



MURCIA WATER DISTRICT

CITIZEN'S CHARTER

2020 (2nd Edition)



I. Mandate

The Murcia Water District, Murcia, Negros Occidental was created by virtue of a Sangguniang Bayan Resolution No. 2005 – 138. It was issued a Conditional Certificate of Conformance (CCC) No. 611 dated February 11, 2006 by the Local Water Utilities Administration (LWUA).

In January 2006, LWUA prepared a Program of Work (POW) in order to prepare a detailed design on the proposed improvements for the study area and to come up with the most economical long term source of water.

In October 2008, Murcia Water District became fully operational and had an existing water source, the Boro Boro Spring located at Brgy. Alegria, Murcia, Negros Occidental.

II. Vision

The Murcia Water District envisions itself to be the premier water utility in the province, committed to provide quality, sufficient and affordable water supply through an honest and efficient service.

III. Mission

To promote better quality of life by providing adequate, safe and potable water in the community, properly develop and manage water sources and help in the preservation of the environment.

IV. Service Pledge

We, the Officers and Staff of the Murcia Water District, do hereby pledge and commit ourselves to:

- Solve consumer's water supply related problems;
- Provide clean, adequate and potable water;
- Explore and formulate new procedures for the improvement of our service;
- Educate our staff for prompt and knowledgeable delivery of our services;
- Deliver prompt and efficient service to our valued consumers, Mondays to Fridays, 8:00 am to 5:00 pm;
- Conduct our business in a courteous and ethical manner;
- Continue committing ourselves to serve you.



V. List of Services

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1. New Connection Application

All individuals, households, offices and establishments that have no water service connection within the service area of the Murcia Water District can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Water Service Application Forms		MWD Frontline		
Water Service Contract		MWD Frontline		
Barangay Clearance (1 original)		Barangay hall where the service connection be installed		
Latest Residence Certificate/ Cedula (1 original)		LGU – Treasurer’s Office		
Government Issued Identification Card (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Recent 1x1 ID Picture (1 original)		Applicant		
Representative				
Secretary Certificate/ Special Power of Attorney (1 original)		Person being represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Government Issued Identification Card of the representative (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal		
Lease Contract		Owner of the building		
Authorization from lot owner		Lot owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements	1. Give the checklist to the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. C Commercial Section</i>
3. Fill up and sign the service application form and water service connection contract	3. Assist the client in filling up forms and signing of contract	None	15 minutes	<i>Customer Service Asst. C Commercial Section</i>



<p>4. Sign in the orientation logbook</p>	<p>4. Conducts orientation/ seminar on the rules and regulations and content of the water service contract</p> <p>4.1 Provide checklist of materials to be bought by the client for the after water meter connection</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Customer Service Asst. C Commercial Section</i></p>
<p>5. Accompany the inspection team</p>	<p>5. Inspection/ installation team confirms sketch of location provided on the service application form</p>	<p>None</p>	<p>3 working days</p>	<p><i>Water Maintenance Man A EOM Division</i></p>
<p>6. Return to the MWD office for payment of the required fees</p>	<p>6. Prepares the statement of account and process payment of fees</p> <p>6.1 Issue acknowledgement and official receipt to the client</p>	<p>Installation Fee – PHP 1,700.00</p> <p>Inspection Fee – PHP 50.00</p> <p>Notary – PHP 100.00</p>	<p>15 minutes</p>	<p><i>Customer Service Asst. C Commercial Section</i></p> <p><i>Cashiering Assistant Finance Section</i></p>
	<p>7. Issues the materials needed by the installation team</p>	<p>None</p>	<p>1 hour</p>	<p><i>Storekeeper D Administrative Section</i></p>
<p>8. Accompany the installation team</p>	<p>8. Start processing for the installation of new service connection</p> <p>8.1 Install new water meter to the location of the service application</p>	<p>None</p>	<p>2 working days</p>	<p><i>Water Maintenance Man A EOM Division</i></p>



	<p>9. Completed documents will be returned to the customer service representative and record the data in the logbook and database.</p>		<p>10 minutes</p>	<p><i>Customer Service Asst. C</i></p> <p><i>Customer Service Asst. A</i></p> <p>Commercial Section</p>
<p>TOTAL:</p>		<p>PHP 1,850.00</p>	<p>5 working days, 2 hours, 10 minutes</p>	



2. Re-application of Service Connection

All individuals, households, offices and establishments within the service area who have inactive or disconnected accounts of more than a year can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Water Service Application Forms	MWD Frontline			
Water Service Contract	MWD Frontline			
Barangay Clearance (1 original)	Barangay hall where the service connection be installed			
Latest Residence Certificate/ Cedula (1 original)	LGU – Treasurer’s Office			
Government Issued Identification Card (1 original and 1 photocopy)	UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal			
Recent 1x1 ID Picture (1 original)	Applicant			
Representative				
Secretary Certificate/ Special Power of Attorney (1 original)	Person being represented			
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)	UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal			
Government Issued Identification Card of the representative (1 original and 1 photocopy)	UMID, TIN, Philhealth, PRC, Voter’s ID, Driver’s License, Passport, Postal			
Lease Contract	Owner of the building			
Authorization from lot owner	Lot owner			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the previous account	1. Checks the account of the requesting client for any balances	None	10 minutes	<i>Customer Service Asst. C</i> Commercial Section
1.1 Settle the previous balance before applying for new connection	1.1 Receives payment and issues official receipt	Previous balance	5 minutes	<i>Cashiering Assistant</i> Finance Section
1.2 Inquire on the list of requirements	1.2 Clears the account and provides requirement checklist to the client	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section



2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. C Commercial Section</i>
3. Fill up and sign the service application form and water service connection contract	3. Assist the client in filling up forms and signing of contract	None	15 minutes	<i>Customer Service Asst. C Commercial Section</i>
4. Sign in the orientation logbook	4. Conducts orientation/ seminar on the rules and regulations and content of the water service contract 4.1 Provide checklist of materials to be bought by the client for the after water meter connection	None	15 minutes	<i>Customer Service Asst. C Commercial Section</i>
5. Accompany the inspection team	5. Inspection/ installation team confirms sketch of location provided on the service application form	None	3 working days	<i>Water Maintenance Man A EOM Division</i>
6. Return to the MWD office for payment of the required fees	6. Prepares the statement of account and process payment of fees. 6.1 Issue acknowledgement and official receipt to the client.	Installation Fee – PHP 1,700.00 Inspection Fee – PHP 50.00 Notary – PHP 100.00	15 minutes	<i>Customer Service Asst. C Commercial Section</i> <i>Cashiering Assistant Finance Section</i>
	7. Issues the materials needed by the installation team	None	1 hour	<i>Storekeeper D Administrative Section</i>



8. Accompany the installation team	9. Start processing for the installation of new service connection 9.1 Install new water meter to the location of the service application	None	2 working days	Water Maintenance Man A EOM Division
	9. Completed documents will be returned to the customer service representative and record the data in the logbook and database.		10 minutes	Customer Service Asst. C Customer Service Asst. A Commercial Section
TOTAL:		PHP 1,850.00	5 working days, 2 hours, 25 minutes	



3. Transfer of Service Connection

All concessionaires within the service area who wish to transfer their water meters to a different location can avail of the said service

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the transfer of service connection	1. Provides the requirements	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Fills up the service request form	2. Receives the service request for transfer of service connection	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
3. Accompany the inspection team	3. Inspects/ confirms the location where connection is to be transferred	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
4. Return to the MWD office for payment of the required fees	4. Encodes the fee to be paid in the database	None	10 minutes	<i>Customer Service Asst. A</i> Commercial Section
	5. Receives the payment and issues official receipt	Transfer Fee – PHP 200	10 minutes	<i>Cashiering Assistant</i> Finance Section
5. Accompany the installation team	6. Transfers the water meter to the verified location	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
TOTAL:		PHP 200.00	2 working days, 30 minutes	



4. Change Name/ Ownership

All concessionaires within the service area who have a service connection can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card both of the previous owner of the service connection and the concessionaire to be transferred (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
Barangay Clearance (1 original)		Barangay hall where the service connection is to be transferred		
Authorization letter		Previous owner of the service connection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements	1. Give the checklist to the client	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. C</i> Commercial Section
3. Accompany the inspection team	3. Inspects/ confirms the location where connection is to be transferred	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
4. Return to the MWD office for payment of the required fees	4. Encodes the fee to be paid and edit records in the database			<i>Customer Service Asst. A</i> Commercial Section



5. Receives the official receipt	5. Receives payment issues receipt	the and official	Change Ownership Fee – PHP 50	5 minutes	<i>Cashiering Assistant</i> Finance Section
TOTAL:			PHP 50.00	1 working day, 20 minutes	



5. Reconnection

All concessionaires within the service area with disconnected service connection for less than a year can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
Reconnection Order (FM-COM-06)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the account to be reconnected	1. Check data of the account	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Sign the service request	2. Fill up the service request followed by the reconnection order	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
3. If account is disconnected for more than 24 hours, pay the required fee	3. If the account is disconnected for more than 24 hours, encode the reconnection fee on the database. Otherwise, no fees will be charged.	Reconnection Fee – PHP 200	10 minutes	<i>Cashiering Assistant Finance Section</i>
4. Accompany the reconnection team and have the service request conformed	4. Reconnection team will reopen the disconnected water meter	None	1 working day	<i>Customer Service Asst. E Commercial Section</i>
TOTAL:		PHP 200.00	1 working day, 20 minutes	



6. Water Bill Payment

All concessionaires within the service area with water bill to be paid can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water bill/ Statement of Account		Owner of the account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for a number	1. Give queue number to the client for payment and wait for the number to be called	None		<i>Security Guard</i> Commercial Section
2. Present the number, water bill/ statement of account (if any) and payment to the cashier	2. Receive the payment and issue an official receipt	None	5 minutes	<i>Cashiering Assistant</i> Finance Section
TOTAL:		None	5 minutes	



7. Replacement of Defective Water Meter

All concessionaires within the service area with complaints on high consumption due to damage water meters can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due to damage meter	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Sign the service request	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
3. Accompany the inspection team	3. Inspect/ confirm that the meter is damaged 3.1 Return the service request	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
	4. Fill up requisition slip for new water meter 4.1 Issue new water meter for replacement		5 minutes 10 minutes	<i>Storekeeper D</i> Administrative Section
5. Accompany the installation team for replacement of new water meter and have the service request conformed	5. Install new water meter and return the conformed service request to the customer service assistant assigned	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
TOTAL:		None	2 working days, 25 minutes	



8. Replacement of Defective Lock Wing

All concessionaires within the service area with complaints on high consumption due to defective lock wing can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due defective lock wing	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Sign the service request	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
3. Accompany the inspection team	3. Inspect/ confirm that the meter is damaged	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
4. Accompany the installation team for replacement of new lock wing and have the service request conformed	4. Install new lock wing and return the conformed service request to the customer service assistant assigned	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
TOTAL:		None	2 working days, 10 minutes	



9. Senior Citizen Discount Application

All senior citizen concessionaires within the service area can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior citizens within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Senior Citizen Discount Application Form		MWD Frontline		
Government Issued Identification Card (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
Valid Senior Citizens ID Card (1 photocopy)		Applicant		
Recent picture holding the latest newspaper (1 original)		Applicant		
Barangay Clearance (1 original)		Barangay hall where the service connection is installed		
Representative				
Authorization letter (1 original)		Person being represented		
Government Issued Identification Card of the person being represented (1 original and 1 photocopy)		UMID, TIN, Philhealth, PRC, Voter's ID, Driver's License, Passport, Postal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements	1. Give the checklist to the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Submit complete requirements from the list	2. Receive the required documents and check for completeness	None	10 minutes	<i>Customer Service Asst. C Commercial Section</i>
3. Fill up and sign the senior citizen discount application form	3. Assist the client in filling up the form. Conduct orientation on the availment of the discount.	None	15 minutes	<i>Customer Service Asst. C Commercial Section</i>



	<p>4. Start processing of the application for the discount. Once the application is approved, the account status in the database will be change to senior citizen. Discount will be automatically applied on the next billing period.</p>	None	1 working day	<p><i>Customer Service Asst. A Commercial Section</i></p>
TOTAL:		None	1 working day, 30 minutes	



10. Request for Bill Adjustment

All concessionaires with correcting entries, cancelled arrears, error reading, incorrect surcharges, system error and complaints on high consumption can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Service Request Form (FM-COM-05)		MWD Frontline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption or any errors on their water bills	1. Receive the complain of the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Accompany the investigation team and conforms the service request made	2. Conduct investigation on the complain	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
	2.1 Prepares the Billing Adjustment Memo and have it approved by the head of the agency		1 working day	<i>Customer Service Asst. A Commercial Section</i>
	2.2 Adjust the amount complained in the database		5 minutes	
TOTAL:		None	2 working days, 10 minutes	



11. Request for Statement of Account

All concessionaires requesting for a statement of account indicating the breakdown of unpaid water bills and other surcharges can avail of the said service.

Office or Division:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Letter of Request (official)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request	1. Receives the letter of the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Signs the receiving copies of the statement of accounts	2. Checks the record and prepares the statement of account for approval and releasing	None	2 working days	<i>Customer Service Officer A Commercial Section</i>
TOTAL:		None	2 working days, 5 minutes	

INTERNAL SERVICES

1. Processing of Payroll

For the processing of bi-monthly salary of Murcia Water District's Employees

Office or Division:	Finance & Administrative Office, and Land Bank of the Philippines			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All MWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record for the bi-month		Administrative Office		
2. Approved Overtime slip		Administrative Office		
3. Job Order Payroll		Different Sections		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements every cut-off period (1 day before payroll)	1.1 Receive Complete requirements of employees from different sections	None	1 hour	HRM Officer (Administrative Office)
	1.2 Evaluate the submitted documents	None	30 minutes	HRM Officer (Administrative Office)
	1.3 Computation of Job Order and Overtime Payroll	None	30 minutes	HRM Officer (Administrative Office)
	1.4 Preparation and checking of Payroll summary	None	2 hours	Senior Corporate Account Analyst (Finance Section)
	1.5 Forward Payroll summary to Admin Assistant for Issuance of Budget Utilization Slip (BUS)	None	1 hour	Administrative Assistant (Administrative Office)
	1.6 Forward Payroll summary with BUS to Budget Officer for issuance of Disbursement Voucher	None	1 hour	Corporate Budget Analyst (Finance Section)
	1.7 Forward to respective signatories Rhenemie Aguilar - Admin Officer Winston M. Makilan - General Manager	None	15 minutes	Admin Officer (Administrative Office) General Manager (GM's Office)
	1.8 Forward	None	15 minutes	Cashier



	documents to cashier for issuance of check			(Finance Section)
	1.9 Prepare payroll register and deposit slip	None	15 minutes	Cashier (Finance Section)
	1.10 Forward to respective signatories	None	15 minutes	General Manager (GM's Office) Admin Officer (Administrative Office) Senior Corporate Account Analyst (Finance Section) Division Manager (O&M, Engineering & Water Production)
	1.11 Deposit to Land Bank of the Philippines for processing	None	Next day	Cashier Driver (Finance Section)
	1.12 Credited to bank account of employees	None	4 hours	Account Officer Land bank of the Philippines
	TOTAL:	None	2 working days	



2. Disbursements

Settlement of Government payable/ obligations by check

Office or Division:	Finance & Administrative Office			
Classification:	Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		End User		
2. Quotation of Suppliers		Suppliers		
3. Abstract of Quotation		Property Supply Officer		
4. Budget Utilization Slip		End User/per section		
5. Purchase Order		Senior Corporate Account Analyst		
6. Withholding Tax 2306 2307		Corporate Budget Analyst		
7. Billing Statement		Supplier		
8. POW, Job Order		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Documents for Payables	1.1 Receive Complete supporting documents for payables	None	1 hour	Head of requesting section Budget Officer Senior Corporate Account Analyst
2. Computation of Withholding Taxes	2.1 Encode Withholding Tax to the BIR Alpha List System	None		Corporate Budget Analyst
	2.2 Print and Attach BIR Withholding Tax Forms (2306 & 2307) to the Supporting documents	None		Corporate Budget Analyst
3. Preparation of Disbursement Voucher	3.1 Encode payee details and transaction journal entries to the DV Register	None		Corporate Budget Analyst
	3.2 Print Disbursement Vouchers and journal entries	None		Corporate Budget Analyst
4. Checking of Disbursement Vouchers	4.1 Check accuracy of the journal entries/ Completeness of Supporting	None		Senior Corporate Account Analyst



	Documents and Sufficiency of funds			
5. Certification of Disbursement Vouchers	5.1 Certify the necessity of the expenses	None	2 hours	Section Heads
6. Approval of Disbursement Vouchers	6.1 Approve Disbursement Vouchers	None		General Manager
7. Issuance of checks based on the approved Disbursement Vouchers	7.1 Issue checks based on the approved DV	None		Cashier
8. Verification of Entries on checks	8.1 Verify entries on checks	None		Senior Corporate Account Analyst
9. Monitoring and checking status of DV	9.1 Approve and sign check for payment	None		Division Manager General Manager
	9.2 Return the signed check to the cashier for releasing	None		Cashier
TOTAL:		None	3 hours	



3. Handling of Petty Cash

The Petty Cash Fund can be availed by MWD employees and staff as cash advance for emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services and transportation of messengers to deliver documents.

Office or Division:	Finance & Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G,G2B			
Who may avail:	Murcia Water District Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Request Slip For Travel		Collection Assistant		
1. Travel Order		Property Supply Officer		
2. Certificate of Appearance		Administrative Officer		
3. OR or Certification for Not Requiring Receipt For Meetings		End Users/Suppliers		
1. Minutes of the Meeting		Secretary A/ Admin Assistant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Purchase Request	1.1 Receive Petty cash request slip form end user	None	5 minutes	Collection Assistant
2. Receive Petty Cash Voucher	2.1 Issuance of Petty Cash Voucher subject for the approval of the General Manager	None	10 minutes	Collection Assistant
3. Release Requested Amount	3.1 Release of Petty Cash Voucher and Amount Requested	None	5 minutes	Collection Assistant
4. Liquidation of Petty Cash	4.1 Receive Liquidated Petty Cash	None	5 minutes	Collection Assistant
	4.2 Check all attachments to the liquidation (OR, IAR, RER)	None	5 minutes	Collection Assistant
5. Petty cash replenishment	5.1 Encode PCV details to Petty Cash Replenishment Summary	None	5 minutes	Collection Assistant
	5.2 Determine if cash released reached the 70% ceiling	None	5 minutes	Collection Assistant
6. Prepare Petty Cash	6.1 Prepare Petty	None		Collection Assistant



Replenishment Summary	Cash Replenishment Summary		1 day	
	6.2 Submit to Admin Section Head for Checking of entries	None		Collection Assistant
	6.3 Forward Petty cash Replenishment Summary to General Manager for Approval	None		Collection Assistant
	6.4 Forward Duly approved Petty Cash Replenishment Summary to Admin Assistant for issuance of BUS	None		Administrative Assistant
	6.4 Submit to Corporate Budget Analyst and Cashier for Issuance of DV and check	None		Collection Assistant
TOTAL:		None	1 working day & 40 mins.	



4. Communication

Effective and Prompt handling of incoming and outgoing communication

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming Communication	1.1 Receive the incoming emails, mailed letters and faxed documents	None	1 hour	Admin Officer
	1.2 Sort documents whether for office or for employees' mails	None		Admin Officer
	1.3 Open documents intended for office only	None		Admin Officer
	1.4 Stamp the documents "received" and write the date, time and received by.	None		Admin Officer
	1.5 Record received incoming emails, mailed letters and faxed documents to the incoming logbook	None		Admin Officer
	1.6 Forward office documents to GM and to the respective recipients	None		Admin Officer
	1.7 The recipients received the documents and sign the incoming logbook	None		Admin Officer
	1.8 File the copy/original of documents	None		Admin Officer
2. Outgoing Documents	2.1 Forward documents to Admin Aide for recording	None	1 hour	Admin Aide
	2.2 Retain/File copy	None		Admin Aide



	of outgoing documents			
	2.3 Documents will be forwarded to the person in-charge for mailing	None		Driver/ Utility worker
TOTAL:		None	2 hours	



5. Application for Leave

Aside from the Vacation, Sick, Maternity and Paternity Leave, special Leave privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year. Special leave privileges are non-cumulative and non-convertible to cash. Special privilege leaves include: Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation leave, Enrollment leave, Wedding anniversary leave, and Birthday leave

Office or Division:	Finance and Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All MWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave Form (CSC Form No. 6)		HRMO, Admin Assistant		
2. Medical Certificate for Sick Leave incurred for 3 days or more		Hospital and Clinic		
For Maternity Leave Application				
1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery		Hospital and Clinic		
2. Accomplished clearance form (CSC Form No. 7)		HRRMO, Admin Assistant		
3. Solo parent ID for solo parents who want to avail the additional maternity leave for 15 days		Department of Social Welfare and Development Municipal Social Welfare and Development		
For Paternity Leave Application				
1. PSA Marriage Certificate		Philippine Statistics Authority (PSA)		
2. Birth Certificate of Newly born child		Hospital and Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the leave form. Secure immediate supervisor's recommendation. *for vacation leave: filing should be at least eight (8) calendar days before actual leave *for emergency sick leave: filing should be done the day after *for maternity leave: filing should be at least thirty (30) calendar days in advance	1. Provide the leave form	None	1 day	HRM Officer Admin Assistant



2. Submit the accomplished leave form including the documentary requirements to the HRM Officer.	2.1. Review completeness of documentary requirements and certify leave balances	None		HRMO Admin Assistant
	2.2. Endorse to initial first-level signatory for approval	None		HRMO
	2.3 First-level signatory will decide whether to recommend or not recommend the leave	None		HRMO
	2.4. Endorse to final second level signatory for approval	None		HRMO
	2.5. Second-level signatory will decide whether the recommendation is acceptable or not and sign the leave form	None		General Manager
	2.6. Retrieve the signed leave form	None		HRMO
3. Receive the copy of approved/ disapproved leave application from HRMO	3. Record and file the approved application	None		HRMO Admin Assistant
TOTAL:		None	1 working day	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form/ customer satisfaction survey and have it received by our customer service representative.
How feedbacks are processed	<p>The customer service representative gathers the form and submits it to the customer service officer for recording and assessment.</p> <p>For valid negative feedbacks, the responsible department shall devise immediate action(s) to address the discrepancy and generate corrective actions.</p> <p>Answers to the feedbacks are then relayed to the concessionaire concerned.</p> <p>Clients may call to (034) 458-8844 for inquiries and follow-ups.</p>
How to file a complaint	<p>Answer the client complaint form and drop it to the complaint box located in the concessionaires' area.</p> <p>For complaints made thru a phone call or emails, provide and verify the name of person being complained, the incident and evidence.</p>
How complaints are processed	<p>The complaints drop box is opened monthly by the customer service officer for gathering and evaluation of complaints.</p> <p>The customer service officer shall investigate and forward the complaint to the relevant office for explanation.</p> <p>The customer service officer will create a report after the investigation and provide appropriate action. The head of the agency shall review and approve</p>



	<p>the report made.</p> <p>The customer service officer will provide the feedback to the client.</p> <p>Clients may call to (034) 458-8844 for inquiries and follow-ups.</p>
Contact Information	<p>Tel No.: (034) 458-8844</p> <p>Email: murciawaterdistrict@gmail.com</p>

Approved by:


Engr. WINSTON M. MAKILAN
General Manager