



Polomolok Water District
National Highway, Polomolok, South Cotabato

CITIZEN'S CHARTER
2021 (2nd Edition)





FOR

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 and resilient operation

Continuously improve and expand our services

Train and develop competent, committed and motivated employees in a gender-sensitive work environment

Institute programs on wastewater management

Vigorously pursue NRW reduction program

Ensure excellent service that exceeds customer satisfaction





IV. Service Pledge

In our commitment to provide quality service, we, the PoWLD officers and employees pledge to:

Work efficiently to provide you with frontline services for your convenience:

Main Office: 7:00am – 5:00pm, Monday to Friday

Sub-collection Office, Brgy. Cannery: 9:00am – 4:00pm, Monday to Friday

Collecting Partners:

Caha de Oro Pawnshop	8:00am – 3:00pm	Monday to Friday
Dole Community Multi-Purpose Coop.	8:00am – 3:00pm	Monday to Friday
Dolefil Shine Consumers Coop.	8:00am – 3:00pm	Monday to Friday
Landan People’s Multi-Purpose Coop.	8:00am – 3:00pm	Monday to Friday
Polomolok Multi-Purpose Coop.	8:00am – 3:00pm	Monday to Friday
VIP Payment Center	8:00am – 3:00pm	Monday to Friday
EC Pay	online	24/7
LBP Linkbiz Portal	online	24/7

Maintenance Services:

Engineering & Operations Division (Const. & Maint.)	0917-942-5459
AGAS Patrol	0999-998-2953

Billing and Collection	500-9400
------------------------	----------

Ensure your health and safety as we comply with standards.

Continue to innovate our services.

Assure you of our 24/7 delivery of water services.

Respond to your queries and complaints with immediacy, courtesy and transparency and give fair treatment to those with special needs.

Empower your engagement in our conservation efforts and information drive thru various media.

WE CARE because **YOU** deserve only the **BEST**





V. List of Services

Main Office	
External Services	
Commercial Division	
New Service Connection Application (Office application)	7
New Service Connection Application (Online application)	12
Application for Change of Account Name	14
Application/Renewal of Senior Citizen Discount Privilege	16
Granting of Promissory Notes (once every quarter only)	17
Temporary Disconnection	17
Handling of Complaints	
For water quality	18
For no water (low pressure)	19
For leakage before the meter	21
For erroneous billing	23
For high consumption (leakage after the meter)	24
For no billing notice	25
Maintenance & Repair Works	
Before the water meter 24/7	26
After the water meter	27
Extension of In-house Installation	28
Water Meter Efficiency Test	29
Reconnection of Water Service at Stand pipe (blind gasket)	30
Reconnection of Water Service at Service line	31
Reconnection of Water Service at Mainline	32
Reconnection for voluntary/ no account	
First request within the year	33
Succeeding request within the year	34
Location Transfer of Service Connection	35
Finance Division	
Cashiering Section	
External Services	
Payment of Water Bills (Office)	
Without arrears (with billing notice)	42
Without arrears (without billing notice)	43
With arrears (with billing notice)	44
With arrears (without billing notice)	45
Payment beyond 4pm (for disconnected & on due date only)	46
With arrears (with billing notice) senior citizen's, differently-abled & pregnant woman	47





With arrears (without billing notice) senior citizen's, differently-abled & pregnant woman	48
Without arrears (with billing notice) senior citizen's, differently-abled & pregnant woman	49
Without arrears (without billing notice) senior citizen's, differently-abled & pregnant woman	50
Payment of Water Bills (Collecting Partners)	51
Payment of Water Bills (thru Landbank online Link.BizPortal)	52
Disbursement of Funds	53
Administrative & General Services Division	
Human Resource Section	
External Services	
Issuance of Certification of Employment	56
Issuance o Employment Service Records: For Separated Employees	57
Internal Services	
Receive Job Application	59
Issuance of Certification of Employment and Service Record	61
Issuance of Authority to Travel (Local)	62
Issuance of Authority to Travel (Foreign)	64
Procurement Section	
Internal Services	
Request for Payment to PolWD Suppliers	66
Storeroom Section	
Internal Services	
Requisition and Issuance of Storeroom Items	68
Acknowledgement Receipt of Equipment	69
Engineering and Operations Division	
Production Section	
External Services	
Bacteriological Test	71
Internal Services	
Maintenance Section	
Transmission & Distribution Line repair	74
Service Connection before the meter repair	76
Sub-collection Office	
Gaisano Grand Polomolok Mall	
Cannery Barangay Hall	
External Services	
Payment of Water Bills	78
VI. Feedback and Complaints	79
VII. List of Offices	80





Main Office

Commercial Division External Services





New Service Connection Application

Office Application

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client G2B – Government to Business
Who may avail:	All clients except government offices within the service areas of PoIWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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"> • Lot title • Deed of Absolute Sale/Conditional Deed of Sale • Deed of Donation • Extrajudicial Settlement • Lot Assessment • Tax Declaration of Real Property • Brgy. Certificate (For homestead lots) • Business Permit/ Lease Contract • Special Power of Attorney • Board Resolution • Notarized Affidavit of Undertaking/ Heirship • Notarized Contract of Usufruct • Any written authority issued by lawful owner <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"> • PRC • Driver's License • UMID • Passport • Voter's ID/ Certificate • Postal ID • TIN • Senior Citizen's ID • PHIC • HDMF • Person with Disability • Solo Parent 	<ul style="list-style-type: none"> • Personal Copy of Applicant • Local Lawyer • Local Lawyer • Local Lawyer • Municipal Assessor's Office • Municipal Assessor's Office • Barangay Hall of the applicant • Municipal Hall/ Private building owner • Local Lawyer • Board of Directors (for Companies) • From Polomolok Water District incumbent legal counsel • Local Lawyer • Lawful lot owner • Professional Regulations Commission • Land Transportation Office • GSIS/SSS • Department of Foreign Affairs • Commission on Election • Philippine Postal Corporation • Bureau of Internal Revenue • Office of Senior Citizen's Affairs • Philippine Health Insurance Corporation • Home Development Mutual Fund • Municipal Social Welfare and Development Office





<ul style="list-style-type: none"> • Pantawid Pamilyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office 		
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 then proceed to Customer Service table 8 and/or 10 / for the requirements	Provide queue number Provide list of requirements	None	8 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 minutes	<i>Customer Service Assistant</i> Customer Service Section
3. 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 Assistant</i> Customer Service Section
4. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	<i>Cashiering Assistant/Cashier</i> Cashiering Section
5. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Provide schedule for site inspection	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section
6. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Customer Service Assistant</i> Customer Service Section / <i>Water Maintenance Man</i> Customer Service Section
7. 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 Assistant</i> Customer Service Section / <i>Accounting Processor</i> Accounting Section
8. 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





9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Assistant Customer Service Section</i>
10. 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 Assistant Customer Service Section / Division Manager Commercial Division</i>
11. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant Construction and Maintenance Section</i>
12. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber Construction and Maintenance Section</i>
TOTAL:		₱100 + Variable	9 Working Days & 2.7 Hours	
End of transaction				





Office or Division:	Commercial Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government offices within the service areas of PoWD			
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"> • PRC • Driver's License • UMID • Passport • Voter's ID/ Certificate • Postal ID • TIN • Senior Citizen's ID • PHIC • HDMF • Person with Disability • Solo Parent • Pantawid Pamilyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> • Professional Regulations Commission • Land Transportation Office • GSIS/SSS • Department of Foreign Affairs • Commission on Election • Philippine Postal Corporation • Bureau of Internal Revenue • Office of Senior Citizen's Affairs • Philippine Health Insurance Corporation • Home Development Mutual Fund • Municipal Social Welfare and Development • Municipal Social Welfare and Development • Municipal Social Welfare and Development 		
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 then proceed to Customer Service table 8 and/or 10 / for the requirements	Provide queue number Provide list of requirements	None	8 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 minutes	<i>Customer Service Assistant</i> Customer Service Section
3. 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 Assistant</i> Customer Service Section





4. Proceed to Tellers (Priority)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/ Cashier (priority lane) Cashiering Section
5. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Provide schedule for site inspection	None	5 Minutes	Customer Service Assistant Customer Service Section / Water Maintenance Man Customer Service Section
6. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	Customer Service Assistant Customer Service Section / Water Maintenance Man Customer Service Section
7. 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	Customer Service Assistant Customer Service Section / Accounting Processor Accounting Section
8. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	Cashiering Assistant/ Cashier Cashiering Section
9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	Customer Service Assistant Customer Service Section
10. 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	Customer Service Assistant Customer Service Section/ Division Manager Commercial Division





11. Wait while application is in process	Process application	None	2-3 Working Days	Administration Service Assistant Construction and Maintenance Section
12. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	Accredited Private Plumber Construction and Maintenance Section
TOTAL:		₱100 + variable	9 Working Days & 2.7 hours	
End of transaction				

On-line Application thru Polomolok Water District Marketing facebook page

Office or Division:	Commercial Division		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government		
Who may avail:	All clients within the service areas of PoWDD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] <ul style="list-style-type: none"> • Lot title • Deed of Absolute Sale/Conditional Deed of Sale • Deed of Donation • Extrajudicial Settlement • Lot Assessment • Tax Declaration of Real Property • Brgy. Certificate (For homestead lots) • Business Permit/ Lease Contract • Special Power of Attorney • Board Resolution • Notarized Affidavit of Undertaking/ Heirship • Notarized Contract of Usufruct • Any written authority issued by lawful owner 		<ul style="list-style-type: none"> • Personal Copy of Applicant • Local Lawyer • Local Lawyer • Local Lawyer • Municipal Assessor's Office • Municipal Assessor's Office • Barangay Hall of the applicant • Municipal Hall/ Private building owner • Local Lawyer • Board of Directors (for Companies) • From Polomolok Water District incumbent legal counsel • Local Lawyer • Lawful lot owner 	



<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"> • PRC • Driver's License • UMID • Passport • Voter's ID/ Certificate • Postal ID • TIN • Senior Citizen's ID • PHIC • HDMF • Person with Disability • Solo Parent • Pantawid Pamilyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> • Professional Regulations Commission • Land Transportation Office • GSIS/SSS • Department of Foreign Affairs • Commission on Election • Philippine Postal Corporation • Bureau of Internal Revenue • Office of Senior Citizen's Affairs • Philippine Health Insurance Corporation • Home Development Mutual Fund • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office • 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 Assistant</i> Customer Service Section
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</i> Customer Service Section
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</i> Customer Service Section
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</i> Customer Service Section
7. Payment in the office and Signing of Contract (Priority Lane)		Variable	15 Minutes	<i>Cashiering Assistant</i> Cashiering Section/ <i>Customer</i>



				<i>Service Assistant Customer Service Section</i>
8. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant Construction and Maintenance Section</i>
9. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber Construction and Maintenance Section</i>
TOTAL:		Variable	8 Working Days & 37 Minutes	
End of transaction				

Application for Change of Account Name

Office or Division:	Commercial Division (Customer Service Section)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business	
Who may avail:	All clients within the service areas of PolWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<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"> • Lot title • Deed of Absolute Sale/Conditional Deed of Sale • Deed of Donation • Extrajudicial Settlement • Death Certificate • Marriage Contract • Lot Assessment • Tax Declaration of Real Property • Brgy. Certificate (For homestead lots) • Special Power of Attorney • Board Resolution • Notarized Affidavit of Undertaking\ Heirship • Notarized Contract of Usufruct 		<ul style="list-style-type: none"> • Personal Copy of Applicant • Local Lawyer • Local Lawyer • Local Lawyer • Local Civil Registrar • Local Civil Registrar • Municipal Assessor's Office • Municipal Assessor's Office • Barangay Hall of the applicant • Municipal Hall/ Private building owner • Local Lawyer • Board of Directors (for Companies) • From Polomolok Water District incumbent legal counsel • Local Lawyer • Lawful lot owner



<ul style="list-style-type: none"> Any written authority issued by lawful owner <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"> PRC Driver's License UMID Passport Voter's ID/ Certificate Postal ID TIN Senior Citizen's ID PHIC HDMF Person with Disability Solo Parent Pantawid Pamilyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> Professional Regulations Commission Land Transportation Office GSIS/SSS Department of Foreign Affairs Commission on Election Philippine Postal Corporation Bureau of Internal Revenue Office of Senior Citizen's Affairs Philippine Health Insurance Corporation Home Development Mutual Fund Municipal Social Welfare and Development Office Municipal Social Welfare and Development Office Municipal Social Welfare and Development Office 		
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 then proceed to Customer Service table 8 and/or 10 / for the requirements	Provide queue number Provide list of requirements	None	8 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTH 1:30-3:00 PM)	None	1 Hour & 30 minutes	<i>Customer Service Assistant</i> Customer Service Section
3. 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	<i>Cashiering Assistant/Cashier</i> Cashiering Section
4. 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	<i>Customer Service Assistant</i> Customer Service Section
5. Fill-out Information Sheet/ Sign Service	Prepare SCC / Check documents /	None	15 Minutes	<i>Customer Service Assistant</i> Customer Service Section/



Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 and/or 10	Submit to CD-DM for signature			<i>Division Manager</i> Commercial Division
TOTAL:		₱180	2 Hours & 1 Minute	
End of transaction				

Application / Renewal of Senior Citizen Discount Privilege

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All senior citizen's client within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]				
<ul style="list-style-type: none"> • Senior Citizen's ID • Personal appearance of the Senior Citizen • Picture with latest newspaper indicating the date issue 		<ul style="list-style-type: none"> • Office of Senior Citizen's Affairs • Personal 		
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 then proceed to Customer Service table 8 and/or 10 / and present Sr. Citizen ID	Provide queue number Provide / Fill-out Sr. Citizen Application Form	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Sign Application Form	Check, approve and update Application Form	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		None	10 Minutes	
End of transaction				





Granting of Promissory Notes

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 8 and/or 10 / for the Promissory Note (PN)	Provide queue number Approval or disapproval of PN request	None	10 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
TOTAL:		None	10 Minutes	
End of transaction				

Temporary Disconnection

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and Request for Disconnection	Provide queue number Fill-out Disconnection Order Form	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section



2. Sign Disconnection Order Form	Approve Disconnection request	None	1 Minute	<i>Customer Service Assistant Customer Service Section</i>
3. Wait for Disconnection	Forward request to EOD CMS for disconnection	None	5 Minutes	<i>Customer Service Assistant Customer Service Section</i>
	Conduct Disconnection	None	1-2 Days	<i>Water Maintenance Man Construction and Maintenance Section</i>
TOTAL:		None	1-2 Days & 11 Minutes	
End of transaction				

Handling of Complaints

For Water Quality

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receive Complaint	None	15 Minutes	<i>Quality Assurance Production Section</i>
3. Wait for appropriate action	Initiate appropriate action	None	1 Day	<i>Quality Assurance Production Section</i>
TOTAL:		None	1 Day & 16 Minutes	
End of transaction				



For No Water (Low Pressure)

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Personal appearance of the customers		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receive complaint	None	15 minutes	<i>Personnel In-Charge</i> Construction and Maintenance Section
3. Wait for appropriate action	Initiate appropriate action	None	1 day	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		None	1 Day & 16 Minutes	
End of transaction				





For No Water (Low Pressure)

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receive complaint	None	15 minutes	<i>Personnel In-Charge</i> Construction and Maintenance Section
3. Wait for appropriate action	Initiate appropriate action	None	1-5 days	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		None	5 Days & 16 Minutes	
End of transaction				





For Leakage before the meter

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receive complaint	None	15 minutes	<i>Personnel In-Charge</i> Construction and Maintenance Section
3. Wait for appropriate action	Initiate appropriate action	None	1 day	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		None	1 Day & 16 Minutes	
End of transaction				





For Leakage before the meter

Office or Division:		Commercial Division (Customer Service Section)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		All clients within the service areas of PoIWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receive complaint	None	15 minutes	<i>Personnel In-Charge</i> Construction and Maintenance Section
3. Wait for appropriate action	Initiate appropriate action	None	1-5 days	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		None	1-5 Days & 16 Minutes	
End of transaction				





For Erroneous Billing

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and express complaint	Provide queue number Receive complaint	None	15 Minute	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2.Wait for appropriate action	Initiate appropriate action	None	1-2 Days	<i>Field Investigator</i> Customer Service Section/ <i>Senior Customer Service Officer</i> Customer Accounts Section
TOTAL:		None	2 Days & 15 Minutes	
End of transaction				





For High Consumption (leakage after the meter)

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and express complaint	Provide queue number Receive complaint	None	15 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Wait for appropriate action	Initiate appropriate action	None	2-3 Days	<i>Field Investigator</i> Customer Service Section/ <i>Senior Customer Service Officer</i> Customer Accounts Section
TOTAL:		None	2-3 Days & 15 Minutes	
End of transaction				





For No Billing Notice

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and express complaint	Provide queue number Receive complaint	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2.Wait for billing	Initiate appropriate action	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		None	10 Minutes	
End of transaction				





Maintenance & Repair Works

Before the water meter 24/7

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers and/or text messages 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report leak (text AGAS @09173190934, call guard on duty @09179425459 or personally visit our office	Receive report / request for maintenance	None	5 Minutes	<i>Guard/ Customer Service Assistant Customer Service Section</i>
	Prepare Maintenance Order Form	None	2 Minutes	<i>Customer Service Assistant Customer Service Section / Administration Service Assistant Construction and Maintenance Section</i>
2. Wait for the maintenance crew to repair leak/s	Initiate appropriate action and assign maintenance work to field personnel.	None	1 Day	<i>Administration Service Assistant Construction and Maintenance Section/ Water Maintenance Man Construction and Maintenance Section</i>
TOTAL:		None	1 Day & 7 Minutes	
End of transaction				





After the water meter

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoWWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and report leak	Provide queue number Receive report	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
	Prepare Job Request	None	2 Minutes	<i>Customer Service Assistant</i> Customer Service Section
2. Wait for the accredited private plumber to check leak/s and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	None	1 Day	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		None	1 Day & 7 Minutes	
End of transaction				





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

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and report leak	Provide queue number Receive request	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
	Prepare Job/ Service Request	None	2 Minutes	<i>Customer Service Assistant</i> Customer Service Section
2. Wait for the accredited private plumber to check leak/s and estimate cost	Initiate appropriate action / assign maintenance work to accredited private plumber	None	2 Days	<i>Customer Service Assistant</i> Customer Service Section
3. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform Job/ Service request	None	1-2 Days	<i>Accredited Private Plumber</i> Construction and Maintenance Section
TOTAL:		None	3-4 Days & 7 Minutes	
End of transaction				





Water Meter Efficiency Test

Office or Division:	Commercial Division (Customer Service Section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and request for meter test	Provide queue number Fill-out meter maintenance form and provide priority number	None	3 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Proceed to tellers and pay amount due	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	<i>Cashiering Assistant/ Cashier</i> Cashiering Section
3. Wait for the schedule of meter test	Schedule request	None	5 Working Days	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		₱100	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)

Office or Division:	Commercial Division – Customer Service Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computed amount due 2. Official Receipt		Commercial Division – Table 6 and/or 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 then proceed to Customer Service table 6 and/or 7 and request for reconnection	Provide queue number Verify account, compute amount due, provide payment order form and provide priority number	None	5 Minutes	<i>Public Assistance & Complaints Desk (PACD)</i> <i>Customer Service Assistant</i> Customer Service Section
2. Pay the required amount to teller	Accept payment/ Issue official receipt (OR)	Arrears + ₱160	3 Minutes	<i>Cashiering Assistant /Cashier</i> Cashiering Section
3. Present Official Receipt to Customer Service table 6 and/or 7 and sign reconnection	Issue Reconnection Order Form	None	3 Minutes	<i>Customer Service Assistant</i> Customer Service Section
4. Wait for reconnection	Forward Reconnection Order to Commercial	None	Within the day	<i>Customer Service Assistant</i> Customer Service Section



	Division (CD) accredited plumbers			
TOTAL:		Arrears + ₱160	1 Day	
End of transaction				

If disconnected at service line

Office or Division:	Commercial Division – Customer Service Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 then proceed to Customer Service table 6 and/or 7 and request for reconnection	Provide queue number Verify account, compute amount due, provide payment order form and provide priority number	None	5 Minutes	<i>Public Assistance & Complaints Desk (PACD)</i> <i>Customer Service Assistant</i> Customer Service Section
2. Pay the required amount to teller	Accept payment/ Issue official receipt (OR)	Arrears + ₱280	3 Minutes	<i>Cashiering Assistant Cashier</i> Cashiering Section
3. 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</i> Customer Service Section



4. Wait for reconnection	Forward Reconnection Order to Commercial Division (CD) accredited plumbers	None	1-2 Days	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		Arrears + ₱280	2 Days & 11 Minutes	
End of transaction				

If disconnected at mainline

Office or Division:	Commercial Division – Customer Service Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 then proceed to Customer Service table 6 and/or 7 and request for reconnection	Provide queue number Verify account, compute amount due, provide payment order form and provide priority number	None	5 Minutes	<i>Public Assistance & Complaints Desk (PACD)</i> <i>Customer Service Assistant</i> Customer Service Section
2. Pay the required amount to teller	Accept payment/ Issue official receipt (OR)	Arrears + Materials + ₱480	3 Minutes	<i>Cashiering Assistant /Cashier</i> Cashiering Section
3. Present Official Receipt to Customer Service table 6 and/or 7	Issue Reconnection Order Form	None	3 Minutes	<i>Customer Service Assistant</i> Customer Service Section



and sign reconnection order				
4. Wait for reconnection	Forward Reconnection Order to Commercial Division (CD) accredited plumbers	None	2-3 Days	<i>Customer Service Assistant</i> Customer Service Section
TOTAL:		Variable	3 Days & 11 Minutes	
End of transaction				

Reconnection for Voluntary/ No Account
First request within the year

Office or Division:	Commercial Division – Customer Service Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance of the customers 		N/A		
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 then proceed to Customer Service table 6 and/or 7 and request for reconnection	Provide queue number Verify account	None	4 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Wait for reconnection	Forward request to Engineering & Operation Division – Construction &	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section





	Maintenance Section (EOD-CMS) for reconnection			
	Conduct reconnection		Within 1 Day	<i>Construction and Maintenance Section Water Maintenance Man</i>
TOTAL:		None	1 Day	
End of transaction				

Succeeding request within the year

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 then proceed to Customer Service table 6 and/or 7 and request for reconnection	Provide queue number Verify account	None	4 Minutes	<i>Public Assistance & Complaints Desk (PACD)</i> <i>Customer Service Assistant</i> Customer Service Section
2. 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</i> Cashiering Section
3. Proceed to Customer Service table 6 and/or 7 and sign Reconnection Order		none	1 Minute	<i>Customer Service Assistant</i> Customer Service Section
4. Wait for reconnection	Forward request to Engineering & Operations Division – Construction & Maintenance Section (EOD-	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section





	CMS) for reconnection			
	Conduct reconnection		1-2 Days	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		Variable	2 Days	
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.

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client G2B – Government to Business
Who may avail:	All clients except government offices within the service areas of PoIWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] <ul style="list-style-type: none"> • Lot title • Deed of Absolute Sale/Conditional Deed of Sale • Deed of Donation • Extrajudicial Settlement • Lot Assessment • Tax Declaration of Real Property • Brgy. Certificate (For homestead lots) • Business Permit\ Lease Contract • Special Power of Attorney • Board Resolution • Notarized Affidavit of Undertaking\ Heirship • Notarized Contract of Usufruct • Any written authority issued by lawful owner 	<ul style="list-style-type: none"> • Personal Copy of Applicant • Local Lawyer • Local Lawyer • Local Lawyer • Municipal Assessor’s Office • Municipal Assessor’s Office • Barangay Hall of the applicant • Municipal Hall/ Private building owner • Local Lawyer • Board of Directors (for Companies) • From Polomolok Water District incumbent legal counsel • Local Lawyer • Lawful lot owner
2. Photocopy of Proof of Personal Identification and\or of authority [Any one (1) of the following:]	



<ul style="list-style-type: none"> • PRC • Driver's License • UMID • Passport • Voter's ID/ Certificate • Postal ID • TIN • Senior Citizen's ID • PHIC • HDMF • Person with Disability • Solo Parent • Pantawid Familyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> • Professional Regulations Commission • Land Transportation Office • GSIS/SSS • Department of Foreign Affairs • Commission on Election • Philippine Postal Corporation • Bureau of Internal Revenue • Office of Senior Citizen's Affairs • Philippine Health Insurance Corporation • Home Development Mutual Fund • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office 		
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 then proceed to Customer Service table 8 and/or 10 and inquire and get requirements	Provide queue number Provide list of requirements	None	10 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 minutes	<i>Customer Service Assistant</i> Customer Service Section
3. 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 Assistant</i> Customer Service Section
4. Proceed to Tellers (Priority)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/ Cashier <i>Cashiering Section</i> (priority lane)
5. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section



6. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Water Maintenance Man</i> Customer Service Section
7. 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 Assistant</i> Customer Service Section/ <i>Accounting Processor</i> Accounting Section
8. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	<i>Cashiering Assistant</i> Cashiering Section
9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Assistant</i> Customer Service Section
10. 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 Assistant</i> Customer Service Section
11. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant</i> Construction and Maintenance Section/ <i>Water Maintenance Man</i> Construction and Maintenance Section
12. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber</i> Construction and Maintenance Section
TOTAL:		₱100 + variable	9 Working Days & 2.7 Hours	
End of transaction				





Office or Division:	Commercial Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government offices clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:]</p> <ul style="list-style-type: none"> • PRC • Driver's License • UMID • Passport • Voter's ID/ Certificate • Postal ID • TIN • Senior Citizen's ID • PHIC • HDMF • Person with Disability • Solo Parent • Pantawid Pamilyang Pilipino Program (4Ps) 		<ul style="list-style-type: none"> • Professional Regulations Commission • Land Transportation Office • GSIS/SSS • Department of Foreign Affairs • Commission on Election • Philippine Postal Corporation • Bureau of Internal Revenue • Office of Senior Citizen's Affairs • Philippine Health Insurance Corporation • Home Development Mutual Fund • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office • Municipal Social Welfare and Development Office 		
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 then proceed to Customer Service table 8 and/or 10 and inquire and get requirements	Provide queue number Provide list of requirements	None	10 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant</i> Customer Service Section
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 Minutes	<i>Customer Service Assistant</i> Customer Service Section
3. 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 Assistant</i> Customer Service Section



4. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	PHP 100	3 Minutes	Cashiering Assistant/ Cashier <i>Cashiering Section</i> (priority lane)
5. Present Inspection Request & OR to Customer Service table 8,9 and/or 10	Schedule for site inspection	None	5 Minutes	<i>Customer Service Assistant</i> Customer Service Section
6. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Customer Service Assistant</i> Customer Service Section/ <i>Water Maintenance Man</i> Customer Service Section
7. 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	<i>Customer Service Assistant</i> Customer Service Section / <i>Accounting Processor</i> Accounting Section
8. Pay amount in the cost estimates at the tellers	Accept payment / Issue Official Receipt (OR)	Variable	10 Minutes	<i>Cashiering Assistant</i> / Cashiering Section
9. Submit all requirements including Official Receipt (OR) at Customer Service table 8 and/or 10	Check documents submitted	None	10 Minutes	<i>Customer Service Assistant</i> Customer Service Section
10. Fill-up 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 Assistant</i> Customer Service Section
11. Wait while application is in process	Process application	None	2-3 Working Days	<i>Administration Service Assistant</i> Construction and Maintenance Section/ <i>Water Maintenance Man</i> Construction and Maintenance Section



12. Wait for schedule of installation	Installation of new service connection	None	2-3 Working Days	<i>Accredited Private Plumber Construction and Maintenance Section</i>
TOTAL:		Variable	9 Working Days & 2.7 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

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Notice (Water Bill)		PoWD –meter readers		
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. Present and pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	<i>Cashiering Assistant/ Cashier</i> Cashiering Section
TOTAL:		Variable	4 Minutes	
End of transaction				





WITHOUT ARREARS
Without Billing Notice

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





WITH ARREARS
With Billing Notice

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





WITH ARREARS
Without Billing Notice

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





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

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





WITH ARREARS
With Billing Notice
Senior Citizen's, Differently-abled person, Pregnant Women

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of service connection		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flashed on screen and proceed to Customer Service Table 6 and/or 7 for billing amount	Provide queue number Verify account	None	5 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant Customer Service Section</i>
2. Present and pay bill to Teller (Priority Lane)	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	<i>Cashiering Assistant/Cashier Cashiering Section</i>
TOTAL:		Variable	8 Minutes	
End of transaction				





WITH ARREARS
Without Billing Notice
Senior Citizen's, Differently-abled person, Pregnant Women

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of service connection		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number for Sr. Citizen, differently-abled person and pregnant women and wait for your number to be flashed on screen and proceed to Customer Service Table 6 and/or 7 for billing amount	Provide queue number Verify account	None	5 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service Assistant Customer Service Section</i>
2. Present and pay bill to Teller (Priority Lane)	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	<i>Cashiering Assistant/Cashier Cashiering Section</i>
TOTAL:		Variable	8 Minutes	
End of transaction				





WITHOUT ARREARS
With Billing Notice
Senior Citizen's, Differently-abled person, Pregnant Women

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoIWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of service connection		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Present and pay bill to Teller (Priority Lane)	Accept payment / issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
TOTAL:		Variable	4 Minutes	
End of transaction				





WITHOUT ARREARS
No Billing Notice
Senior Citizen's, Differently-abled person, Pregnant Women

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





Payment of Water Bills (Collecting Partners)

PMCO, Caha de Oro, VIP, Landan Multi-Purpose Coop, Dolefil Shine's Coop, DECOMPC, EC Pay

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Notice (water bill)		Meter Readers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice and pay water bill	Consolidate Collection Report Daily and Issue Official Receipt	Php 8.00 –PMCO, VIP, Caha de Oro Php 10.00 Landan Multi-purpose Coop, Dolefil Shine's Coop	5 Minutes	<i>Person In-Charge Bayad Center</i>
TOTAL:		Variable	5 Minutes	
End of transaction				





Payment of Water Bills

Through Landbank Online (Link.Biz-Portal)

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





Disbursement of Funds

Office or Division:	Finance Division – Cashiering Section			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Summary of Canvass Approved Purchase Request Approved Job Order Purchase Order Disbursement Voucher 		Procurement Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply all necessary documents	Fill-out all documents required by the purchaser	None	Variable	<i>Procurement Assistant</i> Procurement Section/ <i>Administrative Services Assistant</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> Procurement Section/ <i>Administrative Services Assistant</i> Procurement Section / <i>Accounting Processor</i> Accounting Section / <i>Financial Planning Specialist</i> Accounting Section
3. Wait for approved disbursement of check	Prepare check	None	1 Day	<i>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 socksargen) - everyday/ remittance through bank - every Friday/	<i>Cashier</i> Cashiering Section





			internal customer - everyday	
		TOTAL:	None	5 Days
End of transaction				





Administrative & General Services Division

Human Resource Services

External Services





Issuance of Certification of Employment

Office or Division:	Administrative Division – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Separated Employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from Separated Employees		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request or email letter request address to HR mytingcpl@yahoo.com	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
TOTAL:		None	2 Days	
End of transaction				





Issuance of Employment Service Records: For Separated Employees

Office or Division:	Administrative Division – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Separated Employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from Separated Employees		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request or email letter request address to HR mytingcpl@yahoo.com	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
TOTAL:		None	2 Days	
End of transaction				





Human Resource Section Internal Services





Receive Job Application

Office or Division:	Administrative Division – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application letter 2. Personal Data Sheet 3. Transcript of Record 4. Photocopy of Eligibility 5. Performance Rating (if applicable) 		CSC website (www.csc.gov.ph) Colleges/ Universities attended Civil Service Commission		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applicant submits letter of Intent/ Job Application	<ol style="list-style-type: none"> 1. Receives Job Application 2. Check documents 3. Conduct short interview of the Applicant 4. Encodes Applicant Name to pull of applicant's data (excel from) 5. Routes to DM and GM for remarks/ action to be taken 6. GM forwards to HR for file 7. Encode applicant name to applicant's data (excel form) 	None	1 Day	<i>HR Personnel</i> Human Resource Section <i>Department Manager and General Manager</i>
TOTAL:		None	1 Day	
End of transaction				
B. Applicant submits letter of Intent thru email	<ol style="list-style-type: none"> 1. OGM personnel forwards application letter to HR 2. Informs HR of the application received 	None	1 Day	<i>Administration Services Assistant</i> Office of the General Manager



	<ol style="list-style-type: none"> 3. Send acknowledgement to the applicant 4. HR prints/ receives application letter of applicant 5. Routes to GM and DM for remarks/ action to be taken 6. GM forwards to HR 7. Encode applicant name to applicant's data (excel form) 			<p><i>Sr. Industrial Relations Management Officer</i> Human Resource Section</p> <p><i>HR Personnel</i> Human Resource Section</p>
TOTAL:		None	1 Day	
End of transaction				





Issuance of Certification of Employment and Service Record

Office or Division:	Administrative Division – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Active employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Certificate of Employment 2. Request of Service Record		HR Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of Certificate of Employment and Service Record	1. Interview the requestor	None	1 hour	<i>Requestor/ Employee</i> <i>HR Personnel</i> Human Resource Section
2. Wait for the Certification	1. Draft certification request 2. Check Certification 3. Submit to Division Manager/ General Manager for signature 4. Log/ record out-going document 5. Call requestor to pick-up certification request 6. Release Certification	None	30 minutes	<i>HR Personnel</i> Human Resource Section
TOTAL:		None	1 hour and 30 minutes	
End of transaction				





Travel (Training Attendance)	Training with Notation 2. Prepares Notice of Training 3. Prepares Training Confirmation 4. Prepares Travel Order & Itinerary of Travel with Training Report and Training Effectiveness Evaluations forms 5. Routes TO & IT to concern Head 6. Submits approved TO/IT to Finance Division for Voucher & Cheque preparation 7. Gives 1 copy of approved TO/IT to the concerned employee			<i>HR Personnel</i> Human Resource Section
TOTAL:		None	1 Day	
End of transaction				

Issuance of Authority to Travel (Foreign Travel)





Office or Division:	Administrative Division – HR Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Concern employee/s with scheduled Foreign Travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Written request • Approved Leave Application 		Requester HR Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	1 Day	
End of transaction				





Procurement Section Internal Services





Request for Payment to PoIWD Suppliers

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





Storeroom Section Internal Services



Requisition and Issuance of Storeroom Items

Office or Division:	Administrative Division – General Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All employee/s of PoWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop With PIB account 		MIS		
		MIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open PIB System & Create Requisition and Issuance Slip (RIS)	Log in username & password Input items needed	None	3 Minutes	<i>End-user/Employee</i>
2. Wait for Approval	Approved by the officer	None	1 Minute	<i>Section Head/ Officer</i>
3. Proceed to storeroom to get the item requested	Issue RIS and prepare the item requested	None	3 Minutes	<i>Storekeeper Storeroom Section</i>
4. Receive item and sign the RIS	Check the item released through RIS	None	1 Minute	<i>Storekeeper Storeroom Section</i>
TOTAL:		None	8 Minutes	
End of transaction				



Acknowledgement Receipt of Equipment

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





Engineering and Operations Division Production Section External Services





Bacteriological Test

Office or Division:	Engineering and Operations Division – Production Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of Polomolok Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request 		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Production Section Office and submit Letter of Request to OGM for sampling	Receive communication and file	None	5 Minutes	Quality Assurance Inspector/ Production Clerk Production Section
	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	Quality Assurance Inspector/ Production Clerk Production Section
	Bacteriological Test: Scheduled 1 st and 3 rd 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	Quality Assurance Inspector Production Section
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	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	Quality Assurance Inspector/ Production Clerk Production Section
TOTAL:		None	1 Day & 28 Minutes	
End of transaction				





Maintenance Section Internal Services





Transmission line and Distribution Line Repair

Office or Division:	Engineering and Operations Division – Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the service areas of PoWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Personal appearance of the customers		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD for inquiry regarding repair then to Construction and Maintenance Section for request of maintenance/repair	Refer to Construction and Maintenance Receive complaint	None	5 minutes	Public Assistance & Complaints Desk (PACD) <i>Personnel In-Charge</i> Construction and Maintenance Section
2.Wait for appropriate action	Initiate appropriate action	None	6 hours	<i>Water Maintenance Man</i> Construction and Maintenance Section
TOTAL:		None	6 hours & 5 minutes	
End of transaction				





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



Service Connection before the meter Repair

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

A. WITHOUT ARREARS

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





VI. Feedback And Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box beside PACD</p> <p>Email: pol_wd@yahoo.com.ph</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 & 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 mobile no. <u>0910-196-1330</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 mobile number <u>0910-196-1330</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 mobile number <u>0910-196-1330</u></p> <p>For maintenance concern – text or call <u>0915-933-6104</u> For customer service concern – text or call <u>0910-196-1330</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 mobile number <u>0910-196-1330</u></p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)</p>






VIII. 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. ANDRESITO J. DEGILLA
General Manager B

