



MURCIA WATER DISTRICT

CITIZEN'S CHARTER

2021 (1st 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

Page No.

EXTERNAL SERVICES

| | |
|---|----|
| A. New Connection Application | 3 |
| B. Re-Application of Service Connection | 6 |
| C. Transfer of Service Connection | 9 |
| D. Change Name/ Ownership | 10 |
| E. Reconnection | 12 |
| F. Water Bill Payment | 13 |
| G. Replacement of Defective Water Meter | 14 |
| H. Replacement of Defective Lock Wing | 15 |
| I. Senior Citizen Discount Application | 16 |
| J. Request for Bill Adjustment | 18 |
| K. Request for Statement of Account | 19 |

INTERNAL SERVICES

| | |
|---------------------------|----|
| L. Processing of Payroll | 20 |
| M. Disbursements | 22 |
| N. Handling of Petty Cash | 24 |
| O. Communication | 26 |
| P. Application for Leave | 27 |



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 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. Accompany the inspection team | 3. Inspects/ confirms the location where connection is to be transferred | None | 1 working day | <i>Water Maintenance Man A EOM Division</i> |
| 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 Commercial Section</i> |



| | | | | | |
|----------------------------------|------------------------------------|------------------|-------------------------------|----------------------------------|--|
| 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