METRO SAN FERNANDO WATER DISTRICT (LA UNION)

CONTRACT MONITORING OFFICE (CMO)

CITIZEN'S CHARTER

2024 (2nd Edition)

I. ORGANIZATIONAL PROFILE

Overview of the Metro San Fernando Water District (La Union) Contract Monitoring Office (CMO)

In 1924, the Metro San Fernando Water District (LU) was formed. The water supply system was then owned and managed by the provincial government and served only the municipality of San Fernando, the provincial capital.

The system was placed under the National Waterworks and Sewerage Authority (currently Metropolitan Waterworks and Sewerage System) in 1955 which then managed the provincial waterworks systems.

The Municipality of San Juan became part of the system in 1974. On September 5, 1974, through the Provincial Board of La Union passed Resolution 353 in response to the Presidential Decree No. 198, the La Union Water District (LUWD) was founded. The LUWD was thus established to include not only San Fernando and San Juan but also the contiguous municipalities of San Gabriel, Bauang, and Bacnotan.

On April 18, 1975, The Provincial Board passed Resolution No. 86 negotiating the transfer of all MWSS facilities to the provincial government and eventually to the LUWD. This resolution took effect with the signing of a turnover of the water system to LUWD on April 30, 1975.

During the first 15 years of its existence, it was able to make more than 6,000 connections covering parts of San Fernando City, and the Municipalities of Bauang, San Gabriel, San Juan and Bacnotan.

In the mid 1990's, the Local Government Units (LGUs) began to complain about slow progress in the growth of connections.

The MSFWD had only 7,732 connections served which is 17% of the population and had a high NRW of 40% by 2001. This was not acceptable to LGUs and the Provincial Governor considering that MSFWD was one of the earliest Water Districts (WDs) to be formed.

In 2002, the Governor decided to push for the privatization of LUWD. A bitter legal and political battle between the LUWD and the Governor ensued.

The Governor ceased the appeal for the privatization in 2008. However, the conflict had affected the performance of the WD which resulted to increased NRW from 40% in 2001 to 55% in 2007 (more than double the NRW Industry Average for Big WDs of 26%). From then onwards, the number of complaints on low to no water supply increases significantly.

In 2009, the Commission on Audit (COA) report revealed the financial irregularities committed by the GM, Cashier, and the Administrative Officer. LWUA made its own investigation and concurred with the findings.

In January 2010, Local Water Utilities Administration (LWUA), with its Step-in Rights, took over the management and designated an Interim General Manager (IGM) upon the request of the MSFWD Board of Directors. With the direct supervision of the IGM, the District prioritized projects on source and supply development to enhance and improve its production and services thereby preparing for future expansion projects. However, the financial mismanagement of MSFWD contributed to the worsening problem on water supply. The lack of fund to finance projects hampered the improvement of MSFWD's services.

On March 21, 2016, MSFWD and PrimeWater Infrastructure Corporation (PWIC) signed a 25-year Joint-Venture Agreement for the Financing, Development, Rehabilitation, Upgrading, Expansion, Operation and Maintenance of Potable Water Supply and Septage Management Systems of Metro San Fernando Water District which commenced on July 16, 2016. The Contract Monitoring Office (CMO), a division of MSFWD was then created.

II. MANDATE

Metro San Fernando Water District (La Union) (MSFWD), a government owned and controlled corporation created pursuant to Presidential Decree No. 198, as amended, otherwise known as the Provincial Water Utilities Act of 1972, is responsible for the provision of water supply and sewerage services in the Joint Venture (JV) Area. MSFWD currently operates in the MSFWD Covered Areas comprised of the municipalities of Bacnotan, Bauang, San Gabriel and San Juan and the city of San Fernando.

MSFWD shall have the management and operational control of the Joint Venture which has the power to:

(i) in consultation with PWIC, establish operational and business policies of the Joint Venture and set service obligations and targets of PWIC;

(ii) set tariff in accordance with the provisions under Section 8 of this Agreement, and

(iii) monitor, review and evaluate the performance of PWIC in order to determine PWIC's compliance with its service obligations and targets as well as with its overall obligations under the Agreement.

III. BUSINESS OBJECTIVES

The general objective of the Joint Venture (JV) Project is primarily to attain the highest possible level of Water Supply Services for, as far as feasibly possible, 100% of water consumers in the JV Area and to provide a cost-effective Septage Management Service. More specifically, the goal is to ensure affordable, sustainable and equitable water supply and septage management services that will meet growing demand for the future.

The specific objectives of the JV Project are as follows:

1. To finance, develop, rehabilitate, upgrade, expand, operate and maintain the water supply system of the JV Area;

2. To develop new/additional sustainable water sources to meet long-term water demand even beyond the JV period;

3. To reduce and maintain distribution losses (Non-Revenue Water) to more acceptable levels internationally;

4. To improve, intensify and expand service coverage within the JV area by improving, maintaining and utilizing MSFWD Facilities;

5. To ensure an uninterrupted 24/7 water supply to all connected consumers;

6. To ensure that water supplied to consumers comply with prevailing standards on drinking water quality;

7. To provide a cost-effective Septage Management Service;

8. To mitigate tariff impact to Consumers; and

9. To maintain good and harmonious relationship with customers at all times through their improved satisfaction level.

IV. VISION STATEMENT

An effectively-managed water utility regulator in Northern Luzon by 2025.

V. MISSION STATEMENT

To provide timely, effective and reasonable policies, rules and regulations to ensure that the CY targets under the Joint Venture Agreement will be achieved; and

To develop a mutually-beneficial relationship that would pursue the objectives of the Public-Private Partnership.

VI. CORE VALUES

As a government employee	With PWIC (JV Partner)	With the Board of Directors (BODs)
• Professionalism • Honesty & Integrity • Pro-Customer • Pro-Environment	• Objectivity & Fairness • Transparency • Open-Mindedness • Developmental Mindset	• Pro-Activeness • Dependability/ Responsiveness/ Reliability • Transparency & Accountability • Competence • Resourcefulness

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METRO SAN FERNANDO WATER DISTRICT (LU)

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EXTERNAL SERVICES

COMMERCIAL UNIT

External Services

1. Complaints Handling Procedure (For Walk-in Clients)

Brief Description of the frontline service rendered:

The service is part of the client-satisfaction system of the CMO to instill courteous and efficient in handling complaint of our customers through personal appearance at the MSFWD office. Requirements are MSFWD Complainant Follow Up Form duly accomplished and signed by the complainant and documents, evidence, facts, testimony, and information supporting the complaint. The schedule of availability of service is from Monday to Friday (except holidays) 8:00 A.M. to 5:00 P.M. at 3/F MSFWD-CMO, Quezon Ave., Sevilla, City of San Fernando, La Union.

Office/Division:	Commercial Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid government-issued ID. (Present 1 copy of ANY of the following): a. Driver's License b. SSS UMID Card c. Passport d. PRC License e. Senior Citizen ID f. PhilHealth ID g. Voter's ID h. Postal ID	Issuing government agency Land Transportation Office Social Security System Department of Foreign Affairs Professional Regulatory Commission LGU – Office for Senior Citizen Affairs Philippine Health Insurance Corporation (PhilHealth) Commission on Election (COMELEC) Philippine Postal Corporation (PhlPost)

2. Duly Accomplished Complaint Form (1 Copy, Original, or Photocopy) 3. Evidence of such Violation/s, such as but not limited to: a. Transaction Slips (1 Original or Photocopy) b. Receipts (1 Original or Photocopy) c. Billing Statement (1 Original or Photocopy) d. Application Form (1 Original or Photocopy) e. Payment Slips (1 Original or Photocopy) f. Acknowledgement Receipts (1 Original or Photocopy) g. Confirmation Slips (1 Original or Photocopy)	Public Assistance and Complaints Desk (PACD) Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 1 valid government-issued ID to the front desk officer or Guard-on-Duty for security purposes.	1.1 Scan/photocopy the ID for records purposes.	None		Valdimir A. Vega, Customer Service Assistant
2. Complainant secures the Complainant Follow Up Form (Form) from the Public Assistance and Complaint Desk (PACD) on Duty or Guard on Duty	2.1 Provide complainant with the Complainant Follow Up Record	None		Valdimir A. Vega, Customer Service Assistant
COMPLAINTS RESOLVED BY THE PACD				
3. Complainant fills out Form (Annex "A") and submits supporting documents, if any.	3.1 PACD on Duty acknowledges the submission of the Form and supporting documents	None	3 Minutes	Valdimir A. Vega, Customer Service Assistant

4. Complainant reply to queries, if any.	4.1 PACD on Duty interviews the complainant and fills out parts of the Form. 4.2 PACD on Duty briefs the complainant on the procedures to be undertaken by the Office and the time frame involved. Provide reply to simple queries.	None	10 Minutes 5 Minutes	Valdimir A. Vega, Customer Service Assistant
5. Complainant is informed of the complaint's resolution.	5.1 If the problem can be resolved at the level of the PACD on Duty, he/she marks the complaint as 'case closed'.	None	5 Minutes	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**23 Minutes**	
COMPLAINTS RESOLVED BY THE CRU				
6. Complainant is informed on the elevation of the case to the CRU; complainant answers queries from the CRU staff.	6.1 PACD on duty together with the complainant forwards the Form to the Commercial Regulation Unit (CRU) for complex queries or concerns. 6.2 CRU receives the accomplished Form	None	2 Minutes	Valdimir A. Vega, Customer Service Assistant

7. Complainant answers queries from the CRU staff. Complainant is informed of the complaint's resolution or the procedure of the investigation until the next phases of the Complaint Procedure.	7.1 CRU staff discusses complaint with PACD on Duty and complainant including the time frame for the conduct of investigation. If the problem can be resolved at the level of the CRU, he/she marks the complaint as case closed'.	None	15 Minutes	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**17 Minutes**	
COMPLAINT RESOLVED THROUGH RECONCILIATION				
8. Complainant answers queries from the CRU staff. Complainant is informed of the complaint's resolution or the procedure of the investigation until the next phases of the Complaint Procedure.	8.1 CRU staff discusses complaint with PACD on Duty and complainant including the time frame for the conduct of investigation. If the problem can be resolved at the level of the CRU, he/she marks the complaint as case closed'. 8.2 CRU conducts the investigation. 8.3 CRU finalizes Form 8.4 Organize meeting with the Complainant and parties involved.	None	15 Minutes	Valdimir A. Vega, Customer Service Assistant

9.	9.1 CRU conducts the investigation. 9.2 CRU finalizes Form 9.3 Organize meeting with the Complainant and parties involved.	None None None	24 Hours 4 Hours 2 Hours	Valdimir A. Vega, Customer Service Assistant
10. Complainant attends meeting with the MSFWD staff. Complainant is informed of the complaint's resolution.	10.1 CRU describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request to the complainant. If the complainant is satisfied with the resolution of the case, CRU the complaint as 'case closed'.	None	1 Hour	Valdimir A. Vega, Customer Service Assistant
11. Complainant is informed of the Conciliation Procedure.	11.1 If the complainant is not satisfied, CRU schedules a conciliation meeting with PWMSF and/or parties involved.	None	1 Hour	Valdimir A. Vega, Customer Service Assistant
12. Complainant attends and participates in the conciliation meeting.	12.1 CRU and the Official Legal Counsel conducts conciliation meeting with parties involved. Prepares the conciliation form with the statement	None	2 Hours	Valdimir A. Vega, Customer Service Assistant

	or agreements reached and have it signed by all parties involved.			
13. Complainant is informed of the contents of the conciliation form and the statement or agreements reached. S/he signs the conciliation form if s/he is satisfied with the result of the conciliation.	13.1 CRU prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	None	2 Hours	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**36 Hours**	
COMPLAINT RESOLVED BY THE GM				
14. Complainant is informed of the complaint's elevation to the GM.	14.1 If no settlement was reached, CRU endorses the complaint to the General Manager for appropriate action.	None	5 Minutes	Engr. Benjamin Q. Galvan, Distribution Division Manager
15. Complainant receives and/or is informed of the decision.	15.1 GM evaluates the complaint and takes action to address the complaint; informs the complainant on the decision.	None	45 Minutes	Engr. Eric F. Carpina, OIC-General Manager
	TOTAL:		**50 Minutes**	
COMPLAINT IS BEYOND THE JURISDICTION OF MSFWD				

16. Complainant elevates the complaint to appropriate entities.	16.1 If the complainant is not satisfied with the decision of the GM, the GM endorses the case to appropriate entities.	None	4 Hours	Engr. Eric F. Carpina, OIC-General Manager
	TOTAL:		**4 Hours**	
TOTAL FOR COMPLAINTS RESOLVED BY THE PACD			**23 Minutes**	
TOTAL FOR COMPLAINTS RESOLVED BY THE CRU			**17 Minutes**	
TOTAL FOR COMPLAINT RESOLVED THROUGH RECONCILIATION			**36 Hours**	
TOTAL FOR COMPLAINT RESOLVED BY THE GM			**50 Minutes**	
TOTAL FOR COMPLAINT IS BEYOND THE JURISDICTION OF MSFWD			**4 Hours**	
TOTAL PROCESSING TIME			**45 Hours & 30 Minutes**	

2. Complaints Handling Procedure (For Phone-In Complaints)

Brief Description of the frontline service rendered:

The service is part of the client-satisfaction system of the CMO to instill courteous and efficient in handling complaint of our customers through phone calls to the MSFWD office. The schedule of availability of service is from Monday to Friday (except holidays) 8:00 A.M. to 5:00 P.M. at 3/F MSFWD-CMO, Quezon Ave., Sevilla, City of San Fernando, La Union.

Office/Division:	Commercial Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
COMPLAINTS RESOLVED BY THE PACD				
1. Complainant submits complaint through phone (mobile or landline) and/or social media.	1.1 PACD on Duty acknowledges the submission of the complaint.	None	1 Minute	Valdimir A. Vega, Customer Service Assistant
2. Complainant reply to queries, if any.	2.1 PACD on Duty interviews the complainant and fills out parts of the Form.	None	10 Minutes	Valdimir A. Vega, Customer Service Assistant

3.	3.1 PACD on Duty briefs the complainant on the procedures to be undertaken by the Office and the time frame involved. Provide reply to simple queries.	None	10 Minutes	Valdimir A. Vega, Customer Service Assistant
4. Complainant is informed of the complaint's resolution.	4.1 If the problem can be resolved at the level of the PACD on Duty, he/she finalizes the form and marks the complaint as 'case closed'.	None	5 Minutes	Valdimir A. Vega, Customer Service Assistant
5.	5.1 PACD submit accomplished form to CRU.	None	1 Minute	Valdimir A. Vega, Customer Service Assistant
6.	6.1 CRU reviews complaint form.	None	5 Minutes	Valdimir A. Vega, Customer Service Assistant
7.	7.1 If the review finds the handling of the complaint properly accomplished, CRU informs the GM on the details of the case.	None	15 Minutes	Valdimir A. Vega, Customer Service Assistant
8.	8.1 If the GM finds the complaint properly handled, CRU files the complaint form.	None	1 Minute	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**48 Minutes**	

COMPLAINTS RESOLVED BY THE CRU				
9. Complainant is informed on the elevation of the case to the CRU; complainant answers queries from the CRU staff.	9.1 If the complainant is not satisfied with the PACD's handling of the complaint, the Form is forwarded to the Commercial Regulation Unit (CRU) for complex queries or concerns.	None	2 Minutes	Valdimir A. Vega, Customer Service Assistant
10.	10.1 CRU receives the accomplished Form	None	1 Minute	Valdimir A. Vega, Customer Service Assistant
11. Complainant answers queries from the CRU staff. Complainant is informed of the complaint's resolution or the procedure of the investigation until the next phases of the Complaint Procedure.	11.1 CRU staff discusses complaint with the complainant including the time frame for the conduct of investigation. If the problem can be resolved at the level of the CRU, he/she marks the complaint as 'case closed'.	None	14 Minutes	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**17 Minutes**	
COMPLAINT RESOLVED THROUGH RECONCILIATION				
12. Complainant is informed on the investigation of the case and subsequent procedures.	12.1 CRU conducts the investigation.	None	24 Hours	Valdimir A. Vega, Customer Service Assistant
13.	13.1 CRU finalizes Form.	None	4 Hours	Valdimir A. Vega, Customer Service

				Assistant
14.	14.1 Organize a meeting with the Complainant and parties involved.	None	2 Hours	Valdimir A. Vega, Customer Service Assistant
15. Complainant attends meeting with the MSFWD staff. Complainant is informed of the complaint's resolution.	15.1 CSR describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request to the complainant. If the complainant is satisfied with the resolution of the case, CRU the complaint as 'case closed'.	None	1 Hour	Valdimir A. Vega, Customer Service Assistant
16. Complainant is informed of the Conciliation Procedure.	16.1 If the complainant is not satisfied, CRU schedules a conciliation meeting with PWMSF and/or parties involved.	None	1 Hour	Valdimir A. Vega, Customer Service Assistant
17. Complainant attends and participates in the conciliation meeting.	17.1 CRU and the Official Legal Counsel conducts conciliation meeting with parties involved. Prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	None	2 Hours	Valdimir A. Vega, Customer Service Assistant

18. Complainant is informed of the contents of the conciliation form and the statement or agreements reached. S/he signs the conciliation form if s/he is satisfied with the result of the conciliation.	18.1 CRU prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	None	2 Hours	Valdimir A. Vega, Customer Service Assistant
	TOTAL:		**36 Hours**	
COMPLAINTS RESOLVED BY THE GM				
19. Complainant is informed of the complaint's elevation to the GM.	19.1 If no settlement was reached, CRU endorses the complaint to the General Manager for appropriate action.	None	5 Minutes	Engr. Benjamin Q. Galvan, Distribution Division Manager
20. Complainant receives and/or is informed of the decision.	20.1 GM evaluates the complaint and takes action to address the complaint; informs the complainant on the decision.	None	45 Minutes	Engr. Eric F. Carpina, OIC-General Manager
	TOTAL:		**45 Minutes**	
COMPLAINT THAT IS BEYOND THE JURISDICTION OF MSFWD				
21. Complainant elevates the complaint to appropriate entities.	21.1 If the complainant is not satisfied with the decision of the GM, the GM endorses the case to appropriate entities.	None	4 Hours	Engr. Eric F. Carpina, OIC-General Manager
	TOTAL:		**36 Hours**	

TOTAL FOR COMPLAINTS RESOLVED BY THE PACD		**48 Minutes**	
TOTAL FOR COMPLAINTS RESOLVED BY THE CRU		**17 Minutes**	
TOTAL FOR COMPLAINT RESOLVED THROUGH RECONCILIATION		**36 Hours**	
TOTAL FOR COMPLAINT RESOLVED BY THE GM		**45 Minutes**	
TOTAL FOR COMPLAINT IS BEYOND THE JURISDICTION OF MSFWD		**36 Hours**	
TOTAL PROCESSING TIME		**73 Hours & 50 Minutes**	

TECHNICAL UNIT

External Services

1. **Complaints Regarding PWIC Contractors Unsatisfactory/Poor Workmanship (Restoration of concrete pavements/roads, installation of service connections & repair of leakages)**

Brief Description of the frontline service rendered:

Attend to complaints arising from PWIC or PWIC contractor unsatisfactory or poor workmanship regarding the restoration of concrete pavements/roads, installation of service connections and repair of leakages along service connection pipelines and distribution pipelines.

Office/Division:	Technical Unit
Classification:	Highly technical
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business
Who may avail:	All PWIC customers, Government Offices and Business Establishment affected by the poor workmanship.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service memo or job order Letter of complaint	Customer Relations Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client relays complaint or concern thru any of the following: a. Customer Assistant (Commercial Division) walk-in or thru phone b. Thru e-mail or postal mail	1.1 Service memo is prepared by the Customer Service Assistant/Relations Officer with approval from Commercial Division Manager & General Manager	None	1/2 Day	Valdimir A. Vega, Customer Service Assistant

2.	2.1 The Commercial Division endorses the complaint to the Technical Division/Unit.	None	½ Day	
3. The client to provide additional information during site inspection	3.1 The Technical Division conduct site inspection.	None	1 Day	Engr. Arturo N. Rimando, Production Division Manager
4.	4.1. MSFWD Technical Division/Unit to accomplish the service memo with site inspection report and recommendations, then coordinate with PWIC Technical Division Head to discuss solution/s or remedial measures to the complaint. Note: MSFWD Technical Division/Unit to monitor remedial measures to be implemented by PWIC.	None	1 Day	Engr. Arturo N. Rimando, Production Division Manager
	TOTAL:		**3 Days**	

FINANCE UNIT

External Services

1. Collection and Issuance of Official Receipts to Clients

Brief Description of the frontline service rendered:

This process is pertaining to all payment collections from MSFWD Clients, Tenants, JV Partner, other agencies, and liable persons. An official receipt, which states the name of the payee, date, the amount in words and figures, and purpose of payment must be issued to ALL payments made to MSFWD CMO.

Office/Division:	Finance Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MSFWD Clients, Tenants, JV Partner, other agencies, and liable persons.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Check or Cash payment and vouchers		Company		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client proceed to Cashier	1.1 Cashier accepts the cash/ check payment and determines the details of the collection. e.g. Remittance of Arrears, & Loan Payment	None	1 Minute	Beverly C. Turalba, Cashier/CAA
2. Wait for the issuance of official receipt	2.1 Cashier indicate the name of the payee; date; amount in words and figures; and purpose of payment in the official receipt	None	3 Minutes	Beverly C. Turalba, Cashier/CAA
3. Receives the original copy of the official receipt	3.1 Issues the original copy of the official receipt to the	None	1 Minute	Beverly C. Turalba, Cashier/CAA

	client			
	TOTAL:		**5 Minutes**	

2. Disbursement and Release of Checks

Brief Description of the frontline service rendered:

This process pertains to release of check payments to suppliers or contractors.

Office/Division:	Finance Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	MSFWD's Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sales Invoice or Official Receipts or Collection Receipts of the suppliers/contractors	Company
Authorization and company ID of suppliers/contractors	Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier/contractors inquire thru email or phone call if check payment is ready for pick-up	1.1 The disbursing officer verify if check payment has been approved.	None	1 Day	Beverly C. Turalba, Cashier/CAA
2. Supplier/Contractor proceed to the Disbursing Officer (DO) to claim check	2.1 The disbursing officer verify legitimacy of the claim hand over the check to the supplier	None	1 Minute	Beverly C. Turalba, Cashier/CAA
3. Supplier/Contractor prepares the official receipt or collection receipt	3.1 Disbursing Officer waits for the official receipt	None	5 Minutes	Beverly C. Turalba, Cashier/CAA

4. Supplier/Contractor issues the official receipt or collection receipt to the DO.	4.1 Disbursing Officer accepts the official receipts	None	1 Minute	Beverly C. Turalba, Cashier/CAA
5. Supplier/Contractor signs the BIR 2307 Forms (Annex "G") and the "Received by" portion of the Disbursement Voucher (DV) (Annex "H") in three (3) copies.	5.1 Disbursing Officer retrieves the DV and attach the official receipt.	None	3 Minutes	Beverly C. Turalba, Cashier/CAA
	TOTAL:		**1 Day & 10 Minutes**	

ADMINISTRATIVE UNIT

External Services

1. Assistance to On-the-Job Training (OJT) Students

Brief Description of the frontline service rendered:

This is to allow and accept students from different school and universities within La Union to for an on-the-job training (OJT) or practicum with the District to help students in their professional growth through exposure to actual work experiences.

Office/Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students who are required to undergo On-The-Job Training (OJT)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letters of intent to render OJT and/or signed endorsement by the school of students/s (endorsed to/approved by the GM)	Student's School/University
Resume and 2x2 pictures	Student
Memorandum of Agreement (MOA) between MSFWD and School	Student's School/University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of intent and/or endorsement letter from the school/university (addressed to the GM), and resume	1.1 Office of the GM to endorse the document to the HRU Section	None	1 Day	Lovie A. Jadormeo, HRO Designate
2. Issuance of the Letter of Acceptance and simultaneous submission of	2.1 HRU to issue the letter of acceptance 2.2 HRU to check submitted	None	5 Days	Lovie A. Jadormeo, HRO Designate

MOA	documents including MOA 2.3 Advice Management of the start of OJT			
3. Report for OJT	3.1. HRU to orient OJT Students on general MSFWD rules 3.2. HRU to endorse OJT Students to the divisions they are assigned to 3.3. Concerned division to orient OJT Students on their tasks	None	1 Day	Lovie A. Jadormeo, HRO Designate
4. Review of post OJT reportorial documents	4.1. HRU to issue evaluation form and other reports to be rated by the OJT immediate supervisor 4.2. HRU to collate reports	None	1 Day	Lovie A. Jadormeo, HRO Designate
5. Issuance of the OJT Certificate of Completion	5.1. HRU to prepare the Certificate of Completion to be signed by the GM	None	1 Day	Lovie A. Jadormeo, HRO Designate
	TOTAL:		**9 Days**	

2. Issuance of Certificate of Appearance

Brief Description of the frontline service rendered:

Certificate of Appearance is prepared upon request by private individuals or government employees who visit or are on official business with the District.

Office/Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Government employees from other agencies and private individuals who visit the MSFWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order and/or approved letter of request	Office of the requisitioner/s
Valid ID Card	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show travel order/approved letter of request/Valid IDs	1.1 Prepare certificate of appearance	None	15 Minutes	Lovie A. Jadormeo, HRO Designate
2. Receive requested Certificate of Appearance	2.1 Release requested Certificate of Appearance	None	5 Minutes	Lovie A. Jadormeo, HRO Designate
	TOTAL:		**20 Minutes**	

3. Issuance of Certificate of Employment/Service Record

Brief Description of the frontline service rendered:

Certificate of Employment (COE) and/or Government Service Record (GSR) showing the position titles held with the inclusive dates, employment status, and salary of MSFWD employees and job orders, is issued as requested by former and incumbent employees/job orders.

Office/Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Former and incumbent permanent and casual employees, Job Orders Authorized representatives of former employees and Job Orders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for documents form to be approved by the GM	MSFWD Administrative Division Office
Valid IDs (for former employees and job orders)	Appropriate government agencies
Authorization/SPA of authorized representative/s	Concerned employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1.1 Track the Request Letter and endorse the same to the Office of the GM for appropriate action	None	1 Day	Valdimir A. Vega, PACDO
2. Prepare the Certificate of Employment and/or Service Record	2.1 Draft certificate and/or generate service record 2.2 Approve the certificate	None	1 Day	Lovie A. Jadormeo, HRO Designate

	and/or service record			
3 Release the approved/ signed RDF and/or COE	3.1 HRO to affix MSFWD seal on the COE 3.2 Inform requester thru text messages or call via landline/mobile phone 3.3 Issue the COE and or Service Record	None	1 Day	Lovie A. Jadormeo, HRO Designate
	TOTAL:		**3 Days**	

4. Receiving of Incoming Documents

Brief Description of the frontline service rendered:

Documents or correspondences from external clients received by the MSFWD-CMO to be recorded and tracked accordingly.

Office/Division:	Administrative Unit – Public Assistance Complaints Desk
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	MSFWD Employees, Other Government Agencies and Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the documents to MSFWD CMO Office through personal delivery or mail/ courier.	1.1. Check appropriate details like name of the sender and name of the recipient.	None	30 Minutes	Valdimir A. Vega, PACDO or Noemi Fatima A. Tadifa, Administrative Division Manager
	1.2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents. are received from post office or courier, affix the signature in the delivery receipt	None	15 Minutes	Valdimir A. Vega, PACDO or Noemi Fatima A. Tadifa, Administrative Division Manager

	1.3. Track the document/ Place control number per series as assigned IC YYYY-MM-0000 (series starting with 0001 every year)	None	5 Minutes	Valdimir A. Vega, PACDO or Noemi Fatima A. Tadifa, Administrative Division Manager
	1.4. Encode details in the Communication record log via google drive under INCOMING and forward to the Admin Manager for review and recommendation	None	5 Minutes	Valdimir A. Vega, PACDO or Noemi Fatima A. Tadifa, Administrative Division Manager
	1.5. 1.5Prepare and fill out the routing slip to be attached together with the received communication and forward the same to the Office of the General Manager	None	5 Minutes	Noemi Fatima A. Tadifa, Administrative Division Manager
	1.6. The General Manager provide notation for appropriate action by the unit as applicable	None	1 Day	Engr. Eric F. Carpina, OIC- General Manager
	1.7. The in-charged unit takes action on the received documents as needed	None	3 Days (if simple)	Respective Unit as assigned
	TOTAL:		**4 Days & 1 Hour**	

INTERNAL SERVICES

FINANCE UNIT

Internal Services

1. Release and Liquidation of Cash Advances

Brief Description of the frontline service rendered:

This process pertains to request and release of Cash Advances for the official business travels and other transactions. There are certain instances when it may be very difficult, impractical or impossible to make payments by check. In such a case, payments may be made by the disbursing officer in the form of cash through his cash advance.

Office/Division:	Finance Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for cash advance form (Annex "D")		Accountable Officer (AO) / Requestor		
2. Supporting documents and details of expenses (e.g. Approved Contracts, Payroll or List of payees for Salaries, Travel Order, Estimate of Expense, Authority or legal basis of allowance or benefits)		Accountable Officer (AO) / Requestor		
3. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books; and		Internal Control Officer (ICO)		
4. Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance).		General Manager		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. RELEASE OF CASH ADVANCE				

1. Accountable Officer/ Requestor submits the request for cash advance form including the supporting documents to the General Manager for approval.	1.1 Approves the request for Cash Advance.	None	1 Minute	Engr. Eric F. Carpina, OIC General Manager
2. Accountable Officer/ Requestor forward the approved cash advance form to the Internal Control Officer.	2.1 Verifies if AO has no pending unliquidated cash advance, then issues Certification of No Pending Unliquidated Cash Advance.	None	2 Minutes	Mary Jane G. Florendo, ICO
3. Internal Control Officer forward the approved cash advance form including its supporting documents to the Budget Officer.	3.1 Verifies if the said cash advance is budgeted, then will issue Budget Utilization Slip.	None	3 Minutes	Mary Jane G. Florendo, Budget Officer
4. Budget Officer to forward the request to the Finance Officer (FO).	4.1 Finance Officer (FO) will prepare the disbursement voucher (DV) with the Journal Entry Voucher for recording then certifies the ff: that cash is available; subject to authority to debit account (when applicable); and supporting documents complete and amount claimed proper.	None	1 Day	Mary Jane G. Florendo, Finance Officer

	4.2 FO will prepare the check payable to the Accountable Officer.			
5. Finance Officer forwards the check and DV to the Admin Division Manager (ADM) for approval and signature.	5.1 ADM certifies that the cash advance is necessary, lawful and incurred under his/her direct supervision. 5.2 ADM approves and sign the check.	None	3 Minutes	Noemi Fatima A. Tadifa, Administrative Division Manager
6. Finance Officer forwards the check and DV to the General Manager for approval and signature.	6.1 General Manager approves and sign the check.	None	3 minutes	Engr. Eric F. Carpina, OIC-General Manager
7. Finance Officer forward the approved and signed check and DVs to the Disbursing Officer for release.	7.1 Disbursing Officer accepts the check and release the check to the Accountable Officer.	None	1 Minute	Beverly C. Turalba, Disbursing Officer
	TOTAL:		**1 Day & 13 Minutes**	
B. LIQUIDATION OF CASH ADVANCES				
1. AO shall refund any unexpended balance to the cashier/collecting officer who will issue the necessary official receipt.	1.2 Issues official receipt for the refund of cash advance.	None	3 Minutes	Beverly C. Turalba, Cashier
2. AO prepares and submits the liquidation vouchers	2.2 Certifies that the purpose of cash advance is duly	None	2 Minutes	Engr. Eric F. Carpina, OIC - General

(Annex "C") to the General Manager for certification (Annex "B") that the purpose of cash advance is duly accomplished	accomplished			Manager
3. AO shall submit the liquidation vouchers to the Internal Control Officer/Finance Officer with the duly accomplished vouchers, reports and supporting documents.	3.2 Certifies that supporting documents are complete and proper. Thereafter, Finance Officer will prepare the Journal Entry Voucher for recording.	None	5 Minutes	Mary Jane G. Florendo, ICO
	TOTAL:		**10 Minutes**	
TOTAL FOR RELEASE OF CASH ADVANCE			**1 Day & 13 Minutes**	
TOTAL FOR LIQUIDATION OF CASH ADVANCES			**10 Minutes**	
TOTAL PROCESSING TIME			**1 Day & 33 Minutes**	

2. Petty Cash Fund Transactions

Brief Description of the frontline service rendered:
The Petty Cash Fund (PCF) shall be sufficient for recurring petty operational and other miscellaneous expenses of the CMO. It shall be maintained using the Imprest System. All replenishment shall be charged to expense account and at all times, the PCF shall equal to the cash on hand, unliquidated cash advance and the unreplenished expenses.

Office/Division:	Finance Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Current Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Working Fund Voucher/ Petty Cash Voucher		Petty Cash Custodian		
Official Receipts		Supplier		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
A. RELEASE OF CASH ADVANCE				
1. Requestor accomplishes the Working Fund Voucher (WFV) (Annex "F") or Petty Cash Voucher (PCV) by filling up the particulars/purposes, name, amount, and signature and submits to the Immediate Superior for signature.	1.1 Signs the "Recommended by" portion and returns to the requesting personnel.	None	1 Minute	Immediate Supervisor

2. Requestor submits to the General Manager or Admin Division Manager for approval.	2.2 Approves the Working Fund Voucher	None	1 Minute	Engr. Eric F. Carpina, OIC General or Noemi Fatima A. Tadifa, Administrative Division Manager
3. Requestor submits the WFV and request for the cash advance.	3.2 Verifies the WFV and release requested cash	None	3 minutes	Beverly C. Turalba, Cashier
	TOTAL:		**5 minutes**	
B. LIQUIDATION OF CASH ADVANCE				
1. Requestor shall refund any unexpended balance and submits the official receipt to the cashier.	1.1 Cashier receives any unexpended cash and verifies the official receipts.	None	3 Minutes	Beverly C. Turalba, Cashier
2. Cashier will request the requestor to sign the liquidated or reimbursed portion of the WFV.	2.1 Requestor signs the liquidated or reimbursed portion of the WFV.	None	1 Minute	Requestor
	TOTAL:		**4 Minutes**	
C. REPLENISHMENT OF PETTY CASH FUND (WORKING FUND)				

1. Cashier will prepare summary of all WFVs and reconciliation of its working fund and submits them to Finance Officer for review and for processing of check	1.1 Review the validity and legality including complete documentation of the expenses. 1.2 Verifies if the said expenses are budgeted, then will issue Budget Utilization Slip. 1.3 Finance Officer (FO) will prepare the disbursement voucher (DV) ('Annex "H") with the Journal Entry Voucher for recording then certifies the ff: that cash is available; subject to authority to debit account (when applicable); and supporting documents complete and amount claimed proper. 1.4 FO will prepare the check payable to the Cashier.	None	1 Day	Mary Jane G. Florendo, Finance Officer/ Budget Officer
2. Finance Officer forwards the check and DV to the Admin Division Manager (ADM) for approval and signature.	2.1 ADM certifies that the cash advance is necessary, lawful and incurred under his/her direct supervision. 2.2 ADM approves and sign the check.	None	3 Minutes	Noemi Fatima A. Tadifa, Administrative Division Manager
3. Finance Officer forwards	3.1 OIC - General Manager	None	3 Minutes	Engr. Eric F. Carpina,

the check and DV to the General Manager for approval and signature.	approves and sign the check.			OIC- General Manager
4. Finance Officer forward the approved and signed check and DVs to the Disbursing Officer/ Cashier for encashment.	4.1 Cashier encash the check for the replenishment of the working fund.	None	15 Minutes	Beverly C. Turalba, Cashier
	TOTAL:		**1 Day & 21 Minutes**	
TOTAL FOR RELEASE OF CASH ADVANCE			**5 Minutes**	
TOTAL FOR LIQUIDATION OF CASH ADVANCES			**4 Minutes**	
TOTAL FOR REPLENISHMENT OF PETTY CASH FUND (WORKING FUND)			**1 Day & 21 Minutes**	
TOTAL PROCESSING TIME			**2 Days & 51 Minutes**	

ADMINISTRATIVE UNIT

Internal Services

1. Request for Reimbursements of Expenses

Brief description of the frontline service rendered:

This covers internal expenses for the regular reimbursements incurred by personnel of mobile expenses, zoom subscriptions, and EME expenses.

Office/Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Current/Incumbent employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescribed reimbursement form to be approved by the GM	Available in all divisions/offices
Summary of expenses with certification that expenses are necessary and official in nature	Available in all divisions/offices
Supporting documents such as Official receipts, Invoice, and other similar documents	Specific suppliers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personnel submit the support documents	1.1 Receive and review support documents 1.2 Prepare and sign the summary of expenses and reimbursement for 1.3 Request approval of the reimbursement form from the GM 1.4 Forward the duly signed	None	1 Day	Noemi Fatima A. Tadifa, Administrative Division Manager

	and approved documents to the Finance Unit for check issuance			
2. Release of the cash/ check	2.1 Request release of check/cash from Finance Unit 2.2 Release the amount to be reimbursed to the specific personnel	None	1 Hour	Noemi Fatima A. Tadifa, Administrative Division Manager
	TOTAL:		**1 Day &1 Hour**	

2. Request for Archived Documents

Brief Description of the frontline service rendered:

The Administrative Division Unit keeps all archived document at the records room and maintains database of all the archived records available for use by personnel upon request.

Office/Division:	Administrative Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Current/Incumbent employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescribed document request form	Available in all divisions/offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting personnel submits the duly accomplished document request form	1.1 Accepts the duly accomplished form 1.2 Checks and verify from the database availability of documents 1.3 Search the document in the records room	None	1 Day	Noemi Fatima A. Tadifa, Administrative Division Manager
2. Receipt of the documents requested	2.1 Release the documents requested 2.2 Sign the document request form as "Released"" with the actual date of release	None	30 Minutes (upon retrieval of the document/s)	Noemi Fatima A. Tadifa, Administrative Division Manager

	2.3 Records in the borrower's database the details of the document released, date of released, and name of personnel lent the documents			
3. Return the documents requested	3.1 Receive the documents 3.2 Review if all the documents being handed over is complete 3.3 Sign the document request form under returned portion the time and date the documents are returned 3.4 Update the borrower's database on the date the documents are returned. 3.5 Return the documents on the specific shelf/room	None	30 Minutes (upon receipt of the document/s)	Noemi Fatima A. Tadifa, Administrative Division Manager
	TOTAL:		**1 Day & 1 Hour**	

3. Application for Leave

Brief Description of the frontline service rendered:

Aside from the Vacation, Sick, Maternity and Paternity Leave, Special Leave Privileges may be availed for three (3) days or a combination of any leave for maximum of three days for every year. Special Privileges Leave are non-cumulative and non-convertible to cash. Special Privilege Leave includes: Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation leave, Enrolment leave, Wedding Anniversary leave, and Birthday leave

Office/Division:	Finance and Administrative Office – Human Resources Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original / soft copy)	Available in all divisions/offices
2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy)	Hospital / Clinic / Lying-in
For Maternity leave application:	
1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (Original / soft copy - 1 copy)	Hospital / Clinic / Lying-in
2. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original)	Human Resources Development Division
3. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (1 Original / soft	Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and

copy)		Development (MSWD)		
For Paternity leave application:				
1. PSA marriage certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
2. Birth certificate of newly born child (1 photocopy)		Hospital / Clinic / Lying-in / Civil Registry / PSA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the accomplished leave form including the documentary requirements to the HR Officer Designate *<u>for vacation leave</u>: filing should be at least eight (5) calendar days before actual leave <u>*for emergency sick leave</u>: filing should be done the day after *<u>for maternity leave</u>: filing should be at least thirty (30) calendar days in advance	1.1 Review completeness of documentary requirements and certify leave balances	None	1 Day	Lovie A. Jadormeo, HRO Designate
	1.2 Endorse to initial first-level approver for approval	None	2 Hours	Lovie A. Jadormeo, HRO Designate

	1.3 First-level approver will decide whether to recommend or not recommend the leave	None	4 Hours	Noemi Fatima A. Tadifa, Admin Division Manager
	1.4 Endorse to final second-level approver for approval	None	4 Hours	Lovie A. Jadormeo, HRO Designate
	1.5 Second-level approver will decide whether the recommendation is acceptable or not and sign the leave form	None	4 Hours	Engr. Eric F. Carpina, OIC- General Manager
	1.6 Retrieve the signed leave form	None	1 Hour	Lovie A. Jadormeo, HRO Designate
2. Receive the copy of approved/ disapproved leave application from HR Officer designate	2.1 Record the approved application	None	1 Hour	Lovie A. Jadormeo, HRO Designate
	TOTAL:		**3 Days**	

4. Application for Monetization of Leave Credits

Brief Description of the frontline service rendered:

Regular monetization allowed is 10 days. Monetization more than the regular allowed 10 days undergo Board approval with support documents

Office/Division:	Administrative Office – Human Resources Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original / soft copy)	Available in all divisions/offices
2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy)	Hospital / Clinic / Lying-in
Special Monetization:	
1. Request letter	Requester
2. Support Document for monetization: a. Medical Certificate issued by a government or private physician, as proof, and estimated cost of medical bill Original / - 1 copy); or b. Copy of enrollment form and estimated cost of tuition (Certified Original copy - 1 copy); or c. Loan amortization (Certified Original copy – 1 copy); or d. Bills and/or receipts (in cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are not enough to fulfill basic needs such as food, shelter and clothing) (Original copy – 1 copy); or e. Certification from LGU *(in case of financial aid and*	 Hospital/ Clinic School Financial institutions Suppliers Barangay or Municipality where the employee

*assistance brought about by force majeure events such as calamities, typhoons, fire, earthquake) (*Original copy – 1 copy)		resides		
3. Board Resolution approving the request		Lovie A. Jadormeo, Exec. Assistant to the Board		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
REGULAR MONETIZATION				
1. Submit the accomplished leave form - monetization	1.1 Review completeness of documentary requirement, certify leave balances, and compute the equivalent monetary value of the leave credits	None	1 Day	Lovie A. Jadormeo, HRO Designate)
	1.2 Endorse to initial first-level approver for approval	None	2 Hours	Lovie A. Jadormeo, HRO Designate
	1.3 First-level approver will decide whether to recommend or not recommend the leave	None	4 Hours	Noemi Fatima A. Tadifa, Admin Division Manager
	1.4 Endorse to final second-level approver for approval	None	4 Hours	Lovie A. Jadormeo, HRO Designate
	1.5 Second-level approver will decide whether the recommendation is acceptable or not and sign the leave form	None	4 Hours	Engr. Eric F. Carpina, OIC-General Manager

	1.6 Retrieve the signed leave form and forward the documents to Finance Unit for Check issuance	None	1 Hour	Lovie A. Jadormeo, HRO Designate
2. Receipt of the monetized leave credits	2.1 Prepare the Budget utilization Status; Disbursement voucher, and check to be signed by appropriate signatories 2.2 Sign the Budget; Disbursement Voucher, and check	None	1 Hour	Mary Jane Florendo, Finance Officer D Noemi Fatima A. Tadifa, Administrative Division Manager and Engr. Eric F. Carpina, OIC- General Manager
	TOTAL:		**3 days**	
SPECIAL MONETIZATION				
1. Submit the request letter together with the supporting documents	1.1 Receive letter request 1.2 Review documents and verify applicability of request and availability of leave credits 1.3 Forward request and recommendation to the Admin Division Manager	None	4 Hours	Lovie A. Jadormeo, HRO Designate

	1.4 Admin Manager to coordinate with Finance for appropriate funding and the preparation of the supplemental budget or Realignment Request	None	4 Hours	Mary Jane Florendo, Finance Officer D
2.	2.1 Prepares the Board memo with the attached documents as follows - Letter request and support document - Realignment advice form (if realignment) or Supplemental Budget request (if supplemental budget)	None	1 Hour	Noemi Fatima A. Tadifa, Admin Division Manager
	2.2 BOD approves/ disapproves the request during the set BOD meeting (nearest schedule from the receipt of letter request for special monetization)	None	10 Days (BOD meeting is conducted bi-monthly only)	Engr. Eric F. Carpina, OIC-General Manager
	2.3 Prepares Board resolution approving the request, and forward the same to the Admin Manager	None	1 Hour	Lovie A. Jadormeo, Executive Assistant to the Board

	2.4 Collate and verify completeness of the documents and forward the same to finance for check issuance	None	1 Hour	Noemi Fatima A. Tadifa, Admin Division Manager
3. Receipt of the monetized leave credits	3.1 Prepare the Budget utilization Status; Disbursement voucher, and check to be signed by appropriate signatories 3.2 Sign the Budget; Disbursement Voucher, and check	None	1 Hour	Finance Unit Admin Division Manager and General Manager
	TOTAL:		**11 Days & 4 Hours**	
TOTAL FOR REGULAR MONETIZATION			**3 Minutes**	
TOTAL FOR SPECIAL MONETIZATION			**11 Days & 4 Hours**	
TOTAL PROCESSING TIME			**22 Days, 8 Hours & 3 Minutes**	

VII. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the feedback form in the office PACD area and put it in the feedback and complaints drop box Commercial Unit Contact Info: 072 700 3554
How feedback is processed?	The Commercial Regulatory Unit (CRU) personnel verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via e-mail. Upon receiving the reply from the concerned Office, the citizen or client will be informed via e-mail or phone call. For follow-ups or queries, the contact information are as follows: Tel. No.: 072 700 3554 Email Ad.: cmo.msfwd@gmail.com FB: facebook/msfwater
How complaints are processed?	All complaints received against the MSFWD will be processed by the CRU personnel and submitted to the OIC General Manager for action The CRU personnel browses, evaluates, and determines the complaints received on a daily basis. The CRU personnel shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the CRU personnel shall create an incident report for the OIC General Manager, for appropriate action.

	The CRU personnel shall give the feedback to the clients via email. For follow-ups or queries, the contact information are as follows: Tel. No.: 072 700 3554 Email Ad.: cmo.msfwd@gmail.com FB: facebook/msfwater
Contact Information of ARTA, PCC, and CCB	**Anti-Red Tape Authority (ARTA):** complaints@arta.gov.ph 8-478-5093 **Presidential Complaint Center (PCC):** pcc@malacanang.gov.ph 8888 **Contact Center ng Bayan (CCB):** email@contactcenterngbayan.gov.ph 0908-881-6565

VIII. ANNEXES

Annex "A"

MSF Water District
Contract Monitoring Office

For Office Use: REF NO: _____

Complaint on water supply
Complaint on water supply system
Complaint on billing system
Complaint against staff of PWMSF
Complaint against another customer
Poor customer service
Serious Administrative error
Other .....

COMPLAINT FORM

[This page to be completed by person who receives a complaint]

1. INITIAL RECEIPT OF COMPLAINT:

Date of receipt: .... / .... / ....

Name of staff member receiving complaint: .....

Immediate action taken (if any): .....

How was it received? Mail Phone call Email In person SMS FB

Are there any attachments? (e.g. letter, photo etc) Yes No Gender: Male Female LGBTQ+

2. DETAILS OF COMPLAINT:
(No response can be provided without complainant details)

Name of complainant: .....

Contact details: (address / phone or email): .....
.....
.....

Consumer of PWMSF services
Authorized representative of complainant
Relative/ friend of complainant
Other .....

Describe briefly the problem: (*Prompt: What happened? when? who was involved? etc*)
.....
.....
.....
.....
.....

Steps already taken by the complainant: *(Prompt: What have you already done about this?)*
.....
.....
.....
.....
.....
.....

3. FORWARDED TO:

SIGNATURE ..... **DATE:** .....

Complaint tracking

TASK	WHO	WHEN	COMPLETED
Complaint acknowledged			
Complaint investigated			
Complaint forwarded to PWMSF			
Complaint closed			

Page 1 of 1

Annex "B"

Republic of the Philippines
METRO SAN FERNANDO WATER DISTRICT (LA UNION)
Contract Monitoring Office (CMO)
3/F Admin. Bldg.,Quezon Avenue, City of San Fernando, La Union 2500
Telefax No. (072) 700-3554

CERTIFICATION

This is to certify that _____ has no pending unliquidated Cash Advances as of January ____, 2024.

MARY JANE G. FLORENDO
ICO

Annex "C"

LIQUIDATION REPORT METRO SAN FERNANDO WATER DISTRICT (LA UNION) (Agency)	No.: Date: Responsibility Center Code:	
PARTICULARS		AMOUNT
		- -
TOTAL		-
AMOUNT OF CASH ADVANCE		-
AMOUNT REFUNDED PER OR NO.		-
AMOUNT TO BE REIMBURSED		
A. Certified: Correctness of the above data Accountable Officer *Position*	B. Certified: Purpose of Cash Advance duly accomplished ENGR. ERIC F. CARPINA *OIC-General Manager*	C. Certified: Supporting documents complete and proper MARY JANE G. FLORENDO *Internal Control Officer* JEV No.:

Annex "D"

ANNEX A

REQUEST FOR CASH ADVANCE	DATE
PURPOSE	**AMOUNT**
TOTAL REQUEST FOR CASH ADVANCE	-

Prepared by:

Name of Requestor
Position Title

Approved By:

ENGR. ERIC F. CARPINA
General Manager

Annex "F"

METRO SAN FERNANDO WATER DISTRICT
City of San Fernando, La Union

WORKING FUND VOUCHER **Payee/Office :** _____ **Unit/Division :** _____	**WFV No. :** _____ **Date :** _____
I. To be filled out upon request except the Amount	***II. To be filled out upon liquidation***

Particulars	Amount

Total Amount Granted _____

Total Amount Paid per OR/Invoice No. _____ _____

Amount Refunded/ (Reimbursed) _____

A *Requested by:*

_____
Signature over Printed Name
Name of Requestor

Recommended by:

_____
Signature over Printed Name
Name of Immediate Supervisor

Approved by:

_____
Signature over Printed Name
Admin. Division Manager/General Manager

C

☐ *Received Refund*

☐ *Reimbursement Paid*

_____
Signature over Printed Name
Petty Cash Custodian

B *Paid by:*

_____
Signature over Printed Name
Petty Cash Custodian

Cash Received by:

_____
Signature over Printed Name
Payee
Date: _____

D

☐ *Liquidation Submitted*

☐ *Reimbursement Received by:*

_____
Signature over Printed Name
Payee
Date: _____

127

"

Annex "G"

For BIR Use Only: BCS/ Item:

Republic of the Philippines
Department of Finance
Bureau of Internal Revenue

BIR Form No.
2307
January 2018 (ENCS)

Certificate of Creditable Tax Withheld At Source

2307 01/18ENCS

Fill in all applicable spaces. Mark all appropriate boxes with an "X".

1 For the Period From 01 01 2024 (MM/DD/YYYY) To 01 31 2024 (MM/DD/YYYY)

Part I - Payee Information

2 Taxpayer Identification Number (TIN)

3 Payee's Name (Last Name, First Name, Middle Name for Individual OR Registered Name for Non-Individual)

4 Registered Address

4A Zip Code

5 Foreign Address, if

Part II - Payor Information

6 Taxpayer Identification Number (TIN) 000 537 410 0000

7 Payor's Name (Last Name, First Name, Middle Name for Individual OR Registered Name for Non-Individual)
METRO SAN FERNANDO WATER DISTRICT

8 Registered Address
3RD FLR MSFWD BLDG QUEZON AVENUE SEVILLA SAN FERNANDO LA UNION

8A Zip Code 2500

Part III - Details of Monthly Income Payments and Tax Withheld for the Quarter

Income Payments Subject to Expanded Withholding Tax	ATC	AMOUNT OF INCOME PAYMENTS				Tax Withheld For the Quarter
		1st Month of the Quarter	2nd Month of the Quarter	3rd Month of the Quarter	Total	
Income Payment made by NGAs, LGU, & etc to its local/resident suppliers of goods other than those covered by other rates of	WC640					
Total						
Money Payments Subject to Withholding of Business Tax (Government & Private)						
FWVAT on payments for purchases of Goods	WV010					
Total						

We declare, under the penalties of perjury, that this certificate has been made in good faith, verified by me, and to the best of my knowledge and belief, is true and correct, pursuant to the provisions of the National Internal Revenue Code, as amended, and the regulations issued under authority thereof. Further, we give our consent to the processing of our information as contemplated under the *Data Privacy Act of 2012 (R.A No. 10173) for legitimate and lawful purposes.

ERIC FLORES CARPINA
Signature over Printed Name of Payor/Payor's Authorized Representative/Tax Agent
(Indicate Title/Designation and TIN)

Tax Agent Accreditation No./Attorney's Roll No. (if applicable) | Date of Issuance | Date of Expiry

CONFORME:

Signature over Printed Name of Payee/Payee's Authorized Representative/Tax Agent
(Indicate Title/Designation and TIN)

Tax Agent Accreditation No./Attorney's Roll No. (if applicable) | Date of Issuance | Date of Expiry

*NOTE: The BIR Data Privacy is in the BIR website (www.bir.gov.ph)

Annex "H"

Republic of the Philippines
METRO SAN FERNANDO WATER DISTRICT (LA UNION)
City of San Fernando, La Union

DISBURSEMENT VOUCHER

Fund Cluster : Regular Agency Fund

Date : Feb. 19, 2024
DV No. : 2024-02- 0033

Mode of Payment	☐ Debit Memo ☑ Commercial Check ☐ Others (Please specify)			
Payee	LA UNION ELECTRIC COMPANY (LUECO)	TIN/Employee No.:	Invoice No.	ORS/BURS No.: 2024-1-25
Address	LUECO Bldg., 614 Quezon Ave., San Fernando City, La Union			

Particulars	Responsibility Center	MFO/PAP	Amount
To recognize payment of expenses incurred for the: Payment for Electricity consumption for the period covered December 16, 2023 to January 16, 2024.	AU		15,246.16
Tax withheld			
Tax amount (5%) 684.10			
Tax amount (2%) 273.64			
Total tax withheld			(957.74)
Amount Due			**14,288.42**

A. Certified: Expenses/Cash Advance necessary, lawful and incurred under my direct supervision.

NOEMI FATIMA A. TADIFA
Administrative Division Manager

B. Accounting Entry: JEV NO. 2024-02- 0019

Account Title	Account Code	SUBSIDIARY ACCOUNTS DEBIT	CREDIT
Electricity Expenses	5-02-04-020 00	15,246.16	
Cash in Bank - Local Currency, Current Account	1-01-02-020 02		14,288.42
Due to BIR	2-02-01-010 03		684.10
Due to BIR	2-02-01-010 02		273.64
To recognize Payment for Electricity consumption for the period covered December 16, 2023 to January 16, 2024.			
		15,246.16	15,246.16

C. Certified:		D. Approved for Payment	
☑ Cash available ☐ Subject to Authority to Debit Account (when applicable) ☑ Supporting documents complete and amount claimed proper			
Signature		Signature	
Printed Name	MARY JANE G. FLORENDO	Printed Name	ENGR. ERIC F. CARPINA
Position	Finance Officer-D	Position	OIC-General Manager
Date	Feb. 19, 2024	Date	

E. Receipt of Payment				JEV No.
Check No. :	87870291	Date : Feb. 19, 2024	Bank Name & Account Number:	2024-02- 0019
Signature :		Date :	Printed Name:	Date
Official Receipt No. & Date/Other Documents				

IX. REFERENCE

Joint Venture Agreement (March 21, 2016). Financing, Development, Rehabilitation, Upgrading, Expansion, Operation and Maintenance of Potable Water Supply and Septage Management Systems of Metro San Fernando Water District (La Union).

Republic of the Philippines
METRO SAN FERNANDO WATER DISTRICT (LA UNION)
Contract Monitoring Office (CMO)
3/F Admin. Bldg.,Quezon Avenue, City of San Fernando, La Union 2500
Telefax No. (072) 700-3554

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, *Eric F. Carpina*, Filipino, of legal age, OIC-*General Manager* of the *Metro San Fernando Water District (La Union)*, *Contract Monitoring Office (CMO)*, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The *Metro San Fernando Water District (La Union)*, *Contract Monitoring Office (CMO)* has established its service standards known as the Citizen's Charter that enumerates the following:
    a. Vision and mission of the agency;
    b. Government services offered;
        i. Comprehensive and uniform checklist of requirements for each type of application or request;
        ii. Step-by-step procedure to obtain a particular service;
        iii. Person responsible for each step;
        iii. Maximum time needed to conclude the process;
        iv. Document/s to be presented by the applicant or requesting party, if necessary;
        v. Amount of fees, if necessary; and
    c. Procedure for filing complaints.
2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this _____ *day* of _____, *2024* in the City of San Fernando, La Union, Philippines.

ERIC F. CARPINA
OIC-*General Manager*
Metro San Fernando Water District (La Union)

SUBSCRIBED AND SWORN to before me this APR 1 2 2024 _____ day of _____, *2024* in the *City of San Fernando, La Union*, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____.

NOTARY PUBLIC/ ADMINISTERING OFFICER

AURORA [illegible] SANGLAY
NOTARY PUBLIC
COMMISSION NO. 133-2023
UNTIL DECEMBER 31, 2025
PTR NO. 2411301 1/2/24
2/F MSFWD (LU) BLDG. QUEZON AVE.,
SAN FERNANDO CITY, LA UNION

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Annex "A"

Zero Backlog Program

Department/Agency	*Metro San Fernando Water District (La Union)*
Program Title/Name	*Metro San Fernando Water District (La Union) Citizen's Charter*
Program Objective	*To standardize and streamline MSFWD (La Union) services to its internal and external clients*
Target Output	*Simplified MSFWD (La Union) service process in accordance with RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018*
Date Implemented	*CY 2023*
Implementing office	• *Commercial Unit* • *Technical Unit* • *Finance Unit* • *Administrative Unit*

Program Description
MSFWD (La Union) External Services and Internal Services

Matrix of Services

Name of service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
EXTERNAL SERVICES				
Commercial Unit				
1. Complaints Handling Procedure (For Walk-in Clients)	Simple	45 Hours & 30 Minutes	None	Customer Service Assistant Distribution Division Manager OIC-General Manager
2. Complaints Handling Procedure (For Phone-In Complaints)	Simple	73 Hours & 50 Minutes	None	Customer Service Assistant Distribution Division Manager OIC-General Manager
Technical Unit				
1. Complaints Regarding PWIC Contractors Unsatisfactory/ Poor Workmanship	Highly Technical	3 Days	None	Customer Service Assistant Production Division Manager
Finance Unit				
1. Collection and Issuance of Official Receipts to Clients	Simple	5 Minutes	None	Cashier/CAA
2. Disbursement and Release of Checks	Simple	1 Day & 10 Minutes	None	Cashier/CAA
Administrative Unit				
1. Assistance to On-the-Job Training (OJT) Students	Simple	9 Days	None	HRO Designate
2. Issuance of Certificate of Appearance	Simple	20 Minutes	None	HRO Designate
3. Issuance of Certificate of	Simple	3 Days	None	HRO Designate

Employment/Service Record				
4. Receiving of Incoming Documents	Simple	4 Days & 1 Hour	None	PACDO Administrative Division Manager OIC- General Manager
INTERNAL SERVICES				
Finance Unit				
1. Release and Liquidation of Cash Advances	Simple	1 Day & 33 Minutes	None	ICO Budget Officer Finance Officer Administrative Division Manager Disbursing Officer OIC- General Manager
2. Petty Cash Fund Transactions	Simple	2 Days & 51 Minutes	None	Immediate Supervisor OIC- General Manager Administrative Division Manager Cashier Requestor
Administrative Unit				
1. Request for Reimbursements of Expenses	Simple	1 Day &1 Hour	None	Administrative Division Manager
2. Request for Archived Documents	Simple	1 Day & 1 Hour	None	Administrative Division Manager
3. Application for Leave	Simple	3 Days	None	HRO Designate Administrative Division Manager OIC- General Manager
4. Application for Monetization of Leave Credits	Simple	22 Days, 8 Hours & 3 Minutes	None	HRO Designate Administrative Division Manager OIC- General Manager Finance Officer

Implementation Results
Implementation Results shows that services provided to both internal and external clients after the standardization and streamlining of MSFWD (La Union) Processes shortened the processing time which resulted to zero (0) backlog.

ENGR. ERIC F. CARPINA
OIC-General Manager

SUBSCRIBED and SWORD before this APR 1 2 2024 day of _____, 2024 at the City of San Fernando, La Union, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____.

NOTARY PUBLIC

AURORA P. ERNGLAY
NOTARY PUBLIC
COMMISSION NO. 133-2023
UNTIL DECEMBER 31, 2025
PTR NO. 2411301 / 1/2/24
2/F MSFWD (LU) BLDG. QUEZON AVE.,
SAN FERNANDO CITY, LA UNION

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Annex "C"

Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, **ENGR. ERIC F. CARPINA**, Filipino, of legal age, **OIC-GENERAL MANAGER**, of the **METRO SAN FERNANDO WATER DISTRICT (La Union) (MSFWD La Union)** the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The **METRO SAN FERNANDO WATER DISTRICT (La Union) (MSFWD La Union)** adheres to the responsibility to render fast, efficient, convenient, reliable service.

2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the **MSFWD (La Union) Citizen's Charter**.

3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period **January 2024 to March 2024.**

IN WITNESS THEREOF, I have hereunto set my hand this _____ of _____, 2024 in City of San Fernando, La Uion, Philippines.

ENGR. ERIC F. CARPINA
OIC-General Manager
Metro San Fernando Water District (L.U.)

SUBSCRIBED and SWORD before this APR 1 2 2024 day of _____, 2024 at the City of San Fernando, La Union, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____.

NOTARY PUBLIC

AURORA A. SANGLAY
NOTARY PUBLIC
COMMISSION NO. 133-2023
UNTIL DECEMBER 31, 2025
PTR NO. 241101 1/2/24
2/F MSFWD (LU) BLDG. QUEZON AVE.,
SAN FERNANDO CITY, LA UNION

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Republic of the Philippines
METRO SAN FERNANDO WATER DISTRICT (LA UNION)
3/F Admin.Bldg., Quezon Avenue, City of San Fernando, La Union 2500
Telefax No. (072) 700-3554

EXCERPT FROM THE MINUTES OF THE 8TH REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE METRO SAN FERNANDO WATER DISTRICT (LA UNION) - CONTRACT MONITORING OFFICE (CMO) FOR CY 2023, DULY HELD ON July 13, 2023, @ 9:30 A.M. AT THE CMO CONFERENCE ROOM, 3F, MSFWD ADMINISTRATION BUILDING, QUEZON AVENUE, SEVILLA, CITY OF SAN FERNANDO, LA UNION.

BOARD RESOLUTION NO. 07-315
Series of 2023

RESOLUTION APPROVING THE COMPOSITION OF THE COMMITTEE ON ANTI-RED TAPE OF METRO SAN FERNANDO WATER DISTRICT (LA UNION)

WHEREAS, the Metro San Fernando Water District (La Union)-CMO through OIC-GM Eric F. Carpina presented to the Board the recommendation for the composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for approval;

WHEREAS, Management explained that in compliance with Republic Act (RA) 11032 or the "Ease of Doing Business and Efficient Service Delivery Act of 2018", and as required by the Anti-Red Tape Authority (ARTA), the creation of the Committee on Anti-Red Tape (CART) is necessary for submission to the ARTA Office, hence, the request for approval of the composition of the Committee;

WHEREAS, Management informed that the Committee shall be tasked to ensure that the agency will comply with the provisions of RA 11032, its Implementing Rules and Regulation (IRR), and with the subsequent issuances by ARTA and its creation is mandated under Section 1 of the law's IRR, which states that each agency shall designate a unit to streamline and re-engineer systems and procedures. The CART will also be responsible for periodically reviewing the agency's Citizen's Charter and ensuring that the agency strictly complies with the 3-7-20 prescribed processing time for transactions and the zero-contact policy;

WHEREAS, to carry out and implement the above functions, Management recommended the following personnel as members of the Committee on Anti-Red Tape (CART) of MSFWD (LU), to wit;

Chairperson: Engr. Eric F. Carpina
Vice Chairperson: Engr. Benjamin Q. Galvan, Jr.
Members (minimum of 5):
Noemi Fatima A. Tadifa
Engr. Arturo N. Rimando
Mary Jane G. Florendo
Lovie A. Jadormeo
Valdimir A. Vega
Secretariat: Beverly C. Turalba

WHEREAS, after due deliberation and upon finding the recommendation in order, the Board agreed to approve the recommended composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for a period of one (1) year effective upon approval;

NOW, THEREFORE, for and in consideration of the above premises, on motion duly moved and seconded ...

THE BOARD OF DIRECTORS OF METRO SAN FERNANDO WATER DISTRICT (LA UNION) IN A MEETING DULY HELD AND ASSEMBLED;

RESOLVED, as it is hereby RESOLVED, to approve the recommended composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for a period of one (1) year effective upon approval, copy of the recommendation is hereto attached as **Annex "A"**;

RESOLVED FURTHER, that the members of the Committee on Anti-Red Tape (CART) of MSFWD (LU) shall perform their functions herein stated as recommended;

RESOLVED FINALLY, to forward this resolution to OIC-GM Eric F. Carpina for his information and necessary action.

UNANIMOUSLY APPROVED.
City of San Fernando, La Union, July 13, 2023.

MAGDALENA R. JAPSON
Secretary

MYLA F. FERNANDEZ
Assistant Secretary

REYNALDO Q. NISCE
Treasurer

RUTH-JO A. DE GUZMAN
Vice Chairman

RONALD S. DY
Chairman