



Manapla Water District

CITIZEN'S CHARTER



Manapla Water District



CITIZEN'S CHARTER

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 sincerity;
- Respond to the complaints about our 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

V. **Core Values**

**Service with a
Heart
Integrity
Responsive
Transparent**



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Manapla Water District Office

EXTERNAL SERVICES

A. Informal Complaints Thru Phone/Cellphone

Schedule of availability of service: Monday to Sunday, 8:00am-9:00pm

Office / Division:	Administrative/Commercial 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	-	1 min	Administration Services Officer
Send a text message to MWD Hotline No. 09398145610	The receiving officer will forward the complaint to the commercial division or if text is received beyond during office hours, inform the GM and give orders to the maintenance personnel for appropriate action.	-	1 min	Senior Engineer
TOTAL:			1 min	

B. Informal Complaints Thru Email

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/Agencies concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
E-mail complaints to manaplawd@yahoo.com	The employee in charge will forward the complaints to Commercial/Maintenance division	-	1 min	Administrative Services Aide
TOTAL:			1 min	

C. 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 or 2 x 2 picture – one piece		Photo Studio/ Photo Shop		
2.Barangay Clearance		Barangay Hall where the property is located		
3.Community Tax Certificate		Barangay Hall or Municipal Hall		
4.Service Application and Construction Order Form		MWD Office		
5. Valid ID- Photocopy		Applicant		
6. Proof of Ownership of Property (Photocopy) If owned- Land Title/Brgy. Certification If donated – Deed of Donation If sold – Deed of Sale If rented – Rental Agreement		Registry of Deeds / Barangay Hall Donor Seller Lessor		
7. Attendance to Orientation		MWD office (<i>Issued after orientation which is scheduled every Friday @2:00pm</i>)		
8.Official Receipt of Payment		MWD Bill Collector		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceeds to the Public Assistance and Complaints Desk (PACD)	Provides list of requirements to the clients for compliance	None	5 minutes	Customer Service Assistant
2.Fill out Service Application and Construction Order Form	Assists the applicant in filling out the application form	None	20 minutes	Customer Service Assistant
3.	Make service request for inspection of the location of the applicant and forwards it to the Operations Division	None	5 minutes	Customer Service Assistant

4. Waits for the result of inspection. Make follow-up of result.	Receives request and schedules inspection	None	5 minutes	Senior Engineer
5.	Forwards to Plumber for inspection	None	1 minute	Senior Engineer
6.	Conducts inspection	None	1 day	Utilities Service Assistant D
7.	Forwards results to Customer Service Assistant	None	1 minute	Senior Engineer
8.	Informs client of the results	None	5 minutes	Customer Service Assistant
9. Attends orientation and submits all requirements	Orients applicant of MWD policies, rules and regulations and receives all requirements	None	1 Day	Customer Service Assistant
10.	Makes service request indicating the amount to be paid by the consumers and for staking. Forwards the request to the customer for payment	None	5 minutes	Customer Service Assistant
11. Receives the request and proceeds to the Bill Collector for payment of New Installation Fee, Staking Fee and Notarial Fee	Receives payment, issues official receipt and forwards the request to the Operations Division.	2,000.00- New Installation Fee 100.00 – Staking Fee 100.00 – Notarial Fee	3 minutes	Bill Collector
12. Waits for the cost estimates of materials	Receives request and schedules conduct of estimates of materials needed	None	5 minutes	Senior Engineer

13.	Forwards to Plumber for estimates	None	1 minute	Senior Engineer
14.	Conducts staking of materials and prepares Staking Report	None	2 days	Utilities Service Assistant D
15.	Forwards Staking Report to Storekeeper for costing	None	1 minute	Utilities Service Assistant D
16.	Provides cost of materials and forwards the staking report to the Customer Service Assistant	None	10 minutes	Storekeeper
17.	Informs the client of the total cost of materials	None	5 minutes	Utilities Service Assistant
18.Receives estimates and amount to be paid	Provide clients the estimates and amount to be paid	Amount reflected on the staking report	3 minutes	Customer Service Assistant
19.	Forwards staking report to the Bill Collector	None	1 minute	Customer Service Assistant
20.Proceeds to the Cashier for payment	Receives payment and issues official receipt. Forwards staking report to Customer Service Assistant	None	3 minutes	Bill Collector
21. Waits for Action	Forwards the application form to General manager for signature and to the Senior Engineer for the schedule of installation	None	5 minutes	Customer Service Assistant
22.	Schedules the installation and give orders to the Plumber for installation	None	5 minutes	Senior Engineer

23. Conforms to the work done and signs the WSR	Conducts installation of service connection	None	5 Days	Utilities Service Assistant
24.	Final inspection of Work	None	30 minutes	Utilities Service Assistant
25.	Files Service Application and Construction Order Form and record in the logbook of new connection	None	2 Minutes	Customer Service Assistant
26. Completed application form taken to a notary public	The signed application form shall be notarized to make the agreement legally binding and to safeguard the interest of both parties	None	Monthly	Customer Service Assistant
TOTAL:		2,200.00 (Excluding of materials)	9 Days, 2 hours and 1 minute	

D. Application for Water Service Reconnection Disconnected within Five (5) Working Days

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:	In-active Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (if owner)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner		Owner of the Water Service Connection		
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 bill arrearages and make service request.	None	15 minutes	Customer Service Assistant
2.Pays the amount due upon reconnection	Receives payment and issues official receipts	Depends on the amount of waterbill	3 minutes	Bill Collector
3.Wait for Action	Forwards the request to Customer Service Assistant	None	1 minute	Bill Collector
4.	Forwards request for signature of the signatories and forwards it to the Maintenance Division	None	5 minutes	Customer Service Assistant
5.	Receives the request and schedules the re-connection	None	1 minute	Senior Engineer
6. Conforms to the work done and signs the Service Request	Conducts re-open of service connection	None	Within the day the payment is made	Utilities Service Assistant
TOTAL		Amount of Water Bill	1 Day	

E. Application for Water Service Reconnection Disconnected Six (6) Working Days To One (1) Year

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:	In-active Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (if owner)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner		Owner of the Water Service Connection		
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 bill arrearages and re-connection fee and make service request.	None	15 minutes	Customer Service Assistant
2.Pays the amount due upon reconnection	Receives payment and issues official receipts	Waterbill Arrearages 300.00 – reconnection fee for 5 days to 6 months 500.00 fee for over 6 months to 1 year	3 minutes	Bill Collector
3.Wait for Action	Forwards the request to Customer Service Assistant	None	1 minute	Bill Collector
4.	Forwards request for signature of the signatories and forwards it to the Maintenance Division	None	5 minutes	Customer Service Assistant
5.	Receives the request and schedules the re-connection	None	1 minute	Senior Engineer

6. Conforms to the work done and signs the Service Request	Conducts re-open of service connection	None	2 Days	Utilities Service Assistant
TOTAL		Amount of Water Bill	2 Days and 25 minutes	

F. Application for Water Service Reconnection Disconnected Over One (1) Year to Five (5) Years

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:	In-active Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (if owner)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner		Owner of the Water Service Connection		
3. Attendance to Orientation		MWD Office		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Customer inquiries the amount due upon reconnection	Provides the consumer the total bill arrearages and re-connection fee and informs client to attend the orientation.	None	15 minutes	Customer Service Assistant
2.Attends orientation	Conducts orientation and make service request indicating the total amount to be paid by the consumers. Forwards the request to the bill collector	None	1 Day	Customer Service Assistant
3.Pays the amount due upon reconnection	Receives payment, issues official receipts and stamped "PAID" on the service request	Waterbill Arrearages P1,000.00 – reconnection	3 minutes	Bill Collector
4.Wait for Action	Forwards the request back to the Customer Service Assistant	None	1 minute	Bill Collector
5.	Forwards request for signature of the signatories and forwards it to the Maintenance Division for schedule of inspection.	None	5 minutes	Customer Service Assistant

6.	Receives the request and schedules the inspection to know if there are materials needed.	None	1 minute	Senior Engineer
7.	Conducts inspection and forwards staking report to the Storekeeper for costing of materials	None	1 Day	Utilities Service Assistant
8.	Provides prices to materials needed and forward staking report to the Customer Assistant	None	10 minutes	Storekeeper
9.	Informs the client for the materials needed to be paid and forward staking report to the Bill Collector	None	1 minute	Customer Assistant D
10. Proceeds to the Bill Collector for the payment of materials	Receives payment and issues official receipts. Forwards the report back to the Customer Service Assistant.	Amount of materials	3 minutes	Bill Collector
11.	Forwards request for signature of the signatories and forwards it to the Maintenance Division	None	5 minutes	Customer Service Assistant
12.	Receives the request and schedules the re-connection	None	1 minute	Senior Engineer
13. Conforms to the work done and signs the Service Request	Conducts re-open of service connection	None	2 Days	Utilities Service Assistant
TOTAL		Amount of Water Bill Arrearages and P1,000.00 reconnection fee	4 Days and 45 minutes	

G. Application for Water Service Re-connection Disconnected Over Five (5) Years

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:	Inactive consumers of the Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Latest 1 x 1 or 2 x 2 picture – one piece		Photo Studio/ Photo Shop		
2.Barangay Clearance		Barangay Hall where the property is located		
3.Community Tax Certificate		Barangay Hall or Municipal Hall		
4.Service Application and Construction Order Form		MWD Office		
5. Valid ID- Photocopy		Applicant		
6. Proof of Ownership of Property (Photocopy) If owned- Land Title/Brgy. Certification If donated – Deed of Donation If sold – Deed of Sale If rented – Rental Agreement		Registry of Deeds / Barangay Hall Donor Seller Lessor		
7. Attendance to Orientation		MWD office (<i>Issued after orientation which is scheduled every Friday @2:00pm</i>)		
8.Official Receipt of Payment		MWD Bill Collector		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceeds to the Public Assistance and Complaints Desk (PACD)	Provides list of requirements to the clients for compliance and amount to be paid.	None	5 minutes	Customer Service Assistant
After completion of documentary requirements:				
2.Attends orientation.	Conducts orientation and make service request indicating the total amount to be paid by the consumers. Forwards the request to the bill collector	None	1 Day	Customer Service Assistant

3.Proceeds to the Bill Collector for the payment of the amount due	Receives payment, issues official receipt and forwards the SR to the Operations	Waterbill Arrears plus P2,000.00 RF	3 minutes	Bill Collector
4.Waits for the result of inspection/staking. Make follow-up of result.	Receives request and schedules inspection/staking of cost estimates of the materials	None	5 minutes	Senior Engineer
5.	Forwards to Plumber	None	1 minute	Senior Engineer
6.	Conducts inspection/staking	None	2 days	Utilities Service Assistant D
7.	Forwards results to Customer Service Assistant	None	1 minute	Senior Engineer
13.	Forwards to Plumber	None	1 minute	Senior Engineer
14.	Conducts staking of materials and prepares Staking Report	None	2 days	Utilities Service Assistant D
15.	Forwards Staking Report to Storekeeper for costing	None	1 minute	Utilities Service Assistant D
16.	Provides cost of materials and forwards the staking report to the Customer Service Assistant	None	10 minutes	Storekeeper
17.	Informs the client of the total cost of materials	None	5 minutes	Utilities Service Assistant
18.Receives estimates and amount to be paid	Provide clients the estimates and amount to be paid	Amount reflected on the staking report	3 minutes	Customer Service Assistant
19.	Forwards staking report to the Bill Collector	None	1 minute	Customer Service Assistant

20.Proceeds to the Cashier for payment	Receives payment and issues official receipt. Forwards staking report to Customer Service Assistant	None	3 minutes	Bill Collector
21. Waits for Action	Forwards the application form to General manager for signature and to the Senior Engineer for the schedule of reconnection	None	5 minutes	Customer Service Assistant
22.	Schedules the installation and give orders to the Plumber for reconnection	None	5 minutes	Senior Engineer
23.Conforms to the work done and signs the WSR	Conducts reconnection of service line	None	2 Days	Utilities Service Assistant
TOTAL:		2,200.00 (Excluding of materials)	2 Days, 1 hour and 3 minutes	

H. 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 Service Request	None	15 minutes	Customer Service Assistant
2.	Inspects the location where the water meter will be transferred to verify if relocation is possible	None	1 Day	Utilities Service Assistant
3.Pays the Transferring Fee	Receives payment from consumer and issue official receipt	300.00	3 minutes	Cashier
4.	Conducts staking of materials needed	None	1 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	Cashier
6.Signs the WSR	Transfers the water meter to the designated location	-	1 Day	Utilities Service Assistant
TOTAL:		300.00 Transfer Fee and Amount of Materials	3 days and 21 minutes	

I. 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		MWD 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's surviving family		
7.Attendance to Orientation scheduled every Friday, 2:00pm at MWD Office		MWD 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.	None	15 minutes	Customer Service Assistant
2. Attends orientation and submit all other requirements	Conducts orientation and receives all requirements	None	1 Day	Customer Service Assistant
3.Pays the Change of Name Fee	Receives payment from consumer and issues official receipt	100.00	3 minutes	Bill Collector
4.Signs the Service Request	Changes the Account Name	None	2 minutes	Customer Service Assistant
TOTAL:		100.00	1 Day and 20 minutes	

J. Collection of Water Bill Payments

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill to the bill collector together with cash/check payment	Receives payment from consumer and issues official receipt	Amount reflected on water bills	3 minutes	Bill Collector
2. Receives Official Receipt from Bill and verifies the same				
TOTAL:			3 mins	

K. 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 (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
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	3 minutes	Bill Collector
Present Official Receipt to storekeeper for issuance of materials	Issue materials as stated in the request.		5 minutes	Storekeeper
TOTAL:		Amount reflected on bill of materials	8 minutes	

L. Collection of New Installation Fee/Staking Fee/ Notarial 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:	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
1.Present the application form with application fee to the Bill Collector	Issues official receipt for Application	2,200.00	3 mins	Bill Collector
2.Receives Official Receipt				
TOTAL:			3 minutes	

M. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the service request provided by the Customer Service Assistant to the Bill Collector together with the cash/check payment.	Issues Official Receipt	Re-connection fee: 300.00/500.00/1,000.00/2,000.00 Transferring fee – 300.00	3 minutes	Bill Collector
2.Receives Official Receipts				
TOTAL:			3 mins	

N. 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:	Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Informs the Customer service Assistant about the complaints	Interview the customer of his/her complaints and the location of the leakage.	None	5 mins	Customer Service Assistant
2.Waits for action.	Prepares service request and forwards to Plumber	None	2 minutes	Customer Service Assistant
3.Conforms to the work done and signs the Service Request	Conducts the repair of the leakage/takes appropriate action	None	2 hours	Utilities Service Assistant
TOTAL:			2 hours and 7 minutes	

O. 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:	Consumers of Manapla Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Informs the Customer service Assistant about the problem on water meter	Interview the customer of what happened/what he/she observes	None	5 mins	Customer Service Assistant
2.Waits for action.	Prepares service request and forwards to Plumber	None	2 minutes	Customer Service Assistant
3.Conforms to the work done and signs the Service Request	Takes appropriate action	None	1 hour	Utilities Service Assistant
TOTAL:			1 hour and 7 minutes	

P. 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:	All Active consumers of the Manapla Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present and Previous Bill		Customer Service Clerk		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports 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
2. Waits for action.	Prepares service request for inspection and forwards to Plumber	None	2 minutes	Customer Service Assistant
3. Conforms to the work done and signs the Service Request	Checks the service lines. For high consumption, checks for possible leakage. If none, recommends for calibration.	None	1 hour	Utilities Service Assistant
TOTAL:			1 hour and 12 minutes	

Q. 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	FEES 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 Service Request	-	5 minutes	Customer Service Assistant
2.	Forwards the request to the Maintenance Division 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 hour	Utilities Service Assistant
TOTAL:			1 hour and 6 minutes	

R. Repair of Leakage on Mainline

Schedule of availability of service: Monday to Sunday, 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports leakage to the Public Assistance and Complaints Desk (PACD) or through phone/MWD hotline number	Interviews the complainant and prepares service request	-	5 minutes	Customer Service Assistant
2.	Forwards the request to the Maintenance Division 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	-	15 minutes	Senior Engineer
4.	Inspects and repairs the mainline leakage	-	1-3 days	Utilities Service Assistant
TOTAL:			1-3 days and 20 mins	

S. Phonecall/Emails/Texts

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/Administrative Services Aide
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	

T. Water Rates

➤ Residential and Government 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

➤ Commercial 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 CU.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 CU.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

➤ **Sample Computation**

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



Manapla Water District Office

INTERNAL SERVICES

U. Issuance of Construction 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 (G2C)			
Who may avail:	All MWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stores Requisition Slip		Storekeeper		
CLIENT'S STEPS	AGENCY ACTION	FEES 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.Submit 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	

V. Payroll of Plantilla Personnel

Office / Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All MWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (CS form no.48)		Administrative Services Aide		
Daily Time Record (Biometric)		Administrative Services Aide		
Photocopy of Approve leave application (if any)		Administrative Services Aide		
Approved Request for overtime and Accomplishment Report (if any)		Services Aide		
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 Services Aide/Courier
	Forward the form to each employee for signing / acknowledgement.	-	2 hours	Administrative Services Aide/Courier
	Check and approve DTR then forward to GM for final approval.	-	2 hours	Administrative Services Aide/Courier
	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 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 Services Aide/Courier
	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	Administrative/ General Services Officer
	Verify and check. Certify DV and approve JEV then forward to Cashier-Designate for check issuance.	-	30 minutes	Administrative Services Aide/ Courier
	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	Administrative/ General Services Officer

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

W. 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 manaplawd@yahoo.com ❖ Text us at 09398145610 ❖ Write at the feedback form found at the entrance and drop it at the feedback box
How feedbacks 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 manaplawd@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>

X. 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