

POLOMOLOK WATER DISTRICT





I. MandateV

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, gender responsive and environment friendly water service provider in the country

III. Mission

We commit to

Provide universal access to 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 a gender responsive excellent service that exceeds customer satisfaction

IV. Service Pledge

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:

0		
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
Polo Samahang Nayon MPC	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.) AGAS Patrol

0917-942-5459 0999-998-2953

Billing and Collection

500-9400 /09101961330

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

External ServicesImage: Commercial DivisionNew Service Connection Application7Application for Change of Account Name12Application/Renewal of Senior Citizen Discount Privilege14Granting of Promissory Notes (once every quarter only)15Temporary Disconnection16Handling of Complaints17For no water quality17For no water (low pressure)18For leakage before the meter20For erroneous billing22For high consumption (leakage after the meter)23For no billing notice24Maintenance & Repair Works26Extension of In-house Installation27Water Meter Efficiency Test28Reconnection of Water Service at Stand pipe (blind gasket)29Reconnection of Water Service at Service line30Reconnection of Water Service at Mainline31Reconnection of Water Service at Mainline31Succeeding request within the year33Succeeding request within the year34Location Transfer of Service Connection35Finance Division24Without arrears (with billing notice)44With arrears (with billing notice)44With arrears (with billing notice)45With arrears (with billing notice)45With arrears (with billing notice)45With arrears (with billing notice)47Abled & pregnant woman47	Main Office	
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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	
Transaction:	G2B – Government to	o Business
Who may avail:	All clients except gov PolWD	ernment offices within the service areas of
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
 (1) of the following:] Lot title Deed of Absolute Deed of Sale Deed of Donation Extrajudicial Settle Lot Assessment Tax Declaration o Brgy. Certificate (Business Permit/ Special Power of Board Resolution Notarized Affidavi Heirship Notarized Contract Any written autho owner 	Residency [Any one Sale/Conditional ement f Real Property For homestead lots) Lease Contract Attorney t of Undertaking/ ct of Usufruct rity issued by lawful	 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 Local Lawyer
 2. Photocopy of Proof Identification and\or one (1) of the followi PRC Driver's License UMID Passport Voter's ID/ Certific Postal ID TIN Senior Citizen's IE PHIC HDMF Person with Disate 	of authority [Any ng:] 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



 Solo Parent Pantawid Pamilyang Pilipino Program (4Ps) Philippine National ID 		 Municipal Social Welfare and Development Office Municipal Social Welfare and Development Office Philsys/ Phil. ID Sytem 		
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	Provide queue number	None	8 Minutes	Public Assistance and Complaints Desk (PACD)
Customer Service table 8 and/or 10 / for the requirements	Provide list of requirements			<i>Customer Service</i> <i>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	Customer Service Assistant 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</i> <i>Assistant</i> Customer Service Section
4. Proceed to Tellers (Priority Lane)	Accept payment / Issue Official Receipt (OR)	₱100	3 Minutes	Cashiering Assistant/Cashier 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	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 10Check documents submittedNone10 MinutesCustomer Service Assistant Customer Service Section10. 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 10Prepare SCC / Check documents / submit to CD-DM for signatureNone15 MinutesCustomer Service Assistant Customer Service Section/ Division Manager Commercial Division11. Wait while application is in processProcess application service connectionNone2-3 Working DaysAdministration Service Assistant Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connectionNone2-3 Working DaysAccredited Private Plumber Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connectionNone2-3 Working DaysAccredited Private Plumber Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connection9 Working Days & 2.7 HoursAccredited Private PlumberEnd of transactionEnd of transactionEnd of transaction9 Working Days & 2.7 Hours9 Working Days & 2.7 Hours					
Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service table 8 and/or 10Check documents / submit to CD-DM for signatureNone15 MinutesCustomer Service Assistant Customer Service Section/ Division Manager Commercial Division11. Wait while application is in processProcess application service connectionNone2-3 Working DaysAdministration Service Assistant Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connectionNone2-3 Working DaysAccredited Private Plumber Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connectionNone2-3 Working DaysAccredited Private Plumber Construction and Maintenance Section12. Wait for schedule of installationInstallation of new service connection9 Working Days & 2.7 HoursAccredited Private Plumber	requirements including Official Receipt (OR) at Customer Service		None	10 Minutes	Assistant Customer
application is in processInstallation of new schedule of installationNone2-3 Working DaysService Assistant Construction and Maintenance Section12. Wait for schedule of installationInstallation of new 	Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service	Check documents / submit to CD-DM	None	15 Minutes	Assistant Customer Service Section/ Division Manager Commercial Division
schedule of installationservice connectionNone2-3 Working DaysPlumber Construction and Maintenance SectionTOTAL:₱100 + Variable9 Working Days & 2.7 Hours9 Working Days & 2.7 Hours	application is in	Process application	None	0	<i>Service Assistant</i> Construction and Maintenance
TOTAL: P 100 + Variable Days & 2.7 Hours Hours	schedule of		None	0	<i>Plumber</i> Construction and Maintenance
End of transaction		TOTAL:		Days & 2.7	
	End of transaction				



Office or Division:	Commercial Division			
Classification:	Highly Technical			
Type of	G2G – Government to	Governme	ent	
Transaction:				
Who may avail:	All government offices	s within the	service areas of F	PolWD
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
 (1) of the following:] PRC Driver's License UMID Passport Voter's ID/ Certifie Postal ID TIN Senior Citizen's II PHIC HDMF Person with Disal Solo Parent Pantawid Pamilya (4Ps) 	of authority [Any one cate D bility	 Land GSIS/ Depare Comm Philip Burea Office Philip Home Munice Devel Munice Devel 	rtment of Foreign A nission on Election pine Postal Corpor- tu of Internal Reve of Senior Citizen's pine Health Insura Development Mu cipal Social Welfard opment cipal Social Welfard opment cipal Social Welfard opment	rice Affairs nation nue s Affairs nce Corporation tual Fund e and e and e and
Philippine Nationa CLIENT STEPS	AGENCY ACTION	• Philisy FEES TO BE PAID	rs/ Philippine ID Sy 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</i> <i>Service Assistan</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</i> <i>Service Assistan</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</i> <i>Service Assistan</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	<i>Customer 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



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				

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 th	ne service areas of PolWD		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
 Photocopy of any of Proof of Ownership/F one (1) of the followin 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 Any written authori lawful owner 	Residency [Any g:] Sale/Conditional ment Real Property or homestead .ttorney of Undertaking\ of Usufruct	 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 		



				1980
 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 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 				Commission e fairs tion ue Affairs ce Corporation al Fund and Development and Development
 Pantawid Pamilyang Pilipino Program (4Ps) Philippine National ID 		Office Philsys/ I 	Philippine ID Sys	tem
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 requirements	Provide queue number Provide list of requirements	None	8 Minutes	Public Assistance and Complaints Desk (PACD) <i>Customer Service</i> <i>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</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 & OR	Check completeness of requirements and provide Information Sheet	None	5 Minutes	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
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	
End of transaction		•	•	•

Application / Renewal of Senior Citizen Discount Privilege

Office or Division:	Commercial Divisi	on (Customer	Service Section)
Classification:	Simple			
Type of	G2C – Governmei	nt to Client		
Transaction:				
Who may avail:	All senior citizen's c	lient within the		
CHECKLIST OF RI	EQUIREMENTS WHERE TO SECURE			CURE
1. Photocopy of any c				
Proof of Ownership				
one (1) of the follow	ving:]			
 Senior Citizen's ID)	Office of Second	enior Citizen's Affa	airs
Personal appeara	nce of the Senior			
Citizen				
Picture with latest	 Picture with latest newspaper 			
indicating the date issue		 Personal 		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
	ACTION	BE PAID	G TIME	RESPONSIBLE
1. Get priority	Provide queue			Public Assistance &
number and wait for	number			Complaints Desk
your number to be flashed on screen				(PACD)
		None	5 Minutes	
then proceed to Customer Service	Provide / Fill-out	None	5 Minutes	
table 8 and/or 10 /	Sr. Citizen			Customer Service
and present Sr.	Application Form			Assistant Customer
Citizen ID				Service Section
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	/			States - Briefers - Barrie



Granting of Promissory Notes

Office or Division:	Commercial Division (Customer Service Section)				
Classification:	Simple	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 appearant	ce of the	N/A			
customers					
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 6,7,8,9 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					



Temporary Disconnection

Office or Division:	Commercial Divisi	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 R	EQUIREMENTS		WHERE TO SE	CURE	
 Personal appearance customers 	ice 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 Disconnection	Provide queue number Fill-out Disconnection Order Form	None	5 Minutes	Public Assistance & Complaints Desk (PACD) <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	Customer Service Assistant 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 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		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearance 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 Production Section and express complaint	Receive Complaint	None	15 Minutes	<i>Quality Assurance</i> Production Section
3. Wait for appropriate action	Initiate appropriate action	None	1 Day	<i>Quality</i> <i>Assurance</i> Production 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:	Simple			
Type of	G2C – Government to Client			
Transaction:	G2G – Government to Government			
	G2B – Governme			
Who may avail:	All clients within the	e service areas		
CHECKLIST OF R	•		WHERE TO SEC	URE
 Personal appearar 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 day	<i>Water</i> <i>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 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		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearance 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	<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:	G2G – Governme G2B – Governme	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				
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:		None	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 appearation 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 service areas of PolWD			
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 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 R	EQUIREMENTS		WHERE TO SEC	URE
 Personal appearance customers 	nce 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 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer Service</i> <i>Assistant</i> Customer Service Section
2.Wait for appropriate action	Initiate appropriate action	None	2-3 Days	Field Investigator Customer Service Section/ Senior Customer Service Officer Customer Accounts Section
	TOTAL:	None	2-3 Days & 15	
		NULLE	Minutes	
End of transaction				



For No Billing Notice

Office or Division:	Commercial Divis	ion (Custome	r Service Section)	
Classification:	Simple			
Type of	G2C – Governme		nent	
Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	All clients within the			
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. 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
2.Wait for billing	Initiate appropriate action	None	5 Minutes	Section 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				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:	G2G – Governme	G2C – Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:	All clients within the			
CHECKLIST OF R			WHERE TO SEC	URF
 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 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</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:	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 R	EQUIREMENTS		WHERE TO SECU	JRE
 Personal appearance 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	Customer Service Assistant Customer Service Section
 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
End of transaction	TOTAL:	None	3-4 Days & 7 Minutes	

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Water Meter Efficiency Test

Office or Division:	Commercial Division	Commercial Division (Customer Service Section)		
Classification:	Complex	Complex		
Type of Transaction:	G2C – Governmer G2G – Governmer G2B – Governmer	nt to Governm		
Who may avail:	All clients within the	service areas	of PolWD	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE
 Personal appeara 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)	₱150	3 Minutes	<i>Cashiering</i> <i>Assistant/ Cashier</i> Cashiering Section
3. Wait for the schedule of meter test	Schedule request	None	5 Working Days	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
	TOTAL:	₱150	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			
_ ,	G2C – Government	G2C – Government to Client		
Type of	G2G – Governmen	t to Governme	ent	
Transaction:	G2B – Government	to Business		
\A/I	All Government Age	encies, LGUS	, GOCCs, and oth	ner Government
Who may avail:	Instrumentalities			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE
1. Computed amou	nt due		Division – Table 6	3 and/or 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 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 Division (CD) accredited plumbers	None	Within the day	<i>Customer Service</i> <i>Assistant</i> Customer Service Section
	TOTAL:	Arrears + ₱160	1 Day	
End of transaction	on			

If disconnected at service line

Office or Division:	Commercial Division – Customer Service Section			
Classification:	Simple			
Type of Transaction:	G2C – Government G2G – Government G2B – Government	t to Governme	ent	
Who may avail:	All Government Age Instrumentalities	encies, LGUS		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	
 Computed amound Official Receipt 	nt due		Division – Table 6 sion – Tellers	3 & 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 + ₱280	3 Minutes	Cashiering Assistant Cashier Cashiering Section
3. Present Official Receipt to Customer Service	Issue Reconnection Order Form	None	3 Minutes	Customer Service Assistant Customer Service Section



table 6 and/or 7 and sign reconnection order				
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 G2G – Government G2B – Government	t to Governme	ent	
Who may avail:	All Government Age Instrumentalities	encies, LGUS		
CHECKLIST OF F			WHERE TO SEC	
 Computed amou Official Receipt 				
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 + Materials + ₱480	3 Minutes	Cashiering Assistant /Cashier 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</i> <i>Assistant</i> Customer Service Section
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	encies, LGUS,	GOCCs, and of	ther Government
CHECKLIST OF F	REQUIREMENTS	V	WHERE TO SEC	URE
 Personal appeara 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	Provide queue number Verify account	None	4 Minutes	Public Assistance & Complaints Desk (PACD) <i>Customer</i>
table 6 and/or 7 and request for reconnection				Service Assistant Customer Service Section
2. Wait for reconnection	Forward request to Engineering & Operation Division – Construction & Maintenance Section (EOD- CMS) for reconnection	None	5 Minutes	<i>Customer</i> <i>Service Assistant</i> Customer Service Section
	Conduct reconnection		Within 1 Day	Construction and Maintenance Section Water Maintenance Man
	TOTAL:	None	1 Day	



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	Provide queue number Verify account	None	4 Minutes	Public Assistance & Complaints Desk (PACD) Customer Service Assistant Customer Service Section
reconnection 2. Pay	Accept	Blind gasket:		
reconnection fee at the teller	payment/ Issue Official Receipt (OR)	If disconnected at Service line: ₱280	3 Minutes	Cashiering Assistant 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 & Maintenance Section (EOD- CMS) for reconnection	None	5 Minutes	Customer Service Assistant Customer Service Section
	Conduct reconnection		1-2 Days	Water Maintenance Man Construction and Maintenance Section
	TOTAL:	Variable	2 Days	



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:	All clients except gove PolWD	ernment offices within the service areas of
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
 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 		 Personal Copy of Applicant Local Lawyer 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 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 		 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



 Solo Parent Pantawid Pamilyang Pilipino Program (4Ps) 		 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</i> <i>Service Assistant</i> Customer
2. Attend Orientation at the Orientation Room	Conduct Orientation (TWTh 1:30-3:00 PM)	None	1 Hour & 30 minutes	Service Section Customer Service Assistant 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</i> <i>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</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</i> <i>Service Assistant</i> Customer Service Section
6. Wait for Site Inspection	Conduct site inspection	None	3 Working Days	<i>Water</i> <i>Maintenance</i> <i>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	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	<i>Cashiering</i> <i>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</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				



Office or Division:	Commercial Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Governmer	nt to Govern	ment	
Who may avail:	All government off			areas of PolWD
CHECKLIST OF RE				
1. Photocopy of Proof of Identification and\or of au (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 F (4Ps)	Personal uthority [Any one Pilipino Program	 WHERE TO SECURE 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) Customer Service Assistant 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</i> <i>Assistant</i> 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) 5. Present Inspection 	Accept payment / Issue Official Receipt (OR) Schedule for site	PHP 100	3 Minutes	Cashiering Assistant/ Cashier <i>Cashiering</i> <i>Section</i> (priority lane) <i>Customer Service</i>
Request & OR to Customer Service table 8,9 and/or 10	inspection	None	5 Minutes	Assistant 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	<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</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



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			
	G2C – Governm	ent to Client		
Type of Transaction:	G2G – Governm	nent to Gover	nment	
	G2B – Government to Business			
Who may avail:	All clients within	the service a	reas of PolWD	
CHECKLIST OF REG	UIREMENTS		WHERE TO SECU	JRE
1. Billing Notice (Water I	Bill) PolWD – meter readers			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Get priority number	Provide queue			
at the waiting area @	number			
the guardhouse and				Public Assistance
wait for your number to		None	1 Minute	and Complaints
be flashed on screen		iterie		Desk (PACD)
and announced by in-				
charge in batches of 5				
payees.	A			
2. Present and pay bill	Accept			Cashiering
to Teller	payment /	Variable	3 Minutes	Assistant/ Cashier
	Issue Official			Cashiering Section
	Receipt (OR) TOTAL:	Variable	4 Minutes	
End of transaction	IUTAL:	variable	4 Minutes	
End of transaction				



WITHOUT ARREARS Without Billing Notice

Office or Division:	Finance Division	(Cashiering	Section)		
Classification:	Simple	Simple			
T	G2C – Governme	ent to Client			
Type of Transaction:	G2G – Governme	ent to Goveri	nment		
	G2B – Governme	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	nection	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 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. Proceed to PACD to get printed bar coded billing	Print bar coded billing	None	3 Minutes	Public Assistance and Complaints Desk (PACD)	
2. Pay bill to Teller	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section	
	TOTAL:	Variable	9 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 a	areas of PolWD	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
1. Name of service co	connection 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 and proceed to Customer Service Table 6 and/or 7 for billing amount (if needed)	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 Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business				
Who may avail:	All clients within				
CHECKLIST OF RE			WHERE TO S	ECURE	
1. Name of service co	nnection	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 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. Proceed to Customer Service Table 6 and/or 7 (if needed) or to PACD for printing of bar coded billing	Provide account name/ number & billing amount/priority number for payment Print bar coded billing	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	9 Minutes		
End of transaction					



WITH ARREARS With Billing Notice Senior Citizens, 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 RE				
1. Name of service co	Name of service connection N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number for Senior Citizen/differently- abled person/pregnant women and wait for your number to be flashed on screen	Provide queue number	None	2 Minutes	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 for billing amount (if needed) or proceed to PACD to get printed bar coded billing	Provide account name, account number, and billing amount Print bar coded billing	None	5 Minutes	Customer Service Assistant Customer Service Section Public Assistance and Complaints Desk (PACD)
3. Present and pay bill to Teller (Priority Lane)	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
	TOTAL:	Variable	10 Minutes	
End of transaction				

and of transaction



WITH ARREARS Without Billing Notice Senior Citizens, 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	e service are	eas of PolWD	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Name of service c	onnection	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number for Senior Citizen/differently- abled person/pregnant women and wait for your number to be flashed on screen	Provide queue number	None	2 Minutes	Public Assistance and Complaints Desk (PACD)
2. Proceed to Customer Service Table 6 and/or 7 for billing amount (if needed) or proceed to PACD to get printed bar coded billing	Provide account name, account number, and billing amount Print bar coded billing	None	5 Minutes	Customer Service Assistant Customer Service Section Public Assistance and Complaints Desk (PACD)
3. Present and pay bill to Teller (Priority Lane)	Accept payment / Issue Official Receipt (OR)	Variable	3 Minutes	Cashiering Assistant/Cashier Cashiering Section
	TOTAL:	Variable	10 Minutes	
End of transaction	L. M. Sand	3		in-section in the

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WITHOUT ARREARS With Billing Notice Senior Citizens, Differently-abled person, Pregnant Women

Office or Division:	Finance Division (Cashiering Section)			
Classification:	Simple			
T	G2C – Government	t to Client		
Type of Transaction:	G2G – Government to Government			
Transaction:	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 Senior Citizen/differently- abled person/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 Citizens, 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	6	
Who may avail:	All clients within the	service are	as of PolWD	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Name of service c	onnection	N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD, get priority number for Senior Citizen/differently- abled person/pregnant women and wait for your number to be flashed on screen and get printed bar coded billing	Provide queue number Print bar coded billing		3 minutes	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	6 Minutes	
End of transaction				



Payment of Water Bills (Collecting Partners) PMCO, Caha de Oro, VIP, Landan Multi-Purpose Coop, Dolefil Shine's Coop, Polo Samahang Nayon MPC

Office or Division:	Finance Division (C	Cashiering Se	ection)	
Classification:	Simple			
Type of	G2C – Governmen			
Transaction:	G2G – Governmen	t to Governm	nent	
	G2B – Government to Business			
Who may avail:	All clients within the	e service are	as of PolWD	
CHECKLIST OF RE				URE
1. Billing Notice (wate	er bill)	Meter Read	ers	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	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	g Section)	
Classification:	Simple			
	G2C – Governme	nt to Clien	t	
Type of Transaction:	G2G – Governme	nt to Gove	ernment	
	G2B – Governme			
Who may avail:	All clients within th			
CHECKLIST OF RE			WHERE TO SE	CURE
1. Billing Notice (W		PolWD -	meter readers	
2. Landbank ATM/		Landban		
3. G-Cash		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		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 –	Cashierin	g Section	
Classification:	Complex		-	
Type of Transaction:	G2B – Governmer G2G – Governmer			
Who may avail:	All Government Ag Instrumentalities	gencies, L(GUS, GOCCs, and	d other Government
CHECKLIST OF RE			WHERE TO	SECURE
 Summary of Canva Approved Purchase Approved Job Order Purchase Order Disbursement Vouc 	e Request er	Procurem	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/	<i>Cashier</i> Cashiering Section

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			remittance through bank - every Friday/	
			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:	Administrati	ve Divis	ion – HR Section	
Classification:	Simple			
Type of Transaction:	G2C – Gov	ernment	to Client	
Who may avail:	Separated I	Employe	e/s	
CHECKLIST OF REQUIREM	MENTS		WHERE TO S	ECURE
Letter Request from Separated E	Employees	Reque	ester	
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> <u>yahoo.com</u> <u>/mytingcorporal@gmail.com</u> 	Accept request	None	1 Day	Sr. Industrial Relations Management Officer Human Resource Section
2. Wait for the certification	Prepare request	None	1 Day	Sr. Industrial Relations Management Officer Human Resource Section
	TOTAL:	None	2 Days	
End of transaction			•	



Issuance of Employment Service Records: For Separated Employees

Office or Division:	Administrative Div	vision – HR S	Section	
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Separated Employ	yee/s		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE
Letter Request from S Employees	eparated	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> <u>yahoo.com/mytin</u> <u>gcorporal@gmail</u> .com 	Accept request	None	1 Day	Sr. Industrial Relations Management Officer Human Resource Section
2. Wait for the certification	Prepare request	None	1 Day	Sr. Industrial Relations Management Officer Human Resource Section
	TOTAL:	None	2 Days	
End of transaction			•	



Human Resource Section Internal Services



Receive Job Application

0 (1)			· ··	
Office or	Administrative Divisio	n – HR S	Section	
Division:	Simple			
Classification:	Simple			
Type of	G2C – Government to	o Client		
Transaction:				
Who may avail:	Any Interested Applic	ants		
	REQUIREMENTS		WHERE TO S	SECURE
1. Application lette				
2. Personal Data			ebsite (www.csc.g	. ,
3. Transcript of R			s/ Universities atte	ended
4. Photocopy of E		Civil Service Commission		
	ating (if applicable)	FEES		
CLIENT STEPS	AGENCY ACTION	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 	None	1 Day	<i>HR Personnel</i> Human Resource Section <i>Department</i> <i>Manager and</i> <i>General Manager</i>
	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>Executive Assistant</i> Office of the General Manager
	11			



receives application lette of applicant 5. Routes to GM and DM for remarks/ action be taken 6. GM forwards to HR 7. Encode applican name to applicant's data (excel form)	to		Management Officer Human Resource Section HR Personnel Human Resource Section
TOTA	L: None	1 Day	



Issuance of Certification of Employment and Service Record

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



Issuance of Authority to Travel (Local)

- a. Official Business Transaction
- b. Training Attendance

Office or Division:	Administrative Divi	sion – HF	Section	
Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Clien	t	
Who may avail:	Concern employee	/s		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
Notice of Train	ning	HR Sect	tion	
Nomination Former	•	HR Sect	tion	
Office Order		Office of	the General Man	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 			Office of the General Manager
	Head 5. Submits approved TO/IT to Finance Division for Voucher & Cheque preparation 6. Gives 1 copy of approved TO/IT to the concerned employee	None	1 Day	<i>HR Personnel</i> Human Resource Section
1	TOTAL:	None	1 Day	
End of transaction			,	



B. Wait Issuance of Authority to Travel (Training Attendance)	 Receives Invitation of Training with Notation Prepares Notice of Training Prepares Training Confirmation Prepares Travel Order & Itinerary of Travel with Training Report and 			Office of the General Manager HR Personnel Human Resource Section
	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	None	2 Days	
	TOTAL:	None	2 Days	
End of transaction				



Issuance of Authority to Travel (Foreign Travel)

Office or Division:	Administrative Divis	Administrative Division – HR Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmen	t to Clien	t			
Who may avail:	Concern employee	s with sc	heduled Foreign T	ravel		
CHECKLIST OF F	REQUIREMENTS		WHERE TO S	SECURE		
Written requeApproved Lease	est ave 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						



Procurement Section Internal Services



Request for Payment to PolWD Suppliers

Office or Division:	Administrative Divi	Administrative Division – Procurement Section			
Classification:	Simple				
Type of	G2C – Governmer	nt to Clien	t		
Transaction:					
Who may avail:	Procurement				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
1. Purchase Reque		PolWD	Copy		
2. Purchase Order		TONIE	COPY		
	Acceptance Report				
4. Sales Invoice		Supplier	s Copy		
5. Delivery Receipt					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Comply all	Consolidate all			Procurement	
necessary	necessary			Assistant	
documents	documents	None	1 Day	Procurement Section/Administrative	
		None	T Day	Services Assistant	
				Procurement Section	
0 Ferryard	Dessive			Accounting Drococor	
2. Forward complete docs	Receive, Validate and			Accounting Processor Accounting Section/	
to vouchering	Request for	None 1 Day		Corporate Account	
to vouonening	Payment		,	Analyst Accounting	
				Section	
	TOTAL:	None	2 Days		
End of transaction					



Receiving of Purchase Request

Office or Division:	Administrative Divi	Administrative Division – Procurement Section				
Classification:	Simple	Simple				
Type of Transaction:	G2C – Governmer	G2C – Government to Client				
Who may avail:	Requisitioning Unit	t/Person				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
1. Approved Purchas Technical Specificat		Reques	tor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Comply all necessary documents	Receive and Validate the documents	None	1 Day	Procurement Assistant Procurement Section/Administrative Services Assistant Procurement Section		
2. Wait for updates until the request has been purchased	Encode and prepare Period of Action in the PIB System	None	1 Day	Procurement Assistant Procurement Section/Administrative Services Assistant Procurement 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 Transaction: G2C – Government to Client Who may avail: All employee/s of PolWD CHECKLIST OF REQUIREMENTS WHERE TO SECURE Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop MIS CLIENT STEPS AGENCY ACTION FEES PAID PROCESSING TIME PERSON RESPONSIBLE 1. Open PIB System & Create Requisition and Issuance Slip (RIS) Log in username & password None 3 Minutes End-user/Employee 2. Wait for Approval Approved by the officer None 1 Minute Section Head/ Officer 3. Proceed to sign the approved RIS and get gate pass of requested items Issue RIS and prepare gate pass of requested items None 3 Minutes Storekeeper Storeroom Section 4. Present the gate pass to the storeroom for the release of the said items Release requested items 3 Minutes Storekeeper Storeroom Section 4. Present the gate pass to the said items Release requested items 3 Minutes Storekeeper Storeroom Section 4. Present the requested items Release requested items 3 Minutes Storekeeper Storeroom Section								
Type of Transaction:G2C - Government to ClientWho may avail:All employee/s of PolWDCHECKLIST OF REQUIREMENTSWHERE TO SECURE• Installed Procurement, Inventory & Budgeting (PIB) System at employees desktopMIS• With PIB accountFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Open PIB System & Create Requisition and Issuance Slip (RIS)Log in username & passwordNone3 Minutes2. Wait for ApprovalApproved by the officerNone1 MinuteSection Head/ Officer3. Proceed to sign the approved RIS and get gate pass of requested itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at PoIWD Annex Storeroom for the release of the said itemsRelease requested itemsNone3 Minutes4. Present the requested itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the release of the storeroom personnel at PoIWD Annex Storeroom for the release of the said itemsRelease requested items3 MinutesStorekeeper Storeroom Section	Office or Division:	Administrative Divi	sion – Ge	eneral Services Se	ction			
Transaction:Who may avail:All employee/s of PoIWDCHECKLIST OF REQUIREMENTSWHERE TO SECURE• Installed Procurement, Inventory & Budgeting (PIB) System at employees desktopMIS• With PIB accountFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Open PIB System & Create Requisition and Issuance Slip (RIS)Log in username & password neededNone3 MinutesEnd-user/Employee2. Wait for ApprovalApproved by the officerNone1 MinuteSection Head/Officer3. Proceed to sign the approved RIS and get gate pass of requested itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at PoIWD Annex Storeroom for the said itemsRelease requested items3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom for the s	Classification:	Simple						
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 Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop With PIB account CLIENT STEPS AGENCY ACTION TEES TO BE PAID PROCESSING TIME PROCESSING TIME PERSON RESPONSIBLE 1. Open PIB Create Requisition and Issuance Slip (RIS) Input items needed Input items needed Storeced to storeroom to sign the approved RIS and prepare gate pass of requested items Proceed to the storeroom to the storeroom for the release of the said items Release requested items Mone TOTAL: None 	Who may avail:	All employee/s of F	All employee/s of PolWD					
Budgeting (PIB) System at employees desktopMISWith PIB accountMISCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Open PIB System & Create Requisition and Issuance Slip (RIS)Log in username & passwordNone3 MinutesPERSON RESPONSIBLE2. Wait for ApprovalApproved by the officerNone1 MinutesEnd-user/Employee3. Proceed to sign the approved RIS and get gate pass of requested itemsIssue RIS and prepare gate passNone1 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at POIWD Annex Storeroom for the said itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom for the storeroom for the said itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at POIWD Annex Storeroom for the said itemsRelease requested items3 MinutesStorekeeper Storeroom Section	CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE			
CLIENT STEPSAGENCY ACTIONTO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Open PIB System & Create Requisition and Issuance Slip (RIS)Log in username & password neededNone3 MinutesEnd-user/Employee2. Wait for ApprovalApproved by the officerNone1 MinuteSection Head/ Officer3. Proceed to sign the approved RIS and get gate pass of requested itemsIssue RIS and prepare gate passNone1 MinutesSection Head/ Officer4. Present the gate pass to the storeroom personnel at POIWD Annex Storeroom for the release of the said itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at POIWD Annex Storeroom for the release of the said itemsRelease requested items3 MinutesStorekeeper Storeroom Section4. Dresent the gate pass to the storeroom personnel at POIWD Annex Storeroom for the release of the said itemsRelease requested items3 MinutesStorekeeper Storeroom Section5. TOTAL:None10 Minutes	Budgeting (PIB) employees desk	System at top	_					
System & Create Requisition and Issuance 	CLIENT STEPS		TO BE					
ApprovalofficerNone1 MinuteSection Head/ Officer3. Proceed to storeroom to sign the approved RIS and get gate pass of requested itemsIssue RIS and prepare gate passNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at PolWD Annex Storeroom for the release of the said itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at PolWD Annex Storeroom for the release of the said itemsRelease requested items3 MinutesStorekeeper Storeroom SectionTOTAL:	System & Create Requisition and Issuance Slip (RIS)	& password Input items needed	None	3 Minutes	End-user/Employee			
storeroom to sign the approved RIS and get gate pass of requested itemsprepare gate passNone3 MinutesStorekeeper Storeroom Section4. Present the gate pass to the storeroom personnel at PolWD Annex Storeroom for the release of the said itemsRelease requested itemsNone3 MinutesStorekeeper Storeroom Section5. Vorekeeper Storeroom SectionNone3 MinutesStorekeeper 			None	1 Minute	Section Head/ Officer			
gate pass to the storeroom personnel at PolWD Annex Storeroom for the release of the said itemsrequested itemsNone3 MinutesStorekeeper Storeroom SectionTOTAL:None10 Minutes10 Minutes	storeroom to sign the approved RIS and get gate pass of requested	prepare gate	None	3 Minutes				
	gate pass to the storeroom personnel at PolWD Annex Storeroom for the release of		None	3 Minutes				
		TOTAL:	None	10 Minutes				
	End of transaction							



Acknowledgement Receipt of Equipment

Office or Division:	Administrative Divi	ision G	noral Sorvicos So	oction	
Classification:	Simple	151011 – Ge			
Classification.	Simple				
Type of	G2C – Governmer	nt to Clien	t		
Transaction:					
Who may avail:	Accountable emplo	oyee/s of	PolWD		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
 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			End-user	
	System & Create Inspection and Acceptance Report (IAR)	None	1 Day	Storekeeper Storeroom Section	
2. Inspection & acceptance	Signed			Section Head & Supervisor	
	Create Acceptance Receipt of Equipment (ARE) & Input Property Number			<i>Storekeeper</i> Storeroom Section	
3. Receive by end-user	Signed			End-user	
	Print ARE & file record per Division	2		Storekeeper Storeroom Section	
	TOTAL:	None	1 Day	Sugar and the second second second second	

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Preparation of Inspection and Acceptance Report

		안 말을 잡는 가방을 구				
Office or Division:	Administrative Divi	sion – Ge	eneral Services Se	ction		
Classification:	Simple					
Type of	G2C – Governmer	nt to Clien	t			
Transaction:						
Who may avail:	All employee/s of I	PolWD				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE		
 Installed Procure Budgeting (PIB) employees desk 		MIS				
With PIB accourt	•	MIS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Receive & record delivery/ies Conduct Quality and Quantity Inspection	None	20 Minutes	Storeroom Personnel/ Inspection Team		
	Log in to PIB System and prepare Inspection and Acceptance Report	None	3 Minute	Storeroom Personnel		
1. Log in to PIB System & sign the "INSPECTION" portion	Accept the inspected IAR and generates report as attachment for payment	None 3 Minutes End-user/Employ				
	TOTAL:	None	26 Minutes			
End of transaction						



Preparation of Waste Material Report

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 I	PolWD					
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE			
Budgeting (PIB)		System at					
employees deskWith PIB accourt	•	MIS					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Return defective materials to the storeroom	Receive & record returned defective materials	None	3 Minutes	Storeroom Personnel/ End-user			
	Log in to PIB System and prepare Waste Material Report of the returned defective materials	None	3 Minutes	Storeroom Personnel			
2. Log in to PIB System & sign the property inspector portion	Certify the property returned as waste material	None3 MinutesProperty Inspector/ Disposal Committee ChairNone3 MinutesStoreroom Personnel					
3. Wait for GM's approval	Second Endorsement of WMR						
	TOTAL:	None	12 Minutes				
End of transaction							



Engineering and Operations Division Production Section External Services



Bacteriological Test

-	Office or Division:	Engineering and	Operations Divis	sion – Production	Section
	Classification:	Highly Technical			
	Towns of	G2C – Governm	ent to Client		
	Type of	G2G – Governm	ent to Governme	ent	
	Transaction:	G2B – Governm	ent to Business		
	Who may avail:			s of Polomolok W	ater District
	CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECU	RE
	Letter request		Requester		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	 Proceed to OGM for submission of request letter addressed to GM for approval 	Receive communication and file Record name and contact details of the client, including the purpose of requested analysis	None	5 Minutes	OGM Secretary
	 Wait for schedule of sampling and schedule of releasing of results 	Set schedule of sampling to the soonest available schedule Bacteriological Test: Scheduled 1 st and 3 rd Mondays of the Month.	None	5 Minutes	Quality Assurance Inspector/ Engineering Clerk Production Section
		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	

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3. Client requesting results	Check the availability of the result based on when the sampling is conducted.	Bacteriological Test: Php 550.00 per sample Note: Rates depend on the	5 Minutes	
	Bacteriological Test – after two (2) weeks from sampling	prevailing rates of the external laboratory		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/ Engineering Clerk Production Section
	TOTAL:	None	1 Day & 28 Minutes	
End of transaction		1		1



Maintenance Section Internal Services



Transmission line and Distribution Line Repair

Office or Division:		nd Operat	tions Division – M	aintenance	
	Section				
Classification:	Simple				
	G2C – Govern	ment to C	Client		
Type of Transaction:	n: G2G – Government to Government				
	G2B – Govern	ment to E	Business		
Who may avail:	All clients within	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 Divis	sion – Maintenan	ce Section	
Classification:	Simple				
Type of Transaction:	G2C – Governm	rnment to Client			
Who may avail:	AGAS Patrol, Co	ommercial Divisio	on, Guard House		
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECU	IRE	
Maintenance Red	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	<i>Water</i> <i>Maintenance</i> <i>Man</i> Maintenance Section	
	Encode accomplished maintenance order	None	3 Minutes	MOMS Encoder Maintenance Section	
	TOTAL:	None	2 Days & 13 Minutes		
End of transaction					



Service Connection before the meter Repair

Office or Division:	Engineering and Ope	rations Div	vision – Maintena	nce Section		
Classification:	Simple					
Type of Transaction:	G2C – Government t	G2C – Government to Client				
Who may avail:	AGAS Patrol, Commo	ercial Divis	sion, Guard House	Э		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Maintenance Req	uest	Request	er			
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		
	Determine leak location	None	1 Hour	Water Maintenance Man Maintenance Section		
	Conduct leak repair	None	1 Day	Water Maintenance Man Maintenance Section		
	Submission of accomplished maintenance order	None	1 Day	Water Maintenance Man Maintenance Section		
	Encode accomplished maintenance order	None	3 Minutes	MOMS Encoder 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				
	G2C – Government to Client				
Type of Transaction:	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 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	Variable	3 Minutes	Cashiering Assistant/Cashier	
	Receipt (OR)			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		BLED PEF	RSON, PREGNAN	T WOMEN (WITH	
OR WITHOUT ARRE	/			Occhicziaz	
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	EDBACK 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 complaint	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	The PACD opens the complaints drop box on a daily basis and
complaints are processed	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 Information of	ARTA : <u>complaints@arta.gov.ph</u> : 1-ARTA (2782)
CCB, PCC,	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,

. ANDRESITO J. DEGILLA General Manager B ENGR.