



# **Manapla Water District**

## **CITIZEN'S CHARTER**



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## 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**



## 1. Informal Complaints Thru Phone/Cellphone

This service allows customers to raise their concerns efficiently via phone call/texts without the need for formal written complaints.

<b>Office / Division:</b>	Administrative/Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Raise concerns/queries/ via telephone/ mobile phone via - at home/outside office – Telephone No. (034)-491-0013/ MWD Hotline No. 09398145610/ 09859406252	1.The office will forward the complaints to the concerned section or if text is received beyond during office hours, inform the GM and give orders to the personnel responsible for appropriate action.	None	5 mins	Administration Services Officer
<b>TOTAL:</b>			<b>5 mins</b>	

## 2. Informal/Formal Complaints Thru Email

This service allows customers to raise their concerns efficiently via email.

<b>Office / Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All Consumers/Agencies concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. E-mail informal/formal complaints re water service, requests re data, question of policy, agency compliance to <a href="mailto:manaplawd@yahoo.com">manaplawd@yahoo.com</a> / <a href="mailto:manaplawd@gmail.com">manaplawd@gmail.com</a>	1.The employee in charge will forward the complaints, queries, requests to personnel concerned	None	5 mins for water service requests; data request/ agency compliance within 7 working days	Administrative Services Aide
<b>TOTAL:</b>			<b>5 mins/ Within 7 working days</b>	



### 3. Installation of New Service Connection

This service provides customers with access to a reliable and clean water supply that require a new connection to the water district's distribution system.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Latest 1 x 1 or 2 x 2 picture – (1 original)		Photo Studio/ Photo Shop		
2.Barangay Clearance (1 photocopy)		Barangay Hall where the property is located		
3.Community Tax Certificate (1 photocopy)		Barangay Hall or Municipal Hall		
4.Service Application and Construction Order Form (1 original)		MWD Office		
5. Valid ID- (1 Photocopy)		Client		
6. Proof of Ownership of Property (1 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 (Official copy of MWD)		MWD office <i>(Issued after orientation which is scheduled every Friday @2:00pm)</i>		
8.Official Receipt of Payment (1 original)		MWD Collection Assistant		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to the Public Assistance and Complaints Desk (PACD)	1.Provides list of requirements to the clients for compliance	None	5 minutes	Customer Service Assistant
2.Fill out Service Application and Construction Order Form	2.Assists the applicant in filling out the application form	None	20 minutes	Customer Service Assistant
3.	3.Make service request for inspection of the location of the applicant and forwards it to the Maintenance Section	None	5 minutes	Customer Service Assistant
4.Waits for the result of inspection. Make follow-up of result.	4.Receives request and schedules inspection	None	7 minutes	Senior Engineer



5.	5.Forwards to Plumber for inspection	None	1 minute	Senior Engineer
6.	6.Conducts inspection	None	1 day	Utility Worker
7.	7.Forwards results to Customer Service Assistant	None	1 minute	Senior Engineer
8.	8.Informs client of the results	None	5 minutes	Customer Service Assistant
9. Attends orientation and submits all requirements	9.Orients applicant of MWD policies, rules and regulations and receives all requirements	None	1 Day	Customer Service Assistant
10.	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 Collection Assistant for payment of New Installation Fee, Staking Fee and Notarial Fee	11. Receives payment, issues official receipt and forwards the request to the Maintenance Section.	2,000.00- New Installation Fee 100.00 – Staking Fee 100.00 – Notarial Fee	3 minutes	Collection Assistant
12.Waits for the cost estimates of materials	12.1Receives request and schedules conduct of estimates of materials needed	None	1 minute	Senior Engineer
13.	13. Forwards to Plumber for estimates	None	1 minute	Senior Engineer
14.	14.Conducts staking of materials and prepares Staking Report	None	1 day	Utility Worker
15.	15. Forwards Staking Report to	None	1 minute	Utility Worker





	Storekeeper for costing			
16.	16. Provides cost of materials and forwards the staking report to the Customer Service Assistant	None	10 minutes	Storekeeper
17.	17. Informs the client of the total cost of materials	None	5 minutes	Utilities Service Assistant
18.Receives estimates and amount to be paid	18. Provide clients the estimates and amount to be paid	Amount reflected on the staking report	3 minutes	Customer Service Assistant
19.	19. Forwards staking report to the Collection Assistant	None	1 minute	Customer Service Assistant
20.Proceeds to the Cashier for payment	20. Receives payment and issues official receipt. Forwards staking report to Customer Service Assistant	None	3 minutes	Collection Assistant
21. Waits for Action	21. Forwards the application form to the General Manager for signature and to the Senior Engineer for the schedule of installation	None	5 minutes	Customer Service Assistant
22.	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	23. Conducts installation of service connection	None	5 Days	Utilities Service Assistant
24.	24. Files Service Application and Construction Order Form and record in the logbook of new connection	None	2 Minutes	Customer Service Assistant



25.	25. Inspection of Newly- Installed Water Meter for zoning and classification	None	15 minutes	Utility Service Assistant
26. Completed application form taken to a notary public	26. 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
<b>TOTAL:</b>		<b>2,200.00 &amp; the total amount of materials</b>	<b>8 Days, 1 hours and 44 minutes</b>	



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

This service allows customers to restore their water supply within five working days after disconnection due to non-payment or other reasons

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	In-active Consumers of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card (if owner) (1 photocopy)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner (1 photocopy)		Owner of the Water Service Connection		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Customer inquires the amount due upon reconnection	1. Provides the consumer the total bill arrearages and make service request.	None	15 minutes	Customer Service Assistant
2.Pays the amount due upon reconnection	2. Receives payment and issues official receipts	Depends on the amount of waterbill	3 minutes	Collection Assistant
3.Wait for Action	3. Forwards the request to Customer Service Assistant	None	1 minute	Collection Assistant
4.	4. Forwards request for signature of the signatories and forwards it to the Maintenance Section	None	5 minutes	Customer Service Assistant
5.	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	6. Conducts re-open of service connection	None	Within the day the payment is made	Utilities Service Assistant
<b>TOTAL</b>		<b>Amount of Water Bill</b>	<b>1 Day</b>	



**5. Application for Water Service Reconnection Disconnected Six (6) Working Days to One (1) Year**

This service enables customers to restore their water supply if it has been disconnected for a period ranging from six working days to one year.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	In-active Consumers of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card (if owner) (1 photocopy)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner (1 photocopy)		Owner of the Water Service Connection		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Customer inquires the amount due upon reconnection	1. 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	2. 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	Collection Assistant
3.Wait for Action	3. Forwards the request to Customer Service Assistant	None	1 minute	Collection Assistant
4.	4. Forwards request for signature of the signatories and forwards it to the Maintenance Division	None	5 minutes	Customer Service Assistant
5.	5. Receives the request and schedules the re-connection	None	1 minute	Senior Engineer
6. Confirms to the work done and signs the Service Request	6. Conducts re-open of service connection	None	2 Days	Utilities Service Assistant
<b>TOTAL</b>		<b>Amount of Water Bill</b>	<b>2 Days and 25 minutes</b>	



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

This service facilitates the application for water service reconnection for restoration of water supply for customers whose service has been disconnected for over one year to five years

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	In-active Consumers of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card (if owner) (1 photocopy)		Any government agencies/private companies		
2. Authorization Letter and Valid ID of the owner if the requestor is not the owner (1 photocopy)		Owner of the Water Service Connection		
3. Attendance to Orientation (Official copy of MWD)		MWD Office		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Customer inquiries the amount due upon reconnection	1.Provides the consumer the total bill arrearages and reconnection fee and informs client to attend the orientation.	None	15 minutes	Customer Service Assistant
2.	2. Inspects disconnected water meter	None	15 minutes	Utilities Service Assistant
3. Attends orientation	3. Conducts orientation and make service request indicating the total amount to be paid by the consumers. Forwards the request to the Collection Assistant	None	1 Day	Customer Service Assistant
4.Pays the amount due upon reconnection	4. Receives payment, issues official receipts and stamped "PAID" on the service request	Waterbill Arrearages P1,000.00 – reconnection	3 minutes	Collection Assistant
5.Wait for Action	5. Forwards the request back to the Customer Service Assistant	None	1 minute	Collection Assistant
6.	6. Forwards request for signature of the signatories and forwards it to the Maintenance Division for schedule of inspection.	None	5 minutes	Customer Service Assistant



7.	7. Receives the request and schedules the inspection to know if there are materials needed.	None	1 minute	Senior Engineer
8.	8. Conducts inspection and forwards staking report to the Storekeeper for costing of materials	None	1 Day	Utilities Service Assistant
9.	9. Provides prices to materials needed and forward staking report to the Customer Assistant	None	10 minutes	Storekeeper
10.	10. Informs the client for the materials needed to be paid and forward staking report to the Collection Assistant	None	1 minute	Customer Assistant D
11. Proceeds to the Collection Assistant for the payment of materials	11. Receives payment and issues official receipts. Forwards the report back to the Customer Service Assistant.	Amount of materials	3 minutes	Collection Assistant
12.	12. Forwards request for signature of the signatories and forwards it to the Maintenance Division	None	5 minutes	Customer Service Assistant
13.	13. Receives the request and schedules the re-connection	None	1 minute	Senior Engineer
14. Conforms to the work done and signs the Service Request	14. Conducts re-open of service connection	None	2 Days	Utilities Service Assistant
<b>TOTAL</b>		<b>Amount of Water Bill Arrearages and P1,000.00 reconnecti on fee</b>	<b>4 Days and 1 hour</b>	



### 7. Application for Water Service Reconnection Disconnected Over Five (5) Years

This service facilitates the application for water service reconnection for restoration of water supply for customers whose service has been disconnected for over five years

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Inactive consumers of the Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Latest 1 x 1 or 2 x 2 picture – one piece (1 original copy)		Photo Studio/ Photo Shop		
2.Barangay Clearance (1 photocopy)		Barangay Hall where the property is located		
3.Community Tax Certificate (1 photocopy)		Barangay Hall or Municipal Hall		
4.Service Application and Construction Order Form (1 original)		MWD Office		
5. Valid ID- ( 1 Photocopy)		Client		
6. Proof of Ownership of Property (1 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 copy)		MWD office <i>(Issued after orientation which is scheduled every Friday @2:00pm)</i>		
8.Official Receipt of Payment (1 original)		MWD Collection Assistant		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to the Public Assistance and Complaints Desk (PACD)	1.Provides list of requirements to the clients for compliance and amount to be paid.	None	5 minutes	Customer Service Assistant
2.	2.Inspects disconnected water meter	None	15 minutes	Utilities Service Assistant
After completion of documentary requirements:				
3.Attends orientation.	3.Conducts orientation and make service request indicating the total amount to be paid by the consumers. Forwards the request to the	None	1 Day	Customer Service Assistant



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





15.	15.Forwards staking report to the Collection Assistant	None	1 minute	Customer Service Assistant
16.Proceeds to the Cashier for payment	16.1Receives payment and issues official receipt. Forwards staking report to Customer Service Assistant	None	3 minutes	Collection Assistant
17. Waits for Action	17.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
18.	18.Schedules the installation and give orders to the Plumber for reconnection	None	5 minutes	Senior Engineer
19.Conforms to the work done and signs the WSR	19. Conducts reconnection of service line	None	2 Days	Utilities Service Assistant
<b>TOTAL:</b>		<b>2,100.00 and amount of waterbill arrears and amount of materials</b>	<b>7 Days, 1 hour and 3 minutes</b>	



### 8. Application for Voluntary Disconnection

This allows customers to temporarily suspend their water service at their request, providing a convenient process for managing their water supply needs.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active Consumers of Manapla Water District requesting for voluntary disconnection.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Application for Service Closure (1 original)		MWD Office		
2.1 Valid ID (1 photocopy)		Client		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out Application for Service Closure	1. Assists the consumer in filling out the form and instructs him/her of the requirements to be submitted	None	15 minutes	Customer Service Assistant
2. Settle outstanding water bill	2. Checks the consumer's outstanding balance and collect payment	Amount reflected on water bills	3 minutes	Collection Assistant
3.Signs the Service Request	3. Undertakes the action	None	2 minutes	Customer Service Assistant
4.	4. Schedules disconnection	None	1 Day	Utilities Service Assistant
<b>TOTAL:</b>			<b>1 Day and 20 minutes</b>	



### 9. Calibration of Water Meter

This service ensures the accuracy of water meters by testing and adjusting them as needed, guaranteeing precise measurement of water consumption.

<b>Office / Division:</b>		Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)		
<b>Who may avail:</b>		Active Consumers of Manapla Water District requesting for calibration of water meter		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Informs the Customer Service Assistant about the complaint regarding water meter	1. Interview the customer of his/her complaints	None	5 mins	Customer Service Assistant
2.Customer requests for calibration	2. Prepares service request and forwards to the Plumber	None	2 minutes	Customer Service Assistant
3.Conforms to the work done and signs the Service Request	3. Conducts calibration	None	1 day	Utilities Service Assistant
<b>TOTAL:</b>			<b>1 day and 7 minutes</b>	



## 10. Application for the Change of Water Meter

This allows customers to request a replacement of their existing water meter, ensuring accurate and reliable measurement of their water usage.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active Consumers of Manapla Water District requesting for change of water meter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Informs the Customer Service Assistant about the request to change water meter	1.Interview the customer of his/her complaints/request	None	5 mins	Customer Service Assistant
2.Customer requests for inspection of water meter	2. Prepares service request and forwards to Plumber	None	2 minutes	Customer Service Assistant
3.	3. Conducts inspection of Water Meter(calibration) -if water meter is found defective (no cost for the change of WM) -if not defective (customer pays for the change of WM fee which is equivalent to the cost of water meter)	None	1 day	Utilities Service Assistant
4. Customer pays for change of water meter fee	4. Prepares service request and collect payment	Amount equivalent to cost of water meter	2 minutes	Collection Assistant
5.Conforms to the work done and signs the Service Request	5. Forward request to plumber and conducts change of water meter	None	1 day	Utilities Service Assistant
<b>TOTAL:</b>			<b>2 days and 9 minutes</b>	



## 11. Application of Transfer of Location of Water Meter

This allows customers to request the relocation of their water meter to a new site on their property.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active consumers requesting for transfer of location of water meters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Application Form (1 original)		Customers Service Personnel		
2. Construction Order (1 original)				
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Customer requests for the transfer of water meter	1.Asks the consumer of the reason of request for transfer and prepares Service Request	None	15 minutes	Customer Service Assistant
2.	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 Fee for the transfer of water meter	3.Receives payment from consumer and issue official receipt	300.00	3 minutes	Collection Assistant
4.	4.Conducts staking of materials needed	None	1 Day	Utilities Service Assistant
5.Pays the Bill of Materials	5.Receives payment from consumer and issues official receipt	Based on the amount of materials	3 minutes	Collection Assistant
6.Signs the WSR	6.Transfers the water meter to the designated location	None	1 Day	Utilities Service Assistant
<b>TOTAL:</b>		<b>300.00 Transfer Fee and Amount of Materials</b>	<b>3 days and 21 minutes</b>	



## 12.Application for Transfer of Ownership/Change of Account Name

This allows customers to update the registered owner or account holder's details, ensuring accurate and up-to-date account information.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active Consumers of Manapla Water District requesting for transfer of ownership.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Service Application Form (1 original)		MWD Office		
2.Latest 1 x 1 or 2 x 2 picture (1 original)		Client		
3.Barangay Certification – bona fide residence of Barangay (1 photocopy)		From the Barangay where the property is located		
4.Community Tax Certificate (1 photocopy)		From the Barangay Hall or Municipality Hall		
5.Deed of Sale/Donation (if property is sold or donated (1 photocopy)		From Previous Owner		
6.Death Certificate (in case of owner's death) (1 photocopy)		From previous Owner's surviving family		
7.Attendance to Orientation scheduled every Friday, 2:00pm at MWD Office (MWD copy)		MWD Office		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out Service Application and Construction Order Form	1.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	2.Conducts orientation and receives all requirements	None	1 Day	Customer Service Assistant
3.Pays the Change of Name Fee	3.Receives payment from consumer and issues official receipt	100.00	3 minutes	Collection Assistant
4.Signs the Service Request	4.Changes the Account Name	None	2 minutes	Customer Service Assistant
<b>TOTAL:</b>		<b>100.00</b>	<b>1 Day and 20 minutes</b>	



### 13. Collection of Water Bill Payments

This provides customers with convenient options to settle their water bills, ensuring timely and efficient processing of payments.

<b>Office / Division:</b>	Commercial Division			
	Simple			
	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
	Consumer of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill (for lost WB, present old bill for account number reference (1 original))		Water Bill Distributor / Customer Service Clerk		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present Water Bill to the Collection Assistant together with cash/check payment	1. Receives payment from consumer and issues official receipt	Amount reflected on water bills with Water Meter Maintenance Fee (WMMF)	3 minutes	Collection Assistant
2.Receives Official Receipt from Bill and verifies the same				
<b>TOTAL:</b>			<b>3 mins</b>	



### 14. Collection of Payments for Material Purchases

This allows customers to conveniently pay for materials obtained from the water district,

<b>Office / Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>	Commercial Division			
	Simple			
	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
	Consumer of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
List of materials to be purchased (1 original)			Plumber	
<b>CLIENT’S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present list of materials to Collection Assistant together with cash payment	1.Receives payment from consumer and issues official receipt	Amount reflected on bill of materials	3 minutes	Collection Assistant
Present Official Receipt to storekeeper for issuance of materials	Issue materials as stated in the request.		5 minutes	Storekeeper
<b>TOTAL:</b>		<b>Amount reflected on bill of materials</b>	<b>8 minutes</b>	





## 15. Collection of New Installation Fee/Staking Fee/ Notarial Fee

This facilitates the payment process for customers obtaining new water connections, ensuring all associated costs are settled efficiently and conveniently.

<b>Office / Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b> <b>CHECKLIST OF REQUIREMENTS</b>	Commercial Division			
	Simple			
	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
	Those who applied for water connection.			
		<b>WHERE TO SECURE</b>		
Application form (1 original)		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 Collection Assistant	Issues official receipt for Application	Installation fee- 2,000.00, staking fee- 100.00 and notarial fee- 100.00	3 mins	Collection Assistant
2.Receives Official Receipt	None	None	None	None
<b>TOTAL:</b>			<b>2 minutes</b>	



## 16. Payment for Re-opening and Transfer Fee

This allows customers to settle fees associated with reactivating or transferring their water service, ensuring a seamless and efficient process

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active consumers requesting for Re-opening of water meter and Transfer of Ownership			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request of Transaction (1 original)		Customer Service Clerk		
Official receipt (1 original)		Cashier		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the service request provided by the Customer Service Assistant to the Collection Assistant together with the cash/check payment.	1. Issues Official Receipt	Re-connection fee: 300.00/ 500.00/ 1,000.00/ 2,000.00 Transfer fee – 300.00	3 minutes	Collection Assistant
2.Receives Official Receipts	None	None	None	None
<b>TOTAL:</b>			<b>3 mins</b>	



### 17. Complaints on Service Connection Before Meter

This addresses issues customer may have with the water supply system leading up to their meter, ensuring prompt investigation and resolution.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Consumers of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Informs the Customer Service Assistant about the complaints	1. Interview the customer of his/her complaints and the location of the leakage.	None	5 mins	Customer Service Assistant
2.Waits for action.	2. Prepares service request and forwards to Plumber	None	2 minutes	Customer Service Assistant
3.Conforms to the work done and signs the Service Request	3. Conducts the repair of the leakage/takes appropriate action	None	1 day	Utilities Service Assistant
<b>TOTAL:</b>			<b>1 day and 7 minutes</b>	



## 18. Complaints on Malfunctioned Meter

This addresses customer issues with inaccurate or non-functioning water meters, ensuring prompt inspection, repair, or replacement.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Consumers of Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
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	1.Interview the customer of what happened/what he/she observes	None	5 mins	Customer Service Assistant
2.Waits for action	2.Prepare service request and forwards to Plumber	None	2 minutes	Customer Service Assistant
3.Conforms to the work done and signs the Service Request	3.Takes appropriate action	None	1 hour	Utilities Service Assistant
<b>TOTAL:</b>			<b>1 hour and 7 minutes</b>	



### 19. Complaints on Loss of Water Supply and/or High Consumption

This investigates issues related to water outages or unexpected increases in usage, ensuring timely resolution and accurate billing adjustments.

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All Active consumers of the Manapla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Present and Previous Bill (1 original)		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 reports for high consumption	1. Interview consumer of the occurrence and or review of average consumption for high consumption complaint.	None	10 mins	Customer Service Assistant
2. Waits for action	2. 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	3. Checks the service lines. For high consumption, checks for possible leakage. If none, conducts calibration	None	1 hour	Utilities Service Assistant
<b>TOTAL:</b>			<b>1 hour and 12 minutes</b>	



## 20. Repair of Leakage on Mainline

This addresses and fixes leaks in the primary water distribution line, ensuring the integrity of the water supply system and minimizing disruptions

<b>Office / Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All MWD consumers who have leakage at their service line connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
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	1. Interviews the complainant and prepares service request	None	5 minutes	Customer Service Assistant
2.	2. Forwards the request to the Maintenance Division for the schedule of repair	None	1 minute	Customer Service Assistant
3.	3. Inspects and repairs the mainline leakage	None	1-3 days	Utilities Service Assistant
4.	4. Schedules restoration	None	4 hours	Senior Engineer
<b>TOTAL:</b>			<b>1-3 days, 4 hours and 20 mins</b>	



### 21.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	
None			None	
CLIENT’S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Raise concerns/ queries				
1.1 Dial or call (034) 491-0013;	Answer the phone and forwards the call to the concerned personnel	None	1 minute	Customer Service Assistant/Administrative Services Aide
1.2 Text messages to 09398145610/ 09859406252	Informs the concerned personnel about the text received	None	1 minute	
1.3 Email to manaplawd@yahoo.com	Prints the email received and forwards to the General Manager and/or concerned personnel; acknowledges receipt of email	None	5 minutes	
TOTAL:			7 mins	



### Water Rates

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

➤ **Residential and Government 1/2", 3/4" & 1"**

➤ **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
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➤ **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 1"
Zero	10	0	228	729.60
11	20	25.37	228	729.60
21	30	30.50	481.70	983.30
31	40	37.50	828.00	1,288.30



41	above	42.90	1,203.00	1,731.00
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➤ **Sample Computation**

12 cu.m.consumption = 240+(26.70x(12-10))  
= 240+(26.70x2)  
= 240+53.40  
= **293.40**

➤ **Installation Fee and Water Meter Maintenance Fee per water meter size**

Meter Size	New Service Connection Fees	Water Meter Maintenance Fees (Monthly)
½ or 0.50	Php 2,000.00	Php 20.00
¾ or 0.75"	Php 2,500.00	Php 30.00
1"	Php 3,500.00	Php 50.00
2"	Php 6,000.00	Php 100.00



## **Manapla Water District Office**

### **INTERNAL SERVICES**



## 22. Issuance of Construction Materials and Office Supplies

This provides customers and staff with necessary materials and supplies for construction projects and office operations, ensuring efficient workflow and project completion.

<b>Office / Division:</b>		Administrative Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		All MWD Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Stores Requisition Slip (1 original, 1 copy)		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	1.Evaluate SRS forwarded by end user and approve the request and return approve SRS to end user	None	12 minutes	End user/ Requester
2.Submit the approve SRS to Storekeeper	2. Receive SRS from end user/requester and check available stock	None	2 minutes	Storekeeper
3.	3. Issue requested materials/ supplies to end user	None	30 minutes	Storekeeper
4.Acknowledge receipt of materials or supplies issued in the SRS	4. Update the Inventory System and file SRS	None	10 minutes (depending if materials will be acquired from warehouse tank)	Storekeeper
<b>TOTAL:</b>			<b>39 mins</b>	



**23. Payroll of Plantilla Personnel**

This manages the processing and distribution of salaries for full-time, permanent staff, ensuring timely and accurate compensation.

<b>Office / Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	All MWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	1.Generate the daily time record of the employees from the biometric device and prepare CS Form No.48.	None	4 hours	Administrative Services Aide/Courier
2.	2. Forward the form to each employee for signing / acknowledgement.	None	2 hours	Administrative Services Aide/Courier
3.	3. Check and approve DTR then forward to GM for final approval.	None	2 hours	Administrative Services Aide/Courier
4.	4. Approve the DTR and forward to Accounting Processor A	None	1 day	General Manager



5.	5. Prepare the summary of weekly payroll based on DTR and forward to Division Head (Admin & Finance) for checking.	None	1 hour	Accounting Processor
6.	6. Check and verify the payroll summary and sign. Forward to GM for approval.	None	1 hour	Administrative Services Aide/Courier
7.	7. Approve payroll summary and forward to Cashier C for processing of payment.	None	1 hour	General Manager
8.	8. 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	None	30 minutes	Administrative/ General Services Officer
9.	9. Verify and check. Certify DV and approve JEV then forward to Cashier-Designate for check issuance.	None	30 minutes	Administrative Services Aide/ Courier
10.	10. 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.	None	10 minutes	Administrative/ General Services Officer



11.	11. Approve the DV and sign the issued check. Forward back the package document to Cashier-Designate.	None	1 hour	General Manager
12.	12. Encash the check from the designated bank of the agency	None	2 hours	Cashier-Designate
13.	13. Segregate the cash based on each employee's net pay and place in the individual envelope	None	1 hour	Cashier-Designate
14. Receive Salary	14. Disburse the payroll to employees.	None	1 hour	Cashier-Designate
<b>TOTAL:</b>			<b>3 days ,1 hour and 20 mins</b>	





## Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	<ul style="list-style-type: none"> <li>❖ Call the Office at Telephone no. 491-0013</li> <li>❖ Email us at <a href="mailto:manaplawd@yahoo.com">manaplawd@yahoo.com</a></li> <li>❖ Text us at 09398145610</li> <li>❖ Write at the feedback form found at the entrance and drop it at the feedback box</li> </ul>
How feedbacks are processed	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
How to file a complaint	<ul style="list-style-type: none"> <li>❖ Call the Office at Telephone no. 491-0013</li> <li>❖ Email us at <a href="mailto:manaplawd@yahoo.com">manaplawd@yahoo.com</a></li> <li>❖ Text us at 09398145610/ 09859406252</li> <li>❖ Contact us via Facebook at <a href="https://www.facebook.com/manapla.mwd/">https://www.facebook.com/manapla.mwd/</a></li> </ul>
How complaints are processed	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.
Contact information of PCC, ARTA, CSC	Presidential Complaints Center (PCC)-8888 ARTA- <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> CSC Negros Occ. Field Office- (034) 474-2182 or 708-8184



## List of Offices

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

## MWD CART (COMMITTEE ON ANTI-RED TAPE)

NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	EMAIL ADDRESS	CONTACT NUMBER
<b>Arlene Mae B. Balatayo</b>	Chairperson	General Manager	<a href="mailto:arlenemaebalatayo@yahoo.com">arlenemaebalatayo@yahoo.com</a>	09205039572
<b>Jezreel M. Consulta</b>	Vice-Chairperson	Human Resource Management Office-Designate	<a href="mailto:blueceer_fan@yahoo.com">blueceer_fan@yahoo.com</a>	09122512605
<b>Alexis P. Franco</b>	Member	Collection Officer	<a href="mailto:sixelafrancs_825@yahoo.com">sixelafrancs_825@yahoo.com</a>	09452590207
<b>Rose Arianne R. Deodivas</b>	Member	Administration Services Assistant C	<a href="mailto:radeodivas@gmail.com">radeodivas@gmail.com</a>	09101990520
<b>Ma. Felis Zarine M. Obregon</b>	Member	Accounting Processor A	<a href="mailto:obregonzarine@gmail.com">obregonzarine@gmail.com</a>	09567820911
<b>Engr. Alven G. Divinagracia</b>	Member	Senior Engineer	<a href="mailto:zzz.alven@gmail.com">zzz.alven@gmail.com</a>	09569175768
<b>Dionisio L. Aguirre III</b>	Member	Utility Worker	<a href="mailto:dionisioaguirreiii@gmail.com">dionisioaguirreiii@gmail.com</a>	09193654145
<b>Marianne Joyce S. Cristal</b>	Secretariat	Administrative Services Aide	<a href="mailto:mjoycecristal@gmail.com">mjoycecristal@gmail.com</a>	09975172357