



LIBMANAN WATER DISTRICT

CITIZEN'S CHARTER
2021 (3rd Edition)



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. Meet the expectations of our clients for a prompt and efficient service.
2. Instill creativity and innovation in all undertakings.
3. Puts value and professionalism and aim for excellence in all dealings.
4. Uphold integrity and discipline
5. 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.
6. Strive for higher productivity by complying to the Quality Standard of Drinking Water in accordance with the provision under P.D. 856, otherwise known as Code on Sanitation of the Philippines.
7. Recognize the value and our interconnection with our natural resources by promoting care and preservation of the ecosystem.
8. Humbly seek the intercession of the Divine Providence to guide and enlighten us in all endeavors.



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ADMIN/GENERAL SERVICES SECTION
External Services

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1. ISSUANCE OF BIDDING DOCUMENTS

Bidding documents are issued to prospective bidders who signified their interest to join the invitation to bid of the agency. Bidders who paid the required amount for the issuance of the bidding documents shall be the only bidders to be considered in bid evaluation.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Bona-fide suppliers/manufacturer registered with the Philippine Government Electronic Procurement System (PhilGEPS) and accredited by the Local Water Utilities Administration (LWUA)			
Checklist Of Requirements		Where To Secure		
1. Deposit slip if payment is deposited to LIWAD bank account or Official Receipt issued by the LIWAD for cash payments directly made in the agency (1 copy)		Bank or LIWAD <i>Collection Assistant</i> (Cash Collection and Mgt)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. View any of the following sites for bid opportunities: PhilGEPS, LIWAD website, bulletin boards within LIWAD premises or in a newspaper of general nationwide circulation, if applicable.	None	None	None	None
2. Pay the cost of bidding documents to signify interest to join invitation to bid	Issue Official Receipt (if cash payment was made directly to the agency)	Cost of bidding documents = as stated in bid docs (depends on the amount of the approved budget for the contract)	2 Minutes	<i>Collection Assistant</i> (Cash Collection and Mgt)



<p>Send scanned copy of deposit slip to LIWAD email account for proof of payment (payment made thru bank deposit)</p>	<p>Verify received scanned copy of deposit slip, print and request issuance of Official Receipt</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Procurement Assistant (Admin/Gen. Services)</i> <i>Collection Assistant (Cash Mgt. and Collection)</i></p>
	<p>Print and send bidding documents via courier to bidder if requested (bidding documents can be downloaded online through PhilGEPS and agency website)</p>	<p>Shipping Fee = Php 190.00 for NCR Shipping Fee = Php 200.00 for South Luzon</p>	<p>30 minutes</p>	<p><i>Admin. Services Assistant / Liaison Officer (Admin/Gen. Services)</i></p>
<p>TOTAL:</p>	<p>Depends on the cost of bidding documents and location for shipping fee</p>	<p>37 Minutes</p>		



2.ISSUANCE OF CERTIFICATE OF APPEARANCE

Certificates are issued to clients upon request. Certificate of Appearance are issued to private or government employees and/or officials who personally appeared to the agency for official business purposes.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Private or government employees and/or officials who personally appeared to the agency for business purposes			
Checklist Of Requirements		Where To Secure		
1. Valid government issued ID or company ID is required.		1. Other government agencies that issues valid ID and/or company.		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform the Admin personnel of request and submit valid ID	Prepare Certificate of Appearance, seek signature of Head of Agency and release to requesting party	None	3 minutes	Administrative Services Aide
TOTAL:		None	3 Minutes	



3.ISSUANCE OF CERTIFICATE OF POTABILITY

Certificates of Potability are commonly issued to requesting public schools as requirement for Water Sanitation and Hygiene and in Schools (WinS) Program.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Public schools in compliance with WINS Program			
Checklist Of Requirements		Where To Secure		
1. For request of Certificate of Potability, a letter request from requesting school is required.		1. Government ID from requesting school or agency		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request to Admin Personnel	1. Prepare Certificate of Potability with attached copy of latest Microbiological Test and Physical and Chemical Test and submit for signature of Admin/General Services Officer A and the General Manager.	None	1 day	Administrative Services Aide
	2. Contact requesting party for the release of Certification.	None	2 minutes	Administrative Services Aide



2.Pick up Certification of Potability	1. Release certification	None	2 minutes	Administrative Services Aide
TOTAL:		None	1 day and 4 Minutes	

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4.APPLICATION FOR VACANT POSITION

LIWAD is an equal opportunity employer and will provide equality in employment for all people employed or seeking employment.

Office or Division:	Administrative/General Services Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All job applicants irregardless of gender, civil status, disability, religion, ethnicity, or political affiliation.			
Checklist Of requirements	Where To Secure			
1. Application Letter 2. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) which can be downloaded at www.csc.gov.ph and with attached work experience sheet if applicable - 1 copy; 3. Performance rating in the present position for one (1) year (if applicable) - 1 copy; 4. Photocopy of certificate of eligibility/rating/license - 1 copy; and Photocopy of Transcript of Records - 1 copy	1. Applicant 2. Civil Service Commission website 3. Agency where applicant is presently employed. 4. Civil Service Commission Regional Office/Professional Regulation Commission 5. College/University/School where applicant studied			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit complete application requirements	1. Check if application requirements received are complete 1.1 Stamp received (for application submitted personally).	None	5 Minutes	<i>Personnel Officer - Designate / Admin. Services Aide (Admin/Gen. Services)</i>
	1. Check if application requirements received are complete 1.1 Acknowledg	None	5 Minutes	<i>Personnel Officer - Designate (Admin/Gen. Services)</i>



	e receipt of documents thru e-mail (for application submitted thru email and courier).			
	1.3 Conduct initial screening of applicants as to relevant education, experience, training and eligibility.	None	2 days	Personnel Officer - Designate (Admin/Gen. Services)
2. Receive communication and confirm attendance on the scheduled examination	2. Inform all applicants of the result of the screening. Inform applicants who passed the Initial Assessment the schedule of the written examination.	None	1 day	Personnel Officer - Designate (Admin/Gen. Services)
TOTAL:		None	3 days and 10 minutes	

Note: This process is covered by EO No. 292 (The Revised Administrative Code of 1987) and Civil Service Commission ORAOHRA of July 2018.)

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5. 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.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Other government agencies and interested consumers			
Checklist Of Requirements		Where To Secure		
1. Approved Billing Memorandum (BM) - 1 copy 2. Official Receipt (OR) - 1 copy 3. Approved Requisition and Issue Slip (RIS) - 1 copy		1. LIWAD Office (Billing and MIS Section)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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)
TOTAL:		Cost of Materials and Supplies as billed	23 minutes	



6.REQUEST OF OTHER GOVERNMENT AGENCIES TO BORROW MATERIALS

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

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Other government agencies and interested consumers			
Checklist Of Requirements		Where To Secure		
1. Letter request to Borrow Materials 2. Photocopy of ID issued by concerned agency		Requesting agency		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present letter request to borrow materials	1. Receive letter request and forward to OGM for approval	None	5 Minutes	Admin. Services Aide (Admin/Gen. Services)
	1.1 Inquire availability of the Materials requested 1.2 Approve / Disapprove request	None	10 minutes	Admin. Services Aide (Admin/Gen. Services) 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	Admin. Services Aide (Admin/Gen. Services)
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	<i>Guard on Duty (Admin/Gen. Services)</i>
TOTAL:		None	43 minutes	

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7. RETURN FROM OTHER GOVERNMENT AGENCIES OF BORROWED MATERIALS

Return from other government agencies of materials previously borrowed.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Other government agencies			
Checklist Of Requirements		Where To Secure		
Return Slip		Admin./General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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 (Admin/Gen. Services)
TOTAL:		None	15 minutes	



ADMIN/GENERAL SERVICES SECTION
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).

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD regular and casual employees			
Checklist Of requirements		Where To Secure		
Request for Application of Leave - 1 copy		Admin/Gen. Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Accomplish Request for Application for Leave and submit to Personnel Officer - Designate	1. Check accomplished form if details are complete 1.1 Prepare the Application for Leave	None	1 day	Personnel Officer - Designate (Admin/Gen. Services)
2. Get approved copies from Admin/General Services	2. After GM's approval, scan approved AFL for record purposes and release 2 approved copies to requesting employee.	None	2 Minutes	Admin. Services Aide (Admin/Gen. Services)
Total:		None	1 day and 2 Minutes	



2.AVAILING OF OVERTIME AND/OR OFFSET

Employees are entitled to overtime requests to accomplish tasks that cannot be done in regular working works. To compensate employees of overtime hours worked, they are entitled to offset the said working hours.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Overtime Request Form or Offset Request Form - 2 copies		Admin/Gen. Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill-up Overtime/Offset Form and seek for immediate supervisor's approval	1. Certify the request and forward the form to OGM for approval (for overtime and offset) 1.1 Check Compensatory Offset available if client is requesting for offset	None	1 day	<i>Personnel Officer - Designate (Admin/Gen. Services)</i> <i>Admin. Services Aide (Admin/Gen. Services)</i>
2. Get approved copies from Admin/General Services	2. After GM's approval, scan approved overtime/offset form for record purposes and release 1 approved copy to requesting employee.	None	2 Minutes	<i>Admin. Services Aide (Admin/Gen. Services)</i>
Total:		None	1 day and 2 Minutes	



3. CLEARANCE FROM PROPERTY AND MONEY ACCOUNTABILITIES

Employees about to take a long leave from work whether within or outside the country and those who are resigning and terminated from the agency are required to secure the Clearance from Property and Money Accountabilities.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Clearance from Property and Money Accountabilities - 3 copies		Admin/Gen. Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill-up Clearance from Money and Accountabilities Form and seek signature from required signatories	1. Check records of accountability and sign	None	30 Minutes	<i>Storekeeper D (Admin/Gen. Services), Personnel Officer - Designate (Admin/Gen. Services),</i>
2. Submit accomplished form with complete signatures to the admin personnel	1. Check form and give one copy to client. File admin Copy	None	2 Minutes	<i>Clerk II (Admin/Gen. Services)</i>
Total:		None	32 Minutes	



4. REQUEST FOR SERVICE RECORD AND/OR CERTIFICATE OF EMPLOYMENT

Service Record and Certificate of Employment are issued to employees upon request.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Personal Request of Service Record and/or Certificate of Employment		Admin/General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Communicate with the Personnel Officer-Designate request for Service Record and/or Certificate of Employment	1. Prepare Service Record/Certificate of Employment and submit to OGM for signing	None	5 Minutes	Personnel Officer - Designate (Admin/Gen. Services)
2. Get signed copy from Admin/General Services	2. After GM's signature, stamp as outgoing and scan Service Record/Certificate of Employment for record purposes and release 1 original copy to requesting employee.	None	2 Minutes	Admin. Services Aide (Admin/Gen. Services)
Total:		None	7 Minutes	



5. REQUISITION OF OFFICE SUPPLIES

Office supplies are being requested and supplies to address the need of employees in their day to day role in the agency.

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

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6. 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.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Borrow Slip Form		Admin/General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill up borrow slip form	1. Receive borrow slip form and check availability of materials 1.1 Issue supplies listed in the borrow slip form	None	10 Minutes	Storekeeper D (Admin/Gen. Services)
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)
Total:		None	13 Minutes	



7. RETURN OF BORROWED MATERIALS

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

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Borrow Slip Form Accomplishment Form Return Slip and Materials and Equipment to be returned		Admin/General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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 submit to section head for preparation of RIS	None	10 Minutes	Storekeeper D (Admin/Gen. Services)
Total:		None	10 Minutes	

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8. RETURN OF WASTE MATERIALS

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

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Unserviceable/Waste Material Report Form		Admin/General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill up Unserviceable/Waste Material Report Form and present the waste material	1. Receive Unserviceable/Waste Material Report Form and the waste material 2. Prepare Waste Materials Report with documentation. 4. Record and file Waste Material Report for record purposes	None	15 Minutes	Storekeeper D (Admin/Gen. Services)
Total:		None	15 Minutes	



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.

Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Unserviceable/Waste Material Report Form		Admin/General Services		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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 and Pre-repair Inspection Report together with the unserviceable PPE	None	10 Minutes	Storekeeper D (Admin/Gen. Services)
	2. Submit Pre-repair Inspection Report to applicable technical inspector for inspection	None	10 minutes	Storekeeper D (Admin/Gen. Services)
Total:		None	20 Minutes	



9. SUPPLIES AVAILABILITY INQUIRY

Provision of status of stock availability of materials to be purchased

Provision Office or Division:	Administrative/General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Supplies Availability Inquiry (SAI) Form		Concerned Section		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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)
Total:		None	1 day and 2 Minutes	



BILLING AND MIS SECTION
External Services

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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.

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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		
Personal appearance of applicant or his/her authorized representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
Total:		None	1 Hour and 2 Minutes	



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.

Office or Division:	Billing and MIS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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		
None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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>



<p>4. Pay the inspection fee to the Collection Assistant</p>	<p>4.Process payment 4.1 Issue Official Receipt (OR).</p>	<p>Inspection Fee = Php 130.00</p>	<p>2 Minutes</p>	<p><i>Collection Assistant (Cash Mgt and Collection)</i></p>
<p>5. Go to the CSA, present OR and return accomplished SACO.</p>	<p>5.Receive the accomplished SACO; 5.1 Provide Client with a checklist of requirements for submission 5.2 Advise him/her to return on the date the inspection is expected to be completed.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admin. Services Aide (Billing and MIS)</i></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 5.4 Update IR of the result of inspection.</p>	<p>None</p>	<p>3 Days</p>	<p><i>Plumber (Repair and Maintenance)</i> <i>Inspector (Engineering and Construction)</i></p>
<p>Total:</p>		<p>Php 130.00</p>	<p>3 Days and 27 Minutes</p>	



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.

Office or Division:	Billing and MIS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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			
<p>For application for New Service Connection/Transfer of Tapping Only</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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	1. Update Client about the status of his/her application and	None	20 Minutes	Admin. Services Aide (Billing and MIS)



<p>status of application for service connection and submit applicable requirements.</p>	<p>receive, 1.1 Check / validate documents submitted 1.2 Present the Application and Contract for Water Service.</p>			
	<p>1.1 If documents are incomplete or deficient, advise the Client to submit required documents.</p>	<p>None</p>		<p><i>Admin. Services Aide (Billing and MIS)</i></p>
	<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 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>	<p>None</p>		<p><i>Admin. Services Aide (Billing and MIS)</i></p>
<p>2. Accomplish and make it notarized the</p>	<p>2.Receive accomplished</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Admin. Services Aide</i></p>



Application and Contract for Water Service and submit to CSA.	Application and Contract for Water Service 2.1 Review all attachments and sign/accomplish documents.			(Billing and MIS)
	2.3 Prepare Billing Memorandum (BM) 2.4 Present to Client assessment per BM to review and conforme.	None		Admin. Services Aide (Billing and MIS)
3. Pay agreed amount indicated in the BM to the Collection Assistant.	5.1 Receive payment 5.1 Issue Official Receipt (OR).	NSC Fee = As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
4. Go to CSA, return all documents received and present OR.	6. Check OR 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		<i>Admin. Services Aide (Billing and MIS)</i>
	6.If assessment is paid in partial, require Client to execute a promissory note for the unpaid balance of assessment.	None		<i>Admin. Services Aide (Billing and MIS)</i>
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	<i>Storekeeper D (AGSD); Plumber (R&M)</i>
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	<i>Plumber (R&M) Admin. Services Aide (Billing and MIS)</i>
Total:		As billed	4 Days and 37 Minutes	



4.PROCESSING OF APPLICATION FOR RECONNECTION AFTER INSPECTION

Service offered to customers who have present disconnected lines.

Office or Division:	Billing and MIS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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			
When inspection is approved, the costumer shall bring the following: 1. Photocopy of community Tax Certificate (CTC); 2. If tenant, an authorization letter from the owner/caretaker allowing the lessee to apply for a reconnection of water service line connection; and 3. If new owner, for change of name/registration, photocopy of proof of ownership with the original copy for proper validation. 4. Application for Reconnection, Assessment Form and Billing Memorandum (BM)	1. Local Government Unit of Libmanan - Municipal Treasurer's Office (MTO) 2. Owner/Caretaker of property; and 3. Registry of Deeds, Documents maintained by the customer showing proof of ownership. 4. Customer Service Assistant (LIWAD - Billing and MIS Section)			
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 reconnection and submit requirements.	1. Update Client about the status of his/her application 1.1 Receive / check documents submitted.	None	20 Minutes	Admin. Services Aide (Billing and MIS)
	1.2 If all requirements are in order, prepare/accomplish Application for Reconnection	None	5 Minutes	Admin. Services Aide (Billing and MIS)



	<p>and Billing Memorandum</p> <p>1.3 Present total assessment and forward BM to Client for conforme and payment.</p> <p>1.1 If requirements are not in order, advise Client to submit requirements.</p>			
	<p>1.3 If Client is other than the registered owner of the connection sought to be reconnected, advise Client to submit proof of ownership or authorization from the registered owner.</p>	None		Admin. Services Aide (Billing and MIS)
<p>2. Pay assessed amount to the Collection Assistant.</p>	<p>2.Process payment</p> <p>2.1 Issue Official Receipt (OR).</p>	As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
<p>3. Go to CSA,present OR and return accomplished Application for Reconnection and BM.</p>	<p>3.Check OR and posting of payment in the Application for Reconnection and BM,</p> <p>3.1 Furnish Client with a copy of Application and BM</p>	None	5 Minutes	Admin. Services Aide (Billing and MIS)

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	<p>3.2 Prepare the Service Request (SR)</p> <p>3.3 Advise Client to wait for the service Connection to be reconnected.</p> <p>3.If there are deficiencies in payment and posting, undertake corrective actions.</p>			
<p>4. Wait for a maximum period of 3 working days from the date of payment</p>	<p>4.Undertake reinstallation of service connection,</p> <p>4.1 Accomplish SR/other documents</p> <p>4.2 Request Client to acknowledge/sign the Acknowledgement Receipt and Property Accountability Receipt (PAR).</p>	None	3 Days	Plumber (R&M)
<p>5.Sign Acknowledgement Receipt and PAR to accept/acknowledge service connection installed and forward to assigned Plumber.</p>	<p>5.Receive and check accomplished Acknowledgement Receipt, PAR and SACO;</p> <p>5.1 Make appropriate adjustments and inform Client about said adjustments, if necessary.</p>	None	1 Day	Plumber (R&M); Admin. Services Aide (Billing and MIS)
Total:		As billed	4 days and 32 Minutes	

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5.PROCESSING OF REQUEST FOR A) TRANSFER OF TAPPING (SAME AREA), B) CHANGE IN SIZE OF SERVICE CONNECTION AND C) WATER METER RELOCATION - AFTER INSPECTION

Service requests from customers offered by the agency to attain customer satisfaction and needs.

Office or Division:	Billing and MIS
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
Who may avail:	Any person/office/establishment with a property owned or leased/rented within the juridical boundary of Municipality of Libmanan.
CHECKLIST OF REQUIREMENTS	
<p>When inspection is approved, the consumer shall bring the following:</p> <ol style="list-style-type: none"> 1. Photocopy of Proof of Billing (electric/water/credit card) with original copy for proper validation; 2. Photocopy of Proof of Ownership (Land Title/Tax Declaration/Deed of Sale/Barangay Certification) with original copy for proper validation; 3. Photocopy of Community Tax Certificate (CTC) or Senior Citizen ID with original copy for proper validation; 4. If tenant, an authorization letter from the owner/caretaker allowing the lessee to apply for a water service line connection; 5. If an excavation is necessary, an excavation permit. <p>Water Meter Relocation</p> <ol style="list-style-type: none"> 1. Photocopy of Proof of Ownership (Land Title/Deed of Sale/Barangay Certification) with original copy for proper validation; 2. Photocopy of Community Tax Certificate (CTC) with original copy for proper validation; 3. If tenant, an authorization letter from the owner/caretaker allowing the lessee to apply for a water service line connection. 	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Casureco / LIWAD - Billing and MIS Section / Banks statements issued by bank where the applicant is a credit card holder; 2. Registry of Deeds, Documents maintained by the customer showing proof of ownership, Barangay Hall 3. Local Government Unit of Libmanan - Municipal Treasurer's Office (MTO) / Office of Senior Citizens Affairs (OSCA) 4. Owner/Caretaker of property 5. Department of Public Works and Highways (DPWH) or Municipal Engineering Office (MEO) or Barangay whichever is applicable



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Go to Public Assistance Complaints Desk (PACD) to know status of request and submit requirements</p>	<p>1. Update Client about the status of his/her request, 2. Receive /check/validate documents submitted.</p> <p>2.1 If documents are incomplete or deficient, advise the Client to submit required documents.</p> <p>2.1 If excavation is needed, advise the Client in Securing excavation permit or provide/assist the Client in accomplishing Request for excavation Permit (REP) form and 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>	<p>None</p>	<p>20 Minutes</p>	<p><i>Admin. Services Aide (Billing and MIS)</i></p>
<p>2. Accomplish/sign Service Application</p>	<p>2. Receive accomplished</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admin. Services Aide</i></p>

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<p>and Construction Order and submit to the CSA</p>	<p>Service Application and Construction Order</p> <p>2.1 Review all attachments and sign/accomplish documents. Prepare Billing Memorandum (BM)</p> <p>2.2 Present to Client for review, conforme and payment.</p>			<p>(Billing and MIS)</p> <p><i>Utilities/Custom er Services Officer a (Billing And MIS)</i></p>
<p>3. Pay agreed amount indicated in the BM to the Collection Assistant</p>	<p>3.Receive payment and issue Official Receipt (OR)</p>	<p>Relocation Fee - As billed</p>	<p>2 Minutes</p>	<p><i>Collection Assistant (Cash Collection And Mgt)</i></p>
<p>4. Go to CSA, return all documents received and present OR</p>	<p>4.Check OR and posting of payment in the SACO and other documents</p> <p>4.1 Receive / review all forwarded documents and prepare Maintenance Order (MO).</p> <p>4.2 If there are deficiencies in payment and postings, undertake corrective actions</p> <p>4.3 If assessment is paid in partial</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Admin. Services Aide (Billing and MIS)</i></p>

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	by the Client, require Client to execute a promissory note for the unpaid balance of assessment			
5. Wait for a maximum period of 3 working days from the date of payment	5.Undertake transfer of tapping or change in size of service connection or water meter relocation, whichever is applicable, 5.1 Accomplish MO 5.2 Request Client to acknowledge/sign the Acknowledgment Receipt.	None	3 Days	<i>Plumber (R&M); Storekeeper d (AGSD)</i>
6. Sign Acknowledge Receipt and forward to concerned Plumber.	6.Receive, check and update accomplished AR and MO; 6.1 Make appropriate adjustments, inform Client about said adjustments, if necessary	None	1 Day	<i>Plumber (R&M); Utilities/Customer Services Officer a (Billing And MIS)</i>
Total:		As billed	4 days and 32 Minutes	



6.PROCESSING OF CHANGE OF ACCOUNT NAME / REGISTRATION

Service offered by the agency to customers who requests change in their records.

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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		
1. Certificate/Proof of Orientation-Seminar Attendance; 2. Photocopy of Proof of Billing (electric/water/credit card) with original copy for proper validation; 3. Photocopy of Proof of Ownership (Land Title / Deed of Sale / Barangay Certification) / authorization from the owner with original copy for proper validation; 4. Photocopy of Community Tax Certificate (CTC) with original copy for proper validation;		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 6. Local Government Unit of Libmanan - Municipal Treasurer's Office (MTO)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Go to Public Assistant/Complaints Counter (PAC) and submit requirements and other necessary documents	1.Receive/check/validate documents submitted 1.1 If documents are complete, present the Service Application and Contract for Water Service 1.2 assist in accomplishing	None	25 Minutes	Admin. Services Aide (Billing and MIS)



	<p>it and verify record of Client on file</p> <p>1.1 If documents are incomplete or deficient, advise the Client to 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>			
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2. Pay required amount to the Collection Assistant	2.Process payment and issue Official Receipt (OR)	Service Request - As billed	2 Minutes	<i>Collection Assistant (Cash Collection and Mgt.)</i>
3. Go to CSA, return all documents received and present OR	<p>3.Check OR and posting of payment in the BM and other 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>	None	5 Minutes	<i>Customer Service Assistant (Billing and MIS)</i>
Total:		As billed	32 Minutes	

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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.

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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		
Reclassification Form (RF) - 2 copies		Customer Service Assistant (Billing and MIS)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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	None	1 Day	<i>Meter Reader; (Billing and MIS) Utilities Customer Service Assistant B (Billing and MIS)</i>
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</i>



				(Billing and MIS)
		Total:	None	1 Day and 10 Minutes

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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.

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	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		
File the request/complaint thru personal visit, phone call or sent message by SMS		Customer Service Assistant (Billing and MIS)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. File the request/complaint at the Public Assistance Complaints Desk (PACD) by personal visit, phone call or sent message by SMS	1. Receive request/complaint from the Client 1.1 Prepare the Service Request (SR), if applicable, inform/apprise Client of possible charge to his/her account for repair or corrective action needed 1.2 If inspection is needed, proceed with inspection, report action taken to the Client and if	NONE	1 Day	<i>Plumber (R&M); Admin. Services Aide (Billing and MIS)</i>



	<p>possible, request Client to sign SR; accomplish SR and file.</p> <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>			
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	<p>1.4 Bring materials to service location, undertake repair/maintenance works,</p> <p>1.5 Present SR to Client for his/her signature upon accomplishment.</p>			
<p>2. Sign the SR and Acknowledgement Receipt to acknowledge the repair and charge for materials used, if any</p>	<p>2. Receive SR and Acknowledgement Receipt from Client,</p> <p>2.1 Update record and file accomplished SR.</p>	None	1 Day	<p><i>Plumber (R&M);</i></p> <p><i>Utilities/Customer Services Officer A (Billing and MIS)</i></p>
Total:		None	2 Days	

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

Collection of water bills due for the month and previous months that remained unpaid as well as other charges to water bill.

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All customers who availed water service connection			
Checklist Of Requirements		Where To Secure		
1. Water Bill or Statement of Account (SOA) 2. Endorsement from the Collection Assistant (for partial payments) 3. BIR Form #2307 (for payment of water bills with taxes withheld)		1. LIWAD Meter Readers (given during reading period) 2. Customer Service Assistant (Billing and MIS) 3. Paying agency - Accounting Section		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get Number from the Queuing System and wait to be called.	None	None	None	None
1. Proceed to the Public Assistance/Complaint Counter (PAC) 1.1 Request for endorsement/approval 1.2 Forward endorsement to the Collection Assistant if you do not have the SOA or will pay in partial or have taxes withheld from your payment	1. Endorse Promissory for approval of the GM or his authorized employee if applicable; 1.1 Verify account from record 1.2 if found in order, advise Client to tender payment	None	5 Minutes	<i>Admin. Services Aide (Billing and MIS)</i>
2. Pay amount to the Collection Assistant	2.Process payment and issue Official Receipt (OR)	Water bill = As billed	2 Minutes	<i>Collection Assistant (Cash Collection and Mgt.)</i>
Total:		As billed	7 Minutes	



10. Issuance of Certification of Water Connection

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

Office or Division:	Billing and MIS			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All customers who availed water service connection			
Checklist Of Requirements		Where To Secure		
1. Letter requesting Certification of Water Connection		1. Requesting party		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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	<i>Admin. Services Aide (Admin/General Services)</i>
	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	<i>Utilities/Customer Services Officer A (Billing and MIS)</i>
2. Pick up Certification of Water Connection	2. Release Certification of Water Connection	None	2 minutes	<i>Admin. Services Aide (Admin/General Services)</i>
Total:		None	10 Minutes	

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ACCOUNTING AND BUDGETING SECTION
Internal Services

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1. 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.

Office or Division:	Accounting and Budgeting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
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	None	12 Minutes	Accounting Processor B (Accounting and Budgeting)

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	communicate reason for disapproval			
2. Submit loan application form and accounting approved recommendation to Admin Personnel	<p>2. Forward to OGM for approval.</p> <p>2.1 Scan approved loan form for record purposes</p> <p>2.2 Return to applicant approved loan application form.</p>	None	5 Minutes	<p><i>Personnel Officer - Designate (Admin/Gen. Services)</i></p> <p><i>Clerk II (Admin/Gen. Services)</i></p>
Total:		None	5 Minutes	

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**PRODUCTION AND WATER QUALITY
SECTION
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.

Office or Division:	Production and Water Quality Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government agencies and institutions within Libmanan			
Checklist Of Requirements		Where To Secure		
Letter Request		Requesting Party		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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/Gen. 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	None	9 Minutes	<i>Senior Engineer A (Production and Water Quality)</i> <i>Admin. Services Aide(Admin/Gen. Services)</i>

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	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>
	2.1 Plot in schedule			<i>Plumber (Production and Water Quality)</i>
	2.2 Accomplish service on the day requested			
Total:		None	31 Minutes	

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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.

Office or Division:	Production and Water Quality Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Government/Private agencies and institutions within Libmanan			
Checklist Of Requirements		Where To Secure		
Letter Request		Requesting Party		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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	<i>Admin. Services Aide(Admin/Gen. Services)</i>
	1.2 If approved, contact client of approval and relay other information relevant to the request such as if it will be billed or not	Requested by government agencies and institutions - None Private institutions - as billed	5 minutes	<i>Admin. Services Aide(Admin/Gen. Services)</i>
	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>



Total:	Government agencies and institutions = None Private Institutions = As billed	15 Minutes	
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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).

Office or Division:	Production and Water Quality Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Government/Private agencies and institutions within Libmanan			
Checklist Of Requirements		Where To Secure		
Letter Request Statement of Account Official Receipt		Requesting Party		
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 assistance of water testing, submit letter request and submit requirements.	1.1 Prepares Service Request and encode the personal data information.	None	5 Minutes	Admin. Services Aide (Billing and MIS)
	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 Official Receipt (OR)	Bacti-Test (300.00) Service Fee (650.00)	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
3 Proceed to Production and Water Quality Section.	3.1 Schedule for Water Sampling	None	2 Minutes	Senior Engineer A (Production and Water Quality)



4	Wait for the text message for the release of Certificate of Potable Water by Administrative General Services Section.	4.1 Actual water sampling	None	60 Minutes	<i>Plumber (Production and Water Quality)</i>
		4.2 Submission of water sample at Prime Cam Norte	None	60 Minutes	
		4.3 Issuance of Microbiological Test Results		15 days	
		4.4 Forward accomplished Microbiological Test Results to Administrative Section for release of Certificate of Potability		5 Minutes	<i>Senior Engineer A (Production and Water Quality)</i>
		4.5 If the sample is failed, contact client and schedule for re-testing (3.1)			
		Total:	950.00	15 Days, 2 Hours & 21 Minutes	

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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).

Office or Division:	Production and Water Quality Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Government/Private agencies and institutions within Libmanan			
Checklist Of Requirements		Where To Secure		
Letter Request Statement of Account Official Receipt		Requesting Party		
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 assistance of water testing, submit letter request and submit requirements.	1.1 Prepares Service Request and encode the personal data information.	None	5 Minutes	Admin. Services Aide (Billing and MIS)
	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 Official Receipt (OR).	Disinfection & Flushing (500) Bacti-Test (300) Service Fee (650)	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
3 Proceed to Production and Water Quality	3.1 Schedule for Disinfection, Flushing and	None	2 Minutes	Senior Engineer A (Production



Section.	Water Sampling of Water Unit (Deep Well, etc.)			and Water Quality)
4 Wait for the text message for the release of Certificate of Potable Water by Administrative General Services Section.	4.1 Disinfection of Unit (Deep Well, etc.)	None	2 Hours	<i>Plumber (Production and Water Quality)</i>
	4.2 Flushing of Unit (Deep Well, etc.)	None	2 Hours	
	4.3 Actual water sampling		2 Hours	
	4.4 Submission of water sample at Prime Cam Norte	None	1 Hour	
	4.5 Issuance of Microbiological Test Results	None		<i>Senior Engineer A (Production and Water Quality)</i>
	4.6 Forward accomplished Microbiological Test Results to Administrative Section for release of Certificate of Potability	None	15 days	
	4.7 If the sample is failed, contact client and schedule for re-testing (3.1)	None	5 Minutes	
Total:		Government agencies and institutions = 1,450.00	16 Days & 21 Minutes	

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**PRODUCTION AND WATER QUALITY
SECTION
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.

Office or Division:	Production and Water Quality Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LIWAD employees			
Checklist Of Requirements		Where To Secure		
Letter Request		Requesting Party		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
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	Admin. Services Aide(Admin/Gen. Services)
	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	None	9 Minutes	Senior Engineer A (Production and Water Quality) Admin. Services Aide(Admin/Gen. Services)



	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			
Total :		None	31 Minutes	

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**ENGINEERING AND CONSTRUCTION
SECTION**
External Services

1/24



1. REQUEST FOR SURVEY

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

Office or Division:	Engineering and Construction Section						
Classification:	Highly Technical						
Type of Transaction:	G2G - Government to Government						
Who may avail:	Barangay local government units within Libmanan						
Checklist Of Requirements		Where To Secure					
Letter Request		Requesting Party					
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible			
1. Submit letter request indicating place where survey will be conducted	1. Scan letter request and upload to docman as incoming communication	None	5 Minutes	<i>Admin. Services Aide(Admin/Gen. Services)</i>			
	1.1 Forward to OGM for disposition						
	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 expansion				None	5 Days; 10 days for complex projects	<i>Inspector (Engineering and Construction)</i>
	1.4 Verify right of way where pipes will pass				None	2 Days	<i>Inspector (Engineering and Construction)</i>
	1.5 Input data in agency geographic information system (GIS)				None	1 Day	<i>Inspector (Engineering and Construction)</i>
1.6 Generate data for	GIS Personnel (Billing and MIS)						



	Hydraulic Modeling			
	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	None	5 Days; 10 days for complex projects	<i>Senior Engineer A</i> (Engineering and Construction)
	1.9 Check and approve POW with detailed plans and drawings		1 day	<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/General Services)
	Total:	None	15 Days and 12 Minutes; 25 days and 12 minutes for complex projects	

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VI. FEEDBACK AND COMPLAINT MECHANISM

How to send a feedback?	Accomplish the client feedback form and drop it in our suggestion box near Public Complaint Assistance Desk.
How feedback is processed?	<p>Every Friday, The Public Complaint Desk Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant sections and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>LIWAD will relay the answer to the clients.</p> <p>For inquires and follow-ups , please call us at the following number: Landline: 054-511-9515 Smart Number: 0948-746-6585 Or email us at: libmananwaterdistrict@liwad.gov.ph</p>
How to file complaints?	<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"> ✓ Name of person being complained ✓ Incident ✓ Evidence <p>For inquires and follow-ups , please call us at the following number: Landline: 054-511-9515 Smart Number: 0948-746-6585 Or email us at: libmananwaterdistrict@liwad.gov.ph</p>
How complaints are processed?	<p>The Public Assistance and Complaintst Desk Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Public Assistance and Complaintst Desk Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Public Assistance and Complaintst 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>

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	<p>For inquires and follow-ups , please call us at the following number: Landline: 054-511-9515 Smart Number: 0948-746-6585 Or email us at: libmananwaterdistrict@liwad.gov.ph</p>
Contact Information	<p>Landline: 054-511-9515 Smart Number: 0948-746-6585 Or email us at: libmananwaterdistrict@liwad.gov.ph</p>

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VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the General Manager	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Administrative/General Services Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Billing and MIS Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Accounting and Budgeting Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Cash Collection and Management Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Production and Water Quality Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Repair and Maintenance Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph
Engineering and Construction Section	Bagumbayan, Libmanan, Camarines Sur	Landline: 054-511-9515 Smart Number: 0948-746-6585 E-mail address: libmananwaterdistrict@liwad.gov.ph

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