



LIBMANAN WATER DISTRICT

CITIZEN'S CHARTER
2021 (2nd Edition)

1st



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 document s = 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)



Send scanned copy of deposit slip to LIWAD email account for proof of payment (payment made thru bank deposit)	Verify received scanned copy of deposit slip and issue acknowledgment receipt	None	5 Minutes	Procurement Assistant (Admin/Gen. Services)
	Send bidding documents via courier to bidder if requested (bidding documents can be downloaded online through PhilGEPS and agency website)	Shipping Fee = Php 190.00 for NCR Shipping Fee = Php 200.00 for South Luzon	10 Minutes	Procurement Assistant (Admin/Gen. Services)
TOTAL:		Depends on the cost of bidding documents and location for shipping fee	19 Minutes	



2.ISSUANCE OF CERTIFICATES (APPEARANCE AND POTABILITY)

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. Certificates of Potability are commonly issued to requesting 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:	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. For request of Certificate of Appearance, a valid government issued ID or company ID is required. 2. For request of Certificate of Potability, a letter request from requesting school is required.		1. Other government agencies that issues valid ID and/or company. 2. Requesting school		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Certificate of Appearance 1. Inform the Admin personnel of request and submit valid ID	Prepare Certificate of Appearance and release to requesting party	None	3 minutes	Administrative Services Aide
Certificate of Potability 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	None	8 minutes	Administrative Services Aide



	Officer A and the General Manager.			
	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	15 Minutes	

3. RECEIVING OF JOB APPLICATION FROM APPLICANTS

Acknowledging received job application from applicants either thru personal submission, email or courier.

Office or Division:	Administrative/General Services Section
Classification:	Simple
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. 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; 2. Performance rating in the present	1. Civil Service Commission website 2. Agency where applicant is presently employed. 3. Civil Service Commission Regional Office 4. College/University/School where applicant studied



position for one (1) year (if applicable) - 1 copy; 3. Photocopy of certificate of eligibility/rating/license - 1 copy; and Photocopy of Transcript of Records - 1 copy				
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	Personnel Officer - Designate (Admin/Gen. Services)
	1. Check if application requirements received are complete 1.1 Acknowledge receipt of documents thru e-mail (for application submitted thru email and courier).	None	5 Minutes	Personnel Officer - Designate (Admin/Gen. Services)
TOTAL:		None	10 Minutes	



3.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. Prepare list of items to be procured, proceed to the Public Assistance/ Complaints Counter (PAC) and purchased	1. Receive list of materials to be procured and determine availability of materials	None	5 Minutes	Customer Service Assistant (Billing/MIS)
	1.1 If available, prepare/accomplish Billing Memorandum (BM), 1.2 Present amount for payment 1.3 Request Client to sign BM	None	15 Minutes	Customer Service Assistant (Billing/MIS)
	1. If not available, inform Client that materials requested are not available for sale			
2. Sign BM to accept billed amount, check description of	2.Check BM 2.1 Advise Client	None	5 Minutes	Customer Service Assistant (Billing/MIS)



materials to be purchased and forward to CSA	to pay billed amount			
3. Present BM and pay billed amount to the Teller	3.Process payment 3.1 Issue Official Receipt (OR) 3.2 Return BM	Cost of Materias and Supplies = As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
4. Present OR and return BM to the CSA	4.Check OR 4.1 Prepare / process Requisition and Issue Slip (RIS) 4.2 Release materials purchased	None	20 Minutes	Customer Service Assistant (Billing/MIS); Storekeeper D (Admin/Gen. Services)
5. Receive/inspect materials purchased and sign RIS	5.Furnish the Client with a copy of BM and RIS	None	10 Minutes	Customer Service Assistant (Billing/MIS); Storekeeper D (Admin/Gen. Services)
6. Present to the guard on duty the approved RIS before taking the materials out of LIWAD Premises.	6.Check the gate pass before allowing the buyer to leave together with the materials purchased.	None	5 Minutes	Guard on Duty (Admin/Gen. Services)
TOTAL:		Cost of Material s and Supplies as billed	1 Hour and 2 Minutes	

ADMIN/GENERAL SERVICES SECTION Internal Services





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		Clerk II from 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 Process the Application for Leave	None	5 Minutes	Personnel Officer - Designate (Admin/Gen. Services)
2. Sign the Application for Leave and seek for immediate supervisor's recommending approval	2. Forward the signed Application for Leave to the OGM for approval. 2.1 Provide a copy to client	None	5 Minutes	Clerk II (Admin/Gen. Services)
Total:		None	10 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		Clerk II from 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	5 Minutes	Personnel Officer - Designate (Admin/Gen. Services) Clerk II (Admin/Gen. Services)
	2. Return 1 copy of the approved form to the client	None	2 Minutes	Clerk II (Admin/Gen. Services)
Total:		None	7 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		Clerk II from 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	Storekeeper D (Admin/Gen. Services), Senior Corporate Accountant C (Accounting and Budgeting), Cashier A (Cash Collection and Mgt.), Personnel Officer - Designate (Admin/Gen. Services), Immediate Supervisor, General Manager (OGM)
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	Clerk II (Admin/Gen. Services)
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				
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. Provide Service Record/Certificate of Employment 1.2 Submit to OGM for signing	None	5 Minutes	Personnel Officer - Designate (Admin/Gen. Services)
Total:		None	5 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. File list of 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	

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	Customer Service Assistant (Billing and MIS)
2. Attend the Orientation-Seminar	2. Conduct Orientation-Seminar 2.1 Issuance of Certificate/Proof of Attendance	None	2 Hours	Customer Service Assistant (Billing and MIS)
Total:		None	2 Hours 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:	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		
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	Customer Service Assistant (Billing and MIS)
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	Customer Service Assistant (Billing and MIS)
3. Locate location to CSA.	3. Map client location according to his/her application form sketched using GIS Map System	None	5 Minutes	Customer Service Assistant (Billing and MIS)



4. Pay the inspection fee to the Collection Assistant	4.Process payment 4.1 Issue Official Receipt (OR).	Inspection Fee = Php 130.00	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
5. Go to the CSA, present OR and return accomplished SACO.	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.	None	5 Minutes	Customer Service Assistant (Billing and MIS)
	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.	None	2 Days	Plumber (Repair and Maintenance) Inspector (Engineering and Construction)
Total:		Php 130.00	2 Days and 17 Minutes	



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		
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	1. Update Client about the status of his/her application and	None	20 Minutes	Customer Service Assistant (Billing and



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



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.			Assistant (Billing and MIS)
	2.3 Prepare Billing Memorandum (BM) 2.4 Present to Client assessment per BM to review and conforme.	None		Customer Service Assistant (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	Customer Service Assistant (Billing and MIS)



	6.If there are deficiencies in payment and postings, undertake corrective actions.	None		<i>Customer Service Assistant (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>Customer Service Assistant (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) Customer Service Assistant (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	Customer Service Assistant (Billing and MIS)
	1.2 If all requirements are in order, prepare/accomplish Application for Reconnection	None	5 Minutes	Customer Service Assistant (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		Customer Service Assistant (Billing and MIS)
2. Pay assessed amount to the Collection Assistant.	<p>2.Process payment</p> <p>2.1 Issue Official Receipt (OR).</p>	As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
3. Go to CSA,present OR and return accomplished Application for Reconnection and BM.	<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	Customer Service Assistant (Billing and MIS)



	<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>			
4. Wait for a maximum period of 3 working days from the date of payment	<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)
5.Sign Acknowledgement Receipt and PAR to accept/acknowledge service connection installed and forward to assigned Plumber.	<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); Customer Service Assistant (Billing and MIS)
Total:		As billed	4 days and 32 Minutes	



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	WHERE TO SECURE
<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. 	<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
1. Go to Public Assistance Complaints Desk (PACD) to know status of request and submit requirements	<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>	None	20 Minutes	Customer Service Assistant (Billing And MIS)
2. Accomplish/sign Service Application	2. Receive accomplished	None	5 Minutes	Customer Service



and Construction Order and submit to the CSA	<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>Assistant (Billing And MIS)</p> <p>Utilities/Custom er Services Officer a (Billing And MIS)</p>
3. Pay agreed amount indicated in the BM to the Collection Assistant	3.Receive payment and issue Official Receipt (OR)	Relocation Fee - As billed	2 Minutes	Collection Assistant (Cash Collection And Mgt)
4. Go to CSA, return all documents received and present OR	<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>	None	5 Minutes	Customer Service Assistant (Billing And MIS)



	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	<p>5.Undertake transfer of tapping or change in size of service connection or water meter relocation, whichever is applicable,</p> <p>5.1 Accomplish MO</p> <p>5.2 Request Client to acknowledge/sign the Acknowledgment Receipt.</p>	None	3 Days	<p>Plumber (R&M);</p> <p>Storekeeper d (AGSD)</p>
6. Sign Acknowledge Receipt and forward to concerned Plumber.	<p>6.Receive, check and update accomplished AR and MO;</p> <p>6.1 Make appropriate adjustments, inform Client about said adjustments, if necessary</p>	None	1 Day	<p>Plumber (R&M);</p> <p>Utilities/Customer Services Officer a (Billing And MIS)</p>
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	Customer Service Assistant (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	Collection Assistant (Cash Collection and Mgt.)
3. Go to CSA, return all documents received and present OR	3.Check OR and posting of payment in the BM and other documents,	None	5 Minutes	Customer Service Assistant (Billing and MIS)
	<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>			
Total:		As billed	32 Minutes	



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	Customer Service Assistant (Billing and MIS)
	1.3 Conduct inspection, accomplish SR and RF and if possible, inform Client about the result of inspection and present RF for signature			Meter Reader; (Billing and MIS) Utilities Customer Service Assistant B (Billing and MIS)
2. Sign RF, available/possible to confirm reclassification	2.Receive signed RF from the Client and update record	None	5 Minutes	Utilities Customer Service Assistant B



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



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	Plumber (R&M); Customer Services Assistant (Billing and MIS)

	<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>			
2. Sign the SR and Acknowledgement Receipt to acknowledge the repair and charge for materials used, if any	<p>2. Receive SR and Acknowledgement Receipt from Client,</p> <p>2.1 Update record and file accomplished SR.</p>	None	1 Day	<p>Plumber (R&M);</p> <p>Utilities/Customer Services Officer A (Billing and MIS)</p>
Total:		None	1 Day	



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	Customer Services Assistant (Billing and MIS)
2. Pay amount to the Collection Assistant	2.Process payment and issue Official Receipt (OR)	Water bill = As billed	2 Minutes	Collection Assistant (Cash Collection and Mgt.)
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	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. Pick up Certification of Water Connection	2. Release Certification of Water Connection	None	2 minutes	Admin. Services Aide (Admin/General Services)
Total:		None	10 Minutes	



ACCOUNTING AND BUDGETING SECTION

Internal Services



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)



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

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**PRODUCTION AND WATER QUALITY
SECTION
External Services**





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	Clerk II (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	Clerk II (Production and Water Quality) Clerk II (Admin/Gen. Services)



	conflict, inform the client.			
2. Client will sign waiver form	2. Receive waiver form			<i>Clerk II</i> (Production and Water Quality)
	2.1 Plot in schedule	None	2 Minutes	<i>Plumber</i> (Production and Water Quality)
	2.2 Accomplish service on the day requested			
Total:		None	16 Minutes	



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	Clerk II (Admin/Gen. Services)
	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	Clerk II (Admin/Gen. Services)
	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	Clerk II (Admin/Gen. Services)



Total:	Government agencies and institutions = None Private Institutions = As billed	15 Minutes	
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**PRODUCTION AND WATER QUALITY
SECTION
Internal Services**





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	Clerk II (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	Clerk II (Production and Water Quality) Clerk II (Admin/Gen. Services)



	conflict, inform the client.			
2. Client will sign waiver form	2. Receive waiver form	None	2 Minutes	<i>Clerk II</i> (Production and Water Quality)
	2.3 Plot in schedule			<i>Plumber</i> (Production and Water Quality)
	2.4 Accomplish service on the day requested			
Total :		None	16 Minutes	

**ENGINEERING AND CONSTRUCTION
SECTION
External Services**



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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 1.1 Forward to OGM for disposition	None	5 Minutes	Clerk II (Admin/Gen. Services)
	1.2 Furnish the Engineering and Construction Section of Letter Request	None	2 Minutes	Clerk II (Admin/Gen. Services)
	1.3 Conduct survey of the identified area for pipe laying expansion	None	2 Days	Inspector (Engineering and Construction)
	1.4 Verify right of way where pipes will pass	None	2 Days	Inspector (Engineering and Construction)
	1.5 Input data in agency geographic information system (GIS) 1.6 Generate data for	None	1 Day	Inspector (Engineering and Construction) 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 1.9 Check and approve POW with detailed plans and drawings	None	6 Days	<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>Clerk II</i> (Admin/Gen. Services)
Total:		None	12 Days and 12 Minutes	

3/



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>



	<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