



CITIZEN'S CHARTER

Metro Midsayap Water District

2020 Edition

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I. MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Metro Midsayap 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 collection, treatment, and disposal facilities; and
- ❖ Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

(Presidential Decree No. 198, Chapter II, Sec. 5)

II. VISION

A Water District that provides water, 24/7, assured through the protection of water sources and watersheds under an efficient, creative and dedicated Management directed by an evaluative and supportive Board of Directors.

III. MISSION

To pursue the protection of water sources and watersheds, the application of regular water control measures and the on-going training and updating of the Board of Directors, Management and personnel.

IV. PERFORMANCE PLEDGE

In providing abundant, potable and affordable water Twenty– four hours daily, We, the Officials and Employees of the Metro Midsayap Water District, commit to:

- ✓ **S**erve the people of Midsayap & Libungan and its barangays promptly and efficiently with utmost courtesy;
- ✓ **E**ffect reasonable and affordable water rates and other charges;
- ✓ **R**egularly and timely inform the public on water interruptions, conduct of preventive maintenance measures, systems improvements, plans and implementation of programs and projects, with easy 24/7 access to information and announcements;
- ✓ **V**alue every customer needs, complaints, comments, suggestions and requests, for prompt and appropriate action through easy access to Tel. No. (064) 229-8215 & CP No. 09189793379;
- ✓ **E**ducate and empower the people of Midsayap & Libungan and its barangays the need to take pro-active stance on environment care protection for a sustainable supply of abundant and potable water.

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COMMERCIAL SECTION

External Services

New Service Connection Application

Prior to any installation of a water service, customers are required to apply for a new water connection. This is the process of evaluating the application on the basis of documents presented and to determine whether water service can be legally provided. It is therefore important that documentary requirements for this process is identified and established for every type of application.

Office/Section/Division:	COMMERCIAL SECTION	
Classification:	COMPLEX	
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G-GOVERNMENT TO GOVERNMENT	
Who may Avail:	General Public of Midsayap and Libungan within the service areas of MMWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Orientation	MMWD office , 007 Poblacion 8, Midsayap, Cotabato	
2 Duly accomplished NSC Service Contract Application Form	MMWD office , 007 Poblacion 8, Midsayap, Cotabato	
3 Competent Evidence of Identity of the Applicant, land owner/possessor (if applicable), and representative (if applicable) such as but not limited to: (any of the following)		
a) Government Issued ID (1 Photocopy with 3 specimen signatures)	GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License , DSWD	
b) Company ID (1 Photocopy with 3 specimen signatures)	Company where the ID holder is affiliated	
c) School ID (1 Photocopy with 3 specimen signatures)	School where the ID holder is a bonafide student	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>d) Passport (1 Photocopy with 3 specimen signatures)</p> <p>*Additional requirement/s if processed by a Representative</p>	DFA
<p>4 Proof of Legal Capacity of Representative:</p> <p>Notarized Authorization Letter/ Notarized Special Power of Attorney/ Notarized General Power of Attorney</p>	Person being Represented
<p>For Corporation / Government Agencies:</p> <p>Notarized Secretary's Certificate / Notarized Board Resolution / Certification or Authorization issued by the General Manager / Administrator / Regional Manager and the like, in relation to the water service (1 Original)</p>	Company/Agency being Represented
<p>5 Estimate Form with Service Request</p>	MMWD office , 007 Poblacion 8, Midsayap, Cotabato
<p>6 Statement of Bill, either</p> <p>a) Cotelco b) PLDT c) Cable</p>	<p>Cotelco Office PLDT Office Midsayap Cable Television</p>
<p>7 Barangay Certification</p>	Barangay Office

First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
	2.2 Inform client regarding the application process for New Service Connection (NSC)	No fee(s) required	5 mins	PACD In-Charge
3 Fills-out request for estimate form	3 Gives client the request for estimate form and inform for inspection fee payment	No fee(s) required	5 mins	PACD In-Charge
4 Proceeds to Teller and pay for inspection fee	4 Teller receives the payment for inspection	Php 50.00	1 min	CMG

First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5 Return to PACD and present the inspection fee payment receipt	5 Records payment details and gives the Service Application Contract and Requirement Checklist. Advise client to return to the office after the receipt of the estimate and submit the Service Application Contract together with the necessary requirements	No fee(s) required	3 min.	PACD In-Charge
TOTAL		Php 50.00	16 mins	
END OF VISIT				
Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Present the estimate form and submit the SAC form	3.1 Receive and evaluate the SAC form and its corresponding requirements and the estimate form	No fee(s) required	5 mins	PACD In-Charge
	3.2 Issue order of payment and advise client to proceed to cashier for payment	No fee(s) required	2 mins	PACD In-Charge

Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4 Proceeds to Teller and pay the necessary fees	4 Teller receives the payment	Application fee plus actual estimate of labor & materials Based on Actual Estimate	1 min	CMG
5 Return to PACD and present receipt of payment	5 Records payment details and Advise client that the water service connection will be installed within 5 to 10 working days	No fee(s) required	2 mins	PACD In-Charge
TOTAL		Membership fee plus actual estimate of labor & materials Based on Actual Estimate	12 mins	
TOTAL			15 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Reclassification of a Service Connection

In cases the concessionaires request for a reclassification of their service connection from commercial classification to residential classification and vice versa.

Office/Section/Division:	Commercial Section			
Classification:	Complex			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. On-site investigation of actual SC status and other relevant information		MMWD 007 Poblacion 08, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request for reclassification of a service connection	3.1 Gather Information and check concessionaire's record	No fee(s) required	1 min	PACD In-Charge
	3.2 Prepares and print service request. Advise concessionaire that request will be forwarded to concerned office for appropriate action	No fee(s) required	1 min	PACD In-Charge
	3.2 Inform the concessionaire that they will be notified thru their contact number regarding the result of the investigation	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	5 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Arrangement/Elevation of Water Meter

Concessionaire whose meter is already inclined or whose stopcock/gate valve is already buried/ embedded may request for arrangement/elevation of water meter.

Office/Section/Divisio	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G-GOVERNMENT TO GOVERNMENT			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. On-site investigation of actual meter status and other relevant information		MMWD 007 Poblacion 08, Midsayap, Cotabato		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline	3.1 Receive, discuss, and retrieve in the masterfile database customer's name, contact details and concern(s)	No fee(s) required	2 mins	PACD In-Charge
	3.2 Evaluate request, prepare and print service request. Advise concessionaire that request will be forwarded to Technical Section for appropriate action	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	6 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Billing Details and other Billing Concerns

Concessionaires may request for information and records pertaining to account details and other billing concerns.

Office/Section/Division	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. No requirements needed				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline	3 Receive, discuss, and retrieve in the masterfile database customer's name, contact details and concern(s). Provide answer to customer queries.	No fee(s) required	3 mins	PACD In-Charge
TOTAL		None	5 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Change of Account Name

The legal spouse of the concessionaire has the right to request for Change of Account Name. However, the concessionaire has also the right to delegate or transfer the service connection to other individuals as long as it is in accordance with MMWD requirements as specified in the Citizen's Charter.

Office/Section/Division:	Commercial Section	
Classification:	Complex	
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT	
Who may Avail:	All MMWD concessionaires.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A) If processed by concessionaire: 1. Competent Evidence of Identity of the concessionaire and Representative (if applicable) such as but not limited to: (any of the following)		
a) Government Issued Id (1 Photocopy with 3 specimen signatures)	GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, COMELEC, PAG-IBIG, PNP Fire Arms License, AFP, DSWD	
b) Company Id (1 Photocopy with 3 specimen signatures)	Company where the ID holder is affiliated	
c) School Id (1 Photocopy with 3 specimen signatures)	School where the ID holder is a bonafide student	
d) Passport (1 Photocopy with 3 specimen signatures)	DFA	
e) Barangay Certificate with applicant's signature or thumb mark and picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)	Office of the Barangay	
f) Clearance Certificate with applicant's picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)	PNP, NBI	
3. Notarized waiver of rights	Attorney's Office	
4. Marriage Contract (1 Photocopy)	Philippines Statistics Authority	
5. Payment for change of name	MMWD 007 Poblacion 08, Midsayap, Cotabato	

First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request for Change of Account Name	3 Gather Information and check concessionaires record and requirements	No fee(s) required	1 min	PACD In-Charge
	3.1 Provide list of requirements.	No fee(s) required	1 min	PACD In-Charge
	3.2 Check customer's accounts, if with outstanding balance, advise customer to settle it	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	5 mins	
END OF VISIT				
Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Present the requirements for change of account name	3.1 Receive and check requirements	No fee(s) required	1 min	PACD In-Charge
	3.2 Issue Order of Payment for Change Name Service Fee and Outstanding Balance, if any	No fee(s) required	1 min	PACD In-Charge
	3.3 Advise concessionaire to go to Teller and pay the necessary fees	No fee(s) required	1 min	PACD In-Charge
4 Proceed to Teller booth and pay the necessary fees	4 Teller accept payment and issue official receipt (OR)	Php 50.00 plus the outstanding balance' if any	1 min	CMG
5 Return to PACD and present the payment receipt	5 Records payment details and advise concessionaire that the change of name will reflect in the next month's billing	No fee(s) required	2 mins	PACD In-Charge
TOTAL		Php 50.00 plus the outstanding balance' if any	8 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Request for Promissory Note (PN)

Promissory Note is a document signed by a customer containing a written promise to pay a stated sum arising from instances where PN is allowed and to be paid in an agreed period of time or in installments basis.

Office/Section/Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may Avail:	All MMWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promissory Note		MMWD 007 Poblacion 08, Midsayap, Cotabato		
Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline, request for a Promissory Note	3.1 Receive and discuss concessionaire's request.	No fee(s) required	1 min	PACD In-Charge
	3.2 Issue promissory note (Indicating in the PN the amount and the scheduled date for payment)	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	4 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Disconnection of Water Service

Water service connection which will not be used for a certain period of time due to end or termination of lease contract, transfer to other location or other circumstances may be disconnected upon request of the concessionaire.

Office/Section/Division:	Commercial Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may Avail:	All MMWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. Disconnection Logbook		MMWD 007 Poblacion 08, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline, request for disconnection of service connection	3.1 Receive and discuss concessionaire's request.	No fee(s) required	2 mins	PACD In-Charge
	3.2 Logged concessionaire request in the disconnection logbook and issue service request	No fee(s) required	2 mins	PACD In-Charge
	3.3 Advised concessionaire on the scheduled date of disconnection and remind the concessionaire to settle the remaining balance	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	7 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

High Water Consumption Investigation

Concessionaires may request for investigation in the event that there is an abrupt change/increase in their water bill. MMWD records and promptly investigate all complaints concerning water services. A report of the action/s taken will be furnished to the complainant within the period stated in the Citizen's Charter.

Office/Section/Division:	Commercial Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may Avail:	All MMWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. On-site investigation of actual meter status and other relevant information		MMWD 007 Poblacion 08, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline, report high water consumption	3.1 Receive, discuss and evaluate concessionaire's request.	No fee(s) required	5 mins	PACD In-Charge
	3.2 Check investigation report and remarks, if any, billing history and account status of the customer;	No fee(s) required	1 min	PACD In-Charge
	3.3 If customer's concern can be answered outright with the given data, provide answer to the customer	No fee(s) required	2 mins	PACD In-Charge
	3.4 If the customer's concern needs further evaluation/ investigation, the customer's concern will be processed and give feedback within 3 working days under normal condition	No fee(s) required	1 min	PACD In-Charge
	3.5 Issue service request for the investigation of the said service connection	No fee(s) required	1 min	PACD In-Charge
	3.6 Advise the concessionaire that site investigation will be done within three (3) working days	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	13 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Replacement of Defective Water Meter

Concessionaires whose meters are stuck up/defective may request for replacement of the same provided that investigation must be conducted to evaluate the actual meter status.

Office/Section/Division:	Commercial Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may Avail:	Any MMWD concessionaires whose water meter is defective			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. On-site investigation of actual meter status and other relevant information		MMWD 007 Poblacion 08, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline, report defective meter	3.1 Discuss and evaluate concessionaire's request.	No fee(s) required	5 mins	PACD In-Charge
	3.2 Check billing details.	No fee(s) required	1 min	PACD In-Charge
	3.3 Prepare Service Request for investigation to verify meter status	No fee(s) required	2 mins	PACD In-Charge
	3.4 Advise the concessionaire that site investigation will be done within three (3) working days	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	12 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Replacement of Stolen Water Meter

Concessionaires whose meters are stolen may request for replacement of the same provided that documentary requirements and settlement of necessary fee/s are complied.

Office/Section/Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may Avail:	Any MMWD concessionaires whose water meter is stolen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD 007 Poblacion 08, Midsayap, Cotabato		
2. Payment of Current Cost of Water Meter		MMWD 007 Poblacion 08, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Go to Customer Service Assistant (CSA) Frontline, report stolen meter	3.1 Discuss and evaluate customer request.	No fee(s) required	2 mins	PACD In-Charge
	3.2 Prepare Service Request for investigation to verify meter status	No fee(s) required	2 mins	PACD In-Charge
	3.3 Compute the current Cost of Stolen Meter	No fee(s) required	1 min	PACD In-Charge
	3.4 Ask the customer the mode of payment whether outright payment or charge to bill. 3.4.1 If Outright Payment: Prepare Order of Payment and give to customer. Advise customer to go to cashier for payment and go back to CSA Frontline with the Official Receipt 3.4.2 If Charge to Bill: Inform customer that the Cost of Stolen Water Meter will be charged to bill for 3 consecutive months	No fee(s) required	2 mins	PACD In-Charge
4 Go to teller and pay	4 Accept Order of Payment. Issue Official Receipt. Attach Order of Payment to file copy of Official Water Meter Receipt (OR)	Current Cost of Stolen water meter	1 min	CMG
5 Go back to CSA Frontline and present OR	5 Record payment details and inform the concessionaire that the installation of new water meter will be done within the day	No fee(s) required	2 mins	PACD In-Charge
TOTAL		Current Cost of Stolen water meter	12 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Senior Citizen Discount Privilege

Seniors can get a 5% discount on their water bills, as long as the accounts are registered in their name, and their household consumes not more than 30 cubic meters of water in a month. Concessionaires who wished to avail this privilege must be properly guided. To facilitate this request, documentary requirements must be submitted.

Office/Section/Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If processed by Account Holder: 1. OSCA ID of the Concessionaire (1 Photocopy with 3 specimen signatures) *Additional requirements if processed by a Representative:		Office for Senior Citizens Affairs (OSCA)		
2. Competent Evidence of Identity of Representative such as but not limited to: (any of the following)		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
a) Government Issued Id (1 Photocopy with 3 specimen signatures)		Company where the ID holder is affiliated		
b) Company Id (1 Photocopy with 3 specimen signatures)		School where the ID holder is a bonafide student		
c) School Id (1 Photocopy with 3 specimen signatures)		DFA		
d) Passport (1 Photocopy with 3 specimen signatures)		Office of the Barangay		
e) Barangay Certificate with representative's signature or thumb mark and picture integrated or attached thereto (1 Original with 3 specimen signatures)		PNP, NBI		
f) Clearance Certificate with representative's picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)		MMWD office , 007 Poblacion 8, Midsayap, Cotabato		
3. Senior Citizen Discount Application Form				
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request senior citizen application form, fill-out and return to CSA frontline together with the necessary requirements	3.1 Receive and check Senior Citizen application form and corresponding requirements	No fee(s) required	3 mins	PACD In-Charge
	3.2 Inform concessionaire that he/she is already qualified to avail the 5% SC discount privilege starting next month billing	No fee(s) required	1 min	PACD In-Charge
TOTAL		None	6 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Re-reading of Water Meter

Re-reading of water meter may be done as requested by the concessionaire/ actual user of water connection .

Office/Section/Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request		MMWD office , 007 Poblacion 8, Midsayap, Cotabato		
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request for re-reading of water meter	3.1 Discuss and evaluate concessionaires request	No fee(s) required	3 mins	PACD In-Charge
	3.2 Issue service request and advise the concessionaire to return on the scheduled date for the result	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	7 mins	
END OF VISIT				
Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Follow-up result of water meter reading	3 Furnish concessionaire of the result	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	4 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Calibration and Verification of Water Meter

This procedure covers the calibration services for the internal and external customer of the District.

Office/Section/Division:	Commercial Section			
Classification:	Complex			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT			
Who may Avail:	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form	MMWD 007 Poblacion 08, Midsayap, Cotabato			
2. Water Meter	Concessionaire			
3. Payment for Calibration/Verification of Meter	MMWD office , 007 Poblacion 8, Midsayap, Cotabato			
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request for meter calibration / verification	3.1 Discuss and evaluate concessionaires request	No fee(s) required	2 mins	PACD In-Charge
	3.2 Inform the concessionaire/s of the following: <ul style="list-style-type: none"> • Appropriate methods • Terms and conditions 	No fee(s) required	2 mins	PACD In-Charge
	3.3 Issue order of payment and advise concessionaire to proceed to teller booth and pay the calibration fee.	No fee(s) required	2 mins	PACD In-Charge
4 Proceed to Teller booth and pay the calibration fee	4 Teller receives payment for calibration fee	Php 50.00	1 min	CMG
5 Proceed to PACD and present the official receipt	5 Records payment details and issue service request for calibration of the water meter and advise the concessionaire to return on the scheduled date for the result of the calibration	No fee(s) required	2 mins	PACD In-Charge
TOTAL		Php 50.00	11 mins	
END OF VISIT				
Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Follow-up meter calibration/verification result	3.1 Retrieve calibration/verification result	No fee(s) required	1 min	PACD In-Charge
	3.2 Furnish concessionaire of the result of calibration/verification	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	5 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Reconnection of Service Connection

The disconnection of a water service connection is attributed to non-payment of bill or as requested by the concessionaire. While reconnection can be requested at any given time, certain procedures and requirements need to be satisfied to ensure the ownership of the reconnected water service connection. Gathering of sufficient and relevant information through investigation and submission of the required documents are essential in the evaluation. The procedures and requirements are therefore identified and established prior to reconnection of water service.

Office/Section/Division:	Commercial Section	
Classification:	Disconnected with water meter - Simple Disconnected with pulled-out water meter - Complex	
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT	
Who may Avail:	All MMWD concessionaires	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A) Request for reconnection of accounts disconnected: Reasons of Disconnection:		
<ul style="list-style-type: none"> <input type="radio"/> Due to delinquency <input type="radio"/> By request of the concessionaire 		
1. Service Request Form		MMWD 007 Poblacion 08, Midsayap, Cotabato
2. Competent Evidence of Identity of the concessionaire and Representative (if applicable) such as but not limited to: (any of the following)		
a) Government Issued Id (1 Photocopy with 3 specimen s		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, COMELEC, PAG-IBIG, PNP Fire Arms License, AFP
b) Company Id (1 Photocopy with 3 specimen signatures)		Company where the ID holder is affiliated
c) School Id (1 Photocopy with 3 specimen signatures)		School where the ID holder is a bonafide student
d) Passport (1 Photocopy with 3 specimen signatures)		DFA
e) Barangay Certificate with applicant's signature or thumb mark and picture integrated or attached thereto (1 Original with 3 specimen signatures)		Office of the Barangay
f) Clearance Certificate with applicant's picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)		PNP, NBI

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. On-site inspection of standard plumbing provision and other relevant information		MMWD 007 Poblacion 08, Midsayap, Cotabato		
4. Co-maker Statement Form		MMWD 007 Poblacion 08, Midsayap, Cotabato		
5. Payment a) Reconnection Fee b) Outstanding of balance, if any *Additional requirement if processed by Representative:		MMWD 007 Poblacion 08, Midsayap, Cotabato		
4. Proof of Legal Capacity of Representative				
4.1 For Residential / Individual: Authorization Letter with Photocopy of 1 valid ID with 3 specimen signature/ Special Power of Attorney		Person being represented		
4.2 For Corporation / Government Agencies: Notarized Secretary's Certificate / Notarized Board Resolution / Certification or Authorization issued by the General Manager / Administrator / Regional Manager and the like, in relation to the water service		Company/Agency being represented		
Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge

CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Request for reconnection of service connection and presents necessary requirements	3.1 Gather Information and check concessionaires record and requirements	No fee(s) required	3 mins	PACD In-Charge
	3.2 Give Order of Payment to customer and advise customer to proceed to Teller to pay the reconnection fee and outstanding balance, if any	No fee(s) required	2 mins	PACD In-Charge
4 Proceed to Teller booth and pay the reconnection fee	4 Teller receives payment for reconnection fee	Recon Fee - Php 250.00 plus the outstanding balance if any	1 min	CMG
5 Return to PACD and present the payment receipt	5.1 Records payment details and logs concessionaire's name in the reconnection logbook.	No fee(s) required	2 mins	PACD In-Charge
	5.2 Advise customer that the reconnection of service connection will be done within the day if the water meter is still there. However, if the water meter was already pulled-out, reconnection of service connection will be done the following day.	No fee(s) required	1 min	PACD In-Charge
TOTAL		Recon Fee - Php 250.00 plus the outstanding balance if any	10 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Relocation of Water Meter

Relocation of water meter applies if the concessionaire opts to transfer to a new location. Concessionaires who wished to avail this service must be properly guided. To facilitate this request, documentary requirements must be submitted and fee/s must be settled accordingly.

Office/Section/Division:	Commercial Section	
Classification:	Complex	
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G-GOVERNMENT TO GOVERNMENT	
Who may Avail:	All MMWD concessionaires.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A) If processed by concessionaire: 1. Competent Evidence of Identity of the concessionaire and Representative (if applicable) such as but not limited to: (any of the following) a) Government Issued Id (1 Photocopy with 3 specimen signatures)	GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, COMELEC, PAG-IBIG, PNP Fire Arms License, AFP, DSWD	
b) Company Id (1 Photocopy with 3 specimen signatures)	Company where the ID holder is affiliated	
c) School Id (1 Photocopy with 3 specimen signatures)	School where the ID holder is a bonafide student	
d) Passport (1 Photocopy with 3 specimen signatures)	DFA	
e) Barangay Certificate with applicant's signature or thumb mark and picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)	Office of the Barangay	
f) Clearance Certificate with applicant's picture integrated or attached thereto (1 Photocopy with 3 specimen signatures)	PNP, NBI	
2. On-site inspection of standard plumbing provision and other relevant information	MMWD 007 Poblacion 08, Midsayap, Cotabato	

3. Payment of Transfer Meter Fee *Additional requirement if processed by Representative:	MMWD 007 Poblacion 08, Midsayap, Cotabato			
4. Proof of Legal Capacity of Representative 4.1 For Residential / Individual: Authorization Letter with Photocopy of 1 valid ID with 3 specimen signature/ Special Power of Attorney	Person being represented			
4.2 For Corporation / Government Agencies: Notarized Secretary's Certificate / Notarized Board Resolution / Certification or Authorization issued by the General Manager / Administrator / Regional Manager and the like, in relation to the water service	Company/Agency being represented			
First Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Request for relocation of water meter	3 Gather Information and check concessionaires record and requirements	No fee(s) required	2 mins	PACD In-Charge
4 Fill-out the estimate form	4 Gives concessionaire the estimate form and inform him/her to pay the inspection fee	No fee(s) required	5 mins	PACD In-Charge

5 Proceed to Teller booth and pay the inspection fee	5 Teller receives payment for inspection fee	Php 50.00	1 min	CMG
6 Return to PACD and present the inspection fee payment receipt	6 Records payment details and gives the estimate form together with the service request to the estimator and advise client to return to the office after the receipt of the estimate and submit the necessary requirements	No fee(s) required	2 mins	PACD In-Charge
TOTAL		None	12 mins	
END OF VISIT				
Second Visit- Customer in-office Transaction				
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Gets Priority Service Number (PSN) from the Guard-On-Duty	1 Gives Client the PSN	No fee(s) required	1 min	Guard-On-Duty
2 Proceeds to PACD. Wait for the priority number to be called and presents the PSN	2 Calls the Priority Number and received the PSN	No fee(s) required	1 min	PACD In-Charge
3 Present the "Estimate Form" as measured by the estimator	3.1 Retrieve the office copy of "Estimate Form" and evaluate	No fee(s) required	2 mins	PACD In-Charge
	3.2 Compute the necessary fees for payment	No fee(s) required	1 min	PACD In-Charge
	3.3 Advise concessionaire to go to cashier and pay the necessary fees	No fee(s) required	1 min	PACD In-Charge
4 Proceed to Teller booth and pay the necessary fees	4 Teller accept payment and issue official receipt (OR)	Based on Actual estimates	1 min	CMG
5 Return to PACD and present the payment receipt	5 Records payment details and advice concessionaire that relocation of water meter will be done within 3 to 5 working days	No fee(s) required	2 mins	PACD In-Charge
TOTAL		Based on Actual estimates	9 mins	
END OF CUSTOMER IN-OFFICE TRANSACTION				

Response to No Water / Low Water Pressure Complaints

The response to no water / low water pressure complaints is the action taken by the Production and Water Quality Section in an answer to the complaints of the customer as received by the MMWD through its Customer Service Complaint Desk Officer. The complaints that are classified as Highly Technical are those that have larger affected area such as whole subdivision, village or sub-system. This response does not include the action taken to answer the complaints that arose from scheduled or emergency water service interruption.

Office/Section/Division Classification:	COMMERCIAL SECTION / PRODUCTION & WATER QUALITY SECTION			
Type of Transaction:	HIGHLY TECHNICAL			
Who may Avail:	G2C-GOVERNMENT TO CITIZEN /G2B-GOVERNMENT TO BUSINESS/G2G- GOVERNMENT TO GOVERNMENT			
	All MMWD concessionaires.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account Name and Number 2. Location of the Complaint 3. Contact Details		Public Assistance and Complaints Desk		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Public Assistance and Complaints Desk	1 Take note of the details of the customer's complaint/s and the required details of personal information.	No fee(s) required	5 mins.	Public Assistance and Complaints Desk
	2 Encode the customer's complaint and the relevant detail in the Service Request	No fee(s) required	1 min.	Public Assistance Desk officer Public Assistance Desk officer
	3 Forward SR to PWQS Head	No fee(s) required	1 min.	PWQS-Head
	4 Receive the SR and forward to the concerned group for appropriate action	No fee(s) required	1 min.	PG Head
	5 Sends a technical personnel to conduct the field inspection and / or coordinate with other units in order to further investigate the issue at hand.	No fee(s) required	1 hour	PG Head
	6 Assess and evaluate the appropriate intervention, as deemed necessary, basing from the results of the conducted field investigation and concurred by the client	No fee(s) required	1 hour	PG Head
	7 Inform the PACD personnel on the date and time the water service will be restored and return the SR with the same remarks.	No fee(s) required	5 min.	PG Head
	8 The SR entry for the particular complaint will be remarked as closed transaction	No fee(s) required	1 min.	BPG
TOTAL		None	2 hrs. 14 min.	
END OF VISIT				

COMMERCIAL SECTION

Internal Services

Meter Reading and Bill Distribution Process

The procedure starts from the updating of billing schedules and ends with the uploading of accomplished meter reading books to the Meter Reading System. Includes delivery of Statement of Account to the concessionaires.

Office/Section/Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail:	All MMWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Meter Reading Devices		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
2 Acknowledgment Report		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Billing and Posting Group Head prepares monthly Meter Reading Schedule	1.1 Update Billing Schedule module into the Billing and Collection System. 1.2 Update list of Straight-Billed concessionaires. 1.3 Create Meter Reading Entry and insert concessionaires to the batch file. 1.4 Update Initial Readings, if necessary. 1.5 Print Acknowledgment Report 1.6 Download meter reading book to the handheld metering device with input zone and meter reading date 1.7 Dispatch the handheld metering device with downloaded meter reading zone and book to assigned	No fee(s) required	1 day	Billing and Posting Group Head Billing and Posting group
2 Concessionaire receives Statement of Account and signs on the Acknowledgment Report	2.1 Conduct meter reading, print the water bill and deliver the Statement of Account.			Meter Reader
3 Meter Reader completes meter reading per zone	3.1 Uploading of accomplished meter reading batch file to the Billing and Collection System. 3.2 Submit Acknowledgment Report and turn-over of Meter Reading Equipment 3.3 Review for missed reading, and misreading.		1-2 days	Billing and Posting group Meter Reader Billing and Posting Group Head
TOTAL		None	1-2 days per zone	

Billing Process

The procedure starts from the uploading of accomplished meter reading batch file and ends with the posting and submission of report.

Office/Section/Divisio	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail:	All MMWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Abrupt Increase Report		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
2 Billing Register Report		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
3 Posted Penalties Report		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
4 Daily Billing Summary		MMWD Office, 007 Poblacion 8, Midsayap, Cotabato		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Meter Reader submits meter reading device with accomplished meter reading (batch file)	1.1 Uploading of accomplished meter reading batch files to the Billing and Collection	No fee(s) required	1 day	Billing and Posting Group Head
	1.2 Check/ Review of Abnormal consumption for Investigation			Billing and Posting Group Head / Commercial Section Head
	1.3 Generate and Post Reading into Billing Register.			Billing and Posting Group Head
	1.4 Send bills thru SMS for billed concessionaires.			
	1.5 Submit report of Abrupt Increase, Billing Register, Posted Penalties and Daily Billing Summary to the Commercial Section Head			
TOTAL		None	1 day	

Classification of Water Service Accounts

The procedure starts from getting Service Request for Reclassification and ends with the upgrading/downgrading of classification of account based on the actual field findings.

Office/Section/Divisio	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail:	All MMWD Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Service Request for Reclassification		Public Assistance Desk		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Generate Service Request for Reclassification of Account.	1.1 Get the Service Request for Reclassification	No fee(s) required	1 day	Investigator
	1.2 Dispatch to investigators the created Service Request for investigation as to actual usage or presence of economic activity			Public Assistance Desk
	1.3 Evaluate Meter Reading Field Findings			Investigator
	1.4 Send notification letter to customer pertaining the reclassification of water service connection			Commercial Section Head / Investigator
	1.5 Updating of customer record as to proper classification in the Billing & Collection			Data Encoder
TOTAL		None	1 day	

Response to Customer's Feedback Survey

The Response to Customer's Feedback Survey is a document prepared by the Commercial Section in an answer to the queries / remarks / complaints of the customer as received by the MMWD through its Public Assistance Desk. This document will detail the relevant data and information that the customer wishes to be informed / assisted with.

Office/Section/Divisio	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Private persons and institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Duly Accomplished Customer Feedback Survey Form		Public Assistance Desk	
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished Customer Feedback Survey Form to the Public Assistance Desk Officer	1.1 Accept the accomplished survey form and check the details of the feedback.	No fee(s) required	1 day	Data Encoder
	1.2 Consolidate the data		3 days	
	1.3 Identify which department should address the feedback of the customer.			Concerned Division Manager
TOTAL		None	4 days	

Dissemination to Water Service Interruption Advisory – Scheduled

Dissemination of water service interruption as requested by concerned division within the water district for tapping works, power interruption coordinated by Cotabato Telephone Cooperative, installation of water infrastructure appurtenances, maintenance activities, among others.

Office/Section/Divisio		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may Avail:		MMWD Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request for water service interruptions		Drafted by the concerned division		
CLIENT STEP/S	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Forward request to Commercial Section Head	1.1 Receive request and validate details of water service interruption	No fee(s) required	1 minute	Commercial Section Head
	1.2 Prepare materials for water service interruption advisory (Facebook post, radio broadcast, and text blast)		1 hour	
	1.3 Disseminate water service interruption advisory (Facebook post, radio broadcast, and text blast)		1 day	
TOTAL		None	1 day, 1 hour & 1 min	

Dissemination of Water Service Interruption Advisory – Unscheduled

Dissemination of water service interruption caused by unforeseen circumstances caused by pipeline leaks or bursts, emergency power interruptions that were not coordinated by the Cotabato Electric Cooperative, among others.

Office/Section/Divisio	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	MMWD Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Information relayed by concerned division		Drafted by the concerned division		
CLIENT STEP/S	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Notify request to Commercial Section and provide all the details needed for the advisory	1.1 Receive request and validate details of water service interruption	No fee(s) required	1 min	Commercial Section Head
	1.2 Prepare materials for water service interruption advisory (Facebook post, radio broadcast, and text blast)		30 mins	
	1.3 Disseminate water service interruption advisory (Facebook post and radio broadcast)		25 mins	
TOTAL		None	56 mins	

CASH MANAGEMENT GROUP

External Services

Payment of Water Bill

Concessionaires are obliged to pay their water bill. Failure to pay their one (1) month bill shall be ground for disconnection of water service.

Office/Section/Division:	Administrative & Commercial Division/ Commercial Section/ Cash Management Group			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may Avail:	All MMWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 For Concessionaire's with Franchise Tax: a. BIR Form 2307 (3 copies)		BIR		
2 For Concessionaire's with Senior Citizen Discount: a. OSCA ID		DSWD		
3 For Concessionaires paying thru LDDAPP, Debit Memo, deposit payment to other LBP branch a. LDDAPP with bank verification/validation b. Debit Memo with bank verification/ validation c. Validated deposit slip		LBP or concessionaire's respective bank		
Customer In-Office Transaction				1)
Customer with or without Regular Bill Paying Full				2)
Customer with or without Disconnection Notice paying Full arrears				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty ask for priority number	1.1 Give priority number. Direct concessionaire to Teller and wait for turn	No fee(s) required	30 seconds	Security Guard
2 Go to Teller; give water bill,if available and payment. If no bill, give details of account and payment	2.1 Accept water bill or details of account and payment. 2.2 Input payment to the system, issue Official Receipt and give loose change, if any.	Amount to be paid	2 minutes	Teller
3 Receive and check Official Receipt and count loose change, if any		No fee(s) required		
TOTAL:		Amount to be paid	2.5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				
1) Customer with or without Regular Bill Paying Full				
2) Customer with or without Disconnection Notice paying Full arrears				

Customer In-Office Transaction				
1) Customer with or without Regular Bill Paying Partial				
2) Customer with or without Disconnection Notice paying partial arrears				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty ask for priority number	1.1 Give priority number. Direct concessionaire to PACD (Public Assistance and Complaint Desk) and wait for	No fee(s) required	30 seconds	Security Guard
2 Go to PACD frontliner and request for Order of Payment	2.1 Verify concessionaire's record; issue Order of Payment and direct concessionaire to Teller for	No fee(s) required	2 minutes	PACD Frontliner
3 Go to Teller; give Order of Payment and payment	3.1 Accept Order of Payment and payment; issue Official Receipt and advice concessionaire return to PACD	Amount to be paid	2 minutes	Teller
4 Receive and check Official Receipt and count loose change,if any		No fee(s) required		
5 Proceed to PACD and present Official Receipt of partial payment	5.1 Accept and check Official Receipt of partial payment and issue Promissory Note for the remaining bill	No fee(s) required	2 minutes	PACD Frontliner
TOTAL		Amount to be paid	6.5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				
1) Customer with or without Regular Bill Paying Partial				
2) Customer with or without Disconnection Notice paying partial arrears				

Customer In-Office Transaction - with Franchise Tax (BIR Form 2307)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty , ask for priority number	1.1 Ask for concessionaire's concern, give priority number. Direct concessionaire to Teller and wait for their turn	No fee(s) required	1 minute	Guard-on-Duty
2 Go to Teller; give water bill, original copies of BIR Form No. 2307 and payment.	2.1 Accept water bill, original copies of BIR Form No. 2307 and payment; retain 1 copy of BIR Form 2307. 2.2 Conformed the concessionaires copy of BIR 2.3 Input payment to the system,	Amount to be paid	4 minutes	Teller
3 Receive and check copy of BIR Form 2307, Official Receipt, and count loose change , if any		No fee(s) required		
TOTAL		Amount to be paid	5 minutes	
END OF CUSTOMER ON-OFFICE TRANSACTION with Franchise Tax (BIR Form 2307)				

Customer In-Office Transaction - for payment thru LDDAP or online deposit to other LBP branches				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty , ask for priority number	1 Ask for concessionaire's concern, give priority number. Direct concessionaire to Teller and wait for their turn	No fee(s) required	1 minute	Guard-on-Duty
2 Go to Teller; give water bill and LBP validated copy of LDDAP/deposit slip	1 Verify the validated copy of LDDAP/deposit slip (call LBP Midsayap branch if needed) 2 Accept the payment and issue Official Receipt	Amount to be paid	5 minutes	Teller
3 Receive and check Official Receipt		No fee(s) required		
TOTAL		Amount to be paid	6 minutes	
END OF CUSTOMER ON-OFFICE TRANSACTION for payment thru LDDAP/online deposit to other LBP branch				

Customer In-Office Transaction - with Senior Citizen Discount				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty , ask for priority number	1.1 Ask for concessionaire's concern, give priority number. Direct concessionaire to go to Public Assistance Desk Officer	No fee(s) required	1 minute	Guard-on-Duty
2 Go to PACD, give the water bill along with the Senior Citizen OSCA ID	2.1 Receive the water bill and OSCA Senior Citizen ID 2.2 Check the record for the availment of Senior Citizen dsicount, give payment order and direct to proceed to Teller	No fee(s) required No fee(s) required	2 minutes	PACD Officer
3 Give payment order and payment to the Teller	3.1 Accept the payment order and payment, input payment to the system 3.2 Issue Official Receipt and give loose change, if any	Amount to be paid	3 minutes	Teller
4 Receive and check Official Receipt and count loose change,if any				
TOTAL		Amount to be paid	6 minutes	

Disbursement of Approved Checks

Releasing of Approved Checks

Office/Section/Division:	Administrative & Commercial Division/ Commercial Section/ Cash Management Group			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may Avail:	MMWD Suppliers/Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of Checks 1. Approved Disbursement Voucher 2. Original Official Receipt/Collection Receipt 3. Photocopy of Valid ID		MMWD Supplier Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to Guard-on-Duty	1.1 Ask for supplier's/client's concern and direct to Cash Management office	No fee(s) required	1 minute	Guard on Duty
2 Go to Cash Management office	2.1 Ask for supplier's/client's details, check disbursement record if the check is available and ready for release	No fee(s) required	2 minutes	Cashier
3 Receive Disbursement Voucher, affix required signatures, issue Official Receipt per approved check	3.1 Guide the supplier/client in signing the Disbursement Voucher and in the BIR Form received by portion	No fee(s) required	1 minute	Cashier
	3.2 If supplier, direct the supplier to issue an Official Receipt	No fee(s) required	2 minutes	Cashier
	If citizen/client, direct the client to present valid ID and photocopy	No fee(s) required	2 minutes	Cashier
4 Tender Issued Receipt along with the Disbursement Voucher to the Cashier	4.1 If supplier, accept the issued Official Receipt and check if all entries are correct. Attach the OR in the Disbursement Voucher.	No fee(s) required	2 minutes	Cashier
	4.2 Give the check to the supplier/client and the suppliers copy of BIR Form	No fee(s) required	1 minute	Cashier
TOTAL		None	11 minutes	

REPAIR & MAINTENANCE GROUP

External Services

Realignment of Pipeline (uPVC/PE) due to Road Infrastructure Projects

During the implementation of the Road Infrastructure Projects by the DPWH specially the road widening, our pipelines (uPVC/PE) were affected. We need to realign or relocate them to a proper and safe location.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request		<ul style="list-style-type: none"> ▪ DPWH/MEO/OTHER AGENCIES ▪ DPWH/MEO/OTHER AGENCIES 		
1 Letter/Phone call from DPWH/MEO/other agencies				
2 Location map/Sketch of the concerned pipeline				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the letter and location map/sketch to the MMWD	1.1 Receive the letter	No fee(s)	1 minute	Secretary of the OGM/ Customer Service
	1.2 Forward the letter to the ECS Office	No fee(s)		
	1.3 Coordinate with the DPWH/MEO and inspect the location	No fee(s)	1 hour	ECS
	1.4 Inform Barangay Officials of the conduct of pipeline realignment.	No fee(s)	30 minutes	ECS
	1.5 Prepare plan and estimates for the realignment of pipeline.	No fee(s)	1 hour	ECS
	1.6 Secure Service Request (SR) from Customer Service	No fee(s)	1 minute	ECS
	1.7 Forward SR to the Repair and Maintenance Group assigned in the area	No fee(s)	1 minute	ECS
	1.8 Conduct realignment of the affected pipeline.	No fee(s)	7 days	ECS
	1.9 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
	2.0 Transmit the reply letter or inform the DPWH/MEO/other Agencies of the completion of the said work including as-built plan.	No fee(s)	1 hour	ECS
TOTAL		None	7.65 days	

Transfer of Blow-Off Valve

As part of development, other agencies are conducting infrastructure projects. During this time, some of our facilities are affected like blow-offs. That is why we need to transfer all of these for its safety and protection.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Letter/Phone call from DPWH/MEO/other 2 Location map/Sketch of the concerned pipeline			<ul style="list-style-type: none"> ▪ DPWH/MEO/OTHER AGENCIES ▪ DPWH/MEO/OTHER AGENCIES 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the letter and location map/sketch to the MMWD	1.1 Receive the letter/request	No fee(s)	1 minute	Secretary of the OGM/Customer Service
	1.2 Forward the letter to the ECS Office	No fee(s)		
	1.3 Coordinate with the DPWH/MEO and inspect the location	No fee(s)	1 hour	ECS
	1.4 Inform Barangay Officials of the conduct of blow-off valve	No fee(s)	30 minutes	ECS
	1.5 Prepare plan and estimates for the said transfer of blow-off valve	No fee(s)	1 hour	ECS
	1.6 Secure Service Request (SR) from	No fee(s)	1 minute	ECS
	1.7 Forward SR to the Repair and Maintenance Group assigned in the area	No fee(s)	1 minute	ECS
	1.8 Conduct transfer of blow-off	No fee(s)	1 day	ECS
	1.9 Conduct inspection and prepare	No fee(s)	4 hours	ECS
	2.0 Transmit the reply letter or inform the DPWH/MEO/other Agencies of the completion of the said work including as-built plan.	No fee(s)	1 hour	ECS
TOTAL		None	1.65 days	

Transfer of Fire Hydrant

As part of development, other agencies are conducting infrastructure projects. During this time, some of our facilities are affected like fire hydrants. That is why we need to transfer all of these for its safety and protection.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Letter/Phone call from DPWH/MEO/other 2 Location map/Sketch of the concerned pipeline		<ul style="list-style-type: none"> ▪ DPWH/MEO/OTHER AGENCIES ▪ DPWH/MEO/OTHER AGENCIES 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the letter and location map/sketch to the MMWD	1.1 Receive the letter/request	No fee(s)	1 minute	Secretary of the OGM/Customer Service
	1.2 Forward the letter to the ECS	No fee(s)		
	1.3 Coordinate with the DPWH/MEO and inspect the location	No fee(s)	1 hour	ECS
	1.4 Inform Barangay Officials of the conduct of fire hydrant transfer.	No fee(s)	30 minutes	ECS
	1.5 Prepare plan and estimates for the said transfer of fire hydrant.	No fee(s)	1 hour	ECS
	1.6 Secure Service Request (SR) from Customer Service	No fee(s)	1 minute	ECS
	1.7 Forward SR to the Repair and Maintenance Group assigned in the area.	No fee(s)	1 minute	ECS
	1.8 Conduct transfer of fire hydrant.	No fee(s)	1 day	ECS
	1.9 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
	2.0 Transmit the reply letter or inform the DPWH/MEO/other Agencies of the completion of the said work including as-built plan.	No fee(s)	1 hour	ECS
TOTAL		None	1.65 days	

Transfer of Water Meters

Water meters are also affected everytime there is an infrastructure projects. As part of development, other agencies are conducting infrastructure projects. During this time, some of our facilities are affected like blow-offs. That is why we need to transfer all of these for its safety and protection.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Letter/Phone call from DPWH/MEO/other 2 Location map/Sketch of the concerned pipeline		<ul style="list-style-type: none"> ▪ DPWH/MEO/OTHER AGENCIES ▪ DPWH/MEO/OTHER AGENCIES 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the letter and location map/sketch to the MMWD	1.1 Receive the letter/request	No fee(s)	1 minute	Secretary of the OGM/Customer Service
	1.2 Forward the letter to the ECS	No fee(s)		
	1.3 Coordinate with the DPWH/MEO and inspect the location	No fee(s)	1 hour	ECS
	1.4 Inform Barangay Officials of the conduct of water meter transfer.	No fee(s)	30 minutes	ECS
	1.5 Prepare plan and estimates for the said transfer of water meters.	No fee(s)	1 hour	ECS
	1.6 Secure Service Request (SR) from Customer Service	No fee(s)	1 minute	ECS
	1.7 Forward SR to the Repair and Maintenance Group assigned in the area	No fee(s)	1 minute	ECS
	1.8 Conduct transfer of water meters.	No fee(s)	4 day	ECS
	1.9 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
	2.0 Transmit the reply letter or inform the DPWH/MEO/other Agencies of the completion of the said work including as-built plan.	No fee(s)	1 hour	ECS
TOTAL		None	4 .65 days	

REPAIR & MAINTENANCE GROUP

Internal Services

Arrangement/Elevation/Reposition/Transfer of Water Meter

Base on the Utility Rules and Regulations, Water Meters should be installed on its appropriate location. But as part of the Residential or Community development, our water meters' positions really being disturbed. We need to arrange, elevate or transfer these water meters to its new standard location.

Office/Section/Division:	PED/ECS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens/G2B - Government to Business			
Who may Avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Service Request			Customer Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Deligate the Service Request to the assigned group	No fee(s)	1 minute	ECS
	1.4 Make withdrawal for needed materials	No fee(s)	20 minutes	Assigned group
	1.5 Wait for the the release of materials from the Storekeeper	No fee(s)	30 minutes	Assigned group
	1.6 Proceed to the area for immediate action	No fee(s)	4 hours	Assigned group
	1.7 Submit to ECS the accomplished service request for incoding.	No fee(s)	1 minute	Assigned group
	1.8 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
TOTAL		None	1.113 days	

Repair of Distribution Line Leak

Due to deterioration of materials, we could also experience pipe burst specially to our distribution lines. In order to fix all of these, we need to repair it.

Office/Section/Division:		PED/ECS		
Classification:		Complex/Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the assigned group	No fee(s)	1 minute	ECS
	1.4 Make withdrawal for needed materials	No fee(s)	20 minutes	Assigned group
	1.5 Wait for the the release of materials from the Storekeeper	No fee(s)	45 minutes	Assigned group
	1.6 Proceed to the area for the repair of distribution line leak	No fee(s)	8 hours	Assigned group
	1.7 Submit to ECS the accomplished service request for incoding.	No fee(s)	1 minute	Assigned group
	1.8 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
TOTAL		None	1.642 days	

Repair of Service Line Leak

The repair of service line leak is the action taken by the Repair and Maintenance Group in an answer to the complaint of the customer as received by the MMWD through its Public Assistance and Complain Desk Officer. The activity entails only the repair of a leaking pipeline between the main distribution line and the customer meter. The discovery and reporting of this kind of leak may also be made by the MMWD Maintenance Men, the Leak Detection Team of the MMWD or somebody who do not have a MMWD water connection and happened to witness or cause the leak. This is classified as Simple as this normally occur in shallow trenches and affects only a small number of customers.

Office/Section/Division:	PED/ECS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the assigned group	No fee(s)	1 minute	ECS
	1.4 Make withdrawal for needed materials	No fee(s)	20 minutes	Assigned group
	1.5 Wait for the the release of materials from the Storekeeper	No fee(s)	30 minutes	Assigned group
	1.6 Proceed to the area for the repair of service line leak	No fee(s)	4 hours	Assigned group
	1.7 Submit to ECS the accomplished service request for incoding	No fee(s)	1 minute	Assigned group
	1.8 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
TOTAL		None	1.113 days	

Repair of Transmission Line Leak

The repair of transmission line leak is the action taken by the Repair and Maintenance Group in an answer to the complaint of the customer as received by the MMWD through its Public Assistance and Complain Desk. The activity entails repair of a leaking transmission pipe line. The discovery and reporting of this kind of leak may also be made by somebody who do not have a MMWD water connection and happened to witness or cause the leak. This is classified as Highly Technical as this usually occurs in trenches with depths and widths that are beyond the MMWD standards and the thickness of concrete / asphalt road pavement already adopted the latest standards of the Department of Public Works and Highways.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may Avail:	Private Person or Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Service Request			Customer Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the assigned group	No fee(s)	1 minute	ECS
	1.4 Make withdrawal for needed materials	No fee(s)	20 minutes	Assigned group
	1.5 Wait for the the release of materials from the Storekeeper	No fee(s)	45 minutes	Assigned group
	1.6 Proceed to the area for the repair of transmission line leak	No fee(s)	12 hours	Assigned group
	1.7 Submit to ECS the accomplished service request	No fee(s)	1 minute	Assigned group
	1.8 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
TOTAL		None	2.144 days	

Restoration of Asphalt/Concrete/Gravel Road

During repair of pipeline leaks sometimes we need to demolish concrete/Asphalt Pavement before we can fix the leak. Due to road widening, some of the pipelines are already covered with concrete. After every repair of this kind of leak, we need also to restore all concrete damaged or demolished. This is classified as highly technical as it follows technical specification from the Department of Public Works and Highways.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may Avail:	Private persons or Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Deligate the Service Request to the assigned group	No fee(s)	1 minute	ECS
	1.4 Make withdrawal for needed materials	No fee(s)	20 minutes	Assigned group
	1.5 Wait for the release of materials from the Sterekeeper	No fee(s)	45 minutes	Assigned group
	1.6 Proceed to the area for the restoration of the damaged concrete pavement.	No fee(s)	8 hours	Assigned group
	1.7 Submit to ECS the accomplished service request	No fee(s)	1 minute	Assigned group
	1.8 Conduct inspection and prepare as-built plan.	No fee(s)	4 hours	ECS
TOTAL		None	1.644 days	

PLANNING & CONSTRUCTION GROUP

Internal Services

Estimate of New Service Connection

Prior to any installation of a water service, customers are required to apply for a new water connection. This is the process of evaluating the application on the basis of documents presented and to determine whether water service can be legally provided. It is therefore important that documentary requirements for this process is identified and established for every type of application.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2G/G2B/G2C			
Who may Avail:	Private persons or Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Service Request			Customer Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request with the application form and sketch of the location.	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the estimator.	No fee(s)	1 minute	ECS
	1.4 Proceed to the area to conduct actual measurement and estimate material and labor cost.	No fee(s)	1 hour	Estimator
	1.5 Provide a copy for the applicant and submit the accomplished estimate form to the customer service.	No fee(s)	5 minutes	Estimator
	1.6 Submit to ECS the accomplished service request	No fee(s)	1 minute	Estimator
	1.7 Incoding of acomplished service request.	No fee(s)	1 minute	PCG
TOTAL		None	0.144 days	

Inspection of New Service Connection

Every after installation of new service connection, It should be inspected by the MMWD inspector to see to it that it follows the standard procedure and abide the MMWD Utility Rules and Regulation.

Office/Section/Division:	PED/ECS			
Classification:	Simple			
Type of Transaction:	G2G/G2B/G2C			
Who may Avail:	Private persons or Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Service Request			Customer Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request with the application form and sketch of the location.	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Deligate the Service Request to the inspector.	No fee(s)	1 minute	ECS
	1.4 Proceed to the area to conduct inspection on the newly installed service connection.	No fee(s)	1 hour	Inspector
	1.5 Provide a copy certificate of acceptance for the applicant.	No fee(s)	5 minutes	Inspector
	1.6 Submit to ECS the accomplished service request	No fee(s)	1 minute	Inspector
	1.7 Encoding of acomplished service request.	No fee(s)	1 minute	PCG
TOTAL		None	0.144 days	

Investigation of High/Low Consumption

Customers may request for investigation in the event that there is an abrupt change/increase in their water bill. MMWD records and promptly investigate all complaints concerning water services. A report of the action/s taken will be furnished to the complainant within the period stated in the Citizen's Charter

Office/Section/Division:	PED/ECS			
Classification:	Simple			
Type of Transaction:	G2G/G2B/G2C			
Who may Avail:	Private persons or Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1 Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the investigator.	No fee(s)	1 minute	ECS
	1.4 Proceed to the area for the investigation for the abrupt change in consumption.	No fee(s)	1 hour	Assigned group
	1.5 Submit to ECS the accomplished service request	No fee(s)	1 minute	Assigned group
	1.6 Encoding of acomplished service request.	No fee(s)	1 minute	PCG
TOTAL		None	0.135 days	

Inspection of Illegal Connection

It is in the MMWD Utility Rules and Regulations particularly in Section 39: Tampering with Water District Property/ties. And it is hereby declared unlawful. The Repair and Maintenance Group created the investigation team to conduct inspection and investigation for any report of illegal connections.

Office/Section/Division:	PED/ECS			
Classification:	Complex/Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may Avail:	Private persons or Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For processing of Request 1 Service Request			Customer Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 Issue service request	No fee(s)	1 minute	Customer Service
	1.2 Forward the service request to the ECS Office	No fee(s)	1 minute	Customer Service
	1.3 Delegate the Service Request to the investigating team.	No fee(s)	1 minute	ECS
	1.4 Proceed to the Barangay Officials to ask assistance and Police Officer if necessary as witness during investigation.	No fee(s)	2 hours	Investigation Team
	1.5 Proceed to the area to conduct investigation of the alleged illegal connection.	No fee(s)	4 hours	Investigation Team
	1.6 Submit the result of investigation to the commercial section for appropriate actions	No fee(s)	3 minutes	Investigation Team
	1.7 Submit to ECS the accomplished service request	No fee(s)	1 minute	Investigation Team
	1.8 Encoding of acomplished service request.	No fee(s)	1 minute	PCG
TOTAL		None	0.767 days	

PRODUCTION & WATER QUALITY SECTION
External Services

Response to No Water / Low Water Pressure Complaints

The response to no water / low water pressure complaints is the action taken by the Production and Water Quality Section in an answer to the complaints of the customer as received by the MMWD through its Customer Service Complaint Desk Officer. The complaints that are classified as Highly Technical are those that have larger affected area such as whole subdivision, village or sub-system. This response does not include the action taken to answer the complaints that arose from scheduled or emergency water service interruption.

Office/Section/Division:	PRODUCTION AND WATER QUALITY SECTION/			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN			
Who may Avail:	Private Persons and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account Name and Number 2. Location of the Complaint 3. Contact Details		Customer Service Complaint Desk Officer.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to PACD/ Call MMWD Hotline	1.1 1. Take note of the details of the customer's complaint/s and the required personal information details.	No fee(s) required	3 mins.	PACD
	2. Encode the customer's complaint and the relevant detail in the Service Request System	No fee(s) required	3 mins.	PACD
	3. Transmit the hard copy of the encoded complaint in the PWQS Head	No fee(s) required	3 mins.	PWQS-Head
	4. Forward the complaint to the concerned unit for appropriate action.	No fee(s) required	3 mins.	Production Unit Head
	5. Sends technical personnel to, conduct the field inspection and Implement the appropriate intervention if necessary.	No fee(s) required	3 hrs	Production Unit Head
	7. Inform thePACD personnel on the date and time the water service was restored and return the hard copy with the same remarks.	No fee(s) required	3 mins.	PACD
	8. Contact the customer to relay the updates / information regarding the complaint	No fee(s) required	3 mins.	PACD
TOTAL			1 hr. 18 mins.	

Response to Water Quality Complaints

The flushing of pipelines is the action taken by the Production and Water Quality Section in an answer to the water quality complaint of the customer as received by the MMWD through its Public assistance Desk. The activity entails opening and closing of isolation valves and flushing of dirty water from fire hydrants and blow-off valves. service interruption.

Office/Section/Division:	PRODUCTION AND WATER QUALITY SECTION/			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C-GOVERNMENT TO CITIZEN			
Who may Avail:	Private Persons and Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account Name and Number 2. Location of the Complaint 3. Contact Details		Customer Service Complaint Desk Officer.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Go to PACD/ Call MMWD Hotline	1. Take note of the details of the customer's complaint/s and the required personal information details.	No fee(s) required	3 mins.	PACD
	2. Encode the customer's complaint and the relevant detail in the Service Request System	No fee(s) required	3 mins.	PACD
	3. Transmit the hard copy of the encoded complaint in the PWQS Head	No fee(s) required	3 mins.	PWQS-Head
	4. Forward the complaint to the concerned unit for appropriate action.	No fee(s) required	3 mins.	Water Quality Unit Head
	5. Sends a technical personnel to,conduct the field inspection and Implement the appropriate action. Open the service line valve and blow-off valve/s and flush the dirty water and/or debris until the running water clear.	No fee(s) required	1 hr	Water Quality Team
	6.Close the service line valve / fire hydrant/s and blow-off valve/s and open the side / isolation valve/s to restore water supply.	No fee(s) required	30 mins.	Water Quality Team
	7. Inform the Public assistance complaints desk personnel on the date and time the flushing activity was completed.The Service request entry of the complaint will be remarked as closed transaction	No fee(s) required	5 mins.	PACD
	8. Contact the customer to relay the updates / information regarding the complaint	No fee(s) required	3 mins.	PACD
TOTAL		None	94 mins.	

PROPERTY MANAGEMENT GROUP
External Services

Preparation of Certificate of Inspection to Bidders

A Certificate of Inspection is issued to the prospective bidders who will participate the bidding of unserviceable items for disposal thru public auction which is duly signed by the Property Assistant, Division Manager and the General Manager.

Office/Section/Division	:	Property Management Group (PMG) Office			
Classification:	:	Simple			
Type of Transaction:	:	G2B - Government to Business			
Who may Avail:	:	Prospective Bidders of Unserviceable Items			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For Processing of Request:		PMG Office			
1. Bid Documents (Quotation-original copy)					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Bid Document/s to PMG Office	<ol style="list-style-type: none"> 1. Accept and check the Bid Document (Quotation). 2. Verify Bid Documents brought by the prospective bidders. 3. Mark "Received" and affix signature with date of receipt. 4. Issue Certificate of Inspection to bidders 		None	5 days	Property Officer/ Supply Officer
TOTAL:			None	5 days	

Releasing of Awarded Unserviceable Items to Winning Bidders

The awarded unserviceable items are issued and released to the winning bidder of the disposed unserviceable items after the bidders received the Notice to Proceed which is approved by the General Manager.

Office/Section/Division	:	Property Management Group (PMG) Office		
Classification:	:	Simple		
Type of Transaction:	:	G2B - Government to Business		
Who may Avail:	:	Winning Bidders of Unserviceable Items		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request:		Disposal Committee Secretary		
1. Notice to Proceed (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Notice to Proceed to the PMG Office	1.1 Accept the copy of Notice to Proceed from the winning bidders.	None	25 minutes	Property Officer/ Supply Officer
	1.2 Check and verify the awarded packages of items stipulated in the Notice to Proceed from the Invitation to Bid of Unserviceable Items for Disposal			
	1.3 Prepare Order of Payment for the bid amount.			
2. Proceed to Teller for payment	2.1 Collect exact amount stipulated in Order of Payment	(amount indicated in Order of	5 minutes	Teller
3. Submit original copy of Official Receipt	3.1 Check and verify paid amount (Official Receipt) against the Order of Payment		30 minutes	Property Officer/ Supply Officer
	3.2 Prepare Certificate of Withdrawal.			
	3.3 Affix signatures on the Certificate of Withdrawal document.			
	3.4 Issue the awarded unserviceable items			
TOTAL:		None	1 hour	

PROPERTY MANAGEMENT GROUP
Internal Services

Issuance of Materials to Requisitioning Departments

The stock materials are issued to requisitioning departments to be used for repair and maintenance, operations and projects.

Office/Section/Division	:	Property Management Group (PMG) Office		
Classification:	:	Simple		
Type of Transaction:	:	G2G - Government to Government		
Who may Avail:	:	Requisitioning Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request:		Admin. Office		
1. Duly signed and approved Requisition and Issue Slip (RIS) - 3 original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly approved RIS to the PMG Office.	1. Check and accept the RIS from requisitioners. (NO APPROVED RIS, NO RELEASES) 2. Gather requested materials and supplies. 3. Encode the requested items in the issuance masterfile and print computerized Issuance Slip (IS) 4. Check the gathered materials and supplies against computerized IS before issuance. 5. Affix the signatures on the IS 6. Release the requested materials and supplies and issue copy of computerized IS.	None	30 minutes	Property Officer/ Supply Officer
TOTAL:		None	30 minutes	

Preparation and submission of Individual Property Accountability Record (IPAR)

The Individual Property Accountability Record (IPAR) are issued to accountable employees who are needing these documents to monitor and validate their accountabilities and serve as guide for their transfer of accountabilities to another accountable employee.

Office/Section/Division	:	Property Management Group (PMG) Office		
Classification:	:	Simple		
Type of Transaction:	:	G2G - Government to Government		
Who may Avail:	:	Government Employees and Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Request Letter approved by the General Manager.		Requesting Employees and Officials		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME
1. Submit approved request letter to PMG Office.	1. Accept approved request letter and check details. 2. Verify the requested IPAR in the Property, Plant and Equipment Masterfile. 3. Print copy of IPAR. 4. Affix signatures of the incharge employee. 5. Issue IPAR to the requisitioning employee.		None	1 hour
TOTAL:			None	1 hour

Provision of Photocopy of Land Titles, Deed of Sale,
Relocation Plan, Sketch Map, etc. to Requisitioning Office

The photocopies of requested documents are issued to offices that need them for verification and requirement purposes.

Office/Section/Division	:	Property Management Group (PMG) Office			
Classification:	:	Simple			
Type of Transaction:	:	G2G - Government to Government			
Who may Avail:	:	Requisitioning MMWD Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For Processing of Request:		Requesting employees or officials			
1. Request letter duly approved by the General Manager (GM)					
CLIENT STEPS	AGENCY ACTION		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter duly approved by the GM.	1. Accept request letter. 2. Verify the request in the files and gather all needed documents requested. 3. Process the photocopying of requested documents. 4. Issue requested photocopied documents.		None	1 hour	Property Officer/ Supply Officer
TOTAL:			None	1 Hour	

HUMAN RESOURCE MANAGEMENT GROUP
External Services

Issuance of Certification of Employment (For Separated Employees, with complete and scanned documents)

Certification duly signed by the Head- Administrative Section and the General Manager is issued to separated employees (e.g. retirees, resignees) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). This includes Certificate of Employment's (COE) with job descriptions/functions, salaries and benefits.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated employees; government agencies/ offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section- Head For contactless transactions, clients may submit request through:		
For Verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Criminal and/or Administrative Case)		* MMWD/ Admin Section Office area where forms are available;		
For Claiming of COE: 1 Identification Card/ Authorization Letter/ Claim Stub		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. Check if the separated employee has a complete scanned documents and entries. Note release of documents in the claim stub (date and time or via txt/email			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	3. Validate data with existing 201 File database/records and documents if there are entries that need verification. Prepare certification. 4. Have the COE checked by the Head-Admin Section and approved by the ACD-Division Manager approved/signed by the General Manager. 5. Affix initials/ Sign when all details are in order		1 day 1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section Head-Admin Section/ DM-ACD/ GM
2 Receive requested document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	3 days	

Issuance of Certification of Employment
(For Separated Employees, without scanned documents/HR 201 File Archive)

Certification duly signed by the Head- Administrative Section and the General Manager is issued to separated employees (e.g. retirees, resignees) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). This includes Certificate of Employment's (COE) with job descriptions/functions, salaries and benefits.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated employees; government agencies/ offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section- Head For contactless transactions, clients may submit request through:		
For Verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Ciminal and/or Administrative Case)		* MMWD/ Admin Section Office area where forms are available;		
For Claiming of COE: 1 Identification Card/ Authorization Letter		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
For 201 Files which can no longer be retrived: Any proof that employee has worked with MMWD, noting specific dates and period, e.g. old service records, payslips, certifications.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. Check the presence of documents and entries. Note date of release of documents in the claim stub (date and time or via txt/email			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
2 Submit documents as proof of evidence on services rendered with MMWD(e. payslips, old certifications, personal copy of appointment)	3. Evaluate data with existing 201 File database/ records and documents; validate if there are entries that need verification. This includes evidence documents submitted by clients (for 201 File folders which can no longer be retrived) Prepare Certification.		3 days	
	4. Have the COE checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
3 Receive document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Issuance of Certification of Employment: Clearance from Accountabilities and Certification of Good Moral Character (For Separated Employees, with complete and scanned documents on electronic file)

Certification on clearance from accountabilities and good moral character duly signed by the Head-Administrative Section and the General Manager is issued to separated employees needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). This is only given to employees without pending cases and those cleared from any accountabilities.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section- Head For contactless transactions, clients may submit request through:		
For verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Criminal and/or Administrative Case)		* MMWD/ Admin Section Office area where forms are available;		
For Claiming of COE: 1 Identification Card/ Authorization Letter/Claim Stub		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub (date and time) or via text/email.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. (if the employee has scanned documents on file.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	3. Validate data with existing 201 File database/ records and documents if there are entries that need verification. Check if employee has been cleared from any case or accountabilities . Inform client should you require further validation of documents.		1 day	
	4. Have the COE checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
2 Receive document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document per scheduled date via email or at the Admin/HRMG office.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	3 days	

Issuance of Certification of Employment: Clearance from Accountabilities and Certification of Good Moral Character (For Separated Employees, whose records can no longer be retrieved.

Certification noting clearance from accountabilities and good moral character duly signed by the Head-Administrative Section and the General Manager is issued to separated employees needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). This is only given to employees without pending cases and those cleared from any accountabilities. These set of actions are provided for separated employees without scanned 201 Files documents in Admin-HRMG, and whose records are stored in the 201 Files Archive. Majority of these employees were hired before 2018.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section-Head For contactless transactions, clients may submit request through:		
For verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Criminal and/or Administrative Case) 2 Accounting records (for accountabilities)		* MMWD/ Admin Section Office area where forms are available;		
For Claiming of COE: 1 Identification Card/ Authorization Letter/Claim Stub For 201 Files which can no longer be retrieved: Any proof that employee has worked with MMWD, noting specific dates and period, e.g. old service records, payslips, certifications.		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished	1. Accept accomplished form and check the	None	1 day	HR Information System In-Charge/
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. Check if the employee has complete documents and entries. Note date of release of document in the claim stub or via text/email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	3. Evaluate data with existing 201 File database/ records and check documents if there are entries that need verification. This includes documents submitted by clients (for 201 File folders which can no longer be retrieved)		3 days	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
2 Submit documents as proof of evidence on services rendered with MMWD(e.g. payslips, old certifications, personal copy of appointment)	4. Check if employee has been cleared from any case or accountabilities. Inform client should there be documents that need further validation.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Have the COE checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	6. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
3 Receive document (sign logbook/ Request Form)	7. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Issuance of Employment Service Records (For Separated Employees, with complete and scanned documents)

Employee Service Record duly signed by the Head- Administrative Section and the General Manager is issued to separated employees(e.g. retirees, resignee) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). These set of actions are provided for separated employees with complete 201 documents at Admin-HRMG, i.e. contracts, appointments, employment clearance, notices of salary increases and adjustments.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated employees, government agencies/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section-Head For contactless transactions, clients may submit request through:		
For Verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Ciminal and/or Administrative Case)		* MMWD/ Admin Section Office area where forms are available;		
For Claiming of Service Record 1 Identification Card/ Authorization Letter/Claim Stub		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details. Note date of release of documents in the claim stub.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. Check the presence of documents and entries. Note date of release of document in the claim stub (date and time) or via text/email.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	3. Validate data with existing 201 File database/ records and documents if there are entries that need verification including salary increases/ adjustments. This includes clearance from accountabilities and pending cases. Prepare Service Record.		1 day	
	4. Have the Service Record checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
2 Receive document (sign logbook/ Request Form)	6. Inform client that the requested document is already available. Communicate as to where document will be released. Release document to citizen via email. Or through the Admin/HRMG Office.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Issuance of Employment Service Records

(For Separated Employees, without scanned documents/ 201 File folders stored in HR 201 File Archive.)

Employee Service Record duly signed by the Head- Administrative Section and the General Manager is issued to separated employees (e.g. retirees, resingees) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). These set of actions are provided for separated employees without scanned 201 files documents in Admin-HRMG, and whose records are stored in the 201 Files Archive. Majority of these employees were hired before 2018.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated employees, government agencies/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section-Head For contactless transactions, clients may submit request through:		
For verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending Criminal and/or Administrative Case)		* MMWD/ Admin Section Office area where forms are available;		
For Verification of Data: 1. Employment Clearance (Cleared from accountabilities and has no pending case.)				
For Claiming of Service Record: 1. Claim Stub/ Identification Card/ Authorization Letter		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
For 201 Files which can no longer be retrieved: Any proof that employee has worked with MMWD, noting specific dates and period, e.g. old service records, paylips, certifications.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS. Check whether documents or entries are complete. Note date of release of document in the claim stub or via text/email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
2 Submit documents as proof of evidence on services rendered with MMWD (e.g. pay slips, old certifications, personal copy of appointment)	3. Check 201 Files archive to retrieve records and evaluate data if there are entries that need verification. This includes clearance from accountabilities and pending cases. May ask request for other supporting document from client. Prepare Service Record.		3 days	
	4. Have the COE checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
3 Receive document (sign logbook/ Request Form)	7. Inform client that the requested document is already available. Communicate as to where document will be released. Release document to citizen via email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Request for Certified True Copy of 201 File Documents

Separated employees may request for certified true copy to their 201 File Documents, which include Appointment(s), Birth Marriage Certificates, Notices and Other Documents on File. These will be certified true copy from 201 file by the Administrative Section - Head.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: *Separated Employees with complete documents on File: 1. Duly Accomplished MMWD-Request Form (1 copy only) *For separated employees whose 201 files which can no longer be retrieved: MMWD-Admin/HRMG will inform the client through writing on the status of 201 File folders. The Admin/HRMG may opt to issue Certification of Employment and/or Service Records subject to the requirements under service item nos. 2 and 6 under Administrative Section/HRMG External Services.		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section-Head For contactless transactions, clients may submit request through: * MMWD/ Admin Section Office area where forms are available;		
For claiming: ID/ authorization letter for		* MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS and in the 201 File.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	3. Once validated, print or photocopy the Document and stamp, "Certified True Coy from 201 File".			
	4. Have the document checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
2 Receive document (sign logbook/ Request Form)	6. Inform client that the requested document is already available. Communicate as to where document will be released. Release document to citizen via email.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	For separated employees whose 201 files which can no longer be retrieved.			
	MMWD-Administrative Section/HRMG will inform the client through writing on the status of 201 file folders.			
	The Admin Section-Head may opt to issue Certification of Employment and/or Service Records subject to the requirements under service item nos. 2 and 6 under Administrative Section/HRMG External Services.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

HUMAN RESOURCE MANAGEMENT GROUP
Internal Services

Issuance of Certification of Employment (Employees in the Active Roll)

Certification duly signed by the Head- Administrative Section and the General Manager is issued employee/s (active roll) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF). This includes Certificate of Employment's (COEs) with job descriptions/functions, salaries and benefits.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head- HRMG / Administrative Section- Head For contactless transactions, clients may submit request through: * MMWD/ Admin Section Office area where forms are available; * MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
For Claiming of COE: 1 None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub (day and time) or via text/mail.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS.			
	3. Validate data with existing 201 File database/records and documents if there are entries that need verification. Prepare certification.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	4. Have the COE checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 hour	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order			Head-Admin Section/ DM-ACD/ GM
2 Receive document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email, or at the Admin-HRMG office.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Issuance of Employment Service Records (Employees in the Active Roll)

Employee service Record duly signed by the Head- Administrative Section and by the General Manager is issued to employee/s (active roll) needing this document for Recruitment, Selection and Placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth (PHIC), and PAG-IBIG Fund (HDMF).

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy)		201 File/ Human Resource Information System In-Charge/ Head-Administrative For contactless transactions, clients may submit request through: * MMWD/ Admin Section Office area where forms are available; * MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
For verification of Data: 1 MMWD Employment Clearance (Cleared from accountabilities and has no pending				
For Claiming of Service record: None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following:	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub.	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
* Call or email the Head-Admin Section in-charge through the contact details provided.	2. Check entries of employee details in the HRIS.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
2 Receive requested document	3. Validate data with existing 201 File		1 day	
	4. Have the Service Record checked by the Head-Admin Section and verified by the ACD-Division Manager approved/signed by the General Manager.		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	5. Affix initials/ Sign when all details are in order.		30 minutes	
3 Receive document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email.		1 hour	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Work-related Injury or Accident involving MMWD employees while in the performance of duty

Benefit given to employees anchored on Joint Circular No. 1, s. 2006 of the Civil Service Commission (CSC) and the Department of Budget and Management (DBM), which provides the Guidelines for Availing of the Rehabilitation Privilege for employees involved in the work – related accident or in duty while in the performance of duty.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance to Hospital: 1. Employment Identification Card 2. Medical Guarantee/ Referral		MMWD Medical Check-up Program		
For Assessment and processing of WRI: 1. Work Related Accident/ Illness Report Form 2. Signed Incident Report		MMWD Medical Check-up Program		
3. Medical Certificate		MMWD Medical Welfare and Benefit to be signed by employee, witness, Section Head, Division Manager and General Manager.		
4. Police report (if there's any)		Doctor who attended the inquiry/ accident		
5. Daily Accomplishment Report (DAR)		Police Station		
6. Transmittal Letter addressed to Admin Section - Head/ Division Manager and General Manager		Section/Group where employee is assigned Division Manager		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Medical Assistance: 1 Report injury or accident to Admin/HRMG via verbal, phone call or text/call message information	1. Admin-HRMG personnel advise injured employee to proceed to hospital for confinement (if applicable)	None	1 day	Group Head-HRMG/ Head-Admin Section
	2. Admin-HRMG personnel to prepare Medical Referral addressed to Hospital to accommodate employee.			
2 Secure MMWD Medical Welfare and Benefit Form and other requirements for submission to Admin-HRMG office within one (1) week.	3. Provide MMWD Medical Welfare and Benefit Form and other requirements to employee/ general manager/ family which will be submitted to HRD within one (1) week.	None		Group Head-HRMG/ Head-Admin Section
For Assessment and Processing MMWD Medical Welfare and Benefit Form : 1. Within one (1) week period from the date of the accident, client must submit MMWD Medical Welfare and Benefit Form requirements to Admin-HRMG office.	1. Check details in the requirements if they are in order.		1 day	Group Head-HRMG/ Head-Admin Section
	2. Proceed with the assessment of the MMWD Medical Welfare and Benefit Form shall be approved by designated authorities based on the cost of hospital bill incurred during the course of the treatment MMWD Medical Welfare and Benefit , whether it is confinement or out-patient cases shall be strictly followed with the authorized signatories, viz: * P5,000.00-General Manager		1 day	Group Head-HRMG/ Head-Admin Section/ Division Manager-ACD/ General Manager
	3. Advise employee of the result of the evaluation		1 day	Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Request for Certified True Copy of 201 File Documents

Employees may request for certified true copy of their 201 File documents, which include Appointment(s), Birth/ Marriage Certificates, Notices and Other Documents on File. These will be certified true copy from 201 file by the Admin Section-Head.

Office/Section/Division:	Administrative Section/ Human Resource Management Group			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1 Duly Accomplished MMWD-Request Form (1 copy only)		201 File/ Human Resource Information System In-Charge/ Head-Administrative Section		
For Claiming of Service record: None		For contactless transactions, clients may submit request through: * MMWD/ Admin Section Office area where forms are available; * MMWD Contact No. (064)229-8215 loc 107 *Email: metromidsayapwaterdistrict@yahoo.com.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit accomplished Request Form to the 201 File In-charge through any of the following: * Call or email the Head-Admin Section in-charge through the contact details provided.	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub. 2. Check entries of employee details in the HRIS and in the 201 File	None	1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
2 Receive requested document (sign logbook/Request Form.	3. Once validated, print or photocopy the document and stamp, "Certified True Copy from 201 File"		1 day	HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
	4. Have the document checked by the Admin Section Head, verified by the Division Manager/ and approved signed by the General Manager.		1 day	Group Head-HRMG/ Head-Admin Section/ Division Manager/ General Manager
	5. Affix initials/ Sign when all details are in order.			Group Head-HRMG/ Head-Admin Section/ Division Manager/ General Manager
3 Receive document (sign logbook/ Request Form)	6. Inform client that the requested data is already available. Communicate as to where document will be released. Release document to citizen via email or the Admin Section/HRMG.			HR Information System In-Charge/ Group Head-HRMG/ Head-Admin Section
TOTAL :		None	5 days	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Fill out Customer Feedback form and drop it at the designated drop box located at the MMWD Lobby.</p> <p style="text-align: right;">Contact info: (064) 229-8215</p> <p style="text-align: right;">Feedbacks may also be sent through (email address)</p>
How feedbacks are processed?	<p>Weekly, every Monday, SWUDO or assigned Commercial Section Head personnel opens the drop box and consolidates all feedbacks submitted. Feedback requiring answers are forwarded to departments / divisions / offices who are required to answer withing three (3) days from receipt of feedback. Answers to feedback are relayed to the citizen. For inquiries and follow ups, clients may contact (064) 229-8215.</p>
How to file a complaint?	<p>Clients must fill out Customer Feedback form and drop it at the designated drop box located MMWD lobby and regularly checked by the Senior Water Utilities Development Officer(SWUDO)Commercial Section Head.</p> <p>Contact info: (064) 229-8215</p>
How complaints are processed?	<p>Weekly, every Monday, SWUDO or assigned Commercial Department personnel opens the drop box and consolidates all feedbacks submitted.</p>
	<p>Complaints are forwarded through a Memorandum to departments / divisions / offices who are required to answer within three (3) days from receipt of complaint / feedback.</p>
	<p>For inquiries and follow ups, clients may contact : MMWD Hotline Tel No.: (064) 229-8215 MMWD Hotline CP# : 09189793379</p>
Contact information of MMWD	<p>MMWD: 24-hour hotline: MMWD Hotline Tel No.: (064) 229-8215 MMWD Hotline CP# : 09189793379</p>
List of Offices:	<p>METRO MIDSAYAP OFFICE (MAIN) 007 Poblacion 8, Midsayap, Cotabato MMWD Hotline Tel No. : (064) 229-8215 MMWD Hotline CP # : 09189793379</p>
	<p>METRO MIDSAYAP OFFICE Libungan Sub Office- (LSO) Libungan Public Market, Libungan, Cotabato CP Hotline # : 09189793379</p>