

POLOMOLOK WATER DISTRICT

CITIZEN'S CHARTER

2025 (1st Edition)



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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 seepage 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 PolWD officers and employees pledge to:

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

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

Collecting Partners:

Ecash Pay	8:00am – 5:00pm Monday to Friday
Dole Community Multi-Purpose Coop	8:00am – 5:00pm Monday to Friday
Dolefil Shine Consumers Coop.	8:00am – 5:00pm Monday to Friday
Landan People’s Multi-Purpose Coop.	8:00am – 5:00pm Monday to Friday
VIP Payment Center	8:00am – 5:00pm Monday to Friday
Polo Samahang Nayon MPC	8:00am – 5:00pm Monday to Friday
PEMCO	8:00am – 5:00pm Monday to Friday
Polomolok Multi-Purpose Coop.	8:00am – 5:00pm Monday to Friday
	8:00am – 12nn Saturday
DARBC	8:00am – 5:00pm Monday to Saturday
Caha de Oro Pawnshop	8:00am – 5:00pm Monday to Saturday
VIP Payment Center	8:00am – 5:00pm Monday to Saturday
EC Pay	Online 24/7
LBP Linkbiz Portal	Online 24/7



Maintenance Services:

Engineering & Operations Division (Const. & Maint.)	0917-942-5459
AGAS Patrol	0999-998-2953
Billing and Collection	500-9400 / 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**.



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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.

Office or Division:	Commercial Division (Customer Service Section)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PolWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
First Visit				
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
SUB TOTAL (FIRST VISIT):		None	15 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Second Visit				
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 Administration Services Assistant C (Customer Service Section)</i>
4. Proceed to Window 8 or 9	4. Provide payment form	None	5 minutes	<i>Customer Service Assistant C 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 For change of name fee PHP 80 for notarial fee	10 minutes	<i>Cashiering Assistant</i> <i>Cashier B</i> <i>Cashier D</i> 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> 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			
SUB TOTAL (SECOND VISIT):		PHP 180	2 hours, 53 minutes	
TOTAL:		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

Office or Division:	Commercial Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Client	
	G2B – Government to Business	
	G2G – Government to Government	
Who may avail:	All clients within the service areas of PolWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For G2C and G2B transactions:		
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 Pamilyang Pilipino Program (4Ps)	Municipal Social Welfare and Development Office
2.14. Philippine National ID	Philsys/ Phil. ID Sytem
For G2G transactions:	
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
Phase 1: Area Assessment				
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			
SUB TOTAL (PHASE 1: AREA ASSESSMENT):		None	25 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phase 2: Processing of New Service Connection (NSC) Application				
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> 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> 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> <i>Cashier B</i> <i>Cashier D</i> 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> Commercial Division
	5.1. Conduct site inspection	None	7 days	<i>Water Maintenance Man A</i> <i>Customer Service Assistant C</i> Commercial Division
6. Attend Orientation Seminar	6. Direct customer to Orientation Room	None	3 minutes	<i>Customer Service Assistant C</i> Commercial Division
	6.1 Conduct Orientation Seminar	None	2 hours	<i>Administration Services Assistant C</i> <i>Customer Service Assistant B</i> Commercial Division
SUB TOTAL (PHASE 2: PROCESSING OF NSC APPLICATION):		PHP 100	7 days, 2 hours, 41 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phase 3: Installation of New Service Connection (NSC)				
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> 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 Cashier B Cashier D 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 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 Commercial Division
	5.1. Installation of new service connection	None	7 days	Senior Water Maintenance Man B Engineering and Operations Department
SUB TOTAL (PHASE 3: INSTALLATION OF NSC):		variable	7 days and 53	
TOTAL:		PHP100 Inspection Fee +variable	14 days, 3 hrs and 59 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.

Office or Division:	Commercial Division (Customer Service Section)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All senior citizen's client within the service areas of PolWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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 (SC) ID	2. Receive and photocopy SC ID	None	3 minutes	<i>Customer Service Assistant C</i> 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> Commercial Division
TOTAL:		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.

Office or Division:	Commercial Division (Customer Service Section)
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All clients within the service areas of PolWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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	<i>Customer Service Assistant B</i> Commercial Division
TOTAL:		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.

Office or Division:	Commercial Division (Customer Service Section)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PolWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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: Direct customer to Production Division (Proceed to Step 2)	None		
	1.2. No Water (low pressure): Direct customer to Construction and Maintenance Division (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 (Proceed to Step 3)	None		
	1.4. Leak before the meter (Main line): Direct customer to Construction and Maintenance Division (Proceed to Step 3)	None		
	1.5. Erroneous Billing: Direct customer to window 6 or 7 (Proceed to Step 4)	None		
	1.6. High Consumption (leakage after meter): Direct customer to window 6 or 7 (Proceed to Step 5)	None		
	1.8. No Billing Notice: Direct customer to window 6 or 7 (Proceed to Step 6)	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Production Division and express complaint	2. Receive complaint and initiate appropriate action.	None	15 minutes	<i>Quality Assurance Inspector</i> Engineering and Operations Department
	2.1. Initiate appropriate action. (Proceed to Step 7)	None	1 day	
3. Proceed to Construction and Maintenance Division and express complaint	3. Receive complaint	None	15 minutes	<i>Customer Service Assistant B</i> Engineering and Operations Department
	3.1 Initiate appropriate action (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>Customer Service Assistant B</i> <i>Customer Service Assistant C</i> Commercial Division
	4.1. Initiate appropriate action (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> Commercial Division
	5.1. Initiate appropriate action (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 (End of transaction)	None	10 minutes	<i>Customer Service Assistant C</i> Commercial Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Commercial Division</i>
TOTAL (Water Quality Concern):		None	1 day and 21 minutes	
TOTAL (No Water - Low Pressure):		None	5 days and 21 minutes	
TOTAL (Leak before meter - Service Line):		None	1 day and 21 minutes	
TOTAL (Leak before meter - Mainline):		None	5 days and 21 minutes	
TOTAL (Erroneous Billing):		None	2 days and 11 minutes	
TOTAL (High Consumption - Leakage after meter):		None	3 days and 11 minutes	
TOTAL (No Billing):		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.

Office or Division:	Commercial Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client G2B – Government to Business
Who may avail:	All clients except government offices within the service areas of PolWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For G2C and G2B transactions:	
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
For G2G transactions:	
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
First Visit				
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 Commercial Division</i>
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 Commercial Division</i>
4. Proceed to Tellers (Priority)	4. Accept payment / Issue sales invoice (SI)	PHP 100 site inspection fee	3 Minutes	<i>Cashiering Assistant Cashier B Cashier D Finance Division</i>
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 Commercial Division</i>
6. Wait for Site Inspection	6. conduct of site inspection	None	5 Minutes	<i>Water Maintenance Man A Customer Service Assistant C Commercial Division</i>
SUB TOTAL (FIRST VISIT):		PHP 100	2 Hours and 26 Mins.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Second Visit				
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 Commercial Division</i>
3. Pay amount in the cost estimates at the tellers	3. Accept payment / Issue Sales Invoice	Material Cost (Variable amount)	10 Minutes	<i>Cashiering Assistant Cashier B Cashier D 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 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 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 Engineering and Operations Department
<i>SUB TOTAL (SECOND VISIT):</i>		variable	5 Working Days & 51 minutes	
<i>TOTAL:</i>		PHP100 inspection fee + material cost (variable amount)	5 working days, 3 hours and 17 minutes	
End of transaction				



7. Reconnection of Water Service Connection

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

Office or Division:	Commercial Division – Customer Service Section
Classification:	Simple: Reconnection at stand pipe and service line Complex: Reconnection at Mainline
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business
Who may avail:	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Reconnection for non-payment of water bill	
1. Computed amount due	Commercial Division – Table 6 and/or 7
2. Official Receipt	Finance Division – Tellers
B. Reconnection for voluntary with account	
1. Personal appearance of customer	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Reconnection for non-payment of water bill				
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	<i>Customer Service Assistant B</i> 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 (+) Reconnection fee: *PHP 160 (reconnection at stand pipe) *PHP 280 (reconnection at service line & Mainline) Plus (+) *materials cost (for reconnection at mainline only)	3 minutes	<i>Cashiering Assistant</i> <i>Cashier B</i> <i>Cashier D</i> Finance Division
4. Return to Customer Service Window 6 or 7 and present sales invoice	4. Receive sales invoice	None	3 Minutes	<i>Customer Service Assistant B</i> 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 Reconnection at service line: 2 days Reconnection at mainline: 4 days	<i>Customer Service Assistant B Commercial Division</i>
TOTAL (Reconnection at stand pipe):		Arrears (+) PHP 160	1 day and 17 mins	
TOTAL (Reconnection at service line):		Arrears (+) PHP 280	2 days and 17 mins	
TOTAL (Reconnection at mainline):		Arrears (+) PHP 280 (+) 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

Office or Division:	Commercial Division (Customer Service Section)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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	Customer Service Assistant B Commercial Division
3. Fill out and sign Disconnection Order Form	3. Approve Disconnection request	None		Customer Service Assistant B Commercial Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for disconnection	4. Forward disconnection Order to Commercial Division (CD) accredited plumbers	None		Customer Service Assistant B Commercial Division
	4.1. Disconnect service connection	None	2 days	Customer Service Assistant B Commercial Division
TOTAL:		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.

Office or Division:	Commercial Division (Customer Service Section)
Classification:	Complex
Type of Transaction:	G2C – Government to Client
	G2G – Government to Government
	G2B – Government to Business
Who may avail:	All clients within the service areas of PolWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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>Customer Service Assistant B</i> 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 PHP 200 for other than PolWD concessionaires	3 minutes	<i>Cashiering Assistant</i> <i>Cashier B</i> <i>Cashier D</i> 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>Customer Service Assistant B</i> 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> Engineering and Operations Department
TOTAL:		PHP 150 for PoIWD concessionaires PHP 200 for other than PoIWD concessionaires	5 Working Days & 12 Minutes	
End of transaction				



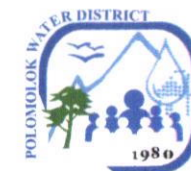
Finance Division External Services



1. Payment of water bills

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

Office or Division:	Finance Division (Cashiering Section)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Thru PoIWD Main Office		
1. Billing Invoice (Water Bill); or	PoIWD –meter readers	
2. Payment Order Form (if no water bill)	PACD in-charge	
B. Thru Collecting Partners		
1. Billing Invoice (Water Bill); or	PoIWD –meter readers	
C. Online Payment		
-LBP EPP / Link.Biz Portal		
-ECPay: GCash, Digipay, Tagum Cooperative, HC Consumer Finance Inc., HCPH CC, Load manna, Inc., Paymaya Philippines, Shopee Philippines, Palawan Pay, Flarego Technologies, Polomolok Far East (Gaisano Grand Mall)		
1. Billing Invoice (Water Bill)	PoIWD –meter readers	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Thru PoIWD Main Office				
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. (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) (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. (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). (Proceed to Step 2)	None	5 minutes	Public Assistance and Complaints Desk (PACD)
2. (From Agency Action 1.3. or 1.4) 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> 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> <i>Cashier B</i> <i>Cashier D</i> Finance Division
TOTAL (if with bill but no arrears):		Variable	4 minutes	
TOTAL (if with bill and with arrears):			9 minutes	
TOTAL (if without bill and no arrears):			8 minutes	
TOTAL (if without bill but with arrears):			13 minutes	
End of transaction				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Thru Collecting Partners				
1. Customer presents billing invoice 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 (+) transaction fee as follows: PHP 15.00 - PMCO, VIP Center, Caha de Oro; PHP 15.00 - Polo SN MPC; PHP 15.00 - Landan People's MPC; PHP 20.00 - Dolefil Shines Consumer Cooperative; PHP 10.00 - Dolefil Community MPC; PHP 15.00 - PEMCO PHP 15-Ecash Pay PHP 10 - DARBC	5 minutes	<i>Cashiering Assistant</i> Finance Division
TOTAL (Thru Collecting Partners):		Variable	5 minutes	
End of transaction				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. Online Payment				
LBP EPP/ Link.Biz Portal				
1. Enroll to Landbank iAccess or Bancnet Online	<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 LBP to the main office for recording and reconciliation.</p>	<p>Variable (Water bill) (+) PHP 10 transaction fee</p>	<p>10 minutes</p>	<p><i>Cashiering Assistant</i> Finance Division</p>
2. Go to www.Landbank.com/Link.Biz-Portal				
3. Click "Pay now".				
4. Type Polomolok Water District as merchant name				
5. Select Transaction Type				
6. Fill-out Transaction Details and review provided information				
7. Select Landbank ATM/Bancnet/G-Cash as payment methods				
8. View/Print Payment Confirmation				
Total:	<p>Variable (Water bill) (+) PHP 10 transaction fee</p>	<p>10 minutes</p>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ECPay: GCash, Digipay, Tagum Cooperative, HC Consumer Finance Inc., HCPH CC, Load manna, Inc., Paymaya Philippines, Shopee Philippines, Palawan Pay, Flarego Technologies, Polomolok Far East (Gaisano Grand Mall)				
1. Open chosen payment app 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. *Amount to be paid must be same with the amount in the billing invoice. 6. Follow the instructions given in the chosen payment app. 7. Review and check the payment details 8. Confirm payment	No agency action during the processing of payment by the customer. 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.	Variable (Water bill) (+) PHP 10 ECPay processing fee	10 minutes	<i>Cashiering Assistant</i> Finance Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Download the e-receipt for the transaction.				
TOTAL:		Variable (water bill) (+) transaction / processing 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.

Office or Division:	Finance Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PoIWD (Suppliers, Remittance Agencies)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Telephone/ Communication Expenses		
1. Statement of Account / Bill	PLDT	
2. Invoice/Official Receipt or machine validated statement of account/bill	PLDT	
Internet Expenses		
1. Statement of Account / Bill	Internet Provider	
Gasoline, Fuel and Other Lubricants		
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	
Miscellaneous Expenses		
1. Invoices/receipts	Supplier	
2. Receipts and/or other documents evidencing disbursement	Supplier/ PoIWD	

Utility Expenses	
1. Statement of Account / Bill	SOCOTECO
2. Invoice/ Official Receipt or machine validated statement of account/bill	SOCOTECO
Payment of Representation Expenses	
1. Statement of Account / Bill	Supplier
2. Original copies of Invoice	Supplier
Payment of Honorarium of Resource Speakers	
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
Training and Seminar Expenses (Registration Fees)	
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
Payment for Government Mandatory Deductions (GSIS, Pag-IBIG Fund, PhilHealth)	
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

Procurement through Public Bidding (Infrastructure)	
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
Additional Documentary Requirements: Common to Progress/Final Payments	
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
Additional Documentary Requirements: Mobilization	
1. Irrevocable Standby letter of credit/security bond guarantee callable upon demand	Supplier / Contractor
2. Such other necessary documents	Supplier / Contractor
Additional Documentary Requirements: Progress Payment	
1. Statement of Work Accomplished (SWA) or progress billing	Supplier / Contractor
2. Corresponding request for progress payment for work accomplished	Supplier / Contractor
Additional Documentary Requirements: Final Payment	
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
Procurement through Public Bidding (Supplies, Machines, Equipment and Motor Vehicles)	
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
Procurement through Alternative Modes	
Small Value Procurement	
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
Shopping	
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
Emergency Purchase	
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> Finance Division
	1.2. Accounting Processor prepares Journal Voucher and Disbursement Voucher.	None	7 minutes	<i>Accounting Processor B</i> 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> 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> 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> 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> 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> 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> Finance Division
	1.6. Prepare VAT Certificate	None	3 minutes	<i>Senior Corporate Accounts Analyst</i> 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> 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. *In the absence of the Senior Cashier, Cashiering Assistant prepares and signs the check.	None	2 minutes	<i>Senior Cashier</i> 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> Office of the General Manager
	1.10. Cashiering Section receives the signed check and voucher.	None	10 minutes	<i>Senior Cashier</i> Finance Division
	2. Cashiering Section releases the check payment to the supplier.	None	2 minutes	<i>Senior Cashier</i> Finance Division
	TOTAL:		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.

Office or Division:	Finance Division (Cashiering Section)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	Employees of Polomolok Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Traveling Expenses (Pre-Travel Cash Advance - Local Travel)		
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	
Communication Expenses (Mobile - Load Allowance)		
1. Payroll of employees qualified for load allowance	PoIWD-Finance	
Maintenance Allowance/ Gas Allowance		
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	
Replenishment of Petty Cash		
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
Payment of BAC Honorarium	
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
Board of Directors per Diem	
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
Loyalty Award / Incentive	
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
Salary (General claims through the ATM)	
1. Payroll Prooflist	Finance Division
2. Payroll register (hard and soft copy)	Finance Division
3. Authority to Debit Account Form	Finance Division
Salary (Pakyawan)	
1. Salary Payroll	HR
2. Payroll register (hard copy)	HR
Salary Differentials due to Promotion and/or Step Increment	
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
Last Salary	
1. Clearance from money, property and legal accountability	HR
2. Approved DTR	HR
Salary due to heirs of deceased employee	
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	
Maternity Leave	
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
Personnel Economic Relief Allowances (PERA)	
1. Same requirements as those for payment of salaries	HR
Representation and Transportation Allowance (RATA)	
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

Monetization	
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
Terminal Leave Benefits	
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	
Clothing Allowance	
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
Productivity Incentive Bonus (PIB)	
For Individual Claims	
1. Certification that the performance ratings for two semesters given to the personnel of the concerned	HR

For General Claims	
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
Year-end Bonus (YEB) and Cash Gift (CG)	
For Individual Claims	
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
For General Claims	
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> Finance Division
	1.2. Accounting Processor prepares Journal Voucher and Disbursement Voucher.	None	7 minutes	<i>Accounting Processor B</i> 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> 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> 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. (Proceed to Step 1.5)	None	1 minute	<i>Financial Planning Specialist B</i> 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> 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> 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> 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> Finance Division

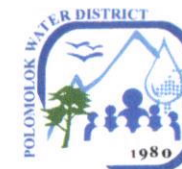


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.7. Senior Cashier prepares and signs check, and forwards it with the voucher and supporting documents to the General Manager for approval and signature.</p> <p>*In the absence of the Senior Cashier, Cashiering Assistant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

Office or Division:	Administrative Division – HR Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Separated Employee/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request from Separated Employees		Requestor
Email 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 mytingcpl@yahoo.com mytingcorporal@gmail.com	1. Accept request	None	1 Day	<i>Sr. Industrial Relations Development Officer HR Personnel (SIRDO) Administrative Division</i> <i>Industrial Relations Management Assistant B (IRMA) Administrative Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the Service Record	2. Prepare Service Record	None	1 Day	<i>Senior Industrial Relations Management Officer - A Administrative Division</i>
	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			
TOTAL:		None	2 Days	
End of transaction				



Administrative Division Internal Services



1. Motorpool Vehicle Repair and Preventive Maintenance

This process refers involves the routine maintenance and repair services to keep PoIWD vehicles running smoothly.

Office or Division:	Administrative Division – General Services Section
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Accountable employee/s of PoIWD
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Vehicle Maintenance Job Order Form	Motorpool Office Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Vehicle Maintenance Job Order Form from the Motorpool Personnel and fill-in the data needed.	1. Give the Vehicle Maintenance Job Order Form to the requestor	None	1 Day	<i>Senior Auto Mechanic Administrative Division</i>
2. Return the filled-in Vehicle Maintenance Job Order Form to Senior Auto Mechanic	2. Check the vehicle to determine the materials/ repair parts needed and prepare a work plan.			<i>Senior Auto Mechanic Administrative Division</i>
3. Wait and assist the Senior Auto Mechanic during repair	3. Request the materials/ repair parts needed for repair through the Application Portal.			<i>Senior Auto Mechanic Administrative Division</i>
	3.1. Conduct the necessary repair based on the work plan.			<i>Senior Auto Mechanic Administrative Division</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Sign the Certification portion of Vehicle Maintenance Job Order Form by checking the the check box whether it is ready or not for operation	4. Sign the Certification portion of Vehicle Maintenance Job Order Form as the vehicle is repaired and Hand-over			<i>Senior Auto Mechanic Administrative Division</i>
TOTAL:		None	1 Day	
End of transaction				

2. Request for Building, Ground and Facilities Repair

This service involves submitting maintenance or repair needs related to buildings, outdoor areas, and facility infrastructure, ensuring proper upkeep and functionality.

Office or Division:	Administrative Division – General Services Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Accountable employee/s of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Installed Application Portal at employees desktop		PoIWD MIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the Application Portal and create Building Repair and Maintenance Job Order (BRAMJO)	1. Log-in to the Application Portal and approve BRAMJO	None	3 minutes	Section Head / Supervisor of the end-user
1.2. Check box of facility/ies to be repaired				
1.3. Wait for approval				
2. Wait for the Administration Services Aide / Plant Electrician B to acknowledge the request by electronically signing the request.	2. Acknowledge request and perform the task/repair as requested	None	4 Hours	Administration Services Aide Plant Electrician B Administrative Division
	2.1. Electronically sign the BRAMJO noting that the task is complete.			
			3 Minutes	General Services Chief C Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Log-in to the Application Portal and electronically sign the BRAMJO to validate and conform on the conducted repair.	3. Print the accomplished BRAMJO for filing and for record purposes		3 Minutes	<i>Administration Services Aide Plant Electrician B Administrative Division</i>
TOTAL:		None	4 Hours and 9 minutes	
End of transaction				

1. Hiring of Plantilla Personnel

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

Office or Division:	Administrative Division – HR Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Any Interested Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 pol_wd.hr@gmail.com)	1. Receive job application	None	1 Day	<i>Industrial Relations Management Assistant B Senior Industrial Relations Management Officer - A 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 Senior Industrial Relations Management Officer - A 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 Senior Industrial Relations Management Officer - A 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 Senior Industrial Relations Management Officer - A Administrative Division</i>
5. Attend interview	5. Conduct interview of applicants	None	1 hour and 30 minutes	<i>Industrial Relations Management Assistant B Senior Industrial Relations Management Officer - A 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 Senior Industrial Relations Management Officer - A Administrative Division</i>
TOTAL:		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.

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Employment and Service Record through Document Request in 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 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	None	1 day	Senior Industrial Relations Management Officer - A Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Log/ record outgoing document			
	2.5. Release Certification			
TOTAL:		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.

Office or Division:	Administrative Division – HR Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Concern employee/s with scheduled Foreign Travel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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 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			
TOTAL:		None	1 Day	
End of transaction				

1. Processing of Purchase Request

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

Office or Division:	Administrative Division – Procurement Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Requisitioning Unit/Person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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	Administration Services Assistant C Administrative Division
2. Wait for updates until the request has been purchased	2. Facilitate delivery/pick-up of goods/ services	None	2 Days	Administration Services Assistant C Procurement Assistant A Administrative Division
TOTAL:		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.

Office or Division:	Administrative Division – Procurement Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Requisitioning Unit/Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved CAR Form		Procurement, Inventory and Budgeting System (PIB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CAR to Procurement Section	1. Receive and forward CAR form to supplier	None	1 Day	<i>Materials Procurement Officer B 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 B Administrative Division</i>
TOTAL:		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.

Office or Division:	Administrative Division – Property & Supply Management Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Accountable employee/s of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Installed Application Portal at employees desktop		PoIWD MIS

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 Storekeeper Administrative Division</i>
	1.1. Log-in to the Application Portal & create Inspection and Acceptance Report (IAR). Sign the IAR in the Application portal.			<i>Materials Planning Officer Administrative Division</i>
	1.2. Sign the IAR in the application portal			<i>Section Head / Supervisor of the end-user</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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</i> Administrative Division
	2.1. Print ARE & file record per Division			<i>Storekeeper</i> Administrative Division
TOTAL:		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.

Office or Division:	Administrative Division – Property & Supply Management Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Procurement Personnel and End-user of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Invoice / Delivery Receipt / Official Receipt		End-user
Installed Application Portal 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	Materials Planning Officer B Storekeeper B Administrative Division
	1.1. Conduct Quality and Quantity Inspection		3 mintues	Inspection Team
	1.2. Log in to the Application Portal and prepare Inspection and Acceptance Report		3 mintues	Materials Planning Officer B Administrative Division Inspection Team
2. Log in to the Application Portal & sign the "INSPECTION" portion	2. Accept the inspected IAR and generates report as attachment for payment	None	3 mintues	Materials Planning Officer B Administrative Division Inspection Team
TOTAL:		None	29 minutes	
End of transaction				

3. Preparation of Waste Material Report

This process is conducted for proper disposal of defective materials.

Office or Division:	Administrative Division – Property & Supply Management Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	End-user	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Installed Application Portal at employees desktop		PoIWD MIS
Defective item for disposal		End-user

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> <i>Storekeeper B</i> Administrative Division
	1.1. Log in to the Application Portal 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> Administrative Division Inspection Team
	1.3. Log in to the Application Portal and sign the property inspector portion.		3 Minutes	<i>Materials Planning Officer B</i> Administrative Division Inspection Team



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Sign second endorsement of WMR	None	3 Minutes	<i>General Manager</i>
TOTAL:		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.

Office or Division:	Administrative Division – Property & Supply Management Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	All employee/s of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Installed Application Portal at employees desktop		PoIWD MIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the application portal & create Requisition and Issuance Slip (RIS)	1. Log-in to the application portal and approve the Requisition and Issuance Slip request	None	3 minutes	Section Head / Supervisor of the end-user
1.1. Input items needed				
1.2. Send Request				
1.3. Wait for Approval				
2. Proceed to the Property and Supply Management Section to sign the approved RIS and get gate pass of requested items	2. Issue RIS and prepare gate pass	None	3 Minutes	Materials Planning Officer B Storekeeper B Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the gate pass to the Storekeeper B at PoIWD Annex- Property and Supply Management Section for the release of the said items	3. Release requested items	None	3 Minutes	<i>Storekeeper B</i> Administrative Division
TOTAL:		None	9 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.

Office or Division:	Engineering and Operations Department - Construction and Maintenance Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	All clients within the service areas of PoIWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
A. Complaints received from walk-in customers				
1. Customer/ client express complaint to EOD-CMS Staff	1. Receive complaint from customer/client	None	5 minutes	Administration Services Assistant B Engineering and Operations Department
	1.1. Report leak thru AGAS Patrol (text message)	None	1 minute	Administration Services Assistant B 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

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 Major service line repair: 4 hrs Mainline repair: 5 hours	<i>Supervising Engineer B</i> 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> 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> Engineering and Operations Department
TOTAL (Minor service line repair):		None	57 minutes	
TOTAL (Major service line repair):		None	4 hours and 17 mins	
TOTAL (Mainline repair):		None	5 hours and 17 mins	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Complaints Received thru PoIWD guard / PoIWD Landline				
1. Guard / PoIWD staff relays customer complaint to Administrative Service Assistant B	1. Receive complaint from guard / PoIWD staff	None	5 minutes	<i>Administration Services Assistant B</i> Engineering and Operations Department
	1.1. Report leak thru AGAS Patrol (text message)	None	1 minute	<i>Administration Services Assistant B</i> 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 service line repair: 40 minutes Major service line repair: 4 hrs Mainline repair: 5 hours	<i>Supervising Engineer B</i> 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> 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> Engineering and Operations Department
TOTAL (Minor service line repair):		None	57 minutes	
TOTAL (Major service line repair):		None	4 hours and 17 mins	
TOTAL (Mainline repair):		None	5 hours and 17 mins	

C. Complaints received from AGAS Patrol

1. Report leak thru text with the format: AGAS / Concern / Name / Address And send to either of the following numbers: 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 Major service line repair: 4 hrs Mainline repair: 5 hours	Supervising Engineer B Engineering and Operations Department
	2.2. Send status repair to AGAS Patrol number once repair is done	None	1 minute	Supervising Engineer B 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
TOTAL (Minor service line repair):		None	51 minutes	
TOTAL (Major service line repair):		None	4 hours and 11 mins	
TOTAL (Mainline repair):		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.

Office or Division:	Engineering and Operations Department - Water Resources Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client
	G2G – Government to Government
	G2B – Government to Business
Who may avail:	All clients within the service areas of Polomolok Water District
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
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	<i>Executive Assistant C</i> 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	<i>Quality Assurance Inspector</i> Engineering and Operations Department
	2.1. Bacteriological Test: Scheduled 1st and 3rd Mondays of the Month.	None	5 Minutes	<i>Quality Assurance Inspector</i> Engineering and Operations 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 Engineering and Operations Department
3. Client requesting results	3. Check the availability of the result based on when the sampling is conducted.	Bacteriological Test: PHP 550.00 per sample	5 Minutes	Quality Assurance Inspector Engineering and Operations 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 Engineering and Operations Department
TOTAL:		Bacteriological Test: 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

Office or Division:	Engineering and Operations Department – Water Resources Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
	G2G – Government to Government	
	G2B – Government to Business	
Who may avail:	Engineering and Operations Department - Construction and Maintenance Division	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New Pipeline Disinfection Report		Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit New Pipeline Disinfection Report	1. Receive New Pipeline Disinfection Report for bacteriological test	None	3 Minutes	Quality Assurance Inspector 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	Quality Assurance Inspector 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	Quality Assurance Inspector 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 Engineering and Operations 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 Engineering and Operations Department
TOTAL:		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., Polomolok, South Cotabato	(083) 500-8008

For Strict Compliance,


ENGR. ANDRESITO J. DEGILLA
General Manager B