



# LIBMANAN WATER DISTRICT

## CITIZEN'S CHARTER

2024, 1<sup>ST</sup> EDITION

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# **LIBMANAN WATER DISTRICT**

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**2024, 1<sup>ST</sup> EDITION**

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## **I. MANDATE**

The Libmanan Water District (LIWAD) lives by its mandate contained in Sec. 5 of Title II of Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973:

1. 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,
2. Providing, maintaining and operating waste water collection, treatment and disposal facilities, and
3. Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

## **II. VISION**

To become a premier potable water utility providing safe, affordable & reliable water services throughout the entire municipality of Libmanan while continuously promoting the sustainable utilization of our natural water resources and the environment.

## **III. MISSION**

LIWAD aims to provide potable water services and promote sustainable sewerage and watershed management by engaging its community and its responsive consumers in harnessing the natural water resources of the community.

## **IV. SERVICE PLEDGE**

LIWAD is committed to:

1. Provide access to clean and potable water.
2. Recognize the value and our interconnection with our natural resources by promoting care and preservation of the ecosystem to always meet water source adequacy and customer demands.
3. Meet the expectations of our clients for a prompt and efficient service.
4. Puts value and professionalism and aim for excellence in all dealings.
5. Uphold integrity and discipline
6. Attend to all clients or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.
7. Humbly seek the intercession of the Divine Providence to guide and enlighten us in all endeavors.



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**OFFICE OF THE GENERAL MANAGER**  
**External Services**

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## 1. COMMUNITY RELATION SERVICES

The water district offers assistance to stakeholders in activities and offers other services under the water district's corporate social responsibility.

<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Complex / Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen / G2B - Government to Business Entity / G2G - Government to Government			
<b>Who may avail:</b>	All stakeholders			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Letter request for services needed: A. Tree Planting B. Speaking Engagement C. Other corporate social responsibility (CSR) activities, linkages / partnerships		Client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Secure queuing number and proceed to the Public Assistance Counter to submit letter request	1. Receive request and forward to Office of the General Manager for disposition	None	5 minutes	Administrative Services Aide (Administrative and General Services Division)
	1.1 Forward the request to the concerned division/section for coordination	None	Within 2 working days from receipt of request	Clerk-Process or B (Office of the General Manager)  Admin/General Services Division  Finance and Commercial Division  Engineering and Operations Division



2.Acknowledge status of request	2. Notify requesting party of the status of the request and communicate action to be taken (for approved requests)	None	3 Working days	Admin/General Services Division  Finance and Commercial Division  Engineering and Operations Division
<b>TOTAL:</b>		None	5 working days and 5 Minutes	
<b>END OF TRANSACTION</b>				

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**ADMIN/GENERAL SERVICES DIVISION**  
**External Services**

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## 1. SALE OF MATERIALS AND SUPPLIES

Materials and supplies related to agency services are offered for sale to concessionaires whether the public or other government agencies, to enable them to avail the said materials and supplies in lower prices.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen / G2B - Government to Business Entity / G2G - Government to Government			
<b>Who may avail:</b>	All interested consumers			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Approved Billing Memorandum (BM) - 1 copy 2. Service Invoice - 1 copy 3. Approved Requisition and Issue Slip (RIS) - 1 copy		1. LIWAD Office (Finance and Commercial Division - Billing and MIS Section)		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Requisition Issue Slip with OR	1. Check RIS and OR and release materials purchased and copy of RIS	None	20 Minutes	Storekeeper D (Admin/Gen. Services)
2. Present to the guard on duty the approved RIS before taking the materials out of LIWAD Premises.	2. Check the gate pass before allowing the buyer to leave together with the materials purchased.	None	3 Minutes	Guard on Duty (Admin/Gen. Services)
<b>TOTAL:</b>		Cost of Materials and Supplies as billed	23 minutes	
<b>END OF TRANSACTION</b>				



## 2.REQUEST OF OTHER GOVERNMENT AGENCIES TO BORROW MATERIALS

Other government agencies may request to borrow available materials but subject for return.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Other government agencies and interested consumers			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Letter request to Borrow Materials 2. Photocopy of ID issued by concerned agency		Requesting agency		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present letter request to borrow materials	1. Receive letter request and forward to OGM for approval	None	5 Minutes	<i>Admin. Services Aide (Admin/Gen. Services)</i>
	1.1 Inquire availability of the Materials requested 1.2 Approve / Disapprove request	None	10 minutes	<i>Admin. Services Aide (Admin/Gen. Services)</i> Storekeeper D (Admin/Gen. Services)
2. Acknowledge the status of the request.	2. Inform the requesting agency the status of the request. 2.1 If approved, Forward a copy of the letter of request to the Property Office.	None	5 minutes	<i>Admin. Services Aide (Admin/Gen. Services)</i>
3. Fill up Borrow Slip Form	3. Received approved letter request and borrow slip form and issue materials to requesting agency.	None	20 minutes	Storekeeper D



4. Present to the guard on duty the approved borrowed slip before taking the materials out of LIWAD Premises.	4. Check the gate pass before allowing the borrower to leave together with the materials borrowed	None	3 Minutes	Guard on Duty (Admin/Gen. Services)
<b>TOTAL:</b>		None	43 minutes	
<b>END OF TRANSACTION</b>				

### 3. RETURN FROM OTHER GOVERNMENT AGENCIES OF BORROWED MATERIALS

Return from other government agencies of materials previously borrowed.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Other government agencies			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Return Slip		Property and General Services Section		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present return slip with borrowed materials	1. Receive and check the quantity or status of materials borrowed and conduct/prepare Inspection and Acceptance Report.	None	15 Minutes	Storekeeper D (Proper/Gen. Services)
<b>TOTAL:</b>		None	15 minutes	
<b>END OF TRANSACTION</b>				

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**ADMIN/GENERAL SERVICES DIVISION**  
**Internal Services**

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## 1. APPLICATION FOR LEAVE

Application for Leave may be availed by regular and casual employees for various purposes (e.g vacation, sickness, special occasions, maternity, paternity, magna carta for women, solo parent).

<b>Office or Division:</b>	Administrative and Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD regular and casual employees			
<b>Checklist Of requirements</b>		<b>Where To Secure</b>		
1. Request for Application of Leave - 1 copy 2. Medical Certificate (for sick leave of 3 days or more)		Admin/Gen. Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Accomplish Request for Application for Leave and submit to Administrative and Human Resource Section	1. Check accomplished form if details are complete and forward to employee in charge of preparation of Application for Leave	None	2 minutes	<i>Admin. Services Aide (Admin/Gen. Services)</i>
	1.1 Prepare Application for Leave (AFL) in 3 copies and seek signature of certification of leave credits from Admin/HR Officer-designate	None	10 minutes	<i>Admin. Services Assistant B (Admin/Gen. Services - Admin and Human Resource)</i>
	1.2 Forward copies of AFL to requesting employee for signature	None	2 minutes	<i>Admin. Services Assistant B (Admin/Gen. Services - Admin and Human Resource)</i>
2. Sign copies of AFL and seek	2. Seek GM's signature and	None	1 day	<i>Clerk-Processor B (Office of the</i>



signature of approval of AFL from immediate supervisor then forward to OGM's office	forward to Admin and Human Resource Section for recording purposes			General Manager)
	2.1 Scan and file Admin copy and forward 2 copies to requesting employee	None	10 minutes	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)
<b>Total:</b>		None	1 day and 24 Minutes	
<b>END OF TRANSACTION</b>				

## 2.AVAILING OF COMPENSATORY TIME-OFF (CTO)

Employees are entitled to compensatory time-off (CTO) for overtime services rendered.

<b>Office or Division:</b>	Administrative and Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Offset request form 2. Certificate of COC Earned		1. Admin/Gen. Services 2. Requesting party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Forward duly filled-up and signed Offset Request Form with attached Certificate of COC Earned	1. Check Compensatory Offset available if client is requesting for offset 1.1 Certify the request  1.2 Forward the form to OGM for	None	1 day	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)  Admin/General Services Officer A  Admin. Aide IV (HRM Aide)



	approval (for overtime and offset)			(Admin/Gen. Services - Admin and Human Resource)
2. Get approved copies from Admin/General Services	2. After GM's approval, scan approved offset form for record purposes and release 1 approved copy to requesting employee.	None	2 Minutes	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)
<b>Total:</b>		None	1 day and 2 Minutes	
<b>END OF TRANSACTION</b>				

### 3. REQUEST FOR PERSONNEL RECORDS, DOCUMENTS AND / OR CERTIFICATIONS

Personnel Records, documents in A201 file and other certifications are to be issued to employees upon request.

<b>Office or Division:</b>	Administrative and Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Request Form		Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up request form	1. Receive request form and prepare documents requested (2 copies)	None	10 Minutes	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)
	1.1 Review documents and sign if applicabl. 1.2 Forward to OGM if needed to be signed by GM.	None	1 day	Admin/General Services Officer A Admin. Aide IV (HRM Aide) (Admin/Gen. Services -





	1.3 Release to requesting employee			Admin and Human Resource)
2. Affix signature and date received to the document and request form	2. File duplicate copy of document requested	None	2 Minutes	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)
<b>Total:</b>		None	1 day and 2 minutes	
<b>END OF TRANSACTION</b>				

#### 4. REQUEST FOR LEAVE MONETIZATION

LIWAD regular and casual employees are allowed to monetize their leave credits provided that they have enough leave credit balances.

<b>Office or Division:</b>	Administrative and Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Letter requesting monetization of leave credits (specify the number and type of leave credits to be monetized) 2. Request for Application of Leave - 1 copy (indicate request for leave monetization)		Requesting employee  Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit letter request and duly-filled up request for application of leave	1. Receive request	None	20 Minutes	Admin. Services Aide (Admin/Gen. Services)
	1.1 Prepare certification of leave credits available and recommendation			Admin/General Services Officer A
	1.2 If approved,			Admin.



	prepare application for leave indicating leave monetization and return to requesting employee for immediate supervisor's signature with attached OGM's disposition.			Services Assistant B (Admin/Gen.  Services - Admin and Human Resource)
2. Forward signed AFL to OGM's office for GM's approval.	2. If approved, forward to Accounting and Budget Section (1 copy) for processing of disbursement and to Admin/General Services (1 copy). If not, forward to requesting employee for information.	None	1 day	Clerk-Process or B (Office of the General Manager)
	2.1 Scan and file Admin copy and forward 2 copies to requesting employee	None	10 minutes	Admin. Aide IV (HRM Aide) (Admin/Gen. Services - Admin and Human Resource)
<b>Total:</b>		None	1 day and 30 Minutes	
<b>END OF TRANSACTION</b>				

### 5. REQUEST FOR IDENTIFICATION CARD PRINTING

New employees are to request identification cards upon 1<sup>st</sup> day of reporting to work or when needed replacement.

<b>Office or Division:</b>	Administrative and Human Resource Section
<b>Classification:</b>	Simple Complex / Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government



<b>Who may avail:</b>		LIWAD employees		
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Request Form		Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up request form	1. Receive request form.  For Job Order Employees: prepare ARTA Format ID and send to supplier (local) for printing	None	1 day	Admin. Services Assistant B (Admin/Gen.
	For Regular / Casual Employees, Prepare ARTA and Official ID and send to supplier 9in city) for printing	None	20 days	
2. Receive Identification card	2. Update employee masterlist and records	None	5 Minutes	Admin. Services Assistant B (Admin/Gen.
<b>Total:</b>		None	For Job Order Employees: 1 day  For Regular / Casual Employees: 20 days	
<b>END OF TRANSACTION</b>				

## 6. REQUISITION OF OFFICE SUPPLIES, OTHER SUPPLIES AND MATERIALS

Office supplies are being requested and supplies to address the need of employees in their day to day role in the agency including materials needed for day to day operations.

<b>Office or Division:</b>	Property and General Services Section
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Requisition Issue Slip (RIS) - 2 copies		Computer-generated		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up inventory request in the Water District Systems Application and print Requisition Issue Slip (RIS) after approval and submit to Property and General Services Section	1. Receive RIS  1.1 Issue supplies listed	None	10 Minutes (Office supplies and other supplies)  20 Minutes (materials)	<i>Storekeeper D</i> (Admin/Gen. Services)
<b>Total:</b>		None	For Office supplies and other supplies - 10 Minutes  For materials - 20 Minutes	
<b>END OF TRANSACTION</b>				

### 7. REQUEST TO BORROW MATERIALS AND EQUIPMENT

Materials needed for daily for daily operation and for repair and maintenance may be borrowed but subject for liquidation and return.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Borrow Slip Form		Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up borrow slip form	1. Receive borrow slip form and check availability of	None	10 Minutes	<i>Storekeeper D</i> (Admin/Gen. Services)



	materials			
	1.1 Issue supplies listed in the borrow slip form			
2. Present to the guard on duty the approved borrowed slip before taking the materials out of LIWAD Premises.	3. Check the gate pass before allowing the buyer to leave together with the materials borrowed	None	3 Minutes	Guard on Duty (Admin/Gen. Services)
<b>Total:</b>		None	13 Minutes	
<b>END OF TRANSACTION</b>				

### 8. RETURN OF BORROWED MATERIALS

Borrowed materials are subject for return with accomplishment for if applicable for accounting process.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Borrow Slip Form Accomplishment Form Return Slip and Materials and Equipment to be returned		Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up return slip and accomplishment form, if applicable	1. Receive return slip and accomplishment form  2. Check returned materials/equipment vis-a-vis return slip and accomplishment form  3. Record and	None	10 Minutes	Storekeeper D (Admin/Gen. Services)



	submit to section head for preparation of RIS			
<b>Total:</b>		None	10 Minutes	
<b>END OF TRANSACTION</b>				

### 9. REQUEST FOR REPAIR OF UNSERVICEABLE PROPERTY, PLANT AND EQUIPMENT

Unserviceable property, plant and equipment are return for updating of PPE status and accountability purposes. Unserviceable PPEs are subject for pre-repair inspection.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Complex / Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Unserviceable/Waste Material Report Form		Admin/General Services		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill up Unserviceable/Waste Material Report Form and Pre-repair Inspection Report and present the unserviceable PPE	1. Receive Unserviceable/Waste Material Report Form and Pre-repair Inspection Report together with the unserviceable PPE	None	10 Minutes	Storekeeper D (Admin/Gen. Services)
	1.1 Submit Pre-repair Inspection Report to applicable technical inspector for inspection	None	10 minutes	Storekeeper D (Admin/Gen. Services)
	1.2 After inspection, if can be repaired by	None	Within 5 working days	Admin. Services Assistant B.



	technical personnel, schedule repair			(Admin/Gen. Services)
	1.3 If to be repaired outside, send to repair shop 1.4 Return to accountable employee upon repair		Within 14 working days	Admin. Services Assistant B. (Admin/Gen. Services)
	<b>Total:</b>	None	If to be repaired by technical personnel - within 5 working days and 20 Minutes  If to be repaired outside - within 14 working days and 20 Minutes	
<b>END OF TRANSACTION</b>				

## 10.SUPPLIES AVAILABILITY INQUIRY

Provision of status of stock availability of materials to be purchased.

<b>Office or Division:</b>	Property and General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Supplies Availability Inquiry (SAI) Form		Concerned Section		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit SAI Form	1. Receive and check stock availability	None	1 day	Storekeeper D (Admin/Gen. Services)
	2. Return to requesting personnel accomplished SAI Form	None	2 minutes	Storekeeper D (Admin/Gen. Services)
<b>Total:</b>		None	1 day and 2	



		Minutes	
<b>END OF TRANSACTION</b>			

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**FINANCE AND COMMERCIAL DIVISION**  
**External Services**



## 1. CONDUCT OF ORIENTATION-SEMINAR FOR NEW SERVICE CONNECTION AND CHANGE OF ACCOUNT NAME / REGISTRATION

Orientation-Seminar is one of the requirements prior to applying to avail LIWAD Services. This is to ensure that the customers are aware of rules and regulations of the agency and for them to be educated in the proper use of water and paying their bills.

<b>Office or Division:</b>	Billing and MIS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of applicant or his/her authorized representative				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up needed information in the Attendance Log Book	1. Check the Attendance in the Log Book	None	2 Minutes	Admin. Services Aide (Billing and MIS)
2. Attend the Orientation-Seminar	2. Conduct Orientation-Seminar 2.1 Issuance of Certificate/Proof of Attendance	None	1 Hour	Admin. Services Aide (Billing and MIS)
<b>Total:</b>		None	1 Hour and 2 Minutes	
<b>END OF TRANSACTION</b>				

## 2. PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION, RECONNECTION, TRANSFER OF TAPPING, CHANGE OF SIZE OR WATER RELOCATION UP TO INSPECTION ONLY

This service is applicable to customers who provided all required documents and requisites for the processing of their water service connection.

<b>Office or Division:</b>	Billing and MIS
<b>Classification:</b>	Complex
<b>Type of</b>	G2C - Government to Citizen



<b>Transaction:</b>	G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
None				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for an Inspection from the Public Assistance Complaints Desk (PACD).	1.Prepare the SACO  1.1 Assist the Client in accomplishing it.	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
2. Accomplish the SACO and return to CSA.	2.Check accomplished SACO  2.1 Advise the Client to pay the prescribed fee.	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
3. Locate location to CSA.	3. Map client location according to his/her application form sketched using GIS Map System	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
4. Pay the inspection fee to the Collection Assistant	4.Process payment  4.1 Issue Service Invoice.	Inspection Fee = Php 130.00	2 Minutes	<i>Collection Assistant (Cash Mgt and Collection)</i>
5. Go to the CSA, present Service Invoice and return accomplished SACO.	5.Receive the accomplished SACO;	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>



	<p>5.1 Provide Client with a checklist of requirements for submission</p> <p>5.2 Advise him/her to return on the date the inspection is expected to be completed.</p>			
	<p>5.3 Process /conduct inspection, accomplish SACO Form showing the sketch and other data needed for the installation of water connection or accomplishment of request</p> <p>5.4 Update IR of the result of inspection.</p>	None	3 Days	<p><i>Plumber</i> (Repair and Maintenance)</p> <p><i>Inspector</i> (Engineering and Construction)</p>
<b>Total:</b>		Php 130.00	3 Days and 27 Minutes	
<b>END OF TRANSACTION</b>				

### 3.PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION AFTER INSPECTION

This service is applicable to customers who provided all required documents and requisites for the processing of their water service connection.

<b>Office or Division:</b>	Billing and MIS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	Any person/office/establishment with a property owned or



leased/rented within the juridical boundary of Municipality of Libmanan.

Checklist Of Requirements	Where To Secure
For application for New Service Connection/Transfer of Tapping Only 1. Certificate/Proof of Orientation-Seminar Attendance - 1 copy; 2. Photocopy of Proof of Billing (electric/water/credit card) with original copy for proper validation - 1 copy; 3. Photocopy of Proof of Ownership (Land Title/Tax Declaration/Deed of Sale/Barangay Certification) with original copy for proper validation - 1 copy; 4. Photocopy of Community Tax Certificate (CTC) or Senior Citizen ID with original copy for proper validation - 1 copy; 5. If tenant, an authorization letter from the owner/caretaker allowing the lessee to apply for a water service line connection - 1 copy; 6. If an excavation is necessary, an excavation permit - 1 copy. 7. Promissory Note(PN) is payment is made in partial payments	1. Customer Service Assistant (LIWAD - Billing and MIS Section) - for those who attended LIWAD Orientation-Seminar; 2. Casureco / LIWAD - Billing and MIS Section / Banks statements issued by bank where the applicant is a credit card holder; 3. Registry of Deeds, Documents maintained by the customer showing proof of ownership, Barangay Hall 4. Local Government Unit of Libmanan - Municipal Treasurer's Office (MTO) / Office of Senior Citizens Affairs (OSCA) 5. Owner/Caretaker of property 6. Department of Public Works and Highways (DPWH) or Municipal Engineering Office (MEO) or Barangay whichever is applicable 7. Storekeeper D (Admin/General Services)

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Go to Public Assistance Complaints Desk (PACD) to know status of application for service connection and submit applicable requirements.	1. Update Client about the status of his/her application and receive,  1.1 Check / validate documents submitted  1.2 Present the Application and Contract for Water Service.	None	20 Minutes	Admin. Services Aide (Billing and MIS)
	1.1 If documents	None		Admin.



	are incomplete or deficient, advise the Client to submit required documents.			Services Aide (Billing and MIS)
	<p>1.1 If excavation is needed, advise the Client in Securing excavation permit or provide/assist the Client in accomplishing Request for excavation Permit (REP) form</p> <p>1.2 Advise the client to submit accomplished REP together with the Certification to concerned issuer of permit and the excavation permit to LIWAD as soon as it is released to him/her.</p>	None		Admin. Services Aide (Billing and MIS)
2. Accomplish and make it notarized the Application and Contract for Water Service and submit to CSA.	<p>2. Receive accomplished Application and Contract for Water Service</p> <p>2.1 Review all attachments and sign/accomplish documents.</p>	None	10 Minutes	Admin. Services Aide (Billing and MIS)
	2.3 Prepare Billing Memorandum (BM)	None		Admin. Services Aide (Billing and MIS)



	2.4 Present to Client assessment per BM to review and conforme.			
3. Pay agreed amount indicated in the BM to the Collection Assistant.	5.1 Receive payment 5.1 Issue Service Invoice.	NSC Fee = As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
4. Go to CSA, return all documents received and present Service Invoice.	6. Check Service Invoice and posting of payment in the SACO and other documents, 4.1 Receive other documents 4.2 Furnish Client a copy of Application and Contract for WS 4.3 Advise Client the schedule date for the service connection to be installed 4.4 Prepare Construction Order (CO).	None	5 Minutes	Admin. Services Aide (Billing and MIS)
	6. If there are deficiencies in payment and postings, undertake corrective actions.	None		Admin. Services Aide (Billing and MIS)
	6. If assessment is paid in partial, require Client to execute a	None		Admin. Services Aide (Billing and MIS)



	promissory note for the unpaid balance of assessment.			
5. Wait for a maximum period of 3 working days from the date of payment.	7.1 Install service connection  7.2 Accomplish Construction Order (CO) and SACO;  7.3 Request Client to acknowledge/sign the Acknowledgement Receipt and Property Accountability Receipt (PAR).	None	3 days	Storekeeper D (AGSD);  Plumber (R&M)
6. Sign Acknowledgement Receipt and PAR to accept/acknowledge service connection installed and forward to assigned Plumber.	8. Receive and check accomplished Acknowledgement Receipt, PAR and SACO;  8.1 Make appropriate adjustments and inform Client about said adjustments, if necessary.	None	1 Day	Plumber (R&M)  Admin. Services Aide (Billing and MIS)
<b>Total:</b>		As billed	4 Days and 37 Minutes	
<b>END OF TRANSACTION</b>				

#### 4. PROCESSING OF APPLICATION FOR RECONNECTION AFTER INSPECTION

Service offered to customers who have present disconnected lines.

<b>Office or Division:</b>	Billing and MIS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business





	G2G - Government to Government			
<b>Who may avail:</b>	Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
<p>When inspection is approved, the costumer shall bring the following:</p> <ol style="list-style-type: none"> <li>1. Photocopy of community Tax Certificate (CTC);</li> <li>2. If tenant, an authorization letter from the owner/caretaker allowing the lessee to apply for a reconnection of water service line connection; and</li> <li>3. If new owner, for change of name/registration, photocopy of proof of ownership with the original copy for proper validation.</li> <li>4. Application for Reconnection, Assessment Form and Billing Memorandum (BM)</li> </ol>		<ol style="list-style-type: none"> <li>1. Local Government Unit of Libmanan - Municipal Treasurer's Office (MTO)</li> <li>2. Owner/Caretaker of property; and</li> <li>3. Registry of Deeds, Documents maintained by the customer showing proof of ownership.</li> <li>4. Customer Service Assistant (LIWAD - Billing and MIS Section)</li> </ol>		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Go to Public Assistance Complaints Desk (PACD) to know status of application for reconnection and submit requirements.	<ol style="list-style-type: none"> <li>1. Update Client about the status of his/her application</li> <li>1.1 Receive / check documents submitted.</li> </ol>	None	20 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
	<ol style="list-style-type: none"> <li>1.2 If all requirements are in order, prepare/accomplish Application for Reconnection and Billing Memorandum</li> <li>1.3 Present total assessment and forward BM to Client for conforme and payment.</li> </ol>	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>



	<p>submit required documents</p> <p>1.1 If change in registered account name pertains to a service connection which is still active, prepare/accomplish Billing Memorandum (BM) and present amount to be paid by Client</p> <p>1.1 If change in registered account name pertains to a service connection which is disconnected, prepare/accomplish Application for Reconnection and Billing Memorandum (BM) and present to Client amount to be paid</p>			
2. Pay required amount to the Collection Assistant	2.Process payment and issue Service Invoice.	Service Request - As billed	2 Minutes	<i>Collection Assistant (Cash Collection and Mgt.)</i>
3. Go to CSA, return all documents received and present Service	3.Check Service Invoice and posting of payment in the BM and other	None	5 Minutes	<i>Customer Service Assistant (Billing and MIS)</i>



Invoice	<p>documents,</p> <p>3.1 Receive /review all documents forwarded by the Client</p> <p>3.2 If there are deficiencies in payment and postings, undertake corrective actions</p> <p>3.3 If all requirements are in order and complied, provide a copy of Application and Contract for Water Service to Client</p> <p>3.4 Advise Client that the change shall be effected in his/her water bills and other applicable records with the LIWAD</p>			
<b>Total:</b>		As billed	32 Minutes	
<b>END OF TRANSACTION</b>				

### 7.PROCESSING OF APPLICATION FOR RECLASSIFICATION OF SERVICE LINE CONNECTION

Service offered by the agency to customers who requests change in their water service connection classification.

<b>Office or Division:</b>	Billing and MIS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government



<b>Who may avail:</b>		Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reclassification Form (RF) - 2 copies		Customer Service Assistant (Billing and MIS)		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for the Reclassification Form (RF) from the Public Assistant/Complaints Desk (PACD)	1. Provide Client with RF,  1.1 Assist in accomplishing Form  1.2 Prepare Service Request and advise Client that inspection will be conducted	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
	1.3 Conduct inspection, accomplish SR and RF and if possible, inform Client about the result of inspection and present RF for signature			
2. Sign RF, available/possible to confirm reclassification	2. Receive signed RF from the Client and update record	None	5 Minutes	<i>Utilities Customer Service Assistant B (Billing and MIS)</i>
<b>Total:</b>		None	1 Day and 10 Minutes	
<b>END OF TRANSACTION</b>				

## 8. PROCESSING OF SERVICE REQUEST AND COMPLAINTS ON WATER SUPPLY SERVICE AND BILLING

Service offered by the agency to address customers request and complaints in regards to their water service connection and payables.



<b>Office or Division:</b>	Billing and MIS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
File the request/complaint thru personal visit, phone call or sent message by SMS		Customer Service Assistant (Billing and MIS)		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. File the request/complaint at the Public Assistance Complaints Desk (PACD) by personal visit, phone call or sent message by SMS	<p>1. Receive request/complaint from the Client</p> <p>1.1 Prepare the Service Request (SR), if applicable, inform/appraise Client of possible charge to his/her account for repair or corrective action needed</p> <p>1.2 If inspection is needed, proceed with inspection, report action taken to the Client and if possible, request Client to sign SR; accomplish SR and file.</p>	None	1 Day	<p>Plumber (R&amp;M);</p> <p>Admin. Services Aide (Billing and MIS)</p>

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	<p>1.2 If inspection is not needed, undertake corrective action, report action taken to the Client and if possible, request Client to sign SR; accomplish SR and file.</p> <p>1.2 If materials are not needed, proceed with repair or corrective action, accomplish SR, report action taken to the Client, if possible, request Client to sign SR; file accomplished SR.</p> <p>1.3 If materials are necessary, determine and requisition materials needed for the repair or implementation of corrective action</p> <p>1.4 Bring materials to service location,</p>			
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12.



	undertake repair/maintenance works,  1.5 Present SR to Client for his/her signature upon accomplishment.			
2. Sign the SR and Acknowledgement Receipt to acknowledge the repair and charge for materials used, if any	2. Receive SR and Acknowledgement Receipt from Client,  2.1 Update record and file accomplished SR.	None	1 Day	Plumber (R&M);  Utilities/Customer Services Officer A (Billing and MIS)
<b>Total:</b>		None	2 Days	
<b>END OF TRANSACTION</b>				

### 9. ISSUANCE OF CERTIFICATION OF WATER CONNECTION

Certification issued usually to commercial establishments in relation to the renewal of their water permit.

<b>Office or Division:</b>	Billing and MIS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All customers who availed water service connection			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Letter requesting Certification of Water Connection		1. Requesting party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit to agency letter requesting Certification of Water Connection	1. Admin Personnel shall receive the letter request and will forward the same to Billing/MIS Section	None	3 minutes	Admin. Services Aide (Admin/General Services)



	1.2 Billing/MIS Section shall prepare the certification noting the requesting party's account number and forward to OGM for signature	None	5 Minutes	Utilities/Customer Services Officer A (Billing and MIS)
2. Receive Certification of Water Connection	2. Release Certification of Water Connection	None	2 minutes	Utilities/Customer Services Officer A (Billing and MIS)
<b>Total:</b>		None	10 Minutes	
<b>END OF TRANSACTION</b>				

## 10. APPLICATION FOR SENIOR CITIZEN DISCOUNT

Certification issued usually to commercial establishments in relation to the renewal of their water permit.

<b>Office or Division:</b>	Billing and MIS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All senior citizen concessionaires			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Senior Citizen ID If applying thru representative: 1. Authorization Letter 2. Government Issued Identification Card of the representative  3. Picture of senior citizen holding latest newspaper 4. Senior Citizen Discount Application Form (SCDAF)		Client / OSCA  Client (Senior Citizen concessionaire) BIR, Post Office, SSS, GSIS, LTO, Comelec  Client (Senior Citizen concessionaire)  Billing/ MIS Section		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Secure queuing number and proceed to the Public Assistance Complaints Desk	1. Provide client with SCDAF and checklist requirements	None	5 minutes	Admin. Services Aide (Billing/MIS)





(PACD) and secured SCDAF				
2. Submit to agency duly filled up SCDAF with attached requirements needed	<p>2.1 Verify the accomplished SCDAF and submitted requirements and forward to the approving officer.</p> <p>2.2 Inform client that upon approval, the 5% discount shall apply on the next billing statement</p>	None	5 Minutes	<i>Admin. Services Aide (Billing/MIS)</i>
<b>Total:</b>		None	10 Minutes	
<b>END OF TRANSACTION</b>				

## 11. PROCESSING OF PAYMENTS FOR WATER BILLS, FEES AND OTHER CHARGES

The water district shall collect prescribed fees and charges that is equivalent to the consumption and other activities involved in the maintenance of water service connections.

<b>Office or Division:</b>	Cash Management and Collection Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All customers who availed water service connection			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Water Bill or Statement of Account (SOA) or ADA in case of online payments by other Government Agency 2. BIR Form #2307 (for payment of water bills with taxes withheld)		1. LIWAD Meter Readers (given during reading period) 2. Paying agency - Accounting Section		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Get Number from the Queuing System and wait to be called.	None	None	None	None



2. Pay amount to the Collection Assistant	2.Process payment and issue Service Invoice.	Water bill = As billed	3 Minutes	Collection Assistant (Cash Collection and Mgt.)
<b>Total:</b>		As billed	3 Minutes	
<b>END OF TRANSACTION</b>				

## 12. ISSUANCE OF CHECKS TO SUPPLIERS, SERVICE PROVIDERS, ETC.

Release of payments to suppliers, service providers, The water district shall collect prescribed fees and charges that is equivalent to the consumption and other activities involved in the maintenance of water service connections.

<b>Office or Division:</b>	Cash Management and Collection Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All customers who availed water service connection			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Invoice (Sales Invoice or any applicable Invoice) (original) 2. Government Issued Identification card (1 photocopy) 3.Authorization to Collect Payment		To be provided by the client BIR, Post Office, SSS, GSIS, LTO, COMELEC, Pagibig, DFA, PSA, PRC To be provided by the client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proceed to the Senior Cashier to get the payment and presents valid ID and authorization to collect payment.	1. Verify the identification card presented and secures the authorization to collect payment.	None	5 minutes	Cashier A (Cash Management and Collection Section)
2.Receive the check payment and issue Service Invoice and sign Check Disbursement Register	2.Issues the check, copy of the disbursement vouchers and the withholding tax certificates.	None	5 minutes	Cashier A (Cash Management and Collection Section)



<b>Total:</b>	None	10 Minutes	
<b>END OF TRANSACTION</b>			

12.



**FINANCE AND COMMERCIAL DIVISION**  
**Internal Services**



## 1. REQUEST FOR PETTY CASH FUND

Use of petty cash fund is only for small or less than one thousand pesos expenses of the office.

<b>Office or Division:</b>	Cash Management and Collection Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD Employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
1. Invoice (Sales Invoice or any applicable Invoice) (original) and other applicable documents		To be provided by the client		
2. Inspection and Acceptance Report		Storekeeper D (Property and General Services Section)		
3. RER and other supporting documents		To be provided by the client		
4. Petty Cash Voucher		To be provided by the client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Accomplish Petty Cash Voucher in LIWAD Accounting System and submit to Cashier A together with necessary attachments	Check the documents submitted and release fund.	None	5 minutes	Cashier A (Cash Management and Collection Section)
<b>Total:</b>		None	5 Minutes	
<b>END OF TRANSACTION</b>				

## 2. PROCESSING OF LOAN APPROVAL

Service offered by the section to employees who are applying for loan. This is to ensure that the employee after approval and release of loan shall still receive a net amount of Php 5,000.00 monthly as required.

<b>Office or Division:</b>	Accounting and Budgeting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Duly accomplished loan application form		Government/Private Lending Institution with Salary Loan Facility Memorandum of Agreement with the agency.		



		Other agencies where payment of monthly loan amortization will be paid through salary deduction		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Communicate with Accounting regarding request for approval of Loan and submit accomplished loan application form	1. Check Duly accomplished loan application form of applicant with estimated monthly amortization  1.1 Compute for the new take home pay of applicant  1.2 Attach accounting recommendation to the form if approved (considering minimum P5,000 net take home pay monthly)  1.2 If not approved, return to applicant and communicate reason for disapproval	None	12 Minutes	<i>Accounting Processor B (Accounting and Budgeting)</i>
2. Submit loan application form and accounting approved recommendation to Admin Personnel	2. Forward to OGM for approval.  2.1 Return to applicant approved loan application form.	None	5 Minutes	<i>Clerk-Processor B (Office of the General Manager)</i>
<b>Total:</b>		None	5 Minutes	
<b>END OF TRANSACTION</b>				



**ENGINEERING AND OPERATIONS  
DIVISION  
External Services**

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## 1. REQUEST FOR LIWAD-ON-THE-GO WATER FOUNTAIN

Service offered by the agency to other government institutions requesting for drinking water during events and functions.

<b>Office or Division:</b>	Production and Water Quality Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government agencies and institutions within Libmanan			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit letter request to borrow LIWAD-on-the-Go Water Fountain indicating the date, time, place and purpose of its use.	1. Scan letter request and upload to docman as incoming communication  1.1 Forward to Production Section	None	5 Minutes	<i>Admin. Services Aide(Admin/General Services)</i>
	1.3 Check schedule of availability for recommending approval.  1.4 If there is no conflict in schedule of availability, sign recommending approval  1.5 Forward request to OGM for final approval plot in schedule.  1.6 Inform client that request is approved.	None	9 Minutes	<i>Senior Engineer A (Production and Water Quality)</i>  <i>Admin. Services Aide(Admin/General Services)</i>





	1.4 If there is conflict, inform the client.			
2. Client will sign waiver form	2. Receive waiver form 2.1 Plot in schedule 2.2 Accomplish service on the day requested	None	17 Minutes	Senior Engineer A (Production and Water Quality)  Plumber (Production and Water Quality)
<b>Total:</b>		None	31 Minutes	
<b>END OF TRANSACTION</b>				

## 2. REQUEST FOR TRUCK LOAD OF WATER

Service offered by the agency to customers requesting for a large volume of water normally used for events and activities organized by other government institutions and private institutions.

<b>Office or Division:</b>	Production and Water Quality Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Government/Private agencies and institutions within Libmanan			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit letter request for truck load of water indicating the date, time, and purpose of its use as well as the type of truck to be used.	1. Scan letter request and upload to docman as incoming communication 1.1 Forward to OGM for approval	None	5 Minutes	Admin. Services Aide (Admin/Gen. Services)
	1.2 If approved, contact client of approval and relay other information	Requested by government agencies and	5 minutes	Admin. Services Aide (Admin/Gen. Services)



	relevant to the request such as if it will be billed or not	institutions - None  Private institutions - as billed		
	1.2 If not approved, contact client and issue a formal letter indicating reasons of disapproval signed by the Head of Agency	None	5 Minutes	<i>Admin. Services Aide(Admin/Gen. Services)</i>
	<b>Total:</b>	Government agencies and institutions = None  Private Institutions = As billed	15 Minutes	
<b>END OF TRANSACTION</b>				

### 3. REQUEST FOR ASSISTANCE TO CONDUCT WATER TESTING (BACTERIOLOGICAL TEST) WITH ACCOUNT

Service offered by the agency to customers requesting for assistance to conduct water testing (Bacteriological Test).

<b>Office or Division:</b>	Production and Water Quality Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Government/Private agencies and institutions within Libmanan			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request Statement of Account Service Invoice		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>



1. Go to Public Assistance Complaints Desk (PACD) to know status of application for assistance of water testing, submit letter request and submit requirements.	1.1 Prepares Service Request and encode the personal data information.	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
	1.2 Forward processed Service Request for signature.		2 Minutes	
	1.3 Orientation		5 Minutes	
2. Pay assessed amount to the Collection Assistant.	2.1 Process payment 2.2 Issue Service Invoice (OR)	Bacti-Test (300.00) Service Fee (650.00)	2 Minutes	<i>Collection Assistant (Cash Collection and Mgt.)</i>
3. Proceed to Production and Water Quality Section.	3. Schedule for Water Sampling	None	2 Minutes	<i>Senior Engineer A (Production and Water Quality)</i>
4. Wait for the text message for the release of Certificate of Potable Water by Administrative General Services Section.	4. Actual water sampling	None	60 Minutes	<i>Plumber (Production and Water Quality)</i>
	4.1 Submission of water sample at Prime Cam Norte	None	60 Minutes	
	4.2 Issuance of Microbiological Test Results		15 days	<i>Senior Engineer A (Production and Water Quality)</i>
	4.3 Forward accomplished Microbiological Test Results to Administrative Section for release of Certificate of Potability		5 Minutes	



	4.4 If the sample is failed, contact client and schedule for re-testing (3.1)			
	<b>Total:</b>	950.00	15 Days, 2 Hours & 21 Minutes	
<b>END OF TRANSACTION</b>				

#### 4. REQUEST FOR ASSISTANCE TO CONDUCT WATER TESTING (BACTERIOLOGICAL TEST) W/OUT ACCOUNT

Service offered by the agency to customers requesting for assistance to conduct water testing (Bacteriological Test).

<b>Office or Division:</b>	Production and Water Quality Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Government/Private agencies and institutions within Libmanan			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request Statement of Account Service Invoice		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Go to Public Assistance Complaints Desk (PACD) to know status of application for assistance of water testing, submit letter request and submit requirements.	1.1 Prepares Service Request and encode the personal data information.	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
	1.2 Forward processed Service Request for signature.		2 Minutes	
	1.3 Orientation		5 Minutes	





	client and schedule for re-testing (3.1)			
	<b>Total:</b>	Government agencies and institutions = 1,450.00	16 Days & 21Minutes	
<b>END OF TRANSACTION</b>				

### 5. REQUEST FOR EXPANSION / EXTENSION OF DISTRIBUTION LINE OR CONSTRUCTION OF WATER SYSTEM

Service offered by the agency to barangay local government requesting for possible water connection or water system.

<b>Office or Division:</b>	Engineering and Construction Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Barangay local government units within Libmanan			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit letter request indicating place where survey will be conducted	1. Scan letter request and upload to docman as incoming communication  1.1 Forward to OGM for disposition	None	5 Minutes	<i>Admin. Services Aide(Admin/Gen. Services)</i>
	1.2 Furnish the Engineering and Construction Section of Letter Request	None	2 Minutes	<i>Admin. Services Aide(Admin/Gen. Services)</i>
	1.3 Conduct survey of the identified area for pipe laying	None	5 Days; 10 days for complex projects	<i>Inspector (Engineering and Construction)</i>



	expansion			
	1.4 Verify right of way where pipes will pass	None	2 Days	<i>Inspector</i> (Engineering and Construction)
	1.5 Input data in agency geographic information system (GIS)  1.6 Generate data for Hydraulic Modeling	None	1 Day	<i>Inspector</i> (Engineering and Construction)  GIS Personnel (Billing and MIS)
	1.7 Hydraulic Modeling of the Proposed Project	None	1 Day	<i>General Manager C</i> (Office of the General Manager)
	1.8 Make Program of Works (POW) with detailed plans and drawings  1.9 Check and approve POW with detailed plans and drawings	None	5 Days; 10 days for complex projects  1 day	<i>Senior Engineer A</i> (Engineering and Construction)  <i>General Manager C</i> (Office of the General Manager)
	1.10 Forward approved POW with detailed plans and drawings to client	None	5 minutes	<i>Admin. Services Aide</i> (Admin/Gen. Services)
	<b>Total:</b>	None	15 Days and 12 Minutes; 25 days and 12 minutes for complex projects	
<b>END OF TRANSACTION</b>				



**ENGINEERING AND OPERATIONS  
DIVISION  
Internal Services**

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## 1. REQUEST FOR LIWAD-ON-THE-GO WATER FOUNTAIN

Service offered by the agency to LIWAD employees requesting for drinking water during personal events and functions.

<b>Office or Division:</b>	Production and Water Quality Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	LIWAD employees			
<b>Checklist Of Requirements</b>		<b>Where To Secure</b>		
Letter Request		Requesting Party		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit letter request to borrow LIWAD-on-the-Go Water Fountain indicating the date, time, place and purpose of its use.	1. Scan letter request and upload to docman as incoming communication  1.1 Forward to Production Section	None	5 Minutes	<i>Admin. Services Aide(Admin/General Services)</i>
	1.3 Check schedule of availability for recommending approval.  1.4 If there is no conflict in schedule of availability, sign recommending approval  1.5 Forward request to OGM for final approval plot in schedule.  1.6 Inform client that request is approved.  1.4 If there is			



	conflict, inform the client.			
2. Client will sign waiver form	2. Receive waiver form	None	17 Minutes	<i>Senior Engineer A (Production and Water Quality)</i>
	2.3 Plot in schedule			<i>Plumber (Production and Water Quality)</i>
	2.4 Accomplish service on the day requested			
<b>Total :</b>		None	31 Minutes	
<b>END OF TRANSACTION</b>				

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## VI. FEEDBACK AND COMPLAINT MECHANISM

<p>How to send a feedback?</p>	<ol style="list-style-type: none"> <li>1. Fill-up the Customer's Feed Back Form available at the Customer Area and drop the same in the suggestion box <ul style="list-style-type: none"> <li>• Form 1 (Pink) - Commendation</li> <li>• Form 2 (Blue) - Request for Assistance</li> <li>• Form 3 (White) - Complaint</li> <li>• Form 4 (Yellow) - Recommendation</li> </ul> </li> <li>2. Talk to the Public Assistance Counter personnel on duty.</li> <li>3. Send thru: <ul style="list-style-type: none"> <li>• Email address - <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a></li> <li>• Website - <a href="http://www.liwad.gov.ph">www.liwad.gov.ph</a></li> <li>• Facebook Page - <a href="http://www.facebook.com/libmananwaterdistrict">www.facebook.com/libmananwaterdistrict</a></li> <li>• Mail - Libmanan Water District Bagumbayan, Libmanan, Camarines Sur</li> </ul> </li> </ol> <p>Call at LIWAD's Customer Service Number 0919 733 0828</p>
<p>How feedback is processed?</p>	<ol style="list-style-type: none"> <li>1. Every Friday, the Customer Service Officer shall compile, record and forward a written report of all feedbacks submitted by the client to the Office of the General Manager.</li> <li>2. The Office of the General Manager shall forward Feedbacks to the concerned office for evaluation.</li> <li>3. The concerned office shall evaluate and submit a report and recommendation to the Office of the General Manager on the Feedback within 5 working days.</li> <li>4. The Office of the General Manager shall direct the execution of the corrective action and inform the client, if needed within 15 days from receipt of the feedback</li> </ol>
<p>How to file complaints?</p>	<p>Accomplish the Complaint Form and drop it in our designated drop box located beside where our Citizen's Charter is located.</p> <p>Your complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>✓ Name of person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> <p>For inquires and follow-ups , please call us at the following number:  Landline: 054-511-9515  Smart Number: 0919 733 0828  Or email us at:  <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a></p>
<p>How complaints are processed?</p>	<p>The Public Assistance and Complaint Desk Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p>



	<p>Upon evaluation, the Public Assistance and Complaint Desk Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Public Assistance and Complaint Desk Officer will make a report after the investigation and submit to the General Manager for proper action.</p> <p>The Public Complaint Desk Officer will give the feedback to the client via email or telephone call.</p> <p>For inquires and follow-ups , please call us at the following number: Landline: 054-511-9515 Smart Number: 0919 733 0828 Or email us at: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a></p>
Contact Information	<p>Landline: 054-511-9515 Smart Number: 0919 733 0828 Or email us at: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a></p>

A handwritten mark or signature is located in the bottom right corner of the page, consisting of a few stylized, overlapping lines.



## VII. LIST OF OFFICES

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the General Manager	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0919 733 0828 E-mail address: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a>
Administrative/General Services Division	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0963-473-8773 E-mail address: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a>
Finance and Commercial Division	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0919 733 0828 E-mail address: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a>
Engineering and Operations Division	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0919 733 0828 E-mail address: <a href="mailto:libmananwaterdistrict@liwad.gov.ph">libmananwaterdistrict@liwad.gov.ph</a>