



LUBAO WATER DISTRICT

CITIZEN'S CHARTER

2024 (1st Edition)



I. MANDATE and FUNCTIONS

Pursuant to Presidential Decree 198 (Provincial Water Utilities Act of 1973), Title II, Chapter II, Section 5, the Lubao Water District was formed as an agency mandated to acquire, install, improve, maintain and operate water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries. It also mandated to provide, maintain and operate wastewater collection, treatment and disposal facilities and conduct other functions and operations incidental to water resource development, utilization and disposal within, as are necessary or incidental to said purpose.



II. VISION

24/7 access to potable water in every household in Lubao.

III. MISSION

To provide the people of Lubao with safe, sufficient and affordable drinking water, Lubao Water District being an active partner in the improvement of the quality of life in Lubao.



IV. SERVICE PLEDGE

We, the directors, manager and staff of Lubao Water District, commit to:

Leave a legacy of excellence in the provision of sufficient, safe and affordable water to our constituents. Our properly trained front line staff commits to serve the public Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon break;

Waste no time in attending to the needs of our constituents. If the need arises, our properly trained technical people are willing to work and serve our concessionaires during the weekends;

Develop a healthy LWD – Concessionaire relationship by keeping the latter well informed of whatever changes in the district’s policies, water rates adjustments, water interruptions and the district’s community involvement projects.

All these we pledge, because our Cabalens in **Lubao** deserve the **BEST**.



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Lubao Water District in partnership with Primewater Lubao

External Services



1. Request for New Service Connection- For Inspection (First Stage)

Office or Division:	Customer Service Section of Commercial Services Department and Construction and Maintenance Section of Engineering Department
Classification:	Simple
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government
Who may avail:	All residents, commercial and government entities of Lubao within service coverage area of Lubao Water District (LWD) and PrimeWater Lubao (PWL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applications may be signified personally or via online - kindly provide the following information: <ul style="list-style-type: none"> • Full name of the applicant • Address of the applicant • Contact details of the applicant • Details of neighbor with existing water connection 	From Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Signify intention to apply New Service Connection to Customer Service Section and provide details indicated on the checklist of requirements-number 1.	2.1 Input the detailed information of the applicant as required in the Customer Service System (CSS) and print the Job Order	None	1 minute	Patrick Ryan Ordoñez / Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Inform clients to bring requirements on the next visit:	None	3 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.



<p>Via Walk-in: Main-San Nicolas I Sub office-Sta. Cruz</p> <p>Via Online Messenger Acct: PrimeWater Lubao</p> <p>Via Telephone Call: (045) 971-6699</p>	<p>a. Photocopy of one (1) Valid ID: Driver's License, Passport, Company ID, Voter's ID, GSIS ID, PRC ID and other government issued IDs</p> <p>b. Original Copy of Barangay Certification/Clearance</p> <p>c. Estimate Form Prepared by Inspecting Technical Team</p>			
<p>Email: primewaterlubao@gmail.com</p>	<p>2.3 Inform the applicant that site inspection/estimate will be conducted to determine the list and cost of materials to be used for the said application.</p>	None	1 minute	Patrick Ryan Ordoñez / Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	<p>2.4 Forward the Job Order Form to the Engineering Department for the scheduling of actual inspection and estimate.</p>	None	1 minute	Patrick Ryan Ordoñez / Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	<p>2.5 Scheduling of actual inspection and estimation of materials needed</p>	None	2 days	Christopher Bercasio/ Water Maint. Foreman/ Engineering Dept.
<p>3. Assist Construction and Maintenance Team during inspection</p>	<p>3.1. Conduct onsite inspection</p> <p>3.2. Fill-up Estimate Form then serve to customer</p> <p>3.3. Advise the customer to</p>	None	10 minutes	Group of the ff: Ricardo Paule Arnel Esquillo Ian Ronquillo Water Maint.Foreman



	pay the materials and other fees in the office. 3.4. Ask Customer to sign Job Order created for inspection			Engineering Dept.
4. Receive/Accept Estimate Form from Construction and Maintenance Team	4. Update the status of Job Order created for inspection	None	2 minutes	Christopher Bercasio/ Water Maint. Foreman/ Engineering Dept.
Total			3 days	



2. Request for New Service Connection- Payment and Installation (Second Stage)

Office or Division:	Customer Service Section of Commercial Services Department and Construction and Maintenance Section of Engineering Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	All residents, commercial and government entities of Lubao within service coverage area of Lubao Water District (LWD) and PrimeWater Lubao (PWL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Applications may be signified personally - kindly provide the following information: <ul style="list-style-type: none"> • Full name of the applicant • Address of the applicant • Contact details of the applicant • Details of neighbor with existing water connection 		From Applicant		
3. Photocopy of one (1) Valid ID: Driver's License, Passport, Company ID, Voter's ID, GSIS ID, PRC ID and other government issued IDs				
4. Original Copy of Barangay Certification/Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Present Estimate Form and Requirements to Customer Service Section	2. Prepare the Job Order, listing the fees and the materials to be used for the	None	3 minutes	Patrick Ryan Ordoñez / Gerson Paguio Jr./



	installation of the new service connection			Cust. Serv. Asst./ Cust.Serv.Dept.
3. Pay New Service Connection Fee and Bill of Materials	3. Issue corresponding Official Receipt	New Con. Fee ₱1,450 +Bill of Materials +₱200-for crossing the road (if applicable)	2 minutes	Leslie Serrano/ Senior Teller/ Administrative Dept
4. Present Official Receipt on New Service Connection Fee and Bill of Materials issued	4. Prepare the Service Contract and orient the applicant on the policies, terms and conditions of the company in relation to New Service Connections	None	4 minutes	Patrick Ryan Ordoñez / Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
5. Sign the Contract	5. Forward the Job Order for New Service Installation to Construction and Maintenance Team	None	2 minutes	Patrick Ryan Ordoñez / Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
6. Assist Technical Team during installation of New Service Connection	6. Scheduling and Installation of New Water Service Connection	None	2 days	Group of the ff: Ricardo Paule Arnel Esquillo Ian Ronquillo Water Maint.Foreman Engineering Dept.
7. Sign Job Order as acknowledgment of installed water connection.	7. Update and closure of Job Order for NSC	None	2 minutes	Christopher Bercasio/ Water Maint. Foreman/ Engineering Dept.
Total			3 days	



3. Request for Service Reconnection

Office or Division:	Customer Service Section of Commercial Services Department and Construction and Maintenance Section of Engineering Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao with disconnected water service connection/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID 2. Previous Official Receipt issued by Lubao Water District and/or PrimeWater Lubao showing the account details : <ul style="list-style-type: none"> • Account Number • Account Name 		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Present documents under checklist of requirements	2.1 Check Customer' Ledger Account and List down amount to be paid	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Discuss and provide copy for the fees required to settle: a. Outstanding Balance b. Reconnection Fee (₱350) c. Incidental Expenses, if any	None	2 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.



3. Pay the total amount listed	3. Issue corresponding Official Receipt	Recon Fee ₱350.00** +Outstanding Balance +Incidental Exp(if any)	2 minutes	Leslie Serrano/ Senior Teller/ Administrative Dept
4. Present Official Receipt on a. Outstanding Balance b. Reconnection Fee (₱350) c. Incidental Expenses, if any	4.1 Schedule Reconnection	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	4.2 Prepare Job Order for Service Reconnection	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
5. Sign Job Order as acknowledgment of water service reconnection.	5.1 Reconnect Water Service Connection	None	2 days	Group of the ff: Vangogh Valencia Jeffrey Cuenco Malone Romero Carlo Guinto
Total			2 days, 8 minutes	

Reconnection Fee**	Payment within 5 calendar days upon disconnection	Payment within 6-10 calendar days upon disconnection	Payment beyond 10 calendar days upon disconnection
1 st Reconnection	FREE	₱150.00	₱350.00
2nd Reconnection	FREE	150.00	350.00
3rd Reconnection	₱200.00	300.00	350.00



4. Request for Service Disconnection (voluntary)

Office or Division:	Customer Service Section of Commercial Services Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID 2. Previous Official Receipt issued by Lubao Water District and/or PrimeWater Lubao showing the account details : <ul style="list-style-type: none"> • Account Number • Account Name 		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Signify intention to apply for voluntary disconnection and present documents under checklist of requirements	2.1 Check Customer' Ledger Account and List down amount to be paid	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Discuss and provide copy for the fees required to settle: a. Outstanding balance, if any	None	2 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr. / Cust. Serv. Asst./ Cust.Serv.Dept.
3. Pay the total amount listed	3. Issue corresponding Official Receipt	Outstanding Balance	2 minutes	Leslie Serrano / Patrick Ryan Ordoñez



4. Present Official Receipt	4.1 Prepare Job Order for Service Disconnection	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust. Serv. Dept.
	4.2 Schedule Disconnection	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust. Serv. Dept.
5. Sign Job Order as acknowledgment of water service disconnection.	5. Disconnect Water Service	None	2 days	Group of the ff: Vangogh Valencia Jeffrey Cuenco Malone Romero Carlo Guinto
Total			2 days, 8 minutes	



4.A. Payment of Bills (Walk-in)

Office or Division:	Cash Management Section of Administrative Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Statement of Account or Previous Official Receipt 		Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Present Statement of Account or Previous Official Receipt	2. Inform customer regarding the outstanding balance	None	2 minutes	Leslie Serrano - Senior Teller / Patrick Ryan Ordoñez- Alternate Teller / Administrative Dept.
3. Pay the outstanding balance	3. Issue corresponding Official Receipt.	Outstanding Balance	2 minutes	Leslie Serrano - Senior Teller / Patrick Ryan Ordoñez- Alt.Teller / Administrative Dept.
Total			5 minutes	



4.B. Payment of Bills (Online Payment Centers)

Office or Division:	Cash Management Section of Administrative Department		
Classification:	Simple		
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government		
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Latest Statement of Account (SOA) issued <ul style="list-style-type: none"> • Account Number (as reflected in SOA before Account Name) • Account Name • ATM Reference Number (14 digit number reflected in SOA) • Bill Number • Total Amount Due 2. Intent to pay in full- the total amount due reflected in the SOA		From Customer	
Accredited Over-the-Counter Payment Partners			
Bayad Center	Seven-Eleven	USSC	
Cebuana Lhuillier	Tambunting	2GO Travel	
LBC	Sinag Pawnshop	SM Hypermarket	
ECPAY	Villarica	SM Bills Pay	
Western Union	GRBank	Robinsons Malls	
BancNet	Metro Gaisano	PNB	
ExpressPay	True Money	RD Pawnshop	
Accredited Online Payment Partners			
GCASH	PayMaya	Coins.ph	Lazada



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To any of the chosen Accredited Payment Center- Provide/input information required which can be found on latest SOA, such as: <ul style="list-style-type: none"> • Account Number • Account Name • ATM Reference Number • Bill Number • Total Amount Due 				
2. Pay the amount due	Third Party (Online/Payment Centers): 2.Receive the amount paid and issue Receipt	Total Amount Due	2 minutes	Accredited Payment Centers
	After One(1) Working Day 2.1.Receive List of Online Payments, Assign Official Receipt Number per customer's account and post to individual ledger	none	3 minutes per account	Leslie Serrano/ Senior Teller/ Administrative Dept
3.Claim Official Receipt (optional)	After One(1) Working Day 3.Print Official Receipt	none	1 minute	Leslie Serrano/ Senior Teller/ Administrative Dept
Total			3 days	



5. Filing of Complaints and Various Maintenance Services

Office or Division:	Customer Service Section of Commercial Services Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Inform the office indicating the following data:</p> <ul style="list-style-type: none"> • Account Name • Account Address • Contact details or Contact Person <p>Common Types of Complaints and various Maintenance Services</p> <ul style="list-style-type: none"> a) Mainline Leak b) Service Line Leak c) Check Meter d) Low Pressure e) Water quality issues f) High Consumption g) Change/Transfer/Upgrade Meter 		Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.



2. Signify intention with detailed information via walk-in, email or social media to Customer Service Section Email: primewaterlubao@gmail.com Social Media: fb/PWLubao Telephone: (045) 971 6699	2.1 Identify the nature of complaint	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Prepare Job Order Form indicating the nature of complaint with details provided by the client	None	2 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.3 Forward Job Order Form to Engineering Department.	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.

EXECUTION TIME OF JOB ORDER	
Mainline leak	3 to 5 working days
Service line leak	1 to 2 working days
Check Meter	1 to 2 working days
Low Pressure	1 to 2 working days
Water quality issues	1 to 2 working days
High Consumption	1 to 2 working days
Change/Transfer/Upgrade meter	1 to 2 working days



6.A. Other Services: Application for Senior Citizen's Utility Discount/PWD

Office or Division:	Customer Account Section of Commercial Services Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Senior Citizen's ID or • PWD ID 		From Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Signify intention to apply for Senior Citizen's/PWD Discount and present the requirement applicable	2.1 Get the applicant's account name and address	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Verify if water meter registration is in the name of the applicant.	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.3 Process application thru Customer Service System (CSS)	None	2 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.



	<p>2.4 Orient the applicant of the terms and conditions such as:</p> <ul style="list-style-type: none"> • Water Meter is registered in the name of the applicant • Registration should be at least one year • Consumption should not exceed 30 cubic meters • Annual renewal 	None	4 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
3. Sign the application form	3. Secure and file signed application	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
Total			10 minutes	



6.B. Other Services: Request for Change of Account Name


Office or Division:	Customer Accounts Section of Commercial Services Department			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of Lubao Water District and PrimeWater Lubao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certification Letter from the original owner 2. Valid ID of owner and applicant 3. Original copy of Barangay Clearance of Applicant 		From Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Arnold Baluyut/ Romeo Caladiao Jr./ Security Guard / Administrative Dept.
2. Signify intention to request for change name/ownership. Present all documents under checklist of requirements	2.1 Input the detailed information of the applicant as required in the Customer Service System (CSS)	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2. Prepare the Job Order listing the application fee	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
3. Pay Application Fee	3. Issue corresponding Official Receipt	Application Fee: 1, 450.00	2 minutes	Leslie Serrano/ Senior Teller/ Administrative Dept
4. Present Official Receipt	4.1 Prepare the Service Contract and orient the applicant on the policies,	None	3 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./



	terms and conditions of the company in relation to Service Connections			Cust.Serv.Dept.
5. Sign the Contract	5. Secure and file signed contract	None	1 minute	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
Total			9 minutes	



6.C. Other Services: How to read your statement of account and disconnection notice



STATEMENT OF ACCOUNT

Acct No. : 8201-0120-0126	PRIMEWATER ACCOUNT NUMBER
Name : Juan Luna	ACCOUNT OWNER
Old Acct Number: N/A	
ATM Reference Number: 06570830100123	ACCOUNT NUMBER USED FOR PAYMENT
Bill Number : 7548	
Address : Ilang-Ilang 12345 Rizal Park Manila	
Meter No. : 123456	
Billing Month : 2020/01	MONTH BILLED
Billing Period: 2019/12/04 to 01/20/2020	BILLING PERIOD COVERED
Due Date : 2020/01/23	PAYMENT DUE DATE BEFORE PENALTY
Present Rdg : 2	
Previous Rdg : 0	
Cons. (CUM) : 2	CUBIC METER CONSUMED FOR THE MONTH
Basic Charge	145.00
TOTAL CURRENT BILL	145.00
Balance from last bill(0)	0.00
OTHER CHARGES	
Reconnection Fee	0.00
Promissory Note Amount	0.00
Penalty Balance	0.00
TOTAL AMOUNT DUE	145.00
AMOUNT AFTER DUE	159.50
Meter Reader Name: PEDRO SANTOS	
Date and Time Read: 1/20/2020 7:29:36 PM	READING DATE

Part Number/Serial Number: 1808928



Remarks:

FOR CHECK PAYMENTS:
 PLEASE PREPARE, PAYABLE TO, PRIMEWATER INFRASTRUCTURE CORP.
 Huwag pansinin ang halaga ng arrears, kung meron man,
 kung ito ay bayad na.
 This is NOT valid as Official Receipt.

To avoid penalty, on current bill please pay your bill
 on or before 2020/01/23
 THANK YOU.



Lubao Water District

External Services



Commercial Services Department External Services



1. PROCEDURE IN HANDLING CUSTOMER RELATIONS

Office or Division:	Commercial Service Department and Primewater Lubao
Classification:	Simple
Type of Transaction:	G2C Government to Citizens, G2B Government to Business, G2G Government to Government
Who may avail:	All registered concessionaires of Lubao Water District (LWD) and Primewater Lubao (PWL)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Convey complaints/requests personally or thru email - kindly include the following information:</p> <ul style="list-style-type: none"> • Full name of the complainant/requester • Address of the complainant/requester • Contact details of the complainant/requester <p>COMMON TYPES OF COMPLAINTS/REQUESTS</p> <ul style="list-style-type: none"> h) Leak i) High Consumption j) Dirty Water k) Low Pressure l) No Water m) Relocation n) New Connection Application o) Reconnection p) Temporary Disconnection q) Misconduct of PWL Employees r) New Service Lines 	<p>From Complainant/Requester</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the complete details listed on Checklist of Requirements and Identify specific complaint/request	1.1 List down details listed on Checklist of Requirements	None	5 minutes	Carlito Ronquillo/ Department Mgr./ Commercial Dept.
	1.2 Coordinate with concerned department of PWL regarding specific complaint/request of concessionaire	None	5 minutes	Carlito Ronquillo/ Department Mgr./ Commercial Dept.
	1.3 Recommend enforcement of compliance measures (if any) to resolve complaints/requests	None	5 minutes	Carlito Ronquillo/ Department Mgr./ Commercial Dept.
2. Assist PWL employee during actual investigation of complaint/request (if necessary)	2.1 Coordinate with complainant/requester and discuss how the complaint/request will be handled and resolved	None	10 minutes	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
	2.2 Conduct inspection if necessary	None	4 hours	Group of the ff: Vangogh Valencia Jeffrey Cuenco Malone Romero Carlo Guinto
3. Sign Job Order as acknowledgment of complaint/request resolved	3. Resolve complaint/request and relay to LWD actions taken to resolve the complaint/request	None	1 hour depending on the scope of complaint	Patrick Ryan Ordoñez/ Gerson Paguio Jr./ Cust. Serv. Asst./ Cust.Serv.Dept.
Total			5 hours, 25 Minutes	



**ADMINISTRATIVE/GEN SERVICES DIVISION
ADMINISTRATIVE & HUMAN RESOURCES
SECTION
External Services**



1. RECRUITMENT, SELECTION AND PLACEMENT

Office or Division:	Administrative & Human Resources Section			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All qualified individual/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION DOCUMENTS 1. Application Letter 2. Fully accomplished Personal data sheet (PDS) with recent passport-sized picture (CS Form no. 212, Revised 2017) which can be downloaded at www.csc.gov.ph 3. Performance Ratings (if applicable) 4. Photocopy of certificate of eligibility/rating/license 5. Photocopy Transcript of Records		From Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1. Prepare CSC Form No. 9 Revised 2018-Request for Publication of Vacant Positions for the List of Vacancies Authorized to be filled, affix signature and have it signed by the General Manager	None	10 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



2. N/A	2. Submit CSC Form No. 9 for Publication to CSC FO then post to LWD Website and other conspicuous places for a period of at least ten (10) calendar days	None	2 hours Publication for 10 calendar days	Sharon Rose Galan/ Division Manager / Administrative Division
3. Prepare complete application documents and submit to LWD	3.1 Receive, Check Completeness, and Review Application Documents	None	5 minutes per applicant	Sharon Rose Galan/ Division Manager / Administrative Division
	3.2 Prepare Matrix of Applicants and Database of Shortlisted Candidates per Gender	None	2 minutes per applicant	Sharon Rose Galan/ Division Manager / Administrative Division
4. Receive and acknowledge Letter of Notice (for Qualified Applicants-date and time of examination and interview is already indicated)	4. Prepare and send Formal Letter of Notice for Qualified and not Qualified Applicants	None	2 minutes per applicant	Sharon Rose Galan/ Division Manager / Administrative Division
5. For Qualified Applicants- Appear on scheduled Interview and Examination	5.1 Evaluation of applicants thru the following: <ul style="list-style-type: none"> • Interview • Examination 	None	1 day	Sharon Rose Galan/ Division Manager / Administrative Division
	5.2 Deliberate and Approve the result of Evaluation and Endorse qualified applicants	None	1 hour	Sharon Rose Galan/ Division Manager / Administrative Division
	5.3 Selection of Qualified	None	1 hour	Evelina S. Galicia/ General Manager /



	Applicants			Office of the Gen.Mgr.
6. For selected individuals - Receive List of Additional Requirements transmitted	6. Transmit and Discuss List of Additional Requirements to selected individuals only	None	2 minutes per Appointee	Sharon Rose Galan/ Division Manager / Administrative Division
7. Complete All Required Additional Documents – Submit to LWD HRMO and take note of the date of Orientation and Start of Employment	7.1 Receive and check completeness of Required Additional Documents for 201 File	None	5 minutes per Appointee	Sharon Rose Galan/ Division Manager / Administrative Division
	7.2 Inform Selected Individual as to date of Orientation and start of Employment	None	2 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
8. Attend scheduled date of orientation and start reporting for Work	8.1 Orient newly appointed individuals	None	4 hours	Sharon Rose Galan/ Division Manager / Administrative Division
	8.2 Prepare, Review and Generate Appointment Documents	None	4 hours per Appointee	Sharon Rose Galan/ Division Manager / Administrative Division
9. Sign Appointment Documents	9. Process Approval and Submit Appointment Documents to CSC FO Within 30 days upon assumption of duty and oath of office of the appointed individual	None	2 hours	Sharon Rose Galan/ Division Manager / Administrative Division
Total			12Days,6Hours, 28Minutes	



2. APPLICATION FOR RELEASE OF TERMINAL LEAVE BENEFITS (TLB)

Office or Division:	Administrative & Human Resources Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Separated Lubao Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely signed Clearance from Accountability (2 originals)		Human Resource Office		
2. Exit Statement of Assets, Liabilities and Net Worth (2 Originals)		From Applicant		
3. Clearance from GSIS or Certificate of Loan Balance (2 photocopies)		Government Service Insurance System Office		
4. Duly Notarized Affidavit of Undertaking (if Applicable) (2 Originals)		Human Resource Office		
5. Duly Notarized Affidavit to Deduct All Financial Obligations (if applicable) (2 Originals)		Human Resource Office		
6. Duly Notarized Affidavit for Anti Graft and Corruption Practices (RA 3019) (2 Originals)		Human Resource Office		
7. Duly Filled-up Application for Terminal Leave Benefits (2 Originals)		Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon effectivity of Accepted Letter of Resignation from LWD, Applicant should secure Templates for Clearance,	1.1 Provide the Printed Template for Clearance, Affidavits and Leave Form	None	1 hour	Sharon Rose Galan/ Division Manager / Administrative Division



Affidavits and Leave Form	1.2.Prepare, Review, Print and Affix Signature <ul style="list-style-type: none"> • Leave Card • Service Record 	None	1 day	Sharon Rose Galan/ Division Manager / Administrative Division
2. Completely Fill-up Forms and Template, Secure Notarization of Affidavits, prepare Exit SALN, and Secure Clearance from GSIS			Upon securing all required documents	
3. Submit duly accomplished Terminal Leave Benefit Form with the complete required documents	3.1 Receive, Check Completeness and Evaluate Documents submitted	None	30 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	3.2 Compute TLB and segregate copies for 201 File and Finance Copy	None	20 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	3.3 Compare TLB Computed against GSIS Loan Balance <ul style="list-style-type: none"> • If TLB is Greater than GSIS Loan Balance=>Transmit to Finance for Check Preparation or • If TLB is Lesser than GSIS Loan Balance=>Transmit 	None	1 minute	Sharon Rose Galan/ Division Manager / Administrative Division



	to ERF handler for remittance of TLB to GSIS as loan payment			
	If TLB>GSIS Loan Balance 3.4 Check Completeness of Documents, Prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and Disbursement Voucher and Transmit to Cashier	None	10 minutes	Consolacion Tayag/ Division Manager/ Finance Division
	3.5 Prepare and sign the Check, then secure signature of the General Manager	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
If TLB>GSIS Loan Balance	4. Claim the Check and acknowledge receipt	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			1 Day, 2Hours, 11 Minutes	



FINANCE SERVICES DIVISION
GENERAL ACCOUNTING & BUDGET SECTION
External Services



1. PROCESSING OF PAYMENT FOR REGULAR TRANSACTIONS WITH PURCHASE REQUEST (PR), PURCHASE ORDER (PO) OR JOB ORDER

Office or Division:	Administrative & Human Resources Section and Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	Suppliers, Government Offices/Agencies and Other Private Companies and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Supplier</p> <ul style="list-style-type: none"> • Duly Signed Purchase Order • Billing Statement/Statement of Account • Delivery Receipt • Sales Invoice <p>Inventory Custodian</p> <ul style="list-style-type: none"> • Purchase request • Purchase Order • Job Order (if applicable) • Pre and Post Repair Report (if applicable) • Waste Report (if applicable) • Quotation or Bidding Document whichever is applicable 		From Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon Delivery of Goods/Services, Issue corresponding Delivery Receipt, Sales Invoice or Billing Statement	1.1.Receive Items and counter check with Delivery Receipt, Sales Invoice and Billing Statements and transmit all documents under	None	30 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



	checklist of requirements to Finance			
	1.2.Receive and check completeness of documents submitted	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.3 Review and validate documents submitted	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.4 Prepare Budget Requisition Status to generate Budget Utilization Request	None	10 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.5 Prepare Journal Entry Voucher and Disbursement Voucher and Withholding Tax Certificate then Transmit to Cashier	None	15 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.6 Prepare and sign the Check and transmit to the Office of General Manager	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division



	1.7 Review all documents, approve and affix signature	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
2. Receive Check Payment, sign applicable Withholding Tax Certificate and Disbursement Voucher and Issue Official Receipt	2. Release check payment and verify correctness and validity of Official Receipt Issued	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			1 hour & 20 Minutes	



**FINANCE SERVICES DIVISION
CASH MANAGEMENT SECTION
External Services**



1. ACCEPTANCE OF PAYMENTS / COLLECTIONS

Office or Division:	Finance Office/Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen,G2B- Government to Business			
Who may avail:	Former employees of LWD with Disallowances; Existing employees of LWD with excess Cash Advance & Private Partner of LWD.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Former and Existing Employees: Full name Private Partner: Complete set of Voucher with details of payment Transmittal Summary of LWD Official Water Bill Receipt With Complete Attached Blue copy		From Payor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document required	1. Validate amount Due	None	3 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Pay the amount due	2.1 Receive, count and validate authenticity of bills for cash payment 2.2 Receive and check completeness of details and signatures for Check Payment	Validated Amount Due	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
3. Wait for Official Receipt	3. Issue Official Receipt	None	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			7 Minutes	



ENGINEERING & OPERATIONS DEPARTMENT

External Services



1. PROCESS IN DEVELOPING AND IMPLEMENTING GENDER AND DEVELOPMENT (GAD) PROJECTS

Office or Division:	Engineering and Technical Office/Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C Government to Citizen			
Who may avail:	All government agencies within Lubao who has existing connection Individuals residing in Lubao representing the community of women with the advocacy of promoting Gender Equality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Letter of Request addressed to the General Manager containing the following data: <ul style="list-style-type: none"> • Full Name/Position of Requesting Individual • Complete Address and contact information • Number of Male and Female Beneficiaries • Purpose of Request • Present situation that cause the request 		From Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally convey and discuss details of request to the General Manager	1.1 Receive Letter of Request for Gender and Development Projects and forward the same to the General Manager	None	5 minutes	Timothy Soliman/ Engineer B/ Engineering Division
	1.2 Discuss with the General Manager feasibility of request and determine if it is within the mandate of the District	None	30 minutes	Sharon Rose Galan Timothy John Soliman Evelina Galicia



2. Discuss details of Request such as location, layout, design if any	2.1 Coordinate with the requester and conduct surveillance	None	4 hours	Timothy John Soliman
	2.2 Prepare write up and Program of Work for the GAD Project and present to the General Manager	None	4 hours	Timothy John Soliman
	2.3 Review and discuss to the Board of Directors Program of Work for GAD Project Implementation	None	15 minutes	Evelina S. Galicia/ General Manager / Office of the Gen.Mgr.
	2.4 Deliberate and approve Program of Work for the Implementation of GAD Project	None	15 minutes	Evelina Galicia and Board of Directors
	2.5 Advise Engineer for the Implementation of the Project	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
	2.6 Prepare Requests necessary for Procurement Process	None	5 minutes	Timothy Soliman/ Engineer B/ Engineering Division
3. Assist the Engineer during the Implementation of the GAD Project	3. Upon availability of Materials, coordinate with requester for proper implementation of the GAD Project	None	Depending on the duration of the project	Timothy Soliman/ Engineer B/ Engineering Division
Total			1 day,1 hour, 15 Minutes	



Lubao Water District

Internal Services



Contract Monitoring Unit Internal Services



1. PROCEDURE IN STRATEGIC PLANNING AND BUSINESS POLICY SETTING

Office or Division:	Office of the Lubao Water District (LWD) Board of Directors and General Manager			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Lubao Water District (LWD) and other related stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Plan <ul style="list-style-type: none"> • Program of Work • Service Obligation and Targets Other Relevant Information as may be required by the LWD Board of Directors		From PrimeWater Lubao		
CLIENT STEPS	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all reports under Checklist of Requirements	1.1 Receive, check completeness and acknowledge reports under Checklist of Requirements	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.2 Analyze, review and prepare Summary of Obligations and Targets	None	1 day	Sharon Rose Galan/ Division Manager / Administrative Division



2. Discuss with the General Manager detailed business plan and targets	2.1 Review and evaluate business plans presented and take note on important highlights	None	4 hours	Evelina S. Galicia/ General Manager / Office of the General Manager
	2.2 Recommend priority projects necessary in the operation of the District if applicable	None	4 hours	Evelina S. Galicia/ General Manager / Office of the General Manager
3. Discuss before the Board of Directors detailed business plans and targets	3. Review, evaluate and approve business plans and establish business policies to ensure business targets of the JV are met	None	3 hours depending on the complexity of business plans and targets	Evelina Galicia and Board of Directors
Total			2 days, 3 hours, 5 Minutes	



2. PROCEDURE ON ASSET MANAGEMENT SUPERVISION

Office or Division:	Engineering and Technical Office/Section			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Contract Monitoring Unit of Lubao Water District (LWD) and other related stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete List of LWD Facilities and Primewater Facilities with indicated details: <ul style="list-style-type: none"> • Status of Equipment/Facilities • Recommendation to maintain good condition of Asset • Action Taken to Maintain 		Finance Section of Lubao Water District and Primewater Lubao (PWL)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the complete list of LWD and PWL facilities currently in use for Operations with complete details listed on Checklist of Requirement	1. Receive and review the complete list of LWD and PWL Facilities with complete details listed on Checklist of Requirement	None	30 minutes	Timothy Soliman/ Engineer B/ Engineering Division
2. Assist LWD Engineer during actual inspection	2.1 Coordinate with PWL and Inspect LWD and PWL Facilities to determine if said assets are kept in Good Condition	None	1 day	Timothy Soliman/ Engineer B/ Engineering Division
	2.2 Review and Compare Reports to validate actual status of Equipment/Facility, the Recommendation and Action	None	4 hours	Timothy Soliman/ Engineer B/ Engineering Division



	taken as indicated and prepare report on the result of actual inspection and determine compliance measures if any to make good in its obligation with respect to Management of Assets			
	2.3 Discuss to the General Manager results of inspection and validation of reports prepared	None	1 hour	Timothy Soliman/ Engineer B/ Engineering Division
3. Attend to discussion if there are significant compliance measures identified by LWD	3. Discuss with PWL Branch Manager if there are significant compliance measures identified to make good in its obligation with respect to Management of these Assets	None	2 hours	Timothy John Soliman / Evelina Galicia
4. Comply with recommendations identified	4. Monitor and Supervise actual actions taken in compliance to contract terms and conditions	None	All thru out contract duration	Timothy John Soliman / Evelina Galicia
Total			1 day,7 hours, 30 Minutes	



3. PROCEDURE IN REVIEWING AND MONITORING PERFORMANCE OF PRIMEWATER LUBAO

Office or Division:	Contract Monitoring Unit - Lubao Water District (LWD)
Classification:	Simple
Type of Transaction:	G2G Government to Government
Who may avail:	Lubao Water District (LWD) and other related stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Monthly Results of Bacteriological Testing Semi-annual Results of Physical and Chemical Analysis Quarterly and Annual Operations Highlights Reports <ul style="list-style-type: none"> • Sales Growth • Collection Efficiency • Production/NRW Report • Complaints/Requests • Equipment and Facilities Status • Projects/Improvements • Preventive Maintenance Works • Key Performance Indicators Annual Service Obligation Reports Monthly Data Sheet Annual Financial Statements-accompanied by <ul style="list-style-type: none"> Schedule of Revenues Operating Expenses Capital Expenditures Changes in Working Capital Other Relevant Information as may be required by the LWD Directors	From PrimeWater Lubao



CLIENT STEPS	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all reports under Checklist of Requirements	1.1 Receive, check completeness and acknowledge reports under Checklist of Requirements	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.2 Analyze, review and prepare Summary Accomplishment in compliance with the JV Contract	None	1 day	Sharon Rose Galan/ Division Manager / Administrative Division
	1.3 Review actual historical performance and monitor Progress of Accomplishment to determine accuracy, reasonableness, prudence and efficiency of declared reports	None	All thru out the JV Contract Duration	Carlito Ronquillo/ Sharon Rose Galan/ Consolacion Tayag/ Timothy John Soliman/ Anellyn Quiros
2. Discuss with the General Manager from time to time challenges encountered during regular operations	2.1 Coordinate with Branch Manager from time to time in carrying out its responsibilities under the JV Agreement	None	10 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
	2.2 Recommend strategies and solutions if necessary for timely and efficient service	None	4 hours	Evelina S. Galicia/ General Manager / Office of the General Manager
3. Discuss before the Board of Directors Accomplishments from Previous years	3. Review and Evaluate whether performance targets are achieved	None	1 hour depending on the scope of complaint	Evelina S. Galicia/ General Manager / Office of the General Manager
Total			5 hours, 25 Minutes	



**ADMINISTRATIVE/GEN SERVICES DIVISION
ADMINISTRATIVE & HUMAN RESOURCES
SECTION
Internal Services**



1. PROCESSING OF REQUEST FOR PERSONNEL RECORDS (SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, PAY SLIP COPY, CERTIFICATE OF PHILHEALTH PREMIUM PAYMENTS AND OTHER PERSONNEL RELATED CERTIFICATIONS i.e. TRAVEL AUTHORITY AND CERTIFIED TRUE COPIES)

Office or Division:	Human Resources Office/Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Existing and Former Employees of LWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Formal Request via walk-in or email containing the following data:</p> <ul style="list-style-type: none"> • Full Name • Specific Request • Number of Copies Needed • Purpose/Where the document will be used for • Duly Signed Authorization (if applicable) with attached One (1) Photocopy of Valid ID : <ul style="list-style-type: none"> a.) Requester b.) Authorized Representative <p>2. Upon Release kindly present</p> <ul style="list-style-type: none"> • Original Valid ID of Requester • Original Valid ID of Representative 		From Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via walk-in or email to LWD with the details indicated on the Checklist of	1.Receive,validate and record requested document	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



Requirements under Item No.1 LWD Main Office: San Nicolas I, Lubao, Pampanga Email Address: lubaowaterdistrict@yahoo.com	1.2 Locate and Pull-out Record of Employee	None	10 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.3 Encode, generate and affix signature on the requested document	None	20 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.4 Review, approve and sign the document requested	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
2. Present original IDs then receive and acknowledge document requested	2. Check validity of original IDs presented then release duly signed requested document and ask requester to acknowledge receipt	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
Total			45 Minutes	



2. PROCESSING OF REQUEST FOR MONETIZATION OF LEAVE CREDITS

Office or Division:	Human Resources Office/Section and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of LWD with at least 15 Days Accumulated Vacation Leaves			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monetization of 10days Vacation Leave (VL) provided with accumulated 15days VL: <ul style="list-style-type: none"> Completely filled-up and signed application form Monetization of 50% or more of Vacation and Sick Leave: <ul style="list-style-type: none"> Completely filled-up and signed application form Approved Letter of Request indicating a valid justifiable reason and with attached proof 		From Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, fill-out, sign and submit to HRMO with attached supporting documents (if applicable)	1.1 Issue application form and check remaining balances of VL/SL	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.2 Certify and Notify applicant on the remaining VL/SL balances	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.3 Review, validate request and affix signature then transmit to the Office of the	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



	General Manager			
	1.4 Review, approve / disapprove and affix signature on the Application Form and Request Letter (if applicable)	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
	1.5 If approved, transmit to Finance for Check Preparation	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.6 Check Completeness of Documents, Prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and Disbursement Voucher and Transmit to Cashier	None	10 minutes	Consolacion Tayag/ Division Manager/ Finance Division
	1.7 Prepare and sign the Check, then secure signature of the General Manager	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Claim the Check and acknowledge receipt	2. Issue Check and ask to applicant to acknowledge receipt	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			41 Minutes	



3. APPLICATION FOR LEAVE

Office or Division:	Human Resources Office/Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of LWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave Form (Civil Service Form No. 6)		From Administrative/Gen Services Division		
2. Medical Certificate for sick leave in excess of 5 days		From Hospital/Clinic/Lying-in		
For Maternity Leave Application:				
1. Medical Certificate as proof of pregnancy and estimated type of delivery		From Hospital/Clinic/Lying-in		
2. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days		From Department of Social Welfare and Development (DSWD)/ Municipal Social Welfare and Development (MSWD)		
For Paternity Leave Application:				
1. PSA Marriage Contract (1 photocopy)		From Philippine Statistics Authority (PSA)		
2. Birth Certificate of newly born child for successful deliveries		From Hospital/Clinic/Lying-in/Civil Registry/PSA		
3. Medical Certificate for miscarriage		From Hospital/Clinic/Lying-in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Leave Form and completely fill it out.	1.1 Provide the Leave Form	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



	1.2 Fill-out Certification of Leave Credit portion and sign	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.3 Endorse to the General Manager for review and approval	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.4 Review, approve/ disapprove and affix signature	None	3 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
2.Receive notice of approved/ disapproved leave application from HR	2.Notify and record approved application for leave	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
Total			15 Minutes	



ADMINISTRATIVE/GEN SERVICES DIVISION
SUPPLY/PROPERTY SECTION
Internal Services



1. PROCUREMENT PROCESS FOR ABC'S EQUAL TO ₱50,000.00 AND BELOW

Office or Division:	Procurement Officer			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	LWD Requisitioning Officer (End User)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved Purchase Request (PR) • Specifications of the Item to be procured • Information about the Approved Budget of the Contract • Properly Accomplished Request for Quotation Form (3 original copies) 		Requisitioning Officer (End User)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Procurement Officer all documents under Checklist of Requirements	1.1. Receive and Check all documents Submitted	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.2 Canvass to at least 3 suppliers and secure full name, signature, date and contact number	None	1 day	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.3 Compare and determine the Lowest Price Supplier	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division



	1.4 Assign Purchase Order Number and Place Order to the Lowest Supplier	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.5 Receive item procured, compare actual item against specifications ordered and prepare Inspection and acceptance form then transmit to Requisitioning Officer	None	20 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
2. Receive item requested	2. Release item procured	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
Total			1 day, 40 Minutes	



2. PROCUREMENT PROCESS FOR ORDINARY OR REGULAR OFFICE SUPPLIES AND EQUIPMENT NOT AVAILABLE IN THE DBM-PS WITH ABC'S ABOVE ₱50,000.00 BUT NOT MORE THAN ₱1,000,000.00 (SHOPPING)

Office or Division:	Procurement Officer			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Interested Suppliers, Manufacturers and Distributors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Published Request for Quotations (RFQ) 2. Mayor's Permit/Business Permit, 3. Annual Income Tax Return/Business Tax Return, 4. Tax Clearance Certificate, 5. PhilGEPS Certificate of Registration 6. Other Additional Documents Required depending on specifications of goods		From Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	Prepare Purchase Request (PR) Form with detailed specifications, have it approved by Immediate Head	None	5 minutes	End User
N/A	Proceed to Finance and secure Approved Budget of Contract (ABC), then	None	5 minutes	End User



	transmit PR, Specifications and ABC to the Procurement Officer			
1. Check Postings of LWD at PHILGEPS website	1. Upon receipt of PR, Specifications and ABC- Prepare Request for Quotation and other Terms and Conditions then Post in PHILGEPS website for at least three (3) calendar days and send RFQs to at least three (3) suppliers of known qualifications	None	1 hour	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Prepare and arrange documents and Submit within the prescribed period as published in PHILGEPS	2.1 Receive properly sealed Quotations within prescribed date as published in PHILGEPS	None	Within prescribed period (at least 3 calendar days)	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	2.2 After the duration of publication, open sealed quotations, prepare Abstract of Quotations, check completeness and validity of documents submitted and determine Lowest Calculated Quotation Submitted	None	1 hour	BAC: Carlito Ronquillo Sharon Rose Galan Consolacion Tayag Timothy John Soliman Anellyn Quiros
	2.3 Recommend to HOPE award of contract in favor of supplier with Lowest Calculated and Responsive	None	5 minutes	BAC: Carlito Ronquillo Sharon Rose Galan Consolacion Tayag Timothy John



	Quotation			Soliman Anellyn Quiros
	2.4 Approval/Disapproval of the BAC recommendation	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
3. Receive Letter of Notice on the result of RFQ submitted	3. Prepare, secure signature of BAC Chairperson then send the Letter notifying all suppliers who sent quotations whether winner or loser	None	20 minutes per bidder	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
4. Receive and Acknowledge Notice of Award and Purchase Order (only Winning Bidder)	4. Prepare Notice of Award, Assign and Log Purchase Order (PO) Number, Prepare PO with detailed Specifications and send to the Lowest Calculated and Responsive Quotation	None	20 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			6 days	



3. PROCUREMENT PROCESS FOR GOODS NOT COVERED BY SHOPPING AND INFRASTRUCTURE PROJECTS WITH ABC'S ABOVE ₱50,000.00 BUT NOT MORE THAN ₱1,000,000.00 (SMALL VALUE PROCUREMENT)

Office or Division:	Procurement Officer			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Interested Suppliers, Manufacturers, Distributors and/or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Published Request for Quotations (RFQ) 2. Mayor's Permit/Business Permit, 3. Annual Income Tax Return/Business Tax Return, 4. Tax Clearance Certificate, 5. PhilGEPS Certificate of Registration 6. PCAB License 7. Notarized Omnibus Sworn Statement 8. Other Additional Documents Required depending on specifications of goods		From Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	Prepare Request Form with detailed Technical Specifications, Scope of Work, Terms of Reference (TOR) and other terms and conditions then have it	None	30 minutes	End User



	approved by Immediate Head			
N/A	Proceed to Finance and secure Approved Budget of Contract (ABC), then transmit Duly Approved Request Form, Specifications, Scope of Work, TOR and ABC to the Procurement Officer	None	5 minutes	End User
1. Check Postings of LWD at PHILGEPS website	1. Upon receipt of Duly approved Request Form with detailed Technical Specifications, Scope of Work, TOR and ABC-Prepare Request for Quotation (RFQ) and other Terms and Conditions of the Contract then Post in PHILGEPS website for at least three (3) calendar days and send RFQs to at least three (3) suppliers / contractors of known qualifications	None	2 hours	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Prepare and arrange documents and Submit within the prescribed period as published in PHILGEPS	2.1 Receive properly sealed Quotations within prescribed date as published in PHILGEPS	None	Within prescribed period (at least 3 calendar days)	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	2.2 After the duration of publication, open sealed quotations, prepare Abstract of	None	1 hour	BAC: Carlito Ronquillo Sharon Rose Galan Consolacion Tayag



	Quotations, check completeness and validity of documents submitted and determine Lowest Calculated and Responsive Quotation Submitted			Timothy John Soliman Anellyn Quiros
	2.3 Recommend to HOPE award of contract in favor of supplier/contractor with Lowest Calculated and Responsive Quotation	None	5 minutes	BAC: Carlito Ronquillo Sharon Rose Galan Consolacion Tayag Timothy John Soliman Anellyn Quiros
	2.4 Approval/Disapproval of the BAC recommendation	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
3. Receive Letter of Notice on the result of RFQ submitted	3. In the event that GM approved the BAC recommendation-Prepare Letter of Notification, secure signature of BAC Chairperson and send to all suppliers / contractors who sent quotations whether winner or loser	None	20 minutes per bidder	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
4. Receive and Acknowledge Notice of Award (only Winning Bidder)	4. Prepare Notice of Award have it signed by the GM and send to the Lowest Calculated and Responsive Quotation (LCRQ)	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division



5. Receive, sign the Contract and have it Notarized then send back to LWD	5. Prepare Contract have it signed by the GM and send to the LCRQ	None	20 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
6. Receive and Acknowledge Notice to Proceed	6. Prepare Notice to Proceed have it signed by the GM and send to the LCRQ	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			6 days	



FINANCE SERVICES DIVISION
GENERAL ACCOUNTING & BUDGET SECTION
Internal Services



1. PROCESSING OF PAYMENT FOR DISBURSEMENT/REIMBURSEMENT OF EXPENSES

Office or Division:	Finance Office/Section and Office of the General Manager		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Travel Expense (Local Travel)			
1. Approved Travel Order per Sec. 3 EO 298 (1 original copy)		From Administrative and HR Section	
2. Duly approved itinerary of travel (1 original copy)		From Requesting Employee/Cashier	
3. Certificate of Appearance/ Attendance (1 original copy)		From Requesting Employee/Cashier	
4. Paper/ Electronic tickets (1 original copy)		From Requesting Employee/Cashier	
5. Liquidation Report (if Cash Advance) (1 original copy)		From Requesting Employee/Cashier	
6. Reimbursement Expense Receipt (1 original copy)		From Requesting Employee/Cashier	
7. Certificate of Travel Completed (1 original copy)		From Requesting Employee/Cashier	
8. Hotel or Lodging Bills with Official Receipts (1 original copy)		From Requesting Employee/Supplier of Service	
Training and Seminar Expenses			
1. Authority to Attend training/seminar indicating the cost of registration or Travel Authority (1 original copy)		From Requesting Employee	
2. Invitation (1 original copy)		From Requesting Employee/Event Organizer	
3. Certificate of Attendance (1 original copy)		From Requesting Employee/Event Organizer	
4. Official Receipts (1 original copy)		From Requesting Employee/Supplier of Service	
Supplies and Materials Expenses			
1. Billing Statement (1 original copy)		From Requesting Employee/Supplier of Service	
2. Delivery Receipt (1 original copy)		From Requesting Employee/Supplier of Service	
3. Inspection and Acceptance Report (1 original copy)		From Requesting Employee/Supply & Property	



		Section		
4. Abstract of Canvass (1 original copy)		From Requesting Employee/Procurement Officer		
5. Quotation of at least 3 suppliers (1 original copy of each quotation)		From Requesting Employee/Procurement Officer		
6. Approved Purchase Request and Purchase Order		From Requesting Employee		
Repairs and Maintenance				
1. Billing Statement (1 original copy)		From Requesting Employee		
2. Inspection and Acceptance Report (1 original copy)		From Requesting Employee/Supply & Property Section		
3. Post repair inspection report (1 original copy)		From Requesting Employee/Engineering & Technical Div.		
4. Report of Waste Material (1 original copy)		From Requesting Employee/Supply & Property Section		
5. Approved Work Order and all documents (1 original copy)		From Requesting Employee/Engineering & Technical Div.		
Communication Expenses/ Extraordinary & Misc. Expenses/ Professional Services/General Services/ Taxes, Insurance Premiums and Other Fees/ and Other Maintenance and Operating Expenses				
1. Statement of Account or Bill (1 original copy)		From Requesting Employee		
2. Invoice or Official Receipts (1 original copy)		From Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents under Checklist of Requirements	1.1. Receive, Check Completeness and validate all documents submitted	None	30 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.2 Prepare Budget Requisition Status to generate Budget Utilization Request and affix signature	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



	1.3 Prepare Journal Entry Voucher and Disbursement Voucher, affix signature then Transmit to Cashier	None	5 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	1.4 Prepare and sign the Check and transmit to the Office of General Manager	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.5 Review all documents, approve and affix signature	None	20 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
2. Receive Check Payment and acknowledge receipt by signing at Received portion of Disbursement Voucher	2. Release check payment	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			1 hour, 10 Minutes	



2. PROCESSING OF PAYROLL

Office or Division:	Administrative & HR Section/Finance Section/ Cash Management Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All LWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) 2. Approved Overtime Time Request (if any) 3. Accomplishment Report on Overtime Work (if any)		From Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive DTR and check its correctness and completeness and affix signature	1. Download, print and distribute DTR to employees	None	10 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
2. Submit all documents under Checklist of Requirements	2.1. Receive complete documents	None	3 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	2.2. Evaluate and check accuracy of documents submitted	None	30 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	2.3 Compute payroll and encode details in Payroll System	None	30 minutes	Sharon Rose Galan/ Division Manager / Administrative Division
	2.4 Generate Reports: Monthly and Periodic Payroll Summary, Supplemental Payroll Report (if any) and	None	10 minutes	Sharon Rose Galan/ Division Manager / Administrative Division



	Payroll adjustment (if any); Affix signature and forward to Finance Division			
	2.5 Prepare Budget Requisition Status to generate Budget Utilization Request	None	5 minutes	Consolacion Tayag/ Division Manager/ Finance Division
	2.6 Prepare Journal Entry Voucher and Disbursement Voucher then Transmit to Cashier	None	5 minutes	Consolacion Tayag/ Division Manager/ Finance Division
	2.7 Prepare and sign the Check and transmit to the Office of General Manager	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	2.8 Review all documents, approve, affix signature and return to all documents to the Cashier	None	5 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager
	2.9 Encash Check and segregate cash in a pay envelope per employee	None	2 hours	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
3. Receive pay envelopes, check accuracy of cash received against payroll summary and acknowledge receipt of payroll	3.1 Transmit pay envelopes per employee and secure signature upon receipt	None	30 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	3.2 Forward all documents duly received per employee	None	5 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			4 hours, 18 minutes	



**FINANCE SERVICES DIVISION
CASH MANAGEMENT SECTION
Internal Services**



1. PROCESSING OF REQUEST FOR PETTY CASH FUND

Office or Division:	Finance Office/Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Existing employees of LWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Petty Cash Voucher (PCV) Form		From Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Accomplish Petty Cash Voucher Form <ul style="list-style-type: none"> • Particulars – details of the expenditure • Amount–requested amount • Requested By – employee’s name and signature 	1. Issue Petty Cash Voucher Form	None	3 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Secure Approval of Petty Cash request from Immediate Supervisor	2. Immediate Supervisor approves/disapproves request for PCV	None	2 minutes	Evelina S. Galicia/ General Manager / Office of the General Manager



3. Submit duly approved PCV Form and wait for the release of cash	3. Receive and validate PCV form	None	1 minute	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
4. Receive cash and acknowledge receipt	4. Release requested Petty cash have it acknowledged	None	2 minute	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			8 Minutes	



2. PETTY CASH LIQUIDATION

Office or Division:	Finance Office/Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Existing employees of LWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/Sales Invoice		From Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Receipt or Sales Invoice and excess PCF (if applicable)	1.1. Find and pull out related Petty Cash Voucher	None	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.2 Verify submitted document for liquidation and account cash returned if any	None	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
	1.3 Accomplish Part II of PC Voucher and Sign	None	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
2. Check the box for Part D "Liquidation Submitted" or the "Reimbursement Received", whichever is applicable and Sign	2 Release cash for reimbursement if any.	None	2 minutes	Anellyn Quiros/ Financial Planning Specialist B / Finance Division
Total			8 Minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the feedback form and drop it in the feedback and complaints drop box Contact info: +63 45 971 6699 Email: lubaowaterdistrict@yahoo.com</p>
How Feedbacks are processed	<p>Administrative Officer verifies the nature of queries and feedback within one working day. The same will be discussed to the General Manager and will be referred to unit concerned who in turn is required to answer within three (3) calendar days upon receipt of the feedback. The answer of the unit is then relayed to the concerned party via email or call.</p> <p>For follow-ups and queries, the contact information are as follows: Contact info: +63 45 971 6699 Email: lubaowaterdistrict@yahoo.com</p>
How to file a complaint	<p>To file a complaint against the District, provide the following details via email:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complaint • Evidences • Name of the person being complained <p>Send all complaints against the District to lubaowaterdistrict@yahoo.com For follow-ups and queries, the contact information: +63 45 971 6699</p>
How complaints are processed	<p>All complaints received against PWL and/or LWD will be processed by the Anti-Red Tape Unit (ARTU) of the LWD. The ARTU browses, evaluates, and determines the complaints received on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTU shall create an incident report for the General Manager, for appropriate action.</p> <p>The ARTU shall give the feedback to the clients via email For follow-ups and queries, the contact information are as follows:</p>



	Contact info: +63 45 971 6699 Email: lubaowaterdistrict@yahoo.com
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-656