



MASANTOL WATER DISTRICT



CITIZEN'S CHARTER

2023 (2nd Edition)



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Masantol Water District

I. Mandate:

Presidential Decree 198 or "The Provincial Water Utilities Act of 1973" (PD198).

According to Sec. 5 of Title II of PD198, the purpose of forming a local water district include the following:

- a) 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 district.
- b) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- c) Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

The Masantol Water District envisions itself as an outstanding water district that is equally competitive with other providers in the country and global community in providing:

Clean, potable, adequate, reasonably priced safe drinking water, for the satisfaction of concessionaires within the whole service area, thus, developing and promoting the quality of life of masantol people.



III. Mission:

In the pursuant of its vision, the Masantol Water District, a people-oriented institution commits itself to the promotion of the well-being of all Masantoleños by:

- Providing potable and affordable water to every household in the service area.
- Rendering quality and excellent customer service and;
- Harnessing, preserving and conserving the world's wondrous healer-water.

IV. Service Pledge:

We, the Masantol Water District, do hereby solemnly swear to the best of our ability the duties and responsibilities and all of others may hold under the republic of the Philippines. To provide you safe adequate, reliable and affordable water.

Water is very important to maintain the proper functioning of our bodies. People can go for weeks without food but just a week without water can cause death. That is why, the Masantol Water District always sees to it that water is potable by chlorination as the most widely used drinking water disinfectant in the world.



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Masantol Water District
Masantol, Pampanga

Category "C"
COC No. 320

I. Masantol Water District (MWD) In Partnership with Pamana Water Corporation (PWC)



New Service Connection

The service connection will not be made until it is inspected by the Maintenance Crew of Masantol Water District.

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	New Service Connection			
Who may avail:	All bonafide residence of Masantol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Barangay Clearance		Barangay Hall / Barangay Office		
Any Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Assistant.	1. Secure the needed information from the client.	None	5 minutes	Customer Service Assistant
2. Present requirements for new service application.	2. Fill-up Water Service Contract.	None	5 minutes	Customer Service Assistant
3. Pay new connection fee and cost of material.	3. Accept payment and issue Official Receipt.	Reg. Fee: PHP 300.00 App. Fee: PHP 300.00 Tapping Fee: PHP 300.00 Meter Rental Fee: PHP 1,700.00 Cost of Material: PHP 1,400.00 <hr/> Total: PHP 4,000.00	5 minutes	Cashier Assistant / Teller window 1 or window 2.



Water Bill Payment

Every 1st week of the month, concessionaires will receive their billing statement indicating the amount to be paid. Concessionaires are obliged to pay their water bill on or before the due date.

I. Via Walk-in Payment

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Water Bill Payment			
Who may avail:	All concessionaires of Masantol Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Water Billing Statement</i>		<i>Given by the Meter Reader Officer</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON-IN-CHARGE	FORM
1. <i>Present water bill or provide account information (if no water bill statement)</i>	<i>Accept payment and issue Official Receipt</i>	<i>2 minutes</i>	<i>Casheir Assistant or Teller 1 or 2.</i>	<i>Official Receipt</i>
2. <i>Concessionaires can pay their water bill through GCash on or before due date.</i>	<i>Gcash payment water bill under PAMANA WATER MASANTOL</i>	<i>2 minutes</i>	<i>Gcash App.</i>	<i>Official Receipt</i>

2. Via Online Payment Center

Office or Division:	Masantol Water District	
Classification:	Simple	
Type of Transaction:	Water Online Payment	
Who may avail:	All registered concessionaires of Masantol Water District and Pamana Water Masantol	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. <i>Latest Statement of Account (SOA) issued</i> <ul style="list-style-type: none"> • <i>Account Number (as reflect in SOA before Account Name)</i> • <i>Account Name</i> 		<i>Applicant</i>



<ul style="list-style-type: none"> • <i>ATM Reference Number (14-digit number reflected in SOA)</i> • <i>Bill Number</i> • <i>Total Amount Due</i> <p>2. <i>Intent to pay in full the total amount due reflected in the SOA</i></p> <p>a) <i>Accredited Over-the-Counter Payment Partners</i></p> <ul style="list-style-type: none"> • <i>Bayad Center</i> • <i>Cebuana Lhuillier</i> • <i>LBC</i> • <i>ECPay</i> • <i>Western Union</i> • <i>Banc Net</i> • <i>Express Pay</i> • <i>Seven Eleven</i> • <i>Tambunting</i> • <i>Sinag Pawnshop</i> • <i>Villarica</i> • <i>GRBank</i> • <i>Metro Gaisano</i> • <i>True Money</i> • <i>USSC</i> • <i>2GO Travel</i> • <i>SM Hypermarket</i> • <i>SM Bill Pay</i> • <i>Robinsons Malls</i> • <i>PNB</i> • <i>RD Pawnshop</i> <p>b) <i>Accredited Online Payment Partners</i></p> <ul style="list-style-type: none"> • <i>GCash</i> • <i>PayMaya</i> • <i>Coin.ph</i> • <i>Lazada</i> 	<p><i>Applicant</i></p>
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Request For Service Reconnection

Service reconnection for disconnected account. To be reconnected, the concessionaires must first all outstanding balance, fees and charges.

Office or Division:	Masantol Water District				
Classification:	Simple				
Type of Transaction:	Request for Service Reconnection				
Who may avail:	All concessionaires with inactive / disconnected service connection				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<i>Full payment of unpaid water bill</i>			<i>Cashier Assistant / Teller window 1 or 2</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FORM	
1. <i>Sign maintenance order form.</i>	<i>Prepare statement of accounts.</i>	<i>5 minutes</i>	<i>Cashier Assistant</i>	<i>Maintenance Order Form</i>	
2. <i>Pay reconnection fees and outstanding balances (if any).</i>	<i>Fill-up Water Service Contract.</i>	<i>5 minutes</i>	<i>Cashier Assistant</i>	<i>None</i>	

Request For Permanent & Voluntary Service Disconnection

Voluntary disconnection involves concessionaire's request to remove the installation of water service for stop billing purposes.

Office or Division:	Masantol Water District				
Classification:	Simple				
Type of Transaction:	Request for Permanent & Voluntary Service Disconnection				
Who may avail:	All concessionaires who wish to temporarily disconnect their water connection.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<i>None</i>			<i>None</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEES	FORM
<i>Sign Maintenance Order Form</i>	<i>Prepare request for voluntary disconnection and inform</i>	<i>5 minutes</i>	<i>Customer Service Assistant</i>	<i>Outstanding Balance</i>	<i>Maintenance Order Form</i>



	<i>client for the schedule of disconnection.</i>				
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Request For Meter Upgrade and Meter Transfer

The request will be made once checked and inspected by the maintenance Crew of Masantol Water District. Cost of materials if any must be paid.

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Request for Meter Upgrade			
Who may avail:	All concessionaires of Masantol Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Payment of fees and other charges (if any)</i>		<i>Cashier Assistant / Teller window 1 or 2</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FORM
1. <i>Proceed to the Customer Service Assistant.</i>	<i>Prepare Service Request</i>	<i>5 minutes</i>	<i>Maintenance Supervisor</i>	<i>Service Request</i>
2. <i>Pay cost of materials. (If any)</i>	<i>Fill-up Water Service Contract.</i>	<i>5 minutes</i>	<i>Cashier Assistant</i>	<i>Official Receipt</i>

Request For Check Meter

The request will be made once checked and inspected by the maintenance Crew of Masantol Water District.

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Request for check meter			
Who may avail:	All concessionaires of Masantol Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Full payment of unpaid water bill</i>		<i>Cashier Assistant / Teller window 1 or 2</i>		



CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FORM
1. Proceed to the Customer Service Assistant.	Prepare statement of accounts.	5 minutes	Cashier Assistant	Service Request
2. Pay cost of materials. (If any).	Accept payment and issue Official Receipt. Inform client for the job order.	5 minutes	Cashier Assistant	Official Request

Filing of Complaints and Various Maintenance Services

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Complaints and Various Maintenance Services			
Who may avail:	All registered concessionaires of Masantol Water District and Pamana Water Masantol			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Inform the office indicating the following data:</p> <ul style="list-style-type: none"> Account Name Account Address Contact details or Contact Person <p>Common Types of Complaints and Various Maintenance Services</p> <ul style="list-style-type: none"> Main Leak Service Line Leak Check Meter Low Pressure Water Quality Issue High Consumption Change/Transfer/Upgrade Meter 			Customer	
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FORM
1. Secure queuing number for Customer Service Transaction	Prompt queuing number	1 minute	Customer service	None



2. Signify intention with detailed information via walk-in, email or social media to Customer Service Section	Identify the nature of complaint. Prepare Job Order Form indicating the nature of complainant with details provided by the client	1 minute 2 minutes	Customer Service	Job Order Form
3. Email: masantolwaterdistrict@yahoo.com	Forward Job Order to Admin Office.	1 minutes		
4. Social Media: fb/ Masantol Water District				
5. Telephone: (045) 307-7015				
Execution Time of Job Order				
Mainline Leak		1 to 2 working days		
Service Line Leak		1 to 2 working days		
Check Meter		1 to 2 working days		
Low Pressure		1 to 2 working days		
Water Quality		1 to 2 working days		

Other Services: Application for Senior Citizen's Utility Discount/PWD.

Office or Division:	Masantol Water District
Classification:	Simple
Type of Transaction:	For Senior Citizen's Utility Discount
Who may avail:	All registered concessionaires of Masantol Water District and Pamana Water Masantol
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Certification Letter from the original owner • Valid ID of owner and applicant • Original copy of Barangay Clearance 	Applicant



CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FORM
1. <i>Secure queuing number for Costumer Service Transaction</i>	<i>Prompt queuing number.</i>	<i>1 minute</i>	<i>Costumer Service</i>	<i>Service Request Form</i>
2. <i>Signify intention to apply for Senior Citizen's Discount and present any of the checklist of requirements.</i>	<p><i>a.) Get the applicant's account name and address</i></p> <p><i>b.) Verify if water meter registration is in the name of the applicant.</i></p> <p><i>c.) Process application thru Customer Service System (CSS)</i></p> <p><i>d.) Orient the applicant of the terms and conditions such as:</i></p> <p><i>d1. Water Meter is registered in the name of the applicant</i></p> <p><i>d2. Registration should be at least one year</i></p> <p><i>d3. Consumption should not exceed 30 cubic meters</i></p> <p><i>d4. Annual renewal</i></p>	<i>2 minutes</i>	<i>Costumer Service</i>	<i>Service Request Form</i>



3. <i>Sign the application form</i>	<i>Secure and file signed application</i>	<i>1 minute</i>	<i>Costumer Service</i>	<i>Application Form</i>
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Other Services: Request for Change of Account Name

1. How to Read Your Statement of Account and Disconnection Notice.

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Request for Change Account Name			
Who may avail:	All registered concessionaires of Masantol Water District and Pamana Water Masantol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <i>Certification Letter from the original owner</i> <i>Valid ID of owner and applicant</i> <i>Original copy of Barangay Clearance</i> 		<i>Applicant</i>		
CLIENT STEPS	SERVICE PROVIDER	FEES	PERSON IN-CHARGE	FORM
1. <i>Secure queuing number for Costumer Service Transaction</i>	<i>Prompt queuing number.</i>	<i>None</i>	<i>Costumer Service</i>	<i>Service Request Form</i>
2. <i>Signify intention to request for change name / ownership. Present all documents under checklist of requirements.</i>	<i>a.) Input the detailed information of the applicant as required in the Customer Service System (CSS).</i>	<i>None</i>	<i>Costumer Service</i>	<i>Service Request Form</i>
	<i>b.) Prepare the Job Order listing the application fee.</i>	<i>None</i>	<i>Costumer Service</i>	
	<i>c.) Issue corresponding Official Contract.</i>	<i>None</i>	<i>Costumer Service</i>	



	d.) Prepare the Service Contract and orient the applicant on the policies.	None		
3. Sign the application form	Secure and file signed application	None	Customer Service	Application Form

Other Services: How to Read Your Statement of Account and Disconnection Notice

PAMANA WATER MASANTOL
San Nicolas, Masantol, Pampanga
Tel. No: (045) 435 - 4897
TIN: 009-089-959-005

STATEMENT OF ACCOUNT

Account No: 021-12-0012A
CRISTY LIMPIN
Sto. Nizo, Masantol, Pampanga
Meter No : 0000

BILLING INFO

Bill Date 05/01/23
Period 04/01/2023 - 05/01/2023
Due Date 05/15/23

WARNING FOR DISCONNECTION

Disconnection Date: 05/16/23

Pres Reading 4257
Prev Reading 4248
Cub. M Used 9

Basic Amount 195.00
5% SC Discount (.00)
12% VAT 23.40

Current Billing 218.40
Arrears 265.19
AMOUNT DUE 483.59

Payment after Due Date
Penalty Date 05/16/23
Penalty 21.84
AMOUNT AFTER DUE 505.43

6 Months Consumption History
Mar Feb Jan Dec Nov Oct
11 10 11 13 8 8

All CHECKS PAYMENT shall be made as pay to the order of
PAMANA WATER CORPORATION

Bill No: 2305021022
Remarks: Low Consumption
Meter Reader: Danilo Cruz
TimeStamp: 1/1/2016 12:14:39 PM
This is NOT valid as Official Receipt

→ Meter Account Number

→ Account Owner Name

→ month billed

→ billing period covered

→ payment due date before penalty

→ Warning for Disconnection

→ Present and Previous Reading

→ Cubic Meter Consumed for the Month

→ Amount Due for the Current Month

→ Total Amount Due

→ Penalty Amount to be Incurred

→ Total Amount to be Paid After Due



Masantol Water District Masantol, Pampanga

External Services



**Masantol Water District
Masantol, Pampanga
Commercial Services Department
External Services**



Procedure in Handling Customer Relations

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Procedure in Handling Customer Relations			
Who may avail:	All registered concessionaires of Masantol Water District and Pamana Water Masantol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>Convey complaints / request or thru email – kindly include the following information:</i></p> <ul style="list-style-type: none"> • <i>Full name of the complainant / requester</i> • <i>Address of the complainant / requester</i> • <i>Contact details of the complainant / requester</i> • <p><i>Common Types of Complainant / Requests</i></p> <ul style="list-style-type: none"> • <i>Leak</i> • <i>High Consumption</i> • <i>Dirty Water</i> • <i>Low Pressure</i> • <i>No Water</i> • <i>Relocation</i> • <i>New Connection Application</i> • <i>Reconnection</i> • <i>Misconduct of PWC Employees</i> 		<i>Applicant / Requester</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
1. <i>Provide the complete details listed on Checklist of Requirements and Identify specific complainant / requester</i>	a.) <i>List down details listed on Checklist of Requirements</i>	5 minutes	Customer Service	None
	b.) <i>Coordinate with concerned department of PWC regarding specific complaint / request of concessionaires</i>	5 minutes	Customer Service	None
		5 minutes	Customer Service	None



	<i>c.) Recommend enforcement of compliance measures (if any) to resolve complaints / request</i>			
<i>2. Assist PWC employee during actual investigation of complainant / request (if necessary)</i>	<i>a.) Coordinate with complaint / request and discuss how the complaint / request will be handled and resolved.</i>	<i>10 minutes</i>	<i>PWC Management</i>	<i>None</i>
	<i>b.) Conduct inspection of necessary.</i>	<i>3 hours</i>	<i>PWC Management</i>	<i>None</i>
<i>3. Sign Job Order as acknowledgement of complaint / request resolved.</i>	<i>Resolve complaint / request and relay to PWC action taken to resolve the complaint / request</i>	<i>1 hour (it depends upon the situation and scope of complaint)</i>	<i>PWC Management</i>	<i>None</i>



**Masantol Water District
Masantol, Pampanga**

**Administrative / General Services Division
Administrative & Human Resources
Section**

External Services



1. Recruitment, Selection and Placement

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Recruitment, Selection and Placement			
Who may avail:	All applicants who is qualified / qualified individual/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION DOCUMENTS <ul style="list-style-type: none"> • Application Letter • Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) • Performance Rating (if applicable) • Photocopy of certificate of eligibility, rating and license card. • Photocopy of Transcript of Records 		Applicant		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
Provide the complete details listed on Checklist of Requirements and Submit immediately to the HR personnel.	Prepare CSC Form No. 9 Revised 2018-Request for Publication of Vacant Positions for the List of Vacancies Authorized to be filled, affix signature and have it signed by the General Manager.	10minutes	HR Personnel	None
None	Submit CSC Form No. 9 for Publication to CSC Form the post to MWD Website and other conspicuous places for a period of at least ten (10) working days.	1 hour Publications for 10 working days.	Admin and Finance Section	None
Prepare complete application documents and submit to MWD	a.) Receive, check, and Review Application Documents Completeness	5 minutes	HR Personnel	None
	b.) Prepare Matrix of Applicants and Database of Shortlisted Candidates per Gender.	2 minutes		

				
<i>Receive and acknowledge Letter of Notice (for Qualified Applicants-date and time of examination and interview is already indicated)</i>	<i>Prepare and send Formal Letter of Notice for Qualified and not Qualified Applicants.</i>	<i>2 minutes</i>	<i>HR Personnel</i>	<i>None</i>
<i>For Qualified Applicants-Appear on scheduled Interview and Examination</i>	<i>a.) Evaluation of applicants thru the following:</i> <ul style="list-style-type: none"> • <i>Interview</i> • <i>Examination</i> 	<i>Half Day</i>	<i>HR Personnel</i>	<i>None</i>
	<i>b.) Deliberate and Approve the result of Evaluation and Endorse qualified applicants</i>	<i>1 hour</i>	<i>HR Personnel</i>	<i>None</i>
	<i>c.) Selection of Qualified Applicants</i>	<i>1 hour</i>	<i>Office of the General Manager</i>	<i>None</i>
<i>For selected individuals-Received List Additional Requirements transmitted.</i>	<i>Transmit and Discuss List of Additional Requirements to selected individuals only</i>	<i>2 minutes</i>	<i>Admin and Finance Section</i>	<i>None</i>
<i>Complete All Required Additional Documents-Submit to MWD HRMO and take note of the date of Orientation and Start of Employment.</i>	<i>a.) Receive and check completeness of Required Additional Documents for 201 File</i>	<i>5 minutes</i>	<i>Admin and Finance Section</i>	<i>None</i>
	<i>b.) Inform Selected Individual as to date of Orientation and start of Employment</i>	<i>2 minutes</i>		
<i>Attend scheduled date of orientation and reporting for Work.</i>	<i>a.) Orient newly appointed individuals</i>	<i>3 hours</i>	<i>Admin and Finance Section</i>	<i>None</i>
	<i>b.) Prepare, review and Generate Appointment Documents.</i>	<i>2 hours</i>		
<i>Sign Appointment Documents</i>	<i>Process Approval and Submit Appointment Documents to CSC Form Within 30 days upon assumption of duty and oath of office of the appointed individual</i>	<i>2 hours</i>	<i>HRMO / Office of the General Manager</i>	<i>None</i>



2. Application for Release of terminal Leave Benefits (TLB)

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Application for Release of terminal Leave Benefits			
Who may avail:	Separated Masantol Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Completely signed Clearance from Accountability (2 originals) • Exit Statement of Assets, Liabilities and Net Worth (2 originals) • Clearance from GSIS or Certificate of Balance (2 photocopies) • Duly Notarized Affidavit of Undertaking (if applicable) (2 originals) • Duly Notarized Affidavit to Deduct All Financial Obligations (if applicable) (2 originals) • Duly Notarized for Anti-Graft and Corruption Practices (RA 3019) (2 originals) • Duly Filled-up Application for Terminal Leave Benefits (2 originals) 		<ul style="list-style-type: none"> • Human Resource Office • Applicant • Government Service Insurance System Office • Human Resource Office • Human Resource Office • Human Resource Office • Human Resource Office 		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
Upon effectivity of Accepted of Resignation from MWD, Application should secure Templates of Clearance.	Provide the printed Template for Clearance, Affidavits and Leave Form	1 hour	HR Personnel	None
Affidavit and Leave Form	Prepare, Review, Print and Affix Signature <ul style="list-style-type: none"> • Leave Card • Service Record 	1 day	HR Personnel	None
Completely Fill-up Forms and Template, Secure Notarization of Affidavits, prepare Exit SALN, and Secure Clearance from GSIS		Upon completing all Documents		None



<i>Submit duly accomplished Terminal Leave Benefit Form with the complete required documents</i>	<i>Receive, Check Completeness and Evaluate Documents submitted.</i>	<i>30 minutes</i>	<i>HR Personnel</i>	<i>None</i>
	<i>Compute TLB and segregate copies for 201 File and Finance Copy</i>	<i>20 minutes</i>	<i>HR Personnel</i>	<i>None</i>
	<i>Compute TLB and compute against GSIS Loan Balance</i> <ul style="list-style-type: none"> • <i>If TLB is Greater than GSIS Loan Balance</i> • <i>Transmit to Finance for Check Preparation</i> • <i>If TLB is Lesser than GSIS Loan Balance</i> • <i>Transmit to ERF handler for remittance of TLB to GSIS as loan payment.</i> 	<i>1 minute</i>	<i>HR Personnel</i>	<i>None</i> <i>None</i> <i>None</i>
	<i>If TLB > GSIS Loan Balance Check Completeness of Documents, Prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and Disbursement Voucher and Transmit to Cashier</i>	<i>10 minutes</i>	<i>Admin and Finance Section</i>	<i>None</i>
	<i>Prepare and sign the Check, then secure signature of the General Manager</i>	<i>5 minutes</i>	<i>Admin and Finance Section</i>	<i>None</i>
<i>If TLB GSIS Loan Balance</i> <ul style="list-style-type: none"> • <i>Claim the Check and acknowledge receipt</i> 	<i>Issue Check and ask application to acknowledge receipt</i>	<i>5 minutes</i>	<i>Admin and Finance Section</i>	<i>None</i>



**Masantol Water District
Masantol, Pampanga**

**Finance Service Division
General Accounting and Budget Section**

External Services

1. Processing of Payment for Regular Transactions with Purchase Request (PR), Purchase Order () or Job Order



Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Processing of Payment for Regular Transactions with Purchase Request (pr), Purchase Order (po) or Job Order			
Who may avail:	Suppliers, Government Offices/Agencies and Other Private Companies and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>Supplier</i></p> <ul style="list-style-type: none"> • Duly Signed Purchase Order • Billing Statement of Account • Delivery Receipt • Sales Invoice <p><i>Inventory Custodian</i></p> <ul style="list-style-type: none"> • Purchase Request • Purchase Order • Job Order • Pre and Post Repair Order • Waste Report • Quotation or Bidding Document whichever is applicable 		<i>Supplier</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
<i>Upon Delivery of Goods/Services, Issue corresponding Delivery Receipt, Sales Invoice or Billing Statement</i>	<i>Receive Items and counter check with Delivery Receipt, Sales Invoice and Billing Statements and transmit all documents under checklist of requirements to Finance.</i>	<i>30 minutes</i>	<i>CMU Or Acting Custodian</i>	<i>None</i>
	<i>Receive the check completeness of documents submitted</i>	<i>5 minutes</i>	<i>CMU</i>	<i>None</i>
	<i>Review and validate document submitted</i>	<i>5 minutes</i>	<i>CMU</i>	<i>None</i>
	<i>Prepare Budget Requisition Status to generate Budget Utilization Request</i>	<i>10 minutes</i>	<i>CMU</i>	<i>None</i>



	<i>Prepare Journal Entry Voucher and Disbursement Voucher and Withholding Tax Certificate Then Transmit to Cashier.</i>	<i>10 minutes</i>	<i>CMU</i>	<i>None</i>
	<i>Prepare and sign the Check and transmit to the Office of General Manager</i>	<i>5 minutes</i>	<i>CMU</i>	<i>None</i>
	<i>Review all documents approve and affix signature</i>	<i>5 minutes</i>	<i>General Manager</i>	<i>None</i>
<i>Receive Check Payment, sign applicable Withholding Tax Certificate and Disbursement Voucher and Issue Official Receipt</i>	<i>Release check payment and verify correctness and validity of Official Receipt Issued</i>	<i>5 minutes</i>	<i>Acting Cashier</i>	<i>None</i>



**Masantol Water District
Masantol, Pampanga**

**Finance Services Division
Cash Management Section**

External Service



1. Acceptance of Payments / Collections

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Payments / Collection			
Who may avail:	Former employees of MWD with Disallowances; Existing employees of MWD with excess Cash Advance Private Partner of MWD			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>Former and Existing Employees: Full Name Private Partner Complete set of Voucher with details of payment Transmittal Summary of MWD Official water Bill Receipt With Complete Attached Blue copy</i>			Payor	
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
<i>1. Present the documents required</i>	<i>Validate Amount Due</i>	<i>2 minutes</i>	<i>Cashier</i>	<i>None</i>
<i>2. Pay the Amount Due</i>	<i>1. Receive, count and validate authenticity of bills for cash payment 2. Receive and check completeness of details and signature for check payment</i>	<i>2 minutes</i>		<i>Depends on Validated Amount Due</i>
<i>3. Wait for Official Receipt</i>	<i>Issue Official Receipt</i>	<i>2 minutes</i>	<i>Cashier</i>	<i>None</i>



Masantol Water District Masantol, Pampanga

Administrative and Finance Section

External Services

Process in Developing and Implementing Gender and Development (GAD) Projects



Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Gender and Development Plan			
Who may avail:	Former employees of MWD with Disallowances; Existing employees of MWD with excess Cash Advance Private Partner of MWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Formal Letter of Request addressed to the General Manager containing the following data:</i> <ul style="list-style-type: none"> • Full Name/Position of Requesting Individual • Complete Address and contact information • Number of Male and Female Beneficiaries • Purpose of Request • Present situation that causes the request 		<i>Applicant</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
1. Personally convey and discuss details of request to the General Manager	1. Receive Letter of Request for Gender and Development Projects and forward the same to the General Manager	5 minutes	Admin	None
	2. Discuss with the General Manager probability of request and determine if it is within the mandate of the district	30 minutes		
2. Discuss details of Request such as location, layout, design if any	1. Coordinate with their requester and conduct surveillance	4 minutes	Admin	None
	2. Prepare write up and Program of Work for the GAD	4 minutes	Admin	
	3. Project and present to the General Manager	10 minutes	General Manager	
	4. Review and discuss to the Board of Directors Program of Work for GAD Project Implementation	10 minutes	General Manager	
	5. Deliberate and approve Program of Work for the		General Manager	



	<i>Implementation of GAD Project</i> <i>6. Advise Engineer for the Implementation of the Project</i> <i>7. Prepare Requests necessary for Procurement Process</i>	<i>4 minutes</i> <i>4 minutes</i>	<i>General Manager</i> <i>Admin</i>	
<i>3. Assist the Engineer during the Implementation of the GAD Project</i>	<i>Upon availability of Materials, coordinate with requester for proper implementation of the GAD Project</i>	<i>Depending on the duration of the project.</i>	<i>General Manager</i>	<i>None</i>



Masantol Water District Masantol, Pampanga

Internal Services



**Masantol Water District
Masantol, Pampanga**

Contract Monitoring Unit

Internal Services

1. Procedure in Strategic Planning and Business Policy Setting



Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Planning and Business Policy Setting			
Who may avail:	Masantol Water District (MWD) and other related stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Business Plan</i> <ul style="list-style-type: none"> • <i>Program of Work</i> • <i>Service Obligation and Targets</i> • <i>Other Relevant Information as may be required by the MWD</i> <i>Board of Directors</i>		<i>Pamana Water Corporation</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
1. <i>Submit all reports under Checklist of Requirements</i>	1. <i>Receive, check completeness and acknowledge reports under Checklist of Requirements</i>	5 minutes	Admin	None
	2. <i>Analyze, review and prepare Summary of Obligations and Targets</i>	1 day		
Discuss with the General Manager detailed business plan and targets	1. <i>Review and evaluate business plans presented and take note on important highlights</i>	2 minutes	General Manager	None
	2. <i>Recommend priority projects necessary in the operation of the district if applicable</i>	2 minutes		
Discuss before the Board of Directors detailed business plans and targets	Review, evaluate and approve business plans and establish business policies to ensure business targets of the JV are met	3 hours	BOD / General Manager	None

2. Procedure on Asset Management Supervision



Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Asset Management Supervision			
Who may avail:	Contract Monitoring Unit of Masantol Water District (MWD) and Other Related Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>Complete List of MWD Facilities and Pamana Water Facilities with indicated details:</i></p> <ul style="list-style-type: none"> • <i>Status of Equipment/Facilities</i> • <i>Recommendation to maintain good condition of Asset</i> • <i>Action Taken to Maintain</i> 		<p><i>Finance Section of Masantol Water District and Pamana Water Corporation</i></p>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
<p><i>1. Provide the complete list of MWD and PWC facilities currently in use for Operations with complete details listed on Checklist of Requirement</i></p>	<p><i>1. Receive and review the complete list of MWD and PWC</i> <i>2. Facilities with complete details listed on Checklist of Requirement</i></p>	<p><i>30 minutes</i></p>	<p><i>Admin</i></p>	<p><i>None</i></p>
<p><i>2. Assist MWD Engineer during actual inspection</i></p>	<p><i>1. Coordinate with PWL and Inspect MWD and PWC Facilities to determine if said assets are kept in Good Condition</i> <i>2. Review and Compare Reports to validate actual status of Equipment/Facility, the Recommendation and Action taken as indicated and prepare report on the result of actual inspection and determine compliance measures if any to make good in its obligation with respect to Management of Assets</i> <i>3. Discuss to the General Manager results of</i></p>	<p><i>1 day</i></p> <p><i>4 hours</i></p>	<p><i>Admin</i></p> <p><i>Admin</i></p>	<p><i>None</i></p> <p><i>None</i></p> <p><i>None</i></p>



	<i>inspection and validation of reports prepared</i>			
<i>3. Attend to discussion if there are significant compliance measures identified by MWD.</i>	<i>Discuss with PWL Branch Manager if there are significant compliance measures identified to make good in its obligation with respect to Management of these Assets</i>	<i>2 hours</i>	<i>Admin / General Manager</i>	<i>None</i>
<i>4. Comply with recommendations identified</i>	<i>Monitor and supervise actual actions taken in compliance to contract terms and conditions</i>	<i>All thru out Contract duration</i>	<i>General Manager</i>	<i>None</i>

3. Procedure in Reviewing and Monitoring Performance of Pamana Water Masantol

Office or Division:	Masantol Water District
Classification:	Simple
Type of Transaction:	Reviewing and Monitoring Performance
Who may avail:	Masantol Water District (MWD) and other related stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<i>Monthly Results of Bacteriological Testing</i> <i>Semi-annual Results of Physical and Chemical Analysis</i> <i>Quarterly and Annual Operations Highlights Reports</i> <ul style="list-style-type: none"> • <i>Sales Growth</i> • <i>Collection Efficiency</i> • <i>Production/NRW Report</i> • <i>Complaints/Requests</i> • <i>Equipment and Facilities Status</i> • <i>Projects/Improvements</i> • <i>Preventive Maintenance Works</i> • <i>Key Performance Indicators</i> <i>Annual Service Obligation Reports</i> <i>Monthly Data Sheet</i> <i>Annual Financial Statements-accompanied by</i> <i>Schedule of Revenues</i> <i>Operating Expenses</i> <i>Capital Expenditures</i>	<i>Pamana Water Masantol</i>



**Masantol Water District
Masantol, Pampanga**

**ADMINISTRATIVE/GEN SERVICES DIVISION
ADMINISTRATIVE & HUMAN RESOURCES
SECTION**

Internal Services



1. Processing of Request for Personnel Records (Service Record, Certificate of Employment, Pay Slip copy, Certificate of PhilHealth Premium Payment and Other Personnel Related Certification i.e., Travel Authority and Certificate True Copy)

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Request for Personnel Records			
Who may avail:	Masantol Water District (MWD) existing and former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. <i>Formal Request via walk-in or email containing the following data:</i> <ul style="list-style-type: none"> • <i>Full Name</i> • <i>Specific Request</i> • <i>Number of Copies Needed</i> • <i>Purpose/Where the document will be used for</i> • <i>Duly Signed Authorization (if applicable) with attached One (1) Photocopy of Valid ID:</i> <ul style="list-style-type: none"> - <i>Requester</i> - <i>Authorized Representative</i> 2. <i>Upon Release kindly present</i> <ul style="list-style-type: none"> • <i>Original Valid ID of Requester</i> • <i>Original Valid ID of Representative</i> 		Applicant		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
<i>Send request via walk-in or email to MWD with the details indicated on the Checklist of Requirements under Item No. 1</i> <i>MWD Main Office: Población Masantol Pampanga</i> <i>Email Address: masantolwaterdistrict@yahoo.com</i>	1. <i>Receive, validate and record requested document</i>	4 minutes	Admin	None
	2. <i>Locate and Pull-out Record of Employee</i>	10 minutes	Admin	None
	3. <i>Encode, generate and affix signature on the requested documents</i>	20 minutes	Admin	None
	4. <i>Review, Approve and sign the document requested</i>	5 minutes	General Manager	None



<i>Present the original IDs then receive and acknowledge document requested.</i>	<i>Check validity of original IDs presented then release duly signed requested document and ask requester to acknowledge receipt</i>	<i>5 minutes</i>	<i>General Manager</i>	<i>None</i>
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2. Processing of Request for Monetization of Leave Credits

Office or Division:	Masantol Water District			
Classification:	Simple			
Type of Transaction:	Request for Monetization of Leave Credits			
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of MWD with at least 15 Days Accumulated Vacation Leaves			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Monetization of 10days Vacation Leave (VL) provided with accumulated 15days VL:</i> <ul style="list-style-type: none"> • <i>Completely filled-up and signed application form Monetization of 50% or more of Vacation and Sick Leave:</i> <ul style="list-style-type: none"> • <i>Completely filled-up and signed application form</i> • <i>Approved Letter of Request indicating a valid justifiable reason and with attached proof</i> 		<i>Applicant</i>		
CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
<i>Get Application Form, fill out, sign and submit to HRMO with attached supporting documents (if applicable)</i>	<i>1. Issue application form and check remaining balances of VL/SL.</i>	<i>5 minutes</i>	<i>Admin</i>	<i>None</i>
	<i>2. Certify and Notify applicant on the remaining VL/SJ balances</i>	<i>3 minutes</i>	<i>Admin</i>	<i>None</i>
	<i>3. Review, validate request and affix signature then transmit to the office of the general manager</i>	<i>3 minutes</i>	<i>Admin</i>	<i>None</i>
	<i>4. Review, approve / disapprove and affix signature on the Application Form and Request Letter (if applicable)</i>	<i>5 minutes</i>	<i>General Manager</i>	<i>None</i>
	<i>5. If approved, transmit to Finance to Check Preparation</i>	<i>5 minutes</i>	<i>Admin</i>	<i>None</i>



	6. Check Completeness of Documents, Prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and Disbursement Voucher and Transmit to Cashier.	10 minutes	Admin	None
	7. Prepare and Sign the Check, then secure the Signature of the General Manager.	5 minutes	Acting Cashier	None
Claim the Check and Acknowledge Receipt	Issue Check and ask to applicant to acknowledge receipt	5 minutes	Acting Cashier	None

3. Application for Leave

Office or Division:	Masantol Water District
Classification:	Simple
Type of Transaction:	Application for Leave
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of MWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished Leave Form (Civil Service Form No. 6) Medical Certificate for Sick Leave in Excess of 5 days <p><i>For Maternity Leave Application:</i></p> <ul style="list-style-type: none"> Medical Certificate as proof of pregnancy and estimated type of delivery Solo Parent ID for solo parent who wants to avail the additional maternity leave for 15 days. <p><i>For Paternity Leave Application:</i></p> <ul style="list-style-type: none"> PSA Marriage Contract (1 photocopy) Birth Certificate of Newly Born Child for Successful Deliveries Medical Certificate for Miscarriage 	<p>Administrative</p> <p>Hospital / Clinic / Lying-in</p> <p>Hospital / Clinic / Lying-in</p> <p>Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MSWD)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Hospital / Clinic / Lying-in / Civil Registry / PSA</p> <p>Hospital / Clinic / Lying-in</p>



CLIENT STEPS	SERVICE PROVIDER	DURATION	PERSON IN-CHARGE	FEES TO BE PAID
Secure Leave Form and completely fill it out.	<ul style="list-style-type: none"> Provide the Leave Form Fill-out Certificate of Leave Credit portion and Sign 	3 minutes 3 minutes	Admin Admin	None None

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
<i>How to send feedback</i>	Send your feedback through E-mail: masantolwaterdistrict@yahoo.com or call us: 045-307-3048
<i>How feedbacks are processed</i>	Accomplish our Feedback Form available in the office and put it in a suggestion box located at the Public Assistance and Complaints Desk (PACD)
<i>How to file a complaint</i>	Complaints may talk directly to the Officer of the day, or complaints may write to Mr. Allan T. Capili the General Manager.
<i>How complaints are processed</i>	Written or verbal complaints shall immediately be attended to by the Officer in Charge of the day.
<i>Contact Information of CCB, PCC, ARTA</i>	Text: 0908 881 6565 Call: 1-6565 Log-on to: www.contactcenterngbayan.gov.ph

Masantol Water District Office, Address and Contact Information



Office	Address	Contact Information
Masantol Water District	Poblacion, Masantol, Pampanga	045 307 3048
Pamana Water Corporation	Poblacion, Masantol, Pampanga	045 307 7015
MWD General Manager Allan T. Capili	Poblacion, Masantol, Pampanga	0975 655 6217
PWC Branch Manager Arturo P. Gatmaitan	Poblacion, Masantol, Pampanga	0968 880 0819

Email Address: masantolwaterdistrict@yahoo.com

MASANTOL WATER DISTRICT
San Nicolas, Masantol, Pampanga
Tel. No. (045) 435 - 4697
E-mail Add: masantolwaterdistrict@yahoo.com

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following :

- * Accomplish our Feedback Form available in the office and put it in a suggestion box located at the PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD).
- * Send your feedback through e-mail: masantolwaterdistrict@yahoo.com or call us at 045 - 435 - 4697
- * Talk to our OFFICER OF THE DAY.
- * Or write to **ALLAN T. CAPILI**
General Manager

If you are not satisfied with our service your written/verbal complaints shall immediately be attended to by the Officer of the Day



