



PILI WATER DISTRICT

CITIZEN'S CHARTER

2023 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



List of Services

Office of the General Manager	5
External Services	5
1. APPLICATION/REQUEST FOR EXTENSION OF DISTRIBUTION LINES	6
2. OTHER COMMUNITY RELATION SERVICES	8
Administrative and General Services Department	10
External Services	10
1. APPLYING FOR VACANT POSITION	11
2. PROCESSING OF REQUEST TO BORROW AND RETURN MATERIALS/EQUIPMENT	15
Internal Services	18
1. PROVISION APPLICATION FOR EXTERNAL/INVITATIONAL TRAININGS	19
2. APPLICATION FOR SCHOLARSHIP & STUDY GRANTS	22
3. PROCESSING OF APPLICATION FOR LEAVE	25
4. PROVISION OF IN-HOUSE TRAINING(SCHEDULED)	27
5. PROCESS OF ISSUANCE OF SUPPLIES/MATERIALS	30
6. REQUEST FOR PERSONNEL RECORDS/ DOCUMENTS	32
7. APPLICATION FOR MONETIZATION	35
8. PROCESSING OF REQUEST TO RENDER/ CONFIRM OVERTIME WORK	37
Engineering and Operations Department	40
External Services	40
1. WATER QUALITY TESTING	41
2. INSPECTION OF SERVICE CONNECTION DUE TO ABNORMAL OR HIGH CONSUMPTION	43
3. INSPECTION /CORRECTIVE ACTION OF SERVICE CONNECTION FOR DIRTY/TURBID WATER	46
4. INSPECTION / REPAIR OF SERVICE CONNECTION WITH NO WATER OR LOW PRESSURE	51
Finance and Commercial Services Department	55
External Services	55
1. APPLICATION FOR NEW SERVICE CONNECTION	56
2. COLLECTION OF WATER BILLS PAYMENT AND OTHER FEES	60
3. CHANGE REGISTRATION/ACCOUNT NAME	62
4. ISSUANCE OF CERTIFICATION	65
5. ON-SITE TESTING OF WATER METER	68
6. RECLASSIFICATION OF ACCOUNT	70
7. RECONNECTION OF SERVICE CONNECTION	73
8. REFUND OF PAYMENT	75
9. RELOCATION OF WATER METER	78
10. REPAIR OF SERVICE CONNECTION	81
11. SENIOR CITIZEN DISCOUNT APPLICATION	84
15. TEMPORARY DISCONNECTION / CLOSURE OF SERVICE CONNECTION	86
16. TRANSFER/RE-TAPPING OF SERVICE CONNECTION	89
17. ISSUANCE OF CHECKS	92
18. PAYROLL PROCESSING (EXTERNAL)	94
19. RECEIPT OF OTHER PAYMENTS	96



Internal Services

1. PAYROLL PROCESSING (INTERNAL)
2. REQUEST FOR PETTY CASH FUND

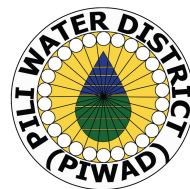
98

99

101

FEEDBACK AND COMPLAINTS

104



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

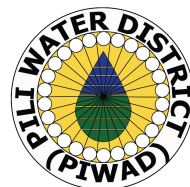
OFFICE/DIVISION	Commercial Services Division/Planning and MIS Section
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C – Government to Citizen / G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL	Residents within the service area of PIWAD

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)

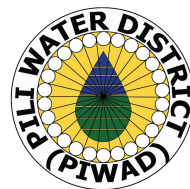
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN CHARGE
1. Secure queuing number and proceed to Public Assistance Counter and submit the letter request	1. Receive and Forward letter request to the Office of the General Manager	None	10 minutes	Supervising Utilities/ Customer Service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



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



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

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)

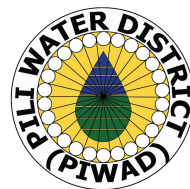
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN CHARGE
1. Present letter of request to borrow materials/equipment	1. Receive the letter of request and forward to the Office of the General Manager for approval	None	5 minutes	Supervising Utilities/ Customer Service Officer CDS/ Department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



	1.1 Inquire availability of the Materials/Equipment requested Approve / Disapprove request	None	10 minutes	General Manager Office of the General Manager
2. Acknowledge the status of the request.	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.	None	5 minutes	General Manager Office of the General Manager
3. Receive materials/ equipment and Acknowledge RIS and Borrower's Slip.	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.	None	If materials: 15 minutes If Equipment: 1 hour	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				



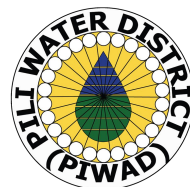
3. PROCESSING OF APPLICATION FOR LEAVE

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 thru its online form.	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. Generate & Tabulate Data then Prioritize needed L&D intervention based on L&D Plan	None	5 minutes	Division Manager AHRD
	1.2. Prepare and submit for approval the proposal for In-house training	None	1 day	Division Manager AHRD
	1.3. Approves the training proposal and forward to AHRD for implementation.	None	20 minutes	General Manager Office of the General Manager
	1.4. 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 & 30 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 2. Service Order 3. Request for Office Supplies/Other Supplies/Chemicals 4. Requisition and Issuance Slip	PGS Office PGS Office PGS Office 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>DIRECT</u> 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 employee/client concerned	to	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

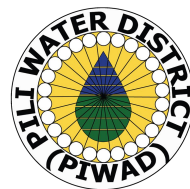
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Request to Confirm/Render Overtime 2. Office Order to Render/Confirm				To be provided by the Department concerned
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN CHARGE
1. Submit Request to Render overtime work/ Request to Confirm 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

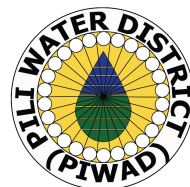
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN CHARGE
<u>FOR ONSITE REQUEST</u> 1. Secure queuing number and	1. Post Service Order in the Customer Service System and inform client on the schedule of inspection	None	10 minutes	Supervising Utilities/ Customer Service Officer CSD



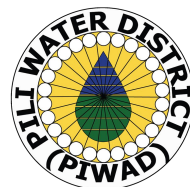
<p>Proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign the Customer's Logbook</p>				
<p><u>FOR ONLINE REQUEST</u></p>				
<p>1. Send customer contact information and the details of the request to the online platforms of the District</p>	<p>1. Acknowledge & Forward 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 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 Action: 5 days</u></p> <p><u>For Highly Technical Cases needing major repair/corrective Action: 18 days from receipt of complaint</u></p>	<p>Division Manager Water Resource Division</p>
---	---	--------------------------	--	---



TOTAL	Cost of materials	<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>	
E N D O F T R A N S A C T I O N			



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
FOR ON-SITE REQUEST 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
FOR ONLINE REQUEST		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.

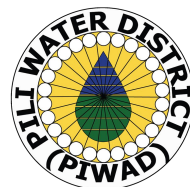
OFFICE/DIVISION	Commercial Services Division/Budget and Finance Services Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C – Government to Citizen / G2B – Government To Business/ G2G – Government to Government
WHO MAY AVAIL	New Service Connection Applicants

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 7 Excavation Permit (For NSC Application along National Highway) <p>Additional Requirements for Commercial: Mayor's Permit/Business Permit/Barangay Permit (1photocopy)</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 Registry of Deeds, Barangay, Lessor Pili Water District - CSD Pili Water District - CSD Building Owner</p> <p>Notary Public</p> <p>DPWH</p> <p>Local Government Unit</p> <p>Person being represented 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>



In case of Tapping to existing service connection: Written authorization from the owner of the existing Service Connection	
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	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 1.1 Secure, fill up and submit the duly accomplished Service Application Form (SAF) and Personal Information Sheet (PIS).	1. Provide client with SAF, PIS and checklist of requirements. 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.	None	10 minutes	Supervising Utilities/ Customer Service Officer CSD
2. Proceed to the Payment Counter, submit the accomplished SAF and PIS and pay Inspection Fee.	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.	Inspection Fee: PHP100.00	5 minutes	Cashier A Budget and BFSD



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	1 hour (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 a concrete breaking along the National Highway- after receipt of approved permit from concerned agencies	Division Manager CMD
TOTAL		Php 100.00 + Assessment Value = Transaction Cost +Labor + Materials Cost	19 days 1 hour & 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
FOR ON-SITE REQUESTS				
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> <p>1. Touch the screen to start then select your transaction</p> <p>2. Input the required details and submit transaction</p>	<p>1.2 Receive testing fee and issue Official Receipt then transfer customer to the Public Assistance Counter.</p> <p>1. Generate SO Request for Validation then, 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 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
1. 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

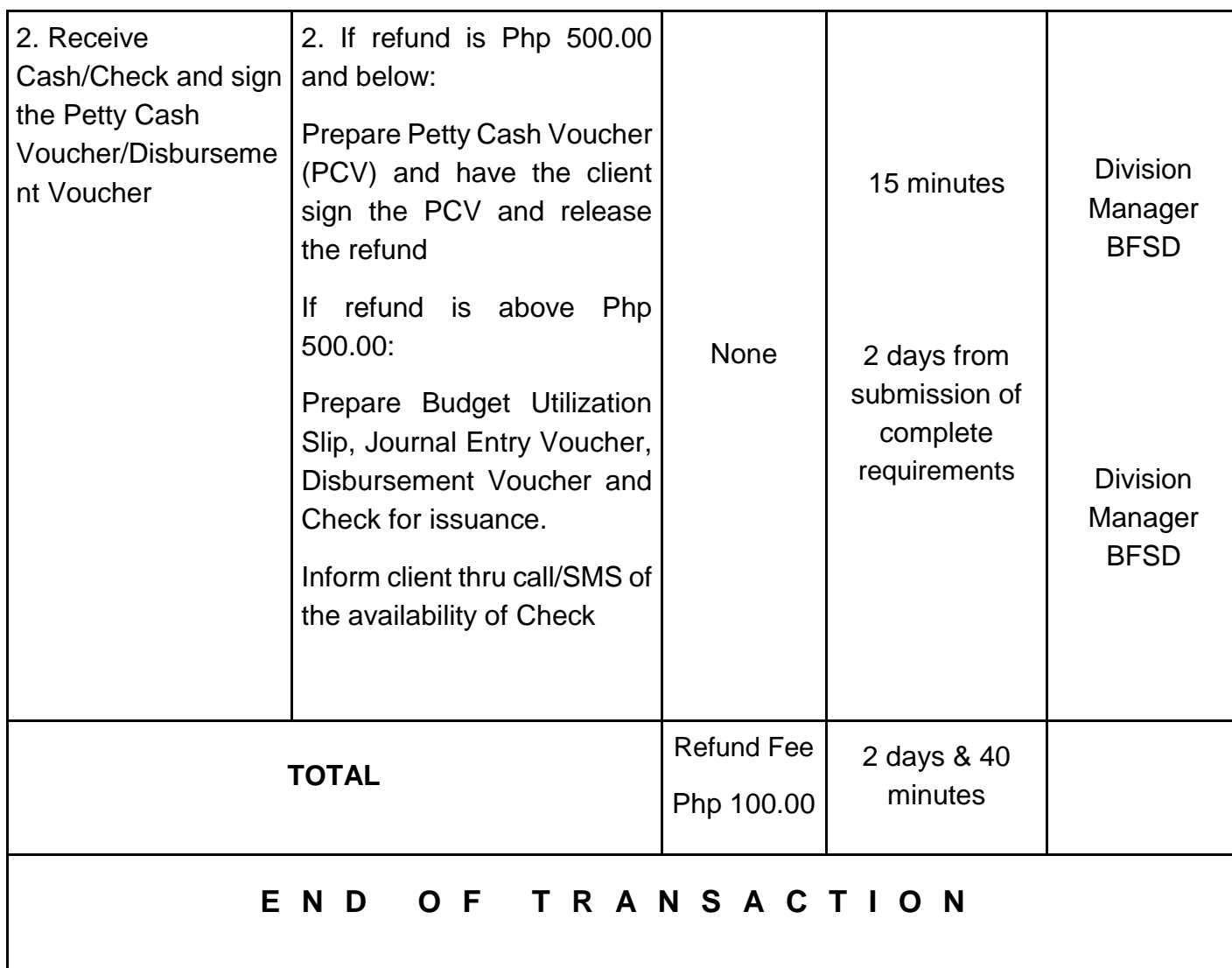
Concessionaires and stakeholders who is entitled of re-fund shall request and comply with the requirements to claim amount of re-fund.

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
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. Secure, fill up Request for Refund of Payment Form (RRPF)	1. Provide RRPF, verify the identity of the requesting client Note: If only through a representative, provide Letter of Authorization	None	10 minutes	Supervising Utilities/ Customer Service Officer CSD
1.1 Accomplish and submit RRPF	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	none	10 minutes	Supervising Utilities/ Customer Service Officer CSD
1.2. Pay the fee for Refund at the Payment Counter	1.2. Receive payment and issue OR	Refund Fee – Php 100.00	5 minutes	Cashier A BFSD





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				



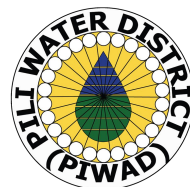
10. REPAIR OF SERVICE CONNECTION

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>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>One hour from submission of request</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 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	2. Conduct special reading of water meter, accomplish Consumption Verification Slip and inform client of his/her remaining water consumption 2.1. Prepare Billing Adjustment Memo to account the remaining water consumption (if any)	None	5 hours 5 minutes	Division Manager CMD Division Manager CSD
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				



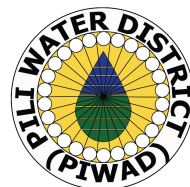
19. RECEIPT OF OTHER PAYMENTS

Processing of payments to external clients.

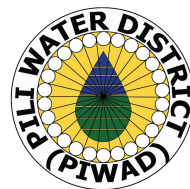
OFFICE/DIVISION	Budget and Finance Services Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government
WHO MAY AVAIL	External Clients

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			
	1.3Generate Payroll Register Form and Prepare Debit Advice	None	10 minutes	Division Manager BFSD
	1.4Counter 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 – BFSD
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 BFSD



accomplish Petty Cash Voucher approved by the Division Manager.				
<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>	None	15 minutes	Division Manager BFSD



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
How feedbacks are processed?	<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
How complaints are processed?	<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
Contact Information of ARTA, PCC, CCB	<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