

Polomolok Water District

National Highway, Polomolok, South Cotabato

CITIZEN'S CHARTER 2021 (2nd Edition)



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. <u>Vision</u>

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 gendersensitive work environment
Institute programs on wastewater management
Vigorously pursue NRW reduction program
Ensure excellent service that exceeds customer satisfaction



IV. Service Pledge

Polomolok Water District National Highway, Polomolok, South Cotabato

> In our commitment to provide quality service, we, the PolWD 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



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Main Office

Commercial Division External Services



New Service Connection Application

Office Application Office or	Commercial Division				
Division:					
Classification:	Highly Technical				
Type of	G2C – Government to Client				
Transaction:	G2B – Government te	o Business			
Who may avail:	All clients except government offices within the service areas of PolWD				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
 Photocopy of any Proof of Ownership/ (1) of the following:] Lot title Deed of Absolute Deed of Sale Deed of Donation Extrajudicial Settl Lot Assessment Tax Declaration of Brgy. Certificate (Business Permit/ Special Power of Board Resolution Notarized Affidav Heirship Notarized Contra 	of the following Residency [Any one Sale/Conditional ement of Real Property For homestead lots) Lease Contract Attorney it of Undertaking/	 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 Pro Identification and\or one (1) of the follow • PRC • Driver's License • UMID • Passport • Voter's ID/ Certifit • Postal ID • TIN • Senior Citizen's II • PHIC • HDMF • Person with Disal	of authority [Any ing:] cate	 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 			



- Dentowid Domily	 Pantawid Pamilyang Pilipino Program (4Ps) 			Municipal Social Welfare and		
				Development OfficeMunicipal Social Welfare and		
(45)				re and		
/		Development Office				
CLIENT STEPS	AGENCY ACTION	TO BE	PROCESSING			
		PAID	TIME	RESPONSIBLE		
1. Get priority	Provide queue			Dublic Assistance		
number and wait	number			Public Assistance and Complaints		
for your number to				Desk (PACD)		
be flashed on screen then						
proceed to		None	8 Minutes			
Customer Service	Provide list of			Overterner Cervice		
table 8 and/or 10 /	requirements			Customer Service Assistant Customer		
for the	1			Service Section		
requirements						
2. Attend	Conduct		1 Hour & 30	Customer Service		
Orientation at the	Orientation (TWTh	None	minutes	Assistant Customer		
Orientation Room	1:30-3:00 PM)			Service Section		
3. Proceed to	Prepare request for					
Customer Service table 8 and/or 10	Site Inspection/ Provide priority	None	8 Minutes	Customer Service Assistant Customer		
and request for	number	NONE	0 Minutes	Service Section		
site inspection						
4. Proceed to	Accept payment /			Cashiering		
Tellers (Priority	Issue Official	₱100	3 Minutes	Assistant/Cashier		
Lane)	Receipt (OR)			Cashiering Section		
5. Present	Provide schedule					
Inspection	for site inspection			Customer Service		
Request & OR to Customer Service		None	5 Minutes	Assistant Customer		
table 8,9 and/or				Service Section		
10						
6. Wait for Site	Conduct site			Customer Service		
Inspection	inspection			Assistant Customer		
		None	3 Working	Service Section /		
			Days	<i>Water Maintenance Man</i> Customer		
				Service Section		
7. Proceed to	Review and check					
Customer Service	availability of			Customer Service		
table 8, 9, 10	materials/	/		Assistant Customer Service Section /		
and/or Acctg. for	Countersign cost	None	15 Minutes	Accounting		
review and	estimates			Processor		
validation of cost estimates				Accounting Section		
8. Pay amount in	Accept payment /			Cashioring		
the cost estimates	Issue Official	Variable	10 Minutes	Cashiering Assistant/ Cashier		
at the tellers	Receipt (OR)	vanabio	10 Milliacoo	Cashiering Section		
				0		





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</i> <i>Assistant</i> 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 and/or 10	Prepare SCC / Check documents / submit to CD-DM for signature	None	15 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section/ <i>Division Manager</i> 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				



Office or	Commercial Division				
Division: Classification:	Highly Technical	Lichly Toobaical			
Type of	G2G – Government to	G2G – Government to Government			
Transaction: Who may avail:	All government offices	All government offices within the service areas of PolWD			
-	REQUIREMENTS WHERE TO SECURE				
1. Photocopy of Pr					
	or of authority [Any one				
(1) of the followingPRC	:]	• Drofo	ncional Dogulation	a Commission	
• Driver's License			ssional Regulation Transportation Off		
•UMID		GSIS/	•		
 Passport 		Depai	rtment of Foreign	Affairs	
 Voter's ID/ Certi 	ficate		nission on Electior	-	
Postal ID			pine Postal Corpo		
• TIN • Senior Citizen's	חו		u of Internal Reve		
• PHIC	U	-	pine Health Insura		
•HDMF		• •	Development Mu	•	
Person with Disc	ability		ipal Social Welfar		
			opment		
 Solo Parent 			-	bal Social Welfare and	
Pontowid Pomily	yang Pilipino Program	 Development Municipal Social Welfare and Development 			
(4Ps)	yang i liipino i logiani				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON	
		PAID	TIME	RESPONSIBLE	
1. Get priority	Provide queue			Public	
number and wait	number			Assistance and Complaints Desk	
for your number to be flashed on				(PACD)	
screen then		None	9 Minutoo		
proceed to		None	8 Minutes	Customer	
Customer Service	Provide list of			Service Assistant	
table 8 and/or 10 / for the	requirements			Customer Service Section	
requirements				Service Section	
2. Attend	Conduct Orientation			Customer	
Orientation at the	(TWTh 1:30-3:00	None	1 Hour & 30	Service Assistant Customer	
Orientation Room	PM)		minutes	Service Section	
3. Proceed to	Prepare request for			Customer	
Customer Service	Site Inspection/	News	0 Minutes	Service Assistant	
table 8 and/or 10 and request for	Provide priority number	None	8 Minutes	Customer	
site inspection	number			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	<i>Customer</i> <i>Service Assistant</i> 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	<i>Customer</i> <i>Service Assistant</i> Customer Service Section/ <i>Division Manager</i> Commercial Division



	///				
	Wait while lication is in cess	Process application	None	2-3 Working Days	Administration Service Assistant Construction and Maintenance Section
sche	Wait for edule of allation	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	Highly Technical				
Type of Transaction:	G2C – Government to Client G2B – Government to Business G2G – Government to Government					
Who may avail:		service areas of PolWD				
 Photocopy of any Proof of Ownership/ (1) of the following:] Lot title Deed of Absolute Deed of Sale Deed of Donation Extrajudicial Settle Lot Assessment Tax Declaration of Brgy. Certificate (Business Permit/ Special Power of Board Resolution Notarized Affidav Heirship Notarized Contra 	Residency [Any one Sale/Conditional ement of Real Property (For homestead lots) Lease Contract Attorney it of Undertaking/	 WHERE TO SECURE 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 Local Lawyer Local Lawyer Local Lawyer Board of Directors (for Companies) From Polomolok Water District incumbent legal counsel Local Lawyer Local Lawyer 				





 2. Photocopy of Proof of Personal Identification and\or of authority [Any one (1) of the following:] 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 		 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 		
(4Ps)	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</i> <i>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</i> <i>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	Customer Service Assistant 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	Customer Service Assistant Customer Service Section
7. Payment in the office and Signing of Contract (Priority Lane)		Variable	15 Minutes	Cashiering Assistant Cashiering Section/ Customer



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

Application for Change of Account Name

Office or Division:	Commercial Divisi	on (Customer Service Section)		
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business All clients within the service areas of PolWD			
Who may avail: CHECKLIST OF RI		WHERE TO SECURE		
 Photocopy of any of Proof of Ownership/ F one (1) of the following Lot title Deed of Absolute S Deed of Sale Deed of Donation Extrajudicial Settler Death Certificate Marriage Contract Lot Assessment Tax Declaration of Brgy. Certificate (F lots) Special Power of A Board Resolution Notarized Affidavit Heirship Notarized Contract 	f the following Residency [Any g:] Sale/Conditional ment Real Property or homestead ttorney of Undertaking\	 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 Local Lawyer Local Lawyer Local Lawyer Local Lawyer 		

Polomolok Water District National Highway, Polomolok, South Cotabato



 Any written authority issued by lawful owner 2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] 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) AGENCY ACTION 1. Get priority number and wait for your number to be flashed on screen 		 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 		
for the requirements 2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTH 1:30- 3:00 PM)	None	1 Hour & 30 minutes	Service Section <i>Customer Service</i> <i>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	Cashiering Assistant/Cashier Cashiering Section
4. Proceed to Customer Service table 8 and/or 10 and present required documents	Check completeness of requirements and provide Information Sheet	None	5 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
& OR 5. Fill-out Information Sheet/ Sign Service	Prepare SCC / Check documents /	None	15 Minutes	Customer Service Assistant 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	

Application / Renewal of Senior Citizen Discount Privilege

Office or Division:	Commercial Divisi	on (Customer	Service Section)
Classification:	Simple			
Type of	G2C – Governme	nt to Client		
Transaction:				
Who may avail:	All senior citizen's c	lient within the		
CHECKLIST OF R	, -		WHERE TO SE	CURE
1. Photocopy of any c				
Proof of Ownership				
one (1) of the follow	ving:]			
Senior Citizen's IE)	Office of Set	enior Citizen's Affa	airs
Personal appeara	 Personal appearance of the Senior 			
Citizen				
 Picture with latest newspaper 		 Personal 		
indicating the date issue		• Fersonal		
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTION	BE PAID	G TIME	RESPONSIBLE
1. Get priority	Provide queue			
number and wait for	number			Public Assistance &
your number to be				Complaints Desk (PACD)
flashed on screen				(FACD)
then proceed to		None	5 Minutes	
Customer Service	Provide / Fill-out			Customer Service
table 8 and/or 10 /	Sr. Citizen			Assistant Customer
and present Sr.	Application Form			Service Section
Citizen ID				
2. Sign Application	Check, approve			Customer Service
Form	and update	None	5 Minutes	Assistant Customer
	Application Form			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		
	REQUIREMENTS WHERE TO SECURE			
 Personal appearan customers 	ce of the	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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</i> <i>Assistant</i> Customer Service Section
	TOTAL:	None	10 Minutes	
End of transaction			I	1

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		- /
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
 Personal appearant customers 	ce of the	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to be flashed on screen then proceed to	Provide queue number	None	5 Minutes	Public Assistance & Complaints Desk (PACD)
Customer Service table 6 and/or 7 and Request for Disconnection	Fill-out Disconnection Order Form			<i>Customer Service</i> <i>Assistant</i> Customer Service Section



2. Sign Disconnection Order Form	Approve Disconnection request	None	1 Minute	Customer Service Assistant Customer Service Section
3. Wait for Disconnection	Forward request to EOD CMS for disconnection	None	5 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
	Conduct Disconnection	None	1-2 Days	Water Maintenance Man Construction and Maintenance Section
	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	X				
Turne of	G2C – Governme	nt to Client				
Type of Transaction:	G2G – Governme	nt to Governm	nent			
Transaction:	G2B – Governmei	G2B – Government to Business				
Who may avail:	All clients within the service areas of PolWD					
CHECKLIST OF R	LIST OF REQUIREMENTS WHERE TO SECURE					
Personal appearance of the N/A						
customers						
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON		
	ACTION	BE PAID	G TIME	RESPONSIBLE		
1. Proceed to PACD	Refer to			Public Assistance &		
for inquiry	Production	None	1 Minute	Complaints Desk		
	Section			(PACD)		
2. Proceed to	Receive					
Production Section	Complaint	None	15 Minutes	Quality Assurance		
and express		Nono		Production Section		
complaint						
3. Wait for	Initiate			Quality Assurance		
appropriate action	appropriate	None	1 Day	Production Section		
	action		1			
	TOTAL:	None	1 Day & 16 Minutes			
End of transaction						



For No Water (Low Pressure)

Office or Division:	Commercial Divisi	on (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 R	EQUIREMENTS		WHERE TO SE	CURE
 Personal appearances 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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	Personnel In- Charge Construction and Maintenance Section
3.Wait for appropriate action	Initiate appropriate action	None	1 day	Water Maintenance Man Construction and Maintenance Section
TOTAL:		None	1 Day & 16 Minutes	
End of transaction				



For No Water (Low Pressure)

Office or Division:	Commercial Divis	ion (Custome	r 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 R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearance customers 	onal appearance of the N/A omers			
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	Personnel In- Charge Construction and Maintenance Section
3.Wait for appropriate action	Initiate appropriate action	None	1-5 days	<i>Water</i> <i>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 Divis	ion (Custome	r 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	e service areas	of PolWD	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearar 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	Personnel In- Charge Construction and Maintenance Section
3.Wait for appropriate action	Initiate appropriate action	None	1 day	<i>Water</i> <i>Maintenance Man</i> Construction and Maintenance Section
	TOTAL:		1 Day & 16 Minutes	
End of transaction				



For Leakage before the meter

Office or Division:	Commercial Divis	ion (Custome	r 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	e service areas	of PolWD	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appeara customers 	nce of the	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	Personnel In- Charge Construction and Maintenance Section
3.Wait for appropriate action	Initiate appropriate action	None	1-5 days	Water Maintenance Man Construction and Maintenance Section
TOTAL:		None	1-5 Days & 16 Minutes	
End of transaction				



For Erroneous Billing

Office or Division:	Commercial Divisi	ion (Custome	r 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			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearan customers 	ce of the	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</i> <i>Assistant</i> Customer Service Section
2.Wait for appropriate action	Initiate appropriate action	None	1-2 Days	Field Investigator Customer Service Section/ Senior Customer Service Officer 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)			
	Simple			
Classification:				
Type of	G2C – Governme			
Transaction:	G2G – Governme			
	G2B – Governme			
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Personal appeara	nce of the	N/A		
customers				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEFS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Get priority	Provide queue			Public Assistance
number and wait	number			& Complaints
for your number to				Desk (PACD)
be flashed on				
screen then		NUM		
proceed to		None	15 Minutes	
Customer Service	Receive			Customer Service
table 6 and/or 7	complaint			Assistant
and express				Customer Service
complaint				Section
2.Wait for	Initiate			Field Investigator
appropriate action	appropriate			Customer Service
	action		Section/	
		None 2-3 Days		Senior Customer
				Service Officer
				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 RI	EQUIREMENTS		WHERE TO SE	CURE
 Personal appearan customers 	ce of the	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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</i> <i>Assistant</i> Customer Service Section
2.Wait for billing	Initiate appropriate action	None	5 Minutes	Customer Service Assistant Customer Service Section
	TOTAL:	None	10 Minutes	
End of transaction				



Maintenance & Repair Works

Before the water meter 24/7

Office or Division:	Commercial Divis	ion (Custome	r 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 RE	QUIREMENTS		WHERE TO SEC	URE
 Personal appearance customers and/or te 		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</i> <i>Service Assistant</i> Customer Service Section
	Prepare Maintenance Order Form	None	2 Minutes	Customer Service Assistant Customer Service Section / Administration Service Assistant Construction and Maintenance Section
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 Construction and Maintenance Section/ Water Maintenance Man Construction and Maintenance Section
	TOTAL:	None	1 Day & 7 Minutes	
End of transaction		-		

After the water meter

Office or Division:	Commercial Divisi	on (Customer	Service Section)	
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			1
Who may avail:	All clients within the service areas of PolWD			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearan 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	Provide queue number	Need		Public Assistance & Complaints Desk (PACD)
then proceed to Customer Service table 6 and/or 7 and report leak	Receive report	None	5 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
	Prepare Job Request	None	2 Minutes	Customer Service Assistant 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</i> <i>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:	Office or Division: Commercial Division (Customer Service Section))
Classification:	Complex			
Type of Transaction:	G2G – Governm G2B – Governm	G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:	All clients within th	e service area	s of PolWD	
CHECKLIST OF R	EQUIREMENTS	V	WHERE TO SECU	JRE
Personal appeara customers	nce of the	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
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</i> <i>Service</i> <i>Assistant</i> Customer Service Service Section
	Prepare Job/ Service Request	None	2 Minutes	Customer Service Assistant 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</i> <i>Service</i> <i>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	Accredited Private Plumber Construction and Maintenance Section
	TOTAL:	None	3-4 Days & 7 Minutes	
End of transaction	1			





Water Meter Efficiency Test

Office or Division:	Commercial Division (Customer Service Section)				
Classification:	Complex				
Type of Transaction:	G2G – Governmer	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 SEC	URE	
 Personal appears customers 	ance of the	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</i> <i>Assistant</i> Customer Service Section	
2. Proceed to tellers and pay amount due	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/ Cashier Cashiering Section	
3. Wait for the schedule of meter test	Schedule request	None	5 Working Days	Customer Service Assistant 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 Age Instrumentalities	encies, LGUS	, GOCCs, and oth	er Government
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
 Computed amound Official Receipt 		Finance Divi	Division – Table 6 sion – Tellers	S and/or 7
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	Public Assistance & Complaints Desk (PACD) Customer Service Assistant Customer Service Section
2. Pay the required amount to teller	Accept payment/ Issue official receipt (OR)	Arrears + ₱160	3 Minutes	Cashiering Assistant /Cashier 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</i> <i>Assistant</i> Customer Service Section
4. Wait for reconnection	Forward Reconnection Order to Commercial	None	Within the day	Customer Service Assistant Customer Service Section



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

If disconnected at service line

Polomolok Water District National Highway, Polomolok, South Cotabato

		n Oueters	Comilao Continu	
Office or Division:	Commercial Divisio	n – Customer	Service Section	
	Oinada			
Classification:	Simple			
Type of	G2C – Government	t to Client		
Transaction:	G2G – Governmen	t to Governme	ent	
	G2B – Government to Business			
	All Government Age	encies, LGUS	, GOCCs, and oth	ner Government
Who may avail:	Instrumentalities			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1. Computed amou	nt due		Division – Table 6	6&7
2. Official Receipt			sion – Tellers	1
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Get priority	Provide queue			Public Assistance
number and wait	number			& Complaints
for your number to				Desk (PACD)
be flashed on				
screen then				
proceed to	Marifi (a sa su sa t	None	5 Minutes	Customer Service
Customer Service table 6 and/or 7	Verify account,			Assistant
	compute amount due, provide			Customer Service
and request for reconnection	payment order			Section
Teconnection	form and provide			<u> </u>
	priority number			
2. Pay the	Accept payment/			
required amount	Issue official	Arrears +		Cashiering
to teller	receipt (OR)	₱280	3 Minutes	Assistant Cashier
			and the second second	Cashiering Section
3. Present Official	Issue			//
Receipt to	Reconnection			
Customer Service	Order Form		//	Customer Service
table 6 and/or 7		None	3 Minutes	Assistant
and sign			1	Customer Service
reconnection			//	Section
order			//	
		1		





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

If disconnected at mainline

Office or	Commercial Division – Customer Service Section			
Division:				
Classification:	Complex			
Type of				
Transaction:	G2G – Governmen	t to Governme	ent	
	G2B – Government	to Business		
Who may avail:	All Government Age	encies, LGUS	, GOCCs, and oth	ner Government
wito illay avail.	Instrumentalities			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1. Computed amou	unt due		Division – Table 6	6&7
2. Official Receipt			sion – Tellers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and wait for your number to	Provide queue number			Public Assistance & Complaints Desk (PACD)
be flashed on screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Verify account, compute amount due, provide payment order form and provide priority number	None	5 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
2. Pay the required amount to teller	Accept payment/ Issue official receipt (OR)	Arrears + Materials + ₱480	3 Minutes	Cashiering Assistant /Cashier Cashiering Section
3. Present Official	Issue			Customer Service
Receipt to	Reconnection	None	3 Minutes	Assistant
Customer Service	Order Form			Customer Service
table 6 and/or 7				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</i> <i>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 Age Instrumentalities			
CHECKLIST OF	REQUIREMENTS	V	VHERE TO SEC	URE
Personal appears customers	ance of the	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G 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</i> <i>Service Assistant</i> Customer Service Section
2. Wait for reconnection	Forward request to Engineering & Operation Division – Construction &	None	5 Minutes	Customer Service Assistant Customer Service Section



	Maintenance			
	Section (EOD-			
///	CMS) for			
	reconnection			
	Conduct			Construction and
	reconnection			Maintenance
			Within 1 Day	Section Water
				Maintenance
				Man
	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	Provide queue number			Public Assistance & Complaints Desk (PACD)
screen then proceed to Customer Service table 6 and/or 7 and request for reconnection	Verify account	None	4 Minutes	<i>Customer</i> <i>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</i> <i>Service Assistant</i> Customer Service Section
4. Wait for reconnection	Forward request to Engineering & Operations Division – Construction &	None	5 Minutes	<i>Customer</i> <i>Service Assistant</i> Customer Service Section
	Maintenance Section (EOD-			





	CMS) for reconnection Conduct reconnection		1-2 Days	Water Maintenance Man 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	G2C – Government to Client			
Transaction:	G2B - Government to	Business		
Who may avail:		ernment offices within the service areas of		
	PolWD			
		WHERE TO SECURE		
 CHECKLIST OF REQUIREMENTS 1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] 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 2. Photocopy of Proof of Personal 		 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 Local Lawyer Local Lawyer Local Lawyer Lawful lot owner 		
Identification and\or o				
(1) of the following:]				

Polomolok Water District



	///				
 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) 		 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 			
CL	IENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
numb your i flashe then i Custo table and ir	et priority ber and wait for number to be ed on screen proceed to omer Service 8 and/or 10 nquire and get rements	Provide queue number Provide list of requirements	None	10 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer</i> <i>Service Assistant</i> Customer Service Section
	end tation at the tation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 minutes	Customer Service Assistant Customer Service Section
Custo table	oceed to omer Service 8 and/or 10 equest for site ction	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	<i>Customer</i> <i>Service Assistant</i> Customer Service Section
4. Pro Teller	oceed to rs (Priority)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/ Cashier <i>Cashiering</i> <i>Section</i> (priority lane)
& OR	ection Request to Customer ce table 8,9	Schedule for site inspection	None	5 Minutes	Customer Service Assistant Customer Service Section





6. Wait for Site	Conduct site			Water
Inspection	inspection	None	3 Working Days	Maintenance Man 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	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 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</i> <i>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</i> <i>Service Assistant</i> Customer Service Section
11. Wait while application is in process	Process application	None	2-3 Working Days	Administration Service Assistant Construction and Maintenance Section/ Water Maintenance Man 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			11	

	Office or Division:	Commercial Division				
	Classification:	Highly Technical				
1	Type of Transaction:	G2G – Governmer	nt to Govern	ment		
	Who may avail:	All government off	ices clients v	within the service	areas of PolWD	
2	-	<u> </u>	WHERE TO SECURE			
	 Photocopy of Proof of Identification and\or of an (1) of the following:] PRC Driver's License UMID Passport Voter's ID/ Certificate Postal ID TIN Senior Citizen's ID PHIC HDMF Person with Disability Solo Parent 	er's License D sport r's ID/ Certificate al ID or Citizen's ID C IF on with Disability Parent awid Pamilyang Pilipino Program		 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 		
	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</i> <i>Assistant</i> Customer Service Section	
A REAL PROPERTY OF	2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 Minutes	Customer Service Assistant Customer Service Section	
	3. Proceed to Customer Service table 8 and/0r 10 and request for site inspection	Prepare request for Site Inspection/ Provide priority number	None	8 Minutes	<i>Customer Service</i> <i>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</i> <i>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</i> <i>Assistant</i> 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 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 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/ 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</i> <i>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</i> <i>Assistant</i> Customer Service Section
11. Wait while application is in process	Process application	None	2-3 Working Days	Administration Service Assistant Construction and Maintenance Section/ Water Maintenance Man 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:	Variable	9 Working Days & 2.7 Hours	
End of transaction				





Finance Division Cashiering Section External Services

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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 Divisior	n (Cashiering	Finance Division (Cashiering Section)			
Classification:	Simple					
Type of Transaction:	G2C – Governm		oment			
Type of Transaction:	G2G – Government to Government G2B – Government to Business					
Who may avail:	All clients within	the service a	reas of PolWD			
CHECKLIST OF REG	QUIREMENTS WHERE TO SECURE			JRE		
1. Billing Notice (Water	Bill) PolWD – 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</i> <i>Assistant/ Cashier</i> Cashiering Section		
TOTAL: Variable 4 Minutes						
End of transaction						

Polomolok Water District



WITHOUT ARREARS Without Billing Notice

Office or Division:	Finance Division (Cashiering Section)				
Classification:	Simple				
Tumo of	G2C – Governme	ent to Client			
Type of Transaction:	G2G – Governme	2G – Government to Government			
	G2B – Government to Business				
Who may avail:	All clients within t	he service a	reas of PolWD		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SI	ECURE	
1. Name of service cor		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</i> <i>Assistant</i> Customer Service Section	
2. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section	
	TOTAL:	Variable	6 Minutes		
End of transaction					

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WITH ARREARS With Billing Notice

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
Tana	G2C – Governm	nent to Client		
Type of Transaction:	G2G – Governn	nent to Gover	rnment	
Transaction:	G2B – Government to Business			
Who may avail:	All clients within	the service a	areas of PolWD	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1. Name of service co	nnection	N/A		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CEIENT STELS	ACTION	BE PAID	TIME	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/priorit y number for payment	None	3 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service</i> <i>Assistant</i> Customer Service Section
2. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
	TOTAL:	Variable	6 Minutes	
End of transaction				



WITH ARREARS Without Billing Notice

Office or Division:	Finance Division	Finance Division (Cashiering Section)			
Classification:	Simple				
Type of	G2C – Governme	ent to Client			
Type of Transaction:	G2G – Governm	ent to Gover	nment		
	G2B – Government to Business				
Who may avail:	All clients within	the service a	areas of PolWD		
CHECKLIST OF RE			WHERE TO SE	CURE	
1. Name of service co		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</i> <i>Assistant</i> Customer Service Section	
2. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier 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	n (Cashiering	Section)		
Classification:	Simple				
- /	G2C – Governm	nent to Client			
Type of Transaction:	G2G – Governn	nent to Gover	rnment		
Transaction.	G2B – Governm	G2B – Government to Business			
Who may avail:	All clients within	the service a	areas of PolWD		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
1. Name of service co	onnection	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</i> <i>Assistant</i> Customer Service Section	
Pay to Teller (Available Teller)	Receive payment, provide temporary receipt and request for reconnection	Variable	5 Minutes	Cashiering Assistant/Cashier Cashiering Section	
	TOTAL:	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 a	areas of PolWD	
CHECKLIST OF RE	QUIREMENTS		WHERE TO S	ECURE
1. Name of service co	onnection	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) Customer Service Assistant Customer Service Section
2. Present and pay bill to Teller (Priority Lane)	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
	TOTÁL:	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 F	REQUIREMENTS		WHERE TO SE	CURE
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) Customer Service Assistant Customer Service Section
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	8 Minutes	
End of transaction				1



Polomolok Water District National Highway, Polomolok, South Cotabato

WITHOUT ARREARS

With Billing Notice

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

Office or Division: Finance Division (Cashiering Section)				
Classification:	,			
Classification:	Simple			
Type of	G2C – Government			
Transaction:	G2G – Governmen	t to Governi	ment	
	G2B – Government	to Busines	S	
Who may avail:	All clients within the	e service are	eas of PolWD	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Name of service of	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 (C	ashiering So	ection)			
Classification:	Simple					
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business					
Who may avail:	All clients within the	All clients within the service areas of PolWD				
CHECKLIST OF F	,		WHERE TO SE	CURE		
1. Name of service c	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) Customer Service Assistant Customer Service Section		
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 6 Minutes						
End of transaction						

Polomolok Water District



Polomolok Water District National Highway, Polomolok, South Cotabato

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				
Tana	G2C – Governmen	t to Client			
Type of Transaction:	G2G – Governmer	t to Governn	nent		
Transaction:	G2B – Governmen	t to Business	6		
Who may avail:	All clients within the	e service are	as of PolWD		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
1. Billing Notice (wat	er bill)	Meter Read	ers		
				1	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	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	Person In-Charge Bayad Center	
	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		<i></i> ,		
	G2C – Governme	nt to Clien	t		
Type of Transaction:	G2G – Governme				
	G2B – Governme				
Who may availy	All clients within the service areas of PolWD				
Who may avail:			WHERE TO SE		
CHECKLIST OF RE 1. Billing Notice (W			meter readers	CURE	
2. Landbank ATM/		Landban			
3. G-Cash	Janunet	Globe	N		
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					

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Disbursement of Funds

		<u> </u>	0	
Office or Division:	Finance Division -	- Cashierir	ng Section	
Classification:	Complex			
Type of Transaction:	G2B – Governme G2G – Governme			
				d other Government
Who may avail:	Instrumentalities	geneies, L		
CHECKLIST OF REC			WHERE TO	SECURE
 Summary of Canvas Approved Purchase Approved Job Order Purchase Order Disbursement Vouch 	s Request	Procuren	nent 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	Procurement Assistant Procurement Section/Administrative Services Assistant Procurement Section
2. Wait for preparation of disbursement voucher (DV)	Prepare disbursement voucher	None	Priority – 1 Day Non-priority -2 Days	Procurement Assistant Procurement Section/ Administrative Services Assistant Procurement Section /Accounting Processor Accounting Section/ Financial Planning Specialist Accounting Section
 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 Divi	Administrative Division – HR Section				
Classification:	Simple	Simple				
Type of	G2C – Governmer	nt to Clien	t			
Transaction:						
Who may avail:	Separated Employ	ee/s				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
Letter Request from Separated Employees Requester						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submits letter request or email letter request address to HR <u>mytingcpl@</u> yahoo.com 	Accept request	None	1 Day	Sr. Industrial Relation Development Officer Human Resource Section		
2. Wait for the certification	Prepare request	None	1 Day	<i>Sr. Industrial Relation</i> <i>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	Simple				
Type of	G2C – Governmer	G2C – Government to Client				
Transaction:						
Who may avail:	Separated Employ	ree/s				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
Letter Request from Employees	Separated	Request	er			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submits letter request or email letter request address to HR <u>mytingcpl@</u> yahoo.com 	Accept request	None	1 Day	Sr. Industrial Relation Development Officer Human Resource Section		
2. Wait for the certification	Prepare request	None	1 Day	Sr. Industrial Relation Development Officer Human Resource Section		
	TOTAL:	None	2 Days			
End of transaction						





Human Resource Section Internal Services



Receive Job Application

Office or Division:	Administrative Divisio	n – HR S	Section	
Classification:	Simple			
Type of	G2C – Government to	o Client		
Transaction:				
Who may avail:	Any Interested Applicants			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE
 Application letter Personal Data Transcript of Res Photocopy of E Performance R 	Sheet ecord	College Civil Se	ebsite (www.csc.g s/ Universities atte rvice Commission	,
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Applicant submits letter of Intent/ Job Application	 Receives Job Application Check documents Conduct short interview of the Applicant Encodes Applicant Name to pull of applicant's data (excel from) Routes to DM and GM for remarks/ action to be taken GM forwards to HR for file Encode applicant name to applicant's data (excel form) 	None	1 Day	HR Personnel Human Resource Section Department Manager and General Manager
	TOTAL:	None	1 Day	
End of transaction				
B. Applicant submits letter of Intent thru email	 OGM personnel forwards application letter to HR Informs HR of the application received 	None	1 Day	<i>Administration</i> <i>Services Assistant</i> Office of the General Manager

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	Polomolok National Highway,	Water	District
	National Highway,	Polomolok,	South Cotabato
1			/





Polomolok Water District National Highway, Polomolok, South Cotabato

Issuance of Certification of Employment and Service Record

Division: Simple 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 HR Section 2. Request of Service Record FEES TO BE ACTION PROCESSING TIME PERSON RESPONSIBLE 1. Submit 1. Interview the Image: Section PERSON						
Type of Transaction:G2C - Government to ClientWho may avail:Active employee/sCHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Request of Certificate of EmploymentHR Section2. Request of Service RecordFEES A GENCY A CTIONPROCESSING TO BE PAIDPERSON RESPONSIBLE1. Submit request of Certificate of Employment and Service1. Interview the request of Certificate of Employment and Service1. Interview the request of CertificationPERSON Responsible2. Wait for the 	Office or Division:	Administrative Division – HR Section				
Type of Transaction:G2C - Government to ClientWho may avail:Active employee/sCHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Request of Certificate of EmploymentHR Section2. Request of Service RecordFEES AGENCY 	Classification:	Simple				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Request of Certificate of Employment HR Section 2. Request of Service Record HR Section CLIENT STEPS AGENCY ACTION FES PAID PROCESSING TIME PERSON RESPONSIBLE 1. Submit request of Certificate of Employment and Service Record 1. Interview the requestor None 1 hour Requestor/Employee 2. Wait for the Certification and Service Record 1. Draft certification request None 30 minutes HR Personnel Human Resource Section 2. Wait for the Certification and Service Record 1. Draft certification request 30 minutes HR Personnel Human Resource Section 3. Submit to Division Manager/General Manager for signature None 30 minutes HR Personnel Human Resource Section 4. Log/ record out-going document 5. Call requestor to pick-up certification request None 1 hour and 30 minutes	• •	G2C – Government to Client				
1. Request of Certificate of Employment HR Section 2. Request of Service Record HR Section CLIENT STEPS 1. Submit request of Certificate of Employment and Service Record 1. Interview the requestor 2. Wait for the Certification 1. Draft certification request None 1 hour <i>Requestor/ Employee</i> 2. Wait for the Certification 1. Draft certification request 2. Check Certification None 30 minutes <i>HR Personnel</i> Human Resource Section 2. Wait for the Certification 1. Draft certification request 2. Check Certification None 30 minutes <i>HR Personnel</i> Human Resource Section 2. Log/ record out-going document 0. Log/ record out-going document None 30 minutes <i>HR Personnel</i> Human Resource Section 4. Log/ record out-going document Certification request 1. Log/ record out-going document 1 hour and 30 minutes 5. Release Certification Certification 1 hour and 30 minutes	Who may avail:	Active employee/s	Active employee/s			
Employment 2. Request of Service RecordHR SectionCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Submit request of Certificate of Employment and Service Record1. Interview the requestorPROCESSING TIMERequestor/ Employee2. Wait for the Certification request 2. Check Certification request 2. Check Certification 3. Submit to Division Manager/ General Manager for signature 4. Log/ record out-going document 5. Call requestor 5. Call requestor 6. Release Certification request 6. Release Certification requestNone30 minutesHR Personnel Human Resource SectionNone30 minutesHR Personnel Human Resource Section2. Wait for the Certification request 6. Release Certification request 6. Release CertificationNone30 minutes4. Log/ record out-going document 5. Call requestor to pick-up certification request 6. Release Certification1 hour and 30 minutes	CHECKLIST OF F	REQUIREMENTS		WHERE TO S	SECURE	
CLIENT STEPSAGENCY ACTIONTO BE PAIDPROCESSING TIMEPRESON RESPONSIBLE1. Submit request of Certificate of Employment and Service Record1. Interview the requestorNone1 hourRequestor/ Employee2. Wait for the Certification request 2. Check Certification 3. Submit to Division Manager/ General Manager for signature 4. Log/ record out-going document1. Draft certification request 3. Submit to Division Manager for SectionNone30 minutesHR Personnel Human Resource Section4. Log/ record out-going document 5. Call requestor to pick-up certification request 6. Release CertificationNone1 hour and 30 minutes	Employment		HR Sect	lion		
request of Certificate of Employment and Service Record requestor None 1 hour <i>Requestor/Employee</i> 2. Wait for the Certification 1. Draft certification request 1. Draft certification request None 30 minutes <i>HR Personnel</i> Human Resource Section 3. Submit to Division Manager/ General Manager for signature None 30 minutes <i>HR Personnel</i> Human Resource Section 4. Log/ record out-going document None 30 minutes <i>HR Personnel</i> Human Resource 5. Call requestor to pick-up certification request 1 hour and 30 minutes 1 hour and 30 minutes	CLIENT STEPS		TO BE			
and Service RecordImage: Constraint of the certification requestImage: Constraint of the certification request </td <td>request of Certificate of</td> <td></td> <td>None</td> <td>1 hour</td> <td>Requestor/ Employee</td>	request of Certificate of		None	1 hour	Requestor/ Employee	
Certification request 2. Check Certification 	and Service				Human Resource	
None minutes		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		Human Resource	
End of transaction		TOTAL:	None		//	
	End of transaction					





Issuance of Authority to Travel (Local)

a. Official Business Transaction

b. Training Attendance

Office or	Administrative Divis	sion – HR	R Section	
Division: Classification:	Simple			
-	G2C – Governmen	t to Clion	t	
Type of Transaction:	G2C – Governmen		l	
Who may avail:	Concern employee	/s		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
 Notice of Train Nomination For Office Order 	•			ager
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Wait Issuance of Authority to Travel (Official Business Transaction)	 Receives Office Memo/ Letter Request Informs concern employees Prepares Travel Order (TO) & Itinerary of Travel (IT) (2 copies) Routes TO & IT to concern Head Submits approved TO/IT to Finance Division for Voucher & Cheque preparation Gives 1 copy of approved TO/IT to the concerned employee 	None	1 Day	Office of the General Manager HR Personnel Human Resource Section
	TOTAL:	None	1 Day	
End of transaction				
B. Wait Issuance	1. Receives	None	1 Day	Office of the General
of Authority to	Invitation of		. 20,	Manager



Travel (Training	Training with			
Attendance)	Notation			
	2. Prepares			HR Personnel
	Notice of			Human Resource
	Training			Section
	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			
	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	G2C – Governmen	G2C – Government to Client				
Transaction:						
Who may avail:	Concern employee	/s with sc	heduled Foreign T	ravel		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
Written requesApproved Lea	st ve Application	Request HR Sect				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submit request for Authority to Travel Wait for the Authority to Travel 	 Receives written request from concern employee including date of travel Checks if the employee has approved leave Prepares Authority to Travel Abroad (ATA) Routes ATA form for signature Releases approved ATA to the employee Log out going document ATA 	None	1 Day	<i>HR Personnel</i> Human Resource Section		
	TOTAL:	None	1 Day			
End of transaction						

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Procurement Section Internal Services



Request for Payment to PolWD Suppliers

_					
	Office or Division:	Administrative Division – Procurement Section			
	Classification:	Simple			
1	Type of	G2C – Governmer	nt to Clien	t	
	Transaction:				
	Who may avail:	Accounting Section	n - Vouch	ering	
	CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
	 Purchase Reque Purchase Order 	st	PolWD	Сору	
	3. Inspection and A				
	4. Sales Invoice	Supplier	s Copy		
_	5. Delivery Receipt)	
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Comply all necessary documents	Consolidate all necessary documents	None	1 Day	Procurement Assistant Procurement Section/Administrative Services Assistant Procurement Section
	2. Forward complete docs to vouchering	Receive, Validate and Request for Payment	None	1 Day	Accounting Processor Accounting Section/ Corporate Account Analyst Accounting Section
		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	G2C – Governmer	nt to Clien	t		
Transaction:					
Who may avail:	All employee/s of PolWD				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
Budgeting (PIB)		MIS			
employees deskWith PIB accourt					
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	End-user/Employee	
2. Wait for Approval	Approved by the officer	None	1 Minute	Section Head/ Officer	
3. Proceed to storeroom to get the item requested	Issue RIS and prepare the item requested	None	3 Minutes	Storekeeper Storeroom Section	
4. Receive item and sign the RIS	Check the item released through RIS	None	1 Minute	<i>Storekeeper</i> Storeroom Section	
	TOTAL:	None	8 Minutes		
End of transaction					







Acknowledgement Receipt of Equipment

Office or Division:	Administrative Divi	ision - Ga	neral Services Se	ction
Classification:	Simple	3011 - 00		
Type of Transaction:	G2C – Governmer	nt to Clien	t	
Who may avail:	Accountable emplo	oyee/s of	PolWD	
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
 Installed Procure Budgeting (PIB) employees desk With PIB accour Signature 	top	MIS MIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receive delivered items Record delivered items (check for quantity if the same on the DR)			Materials Procurement Officer Procurement Section Storekeeper Storeroom Section
 Verify if the quality of the item is good 	Call the end-user who requested the item Open PIB System & Create Inspection and Acceptance Report (IAR)	None	1 Day	End-user Storekeeper Storeroom Section
2. Inspection & acceptance	Signed			Section Head & Supervisor
3. Receive by	Acceptance Receipt of Equipment (ARE) & Input Property Number Signed			Storekeeper Storeroom Section
end-user	Print ARE & file			End-user Storekeeper
	record per		H	Storeroom Section
	Division TOTAL:			





Engineering and Operations Division Production Section External Services





Bacteriological Test

Office or Division:	Engineering and Operations Division – Production Section			
Classification:	Highly Technical			
Type of	G2C – Governm	ent to Client		
Type of Transaction:	G2G – Governm	ent to Governme	ent	
	G2B – Governm	ent to Business		
Who may avail:	All clients within	the service areas	s of Polomolok W	ater District
CHECKLIST OF REC	QUIREMENTS	W	HERE TO SECU	RE
Letter request		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to	Receive			
Production	communication			Quality
Section Office and submit	and file			Assurance
Letter of	Record name and contact	None	5 Minutes	Inspector/
Request to OGM	details of the	NONE	5 Minutes	Production Clerk
for sampling	client,			Production
ior camping	including the			Section
	purpose of			
	requested			
	analysis			
2. Wait for	Set schedule			
schedule of	of sampling to			
sampling and	the soonest			Quality
schedule of	available			Assurance
releasing of	schedule	None	E Minutes	Inspector/
results	Bacteriological	None	5 Minutes	Production Clerk Production
	Test: Scheduled 1 st			Section
	and 3 rd			Coolion
	Mondays of			
	the Month.			
-	Inform the			
	client of the			
	date when the			
	results will be			
	available.	None	5 Minutes	Quality
	Bacteriological		Section 1.	Assurance
	Test – Two (2)			Inspector
	weeks after		//	Production
	sampling date			Section
	Conduct water			
	sampling as scheduled and	None	1 Day	
	submission to	NONE	TDay	
	the laboratory			





3. Client requesting results	Check the availability of the result based on when the sampling is conducted. Bacteriological Test – after two (2) weeks from sampling	Bacteriological Test: Php 150.00 per sample Note: Rates depend on the prevailing rates of the external laboratory	5 Minutes	Quality Assurance
	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	<i>Inspector</i> Production Section
 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 a Section		nd Operations Division – Maintenance		
Classification:	Simple			
Type of Transaction:	G2C – Govern G2G – Govern G2B – Govern	ment to C	Government	
Who may avail:		the servic	e areas of PolWD	
CHECKLIST OF REQUI	REMENTS		WHERE TO SE	ECURE
Personal appearance of the	e 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	Water Maintenance Man Construction and Maintenance Section
	TOTAL:	None	6 hours & 5 minutes	
End of transaction				





Office or Division:	Engineering and	Operations Divi	sion – Maintenan	ce Section
Classification:	Simple			
Type of Transaction:	G2C – Governm	G2C – Government to Client		
Who may avail:	AGAS Patrol, Co	ommercial Divisio	on, Guard House	
CHECKLIST OF RE	QUIREMENTS	N	HERE TO SECU	RE
Maintenance Ree	quest	Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Maintenance Section Office and submit Maintenance Request 	Receive maintenance order requests Record details of the request	None	5 Minutes	Customer Service Personnel In- charge (PIC) & CMS Maintenance Complain PIC (Frontline Service Personnel)
2. Wait for the accomplished maintenance request	Assign maintenance order Initiate appropriate action and assign maintenance work to field personnel	None	5 Minutes	<i>Maintenance PIC</i> 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 maintenance order	None	3 Minutes	ERP Encoder Maintenance Section
	TOTAL:	None	2 Days & 13 Minutes	
End of transaction			winnutes	
			11	



Service Connection before the meter Repair

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 Customer Service Personnel In- charge (PIC) & CMS Maintenance Complain PIC (Frontline Service Personnel) 2. Wait for the Assign None 5 Minutes Fersonnel)	///					
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 FEBS PAID PROCESSING TIME PERSON RESPONSIBLE 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) Customer Service Personnel In- Charge (PIC) & CMS Maintenance Complain PIC (Frontline Service Personnel) Maintenance order Initiate appropriate action and assign maintenance work to field personnel None 5 Minutes Maintenance Maintenance Maintenance Section 2. Wait for the accomplished maintenance request Assign maintenance work to field personnel None 1 Hour Maintenance Maintenance Section 2. Wait for the accomplished maintenance Submission of accomplished maintenance order None 1 Hour Maintenance Maintenance Section 2. Submission of accomplished maintenance order None 1 Day Water Maintenance Section Encode accomplished maintenance order None 2 Days 1 Hour & 1 Jay Minutes ERP Encod	Office or Division:	Engineering and Ope	rations Div	vision – Maintena	nce Section	
Transaction:G2C - Government to ClientWho may avail:AGAS Patrol, Commercial Division, Guard HouseCHECKLIST OF REQUIREMENTSWHERE TO SECURE• Maintenance RequestRequesterCLIENT STEPSAGENCY ACTIONFESS TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to Maintenance Section Office and submit Maintenance RequestReceive maintenance order requestsPROCESSING TO BE PAIDPERSON PERSON RESPONSIBLE2. Wait for the accomplished maintenance requestAssign maintenance order intitate appropriate action and assign maintenance work to field personnelNone5 MinutesMaintenance Service Personnel)2. Wait for the accomplished maintenance requestAssign maintenance order Initiate appropriate action and assign maintenance work to field personnelNone1 HourMaintenance Maintenance Section2. Wait for the accomplished maintenance requestAssign maintenance order Initiate appropriate action and assign maintenance orderNone1 HourMaintenance Maintenance Section2. Wait for the accomplished maintenance requestSubmission of accomplished maintenance orderNone1 DayWater Maintenance Section3. Submission of accomplished maintenance orderNone1 DayWater Maintenance Section4. Submission of accomplished maintenance orderNone3 MinutesWater Maintenance Section5. Encode accomplished maintenance order </th <th>Classification:</th> <th>Simple</th> <th></th> <th></th> <th></th>	Classification:	Simple				
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accomplished maintenance orderNone1 DayMaintenance Man Maintenance SectionEncode accomplished maintenance orderNone3 MinutesERP Encoder 		Conduct leak repair	None	1 Day	<i>Maintenance Man</i> Maintenance	
accomplished maintenance orderNone3 MinutesMaintenance SectionTOTAL:None2 Days 1 Hour & 13 Minutes		accomplished maintenance order	None	1 Day	<i>Maintenance Man</i> Maintenance	
TOTAL: None & 13 Minutes		accomplished	None	3 Minutes	Maintenance	
End of transaction		TOTAL:	None			
	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:	Einanco Division (C	<u>achioring</u>	Soction)	
	Finance Division (Cashiering Section)			
Classification:	Simple			
Turne of	G2C – Government	t to Client		
Type of Transaction:	G2G – Governmen	t to Goverr	nment	
Transaction:	G2B – Government	G2B – Government to Business		
Who may avail:	All clients within the	e service a	reas of PolWD	
CHECKLIST OF R	REQUIREMENTS		WHERE TO SE	CURE
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	Cashiering Assistant/Cashier 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	Cashiering Assistant/Cashier Cashiering Section
	TOTAL:	Variable	3 Minutes	
End of transaction				
C. SENIOR CITIZEN	S, DIFFERENTLY-A	BLED PEF	RSON, PREGNAN	T WOMEN (WITH
OR WITHOUT ARREARS)				
1. Present and pay bill to Priority Lane	Accept payment / issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
	TÓTAL:	Variable	3 Minutes	
End of transaction				



VI. Feedback And Complaints

FE	EEDBACK AND COMPLAINTS MECHANISMS
How to send a feedback	Answer the client feedback form and drop it at the designated drop box beside PACD Email: <u>pol_wd@yahoo.com.ph</u>
How feedback is processed	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.
	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.
	The answer of the office is then relayed to the consumers concerned.
	For inquiries and follow-ups, clients may contact mobile no. <u>0910-</u> 196-1330
How to file a	Directly communicate with our PACD for inquiries.
complaint	Accomplished our complaint forms available at the PACD
	Submit your complaints to our PACD
	Complaints can also be filled thru mobile number 0910-196-1330
	Make sure to provide the following information: -Name of person being complained -Incident -Evidence
	For inquiries and follow-ups, consumers may contact mobile number 0910-196-1330
	For maintenance concern – text or call <u>0915-933-6104</u> For customer service concern – text or call <u>0910-196-1330</u>
How complaints are processed	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.
	The Division concerned will give the feedback to the consumer.
	For inquiries and follow-ups, consumers may contact mobile number 0910-196-1330
Contact	ARTA : complaints@arta.gov.ph
Information of CCB, PCC,	: 1-ARTA (2782) PCC : 8888
ARTA	CCB : 0908-881-6565 (SMS)



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

Polomolok Water District