



# **POLOMOLOK WATER DISTRICT**

## **CITIZEN'S CHARTER** 2019 (Updated version)



## **I. Mandate**

Polomolok Water District, as a water utility, ensures the delivery of potable and reliable water supply 24/7 to its consumers, facilitates implementation of septage management and advocates for watershed management and rehabilitation.

## **II. Vision**

To be the most cost – efficient, customer focused and environment friendly water service provider in the country

## **III. Mission**

*We commit to*

Provide quality water 24/7 to our customers

Rehabilitate, develop and protect our watershed

Optimize our available resources

Adopt cost – efficient operation

Continuously improve and expand our services

Train and develop competent, committed and motivated employees

Institute programs on wastewater management

Vigorously pursue NRW reduction program

Ensure excellent service that exceeds customer satisfaction

## **IV. Service Pledge**

We commit to provide adequate and quality water 24/7 to our customers through:

- Effective and efficient resource management
- Compliance with Philippine National Standards for Drinking Water
- Improved customer satisfaction
- Promotion of water conservation and environmental advocacy
- Continual improvement in our water service delivery
- Transparency in our transactions
- Reduction in processing and response time
- Technological innovations in our system
- Engagement of competent personnel who adhere to the core values of the District
- Adoption and implementation of government policies, laws, rules and regulations



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## **Main Office**

### **Commercial Division External Services**



## New Service Connection Application

Office Application

<b>Office or Division:</b>	Commercial Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business
<b>Who may avail:</b>	All clients except government offices within the service areas of PolWD
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• Lot title</li> <li>• Deed of Absolute Sale/Conditional Deed of Sale</li> <li>• Deed of Donation</li> <li>• Extrajudicial Settlement</li> <li>• Lot Assessment</li> <li>• Tax Declaration of Real Property</li> <li>• Brgy. Certificate (For homestead lots)</li> <li>• Business Permit/ Lease Contract</li> <li>• Special Power of Attorney</li> <li>• Board Resolution</li> <li>• Notarized Affidavit of Undertaking/ Heirship</li> <li>• Notarized Contract of Usufruct</li> <li>• Any written authority issued by lawful owner</li> </ul> <p>2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> <li>• PHIC</li> <li>• HDMF</li> <li>• Person with Disability</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Copy of Applicant</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Municipal Assessor's Office</li> <li>• Municipal Assessor's Office</li> <li>• Barangay Hall of the applicant</li> <li>• Municipal Hall/ Private building owner</li> <li>• Local Lawyer</li> <li>• Board of Directors (for Companies)</li> <li>• From Polomolok Water District incumbent legal counsel</li> <li>• Local Lawyer</li> <li>• Lawful lot owner</li> <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> <li>• Philippine Health Insurance Corporation</li> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development Office</li> </ul>

<ul style="list-style-type: none"> <li>• Solo Parent</li> <li>• Pantawid Pamilyang Pilipino Program (4Ps)</li> </ul>		<ul style="list-style-type: none"> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:30 PM)	None	2 Hours	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
4. Proceed to Customer Service table 8 and/or 10 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
5. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	<i>Cashiering Assistant/Cashier</i> Cashiering Section
6. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
7. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Customer Service Assistant C</i> Customer Service Section/ <i>Water Maintenance Man A</i> Customer Service Section
8. Proceed to Customer Service table 8, 9, 10	Review and check availability of materials/	None	15 Minutes	<i>Customer Service Job Order</i> Customer Service



and/or Acctg. for review and validation of cost estimates	Countersign cost estimates			Section/ <i>Customer Service Assistant B</i> Customer Service Section / <i>Senior Accounting Processor A</i> Accounting Section/ <i>Financial Planning Specialist B</i> Accounting Section
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	<i>Cashiering Assistant/ Cashier</i> Cashiering Section
10. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
11. Fill-out Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 and/or 10	Prepare SCC / Check documents / submit to CD-DM for signature	None	15 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
12. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant B</i> Construction and Maintenance Section/ <i>Senior Water Maintenance Man B</i> Construction and Maintenance Section
13. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber</i> Construction and Maintenance Section
<b>TOTAL:</b>		₱100 + Variable	9 Working Days & 3.2 Hours	
End of transaction				



<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All government offices within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> <li>• PHIC</li> <li>• HDMF</li> <li>• Person with Disability</li>   <li>• Solo Parent</li>   <li>• Pantawid Pamilyang Pilipino Program (4Ps)</li> </ul>		<ul style="list-style-type: none"> <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> <li>• Philippine Health Insurance Corporation</li> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development</li> <li>• Municipal Social Welfare and Development</li> <li>• Municipal Social Welfare and Development</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:30 PM)	None	2 Hours	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer

				<b>Service Section</b>
4. Proceed to Customer Service table 8 and/or 10 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
5. Proceed to Tellers (Priority)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	<i>Cashiering Assistant/ Cashier (priority lane) Cashiering Section</i>
6. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	<i>Customer Service Assistant C Customer Service Section / Water Maintenance Man B Customer Service Section</i>
7. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Customer Service Assistant C Customer Service Section / Water Maintenance Man A Customer Service Section</i>
8. Proceed to Customer Service table 8, 9, 10 and/or Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	None	15 Minutes	<i>Customer Service Job Order Customer Service Section / Customer Service Assistant B Customer Service Section / Water Maintenance Man A Customer Service Section / Senior Accounting Processor A Accounting Section/ Accounting Processor A Accounting Section /Financial Planning Specialist B Accounting</i>



				<b>Section</b>
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	<i>Cashiering Assistant/ Cashier</i> Cashiering Section
10. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
11. Fill-out Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 an/or 10	Prepare SCC / Check documents / submit to CD-DM for signature	None	15 Minutes	<i>Customer Service Job Order</i> Customer Service Section/ <i>Customer Service Assistant B</i> Customer Service Section
12. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant B</i> Construction and Maintenance Section/ <i>Senior Water Maintenance Man B</i> Construction and Maintenance Section
13. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber</i> Construction and Maintenance Section
<b>TOTAL:</b>		₱100 + variable	9 Working Days & 3.2 hours	
End of transaction				



On-line Application thru Polomolok Water District Marketing facebook page

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All clients within the service areas of PolWD	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• Lot title</li> <li>• Deed of Absolute Sale/Conditional Deed of Sale</li> <li>• Deed of Donation</li> <li>• Extrajudicial Settlement</li> <li>• Lot Assessment</li> <li>• Tax Declaration of Real Property</li> <li>• Brgy. Certificate (For homestead lots)</li> <li>• Business Permit/ Lease Contract</li> <li>• Special Power of Attorney</li> <li>• Board Resolution</li> <li>• Notarized Affidavit of Undertaking/ Heirship</li> <li>• Notarized Contract of Usufruct</li> <li>• Any written authority issued by lawful owner</li> </ul> <p>2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> <li>• PHIC</li> <li>• HDMF</li> <li>• Person with Disability</li>   <li>• Solo Parent</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Copy of Applicant</li> <li>• Local Lawyer</li>   <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Municipal Assessor's Office</li> <li>• Municipal Assessor's Office</li> <li>• Barangay Hall of the applicant</li> <li>• Municipal Hall/ Private building owner</li> <li>• Local Lawyer</li> <li>• Board of Directors (for Companies)</li> <li>• From Polomolok Water District incumbent legal counsel</li> <li>• Local Lawyer</li> <li>• Lawful lot owner</li>   <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> <li>• Philippine Health Insurance Corporation</li> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> </ul>



• Pantawid Pamilyang Pilipino Program (4Ps)		• Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out online cost estimate form	Provide list of requirements	None	2 Minutes	Online
2. Forward filled-out online cost estimate form to estimator		None	5 Minutes	<i>Customer Service Job Order</i> <i>Customer Service Section/ Customer Service Assistant B</i> <i>Customer Service Section</i>
3. Wait for the successful estimate to be forwarded to the applicant	Prepare request for Site Inspection	None	1-2 Days	<i>Customer Service Assistant B</i> <i>Customer Service Section</i>
4. Forward the estimate to the applicant	Confirm potential customer via email or text for a successful estimate	None	5 Minutes	<i>Customer Service Assistant B</i> <i>Customer Service Section</i>
5. Fill-out the applicant's information sheet		None	5 Minutes	Online
6. Provide the requirements needed thru messenger or email		None	5 Minutes	<i>Customer Service Assistant B</i> <i>Customer Service Section</i>
7. Payment in the office and Signing of Contract (Priority Lane)		Variable	15 Minutes	<i>Tellers Cashiering Section/ Customer Service Assistant B</i> <i>Customer Service Section</i>
12. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant B</i> <i>Construction and Maintenance Section/ Senior Water Maintenance Man B</i> <i>Construction and Maintenance Section</i>
13. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber</i> <i>Construction and Maintenance Section</i>
<b>TOTAL:</b>		Variable	8 Working Days	





		& 37 Minutes	
End of transaction			

### Application for Change of Account Name

<b>Office or Division:</b>	Commercial Division (Customer Service Section)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business		
<b>Who may avail:</b>	All clients within the service areas of PolWD		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
	<p>1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• Lot title</li> <li>• Deed of Absolute Sale/Conditional Deed of Sale</li> <li>• Deed of Donation</li> <li>• Extrajudicial Settlement</li> <li>• Death Certificate</li> <li>• Marriage Contract</li> <li>• Lot Assessment</li> <li>• Tax Declaration of Real Property</li> <li>• Brgy. Certificate (For homestead lots)</li> <li>• Special Power of Attorney</li> <li>• Board Resolution</li> <li>• Notarized Affidavit of Undertaking\ Heirship</li> <li>• Notarized Contract of Usufruct</li> <li>• Any written authority issued by lawful owner</li> </ul> <p>2. Photocopy of Proof of Personal Identification and\or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Copy of Applicant</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Local Civil Registrar</li> <li>• Local Civil Registrar</li> <li>• Municipal Assessor's Office</li> <li>• Municipal Assessor's Office</li> <li>• Barangay Hall of the applicant</li> <li>• Municipal Hall/ Private building owner</li> <li>• Local Lawyer</li> <li>• Board of Directors (for Companies)</li> <li>• From Polomolok Water District incumbent legal counsel</li> <li>• Local Lawyer</li> <li>• Lawful lot owner</li> </ul> <ul style="list-style-type: none"> <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> </ul>	

<ul style="list-style-type: none"> <li>• PHIC</li> <li>• HDMF</li> <li>• Person with Disability</li> <li>• Solo Parent</li> <li>• Pantawid Pamilyang Pilipino Program (4Ps)</li> </ul>		<ul style="list-style-type: none"> <li>• Philippine Health Insurance Corporation</li> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10/ Inquire and get requirements	Provide list of requirements	None	3 Minutes	Customer Service Job Order/ Customer Service Assistant B Customer Service Section
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWITH 1:30-3:30 PM)	None	2 Hours	Customer Service Job Order/ Customer Service Assistant B Customer Service Section
4. Proceed to tellers (Priority) and pay Transfer Fee and Notarial Fee	Accept payment / Issue Official Receipt (OR)	Transfer Fee ₱100 / Notarial Fee ₱80.00	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
5. Proceed to Customer Service table 8 and/or 10 and present required documents & OR	Check completeness of requirements and provide Information Sheet	None	5 Minutes	Customer Service Job Order/ Customer Service Assistant B Customer Service Section
6. Fill-out Information Sheet/ Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 and/or 10	Prepare SCC / Check documents / Submit to CD-DM for signature	None	15 Minutes	Customer Service Job Order/ Customer Service Assistant B Customer Service Section
<b>TOTAL:</b>		₱180	2 Hours & 27 Minutes	
End of transaction				





### Application / Renewal of Senior Citizen Discount Privilege

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All senior citizen's client within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]				
<ul style="list-style-type: none"> <li>• Senior Citizen's ID</li> <li>• Personal appearance of the Senior Citizen</li> <li>• Picture with latest newspaper indicating the date issue</li> </ul>		<ul style="list-style-type: none"> <li>• Office of Senior Citizen's Affairs</li> <li>• Personal</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10 and present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	None	5 Minutes	Customer Service Job Order/ Customer Service Assistant C/ Customer Service Assistant B Customer Service Section
3. Sign Application Form	Check, approve and update Application Form	None	5 Minutes	Customer Service Job Order/ Customer Service Assistant C/ Customer Service Assistant B Customer Service Section
<b>TOTAL:</b>		None	11 Minutes	
End of transaction				





### Granting of Promissory Notes

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 6 and/or 7/ Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	None	10 Minutes	Customer Service Assistant C Customer Service Section
<b>TOTAL:</b>		None	11 Minutes	
End of transaction				

### Temporary Disconnection

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)

be flashed on screen				
2. Proceed to Customer Service table 6 and/or 7 and Request for Disconnection	Fill-up Disconnection Order Form	None	5 Minutes	Customer Service Assistant C Customer Service Section
3. Sign Disconnection Order Form	Approve Disconnection request	None	1Minute	Customer Service Assistant C Customer Service Section
4. Wait for Disconnection	Forward request to EOD CMS for disconnection	None	1-2 Days	Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section
<b>TOTAL:</b>		None	2 Days & 7 Minutes	
End of transaction				

## Handling of Complaints

### For Water Quality

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal appearance of the customers</li> </ul>		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PACD for inquiry	Refer to Production Section	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Production Section and express complaint	Validate and investigate complaint	None	15 Minutes	Plant Electrician B/ Quality Assurance Production Section
3. Wait for	Initiate	None	1 Day	Senior Water



appropriate action	appropriate action			<i>Utilities Management Officer Production Section/ Division Manager B Engineering and Operations Division</i>
<b>TOTAL:</b>		None	1 Day & 16 Minutes	
End of transaction				

***For No Water (Low Pressure) and Leakage before meter***

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal appearance of the customers</li> </ul>		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PACD for inquiry	Refer to Construction and Maintenance	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Construction and Maintenance Section and express complaint	Validate and investigate complaint	None	15 minutes	<i>Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section</i>
3. Wait for appropriate action	Initiate appropriate action	None	1 day	<i>Senior Water Utilities Management Officer Production Section/ Division Manager B Engineering and Operations Division</i>
<b>TOTAL:</b>		None	1 Day & 16	



		Minutes	
End of transaction			

**For Erroneous Billing & High Consumption (leakage after meter)**

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 and express complaint	Validate and investigate complaint	None	15 Minutes	Customer Service Assistant C Customer Service Section/ Field Investigator Job Order Customer Service Section / Administration Services Assistant C Customer Service Section
3. Wait for appropriate action	Initiate appropriate action	None	2-3 Days	Senior Customer Service Officer Customer Accounts Section/ Division Manager B Commercial Division
<b>TOTAL:</b>		None	3 Days	
End of transaction				

**For No Billing Notice**

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 and express complaint	Validate and investigate complaint	None	5 Minutes	Customer Service Assistant C Customer Service Section/ Field Investigator Job Order Customer Service Section / Administration Services Assistant C Customer Service Section
3. Wait for billing	Initiate appropriate action	None	5 Minutes	Customer Service Assistant C Customer Service Section
<b>TOTAL:</b>		None	11 Minutes	
End of transaction				

**Maintenance & Repair Works**

**Before the water meter 24/7**

<b>Office or Division:</b>	Commercial Division (Customer Service Section)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	All clients within the service areas of PoIWD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Personal appearance of the customers and/or text messages</li> </ul>		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report leak (text AGAS @09173190934, telephone call @5009400 or personally visit our office)	Receive report / request for maintenance	None	5 Minutes	Guard / Customer Service Job Order Customer Service Section/ Customer Service Assistant C Customer Service Section / Administration Service Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section / MIS Administrative Division
	Prepare Maintenance Order Form	None	2 Minutes	Guard / Customer Service Assistant C Customer Service Section / Administration Service Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section / MIS Administrative Division
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	None	1 Day	Administration Service Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section
<b>TOTAL:</b>		None	1 Day & 7 Minutes	
End of transaction				



**After the water meter**

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal appearance of the customers</li> </ul>		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Report leak by walk-in @ any of the following Guard house, Customer Service table 6 and/or 7 and EOD-Maintenance Section	Receive report / request for after meter repair	None	5 Minutes	<i>Guard/ Customer Service Assistant C Customer Service Section/ Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section</i>
	Prepare Job Request	None	2 Minutes	<i>Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section / Customer Service Assistant C Customer Service Section</i>
3. Wait for the accredited private plumber to check leak/s and estimate cost	Initiate appropriate action / assign maintenance work to	None	1 Day	<i>Administration Services Assistant B Construction and Maintenance Section / Senior Water</i>

	accredited private plumber			Maintenance Man B Construction and Maintenance Section / Customer Service Assistant C Customer Service Section
<b>TOTAL:</b>		None	1 Day & 8 Minutes	
End of transaction				

***Extension of In-house Installation/ Transfer of meter within the vicinity***

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal appearance of the customers</li> </ul>		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Report leak by walk-in @ any of the following Guard house, Customer Service table 6 and/or 7 and EOD-Maintenance Section	Receive report / request for after meter repair	None	5 Minutes	Guard / Customer Service Assistant C Customer Service Section / Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section
	Prepare Job Request	None	2 Minutes	Guard / Customer Service Job Order Customer Service Section/ Customer Service Assistant





				C Customer Service Section / Administration Services Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section
3. Wait for the accredited private plumber to check and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	None	3 Days	Administration Service Assistant B Construction and Maintenance Section / Senior Water Maintenance Man B Construction and Maintenance Section
4. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform service request	None	5 Minutes	Accredited Private Plumber Construction and Maintenance Section
<b>TOTAL:</b>		None	3 Days & 13 Minutes	
End of transaction				

### Water Meter Efficiency Test

<b>Office or Division:</b>	Commercial Division (Customer Service Section)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)



screen				
2. Proceed to Customer Service table 6 and/or 7 and request for meter test	Fill-up meter maintenance form and provide priority number	None	2 Minutes	Customer Service Assistant C Customer Service Section
3. Proceed to tellers and pay amount due	Accept payment / Issue Official Receipt (OR)	₱50	3 Minutes	Cashiering Assistant/ Cashier Cashiering Section
4. Wait for the schedule of meter test	Schedule request	None	5 Working Days	Customer Service Assistant C Customer Service Section
<b>TOTAL:</b>		₱50	5 Working Days & 6 Minutes	
End of transaction				

## Reconnection of Water Service

Polomolok Water District allows the reconnection of water service connection upon the customer's payment of the required amount.

Reconnection for Non Payment of Water Bill/ Voluntary with Account

***If disconnected at stand pipe (blind gasket)***

<b>Office or Division:</b>	Commercial Division – Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computed amount due 2. Official Receipt		Commercial Division – Table 6 and/or 7 Finance Division - Tellers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 6 and/or 7	- Verify account and compute amount due	None	5 Minutes	Customer Service Assistant C Customer



and request for reconnection	- Provide payment order form - Provide priority number			Service Section
3. Pay the required amount to teller	- Accept payment - Issue official receipt (OR)	Arrears + ₱160	3 Minutes	Cashiering Assistant C/Cashier Cashiering Section
4. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection	Issue Reconnection Order Form	None	3 Minutes	Customer Service Assistant C Customer Service Section
5. Wait for reconnection	Forward Reconnection Order to Commercial Division (CD) accredited plumbers	None	Within the day	Customer Service Assistant Job Order Customer Service Section Customer Service Assistant C Customer Service Section Customer Service Assistant B Customer Service Section
<b>TOTAL:</b>		Arrears + ₱160	1 Day	
End of transaction				

***If disconnected at service line***

<b>Office or Division:</b>	Commercial Division – Customer Service Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

1. Computed amount due 2. Official Receipt		Commercial Division – Table 6 & 7 Finance Division - Tellers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 6 and/or 7 and request for reconnection	- Verify account and compute amount due - Provide payment order form - Provide priority number	None	5 Minutes	Customer Service Assistant C Customer Service Section
3. Pay the required amount to teller	- Accept payment - Issue official receipt (OR)	Arrears + ₱280	3 Minutes	Cashiering Assistant C/Cashier Cashiering Section
4. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection order	Issue Reconnection Order Form	None	3 Minutes	Customer Service Assistant C Customer Service Section
5. Wait for reconnection	Forward Reconnection Order to Commercial Division (CD) accredited plumbers	None	1-2 Days	Customer Service Assistant Job Order Customer Service Section Customer Service Assistant C Customer Service Section Customer Service Assistant B Customer Service Section
<b>TOTAL:</b>		Arrears + ₱280	2 Days & 12 Minutes	
End of transaction				



***If disconnected at mainline***

<b>Office or Division:</b>	Commercial Division – Customer Service Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computed amount due 2. Official Receipt		Commercial Division – Table 6 & 7 Finance Division – Tellers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	<i>Public Assistance &amp; Complaints Desk (PACD)</i>
2. Proceed to Customer Service table 6 and/or 7 and request for reconnection	- Verify account and compute amount due - Provide payment order form - Provide priority number	None	5 Minutes	<i>Customer Service Assistant C Customer Service Section</i>
3. Pay the required amount to teller	- Accept payment - Issue official receipt (OR)	Arrears + Materials + ₱480	3 Minutes	<i>Cashiering Assistant C/Cashier Cashiering Section</i>
4. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection order	Issue Reconnection Order Form	None	3 Minutes	<i>Customer Service Assistant C Customer Service Section</i>
5. Wait for reconnection	Forward Reconnection Order to Commercial Division (CD) accredited plumbers	None	2-3 Days	<i>Customer Service Assistant Job Order Customer Service Section Customer Service Assistant C Customer</i>



				Service Section Customer Service Assistant B Customer Service Section
<b>TOTAL:</b>		Variable	3 Days & 12 Minutes	
End of transaction				

**Reconnection for Voluntary/ No Account  
First request within the year**

<b>Office or Division:</b>	Commercial Division – Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Personal appearance of the customers		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance & Complaints Desk (PACD)
2. Proceed to Customer Service table 6 and/or 7 and request for reconnection/ Sign Reconnection Order	Verify account	None	3 Minutes	Customer Service Assistant C Commercial Section
3. Wait for reconnection	Forward Reconnection Order to Engineering & Operation Division – Construction & Maintenance Section (EOD-CMS) for reconnection	None	1 Day	Administration Service Assistant B/ Senior Water Maintenance B EOD -CMS
<b>TOTAL:</b>		None	1 Day & 4 Minutes	

End of transaction

**Succeeding request within the year**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	<i>Public Assistance &amp; Complaints Desk (PACD)</i>
2. Proceed to Customer Service table 6 and/or 7 and request for reconnection	Verify account	None	3 Minutes	<i>Customer Service Assistant C Commercial Section</i>
3. Pay reconnection fee at the teller	-Accept payment -Issue Official Receipt (OR)	Blind gasket: ₱50  If disconnected at Service line: ₱280	3 Minutes	<i>Cashiering Assistant Cashiering Section</i>
4. Proceed to Customer Service table 6 and/or 7 and sign Reconnection Order		none	1 Minute	<i>Customer Service Assistant C Commercial Section</i>
5. Wait for reconnection	Forward Reconnection Order to Engineering & Operations Division – Construction & Maintenance Section (EOD-CMS) for reconnection	None	1-2 Days	<i>Senior Water Maintenance Man B EOD-CMS</i>
<b>TOTAL:</b>		Variable	2 Days & 8 Minutes	
End of Transaction				





## Location Transfer of Service Connection

The customer may opt to transfer the water service connection to another address within the service areas of Polomolok Water District with compliance to the needed requirements to process the transaction.

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business	
<b>Who may avail:</b>	All clients except government offices within the service areas of PolWD	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• Lot title</li> <li>• Deed of Absolute Sale/Conditional Deed of Sale</li> <li>• Deed of Donation</li> <li>• Extrajudicial Settlement</li> <li>• Lot Assessment</li> <li>• Tax Declaration of Real Property</li> <li>• Brgy. Certificate (For homestead lots)</li> <li>• Business Permit\ Lease Contract</li> <li>• Special Power of Attorney</li> <li>• Board Resolution</li> <li>• Notarized Affidavit of Undertaking\ Heirship</li> <li>• Notarized Contract of Usufruct</li> <li>• Any written authority issued by lawful owner</li> </ul> <p>2. Photocopy of Proof of Personal Identification and\or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> <li>• PHIC</li> </ul>	<ul style="list-style-type: none"> <li>• Personal Copy of Applicant</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Local Lawyer</li> <li>• Municipal Assessor's Office</li> <li>• Municipal Assessor's Office</li> <li>• Barangay Hall of the applicant</li> <li>• Municipal Hall/ Private building owner</li> <li>• Local Lawyer</li> <li>• Board of Directors (for Companies)</li> <li>• From Polomolok Water District incumbent legal counsel</li> <li>• Local Lawyer</li> <li>• Lawful lot owner</li> <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> <li>• Philippine Health Insurance Corporation</li> </ul>

<ul style="list-style-type: none"> <li>•HDMF</li> <li>•Person with Disability</li> <li>•Solo Parent</li> <li>•Pantawid Pamilyang Pilipino Program (4Ps)</li> </ul>		<ul style="list-style-type: none"> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:30 PM)	None	2 Hours	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
4. Proceed to Customer Service table 8 and/or 10 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
5. Proceed to Tellers (Priority)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/ Cashier <i>Cashiering Section (priority lane)</i>
6. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
7. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Customer Service Assistant C Customer Service Section/ Water Maintenance Man A Customer Service Section</i>



8. Proceed to Customer Service table 8,9 and/or 10 and Acctg. for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	None	15 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section / Water Maintenance Man A Construction and Maintenance Section/ Senior Accounting Processor A Accounting Section/Financial Planning Specialist B Accounting Section</i>
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	<i>Cashiering Assistant/ Cashiering Section</i>
10. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
11. Fill-out Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumbmark in judicial form at Customer Service table 8 and/or 10	Prepare SCC / Check documents / submit to CD-DM for signature	None	15 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
12. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section</i>
13. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber Construction and Maintenance Section</i>
<b>TOTAL:</b>		Variable	9 Working Days & 3.2 Hours	



End of transaction

<b>Office or Division:</b>	Commercial Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All government offices clients within the service areas of PoIWD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] <ul style="list-style-type: none"> <li>• PRC</li> <li>• Driver's License</li> <li>• UMID</li> <li>• Passport</li> <li>• Voter's ID/ Certificate</li> <li>• Postal ID</li> <li>• TIN</li> <li>• Senior Citizen's ID</li> <li>• PHIC</li> <li>• HDMF</li> <li>• Person with Disability</li>   <li>• Solo Parent</li>   <li>• Pantawid Pamilyang Pilipino Program (4Ps)</li> </ul>		<ul style="list-style-type: none"> <li>• Professional Regulations Commission</li> <li>• Land Transportation Office</li> <li>• GSIS/SSS</li> <li>• Department of Foreign Affairs</li> <li>• Commission on Election</li> <li>• Philippine Postal Corporation</li> <li>• Bureau of Internal Revenue</li> <li>• Office of Senior Citizen's Affairs</li> <li>• Philippine Health Insurance Corporation</li> <li>• Home Development Mutual Fund</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> <li>• Municipal Social Welfare and Development Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service table 8 and/or 10 / Inquire and get requirements	Provide list of requirements	None	10 Minutes	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
3. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:30 PM)	None	2 Hours	<i>Customer Service Job Order Customer Service Section/ Customer Service Assistant B</i>

				Customer Service Section
4. Proceed to Customer Service table 8 and/or 10 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section
5. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	PHP100	3 Minutes	Cashiering Assistant/ Cashier Cashiering Section (priority lane)
6. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section
7. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	Customer Service Assistant C Customer Service Section/ Water Maintenance Man A Customer Service Section
8. Proceed to Customer Service table 8 and/or 10 and Accounting Section for review and validation of cost estimates	Review and check availability of materials/ Countersign cost estimates	None	15 Minutes	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section / Water Maintenance Man A Construction and Maintenance Section/ Senior Accounting Processor A Accounting Section/ Financial Planning Specialist B Accounting Section
9. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	Cashiering Assistant/ Cashiering Section
10. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	Customer Service Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section
11. Fill-up	Prepare SCC /	None	15 Minutes	Customer Service



Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumbmark in judicial form at Customer Service table 8 and/or 10	Check documents / submit to CD-DM for signature			<i>Job Order Customer Service Section/ Customer Service Assistant B Customer Service Section</i>
12. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant B Construction and Maintenance Section/ Senior Water Maintenance Man B Construction and Maintenance Section</i>
13. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber Construction and Maintenance Section</i>
<b>TOTAL:</b>		Variable	9 Working Days & 3.2 Hours	
End of transaction				





**Finance Division  
Cashiering Section  
External Services**



## Payment of Water Bills

With this service, Polomolok Water District makes it easy for its customers to pay their water bills.

### **WITHOUT ARREARS**

#### **With billing notice**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Notice (Water Bill)		PolWD –meter readers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Present and pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/ Cashier Cashiering Section
<b>TOTAL:</b>		Variable	4 Minutes	
End of transaction				

### **WITHOUT ARREARS**

#### **NO Billing Notice**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of service connection		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for	Provide queue number	None	1 Minute	Public Assistance and Complaints



your number to be flashed on screen				Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 and ask for billing amount	Provide account name/ number & billing amount/priority number for payment	None	2 Minutes	Customer Service Assistant C Customer Service Section
3. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	6 Minutes	
End of transaction				

**Payment beyond 4pm (for disconnected and payment on due date only)**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of service connection		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service (Table 6 and/or 7) and request for payment & reconnection	Provide payment order form	None	5 Minutes	Customer Service Assistant C Customer Service Section
b Pay to Teller (Available Teller)	Receive payment, provide temporary receipt and request for reconnection	Variable	5 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	10 Minutes	
End of transaction				





**WITH ARREARS**  
**With billing notice**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoWWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Notice (water bill)		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 for account verification	Verify account	None	5 Minutes	Customer Service Assistant C Customer Service Section
3. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	9 Minutes	
End of transaction				

**WITH ARREARS**  
**NO Billing Notice**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoWWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of service connection		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Get priority number and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 for billing amount	Provide account name/ number & billing amount/priority number for payment	None	3 Minutes	Customer Service Assistant C Customer Service Section
c. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	7 Minutes	
End of transaction				

**WITH OR WITHOUT ARREARS**

**Senior Citizen's, Differently-abled person, Pregnant Women**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of service connection		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flashed on screen	Provide queue number	None	1 Minute	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 for billing amount		None	2 Minutes	
3. Present and pay bill to Teller (Priority Lane)	Accept payment / issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section





<b>TOTAL:</b>	Variable	6 Minutes	
End of transaction			

**Payment of Water Bills  
Through Landbank Online (Link.Biz-Portal)**

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PoIWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Notice (Water Bill) 2. Landbank ATM/Bancnet 3. G-Cash		PoIWD –meter readers Landbank Globe		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enroll to <a href="#">Landbank iAccess</a> or <a href="#">Bancnet Online</a>		None	3 Minutes	Customers
2. Go to <a href="http://www.Landbank.com/Link.Biz-Portal">www.Landbank.com/Link.Biz-Portal</a>		None	2 Minutes	Customers
3. Select <a href="#">Polomolok Water District</a>		None	1 Minute	Customers
4. Select Transaction Type		None	1 Minute	Customers
5. Fill-out <a href="#">Transaction Details</a> and review provided information		None	1 Minute	Customers
6. Select <a href="#">Landbank ATM/Bancnet/G-Cash</a> as payment methods		None	1 Minute	Customers
7. View/Print <a href="#">Payment Confirmation</a>		None	1 Minute	Customers
	1. View <a href="#">Landbank Link.BizPortal</a> 2. Print payment 3. Issue OR 4. Post at Customer Ledger			
<b>TOTAL:</b>		None	10 Minutes	
End of transaction				



## Disbursement of Funds

<b>Office or Division:</b>	Finance Division – Cashiering Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Summary of Canvass</li> <li>2. Approved Purchase Request</li> <li>3. Approved Job Order</li> <li>4. Purchase Order</li> <li>5. Disbursement Voucher</li> </ol>			Procurement Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Comply all necessary documents	Fill-up all documents required by the purchaser	None	Variable	<i>Procurement Assistant</i> AProcurement Section/ <i>Administrative Services Assistant A</i> Procurement Section/ <i>Quality Control Inspector</i> Procurement Section
2. Wait for preparation of disbursement voucher (DV)	Prepare disbursement voucher	None	Priority – 1 Day Non-priority -2 Days	<i>Procurement Assistant</i> AAccounting Section/ <i>Quality Control Inspector</i> Procurement Section/ <i>Administrative Services Assistant A</i> Procurement Section / <i>Accounting Processor B</i> Accounting Section/ <i>Financial Planning Specialist B</i> Accounting Section
3. Wait for preparation of check	Prepare check	None	1 Day	<i>Cashier B/ Senior Cashier</i> Cashiering Section
4. Wait for the schedule release of Checks	Log all checks for disbursement	None	local supplier w/in socksargen - every Wednesday/ out of town checks (outside	<i>Cashier B/ Senior Cashier</i> Cashiering Section



			socksargen) - everyday/  remittance through bank - every Friday/  internal customer - everyday	
<b>TOTAL:</b>		None	5 Days	
End of transaction				



**Administrative & General Services Division  
Human Resource Services  
External Services**





## Issuance of Certification of Employment

<b>Office or Division:</b>	Administrative Division – HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Separated Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request from Separated Employees			Requester	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request or email letter request address to HR <a href="mailto:mytingcpl@yahoo.com">mytingcpl@yahoo.com</a>	Accept request	None	1 Day	<i>Sr. Industrial Relation Development Officer</i> Human Resource Section
2. Wait for the certification	Prepare request	None	1 Day	<i>Sr. Industrial Relation Development Officer</i> Human Resource Section
<b>TOTAL:</b>		None	2 Days	
End of transaction				



## Issuance of Employment Service Records: For Separated Employees

<b>Office or Division:</b>	Administrative Division – HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Separated Employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request from Separated Employees			Requester	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request or email letter request address to HR <a href="mailto:mytingcpl@yahoo.com">mytingcpl@yahoo.com</a>	Accept request	None	1 Day	<i>Sr. Industrial Relation Development Officer</i> Human Resource Section
2. Wait for the certification	Prepare request	None	1 Day	<i>Sr. Industrial Relation Development Officer</i> Human Resource Section
<b>TOTAL:</b>		None	2 Days	
End of transaction				



## **Human Resource Section Internal Services**



## Receive Job Application

<b>Office or Division:</b>	Administrative Division – HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Any Interested Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application letter</li> <li>2. Personal Data Sheet</li> <li>3. Transcript of Record</li> <li>4. Photocopy of Eligibility</li> <li>5. Performance Rating (if applicable)</li> </ol>		CSC website (www.csc.gov.ph) Colleges/ Universities attended Civil Service Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Applicant submits letter of Intent/ Job Application	<ol style="list-style-type: none"> <li>1. Receives Job Application</li> <li>2. Check documents</li> <li>3. Conduct short interview of the Applicant</li> <li>4. Encodes Applicant Name to pull of applicant's data (excel from)</li> <li>5. Routes to DM and GM for remarks/ action to be taken</li> <li>6. GM forwards to HR for file</li> </ol>	None	1 Day	<i>HR Personnel</i> Human Resource Section  <i>Department Manager</i> and <i>General Manager</i>
<b>TOTAL:</b>		None	1 Day	
End of transaction				
B. Applicant submits letter of Intent thru email	<ol style="list-style-type: none"> <li>1. OGM personnel forwards application letter to HR</li> <li>2. Informs HR of the application received</li> </ol>	None	1 Day	<i>Administration</i> <i>Services Assistant</i> Office of the General Manager



	3. Send acknowledgement to the applicant 4. HR prints/ receives application letter of applicant 5. Encode applicant name to applicant's data (excel form)			<i>Sr. Industrial Relations Management Officer B</i> Human Resource Section  <i>HR Personnel</i> Human Resource Section
<b>TOTAL:</b>		None	1 Day	
End of transaction				



## Issuance of Certification of Employment and Service Record

<b>Office or Division:</b>	Administrative Division – HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Active employee/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request of Certificate of Employment 2. Request of Service Record		HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request of Certificate of Employment and Service Record	1. Visits to HR office for the request or call thru phone 2. Interviews to the requestor	None	1 Day	<i>Requestor/ Employee</i>  <i>HR Personnel</i> Human Resource Section
2. Wait for the Certification	1. Drafts certification request 2. Check Certification 3. Submits to Division Manager/ General Manger for signature 4. Logs/ record out-going document 5. Calls requestor to pick-up certification request 6. Release Certification	None	1 Day	<i>HR Personnel</i> Human Resource Section
<b>TOTAL:</b>		None	2 Days	
End of transaction				





<b>TOTAL:</b>		None	1 Day	
End of transaction				
B. Wait Issuance of Authority to Travel (Training Attendance)	<ol style="list-style-type: none"> <li>1. Receives Invitation of Training with Notation</li> <li>2. Prepares Notice of Training</li> <li>3. Prepares Training Confirmation</li> <li>4. Prepares Travel Order &amp; Itinerary of Travel with Training Report and Training Effectiveness Evaluations forms</li> <li>5. Routes TO &amp; IT to concern Head</li> <li>6. Submits approved TO/IT to Finance Division for Voucher &amp; Cheque preparation</li> <li>7. Gives 1 copy of approved TO/IT to the concerned employee</li> </ol>	None	1 Day	<p><i>Office of the General Manager</i></p> <p><i>HR Personnel Human Resource Section</i></p>
<b>TOTAL:</b>		None	1 Day	
End of transaction				

### Issuance of Authority to Travel (Foreign Travel)

<b>Office or Division:</b>	Administrative Division – HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Concern employee/s with scheduled Foreign Travel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Written request</li> <li>• Approved Leave Application</li> </ul>		Requester HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Authority to Travel  2. Wait for the Authority to Travel	1. Receives written request from concern employee including date of travel 2. Checks if the employee has approved leave 3. Prepares Authority to Travel Abroad (ATA) 4. Routes ATA form for signature 5. Releases approved ATA to the employee 6. Log out going document ATA	None	1 Day	<i>HR Personnel</i> Human Resource Section
<b>TOTAL:</b>		None	1 Day	
End of transaction				





## **Procurement Section Internal Services**

## Request for Payment to PoIWD Suppliers

<b>Office or Division:</b>	Administrative Division – Procurement Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Accounting Section - Vouchering			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request 2. Purchase Order 3. Inspection and Acceptance Report 4. Sales Invoice 5. Delivery Receipt		PoIWD Copy  Suppliers Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
7. Comply all necessary documents	Consolidate all necessary documents	None	1 Day	<i>Procurement Assistant A Procurement Section/Administrative Services Assistant A Procurement Section/Quality Control Inspector Procurement Section</i>
8. Forward complete docs to vouchering	Received, Validate and Request for Payment	None	1 Day	<i>Accounting Processor B Accounting Section/ Senior Corporate Account Analyst Accounting Section</i>
<b>TOTAL:</b>		None	2 Days	
End of transaction				



## **Storeroom Section Internal Services**



## Requisition and Issuance of Storeroom Items

<b>Office or Division:</b>	Administrative Division – General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All employee/s of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Installed Procurement, Inventory &amp; Budgeting (PIB) System at employees desktop</li> <li>With PIB account</li> </ul>			MIS	
			MIS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open PIB System	Log in username & password	None	1 Minute	<i>End-user/ Employee</i>
2. Create Requisition and Issuance Slip (RIS)	Input items needed	None	3 Minutes	<i>End-user/Employee</i>
3. Wait for Approval	Approved by the officer	None	1 Minute	<i>Section Head/ Officer</i>
4. Proceed to storeroom to get the item requested	Issue RIS and prepare the item requested	None	3 Minutes	<i>Storekeeper C Storeroom Section</i>
5. Receive item and sign the RIS	Check the item released through RIS	None	1 Minute	<i>Storekeeper C Storeroom Section</i>
<b>TOTAL:</b>		None	9 Minutes	
End of transaction				

## Acknowledgement Receipt of Equipment

<b>Office or Division:</b>	Administrative Division – General Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Accountable employee/s of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Installed Procurement, Inventory &amp; Budgeting (PIB) System at employees desktop</li> <li>With PIB account</li> <li>Signature</li> </ul>		MIS		
		MIS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receive delivered items	None	1 Day	<i>Materials Procurement Officer B</i> Procurement Section
	Record delivered items (check for quantity if the same on the DR)			<i>Storekeeper</i> Storeroom Section
1. Verify if the quality of the item is good	Call the end-user who requested the item			<i>End-user</i>
	Open PIB System & Create Inspection and Acceptance Report (IAR)			<i>Storekeeper</i> Storeroom Section
2. Inspection & acceptance	Signed			<i>Section Head &amp; Supervisor</i>
	Create Acceptance Receipt of Equipment (ARE) & Input Property Number			<i>Storekeeper</i> Storeroom Section
3. Receive by end-user	Signed			<i>End-user</i>
	Print ARE & file record per Division			<i>Storekeeper C</i> Storeroom Section
<b>TOTAL:</b>		None	1 Day	
End of transaction				



**Engineering and Operations Division  
Production Section  
External Services**





## Bacteriological Test

<b>Office or Division:</b>	Engineering and Operations Division – Production Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of Polomolok Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request</li> </ul>		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Production Section Office and submit Letter of Request for sampling	Receive communication and file	None	5 Minutes	<i>Water Quality Assurance Inspector/ Production Clerk Production Section</i>
	Record name and contact details of the client, including the purpose of requested analysis			
2. Wait for schedule of sampling and schedule of releasing of results	Set schedule of sampling to the soonest available schedule	None	5 Minutes	<i>Water Quality Assurance Inspector/ Production Clerk Production Section</i>
	Bacteriological Test: Scheduled 1 <sup>st</sup> and 3 <sup>rd</sup> Mondays of the Month.			
	Inform the client of the date when the results will be available. Bacteriological Test – Two (2) weeks after sampling date	None	5 Minutes	<i>Water Quality Assurance Inspector Production Section</i>
	Conduct water sampling as scheduled and submission to the laboratory	None	1 Day	

3. Client requesting results	Check the availability of the result based on when the sampling is conducted.	Bacteriological Test: Php 150.00 per sample	5 Minutes	Water Quality Assurance Inspector Production Section
	Bacteriological Test – after two (2) weeks from sampling	Note: Rates depend on the prevailing rates of the external laboratory		
	If sample is not yet available due to unforeseen reasons, inform the client that they will be contacted when the results are back from the laboratory.	None	5 Minutes	
4. Client to sign logbook as acknowledgment of received result	Give a copy of the result requested by client	None	3 Minutes	Water Quality Assurance Inspector/ Production Clerk Production Section
<b>TOTAL:</b>		None	1 Day & 28 Minutes	
End of transaction				



## Physical-Chemical Analyses

<b>Office or Division:</b>	Engineering and Operations Division – Production Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of Polomolok Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request</li> </ul>		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Production Section Office and submit Letter of Request for sampling	Receive communication and file	None	5 Minutes	<i>Water Quality Assurance Inspector/ Production Clerk Production Section</i>
	Record name and contact details of the client, including the purpose of requested analysis			
2. Wait for schedule of sampling and schedule of releasing of results	Set schedule of sampling to the soonest available schedule	None	5 Minutes	<i>Water Quality Assurance Inspector/ Production Clerk Production Section</i>
	Physical-Chemical Analysis – One (1) month after sampling date			
	Inform the client of the date when the results will be available. Physical-Chemical Analysis – One (1) month after sampling date	None	5 Minutes	<i>Water Quality Assurance Inspector Production Section</i>
Conduct water sampling for Physical-chemical analysis, as	None	1 Day		



	scheduled and submission to the laboratory			
3. Client requesting results	Check the availability of the result based on when the sampling is conducted.  Physical-chemical Analysis – after one (1) month from sampling	Physical-Chemical Test: Php 175.00 – Php 975.00 per sample  Note: Rates depend on the prevailing rates of the external laboratory	5 Minutes	Water Quality Assurance Inspector Production Section
	If sample is not yet available due to unforeseen reasons, inform the client that they will be contacted when the results are back from the laboratory.	None	5 Minutes	
4. Client to sign logbook as acknowledgment of received result	Give a copy of the result requested by client	None	3 Minutes	Water Quality Assurance Inspector/ Production Clerk Production Section
<b>TOTAL:</b>		None	1 Day & 28 Minutes	
End of transaction				



## **Maintenance Section Internal Services**



## Transmission line and Distribution Line Repair

<b>Office or Division:</b>	Engineering and Operations Division – Maintenance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	AGAS Patrol, Commercial Division, Guard House			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Maintenance Request</li> </ul>		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Maintenance Section Office and submit Maintenance Request	Receive maintenance order requests	None	5 Minutes	Customer Service Personnel In-charge (PIC) & CMS Maintenance Complain PIC (Frontline Service Personnel)
	Record details of the request			
2. Wait for the accomplished maintenance request	Assign maintenance order	None	5 Minutes	Maintenance PIC Maintenance Section
	Initiate appropriate action and assign maintenance work to field personnel			
	Conduct leak repair	None	1 Day	Water Maintenance Man Maintenance Section
	Submission of accomplished maintenance order	None	1 Day	Water Maintenance Man Maintenance Section
	Encode accomplished maintenance order	None	3 Minutes	ERP Encoder Maintenance Section
<b>TOTAL:</b>		None	2 Days & 13 Minutes	
End of transaction				





## Service Connection before the meter Repair

<b>Office or Division:</b>	Engineering and Operations Division – Maintenance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	AGAS Patrol, Commercial Division, Guard House			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Maintenance Request</li> </ul>		Requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Maintenance Section Office and submit Maintenance Request	Receive maintenance order requests	None	5 Minutes	Customer Service Personnel In-charge (PIC) & CMS Maintenance Complain PIC (Frontline Service Personnel)
	Record details of the request			
2. Wait for the accomplished maintenance request	Assign maintenance order	None	5 Minutes	Maintenance PIC Maintenance Section
	Initiate appropriate action and assign maintenance work to field personnel			
	Determine leak location	None	1 Hour	Water Maintenance Man Maintenance Section
	Conduct leak repair	None	1 Day	Water Maintenance Man Maintenance Section
	Submission of accomplished maintenance order	None	1 Day	Water Maintenance Man Maintenance Section
	Encode accomplished	None	3 Minutes	ERP Encoder Maintenance Section



	maintenance order			
<b>TOTAL:</b>		None	2 Days 1 Hour & 13 Minutes	
End of transaction				



**Sub-Collection Office  
Cannery Brgy. Hall  
External Services**





## 1. Payment of Water Bills

Polomolok Water District makes payment accessible to customers thru its two (2) sub-collection offices.

### A. WITHOUT ARREARS

<b>Office or Division:</b>	Finance Division (Cashiering Section)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All clients within the service areas of PolWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Citizen's Charter		ARTA A task force of the agency availing the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present and pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	3 Minutes	
End of transaction				
<b>B. WITH ARREARS</b>				
1. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	3 Minutes	
End of transaction				
<b>C. SENIOR CITIZENS, DIFFERENTLY-ABLED PERSON, PREGNANT WOMEN (WITH OR WITHOUT ARREARS)</b>				
1. Present and pay bill to Priority Lane	Accept payment / issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
<b>TOTAL:</b>		Variable	3 Minutes	
End of transaction				

## VI. Feedback And Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box beside PACD            Email: <a href="mailto:pol_wd@yahoo.com.ph">pol_wd@yahoo.com.ph</a></p>
How feedback is processed	<p>Every end of the working day, the employee in charge at the PACD will submit to the Public Relations Officer (PRO) the feedback &amp; complaints filled-up form gathered from the drop box for compilation.</p> <p>Feedback requiring answers are forwarded to the Division concerned and they are required to answer within five (5) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the consumers concerned.</p> <p>For inquiries and follow-ups, clients may contact telephone no. <u>500-9400</u></p>
How to file a complaint	<p>Directly communicate with our PACD for inquiries.</p> <p>Accomplished our complaint forms available at the PACD</p> <p>Submit your complaints to our PACD</p> <p>Complaints can also be filled thru telephone number <u>500-9400</u></p> <p>Make sure to provide the following information:            -Name of person being complained            -Incident            -Evidence</p> <p>For inquiries and follow-ups, consumers may contact telephone number <u>500-9400</u></p> <p>For maintenance concern – text or call <u>0915-933-6104</u>            For customer service concern – text or call <u>0917-724-3382</u></p>
How complaints are processed	<p>The PACD opens the complaints drop box on a daily basis and forward the same to the concerned Division for investigation and give appropriate action.</p> <p>The Division concerned will give the feedback to the consumer.</p> <p>For inquiries and follow-ups, consumers may contact telephone number <u>500-9400</u></p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            : 1-ARTA (2782)            PCC : 8888            CCB : 0908-881-6565 (SMS)</p>



### VII. List Of Offices

Office	Address	Contact Information
Main Office	National Highway, Dulay Subd., Polomolok, South Cotabato	(083) 500-8008
Sub-Collection Office	Barangay Hall Brgy. Cannery, Polomolok, South Cotabato	(083) 826-2064

For Strict Compliance:

  
**ENGR. SOLITO T. TORCUATOR, MPA**  
General Manager B