



PILI WATER DISTRICT

CITIZEN'S CHARTER

2022 1st Edition



I. Mandate

Pili Water District (PIWAD) was formed pursuant to Presidential Decree (P.D.) 198, also known as the Provincial Water Utilities Act of 1973 (as amended by P.D. Nos. 768 and 1479, R.A. 9286).

Under Section 5, Chapter 2 of PD 198, local water districts may be formed for the following purposes;

1. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts
2. Providing, maintaining and operating waste water collection, treatment and disposal facilities, and;
3. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision

A self-reliant and sustainable water utility providing safe, affordable and reliable water with unparalleled customer service, organizational excellence and environmental stewardship.

III. Mission

To provide the best quality water and customer service in a cost effective, professional and environmentally sustainable manner.

IV. Service Pledge

Pili Water District commits to:

1. Provide access to clean and potable water;
2. Sustainably manage water resource to increase capacity to meet customer demands and environmental needs.
3. Maintain high standard of excellence in customer service;
4. Attend to all applicants or requesting parties who are within the premises of the PIWAD prior to the end of official working hours and during lunch b



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Office of the General Manager

External Services



1. APPLICATION/REQUEST FOR EXTENSION OF DISTRIBUTION LINES

Individuals/Communities within the service coverage of the District may request for the extension of distribution in their area

| | |
|----------------------------|--|
| OFFICE/DIVISION | Commercial Services Division/Planning and MIS Section |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business G2G – Government to Government |
| WHO MAY AVAIL | Residents within the service area of PIWAD |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Letter request for the extension of distribution line If not within the municipality or existing service area: - Waiver from the Municipality concerned through a Sangguniang Bayan Resolution Additional Requirement: - Subdivision Development: *Subdivision Plan *Hydraulic Analysis *Potable Water System Design *Affidavit of Undertaking with Exclusivity Clause | Client LGU concerned Client (Developer) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter and submit the letter request | 1. Receive and Forward letter request to the Office of the General Manager | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|---|--|------|---|--|
| 2. Assist PIWAD personnel in the conduct of inspection | 2. Conduct site inspection, mensuration and validation of the request. 2.1. Prepare site development plan and viability assessment including indicative cost of the proposed project. | None | 15 days from request | Principal Engineer Planning and MIS Section |
| 3. Acknowledge the result of validation and status of request | 3. Inform the requesting party of the result of validation. | None | 2 days after completion of the assessment | Principal Engineer Planning and MIS Section |
| TOTAL | | None | 17 days and 10 minutes | |

E N D O F T R A N S A C T I O N



2. OTHER COMMUNITY RELATION SERVICES

The District offers assistance to stakeholders in activities and provide other services under the corporate social responsibility of the District.

| | |
|----------------------------|---|
| Office or Division | Office of the General Manager/Concerned Office |
| Classification | Complex/Highly Technical |
| Type of Transaction | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| Who may avail? | All stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1.Letter request for services needed <ul style="list-style-type: none"> - Tree Planting - Speaking Engagement - Work-Immersion Trainings - Other Corporate Social Responsibility (CSR) Activities, Linkages/Partnership 2.Government Issued Identification Card (1 photocopy) | Client BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|------------------------|------------------------|---|
| 1. Secure queuing number and Proceed to Public Assistance Counter and submit the letter request together | 1.Receive request and forward to the Office of the General Manager. | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|--|------|---|--|
| with the proof of identification | | | | General Manager Office of the General Manager |
| | 1.1 Forward the request to the concerned Division/ Office for validation and coordination. | None | 2 working days after receipt of request | Division Manager AHRD/ PGSD Division Manager CSD/BFSD Division Manager CMD/WRD |
| 2.Acknowledge status of request | 2. Notify requesting party of the status of request and action plan (For approved request) | None | 3 working days after the validation | Division Manager AHRD/ PGSD Division Manager CSD/BFSD Division Manager CMD/WRD |
| TOTAL | | None | 5 days and 10 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



Administrative and General Services Department

External Services



1. APPLYING FOR VACANT POSITION

Pili Water District is an equal opportunity employer and will provide equality in employment for all people employed or seeking employment. Decisions relating to appointment, promotion and career development will be determined according to individual merit and competence as stated in the PIWAD Merit Selection Plan.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Application letter | Applicant |
| 2. Accomplished Personal Data Sheet (PDS – CS Form No. 212, Revised 2017) (1 copy) with recent passport-sized picture, (1 pc.) | Applicant |
| 3. Transcript of Records, (1 photocopy) | School/University last attended |
| 4. Performance rating in the present position for one (1) year, (1 authenticated copy) | Previous employer/School |
| For permanent position: | |
| For position required with eligibility/license: | |
| Certificate of eligibility/rating/license (1 photocopy) and | PRC/CSC |
| Additional requirements for successful applicants: | |
| 1. Statement of Assets, Liability and Net Worth (SALN) Revised 2015 | Applicant |
| 2. NBI Clearance, (1 original copy) | NBI |
| 3. CSC Eligibility, Diploma and Transcript of Records, (1 authenticated copy) | CSC/ College/University last attended |



| | |
|---|--|
| <p>4. Medical Certificate (Chest X-ray result, Urinalysis, Drug Test, Blood Test, Neuropsychiatric Exam)</p> <p>5. PSA Birth Certificate (1 original copy)</p> <p>6. Government Issued ID's (1 photocopy)</p> | <p>Accredited Medical Clinic/Hospital</p> <p>PSA</p> <p>BIR/Philhealth/Pag-Ibig/LTO/ SSS/Comelec/DFA</p> |
|---|--|

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|-------------------------|
| 1. Submit application letter, Transcript of Records, duly accomplished PDS, copy of eligibility and performance rating (If applicable). | 1. Receive application and other required documents within 10 days from posting of vacant position | None | 10 days | Division Manager AHRD |
| | 1.2. Conduct initial Screening of applicants as to relevant Education, Experience, Eligibility and Training and prepare summary list of qualified applicants | None | 3 days | Division Manager AHRD |
| 2. Receive communication and confirm attendance on the scheduled examination | 2. Inform all applicants of the result of the screening. Inform applicants who passed the Initial Assessment the schedule of the written examination. | None | 3 days | Division Manager AHRD |
| 3. Applicants take the written exam | 3. Conduct written examination | None | 3 hours | Division Manager AHRD |



| | | | | |
|---|--|------|---------|----------------------------|
| | | | | |
| 4. For applicants to trades and craft and technical positions, undergo skills test | 4. Conduct skills test | None | 1 day | Division Manager AHRD |
| 4. Receive result of the examination and confirm attendance on the scheduled interview. | 4. Inform applicants on the exam result and the schedule of the interview for exam passers | None | 3 days | Division Manager AHRD |
| 5. Attend Interview | 5. Conduct Behavioral Event Interview to assess qualified applicants/candidate | None | 4 hours | Members of the HRMPSB |
| | 5.1. Consolidate, prepare the result of the evaluation of applicants and conduct background investigation on the top 5 assessed candidates. 5.2. Select appointees for the vacant position and prepare recommendation for approval of the General Manager | None | 9 days | Department Manager AGSD |
| | 5.3 Inform applicants of the result of their n and advice successful applicants to submit requirements. | None | 1 day | Division Manager AHRD |



| | | | | |
|--|---|------|--|--------------------------|
| 6. Submit requirements. | 6. Receive and review additional submitted requirements necessary for appointment processing | None | 5 days | Division Manager AHRD |
| 7. Take Oath of Office and sign the Appointment | 7. Issue appointment, have successful applicants take their Oath of Office and submit the same to CSC Field Office for Approval | None | 4 days | Division Manager AHRD |
| | 7.1. Receive Copy of Approved Appointment from CSC | None | 7 days, depends on the release of appointment | Division Manager AHRD |
| 8. Receive copy of Appointment duly approved by the CSC. | 8.1 Release copy of Approved Appointment to successful applicants | None | 1 day | Division Manager AHRD |
| 9. Attendance to orientation seminar | 9. Conduct orientation seminar | None | 1 day | Division Manager AHRD |
| TOTAL | | None | 42 days & 7 hours | |
| E N D O F T R A N S A C T I O N | | | | |

**This process is covered by Executive Order No. 292 (The Revised Administrative Code of 1987) and Civil Service Commission ORAOHRA of 2017.*



2. PROCESSING OF REQUEST TO BORROW AND RETURN MATERIALS/EQUIPMENT

Government agencies may request to borrow any available materials or equipment of the District. Said materials and equipment returned are also subject for return.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Property and General Services Division |
| CLASSIFICATION | Complex |
| TYPE OF TRANSACTION | G2G – Government to Government |
| WHO MAY AVAIL | Government Agencies |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1.Letter of Request to Borrow Materials/Equipment. 2.Identification Card issued by the concerned agency (1 photocopy) | Client Requesting Agency |
| Requirements to be provided by the Agency: 1.Requisition and Issuance Slip (RIS) 2.Borrower’s Slip 3.Proof of Return Form | PIWAD (Property and General Services Division) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|------------------------|------------------------|--|
| 1. Present letter of request to borrow materials/equipment | 1. Receive the letter of request and forward to the Office of the General Manager for approval | None | 5 minutes | Supervising Utilities/ Customer Service Officer CDS/ Department Manager AGSD |



| | | | | |
|---|---|------|--|---|
| | <p>1.1 Inquire availability of the Materials/Equipment requested Approve / Disapprove request</p> | None | 10 minutes | General Manager Office of the General Manager |
| <p>2. Acknowledge the status of the request.</p> | <p>2. Inform the requesting agency the status of the request. 2.1 If approved, Forward a copy of the letter of request to the Property Office.</p> | None | 5 minutes | General Manager Office of the General Manager |
| <p>3. Receive materials/ equipment and Acknowledge RIS and Borrower's Slip.</p> | <p>3. Receive the approved letter of Request and prepare Requisition and Issuance Slip (RIS) and Borrower's Slip. 3.1 Issue the materials/equipment to the requesting agency.</p> | None | <p>If materials: 15 minutes If Equipment: 1 hour</p> | Department Manager AGSD |



| | | | | |
|---|---|------|---|----------------------------|
| 4. Return the materials/equipment borrowed. | 4. Receive and check the quantity or status of the materials/equipment borrowed 4.1 Conduct / Prepare Inspection and Acceptance Report for the borrowed materials and equipment. | None | 15 minutes upon return | Department Manager AGSD |
| 5. Signed and Acknowledge Proof of return and logbook | 5. Issue Proof of Return Form. | None | 5 minutes from the issuance of Inspection and Acceptance Report | Department Manager AGSD |
| TOTAL | | None | For materials: 55 minutes For Equipment: 1 hour & 40 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



**Administrative and General Services Department
Internal Services**



1. PROVISION APPLICATION FOR EXTERNAL/INVITATIONAL TRAININGS

Every employee is given equal opportunity to attend learning and development interventions related to their function.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2G- Government to Government |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-------------------------------|
| 1. Trainee Nomination Form | AHRD |
| 2. Travel Order | AHRD |
| 3. Endorsement | AHRD |
| 4. Learning Application Plan (LAP) | AHRD |
| 5. Re-Entry Action Plan | AHRD |
| 6. Certificate of Completion/Participation | Training provider/Institution |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|------------------------|------------------------|--------------------------|
| 1. Accomplish and submit Trainee Nomination Form | 1. Receive Trainee Nomination Form within 5 working days upon posting of Training Invitation and forward to Personnel Development Committee (PDC) for evaluation | None | 10 minutes | Division Manager AHRD |



| | | | | |
|--|---|------|---|--|
| | 1.1. Evaluate the qualification of nominees, prepare and submit endorsement of qualified trainee/applicant to attend the training | None | 3 days | Chairperson PCD |
| | 1.2. Approves the recommendation of PDC and forward to AHRD | None | 20 minutes | General Manager Office of the General Manager |
| 2. Receive communication and confirm attendance to training | 2. Inform qualified applicant/s of the schedule of training | None | 18 minutes | Division Manager AHRD |
| 3. Attend Training/Learning & Development Intervention | 3. Prepare travel order, itinerary, per diem/advances of participant/s | None | 1 day | Division Manager AHRD |
| 4. Submit Certificate of Completion/ Participation, Learning Action Plan (LAP) • For extensive and complex training and as per recommendation of PDC – Conduct of Re-Echo | 4. Receive Certificate of Completion and other training reports (LAP & REAP). | None | 7 days upon return to office 15 days upon return to office | Division Manager AHRD |



| | | | | | |
|--|-----|--|------|------------------------------|---|
| Seminar required | are | | | | |
| | | 4.1. Update Employees' Training records. | None | 10 minutes | Division Manager AHRD |
| | | 4.2. Prepare and submit Participants' Training Effectiveness | None | 15 minutes | Division Manager AHRD/ PGSD Division Manager CSD/ BFSD Division Manager CMD/ WRD |
| TOTAL | | | None | 26 days, 1 hour & 13 minutes | |
| E N D O F T R A N S A C T I O N | | | | | |

**This process is covered by the approved Learning and Development Plan of PIWAD.*



2. APPLICATION FOR SCHOLARSHIP & STUDY GRANTS

In support to the process of professionalizing the government service workforce to make them more effective in the delivery of public service, the District provides equal opportunity to its officials and employees to avail or apply for scholarship and study grant.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2G- Government to Government |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-------------------------------|
| 1. Permanent Appointment (at least 2 years of service in PIWAD) (1 photocopy) | AHRD/CSC |
| 2. Performance rating (of at least Very Satisfactory) in the present position for one (1) year (1 authenticated copy) | AHRD |
| 3. Application Letter/Trainee Nomination Form | AHRD |
| 4. Endorsement | AHRD |
| 5. Learning Application Plan (LAP) | AHRD |
| 6. Re-Entry Action Plan (REAP) | AHRD |
| 7. Certificate of Completion (1 photocopy) | Training Provider/Institution |
| 8. Contract/Deed of Undertaking | Applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---------------------|-----------------------|------------------------|------------------------|-------------------------|
| | | | | |



| | | | | |
|---|---|------|---|---------------------------------------|
| 1. Accomplish and submit Trainee Nomination Form/Application Letter with other required documents | 1. Receive Trainee Nomination Form and other required documents | None | 15 minutes | Division Manager AHRD |
| | 1.1. Evaluate the qualification of the applicant/nominee | None | 7 working days upon receipt of complete documents | Personnel Development Committee (PDC) |
| | 1.2. Prepare and submit recommendation of qualified applicant for scholarship/study grant | None | 1 day | Personnel Development Committee (PDC) |
| | 1.3. Endorse application to the Board of Directors | None | 20 minutes | Office of the General Manager |
| | 1.4. Approves/Denies application | None | 3 days | Chairperson Board of Directors |
| 2. Receive communication and sign the Scholarship Contract | 2. Notify the scholarship grantee and execute scholarship contract. | None | 1 day | Division Manager AHRD |
| 3. Enroll/Attend scholarship course | 3. Prepare other supporting documents relative to the grantee's scholarship. | None | 4 hrs | Division Manager AHRD |



| | | | | |
|--|---|------|------------------------------|--|
| 4. Submit Certificate of Completion, and Re-Entry Action Plan. | 4. Receive Certificate of Completion and other training reports (REAP). | None | 7 days upon return to office | Division Manager AHRD |
| | 4.1. Update Employees' Training records. | None | 10 minutes | Division Manager AHRD |
| | 4.2. Prepare and submit Participants' Training Effectiveness | None | 15 minutes | Division Manager AHRD/ PGSD Division Manager CSD/BFSD Division Manager CMD/WRD |
| TOTAL | | None | 19 days & 5 hours | |
| E N D O F T R A N S A C T I O N | | | | |



3. PROCESSING OF APPLICATION FOR LEAVE

Application process for employees who wish to avail Vacation Leave, Sick Leave, Special Privilege Leave or Mandatory Forced Leave.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | Government to Government |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1. Accomplished Application for Leave (CSC Form No. 6) (2 copies) 2. Medical certificate for Sick Leave incurred more than 5 days | AHRD Office Authorized Medical Clinic/Hospital |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|------------------------|------------------------|-------------------------|
| 1. Submit 2 copies of duly accomplished Application for Leave (CSC Form No. 6) | 1. Receive the duly accomplished Application for Leave with Medical Certificate (for Sick Leave more than 5 days) | None | 3 minutes | Division Manager AHRD |
| | 1.1 Check & certify the availability of leave balance | None | 10 minutes | Department Manager AHRD |
| 2. Receive CSC Form No.6 | 2. Release forms with certified number of leave credits. | None | 5 minutes | Division Manager AHRD |



| | | | | |
|--|---|------|------------|--|
| 3. Submit CSC Form No.6 to the Immediate Supervisor for recommending approval. | 3. Sign the recommending approval | None | 5 minutes | Department Manager AGSD Department Manager FCSD Department Manager EOD |
| 4. Forward the application form at the Office of the General Manager. | 4. Signs/ Approves/ Disapproves the Application for Leave | None | 10 minutes | General Manager Office of the General Manager |
| 5. Receive one copy of Application for leave | 5. Release a copy of Application for Leave to the Applicant. File a copy of the application and update Employee Leave Card | None | 3 minutes | Division Manager AHRD |
| TOTAL | | None | 36 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



4. PROVISION OF IN-HOUSE TRAINING(SCHEDULED)

Pili Water District provides equal opportunities for training and other developmental activities to its employees for their personal development and career advancement which will also help improve organizational performance. The learning and development program aims to help the PIWAD employees achieve superior performance in their work.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2G- Government to Government |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Job & Training Needs Assessment Questionnaire 2. Training Evaluation Form 3. Resource Person Evaluation Form 4. Training Effectiveness Form | AHRD Office AHRD Office AHRD Office AHRD Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|------------------------|------------------------|--------------------------|
| 1. Accomplish the Job & Training Needs Assessment Questionnaire. | 1. Conduct Training Needs Assessment through Job & Training Needs Assessment Questionnaire and based on the recommended Learning & Development Intervention | None | 15 minutes | Division Manager AHRD |



| | | | | |
|--|--|------|------------|--|
| | 1.1. Tabulate result of TNA Questionnaire | None | 10 minutes | Division Manager AHRD |
| | 1.2. Prioritize needed L&D intervention based on L&D Plan | None | 5 minutes | Division Manager AHRD |
| | 1.3. Prepare and submit for approval the proposal for In-house training | None | 1 day | Division Manager AHRD |
| | 1.4. Approves the training proposal and forward to AHRD for implementation. | None | 20 minutes | General Manager Office of the General Manager |
| | 1.5. Prepare necessary documents, provide materials & equipment; arrange schedule, venue & food; and invite speaker/s for the training | None | 5 days | Division Manager AHRD |
| 2. Receive communication and confirm attendance on the scheduled training. | 2. Prepare communication and inform employees of the schedule of the In-house training | None | 1 day | Division Manager AHRD |
| 3. Attend the In-house training and receive Certificate of Completion. | 3. Conduct In-house Training and issue Certificate of Completion | None | 3 days | Division Manager AHRD |



| | | | | |
|--|--|------|-----------------------------|--------------------------|
| 4. Accomplish Training Evaluation Form and Resource Person Evaluation Form | 4. Conduct Evaluation of Training and Resource Person | None | 5 minutes | Division Manager AHRD |
| | 4.1. Tabulate and analyze result of the Evaluation | None | 20 minutes | Division Manager AHRD |
| | 4.2. Update employees' training records | None | 10 minutes | Division Manager AHRD |
| | 4.3. Prepare and submit Participants' Training Effectiveness | None | 15 minutes | Division Manager AHRD |
| TOTAL | | None | 5 days, 1 hour & 40 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



5. PROCESS OF ISSUANCE OF SUPPLIES/MATERIALS

Property and General Services Office is responsible for issuing supplies and materials to requesting parties, and ensuring that correct procedures are followed to ensure adequate control and efficient stock replenishment.

| | |
|----------------------------|---------------------------------------|
| OFFICE/DIVISION | Property and General Services Section |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2G – Government to Government |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|------------------------|
| 1. Request for Material Form | PGS Office |
| 2. Service Order | PGS Office |
| 3. Request for Office Supplies/Other Supplies/Chemicals | PGS Office |
| 4. Requisition and Issuance Slip | PGS Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|------------------------|------------------------|----------------------------|
| 1. Accomplish the Request for Materials Form, Service Order or Request for Office Supplies/Other Supplies/Chemicals Form | 1. For projects by administration, submit Request for Materials Form For repairs, new service connection and other maintenance activities, submit Service Order | None | 15 minutes | Department Manager AGSD |



| | | | | |
|--|---|------|------------|----------------------------|
| | For office use supplies/materials, submit Request for Office Supplies/Other Supplies/Chemicals Form | | | |
| | 1.1 Receive request and Prepare Requisition and Issuance Slip (RIS) and input thru the Inventory System | None | 5 minutes | Department Manager AGSD |
| 5. Receive materials, office supplies, other materials and chemicals | 2. Issue requested supplies/materials | None | 10 minutes | Department Manager AGSD |
| 3. Acknowledge receipt of supplies/materials by signing the RIS | 3. Record Issuances | None | 5 minutes | Department Manager AGSD |
| TOTAL | | None | 35 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



6. REQUEST FOR PERSONNEL RECORDS/ DOCUMENTS

The AHRD has custody and maintains the employee's 201 file and confidentiality is strictly observed. Employees can view their personnel information in Working days from Monday to Friday from 8:00am to 5:00pm. But in order to approve their request they must submit accomplished AHRD Request Form to Administrative and Human Resource Division.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2G- Government to Government / G2C- Government to Citizen |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|-----------------|---|-------------------------|
| 1. Accomplished Request Form (Form No. AGSD-AHRD 018) | | | Administrative and Human Resource Division Office | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
| FOR <u> </u> DIRECT REQUEST: 1. Fill-out Request Form (Form No. AGSD-AHRD 018) | 1.1 Receive Request Form | None | 2 minutes | Division Manager B AGSD |
| | 1.2 Prepare records/documents requested (2 copies) | None | 20 minutes | Division Manager B AGSD |



| | | | | |
|--|---|------|-----------|----------------------------|
| | 1.3 Review/check document requested | None | 5 minutes | Division Manager B AGSD |
| | 1.4 Approve and sign request | None | 3 minutes | Division Manager B AGSD |
| | 1.5 Release to employee/client concerned | None | 2 minutes | Division Manager B AGSD |
| 2. Affix signature and date received to the document and to the Request Form | 2. File duplicate copy of document requested | None | 3 minutes | Division Manager B AGSD |
| <u>FOR REQUEST THRU LAN MESSENGER:</u> 1. Inform about request using LOCAL AREA NETWORK (LAN) | 1.1 Receive Request | None | 1 minute | Division Manager B AGSD |
| | 1.2 Prepare records/documents requested (2 copies) | None | 7 minutes | Division Manager B AGSD |
| | 1.3 Review/check document requested | None | 7 minutes | Division Manager B AGSD |
| 2. Fill up Request Form (Form No. | 2.1 Approve and sign request | None | 3 minutes | Division Manager B AGSD |



| | | | | |
|--|--|------|---|-------------------------------|
| AGSD-AHRD 018) | 2.2 Release to employee/client concerned | None | 2 minutes | Division Manager B AGSD |
| TOTAL | | | For Direct Request: 35 minutes For Request thru LAN Messenger: 20 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



7. APPLICATION FOR MONETIZATION

To provide clear guidelines in applying for monetization of leave credits and clarify the procedure for processing such applications for monetization of leave credits by qualified personnel of Pili Water District the following are the process to be observed:

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2G- Government to Government / G2C- Government to Citizen |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|------------------------|---|-------------------------|
| 1. Application for Monetization Form | | | Administrative and Human Resource Division Office | |
| 2. For monetization of 50% of available leave balance, attach letter-request. | | | Applicant | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
| 1. Accomplishes Leave Application Form and submit to AHRD | 1.1 Certify the available leave balance | | 10 minutes | Division Manager B AGSD |
| | 1.2 Recommends the approval/disapproval of monetization of leave and forward to the General Manager | | 5 minutes | Division Manager B AGSD |
| | 1.3 Approve/disapproves application for monetization of leave | | 7 minutes | Division Manager B AGSD |



| | | | | |
|--|---|------|------------|----------------------------|
| | and indicate the number of days allowed to be monetized. | | | |
| | <p>1.4 Inform applicant on the action taken on the application and furnish copy.</p> <p>If approved, copy of the application is forwarded to the Department where the employee belongs and follows the process on disbursement/payment.</p> <p>If disapproved, copy of the application for monetization is returned to the applicant.</p> | | 10 minutes | Division Manager B AGSD |
| | 2. Updates employees leave cards | | 3 minutes | Division Manager B AGSD |
| TOTAL | | None | 35 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



8. PROCESSING OF REQUEST TO RENDER/ CONFIRM OVERTIME WORK

To provide clear guidelines in applying for monetization of leave credits and clarify the procedure for processing such applications for monetization of leave credits by qualified personnel of Pili Water District the following are the process to be observed:

| | |
|----------------------------|--|
| OFFICE/DIVISION | Administrative and Human Resource Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2G- Government to Government / G2C- Government to Citizen |
| WHO MAY AVAIL | PIWAD Personnel |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|------------------------|--|-----------------------------------|
| 1. Request to Confirm/Render Overtime 2. Office Order to Render/Confirm | | | To be provided by the Department concerned | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
| 1. Submit Request to Render overtime work/ Request to Confirm Overtime Work to AHRD | 1.1 Consolidates and Prepare draft Office Order and forward for approval of the General Manager | None | 1 hour | Personnel Assigned per Department |
| | 1.2 Approve the request to render/confirm overtime work and forward the request to the AHRD | None | 15 minutes | Division Manager B AGSD |
| | 1.3 Inform the Department on the approval of | None | 30 minutes | Division Manager B AGSD |



| | | | | |
|---|---|------|------------|----------------------------|
| | <p>overtime work and provide copy of the Office Order</p> <p><i>For approved request to confirm overtime work with pay, a copy of the office order and accomplishment report and DTR are forwarded to the BFSD for payment.</i></p> <p><i>For approved request to confirm overtime work compensated to through Compensatory Time Off (CTO), update CTO balance of the employee.</i></p> | | | |
| 2. After rendition of overtime work, submit accomplishment report and DTR to the AHRD | 2. Consolidates and review all overtime work rendered and forward to the General Manager for approval of the accomplishment report. | None | 2 hours | Division Manager B AGSD |
| | 2.1 Approve the accomplishment report and forward to AHRD | None | 5 minutes | Head of Department |
| | 2.2 Inform Department Manager of the approval of the overtime accomplishment. | None | 20 minutes | Division Manager B AGSD |



| | | | | |
|--|--|------------|--|--|
| | <p>For approved overtime work with pay, forward copy of the documents to the BFSD for payment.</p> <p>For approved overtime work compensated through CTO, update CTO Balance</p> | | | |
| TOTAL | None | 35 minutes | | |
| E N D O F T R A N S A C T I O N | | | | |



Engineering and Operations Department

External Services



1. WATER QUALITY TESTING

Issuance of certification to ensure that water delivered among concessionaires meets the standards of PNSDW 2017.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Water Resources Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---------------------------------|
| Requirements provided by the Agency: 1. Service Order 2. Bacteriological Result | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|--|------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter and inform the personnel on duty about the request. | 1. Advise client to pay the water testing fee at the Payment Counter | None | 10 minutes | Supervising Utilities/Customer Service Officer CSD |
| 2. Pay water testing fee at the Payment Counter | 2. Receive payment and issue official receipt | Water Quality Testing: <ul style="list-style-type: none"> • Urgent Result- Php 2,900.00 • To be included in the monthly water Test – Php 500.00 | 5 minutes | Cashier A Budget and BFSD |



| | | | | |
|--|--|------|--|---|
| 3. Present OR to the Public Assistance Counter and sign the Customers' Logbook | 3. Post Service Order on the Customer Service System and inform client on the schedule of water testing | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 4. Assist PIWAD personnel in the conduct of water testing, | 4. Take water sample for testing | None | 10 days from payment | Division Manager WRD |
| 5. Receive result of water testing conducted, acknowledge the work performed by signing the Service Order. | 5. Provide result of the water testing conducted | None | 3 days from the release of result from the accredited laboratory | Division Manager WRD |
| TOTAL | Water Quality Testing: <ul style="list-style-type: none"> • Urgent Result- Php 2,900.00 • To be included in the monthly water Test – Php 500.00 | | 13 days and 20 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



2. INSPECTION OF SERVICE CONNECTION DUE TO ABNORMAL OR HIGH CONSUMPTION

Concessionaires who questions the accuracy of the duly issued water bill shall request for Inspection of service connection to verify the veracity of such claim.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Complex |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---------------------------------|
| Requirements Provided by the Agency: 1. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|------------------------|------------------------|---|
| <u>FOR ON-SITE REQUEST</u> 1. Secure queuing number and proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign on the | 1. Check account ledger, post new Service Order in Customer Service System, and inform client on the schedule of inspection | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|---|-------------------------|---|--|
| <p>Customer's Logbook</p> <p><u>FOR ONLINE REQUEST</u></p> <ol style="list-style-type: none"> 1. Send customer contact information and the details of the request to the online platforms of the District | <ol style="list-style-type: none"> 1. Acknowledge & Request Forward request to the Customer Service Assistant 2. Post new Service Order in Customer Service System, and inform client on the schedule of inspection | <p>None</p> | <p>5 minutes</p> <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p><u>FOR REQUESTS THRU KIOSK</u></p> <ol style="list-style-type: none"> 1. Touch the screen to start then select your transaction 2. Input the required details and submit transaction | <ol style="list-style-type: none"> 1. Generate SO Request for Validation the, verify details of complaints 2. Post Service Order at the Customer Service System | <p>None</p> <p>None</p> | <p>1 hour from submission of complaint</p> <p>5 min</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |



| | | | | |
|--|--|-------------|-------------------------------|--|
| <p>2. Assist PIWAD personnel in the conduct of inspection and acknowledge the work performed by signing the Service Order.</p> | <p>2. Conduct inspection and inform client of the result of inspection.</p> <p>2.1. In case of erroneous reading of water meter, billing adjustment shall be made and client shall be notified thru call/SMS/PIWAD's Online Platform</p> <p>2.2. In case of problem in house plumbing, client will be advised to have the in-house plumbing repaired.</p> <p>A 20% water loss discount will be given in excess of the client's normal consumption</p> <p>2.3. In case of over registering water meter, testing will be performed on-site at the presence of the client and billing statement will be adjusted to client's normal consumption</p> | <p>None</p> | <p>1 day from request</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p>TOTAL</p> | | <p>None</p> | <p>1 day & 10 minutes</p> | |



| | | | |
|--|--|--|--|
| | | For Request thru Kiosk: 1 day, 1 hour and 5 minutes | |
|--|--|--|--|

E N D O F T R A N S A C T I O N

3. INSPECTION /CORRECTIVE ACTION OF SERVICE CONNECTION FOR DIRTY/TURBID WATER

Reports of Dirty/Turbid water shall be subject for verification. Identified cause of water service connection problem shall be subject for repair or corrective actions.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Water Resources Division |
| CLASSIFICATION | Complex/Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---------------------------------|
| Requirements Provided by the Agency: 1. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|---|
| <u>FOR ONSITE REQUEST</u> 1. Secure queuing number and | 1. Post Service Order in the Customer Service System and inform client on the schedule of inspection | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|---|--|-------------------------|--|---|
| <p>Proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign the Customer's Logbook</p> | | | | |
| <p><u>FOR ONLINE REQUEST</u></p> | | | | |
| <p>1. Send customer contact information and the details of the request to the online platforms of the District</p> | <p>1. Acknowledge & Forward request to the Customer Service Assistant</p> <p>2. Post new Service Order in Customer Service System, and inform client on the schedule of inspection</p> | <p>None</p> <p>None</p> | <p>5 minutes</p> <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p><u>FOR REQUESTS THRU KIOSK</u></p> | | | | |
| <p>1. Touch the screen to start then select your transaction Input the required</p> | <p>1. Generate SO Request for Validation the, verify details of complaints</p> | <p>None</p> | <p>One hour from the submission of complaint</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |



| | | | | |
|--------------------------------|--|------|-------|--|
| details and submit transaction | 2. Post Service Order at the Customer Service System | None | 5 min | |
|--------------------------------|--|------|-------|--|



| | | | | |
|---|---|--------------------------|--|---|
| <p>2. Assist PIWAD personnel in the conduct of inspection, acknowledge the work performed by signing the Service Order.</p> | <p>2. Conduct inspection / repair /corrective action in the service connection, inform client of the result of inspection.</p> <p>Note:</p> <p>For repairs before meter, cost of materials will be charged in the client's account and will reflect in the next billing statement.</p> <p>For complex/highly technical cases involving a zone or barangay requiring further analysis and planning</p> | <p>Cost of materials</p> | <p>1 day from receipt of complaint</p> <p><u>For Complex Cases needing major repair/corrective</u> <u>Action: 5 days</u></p> <p><u>For Highly Technical Cases needing major repair/corrective</u> <u>Action: 18 days from receipt of complaint</u></p> | <p>Division Manager Water Resource Division</p> |
|---|---|--------------------------|--|---|



| | | | |
|---|--------------------------|--|--|
| <p>TOTAL</p> | <p>Cost of materials</p> | <p>For Complex Cases: 6 days & 10 minutes</p> <p>For Highly Technical Cases: 19 days & 10 minutes</p> <p>For Request thru Kiosk:</p> <p>Complex Cases: 6 days 1 hour and 5 minutes</p> <p>For Highly Technical Cases: 19 days 1 hour and 5 minutes</p> | |
| <p>E N D O F T R A N S A C T I O N</p> | | | |



4. INSPECTION / REPAIR OF SERVICE CONNECTION WITH NO WATER OR LOW PRESSURE

Low pressure to No water reports shall be subject to verification. Identified root cause of such problem shall be subject to corresponding correcting action or repair.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Water Resource Division |
| CLASSIFICATION | Highly Technical/Complex |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---------------------------------|
| Requirements Provided by the Agency: 1. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|------------------------|------------------------|--|
| <u>FOR ON-SITE REQUEST</u> 1. Secure queuing number and Proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign the Customer's Logbook. | 1. Post Service Order in Customer Service System and inform client on the schedule of inspection | None | 10 minutes | Supervising Utilities/ Customer Service Officer |
| <u>FOR ONLINE REQUEST</u> | | None | 5 minutes | |



| | | | | |
|--|--|-------------------------|---|---|
| <p>1. Send customer contact information and the details of the request to the online platforms of the District</p> | <p>1. Acknowledge & Forward request to the Customer Service Assistant</p> <p>2. Post new Service Order in Customer Service System, and inform client on the schedule of inspection</p> | <p>None</p> | <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer</p> <p>Supervising Utilities/ Customer Service Officer</p> |
| <p><u>FOR REQUESTS THRU KIOSK</u></p> | | | | |
| <p>1. Touch the screen to start then select your transaction</p> <p>2. Input the required details and submit transaction</p> | <p>1. Generate SO Request for Validation the, verify details of complaints</p> <p>2. Post Service Order at the Customer Service System</p> | <p>None</p> <p>None</p> | <p>One hour from the submission of complaint</p> <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer</p> |



| | | | | |
|---|---|--|---|---------------------------------|
| <p>2. Assist PIWAD personnel in the conduct of inspection, and repair, acknowledge the cost of materials and/or labor for the work performed by signing the Service Order</p> | <p>2. Conduct inspection of service connection. Inform client of the result of inspection.</p> <p>Note: For repairs before meter, cost of materials will be charged in the client's account and will reflect in the next billing statement.</p> <p>For repairs after meter, cost of labor & materials can be charged in the client's account and will reflect in the next billing statement.</p> <p>For cases involving system inadequacies (Highly Technical) which caused the no water or low pressure in the area of concern and requiring a more long range action on the part of the district, a formal written notice shall be issued to the client</p> | <p>Cost of materials</p> <p>Cost of labor and materials for repair after meter</p> <p>None</p> | <p>1 day from request</p> <p>5 days for complex cases needing major repair/corrective action.</p> <p>For Highly Technical cases: 18 days from request</p> | <p>Division Manager WRD</p> |
|---|---|--|---|---------------------------------|



| | | | |
|---|--|--|--|
| <p>TOTAL</p> | <p>For Before meter repairs: Cost of Materials</p> <p>For After meter repairs: Cost of labor & materials</p> | <p>Complex case: 6 days & 10 minutes</p> <p>For Highly Technical case: 19 days and 10 minutes</p> <p>For Request thru Kiosk:</p> <p>Complex Cases: 6 days 1 hour and 5 minutes</p> <p>For Highly Technical Cases: 19 days 1 hour and 5 minutes</p> | |
| <p>E N D O F T R A N S A C T I O N</p> | | | |



Finance and Commercial Services Department

External Services



1. APPLICATION FOR NEW SERVICE CONNECTION

Any individual that resides within the service area of the agency may apply for new service connections provided that he/she shall comply with the prescribed regulations and requirements.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Budget and Finance Services Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business/ G2G – Government to Government |
| WHO MAY AVAIL | New Service Connection Applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| <ol style="list-style-type: none"> 1. Government issued Identification Card (1 photocopy) 2. Proof of ownership or authority to use the land or building (1 photocopy) 3. Inspection/Assessment Report 4. Certificate of Attendance to the orientation/seminar for new service connections. (Held every Friday at 9:00am) 5. Plumbing Layout plan (For Apartments) 6. Notarized Affidavit of Undertaking <p>Additional Requirements for Commercial: Mayor's Permit/Business Permit/Barangay Permit (1 photocopy)</p> <p>For Representative: Special Power of Attorney (1 photocopy)</p> <p>Authorization to transact business</p> <p>Government Issued Identification Card of the Representative (1 photocopy)</p> | <p>BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag-Ibig, DFA, PSA, PRC, OSCA</p> <p>Registry of Deeds, Barangay, Lessor</p> <p>Pili Water District - CSD</p> <p>Pili Water District - CSD</p> <p>Building Owner</p> <p>Notary Public</p> <p>Local Government Unit</p> <p>Person being represented</p> <p>Business owner/Head of Office</p> <p>BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA PRC</p> <p>Owner of the existing service connection to tap</p> |



| | |
|---|--|
| <p>In case of Tapping to existing service connection: Written authorization from the owner of the existing Service Connection</p> | |
| <p>Requirements Provided by the Agency: 1. Service Application Form (SAF) 2. Personal Information Sheet (PIS) 3. Certificate of Attendance for New Service Connection (NSC) Seminar 4. Service Order</p> | <p>PIWAD Public Assistance Counter</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|--------------------------------------|------------------------|--|
| <p>1. Secure queuing number and proceed to Public Assistance Counter</p> <p>1.1 Secure, fill up and submit the duly accomplished Service Application Form (SAF) and Personal Information Sheet (PIS).</p> | <p>1. Provide client with SAF, PIS and checklist of requirements.</p> <p>1.1 Review the duly accomplished SAF, PIS and advise client to pay the Inspection Fee at the Payment Counter to ascertain location of service connection and the costs of labor and materials needed.</p> | <p>None</p> | <p>10 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p>2. Proceed to the Payment Counter, submit the accomplished SAF and PIS and pay Inspection Fee.</p> | <p>2. Receive payment and issue Official Receipt and copy the OR Number in the SAF and inform the client of the schedule of on-site inspection.</p> | <p>Inspection Fee: PHP100.00</p> | <p>5 minutes</p> | <p>Cashier A Budget and BFSD</p> |



| | | | | |
|--|---|---|---|---|
| 3. Assist PIWAD Personnel during the on-site inspection and Acknowledge receipt of the inspection result. | 3. Conduct on-site inspection, accomplish SAF. | None | 3 working days from payment of Inspection Fee | Supervising Utilities/ Customer Service Officer CSD |
| | 3.1. Inform client of the inspection report through call or SMS | None | 1 day after inspection | Supervising Utilities/ Customer Service Officer CSD |
| 4. Attend Orientation/Seminar for New Service Connection and receive Certificate of Attendance. | 4. Conduct Orientation/Seminar and issue Certificate of Attendance. | None | 2 hours (every Friday at 9:00am) | Supervising Utilities/ Customer Service Officer CSD |
| 5. Submit other applicable requirements needed then, proceed to the payment counter to pay for the fees and charges due. | 5. Verify and check documents submitted and forward to approving officer and transfer to the Cashier for payment. | None | 15 minutes | Supervising Utilities/ Customer Service Officer CSD |
| | 5.1 Receive payment and issue Official Receipt then, Transfer to Public Assistance Counter | Assessment Value = Transaction Cost +Labor + Materials Cost | 5 minutes | Cashier A Budget and BFSD |



| | | | | |
|--|---|---|--|---|
| | | | | |
| 6. Present Official Receipt | 6. Post and record the Service Order on Customer Service System and inform the client on the schedule of installation | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 7. Assist PIWAD plumbers during installation, acknowledge the work performed by signing the Service Order. | 7. Perform installation of New Service Connection. | None | 15 days from payment of fees and charges If with concrete breaking - after receipt of approved permit from concerned agencies | Division Manager CMD |
| TOTAL | | Php 100.00 + Assessment Value = Transaction Cost +Labor + Materials Cost | 19 days 2 hours & 40 minutes | |

E N D O F T R A N S A C T I O N

***Transaction Cost**

| PARTICULARS | RESIDENTIAL/GOVERNMENT | COMMERCIAL |
|-----------------------------|-------------------------------|-------------------|
| Registration Fee | PHP 250.00 | PHP 850.00 |
| Water Meter Maintenance Fee | PHP 1,900.00 | 1,900.00 |
| Installation Fee | | |
| - Distribution Main | PHP 1,200.00 | PHP 1,200.00 |



| | | |
|------------------------------|---------------------|---------------------|
| - Stub Out | | |
| o Nat'l. Highway | PHP 2,100.00 | PHP 2,100.00 |
| o Brgy. Road | PHP 1,500.00 | PHP 1,500.00 |
| - Tap to Existing Connection | PHP 500.00 | PHP 500.00 |
| Boring Fee | | |
| - Nat'l. Road | PHP 2,100.00 | PHP 2,100.00 |
| - Brgy. Road | PHP 1,700.00 | PHP 1,700.00 |
| Concrete Breaking Fee | | |
| - Nat'l. Road | PHP 600.00 | PHP 600.00 |
| - Brgy. Road | PHP 400.00 | PHP 400.00 |
| Concrete Restoration | | |
| - Nat'l. Road | PHP 2,900.00 | PHP 2,900.00 |
| - Brgy. Road | PHP 700.00 | PHP 700.00 |
| Asphalt Overlay | PHP 4,700.00 | PHP 4,700.00 |
| Pipelaying | PHP 15.00/meter | PHP 15.00/meter |
| TOTAL | PHP 3,350.00 | PHP 3,950.00 |

- All materials to be used shall be at priced at 10% mark-up

2. COLLECTION OF WATER BILLS PAYMENT AND OTHER FEES

The District shall collect prescribed fees and charges that is appropriate to the consumption and other activities involved in the maintenance of water service connections.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Budget & Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All Concessionaires |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---------------------------|
| 1. Billing Statement/Water bill | Pili Water District (CSD) |
| Requirements Provided by the Agency: 1. Official Receipt | PIWAD Payment Counter |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|---|---|-------------------|
| 1. Secure queuing and proceed to Payment Counter and pay water bill and/or charges appearing on the Billing Statement/Water Bill. | 1. Receive payment and Issue Official Receipt | As Indicated in the Statement of Account (Water Bill) | Single Transaction: 3 min Multiple Transactions: 6 min | Cashier A BFSD |
| TOTAL | | As Indicated in the Statement of Account (Water Bill) | Single Transaction: 3 min Multiple Transactions: 6 min | |
| E N D O F T R A N S A C T I O N | | | | |



3. CHANGE REGISTRATION/ACCOUNT NAME

Request to transfer account to another individual.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Government issued Identification Card (1 photocopy) 2. Written consent/waiver of the previous account holder or Proof/Reason of Change Registration. Any of the following documents: a) Deed of Sale (1 photocopy) b) Death Certificate, if the previous account holder has passed away (1 photocopy) c) Lease Contract (1 photocopy) d) Other documents necessary as proof of the request for change registration 3. Certificate of Attendance to the orientation/seminar for new service connections. (Held every Friday at 9:00am) 4. Notarized Affidavit of Undertaking | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC Previous account holder Client PSA, LCR Lessor PIWAD (CSD) Notary Public |
| Requirements Provided by the Agency: 1. Request for Change of Account Name Form (RCAN) 2. Personal Information Sheet | PIWAD Public Assistance Counter |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|--|-------------------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, present ID, secure and fill up Request for Change of Account Name Form (RCAN) and Personal Information Sheet (PIS) | 1. Provide client with RCAN Form and checklist of requirements and record the request on Customer's Logbook 1.1 Advise Client to attend the orientation seminar for new service connection | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. Attend the Orientation/Seminar for New Service Connection and receive Certificate of Attendance. | 2. Conduct Orientation/ Seminar and issue Certificate of Attendance | None | 2 hours (Every Friday at 9:00am) | Supervising Utilities/ Customer Service Officer CSD |
| 3. Submit the duly accomplished RCAN Form, PIS and Notarized Affidavit of Undertaking. | 3. Review the duly accomplished RCAN Form, PIS, submitted requirements and forward to the approving officer. Advise client to pay the RCAN Fee | None | 15 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 5. Proceed to the Payment Counter and pay Change of Account Name Fee | 4. Receive payment and issue Official Receipt and transfer to the Public Assistance Counter | Change Registration Fee: Php 200.00 | 10 minutes | Cashier A BFSD |



| | | | | |
|---|---|---|-------------------------|---|
| 4.1 Present Official Receipt to the Public Assistance Counter | 4.1 Inform client that the new account name will appear in the next billing statement | None | 3 min | Supervising Utilities/ Customer Service Officer CSD |
| TOTAL | | Change Registration Fee: Php 200.00 | 2 Hours & 38 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



4. ISSUANCE OF CERTIFICATION

(Business Purposes, Account Information, Water Quality, Subdivision Development and others)
 Certifications are given to certify concessionaire's account information, ensure that the water quality delivered by the District meets the standard of PNSDW 2017 and that the District has the capacity to supply proposed subdivision developments within its service area.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Water Resources Division/Office of the General Manager |
| CLASSIFICATION | Simple/Complex/Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Written Letter of Request / Form 2. Government issued Identification Card (1 photocopy) Additional Requirement for: <ul style="list-style-type: none"> - Certification for Business Purposes <ul style="list-style-type: none"> * Business Permit (1 photocopy) - Account Information (Status/Account Ledger/Payment/Clearance/Charges on Repair) <ul style="list-style-type: none"> - Subdivision Development: <ul style="list-style-type: none"> *Subdivision Plan *Hydraulic Analysis *Potable Water System Design *Affidavit of Undertaking with Exclusivity Clause | Client BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA,PRC DTI, SEC, LGU PIWAD (CSD) Client (Subdivision Developer) |
| Requirements Provided by the Agency: 1. Official Receipt | PIWAD Payment Counter |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|--|---|---|
| 1. Secure queuing number and Proceed to Public Assistance Counter, present a written letter of request and the appropriate requirements. | 1. Review submitted documents then, Advise client to pay the certification Fee | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. Pay Certification Fee at the Payment Counter | 2. Receive Certification Fee, Issue Official Receipt and Inform client of the date of release of the requested certification | Certification Fee: For business purpose: Php 150.00 Other purposes: Php 100.00 For Account Information with copy of account ledger: PHP 100.00 plus PHP 10.00 per page For Subdivision Dev't.: P 1, 000.00 | 5 minutes | Cashier A BFSD |
| 3. Acknowledge the receipt of the certification by signing the copy of the Certification | 3. Release Certification and have the copy signed by the client <ul style="list-style-type: none"> - Business Purposes - Account Information - Water Quality -Subdivision Development | None | For Simple Transactions: 2 working days For Complex Transactions: 6 working days For Highly Technical Transactions: | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|--|--|---|--|
| | | | 15 working days | |
| TOTAL | | Certification Fee: For business purpose: Php 150.00 Other purposes: Php 100.00 For Account Information with copy of account ledger: PHP 100.00 plus PHP 10.00 per page For Subdivision Dev't.: P 1, 000.00 | For Simple Transactions: 2 days & 15 minutes For Complex Transactions: 6 days & 15 minutes For Highly Technical Transactions: 15 days & 15 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



5. ON-SITE TESTING OF WATER METER

The concessionaire may request for on-site testing of water meter and the District shall conduct necessary testing in full-accordance to the standard water meter testing procedures.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Complex |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| Requirements Provided by the Agency: 1. Official Receipt 2. Service Order | PIWAD Payment Counter PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|-------------------------------|------------------------|---|
| <u>FOR ON-SITE REQUESTS</u> | | | | |
| 1. Secure queuing number and proceed to Public Assistance Counter and inform the Personnel on-duty about the request | 1. Verify request then, Advise customer to proceed to the teller's booth and pay the testing fee | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| | | WM Testing Fee: PHP 300.00 | 5 minutes | Cashier A BFSD |



| | | | | |
|---|---|-------------------------|--|--|
| <p>1.2 Proceed to the Payment Counter and pay for Water Meter Testing Fee</p> <p><u>FOR REQUESTS THRU KIOSK</u></p> <ol style="list-style-type: none"> 1. Touch the screen to start then select your transaction 2. Input the required details and submit transaction | <p>1.2 Receive testing fee and issue Official Receipt then transfer customer to the Public Assistance Counter.</p> <ol style="list-style-type: none"> 1. Generate SO Request for Validation then, verify details of complaints 2. Post Service Order at the Customer Service System | <p>None</p> <p>None</p> | <p>One hour after submission of complaint</p> <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p>2. Present Official Receipt to the Public Assistance Counter</p> | <p>2. Post Service Order on Customer Service System, and inform client on the schedule date of testing</p> | <p>None</p> | <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |



| | | | | |
|---|---|-------------------------------|---|-------------------------|
| 3. Assist PIWAD personnel during the on-site testing of Water Meter and acknowledge the work performed by signing the service order | 3. Perform on-site testing of Water Meter 3.1 Inform Client of the result of testing | None | 5 working days from filing of request | Division Manager CMD |
| TOTAL | | WM Testing Fee: Php 300.00 | 5 days and 20 minutes For complaints received thru Kiosk: 5 days, 1 hour and 15 minutes | |
| E N D O F T R A N S A C T I O N | | | | |

6. RECLASSIFICATION OF ACCOUNT

Accounts is re-classified provided that upon inspection and verification the account fall under in the establishment category stipulated on the Utility Rules and Regulations.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Complex |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business / G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |



| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1. Government issued Identification Card (1 photocopy) | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC |
| Requirements Provided by the Agency: 1. Official Receipt 2. Service Order 3. Account Reclassification Report Form 4. Notice of Reclassification/Disapproved Reclassification | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|--|-----------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, present valid ID and if client is not the registered account holder, present Letter of Authorization and valid ID of account holder, and provide information about the request | 1. Get the details of request and then, Advise client to pay for the reclassification fee. | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. Proceed to the Payment Counter and pay for the Reclassification Fee | 2. Receive payment and issue Official Receipt | Re- Classification Fee: PHP 100.00 | 5 minutes | Cashier A BFSD |



| | | | | |
|--|---|---|---------------------------------------|---|
| 3. Present Official Receipt to the Public Assistance Counter. | 3. Post Service Order on Customer Service System and inform client on the schedule of on-site inspection | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 4. Assist PIWAD personnel during inspection/verification and acknowledge the Inspection conducted by signing the Service Order | 4. Conduct on-site inspection to validate request and notify the client of the result of inspection. 4.1 Prepare the Account Reclassification Report Form. | None | 3 working days from filing of request | Supervising Utilities/ Customer Service Officer CSD |
| 5. Acknowledge receipt by signing on the copy of Notice of Reclassification /Disapproved Request for Reclassification | 5. Prepare Notice of Reclassification/Disapproved Reclassification (New account classification will appear in the next billing statement) | None | 3 working days from receipt of report | Supervising Utilities/ Customer Service Officer CSD |
| TOTAL | | Re- Classification Fee: Php 100.00 | 6 days & 20 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



7. RECONNECTION OF SERVICE CONNECTION

Reopening of Disconnected of Disconnected Water Service Connection shall be effected upon full payment of arrearages and the required reconnection charges.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Simple/Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Government Issued Identification Card (1 photocopy) | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag-Ibig, DFA, PSA, PRC |
| Requirements Provided by the Agency: 1. Official Receipt 2. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|------------------------|------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, present ID and if the client is not the registered account holder, present Letter of Authorization from the account holder | 1. Check ledger of client for any arrearages and the date account was disconnected. 1.1 Advise client to pay arrearages (if any) and the required reconnection fee | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|---|---|---|--|--|
| and inform the personnel on-duty about the request. | Note: If account was disconnected for 3 or more years, re-tapping is required (see re-tapping procedure) | | | |
| 2. Proceed to the Payment Counter and pay the arrearages (if any) and applicable reconnection fees | 2. Process payment and issue Official Receipt Note: If payment was made within the grace period (1 day after the date of disconnection, reconnection fee is waived.) | Residential: Php350.00 - Water meter Php900.00 - Mainline Commercial: Php500.00 - Water meter Php1,200.00 – Mainline | 5 minutes | Cashier A BFSD |
| 3. Present the Official Receipt to Public Assistance Counter | 3. Post Service Order in Customer Service System, and inform client of the reconnection schedule. | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 4. Assist PIWAD personnel in the conduct of reconnection, acknowledge the work performed by signing the Service Order | 4. Perform reconnection | None | 1 day for reconnection on water meter 15 days for reconnection on water meter and mainline or after receipt of permit from concerned agencies for reconnection with concrete breaking | Supervising Utilities/ Customer Service Officer CSD Division Manager CMD |
| TOTAL | | Residential: Php350.00 - Water meter | Reconnection WM (Simple) | |



| | | | |
|--|---|---|--|
| | Php900.00 - Mainline Commercial: Php500.00 - Water meter Php1,200.00 – Mainline | – 1 day & 20 minutes Reconnection Mainline (Highly Technical) – 15 days & 20 minutes | |
| E N D O F T R A N S A C T I O N | | | |

8. REFUND OF PAYMENT

Concessionaires and stakeholders who is entitled of re-fund shall request and comply with the requirements to claim amount of re-fund.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Budget & Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1. Government Issued Identification Card (1 photocopy) | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC |
| Requirements Provided by the Agency: 1. Request of Refund of Payment Form (RRPF) 2. Petty Cash Voucher (PCV) 3. Disbursement Voucher (DV) | PIWAD Public Assistance Counter PIWAD (BFSD) PIWAD (BFSD) |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|--------------------------------|-------------------------------------|---|
| <p>1. Secure queuing number and proceed to Public Assistance Counter, present ID and if the client is not the registered account holder, present Letter of Authorization (LOA) from the account holder.</p> <p>Secure, fill up Request for Refund of Payment Form (RRPF)</p> <p>1.1 Accomplish and submit RRPF</p> | <p>1. Provide RPPF, verify the identity of the requesting client</p> <p>Note: If only through a representative, provide Letter of Authorization</p> <p>1.1 Review submitted RRPF, verify claim for refund of payment, generate proof of advance payment/paid water service connection application and forward to Cash Management Section</p> | <p>None</p> <p>none</p> | <p>10 minutes</p> <p>10 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p>1.2. Pay the fee for Refund at the Payment Counter</p> | <p>1.2. Receive payment and issue OR</p> | <p>Refund Fee – Php 100.00</p> | <p>5 minutes</p> | <p>Cashier A BFSD</p> |



| | | | | |
|---|--|----------------------------------|--|---|
| <p>2. Receive Cash/Check and sign the Petty Cash Voucher/Disbursement Voucher</p> | <p>2. If refund is Php 500.00 and below: Prepare Petty Cash Voucher (PCV) and have the client sign the PCV and release the refund</p> <p>If refund is above Php 500.00: Prepare Budget Utilization Slip, Journal Entry Voucher, Disbursement Voucher and Check for issuance.</p> <p>Inform client thru call/SMS of the availability of Check</p> | <p>None</p> | <p>15 minutes</p> <p>2 days from submission of complete requirements</p> | <p>Division Manager BFSD</p> <p>Division Manager BFSD</p> |
| <p>TOTAL</p> | | <p>Refund Fee Php 100.00</p> | <p>2 days & 40 minutes</p> | |
| <p>E N D O F T R A N S A C T I O N</p> | | | | |



9. RELOCATION OF WATER METER

Concessionaires may request to re-locate their water meter either within their property jurisdiction or at another location.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Complex/Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1. Government issued Identification Card (1 photocopy) | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC |
| Requirements Provided by the Agency: 1. Service Application Form (SAF) 3. Service Order 2. Official Receipt | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|---|
| 1. Secure queuing number and Proceed to Public Assistance Counter, present ID and if the client is not the registered account holder, present Letter of Authorization from the account holder, secure and fill-up the | 1. Inquire for the details of the request then, Advise client to pay the inspection fee and relocation fee at the Teller | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|--|--|--|--|
| Service Application Form (SAF) | | | | |
| 2. Proceed to the Payment Counter present the accomplished SAF and pay Inspection Fee & Relocation Fee | 2. Receive payment and issue Official Receipt (OR), copy the OR details on the SAF and inform client of the date of on-site inspection | Inspection Fee – PHP 100.00 Relocation Fee- P300.00 | 5 minutes | Cashier A BFSD |
| 3. Assist PIWAD personnel in the conduct of inspection | 3. Conduct on-site inspection, accomplish SAF | None | 3 working days from request | Supervising Utilities/ Customer Service Officer CSD |
| 4. Acknowledge receipt of the inspection result | 4. Inform client of the inspection report through call or SMS | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 5. Pay the assessment fees as indicated SAF | 5. Receive payment and Issue Official Receipt | As indicated in the SAF | 5 minutes | Cashier A BFSD |
| 6. Present OR to the Public Assistance Counter personnel and sign the Customer's Logbook | 6. Post Service Order in Customer Service System and record the request on Customer's Logbook Inform client of the relocation of water meter schedule | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 7. Assist PIWAD personnel in the conduct of water meter relocation and acknowledge work performed by signing the Service Order | 7. Perform relocation of water meter | None | 3 days from payment of assessment fee 15 days If with concrete breaking or from receipt of approved | Supervising Utilities/ Customer Service Officer CSD Division Manager CMD |



| | | | | |
|--|--------------|--------------------------------------|--|--|
| | | | permit from concerned agency | |
| | TOTAL | As indicated in the SAF + Php 400.00 | For complex relocation: 6 days & 35 minutes For Highly technical relocation: 18 days & 35 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



10. REPAIR OF SERVICE CONNECTION

If a Leaking or damaged service connection is found upon inspection, this shall be subject to corresponding repair or corrective action.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Simple/Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---------------------------------|
| Requirements Provided by the Agency: 1. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|------------------------|------------------------|---|
| <u>FOR ONSITE REQUEST</u> 1. Secure queuing number and proceed to Public Assistance Counter and inform the personnel on duty about the request. | 1. Obtain relevant customer details and then post Service Order in Customer Service System and inform client on the schedule of the request | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|---|--|-------------|--|--|
| <p>Sign Customer's Logbook</p> <p><u>FOR ONLINE REQUEST</u></p> | <p>1. Acknowledge & Forward request to the Customer Service Assistant</p> | <p>None</p> | <p>One hour from submission of request</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p>1. Send customer contact information and the details of the request to the online platforms of the District</p> | <p>2. Post new Service Order in Customer Service System, and inform client on the schedule of inspection</p> | <p>None</p> | <p>5 minutes</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |
| <p><u>FOR REQUESTS THRU KIOSK</u></p> <p>1. Touch the screen to start then select your transaction Input the required details and</p> | <p>1. Generate SO Request for Validation the, verify details of complaints</p> | <p>None</p> | <p>One hour from the submission of complaint</p> | <p>Supervising Utilities/ Customer Service Officer CSD</p> |



| | | | | |
|---|---|-------------------|---|---|
| submit transaction | 2. Post Service Order at the Customer Service System | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. Assist PIWAD personnel in the conduct of repair, acknowledge the cost of labor and materials of the work performed by signing the Service Order. | 2. Perform repair or service connection Note: For repairs before meter, cost of materials will be charged to the clients account and will reflect in the next billing statement. | Cost of materials | 3 days - from request For repairs with concrete breaking: 15 days from request or from receipt of approved permit from concerned agency | Division Manager CMD |
| TOTAL | | Cost of materials | Simple repairs: 3 days & 20 minutes Highly Technical repairs: 15 days & 20 minutes For requests thru Kiosk: | |



| | | | |
|--|--|---|--|
| | | Simple repairs: 3 days 1 hour and 15 minutes Highly Technical repairs: 15 days, 1 hour and 15 minutes | |
| E N D O F T R A N S A C T I O N | | | |

11. SENIOR CITIZEN DISCOUNT APPLICATION

Qualified concessionaires shall apply every year to avail the Citizen Discount on their water bill.

| | |
|----------------------------|------------------------------------|
| OFFICE/DIVISION | Commercial Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | All senior citizen concessionaires |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Senior Citizen ID (1 photocopy) If applying through representative: 2. Authorization Letter 3. Government Issued Identification Card of the representative 4. Picture of Senior Citizen holding latest newspaper | Client OSCA Client (senior citizen) BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC Client (senior citizen) |
| Requirements Provided by the Agency: 1. Senior Citizen Discount Application Form (SCDAF) | Public Assistance Counter |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|-----------------|-----------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, secure Senior Citizen Discount Application Form (SCDAF) | 1. Provide client with SCDAF and checklist of requirements | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. | 2. Verify the accomplished SCDAF and submitted requirements and forward to the approving officer. Inform client that upon approval, the 5% discount will be automatically applied in the next billing statement. | None | 3 minutes | Supervising Utilities/ Customer Service Officer CSD |
| TOTAL | | None | 13 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



15. TEMPORARY DISCONNECTION / CLOSURE OF SERVICE CONNECTION

Concessionaires may request for temporary disconnection or closure of service connection provided that all water bills and accountabilities have been fully settled.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Commercial Services Division/Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government To Business/ G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Government Issued Identification Card (1 photocopy) For representative: 2. Authorization Letter (1 copy) | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC Client |
| Requirements Provided by the Agency: 1. Official Receipt 2. Service Order | PIWAD Public Assistance Counter |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, present valid ID and if client is not the registered account holder, present Letter of | 1. Check client's ledger for any arrearages. 1.1 Inform client on the scheduled date of special reading of water meter to account his/her remaining consumption | None | 10 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|---|--|---------------------------------|---|
| Authorization and valid ID of account holder and inform the personnel on duty about the request. | | | | |
| 2. Assist PIWAD personnel in the conduct of special reading | <p>2. Conduct special reading of water meter, accomplish Consumption Verification Slip and inform client of his/her remaining water consumption</p> <p>2.1. Prepare Billing Adjustment Memo to account the remaining water consumption (if any)</p> | None | <p>5 hours</p> <p>5 minutes</p> | <p>Division Manager CMD</p> <p>Division Manager CSD</p> |
| 3. Pay the arrearages (if any) and the fee for Temporary Disconnection at the Payment Counter | 3. Receive payment and issue OR | All Arrearages + Temporary Disconnection Fee – Php 200.00 + Cost of brass ball valve | 5 minutes | Cashier A BFSD |
| 4. Present the Official Receipt to Public Assistance Counter and sign the Customer's Logbook. | 4. Post Service Order in Customer Service System, have the client sign the Customer's Logbook and inform client of the disconnection schedule | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |



| | | | | |
|--|---------------------------|-----------------------------------|-------------------------------------|-------------------------|
| | | | | |
| 5. Assist PIWAD personnel in the conduct of disconnection, acknowledge the work performed by signing the Service Order | 5. Perform disconnection. | None | 2 days | Division Manager CMD |
| TOTAL | | All Arrearages + Php 200.00 | 2 days , 5 hours & 25 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



16. TRANSFER/RE-TAPPING OF SERVICE CONNECTION

Service connection may be transferred to other locations within the jurisdiction of the District. Service connection may be re-tapped to other existing distribution line within the location of the service connection.

| | |
|----------------------------|--|
| OFFICE/DIVISION | Commercial Services Division/Budget & Finance Services Division |
| CLASSIFICATION | Highly Technical |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business G2G – Government to Government |
| WHO MAY AVAIL | All customers and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Government Issued Identification Card (1 photocopy) 2. Proof of Ownership or Authority to Use the Land or Building (for transfer of service connection) Land Title (1 photocopy) Deed of Sale (1 photocopy) Lease Contract (1 photocopy) In case of tapping from existing service connection: 3. Written authorization | BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag-Ibig, DFA, PSA, PRC Registry of Deeds Owner Lessor Owner of the existing service connection to tap |
| Requirements Provided by the Agency: 1. Service Application Form (SAF) 2. Official Receipt 3. Service Order | PIWAD Public Assistance Counter |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|--|-----------------------------|---|
| 1. Secure queuing number and proceed to Public Assistance Counter, present ID and if the client is not the registered account holder, present Letter of Authorization from the account holder, secure and fill-up the Service Application Form (SAF) | 1. Provide client with SAF and advise client to pay the inspection fee at the Payment Counter | None | 15 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 2. Proceed to the Payment Counter present the accomplished SAF and pay Inspection Fee | 2. Receive payment and issue Official Receipt (OR), copy the OR details on the SAF and inform client of the schedule of on-site inspection | Inspection Fee: P 100.00 | 5 minutes | Cashier A BFSD |
| 3. Assist PIWAD personnel in the conduct of inspection | 4. Conduct on-site inspection | None | 3 working days from request | Supervising Utilities/ Customer Service Officer CSD |
| 4. Acknowledge receipt of the inspection result | 5. Inform client of the inspection report through call or SMS | None | 1 day after inspection | Supervising Utilities/ Customer Service Officer CSD |
| 5. Pay Assessment Fee indicated in the SAF at the Payment Counter | 6. Receive payment and issue OR | Assessment Value= Labor + Materials Cost+ Transfer of | 5 minutes | Cashier A BFSD |



| | | | | |
|---|--|--|---|---|
| | | Service Fee – Php 1,200.00 | | |
| 6. Present OR at the Public Assistance Counter | 7. Post Service Order in Customer Service System and inform client on the Transfer/Re-tapping of Service Connection schedule | None | 5 minutes | Supervising Utilities/ Customer Service Officer CSD |
| 7. Assist PIWAD personnel during transfer, acknowledge the work performed by signing the Service Order. | 8. Perform Transfer/Re-tapping of Service Connection. | None | 10 days from payment 15 days from receipt of approved permit from concerned agency If with concrete breaking | |
| TOTAL | | Assessment Value= Labor + Materials Cost+ Php 1,200.00 | 14 Days & 30 minutes With Concrete Breaking: 19 days & 30 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



17. ISSUANCE OF CHECKS

Processing and release of payments to suppliers and other business entities and other government agencies.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | Suppliers and other business entities and government agencies |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Official Receipt (original) 2. Government Issued Identification card (1 photocopy) 3. Authorization to Collect Payment | To be provided by the client BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA, PRC To be provided by the client |
| Requirements to be provided by the Agency: 1. Copy of the Disbursement Voucher; 2. Withholding Tax certificates | PIWAD Budget and Finance Services Division |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|------------------------|------------------------|-----------------------------|
| 1. Proceed to the Senior Cashier to get the payment and presents valid ID and authorization to collect payment. | 1. Verify the identification card presented and secures the authorization to collect payment. | None | 5 minutes | Division Manager BFSD |



| | | | | |
|--|--|------|------------|--------------------------|
| 2. Receive the check payment and issue official receipt and sign Check Disbursement Register | 2. Issues the check, copy of the disbursement vouchers and the withholding tax certificates. | None | 5 minutes | Division Manager BFSD |
| TOTAL | | None | 10 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



18. PAYROLL PROCESSING (EXTERNAL)

Processing of payroll for projects by administration

| | |
|----------------------------|--|
| OFFICE/DIVISION | Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Laborers hired for on-going projects of the District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Daily Time Record (DTR) (2 copies) 2. Accomplishment Report (2 copies) 3. Program of Works (2 sets) 4. Budget Utilization Request and Status (2 copies) | PIWAD Construction Division |
| Requirements to be provided by the Agency: 1. Payroll Register and Computation (4 copies) 2. Disbursement Voucher (2 copies) 3. Journal Entry Voucher (1 copy) 4. Check/Cash | PIWAD Budget and Finance Services Division |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|--|------------------------|------------------------|--------------------------|
| 1. Submit Daily Time Record (DTR), Accomplishment Report, program of works and Budget Utilization Request and Status. | 1. Prepares Payroll Register and Computation and submit to Office of the General Manager | None | 2 hours | Division Manager BFSD |



| | | | | |
|--|---|------|----------------------|--|
| | 11.1. Approves Payroll Register and forward to BFSD | None | 5 minutes | General Manager Office of the General Manager |
| | 1.3 Prepare Disbursement Voucher and Journal Entry Voucher | None | 2 hours | Division Manager BFSD |
| | 1.4 Prepares, sign, and forward Check for counter signature | None | 30 minutes | Division Manager BFSD |
| | 1.5 Counter Signs Check | None | 5 minutes | General Manager Office of the General Manager |
| 2. Received payment and signs the payroll register | 2. Release Payment and Payroll register for signature | None | 5 minutes | Division Manager BFSD |
| TOTAL | | None | 4 hours & 45 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



19. RECEIPT OF OTHER PAYMENTS

Processing of payments to external clients.

| | |
|----------------------------|---|
| OFFICE/DIVISION | Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government |
| WHO MAY AVAIL | External Clients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Government issued Identification Card | BIR, Post Office, SSS, GSIS, LTO, Comelec, 0 Pag- Ibig, DFA, PSA, PRC |
| Requirements Provided by the Agency: 1. Order of Payment | Property and General Services Division |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|--|------------------------|------------------------|---|
| 1. Proceed to Concerned Office and secure Order of Payment form. | 1. Accomplish Order of Payment form and provide 1 copy to the requesting client. | None | 15 minutes | Division Manager AHRD/PGSD Division Manager CSD/BFSD Division Manager CMD/WRD |
| 2. Present Order of Payment to the Teller | 2. Issue Official Receipt | None | 5 minutes | Cashier A BFSD |



| | | | | |
|--|--|------|------------|--|
| and receive Official Receipt. | | | | |
| TOTAL | | None | 20 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



**Finance and Commercial Services Department
Internal Services**



1. PAYROLL PROCESSING (INTERNAL)

Processing of payroll for PIWAD employees and other personnel

| | |
|----------------------------|--------------------------------------|
| OFFICE/DIVISION | Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C – Government to Citizen |
| WHO MAY AVAIL | Contract of Service Personnel |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. Daily Time Record (DTR) (2 copies) 2. Accomplishment Report (1 copy) | PIWAD HR Section |
| Requirements to be provided by the Agency: 1. Payroll Register and Computation | PIWAD Budget and Finance Services Division |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|--|---|------------------------|----------------------------|-------------------------|
| 1. Submit Daily Time Record (DTR) and Accomplishment Report. | 1. Prepares Payroll Register and Computation and submit to Office of the General Manager for approval. | None | 1 day after cut off period | Division Manager BFSD |
| | 1.1 Prepares Payroll Summary based on the approved 1.2 payroll register and Input net pay to corresponding | None | 2 hours | Division Manager BFSD |



| | | | | |
|--|---|------|-----------------------------|--|
| | ATM accounts of employees | | | |
| | 1.3 Generate Payroll Register Form and Prepare Debit Advice | None | 10 minutes | Division Manager BFSD |
| | 1.4 Counter Signs Debit Advice | None | 5 minutes | General Manager Office of the General Manager |
| 2. Received payroll on ATMs | 2. Submit Payroll Register Form to LBP | None | 5 minutes | Division Manager BFSD |
| TOTAL | | None | 1 day, 2 hours & 20 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



2. REQUEST FOR PETTY CASH FUND

Procedure upon request for receipt of petty cash fund.

| | |
|----------------------------|--------------------------------------|
| OFFICE/DIVISION | Budget and Finance Services Division |
| CLASSIFICATION | Simple |
| TYPE OF TRANSACTION | G2C - Government to Citizen |
| WHO MAY AVAIL | PIWAD Employees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Official Receipts and other applicable documents 2. Inspection and Acceptance Report 3. Certification of Expenses not Requiring Receipts 4. RER and other supporting documents | To be provided by the Employee PIWAD - PGS PIWAD – BFS |
| Requirements Provided by the Agency: 1. Petty Cash Voucher | Petty Cash Fund Custodian |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON IN CHARGE |
|---|---|------------------------|------------------------|-------------------------|
| For Reimbursement: 1. Proceed to Petty Cash Fund Custodian, secure and duly accomplish Petty Cash Voucher. 1.1 For Request of Cash Advance: Proceed to Petty Cash Fund Custodian and | 1. Provide employee with Petty Cash Voucher. 1.1 Review the Petty Cash Voucher and release fund. | None | 15 minutes | Division Manager BFS |



| | | | | |
|---|--|-------------|-------------------|----------------------------------|
| <p>accomplish Petty Cash Voucher approved by the Division Manager.</p> | | | | |
| <p>1.2 For Reimbursement:</p> <p>1.2.1 Submit Petty Cash Voucher and attachments (Official Receipts, IAR, RER, Certification of Expenses not Requiring Receipts and other supporting documents).</p> <p>1.3 For Liquidation of Cash Advance:</p> <p>1.3.1 Submit Petty Cash Voucher and attachments (Official Receipts, IAR, RER, Certification of Expenses not Requiring Receipts and other supporting documents).</p> <p>1.4. If there is excess, refund to the Petty Cash Custodian.</p> | <p>1.2. Review Petty Cash Voucher for approval and attachments.</p> <p>1.3. Review the Petty Cash Voucher for approval and attachment and accept the refund. If insufficient, reimburse.</p> | <p>None</p> | <p>15 minutes</p> | <p>Division Manager BFSD</p> |



| | | | | |
|---|---------------------------|------|------------|--------------------------|
| 2. Receipt of Petty Cash Reimbursement. | 2. Issue Petty Cash Fund. | None | 3 minutes | Division Manager BFSD |
| TOTAL | | None | 33 minutes | |
| E N D O F T R A N S A C T I O N | | | | |



FEEDBACK AND COMPLAINTS

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send Feedback? | <p>1. Fill-up the Customer's Feed Back Form available at the Customer Area and drop the same in the suggestion box</p> <ul style="list-style-type: none"> • Form 1 (Pink) - Commendation • Form 2 (Blue) - Request for Assistance • Form 3 (White) - Complaint • Form 4 (Yellow) - Recommendation |
| | <p>2. Talk to the Public Assistance Counter personnel on duty</p> |
| | <p>3. Send thru:</p> <ul style="list-style-type: none"> • Email address - piliwd.feedback@yahoo.com • Website - www.piliwaterdistrict.gov.ph • Facebook Page - www.facebook.com/PiliWater/ • Mail - Pili Water District Sta. Rita Agro-Industrial Park San Jose, Pili, Camarines Sur, 4418 |
| | <p>4. Call at PIWAD's Customer Service Number 0919-066-4617</p> |
| | <p>5. Direct your concerns to the Office of the General Manager</p> <p>ANNAFE COLLAO-PATO General Manager Tel. No. 0919-066-4597</p> |



| | |
|---|---|
| | <p>6. Alternatively, you may also send your feedback to CONTACT CENTER NG BAYAN Thru:</p> <ul style="list-style-type: none"> • Text -0908 881-6565 • Call - 1-6565* • Log-on to - www.contactcenterngbayan.gov.ph • Facebook - www.facebook.com/contactcenterngbayan |
| <p>How feedbacks are processed?</p> | <ol style="list-style-type: none"> 1. Every Friday, the Customer Service Officer shall compile, record and forward a written report of all feedbacks submitted by the client to the Office of the General Manager. 2. The Office of the General Manager shall forward Feedbacks to the concerned office for evaluation. 3. The concerned office shall evaluate and submit a report and recommendation to the Office of the General Manager on the Feedback within 5 working days. 4. The Office of the General Manager shall direct the execution of the corrective action and inform the client, if needed within 15 days from receipt of the feedback |
| <p>How complaints are processed?</p> | <ol style="list-style-type: none"> 1. The Customer Service Officer, upon receipt of complaint, shall evaluate and forward a written report to the Office of the General Manager 2. The Office of the General Manager shall forward the complaint to the concerned office for further evaluation and investigation. 3. The concerned office shall submit a report and recommendation to the Office of the General Manager on the complaint within 5 working days 4. The Office of the General Manager shall direct the execution of the corrective action and inform the complainant within 15 days from receipt of the complaint |
| <p>Contact Information of ARTA, PCC, CCB</p> | <p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p> |



LIST OF OFFICES

| Office | Address | Contact Information |
|---|--|----------------------------|
| Office of the General Manager | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0919-066-4597 |
| Property and General Services Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0919-066-4598 |
| Administrative and Human Resource Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0928-507-3058 |
| Budget and Finance Services Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0916-730-6257 |
| Commercial Services Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0919-066-4617 |
| Water Resource Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0919-063-7892 |
| Construction and Maintenance Division | Sta. Rita Agro-Industrial Park, San Jose, Pili, Camarines Sur | 0998-558-4290 |