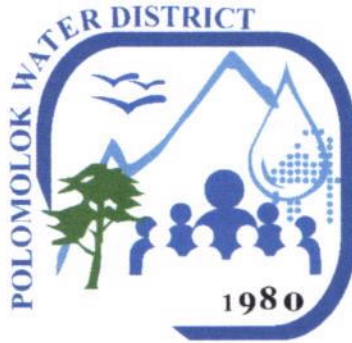


**POLOMOLOK WATER DISTRICT**

**CITIZEN'S CHARTER**

**2024 (1<sup>st</sup> Edition)**



# POLOMOLOK WATER DISTRICT

## CITIZEN'S CHARTER

2024 (1<sup>st</sup> 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.

**I. Vision:**

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

**II. 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 gender sensitive work environment

Institute programs on wastewater management

Vigorously pursue NRW reduction program

Ensure a gender responsive excellent service that exceeds customer satisfaction

**III. Service Pledge:**

In our commitment to provide quality service, we, the PoIWD 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 |
| 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  
Billing and Collection

0917-942-5459  
0999-998-2953  
500-9400 /  
09101961330

Ensure your health and safety as we comply with standards.

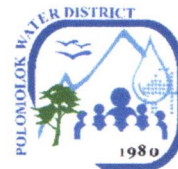
Continue to innovate our services.

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**.



## LIST OF SERVICES

|   |    |
|---|----|
| <b>Commercial Division</b>  |    |
| <b>External Services</b>  | 6  |
| 1. Application for Change of Account Name                           | 7  |
| 2. Application for New Service Connection                           | 11 |
| 3. Application / Renewal of Senior Citizen Discount Privilege       | 17 |
| 4. Granting of Promissory Notes for Water Bill Payment              | 18 |
| 5. Handling of Complaints   | 19 |
| 6. Location Transfer of Service Connection                          | 23 |
| 7. Reconnection of Water Service Connection                         | 28 |
| 8. Temporary Disconnection  | 31 |
| 9. Water Meter Efficiency Test                                      | 33 |
| <b>Finance Division</b>   |    |
| <b>External Services</b>  | 35 |
| 1. Payment of Water Bills   | 36 |
| 2. Processing of Payment of Claims (External)                       | 44 |
| <b>Internal Service</b>   | 59 |
| 1. Processing of Payment of Claims (Internal)                       | 60 |
| <b>Administrative Division</b>                                      |    |
| <b>External Services</b>  | 70 |
| <b>Human Resource Section</b>                                       |    |
| 1. Issuance of Employment Service Records (for separated employees) | 71 |
| <b>Internal Services</b>  | 72 |
| <b>Human Resource Section</b>                                       |    |
| 1. Hiring of Plantilla Personnel                                    | 73 |
| 2. Issuance of Employee Records                                     | 75 |
| 3. Issuance of Authority to Travel (Foreign Travel)                 | 76 |
| <b>Procurement Section</b>  |    |
| 1. Processing of Purchase Request                                   | 78 |
| 2. Request for Corrective Action                                    | 79 |
| <b>General Services Section</b>                                     |    |
| 1. Acknowledgement Receipt of Equipment                             | 80 |
| 2. Preparation of Inspection and Acceptance Report                  | 82 |
| 3. Preparation of Waste Material Report                             | 83 |
| 4. Requisition and Issuance of Storeroom Items                      | 85 |



|  |           |
|--|-----------|
| <b>Engineering and Operations Department</b> |           |
| <b>External Services</b>                     | <b>87</b> |
| <b>Construction and Maintenance Division</b> |           |
| 1. Maintenance & Repair Works                | 88        |
| <b>Water Resources Division</b>              |           |
| 1. Bacteriological Test (External)           | 93        |
| <b>Internal Services</b>                     |           |
| <b>Water Resources Division</b>              | <b>95</b> |
| 1. Bacteriological Test (Internal)           | 96        |
| <br>   |           |
| FEEDBACK AND COMPLAINTS MECHANISM            | 98        |
| LIST OF OFFICES                              | 99        |



## **Commercial Division External Services**

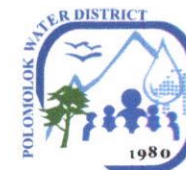


## 1. Application for Change of Account Name

This process is applicable when a customer would like to change the account name of his/her connection.

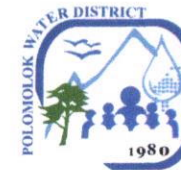
|  |   |                        |
|--|---|------------------------|
| <b>Office or Division:</b>   | Commercial Division (Customer Service Section)        |                        |
| <b>Classification:</b>   | Simple  |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client                            |                        |
|  | G2G – Government to Government                        |                        |
|  | G2B – Government to Business                          |                        |
| <b>Who may avail:</b>  | All clients within the service areas of PolWD         |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |
| 1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]   |   |                        |
| 1.1. Lot title   | Personal Copy of Applicant                            |                        |
| 1.2. Deed of Absolute Sale/Conditional Deed of Sale  | Local Lawyer  |                        |
| 1.3. Deed of Donation  | Local Lawyer  |                        |
| 1.4. Extrajudicial Settlement  | Local Lawyer  |                        |
| 1.5. Death Certificate   | Local Civil Registrar                                 |                        |
| 1.6. Marriage Contract   | Local Civil Registrar                                 |                        |
| 1.7. Lot Assessment  | Municipal Assessor's Office                           |                        |
| 1.8. Tax Declaration of Real Property  | Municipal Assessor's Office                           |                        |
| 1.9. Brgy. Certificate (For homestead lots)  | Barangay Hall of the applicant                        |                        |
| 1.10 Special Power of Attorney   | Municipal Hall/ Private building owner                |                        |
| 1.11 Board Resolution  | Board of Directors (for Companies)                    |                        |
| 1.12 Notarized Affidavit of Undertaking\ Heirship  |   |                        |
| 1.13 Notarized Contract of Usufruct  | From Polomolok Water District incumbent legal counsel |                        |
| 1.14 Any written authority issued by lawful owner  | Local Lawyer  |                        |
| 2. Photocopy of Proof of Personal Identification and\or of authority [Any one (1) of the following:] |   |                        |
| 2.1. PRC   | Professional Regulations Commission                   |                        |
| 2.2. Driver's License  | Land Transportation Office                            |                        |



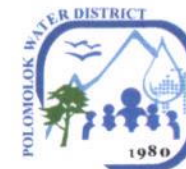


|  |   |
|--|---|
| 2.3. UMID                                      | GSIS/SSS  |
| 2.4. Passport                                  | Department of Foreign Affairs                   |
| 2.5. Voter's ID/ Certificate                   | Commission on Election                          |
| 2.6. Postal ID                                 | Philippine Postal Corporation                   |
| 2.7. TIN                                       | Bureau of Internal Revenue                      |
| 2.8. Senior Citizen's ID                       | Office of Senior Citizen's Affairs              |
| 2.9. PHIC                                      | Philippine Health Insurance Corporation         |
| 2.10 HDMF                                      | Home Development Mutual Fund                    |
| 2.11 Person with Disability                    | Municipal Social Welfare and Development Office |
| 2.12 Solo Parent                               | Municipal Social Welfare and Development Office |
| 2.13 Pantawid Pamilyang Pilipino Program (4Ps) | Municipal Social Welfare and Development Office |
| 2.14 Philippine National ID                    | Philsys/ Philippine ID System                   |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                               |
|---|---|-----------------|-----------------|--|
| <b>First Visit</b>  |   |                 |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. Direct customer to Customer Service at Window 8 or 9 | None            | 5 minutes       | Public Assistance and Complaints Desk (PACD)     |
| 2. Proceed to Customer Service Window 8 or 9                          | 2. Provide customer the list of requirements            | None            | 10 minutes      | Customer Service Assistant C Commercial Division |
| <b>SUB TOTAL (FIRST VISIT):</b>                                       |   | None            | 15 minutes      |  |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|--|
| <b>Second Visit</b>  |  |                 |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.          | 1. Direct customer to Orientation room   | None            | 5 minutes       | Public Assistance and Complaints Desk (PACD)   |
| 2. Proceed to Customer Service Window 8 or 9 and present complete requirements | 2. Check completeness and correctness of requirements received from customer             | None            | 10 minutes      | Public Assistance and Complaints Desk (PACD)   |
|  | 2.1. If complete, give Change of Name request form with amount to be paid to the teller. |                 |                 |  |
|  | 2.2. If incomplete, inform customer to comply the lacking requirements                   |                 |                 |  |
| 3. Proceed to Orientation room   | 3. Conduct orientation   | None            | 2 hours         | <i>Customer Service Assistant B<br/>Administration Services Assistant C<br/>(Customer Service Section)</i> |
| 4. Proceed to Window 8 or 9  | 4. Provide payment form  | None            | 5 minutes       | <i>Customer Service Assistant C<br/>Commercial Division</i>  |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME     | PERSON RESPONSIBLE  |
|---|--|--|---------------------|---|
| 5. Proceed to Window 1-5 and pay change of name fee   | 5. Receive payment from customer and issue sales invoice                         | PHP 100<br>For change of name fee<br><br>PHP 80 for notarial fee | 10 minutes          | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division |
| 6. Proceed to Customer Service Window 8 or 9 and present sales invoice                      | 6. Check sales invoice   | None   | 3 minutes           | <i>Customer Service Assistant C</i><br>Commercial Division                              |
| 7. Receive and fill out customer information sheet and submit to Customer Service Assistant | 7. Receive filled out applicant's information sheet and requirements             | None   | 20 minutes          |   |
|   | 7.1. Prepare new service connection contract for change of name                  |  |                     |   |
|   | 7.2. Instruct customer to sign the Service Connection Contract and notarial form |  |                     |   |
| <b><i>SUB TOTAL (SECOND VISIT):</i></b>   |  | PHP 180  | 2 hours, 53 minutes |   |
| <b><i>TOTAL:</i></b>  |  | PHP 180  | 3 hours, 8 minutes  |   |
| End of transaction  |  |  |                     |   |

## 2. Application for New Service Connection

A process to obtain water service connection whether for household or commercial

|  |   |
|--|---|
| <b>Office or Division:</b>   | Commercial Division                                   |
| <b>Classification:</b>   | Highly Technical                                      |
| <b>Type of Transaction:</b>  | G2C – Government to Client                            |
|  | G2B – Government to Business                          |
|  | G2G – Government to Government                        |
| <b>Who may avail:</b>  | All clients within the service areas of PolWD         |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |
| <b>WHERE TO SECURE</b>   |   |
| <b>For G2C and G2B transactions:</b>   |   |
| 1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] |   |
| 1.1. Lot title   | Personal Copy of Applicant                            |
| 1.2. Deed of Absolute Sale/Conditional Deed of Sale  | Local Lawyer  |
| 1.3. Deed of Donation  | Local Lawyer  |
| 1.4. Extrajudicial Settlement  | Municipal Assessor's Office                           |
| 1.5. Lot Assessment  | Municipal Assessor's Office                           |
| 1.6. Tax Declaration of Real Property  | Barangay Hall of the applicant                        |
| 1.7. Brgy. Certificate (For homestead lots)  | Municipal Hall/ Private building owner                |
| 1.8. Business Permit/ Lease Contract   | Local Lawyer  |
| 1.9. Special Power of Attorney   | Board of Directors (for Companies)                    |
| 1.10. Board Resolution   | From Polomolok Water District incumbent legal counsel |
| 1.11. Notarized Affidavit of Undertaking/ Heirship   | Local Lawyer  |
| 1.12. Notarized Contract of Usufruct   | Lawful lot owner                                      |
| 1.13. Any written authority issued by lawful owner   | From Polomolok Water District incumbent legal counsel |

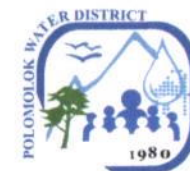
|  |   |
|--|---|
| 2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] |   |
| 2.1. PRC   | Professional Regulations Commission             |
| 2.2. Driver's License  | Land Transportation Office                      |
| 2.3. UMID  | GSIS/SSS  |
| 2.4. Passport  | Department of Foreign Affairs                   |
| 2.5. Voter's ID/ Certificate   | Commission on Election                          |
| 2.6. Postal ID   | Philippine Postal Corporation                   |
| 2.7. TIN   | Bureau of Internal Revenue                      |
| 2.8. Senior Citizen's ID   | Office of Senior Citizen's Affairs              |
| 2.9. PHIC  | Philippine Health Insurance Corporation         |
| 2.10. HDMF   | Home Development Mutual Fund                    |
| 2.11. Person with Disability   | Municipal Social Welfare and Development Office |
| 2.12. Solo Parent  | Municipal Social Welfare and Development Office |
| 2.13. Pantawid Familyang Pilipino Program (4Ps)  | Municipal Social Welfare and Development Office |
| 2.14. Philippine National ID   | Philsys/ Phil. ID Sytem                         |
| <b>For G2G transactions:</b>   |   |
| 1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] |   |
| 1.1. PRC   | Professional Regulations Commission             |
| 1.2. Driver's License  | Land Transportation Office                      |
| 1.3. UMID  | GSIS/SSS  |
| 1.4. Passport  | Department of Foreign Affairs                   |
| 1.5. Voter's ID/ Certificate   | Commission on Election                          |
| 1.6. Postal ID   | Philippine Postal Corporation                   |
| 1.7. TIN   | Bureau of Internal Revenue                      |
| 1.8. Senior Citizen's ID   | Office of Senior Citizen's Affairs              |
| 1.9. PHIC  | Philippine Health Insurance Corporation         |
| 1.10 HDMF  | Home Development Mutual Fund                    |



|  |   |
|--|---|
| 1.11. Person with Disability                   | Municipal Social Welfare and Development Office |
| 1.12 Solo Parent                               | Municipal Social Welfare and Development Office |
| 1.13 Pantawid Pamilyang Pilipino Program (4Ps) | Municipal Social Welfare and Development Office |
| 1.14 Philippine National ID                    | Philsys/ Philippine ID System                   |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                       |
|---|--|-----------------|-----------------|--|
| <b>Phase 1: Area Assessment</b>                                       |  |                 |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. Direct customer to Customer Service Section table 8 or 9.   | None            | 5 minutes       | <i>Public Assistance and Complaints Desk (PACD)</i>      |
| 2. Proceed to Window 8 or 9   | 2. Check availability of water service of the proposed location.   | None            | 20 minutes      | <i>Customer Service Assistant C, Commercial Division</i> |
|   | 2.1. If qualified for NSC, provide checklist of requirements   |                 |                 |  |
|   | 2.2. If not qualified, inform customer that water service is not available in their location.                      |                 |                 |  |
|   | 2.3. Inform customer for the schedule of new service connection orientation and to bring requirements for checking |                 |                 |  |
| <b>SUB TOTAL (PHASE 1: AREA ASSESSMENT):</b>                          |  | None            | 25 minutes      |  |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME             | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------------------|--|
| <b>Phase 2: Processing of New Service Connection (NSC) Application</b>         |  |                 |                             |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.          | 1. Direct customer to Customer Service Section Window 8 or 9.                                      | None            | 5 minutes                   | Public Assistance and Complaints Desk (PACD)   |
| 2. Proceed to Window 8 or 9 for verification of application requirements       | 2. Check requirements of applicant at Window 8 or 9.   | None            | 10 minutes                  | <i>Customer Service Assistant C</i><br>Commercial Division   |
| 3. Fill out Site Inspection Request form                                       | 3. Provide site inspection request form with inspection fee upon checking of complete requirements | None            | 10 minutes                  | <i>Customer Service Assistant C</i><br>Commercial Division   |
| 4. Pay inspection fee at Windows 1 to 5.                                       | 4. Receive payment for inspection fee  | PHP 100         | 10 minutes                  | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division                  |
| 5. Go to Customer Service Assistant Window 8 or 9 and present official receipt | 5. Receive request for site inspection and advise to attend Orientation Seminar                    | None            | 3 minutes                   | <i>Customer Service Assistant C</i><br>Commercial Division   |
|  | 5.1. Conduct site inspection   | None            | 7 days                      | <i>Water Maintenance Man A</i><br><i>Customer Service Assistant C</i><br>Commercial Division             |
| 6. Attend Orientation Seminar  | 6. Direct customer to Orientation Room   | None            | 3 minutes                   | <i>Customer Service Assistant C</i><br>Commercial Division   |
|  | 6.1 Conduct Orientation Seminar  | None            | 2 hours                     | <i>Administration Services Assistant C</i><br><i>Customer Service Assistant B</i><br>Commercial Division |
| <b>SUB TOTAL (PHASE 2: PROCESSING OF NSC APPLICATION):</b>                     |  | PHP 100         | 7 days, 2 hours, 41 minutes |  |

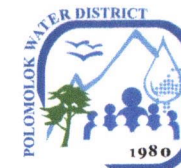


| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|--|
| <b>Phase 3: Installation of New Service Connection (NSC)</b>                   |  |                 |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.          | 1. Direct customer to Customer Service Window 8 or 9                         | None            | 5 minutes       | Public Assistance and Complaints Desk (PACD)                       |
| 2. Proceed to Customer Service Window 8 or 9 and present complete requirements | 2. Check completeness and correctness of requirements received from customer | None            | 15 minutes      | <i>Customer Service Assistant C</i><br>Commercial Division         |
|  | 2.1. If complete, encode and print the cost estimates                        |                 |                 |  |
|  | 2.2. If incomplete, inform customer to comply the lacking requirements       |                 |                 |  |
|  | 2.3. Direct customer to tellers (Window 1-5) for payment                     |                 |                 |  |
| 3. Pay at Window 1-5   | 3. Receive payment and issue Sales Invoice                                   | Variable        | 3 minutes       | Cashiering Assistant<br>Cashier B<br>Cashier D<br>Finance Division |
| 4. Present sales invoice to Customer Service at Window 8 or 9                  | 4. Check sales invoice and review applicant's information sheet form         | None            | 10 minutes      | Customer Service Assistant C<br>Commercial Division                |





| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID                    | PROCESSING TIME               | PERSON RESPONSIBLE   |
|--|--|------------------------------------|-------------------------------|--|
| 5. Fill-out customer information sheet form and present filled up form to the Customer Service Assistant | 5. Prepare service connection contract and instruct the customer to sign the Service Connection Contract and Notarial Form | None                               | 20 minutes                    | Customer Service Assistant C<br>Commercial Division                        |
|  | 5.1. Installation of new service connection  | None                               | 7 days                        | Senior Water Maintenance Man B<br>Engineering and Operations<br>Department |
| <b>SUB TOTAL (PHASE 3: INSTALLATION OF NSC):</b>   |  | variable                           | 7 days and 53                 |  |
| <b>TOTAL:</b>  |  | PHP100 Inspection Fee<br>+variable | 14 days, 3 hrs and 59<br>mins |  |
| End of transaction   |  |                                    |                               |  |

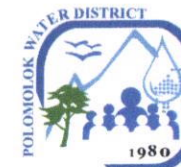


### 3. Application / Renewal of Senior Citizen Discount Privilege

This process is applicable to all senior citizens to avail for a discount privilege. This is an annual application to be renewed every January.

|  |   |                        |
|--|---|------------------------|
| <b>Office or Division:</b>   | Commercial Division (Customer Service Section)                |                        |
| <b>Classification:</b>   | Simple  |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client                                    |                        |
| <b>Who may avail:</b>  | All senior citizen's client within the service areas of PolWD |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |
| 1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:] |   |                        |
| Senior Citizen's ID  | Office of Senior Citizen's Affairs                            |                        |
| Personal appearance of the Senior Citizen  |   |                        |
| Picture holding latest newspaper with current publication  | Personal  |                        |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|-----------------|-----------------|--|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.     | 1. Direct customer to Customer Service window 8 or 9   | None            | 1 minute        | Public Assistance and Complaints Desk (PACD)               |
| 2. Proceed to Customer Service Window 8 or 9 and present Senior Citizen's | 2. Receive and photocopy SC ID   | None            | 3 minutes       | <i>Customer Service Assistant C</i><br>Commercial Division |
|   | 2.1. Provide Senior Citizen application form   |                 |                 |  |
| 3. Fill out and sign Senior Citizen application form                      | 3. Receive and check Senior Citizen application form for approval and updating to Billing and Collection System (BACS) | None            | 15 minutes      | <i>Customer Service Assistant C</i><br>Commercial Division |
| <b>TOTAL:</b>   |  | None            | 19 Minutes      |  |
| End of transaction  |  |                 |                 |  |



#### 4. Granting of Promissory Notes for Water Bill Payment

This process is offered to customers who wants to extend their disconnection schedule due to shortage of funds.

|                                      |  |                        |
|--------------------------------------|--|------------------------|
| <b>Office or Division:</b>           | Commercial Division (Customer Service Section) |                        |
| <b>Classification:</b>               | Simple   |                        |
| <b>Type of Transaction:</b>          | G2C – Government to Client                     |                        |
|                                      | G2G – Government to Government                 |                        |
|                                      | G2B – Government to Business                   |                        |
| <b>Who may avail:</b>                | All clients within the service areas of PolWD  |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>     |  | <b>WHERE TO SECURE</b> |
| Personal appearance of the customers |  | N/A                    |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|--|-----------------|-----------------|---|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. Direct customer to Customer Service Window 6 or 7                         | None            | 1 minute        | Public Assistance and Complaints Desk (PACD)                  |
| 2. Proceed to Customer Service Window 6 or 7                          | 2. Interview, negotiate, and approve customer for his/her promissory request | None            | 20 minutes      | Administration Services Assistant<br>C<br>Commercial Division |
| <b>TOTAL:</b>   |  | None            | 21 Minutes      |   |
| End of transaction  |  |                 |                 |   |

## 5. Handling of Complaints

This process is to handle the complaints of customer regarding the concerns of customers on water quality, low water pressure, leakages, billing, service connections.

|                                      |  |                        |
|--------------------------------------|--|------------------------|
| <b>Office or Division:</b>           | Commercial Division (Customer Service Section) |                        |
| <b>Classification:</b>               | Complex  |                        |
| <b>Type of Transaction:</b>          | G2C – Government to Client                     |                        |
|                                      | G2G – Government to Government                 |                        |
|                                      | G2B – Government to Business                   |                        |
| <b>Who may avail:</b>                | All clients within the service areas of PolWD  |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>     |  | <b>WHERE TO SECURE</b> |
| Personal appearance of the customers |  | N/A                    |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                           |
|---|--|-----------------|-----------------|--|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. For the following concerns, direct customer to:   | None            | 1 minute        | Public Assistance and Complaints Desk (PACD) |
|   | 1.1. Water Quality concern:<br>Direct customer to Production Division<br><br>(Proceed to Step 2)                     | None            |                 |  |
|   | 1.2. No Water (low pressure):<br>Direct customer to Construction and Maintenance Division<br><br>(Proceed to Step 3) | None            |                 |  |



| CLIENT STEPS | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---|-----------------|-----------------|--------------------|
|              | 1.3. Leak before meter (Service line) : Direct customer to Construction and Maintenance Division<br><br>(Proceed to Step 3) | None            |                 |                    |
|              | 1.4. Leak before the meter (Main line): Direct customer to Construction and Maintenance Division<br><br>(Proceed to Step 3) | None            |                 |                    |
|              | 1.5. Erroneous Billing: Direct customer to window 6 or 7<br><br>(Proceed to Step 4)   | None            |                 |                    |
|              | 1.6. High Consumption (leakage after meter): Direct customer to window 6 or 7<br><br>(Proceed to Step 5)                    | None            |                 |                    |
|              | 1.8. No Billing Notice: Direct customer to window 6 or 7<br><br>(Proceed to Step 6)   | None            |                 |                    |



| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
|--|---|------------------------|------------------------|--|
| 2. Proceed to Production Division and express complaint                  | 2. Receive complaint and initiate appropriate action.   | None                   | 15 minutes             | <i>Quality Assurance Inspector</i><br>Engineering and Operations Department                              |
|  | 2.1. Initiate appropriate action.<br><br>(Proceed to Step 7)  | None                   | 1 day                  |  |
| 3. Proceed to Construction and Maintenance Section and express complaint | 3. Receive complaint  | None                   | 15 minutes             | <i>Administration Services Assistant B</i><br>Engineering and Operations Department                      |
|  | 3.1 Initiate appropriate action<br><br>(Proceed to Step 7)  | None                   | 5 days                 |  |
| 4. Proceed to window 6 or 7 and express complaint                        | 4. Receive complaint, fill out "Request for Field Investigation" form and forward it to personnel for investigation | None                   | 5 minutes              | <i>Administration Services Assistant C</i><br><i>Customer Service Assistant C</i><br>Commercial Division |
|  | 4.1. Initiate appropriate action<br><br>(Proceed to Step 7)   | None                   | 1-2 days               |  |
| 5. Proceed to window 6 or 7 and express complaint                        | 5. Receive complaint, fill out Request for Field Investigation form and forward it to personnel for investigation.  | None                   | 5 minutes              | <i>Customer Service Assistant C</i><br>Commercial Division   |
|  | 5.1. Initiate appropriate action<br><br>(Proceed to Step 7)   | None                   | 2-3 days               |  |
| 6. Proceed to window 6 or 7 and express complaint                        | 6. Receive complaint and issue billing to customer<br><br>(End of transaction)                                      | None                   | 10 minutes             | <i>Customer Service Assistant C</i><br>Commercial Division   |



| <b>CLIENT STEPS</b>  | <b>AGENCY ACTION</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                  |
|--|---|------------------------|------------------------|--|
| 7. Wait for appropriate action and result of investigation thru phone call | 7. Notify customer of the status/ result of the investigation | None                   | 5 minutes              | <i>Customer Service Assistant C</i><br>Commercial Division |
| <b>TOTAL (Water Quality Concern):</b>                                      |   | None                   | 1 day and 21 minutes   |  |
| <b>TOTAL (No Water - Low Pressure):</b>                                    |   | None                   | 5 days and 21 minutes  |  |
| <b>TOTAL (Leak before meter - Service Line):</b>                           |   | None                   | 1 day and 21 minutes   |  |
| <b>TOTAL (Leak before meter - Mainline):</b>                               |   | None                   | 5 days and 21 minutes  |  |
| <b>TOTAL (Erroneous Billing):</b>  |   | None                   | 2 days and 11 minutes  |  |
| <b>TOTAL (High Consumption - Leakage after meter):</b>                     |   | None                   | 3 days and 11 minutes  |  |
| <b>TOTAL (No Billing):</b>   |   | None                   | 16 minutes             |  |
| End of transaction   |   |                        |                        |  |

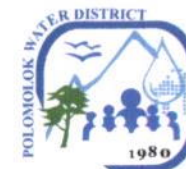
## 6. Location Transfer of Service Connection

This process is offered to existing customers who wish to relocate their water service connections.

|  |   |                        |
|--|---|------------------------|
| <b>Office or Division:</b>   | Commercial Division   |                        |
| <b>Classification:</b>   | Complex   |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client  |                        |
|  | G2B – Government to Business  |                        |
| <b>Who may avail:</b>  | All clients except government offices within the service areas of PolWD |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |
| <b>For G2C and G2B transactions:</b>   |   |                        |
| 1. Photocopy of any of the following Proof of Ownership/ Residency [Any one (1) of the following:]   |   |                        |
| Lot title  | Personal Copy of Applicant  |                        |
| Deed of Absolute Sale/Conditional Deed of Sale   | Local Lawyer  |                        |
| Deed of Donation   | Local Lawyer  |                        |
| Extrajudicial Settlement   | Local Lawyer  |                        |
| Lot Assessment   | Municipal Assessor's Office   |                        |
| Tax Declaration of Real Property   | Municipal Assessor's Office   |                        |
| Brgy. Certificate (For homestead lots)   | Barangay Hall of the applicant  |                        |
| Business Permit/ Lease Contract  | Municipal Hall/ Private building owner                                  |                        |
| Special Power of Attorney  | Local Lawyer  |                        |
| Board Resolution   | Board of Directors (for Companies)                                      |                        |
| Notarized Affidavit of Undertaking/ Heirship   | From Polomolok Water District incumbent legal counsel                   |                        |
| Notarized Contract of Usufruct   | Local Lawyer  |                        |
| Any written authority issued by lawful owner   | Lawful lot owner  |                        |
|  |   |                        |
| 2. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] |   |                        |
| PRC  | Professional Regulations Commission                                     |                        |
| Driver's License   | Land Transportation Office  |                        |



|  |   |
|--|---|
| UMID   | GSIS/SSS  |
| Passport   | Department of Foreign Affairs                   |
| Voter's ID/ Certificate  | Commission on Election                          |
| Postal ID  | Philippine Postal Corporation                   |
| TIN  | Bureau of Internal Revenue                      |
| Senior Citizen's ID  | Office of Senior Citizen's Affairs              |
| PHIC   | Philippine Health Insurance Corporation         |
| HDMF   | Home Development Mutual Fund                    |
| Person with Disability   | Municipal Social Welfare and Development Office |
| Solo Parent  | Municipal Social Welfare and Development Office |
| Pantawid Pamilyang Pilipino Program (4Ps)  | Municipal Social Welfare and Development Office |
| Philippine National ID   | Philsys/ Phil. ID Sytem                         |
|  |   |
| <b>For G2G transactions:</b>   |   |
| 1. Photocopy of Proof of Personal Identification and/or of authority [Any one (1) of the following:] |   |
| PRC  | Professional Regulations Commission             |
| Driver's License   | Land Transportation Office                      |
| UMID   | GSIS/SSS  |
| Passport   | Department of Foreign Affairs                   |
| Voter's ID/ Certificate  | Commission on Election                          |
| Postal ID  | Philippine Postal Corporation                   |
| TIN  | Bureau of Internal Revenue                      |
| Senior Citizen's ID  | Office of Senior Citizen's Affairs              |
| PHIC   | Philippine Health Insurance Corporation         |
| HDMF   | Home Development Mutual Fund                    |
| Person with Disability   | Municipal Social Welfare and Development        |
| Solo Parent  | Municipal Social Welfare and Development        |
| Pantawid Pamilyang Pilipino Program (4Ps)  | Municipal Social Welfare and Development        |
| Philippine National ID   | Philsys/ Philippine ID System                   |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID             | PROCESSING TIME      | PERSON RESPONSIBLE   |
|--|---|-----------------------------|----------------------|--|
| <b>First Visit</b>   |   |                             |                      |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.            | 1. Direct customer to Customer Service Window 6 or 7            | None                        | 3 Minutes            | Public Assistance and Complaints Desk (PACD)   |
| 2. Attend Orientation Seminar at the Orientation Seminar Room                    | 2. Conduct Orientation (TWTh 1:30-3:30 PM)                      | None                        | 2 hours              | <i>Customer Service Assistant</i><br>Commercial Division                                     |
| 3. Proceed to Customer Service Window 8 and/or 9 and request for site inspection | 3. Prepare request for Site Inspection/ Provide priority number | None                        | 10 Minutes           | <i>Customer Service Assistant C</i><br>Commercial Division                                   |
| 4. Proceed to Tellers (Priority)   | 4. Accept payment / Issue sales invoice (SI)                    | PHP 100 site inspection fee | 3 Minutes            | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division      |
| 5. Present Inspection Request & OR to Customer Service Window 8 and/or 9         | 5. Schedule for site inspection                                 | None                        | 5 Minutes            | <i>Customer Service Assistant C</i><br>Commercial Division                                   |
| 6. Wait for Site Inspection  | 6. conduct of site inspection                                   | None                        | 5 Minutes            | <i>Water Maintenance Man A</i><br><i>Customer Service Assistant C</i><br>Commercial Division |
| <b>SUB TOTAL (FIRST VISIT):</b>  |   | PHP 100                     | 2 Hours and 26 Mins. |  |



| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID                    | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|------------------------------------|-----------------|--|
| <b>Second Visit</b>   |  |                                    |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.   | 1. Direct customer to Customer Service Window 8 and/or 9             | None                               | 1 minute        | Public Assistance and Complaints Desk (PACD)                                 |
| 2. Proceed to Customer Service Window 8 and/or 9  | 2. Review and check availability of materials                        | None                               | 15 Minutes      | <i>Customer Service Assistant C<br/>Commercial Division</i>                  |
| 3. Pay amount in the cost estimates at the tellers  | 3. Accept payment / Issue Sales Invoice                              | Material Cost<br>(Variable amount) | 10 Minutes      | <i>Cashiering Assistant<br/>Cashier B<br/>Cashier D<br/>Finance Division</i> |
| 4. Submit all requirements including Sales Invoice at Customer Service Window 8 and/or 9  | 4. Check documents submitted   | None                               | 10 Minutes      | <i>Customer Service Assistant C<br/>Commercial Division</i>                  |
| 5. Fill-out Customer Information Sheet / Sign Service Connection Contract (SCC) / Affix signature and thumb mark in judicial form at Customer Service Window 8 and/or 9 | 5. Prepare SCC / Check documents / submit to CD-DM/OIC for signature | None                               | 15 Minutes      | <i>Customer Service Assistant C<br/>Commercial Division</i>                  |



| CLIENT STEPS                            | AGENCY ACTION                               | FEES TO BE PAID   | PROCESSING TIME                              | PERSON RESPONSIBLE   |
|---|---|---|--|--|
| 6. Wait for installation                | 6. Installation of water service connection | None  | 5 Working Days                               | Senior Water Maintenance Man A<br>Engineering and Operations<br>Department |
| <b><i>SUB TOTAL (SECOND VISIT):</i></b> |   | variable  | 5 Working Days &<br>51 minutes               |  |
| <b><i>TOTAL:</i></b>                    |   | PHP100 inspection fee<br>+ material cost (variable<br>amount) | 5 working days, 3<br>hours and 17<br>minutes |  |
| End of transaction                      |   |   |  |  |



## 7. Reconnection of Water Service Connection

This process is offered to customers who wish to reconnect their water service connections.

|                                  |  |
|----------------------------------|--|
| <b>Office or Division:</b>       | Commercial Division – Customer Service Section   |
| <b>Classification:</b>           | Simple: Reconnection at stand pipe and service line<br>Complex: Reconnection at Mainline     |
| <b>Type of Transaction:</b>      | G2C – Government to Client<br>G2G – Government to Government<br>G2B – Government to Business |
| <b>Who may avail:</b>            | All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities                 |
| <b>CHECKLIST OF REQUIREMENTS</b> |  |
| <b>WHERE TO SECURE</b>           |  |
| 1. Computed amount due           | Commercial Division – Table 6 and/or 7   |
| 2. Official Receipt              | Finance Division – Tellers   |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|---|-----------------|-----------------|---|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.     | 1. Direct customer to Customer Service Window 6 or 7                  | None            | 1 minute        | Public Assistance and Complaints Desk (PACD)                  |
| 2. Proceed to Customer Service Window 6 or 7 and request for reconnection | 2. Verify account, compute amount due, and provide payment order form | None            | 5 minutes       | Administration Services Assistant<br>C<br>Commercial Division |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|---|--|-----------------|---|
| 3. Pay the required amount to teller                                  | 3. Receive payment and issue sales invoice (SI)                                 | *Arrears plus (+)<br><br>Reconnection fee:<br>*PHP 160 (reconnection at stand pipe)<br>*PHP 280 (reconnection at service line & Mainline)<br><br>Plus (+)<br>*materials cost (for reconnection at mainline only) | 3 minutes       | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division |
| 4. Return to Customer Service Window 6 or 7 and present sales invoice | 4. Receive sales invoice  | None   | 3 Minutes       | <i>Administration Services Assistant</i><br>C<br>Commercial Division                    |
|   | 4.1. Issue reconnection order form  |  | 5 minutes       |   |
|   | 4.2. Instruct customer to sign the reconnection order form                      |  |                 |   |
|   | 4.3. Forward Reconnection Order to Commercial Division (CD) accredited plumbers |  |                 |   |

| CLIENT STEPS                                 | AGENCY ACTION                   | FEES TO BE PAID                           | PROCESSING TIME   | PERSON RESPONSIBLE                       |
|--|---------------------------------|---|---|--|
| 5. Wait for reconnection                     | 5. Reconnect service connection | None                                      | Reconnection at stand pipe: 1 day<br><br>Reconnection at service line: 2 days<br><br>Reconnection at mainline: 4 days | <i>Engineer B</i><br>Commerical Division |
| <b>TOTAL (Reconnection at stand pipe):</b>   |                                 | Arrears (+) PHP 160                       | 1 day and 17 mins   |  |
| <b>TOTAL (Reconnection at service line):</b> |                                 | Arrears (+) PHP 280                       | 2 days and 17 mins  |  |
| <b>TOTAL (Reconnection at mainline):</b>     |                                 | Arrears (+) PHP 280 (+)<br>materials cost | 4 days and 17 mins  |  |
| End of transaction                           |                                 |   |   |  |

## 8. Temporary Disconnection

This process is offered to customers who opt to temporarily disconnect their water service connection due to nonusage of water services of PoIWD

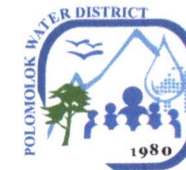
|                                      |  |                        |
|--------------------------------------|--|------------------------|
| <b>Office or Division:</b>           | Commercial Division (Customer Service Section) |                        |
| <b>Classification:</b>               | Simple   |                        |
| <b>Type of Transaction:</b>          | G2C – Government to Client                     |                        |
|                                      | G2G – Government to Government                 |                        |
|                                      | G2B – Government to Business                   |                        |
| <b>Who may avail:</b>                | All clients within the service areas of PoIWD  |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>     |  | <b>WHERE TO SECURE</b> |
| Personal appearance of the customers |  | N/A                    |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|-----------------|-----------------|--|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. Direct customer to Customer Service Window 6 or 7                           | None            | 1 minute        | Public Assistance and Complaints Desk (PACD)                         |
| 2. Proceed to Customer Service Window 6 or 7                          | 2. Provide disconnection order form and instruct customer to fill out the form | None            | 15 minutes      | <i>Administration Services Assistant</i><br>C<br>Commercial Division |
| 3. Fill out and sign Disconnection Order Form                         | 3. Approve Disconnection request   | None            |                 | <i>Administration Services Assistant</i><br>C<br>Commercial Division |





| CLIENT STEPS              | AGENCY ACTION                                   | FEES TO BE PAID | PROCESSING TIME       | PERSON RESPONSIBLE  |
|---------------------------|---|-----------------|-----------------------|---|
| 4. Wait for disconnection | 4. Forward request to EOD CMS for disconnection | None            |                       | <i>Administration Services Assistant C</i>                                      |
|                           | 4.1. Disconnect service connection              | None            | 2 days                | <i>Senior Water Maintenance Man A<br/>Engineering and Operations Department</i> |
| <b>TOTAL:</b>             |   | None            | 2 days and 16 minutes |   |
| End of transaction        |   |                 |                       |   |

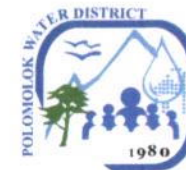


## 9. Water Meter Efficiency Test

This process is offered to customers who wish to know the efficiency of their water meters.

|                                      |  |
|--------------------------------------|--|
| <b>Office or Division:</b>           | Commercial Division (Customer Service Section) |
| <b>Classification:</b>               | Complex  |
| <b>Type of Transaction:</b>          | G2C – Government to Client                     |
|                                      | G2G – Government to Government                 |
|                                      | G2B – Government to Business                   |
| <b>Who may avail:</b>                | All clients within the service areas of PolWD  |
| <b>CHECKLIST OF REQUIREMENTS</b>     | <b>WHERE TO SECURE</b>                         |
| Personal appearance of the customers | N/A  |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|---|---|-----------------|---|
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance.   | 1. Direct customer to Customer Service Window 6 or 7          | None  | 1 minute        | Public Assistance and Complaints Desk (PACD)  |
| 2. Proceed to Customer Service Window 6 to 7 and request for meter test | 2. Fill out meter maintenance form for meter testing          | None  | 3 minutes       | <i>Administration Services Assistant C</i><br>Commercial Division                       |
| 3. Proceed to tellers and pay meter testing fee                         | 3. Receive payment from customer and issue sales invoice (SI) | PHP 150 for PolWD concessionaires<br><br>PHP 200 for other than PolWD concessionaires | 3 minutes       | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME             | PERSON RESPONSIBLE  |
|---|---|---|-----------------------------|---|
| 4. Return to Customer Service Window 6 or 7 and present sales invoice | 4. Receive sales invoice and instruct the customer to sign the meter maintenance request form | None  | 5 minutes                   | <i>Administration Services Assistant C</i><br>Commercial Division       |
| 5. Wait for the schedule of meter test result                         | 5. Conduct of meter testing   | None  | 5 Working Days              | <i>Instrument Technician A</i><br>Engineering and Operations Department |
| <b>TOTAL:</b>   |   | PHP 150 for PoIWD concessionaires<br><br>PHP 200 for other than PoIWD concessionaires | 5 Working Days & 12 Minutes |   |
| End of transaction  |   |   |                             |   |



# **Finance Division**

## **External Services**



## 1. Payment of water bills

This process is offered to all customers of PoIWD in payment of their water bills.

|   |   |                        |
|---|---|------------------------|
| <b>Office or Division:</b>  | Finance Division (Cashiering Section)         |                        |
| <b>Classification:</b>  | Simple  |                        |
| <b>Type of Transaction:</b>   | G2C – Government to Client                    |                        |
|   | G2G – Government to Government                |                        |
|   | G2B – Government to Business                  |                        |
| <b>Who may avail:</b>   | All clients within the service areas of PoIWD |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |
| <b>A. Thru PoIWD Main Office</b>  |   |                        |
| 1. Billing Notice (Water Bill); or  |   | PoIWD –meter readers   |
| 2. Payment Order Form (if no water bill)  |   | PACD in-charge         |
| <b>B. Thru Sub-collection Office</b>  |   |                        |
| 1. Billing Notice (Water Bill); or  |   | PoIWD –meter readers   |
| <b>C. Thru Collecting Partners</b>  |   |                        |
| 1. Billing Notice (Water Bill); or  |   | PoIWD –meter readers   |
| <b>D. Online Payment</b>  |   |                        |
| -LBP EPP / Link.Biz Portal  |   |                        |
| -ECPay: GCash, Digipay, TC Pay(Tagum Coop Pay),<br>HC Pay (Home Credit Pay), Palawan Pay, Flarego<br>Technologies |   |                        |
| 1. Billing Notice (Water Bill)  |   | PoIWD –meter readers   |



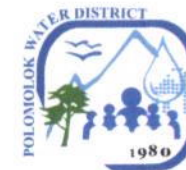
| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                           |
|---|---|-----------------|-----------------|--|
| <b>A. Thru PoIWD Main Office</b>                                      |   |                 |                 |  |
| 1. Go to Public Assistance and Complaints Desk (PACD) for assistance. | 1. PACD in-charge assists the customer for his/her transaction.   | None            | 1 minute        | Public Assistance and Complaints Desk (PACD) |
|   | 1.1. If customer is with bill and without arrears, PACD in-charge directs customer to pay directly at teller's window.<br><br>(Proceed to Step 3)   | None            |                 |  |
|   | 1.2. If customer is with bill but with arrears, PACD in-charge directs customer to Customer Service Assistant at window 6 or 7)<br><br>(Proceed to Step 2)  |                 |                 |  |
|   | 1.3. If customer is without bill and no arrears, PACD in-charge searches for the customer name/account in the system, fills out the payment order form for the customer's bill and give it to the customer. Then, PACD in-charge directs the customer to pay at teller's window.<br><br>(Proceed to Step 3) | None            | 5 minutes       | Public Assistance and Complaints Desk (PACD) |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|--|-----------------|-----------------|---|
|   | 1.4. If customer is without bill but with arrears, PACD in-charge fills up the payment order form and directs the customer to the Customer Service Assistant's window (6 or 7).<br><br>(Proceed to Step 2) | None            | 5 minutes       | Public Assistance and Complaints Desk (PACD)  |
| 2. (From Agency Action 1.3.)<br>Customer proceeds to Customer Service Assistant's window (6 or 7) | 2. Customer Service Assistant provides billing amount for payment to customer and directs the customer to the teller for payment.  | None            | 5 minutes       | <i>Administration Services Assistant C</i><br>Commercial Division                       |
| 3. Customer proceeds to the teller for payment.   | 3. Cashiering assistant/Cashier receives payment from customer and issues sales invoice.   | Variable        | 3 Minutes       | <i>Cashiering Assistant</i><br><i>Cashier B</i><br><i>Cashier D</i><br>Finance Division |
| <b>TOTAL (if with bill but no arrears):</b>   |  | Variable        | 4 minutes       |   |
| <b>TOTAL (if with bill and with arrears):</b>   |  |                 | 9 minutes       |   |
| <b>TOTAL (if without bill and no arrears):</b>  |  |                 | 8 minutes       |   |
| <b>TOTAL (if without bill but with arrears):</b>  |  |                 | 13 minutes      |   |
| End of transaction  |  |                 |                 |   |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|--|
| <b>B. Thru Sub-collection Office</b>                             |  |                 |                 |  |
| 1. Customer presents billing notice to teller and pays the bill. | 1. Cashier/ Cashiering Assistant receives bill from customer and issues sales invoice<br><br>*If customer do not have a billing notice or payment order form, direct customer to pay at the main office. | Variable        | 3 minutes       | Cashiering Assistant<br>Cashier B<br>Cashier D<br>Finance Division |
| <b>TOTAL (Thru Sub-collection Office):</b>                       |  | Variable        | 3 minutes       |  |
| End of transaction   |  |                 |                 |  |

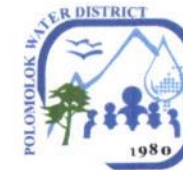




| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE                              |
|--|---|--|-----------------|---|
| <b>C. Thru Collecting Partners</b>   |   |  |                 |   |
| 1. Customer presents billing notice or payment order form to teller and pays the bill. | 1. Person in-charge receives bill or payment order form from customer and issues sales invoice. | Water Bill (+)<br>transaction fee as follows:<br><br>PHP 10.00 - PMCO, VIP Center, Caha de Oro;<br><br>PHP 15.00 - Polo SN MPC;<br><br>PHP 15.00 - Landan People's MPC;<br><br>PHP 20.00 - Dolefil Shines Consumer Cooperative;<br><br>PHP 10.00 - Dolefil Community MPC;<br><br>PHP 10.00 - PEMCO<br><br>PHP 15-Ecash Pay | 5 minutes       | <i>Cashiering Assistant</i><br>Finance Division |
| <b>TOTAL (Thru Collecting Partners):</b>   |   | Variable   | 5 minutes       |   |
| End of transaction   |   |  |                 |   |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID                                     | PROCESSING TIME | PERSON RESPONSIBLE                              |
|---|---|---|-----------------|---|
| <b>D. Online Payment</b>  |   |   |                 |   |
| LBP EPP/ Link.Biz Portal  |   |   |                 |   |
| 1. Enroll to Landbank iAccess or Bancnet Online   | No agency action during the processing of payment by the customer.<br><br>The Agency will only record the payments received from online transactions once the daily report is submitted by LBP to the main office for recording and reconciliation. | Variable (Water bill) (+)<br>PHP 10 transaction fee | 10 minutes      | <i>Cashiering Assistant</i><br>Finance Division |
| 2. Go to <a href="http://www.Landbank.com/Link.Biz-Portal">www.Landbank.com/Link.Biz-Portal</a> |   |   |                 |   |
| 3. Select Polomolok Water District  |   |   |                 |   |
| 4. Select Transaction Type  |   |   |                 |   |
| 5. Fill-out Transaction Details and review provided information                                 |   |   |                 |   |
| 6. Select Landbank ATM/Bancnet/G-Cash as payment methods  |   |   |                 |   |
| 7. View/Print Payment Confirmation  |   |   |                 |   |
| Total:  | Variable (Water bill) (+)<br>PHP 10 transaction fee   | 10 minutes  |                 |   |



| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE                                      |
|--|--|--|-----------------|---|
| ECPay: GCash, Digipay, TC Pay(Tagum Coop Pay), HC Pay (Home Credit Pay), Palawan Pay, Flarego Technologies                         |  |  |                 |   |
| 1. Open chosen payment app   | <p>No agency action during the processing of payment by the customer.</p> <p>The Agency will only record the payments received from online transactions once the daily report is submitted by ECPAY to the main office for recording and reconciliation.</p> | <p>Variable (Water bill)<br/>(+)<br/>PHP 10 ECPay processing fee</p> | 10 minutes      | <p><i>Cashiering Assistant</i><br/>Finance Division</p> |
| 2. Tap the "Bills" icon  |  |  |                 |   |
| 3. Tap the "Water Utilities" icon.   |  |  |                 |   |
| 4. Find and Tap Polomolok Water District in the list   |  |  |                 |   |
| 5. Fill-in the data required to process payment  |  |  |                 |   |
| *Account Number is the 7-digit Account ID in water bill.<br>*Amount to be paid must be same with the amount in the billing notice. |  |  |                 |   |
| 6. Follow the instructions given in the chosen payment app.  |  |  |                 |   |
| 7. Review and check the payment details  |  |  |                 |   |
| 8. Confirm payment   |  |  |                 |   |



| CLIENT STEPS                                   | AGENCY ACTION | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---------------|--|-----------------|--------------------|
| 9. Download the e-receipt for the transaction. |               |  |                 |                    |
| <b>TOTAL:</b>                                  |               | Variable (water bill)<br>(+) transaction / processing<br>fee | 10 minutes      |                    |
| End of transaction                             |               |  |                 |                    |

## 2. Processing of Payment of Claims (External)

This process is the preparation of vouchers and payment to clients with claims from PoIWD.

|  |  |                        |
|--|--|------------------------|
| <b>Office or Division:</b>   | Finance Division   |                        |
| <b>Classification:</b>   | Simple   |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client   |                        |
|  | G2G – Government to Government   |                        |
|  | G2B – Government to Business   |                        |
| <b>Who may avail:</b>  | All clients within the service areas of PoIWD (Suppliers, Remittance Agencies) |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |
| <b>Telephone/ Communication Expenses</b>                                   |  |                        |
| 1. Statement of Account / Bill   | PLDT   |                        |
| 2. Invoice/Official Receipt or machine validated statement of account/bill | PLDT   |                        |
| <b>Internet Expenses</b>   |  |                        |
| 1. Statement of Account / Bill   | Internet Provider  |                        |
| <b>Gasoline, Fuel and Other Lubricants</b>                                 |  |                        |
| 1. Purchase Request  | PoIWD  |                        |
| 2. PoIWD's Purchase Order  | PoIWD  |                        |
| 3. Supplier's Purchase Order   | Supplier   |                        |
| 2. Billing Statement/ Statement of Account duly signed by                  | Supplier   |                        |
| 3. Driver Trip Tickets   | PoIWD  |                        |
| 4. Approved Travel Order   | PoIWD  |                        |
| 4. O.R. or Invoice   | Supplier   |                        |
| 5. Inspection and Acceptance Report (for inventory)                        | PoIWD  |                        |
| <b>Miscellaneous Expenses</b>  |  |                        |
| 1. Invoices/receipts   | Supplier   |                        |
| 2. Receipts and/or other documents evidencing disbursement                 | Supplier/ PoIWD  |                        |

| <b>Utility Expenses</b>   |                                   |
|---|-----------------------------------|
| 1. Statement of Account / Bill  | SOCOTECO                          |
| 2. Invoice/ Official Receipt or machine validated statement of account/bill   | SOCOTECO                          |
| <b>Payment of Representation Expenses</b>   |                                   |
| 1. Statement of Account / Bill  | Supplier                          |
| 2. Original copies of Invoice   | Supplier                          |
| <b>Payment of Honorarium of Resource Speakers</b>   |                                   |
| 1. Invitation Letter  | PoIWD                             |
| 2. Office Order for the Activity  | PoIWD                             |
| 3. Accomplishment Report  | PoIWD                             |
| 4. Course Syllabus/Program  | Resource Speaker                  |
| 5. Certification from Program Manager/s as to No. of hours and compliance with the task assigned                        | PoIWD                             |
| 6. Curriculum vitae   | Resource Speaker / PoIWD          |
| 7. Guidelines   | PoIWD                             |
| <b>Training and Seminar Expenses (Registration Fees)</b>  |                                   |
| 1. Invitation from Training facilitator agency  | Training provider/ facilitator    |
| 2. Authority to attend training/seminar indicating the cost of registration   | PoIWD                             |
| 3. Billing Statement (if applicable)  | Training provider/ facilitator    |
| <b>Payment for Government Mandatory Deductions (GSIS, Pag-IBIG Fund, PhilHealth)</b>                                    |                                   |
| 1. Payroll of personnel with corresponding amount of Government Share on (GSIS, Pag-ibig, Philhealth) (1 Original Copy) | Finance                           |
| 2. Remittance List (1 Original Copy)  | GSIS / Philhealth / Pag-Ibig Fund |
| 3. Summary of Transactions (1 Original Copy)  | GSIS                              |
| 4. Statement of Premium Accounts (1 Original Copy)  | PhilHealth                        |
| 5. Payment Authorization Slip (1 Original Copy)   | Pag-IBIG Fund                     |

| <b>Procurement through Public Bidding (Infrastructure)</b>   |                       |
|--|-----------------------|
| 1. Authenticated photocopy of the approved APP and any amendment thereto   | PoIWD                 |
| 2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of the contract |                       |
| 2.1. Invitation to Apply for Eligibility to Bid  | PoIWD                 |
| 2.2. Letter of Intent  | Supplier / Contractor |
| 2.3. Results of Eligibility Check/Screening  | BAC Secretariat       |
| 2.4. Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA 9184   | BAC Secretariat       |
| 2.5. Minutes of Pre-Bid Conference [ABC P1.0 million and above]  | BAC Secretariat       |
| 2.6. Agenda and/or Supplemental Bulletins, if any  | BAC Secretariat       |
| 2.7. Bidders Technical and Financial Proposals   | BAC Secretariat       |
| 2.8. Minutes of Bid Opening  | BAC Secretariat       |
| 2.9. Abstract of Bids  | BAC Secretariat       |
| 2.10. Post-Qualification Report of TWG   | BAC Secretariat       |
| 2.11. BAC Resolution declaring winning bidder  | BAC Secretariat       |
| 2.12. Notice of Post Qualification   | BAC Secretariat       |
| 2.13. BAC Resolution recommending approval and approval by the HOPE of the Resolution of the BAC   | BAC Secretariat       |
| 2.14. Notice of Award  | BAC Secretariat       |
| 2.15. Performance Security   | BAC Secretariat       |
| 2.16. Program of Work and Detailed Estimates   | BAC Secretariat       |
| 2.17. Notice to Proceed  | BAC Secretariat       |
| 2.18. Detailed Breakdown of the ABC  | BAC Secretariat       |

|   |                 |
|---|-----------------|
| 3. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time   | BAC Secretariat |
| 4. Detailed Breakdown of the Contract Cost  | BAC Secretariat |
| 5. Copy of Advertisement of Invitation to Bid/Request for expression of interest  | BAC Secretariat |
| 6. Newspaper clippings of advertisement (ABC P5.0 million and above for infrastructure)   | BAC Secretariat |
| 7. Printout copy of advertisement posted in PhilGEPS  | BAC Secretariat |
| 8. Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places   | BAC Secretariat |
| 9. Printout copies of advertisement posted in agency website, if any  | BAC Secretariat |
| 10. Documentary requirements under Section 23.1 and 25.2.b for infrastructure projects of the Revised IRR of RA 9184                              | BAC Secretariat |
| 11. Minutes of Pre-procurement Conference for projects costing above P5.0 million and above for infrastructure                                    | BAC Secretariat |
| 12. Bid Evaluation Report   | BAC Secretariat |
| 13. Ranking of short-listed bidders for consulting services   | BAC Secretariat |
| 14. Post Qualification Evaluation Report  | BAC Secretariat |
| 15. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS  | BAC Secretariat |
| 16. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184 | BAC Secretariat |
| 17. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities                                  | BAC Secretariat |



|   |                       |
|---|-----------------------|
| 18. Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money  | BAC Secretariat       |
| <b>Additional Documentary Requirements: Common to Progress/Final Payments</b>   |                       |
| 1. Statement of Work Accomplished/ Progress Billing   | Supplier / Contractor |
| 2. Inspection Report by the Agency's Authorized Engineer  | PoIWD                 |
| 3. Result of Test Analysis, if applicable   | PoIWD                 |
| 4. Statement of Time Elapsed  | Supplier / Contractor |
| 5. Monthly Certificate of Payment   | PoIWD                 |
| 6. Pictures, before, during and after construction of items of work especially the embedded items   | PoIWD                 |
| 7. Photocopy of voucher of all previous payments  | PoIWD                 |
| 8. Certificate of completion  | PoIWD                 |
| <b>Additional Documentary Requirements: Mobilization</b>  |                       |
| 1. Irrevocable Standby letter of credit/security bond guarantee callable upon demand  | Supplier / Contractor |
| 2. Such other necessary documents   | Supplier / Contractor |
| <b>Additional Documentary Requirements: Progress Payment</b>  |                       |
| 1. Statement of Work Accomplished (SWA) or progress billing   | Supplier / Contractor |
| 2. Corresponding request for progress payment for work accomplished   | Supplier / Contractor |
| <b>Additional Documentary Requirements: Final Payment</b>   |                       |
| 1. As-Built Plans   | PoIWD                 |
| 2. Warranty Security  | Supplier / Contractor |
| 3. Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency | PoIWD                 |

|  |                       |
|--|-----------------------|
| Additional Documentary Requirements: Release of Retention Money  |                       |
| 1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand   | Supplier / Contractor |
| 2. Certification from the end user that the project is completed and inspected   | PoIWD                 |
| 3. Photocopy of vouchers for all previous payments   | PoIWD                 |
| <b>Procurement through Public Bidding (Supplies, Machines, Equipment and Motor Vehicles)</b>   |                       |
| 1. Authenticated photocopy of the approved APP and any amendment thereto   | PoIWD                 |
| 2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from | BAC Secretariat       |
| 2.1. Invitation to Apply for Eligibility to Bid  | BAC Secretariat       |
| 2.2. Letter of Intent  | Supplier / Contractor |
| 2.3. Results of Eligibility Check/Screening  | BAC Secretariat       |
| 2.4. Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA 9184   | BAC Secretariat       |
| 2.5. Minutes of Pre-Bid Conference [ABC P1.0 million and above]  | BAC Secretariat       |
| 2.6. Agenda and/or Supplemental Bulletins, if any  | BAC Secretariat       |
| 2.7. Bidders Technical and Financial Proposals   | BAC Secretariat       |
| 2.8. Minutes of Bid Opening  | BAC Secretariat       |
| 2.9. Abstract of Bids  | BAC Secretariat       |
| 2.10. Post-Qualification Report of TWG   | BAC Secretariat       |
| 2.11. BAC Resolution declaring winning bidder  | BAC Secretariat       |
| 2.12. Notice of Post Qualification   | BAC Secretariat       |

|   |                 |
|---|-----------------|
| 2.13. BAC Resolution recommending approval and approval by the HOPE of the Resolution of the BAC  | BAC Secretariat |
| 2.14. Notice of Award   | BAC Secretariat |
| 2.15. Performance Security  | BAC Secretariat |
| 2.16. Program of Work and Detailed Estimates  | BAC Secretariat |
| 2.17. Notice to Proceed   | BAC Secretariat |
| 2.18. Detailed Breakdown of the ABC   | BAC Secretariat |
| 2.19. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time  | BAC Secretariat |
| 2.20. Detailed Breakdown of the Contract Cost   | BAC Secretariat |
| 3. Copy of Advertisement of Invitation to Bid/Request for expression of interest  | BAC Secretariat |
| 3.1. Newspaper clippings of advertisement (ABC P2.0 million and above for goods)  | BAC Secretariat |
| 3.2. Printout copy of advertisement posted in PhilGEPS  | BAC Secretariat |
| 3.3. Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places   | BAC Secretariat |
| 3.4. Printout copies of advertisement posted in agency website, if any  | BAC Secretariat |
| 3.5. Documentary requirements under 23.1 and 25.2a for goods of the Revised IRR of RA 9184  | BAC Secretariat |
| 3.6. Minutes of Pre-procurement Conference for projects costing above P2.0 million and above for goods  | BAC Secretariat |
| 3.7. Bid Evaluation Report  | BAC Secretariat |
| 3.8. Ranking of short-listed bidders for consulting   | BAC Secretariat |
| 3.9. Post Qualification Evaluation Report   | BAC Secretariat |
| 3.10. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS  | BAC Secretariat |
| 3.11. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184 | BAC Secretariat |

|   |                       |
|---|-----------------------|
| 3.12. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities  | BAC Secretariat       |
| 4. Original copy of the Dealers/ Suppliers' Invoices  | Supplier / Contractor |
| 5. Results of Test Analysis, if applicable  | BAC Secretariat       |
| 6. Tax receipts from the Bureau of Customs or BIR   | BAC Secretariat       |
| 7. Inspection and Acceptance Report   | BAC Secretariat       |
| 8. For equipment, property acknowledgement receipt  | BAC Secretariat       |
| 9. Warranty Security  | BAC Secretariat       |
| 10. In case of motor vehicles (AO No. 233 dated August 1, 2008), authority to purchase from Agency head and secretary of DBM, or OP depending on the type of vehicle being provided (Section 7 and 9) | BAC Secretariat       |
| Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 dated February 28, 2005 required to be submitted within 5 days upon execution of the contract:                     |                       |
| 1. Certificate of Exclusive Distributorship, if applicable  | Supplier / Contractor |
| 2. Samples and brochures/ photographs, if applicable  | Supplier / Contractor |
| 3. For imported items: Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details  | Supplier / Contractor |
| 4. For imported items: Home Consumption Value of the items  | Supplier / Contractor |
| 5. For imported items: Breakdown of the expenses incurred in the Importation  | Supplier / Contractor |
| <b>Procurement through Alternative Modes</b>  |                       |
| <b>Small Value Procurement</b>  |                       |
| 1. Documents to be submitted within five (5) working days from the execution of the contract as required under COA Circular No. 2009-001  |                       |

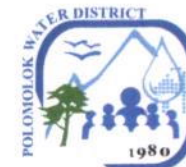
|   |                     |
|---|---------------------|
| 1.1. Purchase Order/Letter Order/Contract   | Procurement Section |
| 1.2. Proof of posting or invitation in the PhilGEPS, website of PE, if applicable, and at any conspicuous places (for ABC above P50T)                         | Procurement Section |
| 1.3. BAC Resolution recommending and justifying to the HOPE the use of alternative mode and approval of the HOPE of the BAC Resolution if amount exceeds P50T | Procurement Section |
| 1.4. Proof of Posting of Notice of Award For ABC above 50T)   | Procurement Section |
| 2. Approved Procurement Plan (For ABC above P50T)   | Procurement Section |
| 3. Purchase Request, duly approved by proper authorities  | Procurement Section |
| 4. Original copy of the Delivery invoice  | Supplier            |
| 5. Inspection and Acceptance Report   | Procurement Section |
| 6. Approval by the HOPE or his duly authorized representative on the use of alternative method of procurement (if amount exceeds P50T)                        | Procurement Section |
| 7. Small Value Procurement  | Procurement Section |
| 7.1. Price Quotation/Bids/Final Offers from at least three invited suppliers  | Procurement Section |
| 7.2. Abstract of submitted Price Quotation  | Procurement Section |
| 7.3. BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB)   | Procurement Section |
| 7.4. Letter/Invitation to Submit Proposal   | Procurement Section |
| 8. Negotiated procurement   | Procurement Section |
| 8.1. Letter/Invitation to Submit Proposal   | Procurement Section |
| <b>Shopping</b>   |                     |
| 1. Documents to be submitted within five (5) working days from the execution of the contract as required under COA Circular No. 2009-001                      |                     |

|   |                     |
|---|---------------------|
| 1.1. Purchase Order/Letter Order/Contract   | Procurement Section |
| 1.2. Proof of posting or invitation in the PhilGEPS, website of PE, if applicable, and at any conspicuous places (for ABC above P50T)                         | Procurement Section |
| 1.3. BAC Resolution recommending and justifying to the HOPE the use of alternative mode and approval of the HOPE of the BAC Resolution if amount exceeds P50T | Procurement Section |
| 1.4. Proof of Posting of Notice of Award For ABC above 50T)   | Procurement Section |
| 2. Approved Procurement Plan (For ABC above P50T)   | Procurement Section |
| 3. Purchase Request, duly approved by proper authorities  | Procurement Section |
| 4. Original copy of the Delivery invoice  | Supplier            |
| 5. Inspection and Acceptance Report   | Procurement Section |
| 6. Approval by the HOPE or his duly authorized representative on the use of alternative method of procurement (if amount exceeds P50T)                        | Procurement Section |
| 7. Additional Requirements for Shopping   | Procurement Section |
| 7.1. Price Quotation of at least 3 bonafide and reputable manufacturers/ suppliers/ distributors  | Procurement Section |
| 7.2. Abstract of Canvass  | Procurement Section |
| 8. Additional Requirements for Replacement, Repair and Maintenance  | Procurement Section |
| 8.1. Pre-Repair Inspection Report   | Procurement Section |
| 8.2. Waste material report, if replacement is made  | Procurement Section |
| 8.3. Post-Inspection Report   | Procurement Section |
| Direct Contracting  |                     |
| 1. Documents to be submitted within five (5) working days from the execution of the contract as required under COA Circular No. 2009-001                      | Procurement Section |
| 1.1. Purchase Order/Letter Order/Contract   | Procurement Section |

|  |                     |
|--|---------------------|
| 1.2. Proof of posting or invitation in the PhilGEPS, website of PE, if applicable, and at any conspicuous places (for ABC above P50T)  | Procurement Section |
| 1.3. BAC Resolution recommending and justifying to the HOPE the use of alternative mode and approval of the HOPE of the BAC Resolution if amount exceeds P50T  | Procurement Section |
| 1.4. Proof of Posting of Notice of Award For ABC above 50T)  | Procurement Section |
| 2. Approved Procurement Plan (For ABC above P50T)  | Procurement Section |
| 3. Purchase Request, duly approved by proper authorities   | Procurement Section |
| 4. Original copy of the Delivery invoice   | Supplier            |
| 5. Inspection and Acceptance Report  | Procurement Section |
| 6. Approval by the HOPE or his duly authorized representative on the use of alternative method of procurement (if amount exceeds P50T)   | Procurement Section |
| 7. Copy of letter to selected manufacturer/ supplier/distributor to submit a price quotation and conditions for sale   | Procurement Section |
| 8. Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of principal, in case of foreign suppliers                       | Procurement Section |
| 9. Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government | Procurement Section |
| 10. Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards  | Procurement Section |

|   |                     |
|---|---------------------|
| 11. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government  | Procurement Section |
| 12. Such other documents peculiar to the contract and/or to the mode of procurement   | Procurement Section |
| <b>Emergency Purchase</b>   |                     |
| 1. Purchase Order/ Letter of Credit/ Contract   | Procurement Section |
| 2. Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency | Procurement Section |
| 3. BAC Resolution recommending and justifying to the HOPE of the BAC Resolution recommending award of the contract  | Procurement Section |
| 4. Proof of posting of Notice of Award in the PhilGEPS website, website of procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency   | Procurement Section |
| 5. Approved Procurement Plan  | Procurement Section |
| 6. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities  | Procurement Section |
| 7. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items                   | Supplier            |
| 8. Inspection and acceptance report   | Procurement Section |





|   |                      |
|---|----------------------|
| 9. Approval of HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by BAC                             | Procurement Section  |
| 10. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs | Supplier             |
| 11. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree                                    | Supplier             |
| 12. Justification as to the necessity of purchase   | End-user / Requestor |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|--|
| 1. Submits the complete required documents to the Accounting Section | 1.1. Accounting Processor receives the complete documents for processing.  | None            | 5 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.2. Accounting Processor prepares Journal Voucher and Disbursement Voucher.   | None            | 7 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.3. Accounting Processor signs the "Prepared by" in the Journal Voucher and forwards the Vouchers with the complete documentary requirements to Financial Planning Specialist B | None            | 3 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.4. Financial Planning Specialist B checks the completeness of supporting documents, correctness of amount claimed, and availability of cash.                                   | None            | 3 minutes       | <i>Financial Planning Specialist B</i><br>Finance Division |

| CLIENT STEPS | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--------------|--|-----------------|-----------------|--|
|              | <p>1.4.1. If complete and/or correct, Financial Planning Specialist B signs the "certified correct" in the journal voucher and "Box B" in the disbursement voucher.</p> <p>(Proceed to Step 1.5)</p> | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division   |
|              | 1.4.2. If incomplete supporting document, Financial Planning Specialist returns the documents to the supplier for compliance and the process restarts at step 1.1.                                   | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division   |
|              | 1.4.3. If the amount claimed or the entry is incorrect, Financial Planning Specialist returns the documents to Accounting Processor for correction and the process restarts at step 1.2.             | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division   |
|              | 1.5. Financial Planning Specialist B forwards the vouchers with complete supporting documents to the Division Manager - Finance for signature.   | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division   |
|              | 1.6. Prepare VAT Certificate   | None            | 3 minutes       | <i>Senior Corporate Accounts Analyst</i><br>Finance Division |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 2. Receive check payment and sign Disbursement Voucher | 1.7. Division Manager - Finance receives and signs the "Box A" in the disbursement voucher with supporting documents and forwards it to Cashiering Section for the preparation of check.  | None            | 1 minute        | <i>Division Manager B</i><br>Finance Division             |
|  | 1.8. Senior Cashier prepares and signs check, and forwards it with the voucher and supporting documents to the General Manager for approval and signature.<br><br>*In the absence of the Senior Cashier, Cashiering Assistant prepares and signs the check. | None            | 2 minutes       | <i>Senior Cashier</i><br>Finance Division                 |
|  | 1.9. General Manager approves and signs the check and "Box C" in the disbursement voucher.  | None            | 3 minutes       | <i>General Manager B</i><br>Office of the General Manager |
|  | 1.10. Cashiering Section receives the signed check and voucher.   | None            | 10 minutes      | <i>Senior Cashier</i><br>Finance Division                 |
|  | 2. Cashiering Section releases the check payment to the supplier.   | None            | 2 minutes       | <i>Senior Cashier</i><br>Finance Division                 |
|  | <b>TOTAL:</b>   |                 | None            | 43 minutes  |
| End of transaction                                     |   |                 |                 |   |



# **Finance Division**

## **Internal Services**

## 1. Processing of Payment of Claims (Internal)

This process involves the preparation of vouchers and payments to employees with claims from PoIWD.

|   |                                       |                        |
|---|---------------------------------------|------------------------|
| <b>Office or Division:</b>  | Finance Division (Cashiering Section) |                        |
| <b>Classification:</b>  | Simple                                |                        |
| <b>Type of Transaction:</b>   | G2C – Government to Client            |                        |
|   | G2G – Government to Government        |                        |
|   | G2B – Government to Business          |                        |
| <b>Who may avail:</b>   | Employees of Polomolok Water District |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  |                                       | <b>WHERE TO SECURE</b> |
| <b>Traveling Expenses (Pre-Travel Cash Advance - Local Travel)</b>  |                                       |                        |
| 1. Approved Office Order / Travel Order   | PoIWD requesting employee/ HR         |                        |
| 2. Duly approved Itinerary of travel  | PoIWD requesting employee/ HR         |                        |
| 3. Letter of invitation (if applicable)   | Training provider                     |                        |
| <b>Communication Expenses (Mobile - Load Allowance)</b>   |                                       |                        |
| 1. Payroll of employees qualified for load allowance  | PoIWD-Finance                         |                        |
| <b>Maintenance Allowance/ Gas Allowance</b>   |                                       |                        |
| 1. Payroll of employees qualified for load allowance  | PoIWD-Finance                         |                        |
| 2. Trip Tickets   | Requesting Employee                   |                        |
| 3. Travel Order   | Requesting Employee                   |                        |
| 4. Itinerary of Travel  | Requesting Employee                   |                        |
| <b>Replenishment of Petty Cash</b>  |                                       |                        |
| 1. Bills, receipts, sales invoices  | Petty Cash Custodian                  |                        |
| 2. Certificate of inspection and acceptance   | Petty Cash Custodian                  |                        |
| 3. Report of Waste Materials in case of replacement/  | Petty Cash Custodian                  |                        |
| 4. Approved trip ticket, for gasoline expenses  | Petty Cash Custodian                  |                        |
| 5. Canvass from at least three suppliers for purchases involving P1,000 and above, except for purchases made while on official travel | Petty Cash Custodian                  |                        |

|   |                       |
|---|-----------------------|
| 6. Summary/ Abstract of Canvass   | Petty Cash Custodian  |
| 7. Petty Cash Vouchers duly accomplished and signed   | Petty Cash Custodian  |
| 8. OR, in case of refund  | Petty Cash Custodian  |
| 9. Such other documents that may be required and/or required under the company policy depending on the nature of expenses | Petty Cash Custodian  |
| <b>Payment of BAC Honorarium</b>  |                       |
| 1. Office Order creating and designating the BAC composition and authorizing the members to collect Honoraria             | BAC Secretariat       |
| 2. Minutes of BAC meeting   | BAC Secretariat       |
| 3. Notice of award to the winning bidder of procurement activity being claimed  | BAC Secretariat       |
| 4. Certification that that procurement involves competitive bidding   | BAC Secretariat       |
| 5. Attendance sheet listing names of attendees to the BAC meeting   | BAC Secretariat       |
| <b>Board of Directors per Diem</b>  |                       |
| 1. Notice of Board Meeting  | Executive Assistant C |
| 2. Attendance Sheet   | Executive Assistant C |
| 3. Minutes of Board Meeting   | Executive Assistant C |
| 4. Payroll  | Finance Division      |
| <b>Loyalty Award / Incentive</b>  |                       |
| 1. Service Record Attendance  | HR                    |
| 2. Certificate of Non-Payment from previous office, in case of transferee   | HR                    |

|  |                  |
|--|------------------|
| 3. Certification from the HRMO that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of 25 days authorized vacation leave without pay within the 5-year period, as the case may be | HR               |
| <b>Salary (General claims through the ATM)</b>   |                  |
| 1. Payroll Prooflist   | Finance Division |
| 2. Payroll register (hard and soft copy)   | Finance Division |
| 3. Authority to Debit Account Form   | Finance Division |
| <b>Salary (Pakyawan)</b>   |                  |
| 1. Salary Payroll  | HR               |
| 2. Payroll register (hard copy)  | HR               |
| <b>Salary Differentials due to Promotion and/or Step Increment</b>   |                  |
| 1. Certified true copy of approved appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase   | HR               |
| 2. Certificate of Assumption   | HR               |
| 3. Approved DTR or certification that the employee has not incurred leave without pay  | HR               |
| <b>Last Salary</b>   |                  |
| 1. Clearance from money, property and legal accountability   | HR               |
| 2. Approved DTR  | HR               |
| <b>Salary due to heirs of deceased employee</b>  |                  |
| 1. Clearance from money, property and legal accountability   | HR               |
| 2. Death Certificate authenticated by National Statistics Office (NSO)   | PSA              |
| 3. Marriage Contract authenticated by NSO, if applicable   | PSA              |

|  |                     |
|--|---------------------|
| 4. Birth Certificates of surviving legal heirs authenticated by NSO  | PSA                 |
| 5. Designation of next-of-kin  |                     |
| 6. Waiver of right of children 18 years old and above  |                     |
| <b>Maternity Leave</b>   |                     |
| 1. Certified true copy of approved application for leave   | HRIS system         |
| 2. Certified true copy of maternity leave clearance  | HRIS system         |
| 3. Medical certificate for maternity leave   | requesting employee |
| Additional requirements for unused maternity leave (upon assumption before the expiration of the 60-day maternity leave) |                     |
| 1. Medical certificate that the employee is physically fit to work   | Hospital            |
| 2. Certificate of assumption   | HR                  |
| 3. Approved DTR  | HR                  |
| <b>Personnel Economic Relief Allowances (PERA)</b>   |                     |
| 1. Same requirements as those for payment of salaries  | HR                  |
| <b>Representation and Transportation Allowance (RATA)</b>  |                     |
| For Individual Claims  |                     |
| 1. Copy of Office Order / Appointment (1st payment)  | HR                  |
| 2. Certificate of Assumption (1st payment)   | HR                  |
| 3. Certificate that the official/employee did not use government vehicle and is not not assigned government vehicle      | HR                  |
| 4. Certificate or evidence of service rendered or approved DTR   | HR                  |
| For General Claims   |                     |
| 1. RATA payroll  | HR                  |
| 2. Payroll register (hard copy)  | Finance Division    |



| <b>Monetization</b>  |                     |
|--|---------------------|
| 1. Approved leave application (ten days) with leave credit balance certified by the Human Resource Office  | HRIS system         |
| 2. Request for leave covering more than ten days duly approved by the Head of Agency   | HRIS system         |
| 3. For monetization of 50 percent or more:   |                     |
| 3.1. Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs   | Requesting Employee |
| 3.2. Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire,  | Barangay            |
| <b>Terminal Leave Benefits</b>   |                     |
| 1. Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment   | HR                  |
| 2. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management (HRMO) | HR                  |
| 3. Approved leave application  | HRIS system         |
| 4. Complete service record   | HRIS system         |
| 5. Statement of Assets, Liabilities and Net Worth (SALN)   | HRIS system         |
| 6. Certified photocopy of appointment/ Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest.                                 | HR                  |
| 7. Computation of terminal leave benefits duly signed/certified by the accountant  | HR                  |
| 8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency  | HR                  |
| 9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)   | HR                  |

|   |                  |
|---|------------------|
| 10. In case of resignation, employee's letter of resignation duly accepted by the Head of Agency        | Employee         |
| Additional requirements in case of death of claimant:   |                  |
| 1. Death Certificate authenticated by NSO   | PSA              |
| 2. Marriage contract authenticated by NSO   | PSA              |
| 3. Birth certificates of all surviving legal heirs authenticated by NSO                                 | PSA              |
| 4. Designation of next-of-kin   |                  |
| 5. Waiver of rights of children 18 years old and above  |                  |
| <b>Clothing Allowance</b>   |                  |
| For Individual Claims   |                  |
| 1. Certified true copy of approved appointment for new employees  | HR               |
| 2. Certificate of assumption of new employees   | HR               |
| 3. Certificate of non-payment from previous agency, for transferees                                     | Previous agency  |
| For General Claims  |                  |
| 1. Clothing/ Uniform Allowance Payroll  | Finance Division |
| 2. Payroll Register (hard and soft copy)  | Finance Division |
| 3. Letter to Bank to credit employee's' account of their claims   | Finance Division |
| <b>Productivity Incentive Bonus (PIB)</b>   |                  |
| For Individual Claims   |                  |
| 1. Certification that the performance ratings for two semesters given to the personnel of the concerned | HR               |

|   |                  |
|---|------------------|
| <b>For General Claims</b>   |                  |
| 1. PIB Payroll  | HR               |
| 2. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand) | HR               |
| 3. List of personnel dismissed within the year  | HR               |
| 4. List of personnel Absent Without Official Leave (AWOL)   | HR               |
| 5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory  | HR               |
| 6. Payroll Register (hard and soft copy)  | Finance Division |
| 7. Letter to the Bank to credit employees' account of their PIB claims  | Finance Division |
| 8. Validated deposit slips  | Finance Division |
| <b>Year-end Bonus (YEB) and Cash Gift (CG)</b>  |                  |
| <b>For Individual Claims</b>  |                  |
| 1. Clearance from money, property and legal accountabilities  | HR               |
| 2. Certification from the head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003   | HR               |
| <b>For General Claims</b>   |                  |
| 1. YEB and CG Payroll   | Finance Division |
| 2. Payroll register (hard and soft copy)  | Finance Division |
| 3. Letter to the Bank to credit employees account of their YEB and CG claims  | Finance Division |
| 4. Deposit slips  | Finance Division |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|---|-----------------|-----------------|--|
| 1. Requesting employee submits the complete required documents to the Accounting Section | 1.1. Accounting Processor receives the complete documents for processing.   | None            | 5 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.2. Accounting Processor prepares Journal Voucher and Disbursement Voucher.  | None            | 7 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.3. Accounting Processor signs the "Prepared by" in the Journal Voucher and forwards the Vouchers with the complete documentary requirements to Financial Planning Specialist B              | None            | 3 minutes       | <i>Accounting Processor B</i><br>Finance Division          |
|  | 1.4. Financial Planning Specialist B checks the completeness of supporting documents, correctness of amount claimed, and availability of cash.  | None            | 3 minutes       | <i>Financial Planning Specialist B</i><br>Finance Division |
|  | 1.4.1. If complete and/or correct, Financial Planning Specialist B signs the "certified correct" in the journal voucher and "Box B" in the disbursement voucher.<br><br>(Proceed to Step 1.5) | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division |

| CLIENT STEPS | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--------------|--|-----------------|-----------------|--|
|              | 1.4.2. If incomplete supporting document, Financial Planning Specialist returns the documents to the supplier for compliance and the process restarts at step 1.1.                       | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division |
|              | 1.4.3. If the amount claimed or the entry is incorrect, Financial Planning Specialist returns the documents to Accounting Processor for correction and the process restarts at step 1.2. | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division |
|              | 1.5. Financial Planning Specialist B forwards the vouchers with complete supporting documents to the Division Manager - Finance for signature.   | None            | 1 minute        | <i>Financial Planning Specialist B</i><br>Finance Division |
|              | 1.6. Division Manager - Finance receives and signs the "Box A" in the disbursement voucher with supporting documents and forwards it to Cashiering Section for the preparation of check. | None            | 1 minute        | <i>Division Manager B</i><br>Finance Division              |



| CLIENT STEPS       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                 |
|--------------------|--|-----------------|-----------------|--|
|                    | <p>1.7. Senior Cashier prepares and signs check, and forwards it with the voucher and supporting documents to the General Manager for approval and signature.</p> <p>*In the absence of the Senior Cashier, Cashiering Assistant prepares and signs the check.</p> | None            | 2 minutes       | Senior Cashier<br>Finance Division                 |
|                    | 1.8. General Manager approves and signs the check and "Box C" in the disbursement voucher.   | None            | 3 minutes       | General Manager B<br>Office of the General Manager |
|                    | 1.9. Cashiering Section receives the signed check and voucher.   | None            | 10 minutes      | Senior Cashier<br>Finance Division                 |
|                    | 2. Cashiering Section releases the check payment to the supplier.  | None            | 2 minutes       | Senior Cashier<br>Finance Division                 |
| <b>TOTAL:</b>      |  | None            | 40 minutes      |  |
| End of transaction |  |                 |                 |  |



# **Administrative Division**

## **External Services**



## 1. Issuance of Employment Service Records (for separated employees)

This process is available to all separated employees of PoIWD who want to have copies of their employment service records in PoIWD.

|   |                                      |                        |  |
|---|--------------------------------------|------------------------|--|
| <b>Office or Division:</b>              | Administrative Division – HR Section |                        |  |
| <b>Classification:</b>                  | Simple                               |                        |  |
| <b>Type of Transaction:</b>             | G2C – Government to Client           |                        |  |
| <b>Who may avail:</b>                   | Separated Employee/s                 |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>        |                                      | <b>WHERE TO SECURE</b> |  |
| Letter Request from Separated Employees |                                      | Requestor              |  |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|-----------------|-----------------|--|
| 1. Submits letter request or email letter request address to HR<br><a href="mailto:mytingcpl@yahoo.com">mytingcpl@yahoo.com</a><br><a href="mailto:mytingcorporal@gmail.com">mytingcorporal@gmail.com</a> | 1. Accept request  | None            | 1 Day           | Senior Industrial Relations Management Officer - A Administrative Division |
| 2. Wait for the Service Record  | 2. Prepare Service Record                                      | None            | 1 Day           | Senior Industrial Relations Management Officer - A Administrative Division |
|   | 2.1. Submit to Division Manager/ General Manager for signature |                 |                 |  |
|   | 2.2. Call / email requestor to pick-up the Service Record      |                 |                 |  |
|   | 2.3. Log/ record outgoing document                             |                 |                 |  |
|   | 2.4. Release Service Record                                    |                 |                 |  |
| <b>TOTAL:</b>   |  | None            | 2 Days          |  |
| End of transaction  |  |                 |                 |  |





# **Administrative Division**

## **Internal Services**

## 1. Hiring of Plantilla Personnel

This service refers to the process of hiring personnel for plantilla positions in PoIWD.

|   |                                      |
|---|--------------------------------------|
| <b>Office or Division:</b>                            | Administrative Division – HR Section |
| <b>Classification:</b>                                | Simple                               |
| <b>Type of Transaction:</b>                           | G2C – Government to Client           |
| <b>Who may avail:</b>                                 | Any Interested Applicants            |
| <b>CHECKLIST OF REQUIREMENTS</b>                      |                                      |
| <b>WHERE TO SECURE</b>                                |                                      |
| 1. Application letter                                 |                                      |
| 2. Personal Data Sheet                                | CSC website (www.csc.gov.ph)         |
| 3. Transcript of Record                               | Colleges/ Universities attended      |
| 4. Photocopy of Eligibility Certificate / PRC License |                                      |
| 5. Performance Rating (if applicable)                 | Polomolok Water District - HR        |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 1. Submit letter of intent/ job application to PoIWD (walk-in or via email to <a href="mailto:pol_wd.hr@gmail.com">pol_wd.hr@gmail.com</a> ) | 1. Receive job application                                    | None            | 1 Day           | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |
|  | 1.1. Check completeness of submitted documents                |                 |                 |   |
|  | 1.2. Route to DM for remarks /action to be taken              |                 |                 |   |
|  | 1.3. Return file to HR with remarks / action to be taken      |                 |                 |   |
|  | 1.5. HR encodes basic details of applicants to HRIS and file  |                 |                 |   |
| 2. Receive notification from PoIWD HR for the date of pre-employment orientation   | 2. Notify applicant of the date of pre-employment orientation | None            | 5 minutes       | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |



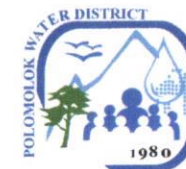
| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE  |
|---|--|-----------------|-------------------------------|---|
| 3. Attend pre-employment orientation                          | 3. Conduct pre-employment orientation  | None            | 45 minutes                    | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |
| 4. Take examination   | 4. Coordinate with testing center for the examination of applicants  | None            | 2 hours                       | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |
| 5. Attend interview   | 5. Conduct interview of applicants   | None            | 1 hour and 30 minutes         | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |
|   | 5.1. Consolidate accomplished applicants rating form and behavioral event interview rating from HRMPSB members |                 |                               |   |
| 6. Receive notification from PoIWD HR on the screening result | 6. Post result of screening and notify applicants of the result  | None            | 1 hour and 30 minutes         | <i>Industrial Relations Management Assistant B<br/>Senior Industrial Relations Management Officer - A<br/>Administrative Division</i> |
| <b>TOTAL:</b>   |  | None            | 1 day, 5 hours and 50 minutes |   |
| End of transaction  |  |                 |                               |   |

## 2. Issuance of Employee Records

This service is applicable to all employees of PoIWD who wish to request employment records.

|   |                                      |                        |
|---|--------------------------------------|------------------------|
| <b>Office or Division:</b>              | Administrative Division – HR Section |                        |
| <b>Classification:</b>                  | Simple                               |                        |
| <b>Type of Transaction:</b>             | G2C – Government to Client           |                        |
| <b>Who may avail:</b>                   | Active employee/s                    |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>        |                                      | <b>WHERE TO SECURE</b> |
| 1. Request of Certificate of Employment | HR Section                           |                        |
| 2. Request of Service Record            |                                      |                        |

| CLIENT STEPS                                      | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME    | PERSON RESPONSIBLE   |
|---|--|-----------------|--------------------|--|
| 1. Request of Certificate of Employment thru HRIS | 1. Receive request from employee thru HRIS                             | None            | 30 minutes         | Senior Industrial Relations Management Officer - A Administrative Division |
| 2. Wait for the Certification                     | 2. Draft certification request / Service Record                        | None            | 1 day              | Senior Industrial Relations Management Officer - A Administrative Division |
|   | 2.1. Checks Certification/ Service Record                              |                 |                    |  |
|   | 2.2. Submit to Division Manager/ General Manager for signature         |                 |                    |  |
|   | 2.3. Advise employee to pick-up approved COE thru HRIS status task bar |                 |                    |  |
|   | 2.4. Log/ record outgoing document                                     |                 |                    |  |
|   | 2.5. Release Certification   |                 |                    |  |
| <b>TOTAL:</b>                                     |  | None            | 1 day and 30 mins. |  |
| End of transaction                                |  |                 |                    |  |



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

This service caters to employees who wish to travel abroad.

|                                  |  |                        |
|----------------------------------|--|------------------------|
| <b>Office or Division:</b>       | Administrative Division – HR Section             |                        |
| <b>Classification:</b>           | Simple   |                        |
| <b>Type of Transaction:</b>      | G2C – Government to Client                       |                        |
| <b>Who may avail:</b>            | Concern employee/s with scheduled Foreign Travel |                        |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b> |
| 1. Written request               | Requester  |                        |
| 2. Approved Leave Application    | HRIS   |                        |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|--|-----------------|-----------------|---|
| 1. Request Authority to Travel Abroad (ATA) thru HRIS | 1. Receive request from employee thru HRIS                             | None            | 1 Day           | Senior Industrial Relations Management Officer A<br>Administrative Division |
| 2. Wait for the Authority to Travel Abroad            | 2. Check if the employee has approved leave                            |                 |                 |   |
|   | 2.1. Prepare Authority to Travel Abroad (ATA)                          |                 |                 |   |
|   | 2.2. Route ATA form for signature                                      |                 |                 |   |
|   | 2.3. Log outgoing document (ATA)                                       |                 |                 |   |
|   | 2.4. Advise employee to pick-up approved ATA thru HRIS status task bar |                 |                 |   |



| CLIENT STEPS              | AGENCY ACTION                  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------------|--------------------------------|-----------------|-----------------|--------------------|
| 3. Pick-up approved ATA   | 3. Release ATA to the employee |                 |                 |                    |
| <b>TOTAL:</b>             |                                | None            | 1 Day           |                    |
| <b>End of transaction</b> |                                |                 |                 |                    |



## 1. Processing of Purchase Request

This service is offered to all end-users who would like to purchase items for operation use.

|   |   |                        |
|---|---|------------------------|
| <b>Office or Division:</b>  | Administrative Division – Procurement Section |                        |
| <b>Classification:</b>  | Simple  |                        |
| <b>Type of Transaction:</b>   | G2C – Government to Client                    |                        |
| <b>Who may avail:</b>   | Requisitioning Unit/Person                    |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b> |
| 1. Approved Purchase Request with Technical Specifications (when necessary) |   | Requestor              |

| CLIENT STEPS   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|--|-----------------|-----------------|--|
| 1. Forward approved Purchase Request with attachments    | 1. Encode and prepare Period of Action in the PIB System | None            | 1 Day           | <i>Administration Services Assistant C<br/>Administrative Division</i>                             |
| 2. Wait for updates until the request has been purchased | 2. Facilitate delivery/pick-up of goods/ services        | None            | 2 Days          | <i>Administration Services Assistant C<br/>Procurement Assistant A<br/>Administrative Division</i> |
| <b>TOTAL:</b>  |  | None            | 3 Days          |  |
| End of transaction                                       |  |                 |                 |  |

## 2. Request for Corrective Action

This service is applicable to end-users who want to correct unmet specifications in their purchase request.

|  |  |   |                        |  |
|--|--|---|------------------------|--|
| <b>Office or Division:</b>               | Administrative Division – Procurement Section  |   |                        |  |
| <b>Classification:</b>                   | Simple   |   |                        |  |
| <b>Type of Transaction:</b>              | G2C – Government to Client   |   |                        |  |
| <b>Who may avail:</b>                    | Requisitioning Unit/Person   |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>         |  | <b>WHERE TO SECURE</b>                            |                        |  |
| 1. Approved CAR Form                     |  | Procurement, Inventory and Budgeting System (PIB) |                        |  |
| <b>CLIENT STEPS</b>                      | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                            | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit CAR to Procurement Section     | 1. Receive and forward CAR form to supplier  | None  | 1 Day                  | <i>Materials Procurement Officer<br/>B<br/>Administrative Division</i> |
|  | 1.1. Once CAR is acknowledged by Supplier forward it to the requisitioning unit/person | None  |                        |  |
| 2. Receive acknowledgement from Supplier | 2. Follow-up Supplier until corrective action is completed                             | None  | 2 Days                 | <i>Materials Procurement Officer<br/>B<br/>Administrative Division</i> |
| <b>TOTAL:</b>                            |  | None  | 3 Days                 |  |
| End of transaction                       |  |   |                        |  |



## 1. Acknowledgement Receipt of Equipment

This process is offered to end-users to acknowledge the receipt of equipment requested.

|  |  |                        |
|--|--|------------------------|
| <b>Office or Division:</b>   | Administrative Division – General Services Section |                        |
| <b>Classification:</b>   | Simple   |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client                         |                        |
| <b>Who may avail:</b>  | Accountable employee/s of PoIWD                    |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |
| Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop | PoIWD MIS  |                        |
| With PIB account   |  |                        |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 1. Inspect if the quality of the item is good and in accordance with the required specifications | 1. After receipt and recording of delivered items (compare with DR), call the end-user who requested the item   | None            | 1 Day           | <i>Materials Planning Officer<br/>Storekeeper<br/>Administrative Division</i> |
|  | 1.2. Open PIB System & create inspection and acceptance report (IAR). Sign the IAR in the Application portal.   |                 |                 | <i>Materials Planning Officer<br/>Administrative Division</i>                 |
|  | 1.3. Sign the IAR in the application portal   |                 |                 | <i>Section Head / Supervisor<br/>of the end-user</i>                          |
| 2. Receive items and sign the ARE in the application portal                                      | 2. Create Acceptance Receipt of Equipment (ARE) & input property number. Sign the ARE in the application portal |                 |                 | <i>Storekeeper<br/>Administrative Division</i>                                |



| CLIENT STEPS       | AGENCY ACTION                             | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                            |
|--------------------|---|-----------------|-----------------|---|
|                    | 2.1. Print ARE & file record per Division |                 |                 | <i>Storekeeper</i><br>Administrative Division |
|                    | <b>TOTAL:</b>                             | None            | 1 Day           |   |
| End of transaction |   |                 |                 |   |

## 2. Preparation of Inspection and Acceptance Report

This process is conducted to check the quality and quantity of items delivered from suppliers.

|  |  |
|--|--|
| <b>Office or Division:</b>   | Administrative Division – General Services Section |
| <b>Classification:</b>   | Simple   |
| <b>Type of Transaction:</b>  | G2C – Government to Client                         |
| <b>Who may avail:</b>  | Procurement Personnel and End-user of PoIWD        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |
| Invoice / Delivery Receipt / Official Receipt                                  | End-user   |
| Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop | PoIWD MIS  |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|--|-----------------|-----------------|--|
| 1. Forward complete documents for processing of IAR     | 1. Receive & record delivery/ies   | None            | 20 minutes      | <i>Materials Planning Officer B</i><br><i>Storekeeper B</i><br>Administrative Division |
|   | 1.1. Conduct Quality and Quantity Inspection                               |                 | 3 mintues       | Inspection Team  |
|   | 1.2. Log in to PIB System and prepare Inspection and Acceptance Report     |                 | 3 mintues       | <i>Materials Planning Officer B</i><br>Administrative Division<br><br>Inspection Team  |
| 2. Log in to PIB System & sign the "INSPECTION" portion | 2. Accept the inspected IAR and generates report as attachment for payment | None            | 3 mintues       | <i>Materials Planning Officer B</i><br>Administrative Division<br><br>Inspection Team  |
| <b>TOTAL:</b>   |  | None            | 29 minutes      |  |
| End of transaction                                      |  |                 |                 |  |

### 3. Preparation of Waste Material Report

This process is conducted for proper disposal of defective materials.

|  |  |                        |
|--|--|------------------------|
| <b>Office or Division:</b>   | Administrative Division – General Services Section |                        |
| <b>Classification:</b>   | Simple   |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client                         |                        |
| <b>Who may avail:</b>  | End-user   |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |
| Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop |  | PoIWD MIS              |
| Defective item for disposal  |  |                        |

| CLIENT STEPS                                   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--|---|-----------------|-----------------|---|
| 1. Return defective materials to the storeroom | 1. Receive & record returned defective materials  | None            | 3 Minutes       | <i>Materials Planning Officer B</i><br><i>Storekeeper B</i><br>Administrative Division<br><br>Inspection Team |
|  | 1.1. Log in to PIB System and prepare Waste Material Report of the returned defective materials | None            | 3 Minutes       |   |
|  | 1.2. Certify the property returned as waste material  | None            | 3 Minutes       | <i>Materials Planning Officer B</i><br>Administrative Division<br><br>Inspection Team                         |



| CLIENT STEPS       | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|--------------------|--|-----------------|-----------------|---|
|                    | 1.3. Log in to PIB System and sign the property inspector portion. |                 | 3 Minutes       | <i>Materials Planning Officer B</i><br>Administrative Division<br><br>Inspection Team |
|                    | 1.4. Sign second endorsement of WMR                                | None            | 3 Minutes       | <i>General Manager</i>  |
| <b>TOTAL:</b>      |  | None            | 15 minutes      |   |
| End of transaction |  |                 |                 |   |

#### 4. Requisition and Issuance of Storeroom Items

This process is offered to all employees of PoIWD who wish to request items in the storeroom.

|  |  |                        |
|--|--|------------------------|
| <b>Office or Division:</b>   | Administrative Division – General Services Section |                        |
| <b>Classification:</b>   | Simple   |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client                         |                        |
| <b>Who may avail:</b>  | All employee/s of PoIWD                            |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |
| Installed Procurement, Inventory & Budgeting (PIB) System at employees desktop |  | PoIWD MIS              |
| With PIB account   |  |                        |

| CLIENT STEPS  | AGENCY ACTION                      | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|------------------------------------|-----------------|-----------------|---|
| 1. Open PIB System & Create Requisition and Issuance Slip (RIS)                       | 1. Log in username & password.     | None            | 3 minutes       | <i>Materials Planning Officer B<br/>Storekeeper B<br/>Administrative Division</i> |
|   | 1.1. Input items needed            | None            |                 |   |
| 2. Wait for Approval  | 2. Approved by the officer         | None            | 1 Minute        | <i>Section Head/ Officer</i>  |
| 3. Proceed to storeroom to sign the approved RIS and get gate pass of requested items | 3. Issue RIS and prepare gate pass | None            | 3 Minutes       | <i>Materials Planning Officer B<br/>Storekeeper B<br/>Administrative Division</i> |



| CLIENT STEPS   | AGENCY ACTION              | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                              |
|--|----------------------------|-----------------|-----------------|---|
| 4. Present the gate pass to the storeroom personnel at PoIWD Annex Storeroom for the release of the said items | 4. Release requested items | None            | 3 Minutes       | <i>Storekeeper B</i><br>Administrative Division |
| <b>TOTAL:</b>  |                            | None            | 10 minutes      |   |
| End of transaction   |                            |                 |                 |   |



# **Engineering and Operations Department**

## **External Services**



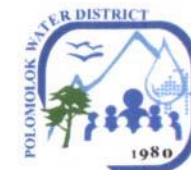


## 1. Maintenance & Repair Works

This process involves maintenance and repair works for PoIWD service line, main line, and distribution lines within the PoIWD service area.

|  |   |                        |
|--|---|------------------------|
| <b>Office or Division:</b>   | Engineering and Operations Department - Construction and Maintenance Division |                        |
| <b>Classification:</b>   | Simple  |                        |
| <b>Type of Transaction:</b>  | G2C – Government to Client  |                        |
|  | G2G – Government to Government  |                        |
|  | G2B – Government to Business  |                        |
| <b>Who may avail:</b>  | All clients within the service areas of PoIWD                                 |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |
| Personal appearance of the customer, AGAS SMS, phone call (PoIWD Landline) |   | N/A                    |

| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|--|---|-----------------|-----------------|--|
| <b>A. Complaints received from walk-in customers</b>   |   |                 |                 |  |
| 1. Customer/ client express complaint to EOD-CMS Staff | 1. Receive complaint from customer/client   | None            | 5 minutes       | Administration Services Assistant<br>B<br>Engineering and Operations<br>Department |
|  | 1.1. Report leak thru AGAS Patrol (text message)  | None            | 1 minute        | Administration Services Assistant<br>B<br>Engineering and Operations<br>Department |
|  | 1.2. Receive report and generate message that is sent to the sender informing him/her that the complaint has been received and will be investigated | None            | 1 minute        | SMS Text blast System  |



| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE   |
|---|---|-----------------|---|--|
| 2. Wait for status update on the reported complaint                         | 2. Forward the complaint to a maintenance team and notify the sender via text the status of repair. | None            | 5 minutes   | SMS Text blast System  |
|   | 2.1. Initiate appropriate action and start repair.  | None            | Minor service line repair: 40 minutes<br>Major service line repair: 4 hrs<br>Mainline repair: 5 hours | <i>Supervising Engineer B</i><br>Engineering and Operations Department |
|   | 2.2. Send status repair to AGAS Patrol number once repair is done                                   | None            | 1 minute  | <i>Supervising Engineer B</i><br>Engineering and Operations Department |
|   | 2.3. Notify sender that the maintenance repair is finished  | None            | 1 minute  | SMS Text blast System  |
| 3. Receive notification on the completion or update of the repair/complaint | 3. Notify customer/client of the status of repair personally, or via phone call/text message        | None            | 3 minutes   | <i>Supervising Engineer B</i><br>Engineering and Operations Department |
| <b>TOTAL (Minor service line repair):</b>                                   |   | None            | 57 minutes  |  |
| <b>TOTAL (Major service line repair):</b>                                   |   | None            | 4 hours and 17 mins   |  |
| <b>TOTAL (Mainline repair):</b>   |   | None            | 5 hours and 17 mins   |  |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE  |
|---|---|-----------------|--|---|
| <b>B. Complaints Received thru PoIWD guard / PoIWD Landline</b>                         |   |                 |  |   |
| 1. Guard / PoIWD staff relays customer complaint to Adminsistrative Service Assistant B | 1. Receive complaint from guard / PoIWD staff   | None            | 5 minutes  | <i>Administration Services Assistant B</i><br>Engineering and Operations Department |
|   | 1.1. Report leak thru AGAS Patrol (text message)  | None            | 1 minute   | <i>Administration Services Assistant B</i><br>Engineering and Operations Department |
|   | 1.2. Receive report and generate message that is sent to the sender informing him/her that the complaint has been received and will be investigated | None            | 1 minute   | SMS Text blast System   |
| 2. Wait for status update on the reported complaint                                     | 2. Forward the complaint to a maintenance team and notify the sender via text the status of repair.   | None            | 5 minutes  | SMS Text blast System   |
|   | 2.1. Initiate appropriate action and start repair   | None            | Minor servie line repair: 40 minutes<br>Major service line repair: 4 hrs<br>Mainline repair: 5 hours | <i>Supervising Engineer B</i><br>Engineering and Operations Department              |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME     | PERSON RESPONSIBLE  |
|---|--|-----------------|---------------------|---|
|   | 2.2. Send status repair to AGAS Patrol number once repair is done                            | None            | 1 minute            | <i>Supervising Engineer B</i><br>Engineering and Operations<br>Department |
|   | 2.3. Notify sender that the maintenance repair is finished                                   | None            | 1 minute            | SMS Text blast System   |
| 3. Receive notification on the completion or update of the repair/complaint | 3. Notify customer/client of the status of repair personally, or via phone call/text message | None            | 3 minutes           | <i>Supervising Engineer B</i><br>Engineering and Operations<br>Department |
| <b>TOTAL (Minor service line repair):</b>                                   |  | None            | 57 minutes          |   |
| <b>TOTAL (Major service line repair):</b>                                   |  | None            | 4 hours and 17 mins |   |
| <b>TOTAL (Mainline repair):</b>   |  | None            | 5 hours and 17 mins |   |

### C. Complaints received from AGAS Patrol

|  |   |      |           |                       |
|--|---|------|-----------|-----------------------|
| 1. Report leak thru text with the format:<br><br>AGAS / Concern / Name / Address<br><br>And send to either of the following numbers:<br>Smart: 09999982953 | 1. Receive complaint from Customer/client (via AGAS Patrol)   | None | 1 minute  | SMS Text blast System |
| 2. Wait for status update on the reported complaint  | 2. Forward the complaint to a maintenance team and notify the sender via text the status of repair. | None | 5 minutes | SMS Text blast System |

| CLIENT STEPS  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE  |
|---|--|-----------------|---|---|
|   | 2.1. Initiate appropriate action and start repair  | None            | Minor service line repair: 40 minutes<br><br>Major service line repair: 4 hrs<br><br>Mainline repair: 5 hours | Supervising Engineer B<br>Engineering and Operations Department |
|   | 2.2. Send status repair to AGAS Patrol number once repair is done                            | None            | 1 minute  | Supervising Engineer B<br>Engineering and Operations Department |
|   | 2.3. Notify sender that the maintenance repair is finished                                   | None            | 1 minute  | SMS Text blast System   |
| 3. Receive notification on the completion or update of the repair/complaint | 3. Notify customer/client of the status of repair personally, or via phone call/text message | None            | 3 minutes   | SMS Text blast System   |
| <b>TOTAL (Minor service line repair):</b>                                   |  | None            | 51 minutes  |   |
| <b>TOTAL (Major service line repair):</b>                                   |  | None            | 4 hours and 11 mins   |   |
| <b>TOTAL (Mainline repair):</b>   |  | None            | 5 hours and 11 mins   |   |
| End of transaction  |  |                 |   |   |

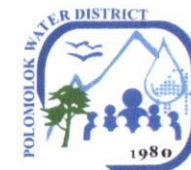
*Note: For after the meter repairs, no fees will be paid by the customer to PolWD. Instead, an internal arrangement between the maintenance personnel/s and the customer will be agreed upon for the total cost of repair.*

## 1. Bacteriological Test (External)

This process involves the collection of water samples for bacteriological test upon request of customers.

|                                  |  |                        |
|----------------------------------|--|------------------------|
| <b>Office or Division:</b>       | Engineering and Operations Department - Water Resources Division |                        |
| <b>Classification:</b>           | Simple   |                        |
| <b>Type of Transaction:</b>      | G2C – Government to Client                                       |                        |
|                                  | G2G – Government to Government                                   |                        |
|                                  | G2B – Government to Business                                     |                        |
| <b>Who may avail:</b>            | All clients within the service areas of Polomolok Water District |                        |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b> |
| Letter request                   |  | Requester              |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|---|-----------------|-----------------|---|
| 1. Proceed to OGM for submission of request letter addressed to GM for approval | 1. Receive communication and file   | None            | 5 Minutes       | Executive Assistant C<br>Office of the General Manager                  |
|   | 1.1. Record name and contact details of the client, including the purpose of requested analysis |                 |                 |   |
| 2. Wait for schedule of sampling and schedule of releasing of results           | 2. Set schedule of sampling to the soonest available schedule                                   | None            | 5 Minutes       | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
|   | 2.1. Bacteriological Test: Scheduled 1st and 3rd Mondays of the Month.                          | None            | 5 Minutes       | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
|   | 2.2. Inform the client of the date when the results will be available.                          |                 |                 |   |
|   | 2.3. Bacteriological Test – Two (2) weeks after sampling date                                   |                 |                 |   |



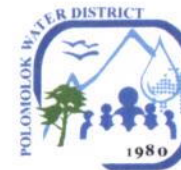
| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID   | PROCESSING TIME      | PERSON RESPONSIBLE  |
|--|---|---|----------------------|---|
|  | 2.4. Conduct water sampling as scheduled and submission to the laboratory   | None  | 1 Day                | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
| 3. Client requesting results                                   | 3. Check the availability of the result based on when the sampling is conducted.  | Bacteriological Test:<br>PHP 550.00 per sample                        | 5 Minutes            | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
|  | 3.1. Bacteriological Test – after two (2) weeks from sampling   | Note: Rates depend on the prevailing rates of the external laboratory |                      |   |
|  | 3.2. If sample is not yet available due to unforeseen reasons, inform the client that they will be contacted when the results are back from the laboratory. | None  | 5 Minutes            |   |
| 4. Client to sign logbook as acknowledgment of received result | 4. Give a copy of the result requested by client  | None  | 3 Minutes            | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
| <b>TOTAL:</b>  |   | Bacteriological Test:<br>PHP 550.00 per sample                        | 1 day and 28 minutes |   |
| End of transaction   |   |   |                      |   |

*Note: Rates depend on the prevailing rates of the external laboratory*



# **Engineering and Operations Department Internal Services**



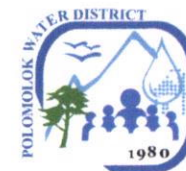


## 1. Bacteriological Test (Internal)

This process involves the collection of water samples for bacteriological test upon request of the EOD-CMD

|                                  |   |                        |
|----------------------------------|---|------------------------|
| <b>Office or Division:</b>       | Engineering and Operations Department – Water Resources Division              |                        |
| <b>Classification:</b>           | Simple  |                        |
| <b>Type of Transaction:</b>      | G2C – Government to Client  |                        |
|                                  | G2G – Government to Government  |                        |
|                                  | G2B – Government to Business  |                        |
| <b>Who may avail:</b>            | Engineering and Operations Department - Construction and Maintenance Division |                        |
| <b>CHECKLIST OF REQUIREMENTS</b> |   | <b>WHERE TO SECURE</b> |
| Letter request                   |   | Requester              |

| CLIENT STEPS  | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  |
|---|---|-----------------|-----------------|---|
| 1. Submit letter request  | 1. Receive request for bacteriological test                               | None            | 3 Minutes       | <i>Quality Assurance Inspector</i><br>Engineering and Operations Department |
| 2. Wait for schedule of sampling and schedule of releasing of results | 2. Set schedule of sampling to the soonest available schedule             | None            | 5 Minutes       | <i>Quality Assurance Inspector</i><br>Engineering and Operations Department |
|   | 2.1. Conduct water sampling as scheduled and submission to the laboratory |                 | 1 Day           |   |
|   | 2.2. Inform the client of the date when the results will be available.    | None            | 5 Minutes       | <i>Quality Assurance Inspector</i><br>Engineering and Operations Department |
|   | 2.3. Bacteriological Test – One (1) week after sampling date              |                 |                 |   |



| CLIENT STEPS   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME      | PERSON RESPONSIBLE  |
|--|---|-----------------|----------------------|---|
| 3. Client requesting results                                   | 3. Check the availability of the result based on when the sampling is conducted.  | None            | 5 Minutes            | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
|  | 3.2. If sample is not yet available due to unforeseen reasons, inform the client that they will be contacted when the results are back from the laboratory. | None            | 5 Minutes            |   |
| 4. Client to sign logbook as acknowledgment of received result | 4. Give a copy of the result requested by client  | None            | 3 Minutes            | Quality Assurance Inspector<br>Engineering and Operations<br>Department |
| <b>TOTAL:</b>  |   | None            | 1 day and 26 minutes |   |
| End of transaction   |   |                 |                      |   |

## FEEDBACK AND COMPLAINTS MECHANISM

| FEEDBACK AND COMPLAINTS MECHANISM     |   |
|---------------------------------------|---|
| How to send feedback                  | Answer the client feedback form and drop it at the designated drop box beside PACD Email: pol_wd@yahoo.com.ph   |
| How feedbacks are 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. 0910-196-1330 |
| How to file a complaint               | Directly communicate with our PACD for inquiries. 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 0915-933-6104 For customer service concern – text or call 0910-196-1330  |
| 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 Information of CCB, PCC, ARTA | ARTA : complaints@arta.gov.ph : 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)  |



## LIST OF OFFICES

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

For Strict Compliance,

  
**ENGR. ANDRESITO J. DEGILLA**  
General Manager B