



MURCIA WATER DISTRICT

CITIZEN'S CHARTER

2024 (1st Edition)



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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.



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MURCIA WATER DISTRICT

External Services



1. 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 and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Owner				
Authorization letter (1 Original)		Previous owner of the service connection		
Government Issued Identification Card both of the previous owner of the service connection and the concessionaire to be transferred (2 Photocopy with 3 Specimen Signature)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Death Certificate, if previous owner is deceased (1 Photocopy)				
New Owner				
Barangay Certificate of Residency (1 Original)		Barangay hall where the service connection is installed		
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, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Site Picture (1 Softcopy)		Applicant		
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
New Service Contract		Commercial Section – Counter 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements at Counter 3	1. Give the checklist to the client	None	5 minutes	Customer Service Asst. C Commercial Section
2. Submit complete requirements from the list at Counter 3	2. Receive the required documents and check for completeness	None	3 minutes	Customer Service Asst. C Commercial Section
	2.1 Encodes the fee to be paid	None	2 minutes	Customer Service Asst. C Commercial Section
3. Sign in the orientation logbook / attendance sheet at Counter 3	3. Conducts scheduled orientation/ seminar on the rules and regulations and content of the	None	40 minutes	Customer Service Asst. C Commercial Section



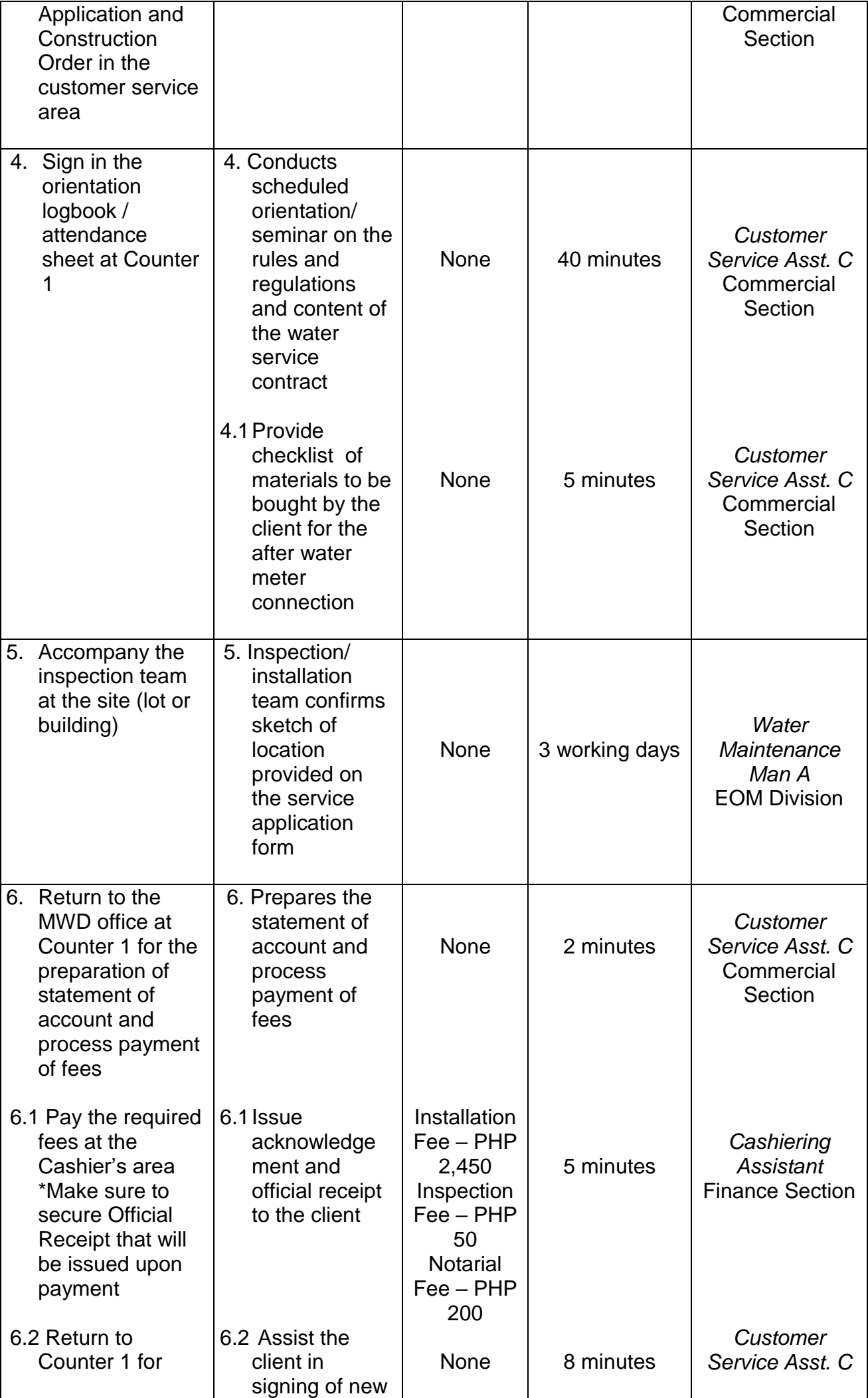
	water service contract			
4. Pay the required fees at the Cashier's area *Make sure to secure Official Receipt that will be issued upon payment	4.1 Receives the payment and issues official receipt	Change Ownership Fee – PHP 50 Notarial Fee – Php 200	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
5. Return to Counter 3 and present Official Receipt	5. Edit records in the database		5 minutes	<i>Cashiering Assistant Finance Section</i>
TOTAL:		PHP 250	1 Hour	



2. 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, Finance Section, Administrative Section and EOM Division			
Classification:	Complex			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card (1 Original and 1 Photocopy)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Recent 1x1 ID Picture (1 Original)		Applicant		
Site Picture (1 Softcopy)		Applicant		
Contact Number		Applicant		
Proof of Ownership (Land Title/Rights, Contract, Tax Declaration, Deed of Sale, Transfer Certificate of Title); Notarized Affidavit stating that they are the actual occupant (1 Photocopy)		Owner of the lot or building; Murcia Water District		
Service Application and Construction Order		Commercial Section – Counter 1		
New Service Contract		Commercial Section – Counter 1		
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, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Government Issued Identification Card of the representative (1 original and 1 photocopy)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Authorization from lot owner (1 Original)		Lot owner		
Government Issued Identification Card of the lot owner (2 Photocopy with 3 Specimen Signature)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the list of requirements in the customer service area	1. Give the checklist to the client	None	5 minutes	Customer Service Asst. C Commercial Section
2. Submit complete requirements from the list to Counter 1	2. Receive the required documents and check for completeness	None	10 minutes	Customer Service Asst. C Commercial Section
3. Fill up and sign the Form 1 or the Service	3. Assist the client in filling up the forms.	None	15 minutes	Customer Service Asst. C





signing of new service contract	service contract			Commercial Section
	6.3 Issues the materials needed by the installation team	None	1 hour	<i>Storekeeper D</i> Administrative Section
7. Accompany the installation team at the site (lot or building)	7. Start processing for the installation of new service connection	None	1 working days	<i>Water Maintenance Man A</i> EOM Division
	7.1 Install new water meter to the location of the service application	None	2 working days	<i>Water Maintenance Man A</i> EOM Division
	7.2 Completed documents will be returned to the customer service representative and record the data in the logbook	None	10 minutes	<i>Customer Service Asst. C</i> Commercial Section
TOTAL:		PHP 2,700	6 Working Days, 2 Hours, 40 Minutes	



3. 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, Finance Section, Administrative Section and EOM Division			
Classification:	Complex			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card (1 Original and 1 Photocopy)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Recent 1x1 ID Picture (1 Original)		Applicant		
Site Picture (1 Softcopy)		Applicant		
Contact Number		Applicant		
Proof of ownership (Land Title/Rights, Contract, Tax Declaration, Deed of Sale, Transfer Certificate of Title); Notarized Affidavit stating that they are the actual occupant		Owner of the lot or building; Murcia Water District		
Service Application Form		Commercial Section – Counter 1		
Water Service Connection Contract		Commercial Section – Counter 1		
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, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Government Issued Identification Card of the representative (1 Original and 1 Photocopy)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
Authorization from lot owner		Lot owner		
Government Issued Identification Card of the lot owner (2 Photocopy with 3 Specimen Signature)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID, Senior Citizen ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the previous account at Counter 3	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 at Cashier's area before applying for new connection *Make sure to secure Official Receipt that will	1.1 Receives payment and issues official receipt	Previous balance (WB + MRRF PHP 20 + 10% Penalty)	5 minutes	<i>Cashiering Assistant</i> Finance Section

be issued upon payment				
1.2 Inquire on the list of requirements in the customer service area	1.2 Clears the account and provides requirement checklist to the client	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
2. Submit complete requirements from the list from the list to Counter 1	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 Form 1 or the Service Application and Construction Order in the customer service area	3. Assist the client in filling up the forms.	None	15 minutes	<i>Customer Service Asst. C Commercial Section</i>
4. Sign in the orientation logbook / attendance sheet at Counter 1	4. Conducts scheduled orientation/ seminar on the rules and regulations and content of the water service contract	None	40 minutes	<i>Customer Service Asst. C Commercial Section</i>
	4.1 Provide checklist of materials to be bought by the client for the after water meter connection	None	5 minutes	<i>Customer Service Asst. C Commercial Section</i>
5. Accompany the inspection team at the site (lot or building)	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 at Counter 1 for the preparation	6. Prepares the statement of account and	None	2 minutes	<i>Customer Service Asst. C</i>



of statement of account and process payment of fees	process payment of fees			Commercial Section
6.1 Pay the required fees at the Cashier's area *Make sure to secure Official Receipt that will be issued upon payment	6.1 Issue acknowledgement and official receipt to the client	Installation Fee – Php 2,450 Inspection Fee – Php 50 Notarial Fee – Php 200	5 minutes	<i>Cashiering Assistant</i> Finance Section
6.2 Return to Counter 1 for signing of new service contract	6.2 Assist the client in signing of new service contract	None	8 minutes	<i>Customer Service Asst. C</i> Commercial Section
	6.2 Issues the materials needed by the installation team	None	1 hour	<i>Storekeeper D</i> Administrative Section
7. Accompany the installation team at the site (lot or building)	7. Start processing for the installation of new service connection	None	1 working days	<i>Water Maintenance Man A</i> EOM Division
	7.1 Install new water meter to the location of the service application	None	2 working days	<i>Water Maintenance Man A</i> EOM Division
	7.2 Completed documents will be returned to the customer service representative and record the data in the logbook	None	10 minutes	<i>Customer Service Asst. C</i> Commercial Section
TOTAL:		PHP2,700 (+ previous balance if account is unsettled)	6 Working Days, 2 Hours, 55 Minutes	



4. 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 and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
Reconnection Order (FM-COM-06) (2 Original)		Commercial Section – Counter 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the account to be reconnected at Counter 3	1. Check data of the account	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Sign the service request at Counter 3	2. Fill up the service request followed by the reconnection order	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
3. If account is disconnected for more than 24 hours, pay the required fee at Cashier's Area	3. If the account is disconnected for more than 24 hours, encode the reconnection fee on the database	Reconnection Fee – PHP 200	10 minutes	<i>Cashiering Assistant</i> Finance Section
4. Accompany the reconnection team and have the service request conformed at the site (lot or building)	4. Reconnection team will reopen the disconnected water meter	None	1 working day	<i>Customer Service Asst. C</i> Commercial Section
TOTAL:		PHP 200	1 Working Day, 20 Minutes	



5. 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 and EOM Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due to defective lock wing at Counter 3	1. Receive the complaint of the client	None	5 minutes	<i>Customer Service Asst. E Commercial Section</i>
2. Sign the service request at Counter 3	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. E Commercial Section</i>
3. Accompany the inspection team at the site (lot or building)	3. Inspect/ confirm that the lock wing is damaged	None	1 working day	<i>Water Maintenance Man A EOM Division</i>
4. Accompany the installation team at the site (lot or building) purchase lock wing at any hardware for replacement of damaged 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	



6. 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, Finance Section, Administrative Section and EOM Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption due to damage meter at Counter 3	1. Receive the complaint of the client	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Sign the service request at Counter 3	2. Fill up the service request	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
3. Accompany the inspection team at the site (lot or building)	3. Inspect/ confirm that the meter is damaged	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
	3.1 Return the service request	None		
	3.2 Fill up requisition slip new water meter	None	5 minutes	<i>Storekeeper D</i> Administrative Section
	3.3 Issue new water meter for replacement	None	10 minutes	<i>Storekeeper D</i> Administrative Section
4. Accompany the installation team at the site (lot or building) for replacement of new water meter and have the service request conformed	4. 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	



7. 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 and EOM Division		
Classification:		Simple		
Type of Transaction:		G2C, G2B and G2G		
Who may avail:		Households and establishments within the service area.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complain on high consumption or any errors on their water bills at Counter 3	1. Receive the complaint of the client	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Accompany the investigation team at the site (lot or building) and conforms the service request made	2. Conduct investigation on the complaint	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
	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</i> Commercial Section
	2.2 Adjust the amount complained in the database		5 minutes	
TOTAL:		None	2 working days, 10 minutes	



8. 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, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Letter of Request (official) (1 Original)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request at Counter 3	1. Receives the letter of the client	None	5 minutes	Customer Service Asst. C Commercial Section
2. Signs the receiving copies of the statement of accounts at Counter 3	2. Checks the record and prepares the statement of account for approval and releasing	None	2 working days	Customer Service Officer A Commercial Section Customer Service Asst. C Commercial Section
TOTAL:		None	2 working days, 5 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 (1 Original)		Commercial Section – Counter 3		
Government Issued Identification Card (1 Original and 1 Photocopy)		UMID, TIN, PRC, Voter's ID, Driver's License, Passport, Postal, National ID		
Valid Senior Citizens ID Card (1 Photocopy)		Applicant		
Recent picture captured and stored in the MWD system (1 Softcopy)		Commercial Section – Counter 3		
Barangay Certification of Residency (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 at Counter 3	1. Give the checklist to the client	None	5 minutes	Customer Service Asst. C Commercial Section
2. Submit complete requirements from the list at Counter 3	2. Receive the required documents and check for completeness	None	10 minutes	Customer Service Asst. C Commercial Section
3. Fill up and sign the senior citizen discount application form at Counter 3	3. Assist the client in filling up the form. Conduct orientation on the availment of the discount.	None	15 minutes	Customer Service Asst. C Commercial Section
	3.1 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.	None	1 working day	Customer Service Officer A Commercial Section



	Discount will be applied on the next billing period.			
TOTAL:		None	1 working day, 30 min.	



10. 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, Finance Section and EOM Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (FM-COM-05) (2 Original)		Commercial Section – Counter 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the transfer of service connection at Counter 3	1. Provides the requirements	None	5 minutes	<i>Customer Service Asst. C</i> Commercial Section
2. Fills up the service request form at Counter 3	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 at the site (lot or building)	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 at Counter 1 for the process of transfer fee	4. Encodes the fee to be paid in the database	None	10 minutes	<i>Customer Service Asst. C</i> Commercial Section
4.1 Pay the required fees at the Cashier's area *Make sure to secure Official Receipt that will be issued upon payment	4.1 Receives the payment and issues official receipt	Transfer Fee – PHP 200	10 minutes	<i>Cashiering Assistant</i> Finance Section
5. Accompany the installation team at the site (lot or building)	5. Transfers the water meter to the verified location	None	1 working day	<i>Water Maintenance Man A</i> EOM Division
TOTAL:		PHP 200	2 Working Days, 30 Minutes	



11. 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 and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B and G2G			
Who may avail:	Households and establishments within the service area.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill/ Statement of Account (1 Original)		Commercial Section – Customer Service Assistant D & E		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for a number at MWD entrance area	1. Give queue number to the client for payment and wait for the number to be called	None	1 minute	<i>PACD</i> Commercial Section
2. Present water bill/ statement of account and payment to the cashier at teller 1,2 or 3	2. Receive the payment and issue an official receipt	Amount due (WB + MRRF PHP 20) If payment is made after the due date (WB + MRRF PHP 20 + 10% Penalty)	4 minutes	<i>Cashiering Assistant</i> Finance Section

 Murcia Water District					
WATER RATES					
	Residential	Full Commercial	Commercial A	Commercial B	Commercial C
0 – 10 cubic	₱ 195.00	₱ 390.00	₱ 341.25	₱ 292.50	₱ 243.75
11 – 20 cubic	₱ 21.90/cu.m.	₱ 43.80/cu.m.	₱ 38.30/cu.m.	₱ 32.85/cu.m.	₱ 27.35/cu.m.
21 – 30 cubic	₱ 24.05/cu.m.	₱ 48.10/cu.m.	₱ 42.05/cu.m.	₱ 36.05/cu.m.	₱ 30.05/cu.m.
31 – 40 cubic	₱ 27.15/cu.m.	₱ 54.30/cu.m.	₱ 47.50/cu.m.	₱ 40.70/cu.m.	₱ 33.90/cu.m.
41 – up cubic	₱ 29.80/cu.m.	₱ 59.60/cu.m.	₱ 52.15/cu.m.	₱ 44.70/cu.m.	₱ 37.25/cu.m.
TOTAL:		Amount Due	5 Minutes		



MURCIA WATER DISTRICT

Internal Services



1. Processing of Payroll

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

Office or Division:	Finance, Administrative, Commercial, Engineering and Construction, Production & Water Quality Section			
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 (1 original)		Administrative Section- Admin. Services Asst. C		
2. Approved Overtime slip (1 original)		Administrative Section- Admin. Services Asst. C		
3. Approved Leave Application (1 original)		Administrative Section- Admin. Services Asst. C		
4. Job Order Payroll (1 original and 1 duplicate copy)		Finance , Administrative ,Commercial, Engineering and Construction, Production & Water Quality Section		
5. Accomplishment Report (1 original and 1 duplicate copy)		Finance , Administrative ,Commercial, and Engineering Construction, Production & Water Quality Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements every cut-off period (1-3 days before payroll)	1.1 Receive Complete requirements of employees from Finance, Administrative, Commercial, Engineering and Construction, Production & Water Quality Section	None	1 hour	Finance Section- Corporate Budget Specialist B
	1.2 Evaluate the submitted documents	None	1 hour	Finance Section- Corporate Budget Specialist B
	1.3 Computation of Job Order and Overtime Payroll	None	1 hour	Administrative Officer A and Corporate Budget Specialist B
	1.4 Preparation and checking of Payroll summary	None	2 hours	Finance Section- Corporate Budget Specialist B
	1.5 Forward Payroll summary to Accounting Processor A for Issuance of Budget Utilization Slip (BUS) and Disbursement Voucher	None	2 hours	Finance Section- Corporate Budget Specialist B and Accounting Processor A
	1.6 Forward to respective signatories Renelyn Jardin-Division Manager, Admin.,Commercial and Finance Section Engr. Paul Oñas-Division Manager, Engineering and Construction, Production & Water Quality Section Winston M. Makilan - General Manager	None	1 hour	Division Manager of Finance, Admin. And Commercial Section Division Manager of Engineering and Construction, Production & Water Quality Section General Manager



	1.7 Forward documents to Corporate Budget Specialist B for preparation of Payroll Register in Findes	None	1 hour	Finance Section- Corporate Budget Specialist B
	1.8 Forward the Payroll Register for checking of Admin and Finance Division Manager and Approval of General Manager	None	30 minutes	Finance Section- Corporate Budget Specialist B Division Manager of Finance, Admin. and Commercial Section General Manager
	1.9 Forward to Corporate Budget Specialist B for uploading to LBP WeAccess Online	None	15 minutes	Finance Section- Corporate Budget Specialist B
	1.10 Approval of two authorized signatories	None	15 minutes	Finance Section- Cashier B and General Manager
	1.11 Credited to bank account of employees	None	2 hours	Account Officer Land bank of the Philippines
TOTAL:		None	1 day and 4 hours	

2. Disbursements

Settlement of Murcia Water District payable to suppliers and other Non-Government Agencies through checks and an online platform supported with complete documents and duly approved by the Head of the Agency.

Office or Division:	Finance , Administrative ,Commercial, and Engineering and Construction, Production & Water Quality Section
Classification:	Complex
Type of Transaction:	G2G, G2B, G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
1. Purchase Request (1 original)	End User from Finance , Administrative ,Commercial, and Engineering and Construction, Production & Water Quality Section
2. Quotation of Suppliers (1 original)	Suppliers
3. Abstract of Quotation (1 original)	Bac Secretariat
4. Budget Utilization Slip (1 original and 1 duplicate)	Accounting Processor A
5. Purchase Order (1 original and 1 duplicate)	Procurement Assistant B
6. Withholding Tax 2306 2307 (1 original and 2 duplicate)	Accounting Processor A
7. Billing Statement (1 original)	Suppliers



8. POW, Job Order (1 original)		End User from Finance , Administrative ,Commercial, and Engineering and Construction, Production & Water Quality Section		
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	10 minutes	Head of requesting Section Finance Section- Accounting Processor A
	1.2 Encode Withholding Tax to the BIR Alpha List System	None	15 minutes	Finance Section- Accounting Processor A
	1.3 Print and Attach BIR Withholding Tax Forms (2307) to the Supporting documents	None	15 minutes	Finance Section- Accounting Processor A
	1.4 Prepare Disbursement Voucher, encode payee details and transaction journal entries to the DV Register	None	15 minutes	Finance Section- Accounting Processor A
	1.5 Print Disbursement Vouchers and journal entries	None	15 minutes	Finance Section- Accounting Processor A
	1.6 Check accuracy of the journal entries/ Completeness of Supporting Documents and Sufficiency of funds	None	15 minutes	Finance Section- Corporate Budget Specialist B
	1.7 Certify the necessity of the expenses	None	15 minutes	Division Manager of Admin, Finance and Commercial Section Division Manager of Engineering and Construction, Production & Water Quality
	1.8 Approve Disbursement Vouchers	None	15 minutes	General Manager
	1.9 Issue checks based on the approved DV	None	30 minutes	Finance Section- Cashier B
	1.10 Verify entries on checks	None	15 minutes	Division Manager of Admin, Finance



				and Commercial Section
	1.11 Approve and sign check for payment	None	30 minutes	Authorized Signatories Cashier B and General Manager
	1.12 Return the signed check to the cashier for releasing	None	10 minutes	Finance Section- Cashier B
TOTAL:		None	3 hours and 20 minutes	

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 (1 original)		Collection Assistant		
For Travel				
1. Travel Order (1 photocopy)		Property Supply Officer		
2. Certificate of Appearance (1 original)		Administrative Officer		
3. OR or Certification for Not Requiring Receipt (1 original)		End Users/Suppliers		
For Meetings				
1. Minutes of the Meeting (1 original)		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 Replenishment Summary	6.1 Prepare Petty Cash Replenishment Summary	None	1 day	Collection Assistant
	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.	

1. 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 a 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, Enrolment leave, Wedding anniversary leave, and Birthday leave

Office or Division:	Engineering & Construction/Production & Water Quality Division, Finance & Commercial/Administrative & General Services Division, General Manager's Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All MWD Employees
CHECKLIST OF REQUIREMENTS	
1. 3 Original Copies of Accomplished Leave Form (CSC Form No. 6), Revised 2020	HRMO, Admin Assistant
2. 1 Original copy of Medical Certificate for Sick Leave incurred for 3 days or more	Hospital and Clinic
For Maternity Leave Application	Hospital and Clinic



1. 1 Original copy of Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery		Hospital and Clinic		
2. 3 Original Copies of Accomplished Leave Form (CSC Form No. 6), Revised 2020		HRRMO, Admin Assistant		
3. 1 Certified thru Copy of 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. 1 Original copy and 1 photocopy of PSA Marriage Certificate		Philippine Statistics Authority (PSA)		
2. 1 Original copy and 1 photocopy of Birth Certificate of Newly born child		Hospital and Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure (CSC Form No. 6), Revised 2020, from the Admin Assistant or from the Administrative Officer for Filling out. Note: Secure 3 Copies of the (CSC Form No. 6), Revised 2020	Provide the (CSC Form No. 6), Revised 2020 and instruct the employee to fill out 3 copies.	None	1 hour	Employee, Admin Assistant, and Admin Officer
2. Fill out the Leave Form (CSC Form No. 6), Revised 2020 *for vacation leave, mandatory leave, and special leave: filing should be at least three to five calendar days before the 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	Assist the employee in filling out the (CSC Form No. 6), Revised 2020	None	1 hour	Employee, Admin Assistant, and Admin Officer
2. Submit the accomplished leave form including the documentary requirements to the Admin Officer.	2.1. Review completeness of documentary requirements and certify leave balances	None	1 hour	Admin Officer



3. The Admin Officer will forward the (CSC Form No. 6), Revised 2020 to the immediate supervisor for endorsement	2.2. Endorse to initial first-level signatory for approval 2.3 First-level signatory will decide whether to recommend or not recommend the leave	None	1 hour	Admin Officer, and Immediate Supervisor
4. The supervisor will forward the approved the (CSC Form No. 6), Revised 2020 to the General Manager's Office for Final approval	2.4. Endorse to final second level signatory for approval 2.5. Final signatory will decide whether the recommendation is acceptable or not and sign the leave form	None	2 hours	General Manager
5. Receive the copy of approved/ disapproved leave application from General Manager's Office for filing	2.6. Retrieve the signed leave form 2.7 Record and file the approved application	None	2 hours	Admin Officer and Admin Assistant
TOTAL:		None	8 hours	

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 Public Relations Assistant 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) 458-8844/0917-183-7786 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 weekly by the public relations assistant 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 the report made.</p> <p>The customer service officer will provide the feedback to the client.</p> <p>Clients may call to (034) 458-8844/0917-183-7786 for inquiries and follow-ups.</p>
Contact Information	<p>Tel No.: (034) 458-8844</p> <p>Mobile No.: 0917-183-7786</p> <p>Email: murciawaterdistrict@gmail.com</p> <p>Facebook Page: Murcia Water District - MWD</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



List of Office

Office	Address	Contact Information
Murcia Water District	KM. 18, Neg. Occ. Eco Tourism Highway, Brgy. Salvacion, Murcia, Neg. Occ.	0917-183-7786 (034) 458-8844