



# **MANGALDAN WATER DISTRICT**

**CITIZEN'S CHARTER**  
**2019 (1<sup>ST</sup> Edition)**



# **MANGALDAN WATER DISTRICT**

## **CITIZEN'S CHARTER 2019 (1<sup>ST</sup> Edition)**

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## **I. Mandate**

Pursuant to Presidential Decree No. 198 known as Provincial Water Utilities Act of 1973, the Mangaldan Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

## **II. Vision**

The MANGALDAN WATER DISTRICT is geared to build partnership with consumers or concessionaires' community and the public to value water as life-giving resource to be served with excellence and integrity.

## **III. Mission**

The MANGALDAN WATER DISTRICT is committed to provide water supply that is adequate, potable, safe and affordable to the people of Mangaldan and its environs.

## **IV. Service Pledge**

Mangaldan Water District is staunch to ensure customer satisfaction and continual improvement as evidenced by our commitment to:

- PROVIDE adequate, potable, safe and affordable water twenty-four hours a day; seven days a week;
- ATTEND immediately to stakeholders as soon as they visit our premises and HEAR their feedback to appropriately respond instantly;
- EMPOWER our management and staff to ensure provision of fair and quality service;
- COMPLY with all applicable statutory and regulatory requirements;



- REGULARLY evaluate risks and opportunities to ensure organizational agility;  
and
- CONTINUALLY improve our system.



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# **Commercial Division**

## **External Services**



## 1. Application for New Service Connection

The Agency accepts New Service Connection provided that they submit the complete requirements, inspected the location and checks the installed service pipe lines and installations inside the house before paying the full payment of water service connection.

<b>Office or Division:</b>	Commercial
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government
<b>Who may avail:</b>	- All residents of Mangaldan - Land owners of Mangaldan

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
2x2 Picture of the Applicant (1 original)	Any photo studio / printing shop
Community Tax Certificate – current year (1 original)	Treasurer’s Office – Municipality of Mangaldan
Water Bill of Neighbor (1 original / 1 photocopy)	Neighbor with water connection
Proof of Land Ownership – Title / Tax Declaration / Deed of Sale (1 photocopy)	Assessor’s Office – Municipality of Mangaldan
Authorization 1 [If representative only and/or not the owner of land] (1 original)	Land owner
Authorization 2 [If applicant will tap to its neighbor’s line] (1 original)	Original owner of service line
Government-Issued Identification Card of the person authorizing (1 photocopy)	SSS / GSIS / Post Office / COMELEC / DFA / LTO
Recent Land Tax Official Receipt [Accountable Form No. 56, Revised 1992] (1 photocopy)	Land Tax Section – Municipal Treasurer’s Office of Mangaldan

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk (PACD) and look for Ms. Arabela Aquino or any authorized personnel-on-duty.	1. Provide and explain the Checklist of Requirements.	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel Commercial Division</i>
2. Proceed to PACD and submit the complete requirements. If	2. Receive requirements.	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i>



<p>the proof of land ownership is not the name of the applicant, he/she should secure an authorization from the lot owner. If and when the lot owner is already deceased, a Death Certificate should be presented and the authorization from the legal heir.</p>	<p>2.1 Attach the same to the Job Order form (MAWAD-PM-ENG03-F1) and be interviewed and scheduled for inspection;</p> <p>2.2 Log the applicant's details to the New Application Logbook and assigns control no. for the application.</p>			<p>Commercial Division</p>
<p>3. Wait for our Water/Sewerage Maintenance Head/Foreman at the location for inspection.</p>	<p>3. Inspect the location where the water meter will be installed and checks the installation of pipelines inside the house;</p> <p>3.1 Advise the applicant when to proceed to the office for the full payment of water service connection;</p> <p>3.2 Prepare Site Inspection Report form (MAWAD-PM-COM01-F1)</p>	<p>None</p>	<p>4 Days, 7 Hours</p>	<p><i>Water/ Sewerage Maintenance Head/ Foreman Engineering Division</i></p>
<p>4. Proceed to Billing Section and look for Ms. Violeta O. Garcia for evaluation.</p>	<p>4. Interview the applicant.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Division Manager B Commercial Division</i></p>





<p>5. Proceed to Paying Section for the full payment of the water service connection application.</p>	<p>5. Accept payment;</p> <p>5.1 Issue Official Receipt;</p> <p>5.2 Accomplish Application and Contract for Water Service (MAWAD-PM-COM01-F2);</p> <p>5.3 Photocopy the Official Receipt, Site Inspection Report and the Community Tax Certificate;</p> <p>5.4 Forward the same to the personnel-in-charge at the PACD</p>	<p>Registration Fee - PHP 500.00 (Residential)</p> <p>PHP 1,500.00 (Commercial )</p> <p>PHP 6,000.00 (2" WM size)</p> <p>PHP 12,000.00 (3" WM size)</p> <p>PHP 20,000.00 (4" WM size)</p> <p>Tapping and Installation Fee – PHP 350.00 (Residential and Commercial)</p> <p>Inspection Fee – PHP 150.00 (Residential and Commercial)</p> <p>Materials (if any):</p> <ul style="list-style-type: none"> <li>*Water Meter</li> <li>*Meter Box</li> <li>*Ballvalve with lockwing</li> <li>*Adaptor</li> <li>*Saddle Clamp</li> <li>*PE Tubing</li> </ul>	<p>5 Minutes</p>	<p>Teller Paying Section</p>
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<p>6. Proceed to Public Assistance and Complaints Desk and sign the Application and Contract for Water Service (MAWAD-PM-COM01-F2)</p>	<p>6. Explain the content of the Application and Contract for Water Service;</p> <p>6.1 Advise the applicant to sign the same (3 copies); and</p> <p>6.2 Give the original copy of the OR and CTC to the applicant.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Public Assistance and Complaints Desk Personnel Commercial Division</i></p>
<p>7. Wait for our Water/Sewerage Maintenance Men at the location for the installation of the water meter.</p>	<p>7. Prepare Memorandum Receipt for water meter; and</p> <p>7.1 Install the water meter.</p>	<p>None</p>	<p>5 Minutes</p> <p>19 Days</p>	<p><i>Property/Supply Officer Administrative Division</i></p> <p><i>Water/ Sewerage Maintenance Men Engineering Division</i></p>
<p>8. Sign the Memorandum Receipt for Water Meter at the location for acknowledgement; Give feedback to the District for services rendered.</p>	<p>8. Give a copy of Application and Contract to applicant;</p> <p>8.1 Advise the consumer to sign the Memorandum Receipt for acknowledgement and to fill out the Customer Satisfaction Survey</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Water/ Sewerage Maintenance Men Engineering Division</i></p>
<p style="text-align: right;"><b>TOTAL:</b></p>	<p><b>Residential:</b> •<b>Registration Fee – PHP 500.00</b></p>	<p><b>19 Days, 7 Hours, 40 Minutes</b></p>		



	<ul style="list-style-type: none"> <li>•Tapping and Installation Fee – PHP 350.00</li> <li>•Inspection Fee – PHP 150.00</li> <li>•Materials (if any)</li> </ul> <p><b><u>Commercial</u></b></p> <p style="text-align: center;">⋮</p> <ul style="list-style-type: none"> <li>•Registration Fee – PHP 1,500.00</li> <li>•Tapping and Installation Fee – PHP 350.00</li> <li>•Inspection Fee – PHP 150.00</li> <li>•Materials (if any)</li> </ul> <p>Additional deposit varies per size of water meter:</p> <ul style="list-style-type: none"> <li>•2” – PHP 6,000.00</li> <li>•3” – PHP 12,000.00</li> <li>•4” – PHP 20,000.00</li> </ul>		
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## 2. Check/Calibrate Water Meter Due to High/Zero Consumption

The Mangaldan Water District will calibrate the water meter of the consumer upon request, after checking water lines and with no possible leakage but with high consumption. On zero consumption however, the agency has the right to check or calibrate the water meter of the consumer for possible replacement of such. The consumer then is advised to purchase water meter if found out to be defective.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk (PACD) for verification of account. Request calibration.	1. Interview consumer (number of household members, consumption pattern, possible visible leakage, etc.)  1.1 Upon verification, prepare Job Order for calibration of water meter.  1.2 Forward the same to employee concern.	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i> Commercial Division
2. Wait for the employee-in-charge in the location.	2. Inspect service line/water meter for possible leakage.	None	2 Days, 7 Hours	<i>Water/ Sewerage Maintenance Men</i> Engineering Division
3. At the location, turn-off all faucets	3. Check water meter – if it is	None	5 Minutes	<i>Water/ Sewerage Maintenance Men</i>



connected to water meter.	working although faucets connected are already closed, there is a leakage. Advise consumer to hire a private plumber to repair leakage. But if water meter is not running, there is no leakage.			Engineering Division
4. Witness calibration at the designated area where the water meter is placed.	4. Calibrate water meter. Note: If meter is found inaccurate, billing will be adjusted. But if meter is found accurate without leakage, consumer shall be held responsible for the billed amount. Hence, water meter shall be due for replacement and be paid by the consumer.	None	5 Minutes	<i>Water/ Sewerage Maintenance Men</i> Engineering Division
5. Sign the Job Order form at the location for acknowledgement of the service; Give feedback to the District for services rendered.	5. Prepare and submit accomplishment report together with the responded CSS form to PACD Personnel.	None	5 Minutes	<i>Water/ Sewerage Maintenance Men</i> Engineering Division
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 7 Hours, 20 Minutes</b>	



### 3. Payment of Water Bill

The consumer may pay their water bill thru office teller or authorized field collector with proper identification. Failure to receive a bill does not relieve the consumer of a liability. Any amount due shall be deemed a debt to the District. Non-payment of water bill for two (2) consecutive months will result to disconnection of water supply services to be conducted by the authorized MAWAD representative without prior notice.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		Field collectors of the District		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
If payment will be made in the office:				
1. In the lobby, get a queue number (a Security Guard will assist you). Wait for your number to be called or flashed on tv screen located at the waiting area.	1. Provide a ticket with a queue number.	None	1 Minute	<i>Guard-on-duty</i>
2. Proceed to Paying Section and present Statement of Account. If not available, inform the teller of your account name and address to verify.	2. Inform consumer of the outstanding bill.	None	1 Minute	<i>Teller Paying Section</i>
3. Proceed to Paying Section to pay the bill.	3. Receive payment;  3.1. Issue Official Receipt to consumer.	Billing $\geq$ PHP 125.00	2 Minutes	<i>Teller Paying Section</i>
4. At the lobby, verify given Official Receipt if correct.	4. Thank consumer for payment.	None	1 Minute	<i>Teller Paying Section</i>



Count change (if any) before leaving.				
	<b>TOTAL:</b>	<b>Billing ≥ PHP 125.00</b>	<b>5 Minutes</b>	



#### 4. Reconnection of Water Meter

The Agency reconnects the consumer's water meter upon verifying the account of consumers, calibrates the disconnected water meter, and finalizes the list of fees for payment.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Disconnected consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued Identification Card (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk (PACD) and fill out the Request for Reconnection form (MAWAD-PM-COM02-F1).	1. Verify account of consumer and interviews accordingly;  1.1 Prepare Reconnection Slip	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i> Commercial Division
2. At the lobby, wait for the calibration of water meter disconnected. Consumer may opt to witness the calibration in the designated area provided.	2. Calibrate disconnected water meter;  2.1 Finalize list of fees for payment	None	10 Minutes	<i>Property/Supply Officer</i> Administrative Division
3. Proceed to Paying Section to pay the corresponding fees to continue the process.	3. Receive payment;  3.1 Manually prepare Official Receipt  3.2 Issue receipt to consumer	Reconnection Fee – PHP 100.00  Additional Deposit (if any) – Residential ≤ PHP 500.00	5 Minutes	<i>Teller</i> Paying Section





	3.3 Prepare Job Order for Reconnection	Commercial ≤ PHP 1,500.00  Arrears (if any) ≥ PHP 125.00  Materials (if any)		
4. Wait for the plumber at the location to reconnect the water meter.	4. Prepare Memorandum Receipt for Water Meter;  4.1 Reconnect Water Meter	None	5 Minutes  2 Days, 7 Hours	<i>Property/Supply Officer Administrative Division</i>  <i>Water/ Sewerage Maintenance Men Engineering Division</i>
5. Sign the Memorandum Receipt for Water Meter at the location for acknowledgement; Give feedback to the District for services rendered.	5. Advise the consumer to sign the Memorandum Receipt for acknowledgement and to fill out the Customer Satisfaction Survey	None	5 Minutes	<i>Water/ Sewerage Maintenance Men Engineering Division</i>
<b>TOTAL:</b>		<b><u>Residential:</u></b> •Reconnection Fee – PHP 100.00 •Additional Deposit (if any) ≤ PHP 500.00 •Arrears (if any) ≥ PHP 125.00 •Materials (if any)  <b><u>Commercial</u></b> :	<b>2 Days, 7 Hours, 30 Minutes</b>	



	<ul style="list-style-type: none"><li>•Reconnecti on Fee – PHP 100.00</li><li>•Additional Deposit (if any) ≤ PHP 1,500.00</li><li>•Arrears (if any) ≥ PHP 125.00</li><li>•Materials (if any)</li></ul> <p>Additional deposit varies per size of water meter:</p> <ul style="list-style-type: none"><li>•2" ≤ PHP 6,000.00</li><li>•3" ≤ PHP 12,000.00</li><li>•4" ≤ PHP 20,000.00</li></ul>		
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## 5. Relocation of Water Meter

The Agency relocates the water meter of the consumer upon request with existing or dormant account provided that there is a proof of lot ownership, inspected the location and checks the installed water meter lines for the payment of water service location.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Existing or dormant consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill of Neighbor (1 original / 1 photocopy)		Neighbor with water connection		
Proof of Land Ownership – Title / Tax Declaration / Deed of Sale (1 photocopy)		Assessor's Office – Municipality of Mangaldan		
Authorization [If representative only and/or not the owner of land] (1 original)		Land owner		
Government-Issued Identification Card of the person authorizing (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
Recent Land Tax Official Receipt [Accountable Form No. 56, Revised 1992] (1 photocopy)		Land Tax Section – Municipal Treasurer's Office of Mangaldan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk (PACD) to request for Relocation / Transfer of Existing Connection.	1. Verify account of the consumer and interviews accordingly;	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i> Commercial Division
2. Proceed to Public Assistance and Complaints Desk (PACD) to submit requirement. Note: If account for relocation is a different ho use and location, requirements are	2. Receive requirements  2.1 Prepare Job Order for Relocation / Transfer of Existing Connection	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i> Commercial Division



<p>needed to continue the transaction. If consumer is only requesting for a relocation of line on the same house and location, no need to submit requirement.</p>				
<p>3. Wait for inspection at the location.</p>	<p>3. Schedule inspection for relocation;</p> <p>3.1 Visit relocation site;</p> <p>3.2. Prepare Site Inspection Report;</p> <p>3.3. Inform consumer when to come back to the office for payment of fees;</p>	<p>None</p>	<p>2 Days, 7 Hours</p>	<p><i>Water/ Sewerage Maintenance Head/ Foreman Engineering Division</i></p>
<p>4. Proceed to Billing Section for verification of account for relocation.</p>	<p>4. Verify account for relocation and check possible disapproval of request (i.e. if there is an existing/dormant account on the new location site). If there is no noted dispute, sign the Site Inspection Report as approved.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Division Manager B Commercial Division</i></p>



<p>5. Proceed to Paying Section and present the Site Inspection Report and Job Order to the teller.</p>	<p>5. Receive payment;</p> <p>5.1 Manually prepare Official Receipt;</p> <p>5.2 Issue Official receipt to consumer</p> <p>5.3 Update Job Order – include details such as WM brand and serial no., date installed, last disconnection date, OR number, and purchased materials (if any).</p> <p>5.4 Forward the same to Property/Supply Officer</p>	<p>Relocation Fee – PHP 350.00</p> <p>Materials (if any):</p> <ul style="list-style-type: none"> <li>*Water Meter</li> <li>*Meter Box</li> <li>*Ballvalve with lockwing</li> <li>*Adaptor</li> <li>*Saddle Clamp</li> <li>*PE Tubing</li> </ul>	<p>5 Minutes</p>	<p><i>Teller</i> Paying Section</p>
<p>6. Wait for Plumber/s to relocate/transfer the existing connection in the new location.</p>	<p>6. Prepare Memorandum Receipt for Water Meter</p> <p>6.1 Installs water meter</p>	<p>None</p>	<p>5 Minutes</p> <p>4 Days</p>	<p><i>Property/Supply Officer</i> Administrative Division</p> <p><i>Water/ Sewerage Maintenance Men</i> Engineering Division</p>
<p>7. Sign the Memorandum Receipt for Water Meter at the location for acknowledgement; Give feedback to the District for services rendered.</p>	<p>7. Advise the consumer to sign the Memorandum Receipt for acknowledgement and to fill out the Customer</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Water/ Sewerage Maintenance Men</i> Engineering Division</p>



	Satisfaction Survey			
	<b>TOTAL:</b>	<b>*Relocation Fee – PHP 350.00</b> <b>*Materials (if any)</b>	<b>6 Days, 7 Hours, 30 Minutes</b>	



## 6. Repair of Service Lines

The Mangaldan Water District will repair the service lines from main line up to the water meter of the consumer. The repair lines after meter should be done by a private plumber known to the consumer.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk (PACD) and report concern.	1. Asks the consumer of the following information: * Account Name * Exact Address (provide landmark) * Contact Number  1.1. Prepare Job Order with Customer Satisfaction Survey (CSS) form.	None	5 Minutes	<i>Public Assistance and Complaints Desk Personnel</i> Commercial Division
2. Wait for the plumber in your location.	2. Repair service line.	None	2 Days, 7 Hours	<i>Water/ Sewerage Maintenance Men</i> Engineering Division
3. Sign the Job Order form at the location for acknowledgement of the service; Give feedback to the District for services rendered.	3. Prepare and submit accomplishment report together with the responded CSS form to PACD Personnel.	None	5 Minutes	<i>Water/ Sewerage Maintenance Men</i> Engineering Division



		<b>None</b>	<b>2 Days, 7 Hours, 10 Minutes</b>	





## 7. Request for Change Account Name

The Agency will change the name of account owner upon request with complete requirements presented to the District.

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen / G2B – Government to Business Entity / G2G – Government to Government			
<b>Who may avail:</b>	- Consumers with water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate [for demise of the recent owner] (1 photocopy)		Civil Registrar – Municipality of Mangaldan / PSA		
Proof of Land Ownership – Title / Tax Declaration / Deed of Sale [for change of rights] (1 photocopy)		Assessor's Office – Municipality of Mangaldan		
Authorization 1 [for lessee] (1 photocopy)		Owner of the leased premises		
Authorization 2 [if recent owner has tapped only to its neighbor's service line] (1 original)		Original owner of service line		
Government-Issued Identification Card [Recent Owner] (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
Government-Issued Identification Card [New Owner] (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Billing Section to secure Waiver Form / Affidavit of Ownership and Data Privacy Form; Accomplish both	1. Interview consumer accordingly (reason for change of information)	None	5 Minutes	<i>Division Manager B</i> Commercial Division
2. Proceed to Data Protection Officer for final interview	2. Interview the consumer for finalization;  2.1. Forward the forms to the General Manager for approval;	None	5 Minutes	<i>Data Protection Office - Designate</i> Finance Division



	2.2. Return approved forms to the Commercial Division			
3. Once approved, proceed to Paying Section for payment of corresponding fee	3. Receive payment;  3.1. Manually prepare Official Receipt;  3.2. Issue the same to the consumer	Change Name Fee – PHP 50.00  * If reason for change of name is demise of recent owner - None	5 Minutes	<i>Teller</i> Paying Section
4. Return to Billing Section – Present Official Receipt and approved forms	4. Amend requested details of consumer in the Billing and Collection System	None	5 Minutes	<i>Utilities / Customer Service Officer A</i> Commercial Division
<b>TOTAL:</b>		<b>Change Name Fee – PHP 50.00</b>  <b>* If reason for change of name is demise of recent owner - None</b>	<b>20 Minutes</b>	



# **Administrative Division**

## **Internal Services**



## 1. Request for Certificate of Employment

A request letter for an employment certificate is written by the employee to the employer to request a certificate that shows proof of employment. A Certificate of Employment is used to indicate the working history of a current or former employee. If the applicant is not employed anymore, the District usually issues the Certificate of Employment upon request. It happens after the former worker has been issued with clearance by the District. In some instances, it is typically requested to complete the requirements for employment with a new employer.

<b>Office or Division:</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Current employee</li> <li>- Former employee of the District</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued Identification Card (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Data Privacy Officer at the Finance Division to secure Request Form	1. Interview requestor accordingly (reason for request)	None	3 Minutes	<i>Data Privacy Officer - Designate Finance Division</i>
2. Submits Request Form to the Data Privacy Officer at the Finance Division	2. Forward the forms to the General Manager for approval;  2.2. Return approved forms to the Administrative Division	None	5 Minutes	<i>Data Privacy Officer - Designate Finance Division</i>
3. Once approved, proceed to Paying Section for payment of corresponding fee	3. Receive payment;  3.1. Prepare Official Receipt;  3.2. Issue the same to the requestor	Documentar y Stamp – PHP 30.00  Certification Fee – PHP 40.00	5 Minutes	<i>Teller Paying Section</i>



<p>4. Return to Administrative Division – Present Official Receipt and approved forms</p>	<p>4. Interview the requestor on what to reflect on the Certificate of Employment (e.g. gross income, years in service)</p> <p>4.1 Prepare Certificate of Employment;</p> <p>4.2 Forwards Certificate of Employment to the General Manager for signature;</p> <p>4.3 Releases the same to the requestor</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Administration Services Assistant A Administrative Division</i></p>
<p>5. Receives and acknowledges the Certificate of Employment at the Administrative Division</p>	<p>5. Files the copy of the COE of the Administrative Division.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Administration Services Assistant A Administrative Division</i></p>
<b>TOTAL:</b>		<b>PHP 70.00</b>	<b>25 Minutes</b>	



## 2. Request for Certified True Copy of Personal Files

A “certified true copy” is a copy (usually a photocopy) of an original document that has an endorsement on it that it is a true copy of the original document. It is often required to by some government agencies to confirm the genuineness of one document. Concerned parties may request certified true copy of said documents for specific and justifiable purposes.

<b>Office or Division:</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Any requesting party that pertains to his/her personal records</li> <li>- Such other officials or entities duly authorized by competent authorities</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued Identification Card (1 photocopy)		SSS / GSIS / Post Office / COMELEC / DFA / LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Data Privacy Officer at the Finance Division to secure Request Form	1. Interview requestor accordingly (reason for request)	None	3 Minutes	<i>Data Privacy Officer - Designate Finance Division</i>
2. Submits Request Form to the Data Privacy Officer at the Finance Division	2. Forward the forms to the General Manager for approval;  2.2. Return approved forms to the Administrative Division	None	5 Minutes	<i>Data Privacy Officer - Designate Finance Division</i>
3. Return to Administrative Division – Present approved forms	3. Prepare requested document;  3.1 Forwards reproduced copy to the General	None	10 Minutes	<i>Administration Services Assistant A Administrative Division</i>



	Manager for signature;  3.2 Releases the same to the requestor			
4. Receives and acknowledges the certified true copy of document at the Administrative Division	4. Files the acknowledged copy of the document.	None	2 Minutes	<i>Administration Services Assistant A Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to send a feedback?</p>	<p>Consumers are enjoined to give their suggestions for us to improve our services by filling out the Mangaldan Water District's Customer Satisfaction Survey attached to the Job Order.</p> <p>Likewise, the same is available at the frontline. Answer the form and drop it to the designated drop box in front of the Teller's Area, Ground Floor MAWAD Building.</p> <p>Contact information:  <a href="mailto:mangaldanwaterdistrict0979@yahoo.com">mangaldanwaterdistrict0979@yahoo.com</a>            (075) 513-4229            (075) 523-5884            (075) 653-0574</p>
<p>How feedback is processed?</p>	<p>The Document Control Officer-Designate will collect and organize the accomplished Customer Satisfaction Survey Form by date and service type for recording and monitoring.</p> <p>Feedback requiring answers are endorsed to the concerned division and soon be forwarded to the General Manager for immediate action.</p> <p>Answer of the agency is then relayed to the concerned citizen.</p>
<p>How to file complaints?</p>	<p>Answer the Customer Satisfaction Survey/Feedback Form and drop it at the designated drop box in front of the Teller's Booth (Paying Section). Consumers may secure the form at the Public Assistance and Complaints Desk (PACD).</p> <p>Complaints can also be sent through e-mail at:  <a href="mailto:mangaldanwaterdistrict0979@yahoo.com">mangaldanwaterdistrict0979@yahoo.com</a></p>





	<p>Likewise, it can also be filed via telephone. Information will be asked by the personnel-in-charge to continue with the process, to wit:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups, consumer may call the District through the telephone numbers (075) 513-4229 or (075) 523-5884.</p>
<p>How complaints are processed?</p>	<p>The designated personnel will investigate the complaints and/or respond to the service request in accordance with the step-by-step procedure of a particular service availed of.</p> <p>The Public Assistance and Complaints Desk / Customer Service Assistant will prepare a report after the investigation/request has been conducted or responded and submit the same to the Head of the Agency / General Manager for appropriate action.</p> <p>The Personnel-in-charge shall give feedback to the concessionaire.</p> <p>For inquiries and follow-ups, consumer may call the District through the telephone numbers (075) 513-4229 or (075) 523-5884.</p>
<p>Contact Information</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  1-ARTA (2782)  PCC: 8888  CCB: 0908-881-6565 (SMS)</p> <p>MAWAD:  <a href="mailto:mangaldanwaterdistrict0979@yahoo.com">mangaldanwaterdistrict0979@yahoo.com</a>  (075) 513-4229  (075) 523-5884  (075) 653-0574</p>



## VII. List of Offices

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the General Manager	2 <sup>nd</sup> Floor Mangaldan Water District Building, Serafica St., Poblacion, Mangaldan, Pangasinan	(075) 653-0574
Administrative Division	2 <sup>nd</sup> Floor Mangaldan Water District Building, Serafica St., Poblacion, Mangaldan, Pangasinan	(075) 523-5884
Finance Division	2 <sup>nd</sup> Floor Mangaldan Water District Building, Serafica St., Poblacion, Mangaldan, Pangasinan	(075) 523-5884
Commercial Division	1 <sup>st</sup> Floor Mangaldan Water District Building, Serafica St., Poblacion, Mangaldan, Pangasinan	(075) 513-4229
Engineering Division	1 <sup>st</sup> Floor Mangaldan Water District Building, Serafica St., Poblacion, Mangaldan, Pangasinan	(075) 513-4229

Approved by:

  
**ENGR. MARCELO M. PETONIO**  
*General Manager B*