



**PILI WATER DISTRICT**

**CITIZEN'S CHARTER**

2024 1<sup>st</sup> 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 break



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# **Office of the General Manager**

## **External Services**



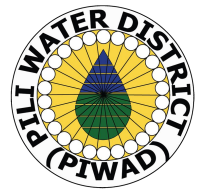
## 1. APPLICATION/REQUEST FOR EXTENSION OF DISTRIBUTION LINES

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request for the extension of distribution line If not within the municipality or existing service area: <ul style="list-style-type: none"> <li>- Waiver from the Municipality concerned through a Sangguniang Bayan Resolution</li> </ul> Additional Requirement: <ul style="list-style-type: none"> <li>- Subdivision Development:               <ul style="list-style-type: none"> <li>*Subdivision Plan</li> <li>*Hydraulic Analysis</li> <li>*Potable Water System Design</li> <li>*Affidavit of Undertaking with Exclusivity Clause</li> </ul> </li> </ul>	Client LGU concerned  Client (Developer)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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 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 Section
<b>TOTAL</b>		None	17 days and 10 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



## 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.

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

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

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





request together with the proof of identification				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 PCMD/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 PCMD/WRD
<b>TOTAL</b>		None	5 days and 10 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



# **Administrative and General Services Department**

## **External Services**



## 1. PROCESSING OF REQUEST TO BORROW AND RETURN MATERIALS/EQUIPMENT

Government agencies may borrow any available materials or equipment of the District.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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 CSD  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	None	15 minutes upon return	Department Manager AGSD



	materials/equipment borrowed 4.1 Conduct/ Prepare Inspection and Acceptance Report for the borrowed materials and equipment.			
5. Sign 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
<b>TOTAL</b>		None	For materials: 55 minutes For Equipment: 1 hour & 40 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



# **Administrative and General Services Department Internal Services**



## 1. PROCESSING OF APPLICATION FOR LEAVE

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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
<b>TOTAL</b>		None	36 minutes	
<b>E N D O F T R A N S A C T I O N</b>				





## 2. PROCESS OF ISSUANCE OF SUPPLIES/MATERIALS

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

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



	/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
2. 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
<b>TOTAL</b>		None	35 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



### 3. REQUEST FOR PERSONNEL RECORDS, DOCUMENTS or CERTIFICATIONS

The Administrative and Human Resource Division has custody of and maintains the employee's 201 file. Upon approved request, employees can view their personnel information.

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

<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Accomplished Request Form (Form No. AGSD-AHRD 018)				Administrative and Human Resource Division Office
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<b>FOR DIRECT REQUEST:</b> 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. AGSD-AHRD 018)	2.1 Approve and sign request	None	3 minutes	Division Manager B AGSD
	2.2 Release to employee/client concerned	None	2 minutes	Division Manager B AGSD
<b>TOTAL</b>			For Direct Request: 35 minutes  For Request thru LAN Messenger: 20 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



#### 4. 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:

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

<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application for Monetization Form			Administrative and Human Resource Division Office	
2. For monetization of 50% of available leave balance, attach letter-request.			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
1. Accomplishes Leave Application Form and submit to AHRD	1.1 Certify the available leave balance	None	10 minutes	Division Manager B AGSD
	1.2 Recommends the approval/disapproval of monetization of leave and forward to the General Manager	None	5 minutes	Division Manager B AGSD
	1.3 Approve/disapprove s application for monetization of leave and indicate the number of days	None	7 minutes	Division Manager B AGSD



	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>	None	10 minutes	Division Manager B AGSD
	2. Updates employees leave cards	None	3 minutes	Division Manager B AGSD
<b>TOTAL</b>		None	35 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



# **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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Requirements provided by the Agency: 1. Service Order 2. Bacteriological Result	PIWAD Public Assistance Counter

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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"> <li>Urgent Result- Php 2,900.00</li> <li>To be included in the monthly water Test – Php 500.00</li> </ul>	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
<b>TOTAL</b>		Water Quality Testing: <ul style="list-style-type: none"> <li>• Urgent Result- Php 2,900.00</li> <li>• To be included in the monthly water Test – Php 500.00</li> </ul>	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 raises the accuracy of the duly issued water bill shall request for Inspection of service connection to verify the veracity of such claim.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Requirements Provided by the Agency: 1. Service Order	PIWAD Public Assistance Counter

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<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> <p>1. Send customer contact information and the details of the request to the online platforms of the District</p>	<p>1. Acknowledge &amp; Request 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>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</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>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><b>TOTAL</b></p>		<p>None</p>	<p>1 day &amp; 10 minutes</p>	



		For Request thru Kiosk:  1 day, 1 hour and 5 minutes	
<b>E N D   O F   T R A N S A C T I O N</b>			



### 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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Requirements Provided by the Agency: 1. Service Order	PIWAD Public Assistance Counter

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<u>FOR ONSITE REQUEST</u>  1. Secure queuing number and Proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign the	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>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 &amp; 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 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 min</p>	<p>Supervising Utilities/ Customer Service Officer CSD</p>



<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: 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>





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



#### 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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Requirements Provided by the Agency: 1. Service Order	PIWAD Public Assistance Counter

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<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>				



<p>1. Send customer contact information and the details of the request to the online platforms of the District</p>	<p>1. Acknowledge &amp; Forward request to the Customer Service Assistant</p>	<p>None</p>	<p>5 minutes</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>1.1 Input the required details and submit transaction</p>	<p>1.1 Post new Service Order in Customer Service System, and inform client on the schedule of inspection</p> <p>1. Generate SO Request for Validation the, verify details of complaints</p> <p>1.1 Post Service Order at the Customer Service System</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>One hour from the submission of complaint</p> <p>5 minutes</p>	<p>Supervising Utilities/ Customer Service Officer</p> <p>Supervising Utilities/ Customer Service Officer</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 &amp; 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>
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<p><b>TOTAL</b></p>	<p>For Before meter repairs: Cost of Materials</p> <p>For After meter repairs: Cost of labor &amp; materials</p>	<p>Complex case: 6 days &amp; 10 minutes</p> <p>For Highly Technical case: 19 days and 10 minutes</p> <p><u>For Request thru Kiosk:</u></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><b>E N D O F T R A N S A C T I O N</b></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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Government issued Identification Card (1 photocopy)	BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag-Ibig, DFA, PSA, PRC, OSCA
2. Proof of ownership or authority to use the land or building (1 photocopy)	Registry of Deeds, Barangay, Lessor
3. Inspection/Assessment Report	Pili Water District - CSD
4. Certificate of Attendance to the orientation/seminar for new service connections. (Held every Friday at 9:00am)	Pili Water District - CSD
5. Plumbing Layout plan (For Apartments)	Building Owner
6. Notarized Affidavit of Undertaking	Notary Public
7 Excavation Permit (For NSC Application along National Highway)	DPWH
Additional Requirements for Commercial: Mayor's Permit/Business Permit/Barangay Permit (1photocopy)	Local Government Unit
For Representative: Special Power of Attorney (1 photocopy)	Person being represented
Authorization to transact business	Business owner/Head of Office
Government Issued Identification Card of the Representative (1 photocopy)	BIR, Post Office, SSS, GSIS, LTO, Comelec, Pag- Ibig, DFA, PSA PRC



<p>In case of Tapping to existing service connection: Written authorization from the owner of the existing Service Connection</p>	<p>Owner of the existing service connection to tap</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>







<p>5. Submit other applicable requirements needed then, proceed to the payment counter to pay for the fees and charges due.</p>	<p>5. Verify and check documents submitted and forward to approving officer and transfer to the Cashier for payment.</p> <p>5.1 Receive payment and issue Official Receipt then, Transfer to Public Assistance Counter</p>	<p>None</p> <p>Assessment Value = Transaction Cost + Labor + Materials Cost</p>	<p>15 minutes</p> <p>5 minutes</p>	<p>Supervising Utilities/ Customer Service Officer CSD</p> <p>Cashier A Budget and BFSD</p>
<p>6. Present Official Receipt</p>	<p>6. Post and record the Service Order on Customer Service System and inform the client on the schedule of installation</p>	<p>None</p>	<p>5 minutes</p>	<p>Supervising Utilities/ Customer Service Officer CSD</p>

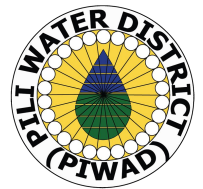


7. Assist PIWAD plumbers during installation, acknowledge the work performed by signing the Service Order.	7. Perform installation of New Service Connection.	None	15 days from payment of fees and charges  If with a concrete breaking along the National Highway- after receipt of approved permit from concerned agencies	Division Manager PCMD
<b>TOTAL</b>		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
<b>TOTAL</b>	<b>PHP 3,350.00</b>	<b>PHP 3,950.00</b>

- 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 equivalent to the consumption and other activities involved in the maintenance of water service connections.

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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
<b>TOTAL</b>		As Indicated in the Statement of Account (Water Bill)	Single Transaction: 3 min	



		Multiple Transactions: 6 min	
<b>E N D O F T R A N S A C T I O N</b>			



### 3. CHANGE REGISTRATION/ACCOUNT NAME

Request to transfer account to another individual.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	1 hour (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	5 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	None	3 min	Supervising Utilities/ Customer Service Officer





	the next billing statement			CSD
<b>TOTAL</b>		Change Registration Fee: Php 200.00	1 Hours & 33 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



#### 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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Written Letter of Request / Form 2. Government issued Identification Card (1 photocopy)  Additional Requirement for: <ul style="list-style-type: none"> <li>- Certification for Business Purposes               <ul style="list-style-type: none"> <li>* Business Permit (1 photocopy)</li> </ul> </li> <li>- Account Information (Status/Account Ledger/Payment/Clearance/Charges on Repair)               <ul style="list-style-type: none"> <li>- Subdivision Development:                   <ul style="list-style-type: none"> <li>*Subdivision Plan</li> <li>*Hydraulic Analysis</li> <li>*Potable Water System Design</li> <li>*Affidavit of Undertaking with Exclusivity Clause</li> </ul> </li> </ul> </li> </ul>	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 - 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	
<b>TOTAL</b>		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	
<b>E N D   O F   T R A N S A C T I O N</b>				



## 5. ON-SITE TESTING OF WATER METER

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

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<b>FOR ON-SITE REQUESTS</b>				
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>



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



## 6. RECLASSIFICATION OF ACCOUNT

Accounts are re-classified provided that upon inspection and verification. The classification will depend on the utilization of water as stipulated on the PIWAD Utility Rules and Regulations.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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
<b>TOTAL</b>		Re- Classification Fee: Php 100.00	6 days & 20 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



## 7. RECONNECTION OF SERVICE CONNECTION

Reopening of disconnected Water Service Connection shall be effected upon full payment of arrearages and the required reconnection charges (if applicable)

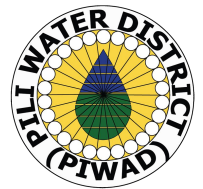
<b>OFFICE/DIVISION</b>	Commercial Services Division
<b>CLASSIFICATION</b>	Simple/Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen / G2B – Government to Business/ G2G – Government to Government
<b>WHO MAY AVAIL</b>	All customers and stakeholders

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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.)	<b>Residential:</b> Php350.00 - Water meter Php900.00 - Mainline <b>Commercial:</b> 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 PCMD
<b>TOTAL</b>		<b>Residential:</b> Php350.00 - Water meter	Reconnection WM (Simple)	



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



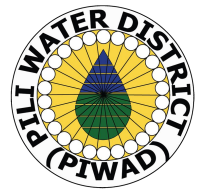
## 8. REFUND OF PAYMENT

Concessionaires and stakeholders who are entitled of refund shall request and comply with the requirements to claim the refund.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
1. Secure queuing number and proceed to Public Assistance Counter, present ID and if the client is not the registered account holder,	1. Provide RRPF, verify the identity of the requesting client	None	10 minutes	Supervising Utilities/ Customer Service Officer CSD



<p>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>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>10 minutes</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:</p>	<p>None</p>	<p>15 minutes</p> <p>2 days from submission of complete requirements</p>	<p>Division Manager BFSD</p>



	Prepare Budget Utilization Slip, Journal Entry Voucher, Disbursement Voucher and Check for issuance.  Inform client thru call/SMS of the availability of Check			Division Manager BFSD
<b>TOTAL</b>		Refund Fee Php 100.00	2 days & 40 minutes	
<b>E N D O F T R A N S A C T I O N</b>				





## 9. RELOCATION OF WATER METER

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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 permit from concerned agency	Supervising Utilities/ Customer Service Officer CSD  Division Manager PCMD



<b>TOTAL</b>	As indicated in the SAF + Php 400.00	For complex relocation: 6 days & 35 minutes  For Highly technical relocation: 18 days & 35 minutes	
<b>E N D O F T R A N S A C T I O N</b>			



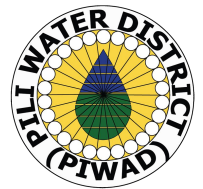
## 10. REPAIR OF SERVICE CONNECTION

Request of repair of a damage before meter service connection line.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Requirements Provided by the Agency: 1. Service Order	PIWAD Public Assistance Counter

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<u>FOR ONSITE REQUEST</u>  1. Secure queuing number and proceed to Public Assistance Counter and inform the personnel on duty about the request. Sign	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>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 &amp; 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 PCMD
<b>TOTAL</b>		Cost of materials	Simple repairs: 3 days & 20 minutes  Highly Technical repairs: 15 days & 20 minutes  <u>For requests thru Kiosk:</u>	



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



## 11. SENIOR CITIZEN DISCOUNT APPLICATION

Qualified concessionaires may avail the 5% discount on water bill.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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.	<p>2. Verify the accomplished SCDAF and submitted requirements and forward to the approving officer.</p> <p>Inform client that upon approval, the 5% discount will be automatically applied in the next billing statement.</p>	None	3 minutes	Supervising Utilities/ Customer Service Officer CSD
<b>TOTAL</b>		None	13 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



## 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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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 PCMD  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 PCMD
<b>TOTAL</b>		All Arrearages + Php 200.00	2 days , 5 hours & 25 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



## 16. TRANSFER/RE-TAPPING OF SERVICE CONNECTION

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

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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	10 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	3. Conduct on-site inspection	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	1 day after inspection	Supervising Utilities/ Customer Service Officer CSD



5. Pay Assessment Fee indicated in the SAF at the Payment Counter	5. Receive payment and issue OR	Assessment Value= Labor + Materials Cost+ Transfer of Service Fee – Php 1,200.00	5 minutes	Cashier A BFSD
6. Present OR at the Public Assistance Counter	6. 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.	7. 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	
<b>TOTAL</b>		Assessment Value= Labor + Materials Cost+ Php 1,200.00	14 Days & 25 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.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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
<b>TOTAL</b>		None	10 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



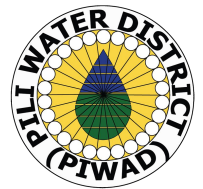
## 18. PAYROLL PROCESSING (EXTERNAL)

Processing of payroll for projects by administration

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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



	1.2 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
<b>TOTAL</b>		None	4 hours & 45 minutes	
<b>E N D O F T R A N S A C T I O N</b>				



## 19. RECEIPT OF OTHER PAYMENTS

Processing of payments to external clients.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
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 PCMD/ WRD
2. Present Order of Payment to the Teller and receive Official Receipt.	2. Issue Official Receipt	None	5 minutes	Cashier A BFSD



<b>TOTAL</b>	None	20 minutes	
<b>E N D O F T R A N S A C T I O N</b>			



# **Finance and Commercial Services Department Internal Services**



## 1. REQUEST FOR PETTY CASH FUND

Procedure upon request for receipt of petty cash fund.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN CHARGE</b>
<u>For Reimbursement:</u>  1. Proceed to Petty Cash Fund Custodian, secure and duly accomplish Petty Cash Voucher.	1. Provide employee with Petty Cash Voucher.  1.1 Review the Petty Cash Voucher and release fund.	None	15 minutes	Division Manager BFSD



<p><u>For Request of Cash Advance:</u></p> <p>1. Proceed to Petty Cash Fund Custodian and accomplish Petty Cash Voucher approved by the Division Manager.</p>				
<p><u>For Reimbursement:</u></p> <p>1. Submit Petty Cash Voucher and attachments (Official Receipts, IAR, RER, Certification of Expenses not Requiring Receipts and other supporting documents).</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
<p><u>For Liquidation of Cash Advance:</u></p> <p>1. Submit Petty Cash Voucher and attachments (Official</p>				





<p>Receipts, IAR, RER, Certification of Expenses not Requiring Receipts and other supporting documents).</p> <p>2. If there is excess, refund to the Petty Cash Custodian.</p>				
<p>2. Receipt of Petty Cash Reimbursement.</p>	<p>2. Issue Petty Cash Fund.</p>	<p>None</p>	<p>3 minutes</p>	<p>Division Manager BFSD</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>33 minutes</p>	
<p><b>E N D O F T R A N S A C T I O N</b></p>				



## FEEDBACK AND COMPLAINTS

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send Feedback?</b>	<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"> <li>• Form 1 (Pink) - Commendation</li> <li>• Form 2 (Blue) - Request for Assistance</li> <li>• Form 3 (White) - Complaint</li> <li>• Form 4 (Yellow) - Recommendation</li> </ul>
	<p>2. Talk to the Public Assistance Counter personnel on duty</p>
	<p>3. Send thru:</p> <ul style="list-style-type: none"> <li>• Email address - <a href="mailto:piliwd@hotmail.com">piliwd@hotmail.com</a></li> <li>• Website - <a href="http://www.piliwaterdistrict.gov.ph">www.piliwaterdistrict.gov.ph</a></li> <li>• Facebook Page - <a href="http://www.facebook.com/PiliWater/">www.facebook.com/PiliWater/</a></li> <li>• Mail - Pili Water District Sta. Rita Agro-Industrial Park San Jose, Pili, Camarines Sur, 4418</li> </ul>
	<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><b>ANNAFE COLLAO-PATO</b> General Manager Cellphone 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"> <li>• Text -0908 881-6565</li> <li>• Call - 1-6565*</li> <li>• Log-on to - <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></li> <li>• Facebook - <a href="https://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></li> </ul>
<p><b>How feedbacks are processed?</b></p>	<ol style="list-style-type: none"> <li>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.</li> <li>2. The Office of the General Manager shall forward Feedbacks to the concerned office for evaluation.</li> <li>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.</li> <li>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</li> </ol>
<p><b>How complaints are processed?</b></p>	<ol style="list-style-type: none"> <li>1. The Customer Service Officer, upon receipt of complaint, shall evaluate and forward a written report to the Office of the General Manager</li> <li>2. The Office of the General Manager shall forward the complaint to the concerned office for further evaluation and investigation.</li> <li>3. The concerned office shall submit a report and recommendation to the Office of the General Manager on the complaint within 5 working days</li> <li>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</li> </ol>
<p><b>Contact Information of ARTA, PCC, CCB</b></p>	<p>ARTA WEBSITE : <a href="https://arta.gov.ph/">https://arta.gov.ph/</a>          ARTAwag Center(For Smart/TNT/Sun):          • 09692577242          • 0928-690-4080          Email : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>)</p>



	<p><u>Presidential Complaint Center:</u></p> <p>Contact Numbers: +63(2) 8736-8645 / 8736-8603          Email : pcc@malacanang.gov.ph          Email: pcc@malacanang.gov.ph          Website: <a href="https://op-proper.gov.ph/presidential-action-center/">https://op-proper.gov.ph/presidential-action-center/</a></p> <p><u>Contact Center ng Bayan (CCB)</u>          email@contactcenterngbayan.gov.ph          0908-881-6565</p>
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## 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