / acknowledgement.	-	2 hours	Administrative Assistant
	Check and approve DTR then forward to GM for final approval.	-	2 hours	Administrative Assistant
	Approve the DTR and forward to Accounting Processor A	-	1 day	General Manager

	Prepare the summary of weekly payroll based on DTR and forward to to Division Head (Admin & Finance) for checking.	-	1 hour	Accounting Processor
	Check and verify the payroll summary and sign. Forward to GM for approval.	-	1 hour	Administrative Assistant
	Approve payroll summary and forward to Cashier C for processing of payment.	-	1 hour	General Manager
	Prepare the Disbursement Voucher and JEV. Attached approved payroll summary and forward the package document to the Admin & Finance Division Manager for certification and checking of documents	-	30 minutes	Cashier A
	Verify and check package None 30 minutes Division Manager (Administrative & 37 documents. Certify DV and approve JEV then forward to Cashier B for check issuance.	-	30 minutes	Administrative Assistant

	Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to GM for the approval of DV and signing of check.	-	10 minutes	Cashier A
	Approve the DV and sign the issued check. Forward back the package document to Cashier A.	-	1 hour	General Manager
	Encash the check from the designated bank of the agency	-	2 hours	Cashier A
	Segregate the cash based on each employee's net pay and place in the individual envelope	-	1 hour	Cashier A
1.Receive Salary	Disburse the payroll to employees.	-	1 hour	Cashier A
TOTAL:			3 days ,1 hour and 20 mins	

S . Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	<ul style="list-style-type: none"> ❖ Call the Office at Telephone no. 491-0013 ❖ Email us at manaplwd@yahoo.com ❖ Text us at 09398145610 ❖ Write at the feedback form found at the entrance and drop it at the feedback box
How feedback are processed	<p>Feedbacks requiring answers are forwarded to the concerned division or section for their immediate response/comment regarding the issue. If feedbacks do not require an answer, the head of agency will call the attention of the concerned division/section or personnel regarding the issue</p>
How to file a complaint	<ul style="list-style-type: none"> ❖ Call the Office at Telephone no. 491-0013 ❖ Email us at manaplwd@yahoo.com ❖ Text us at 09398145610
How complaints are processed	<p>The Chairperson of the Grievance Committee will evaluate each complain. After evaluation, the Chairperson will summon the concerned personnel or officers requiring him/her to answer the allegations within 24 hours upon receipt of the notice. While waiting for the response, the grievance committee starts the investigation of the complaint. After the investigation, Grievance Committee will create report and submit it to the Head of Agency for appropriate action. The Head Agency thru the secretariat will inform the complainant the result of the investigation and the action taken.</p>
Contact information of PCC, ARTA, CSC	<p>Presidential Complaints Center (PCC)-8888</p> <p>ARTA - complaints@arta.gov.ph</p> <p>CSC Negros Occ. Field Office - (034)_474-2182 or 708-8184</p>

List of Offices

Office	Address	Contact Information
Office of the General Manager	B Gallo St., Manapla Negros Occidental	(034) 491-0013
Administrative Section	B Gallo St., Manapla Negros Occidental	(034) 491-0013
Commercial Section	B Gallo St., Manapla Negros Occidental	(034) 491-0013
Maintenance Section	B Gallo St., Manapla Negros Occidental	(034) 491-0013