

# PANDI WATER DISTRICT

CITIZEN'S CHARTER 2023,(2<sup>nd</sup> Edition)

#### I. Mandate

The Pandi Water District (PanWaDis) was formed on September 24, 1986 and granted the Conditional Certificate No. 271 on December 5, 1986 by the Local Water Utilities Administration (LWUA). The Water District began its operations on November 3, 1986.

Since 1992, by virtue of the Supreme Court En Banc Decision, G.R. No. 95237-38 (Davao City Water District, et.al. Vs. CSC et.al) water districts were declared Government Owned and/or Controlled Corporation (GOCC) with original charter and as such under the jurisdiction of the Civil Service Commission and Commission on Audit.

#### II. <u>Vision</u>

Pandi Water District is committed to assure that every consumer in our community especially the poor will have access to safe, potable, and affordable water and sanitation services.

#### III. <u>Mission</u>

To be a nation's partner in water utility and sanitation services, contributing to nation building by bringing safe, potable and affordable water in every home and enjoy the quality of our services through productivity and workforce.

#### IV. Performance Pledge

We the officials and employees of Pandi Water District pledge and commit to deliver public service with integrity and efficiently serve you with safe potable and affordable supply of water and sanitation services.

#### LIST OF SERVICES

		Page No.
Ex	ternal Services	4-12
1. /	Application of Service Connection	5-8
2.	Paying the Water Bill	8
3.	Request for Temporary Service Disconnection	9-10
4.	Request for Service Reconnection	10-11
5. I	Request for Maintenance Order	11-12
Int	ernal Services	
Ad	ministrative and General Services Division	13-18
1.	Application of Leave	14
2.	Request for Certificate of Employment	15
3.	Request for Service Record	15-16
4.	Request for Office Supplies	16-17
5.	Payroll Preparation for Permanent and Casual Employees	17-18
Fir	nance Division	19-22
1.	Disbursement Preparation	20-21
2.	Collection Process Report	21-22
En	gineering and Construction Division	23-40
1.	Service Request for Tapping Regular and Traverse	24-27
2.	Service Request for Leak Repair	27-30
3.	Service Request for Reconnection	30-32
4.	Service Request for Meter Transfer	32-35
5.	Service Request for Meter Change	35-37
6.	Service Request for Meter Pull Out	37-40
Pro	oduction and Water Quality Division	41
1.	Service Request for water insufficiency, no water,	
dirt	y water complaints	42-43
Fe	edback and Complaints Mechanism	44-45
Lis	t of Offices	46

**External Services** 

**1. Application of New Service Connection** The service connection will not be made until it is approved and all charges are paid.

paid.							
Office or Divisio	on:	Commercial Division					
Classification:			Complex				
Type of Transac	tion:			nment to			
Who may avail:				resident	s of Pandi, Bulac		
CHECKLIST O	F REQUIR	REME	NTS		WHERE TO S	ECURE	
If Transacted by	the Princip	oal Ov	vner				
1 original copy of		/ perm	nit for	•	ay Hall where the	service	
Water Installation	١			connect	tion be installed		
1 photocopy of R	esidence			Baranga	ay Hall of the citiz	en's address	
Certificate/Cedula	а						
1 pc 1x1 size pic	ture			Applica	nt		
1 Original valid I	)			Applica	nt's Valid ID		
1 photocopy valid	dID			•	e of IDs : UMID, 1		
					oter's ID, Driver's	License,	
				Passpo	rt, Postal ID		
1 photocopy of w	ater bill of	neare	est	nearest house that have water connection.			
concessionaires	Donrocci	tativa					
If Transacted by	Represen	lative					
Special Power of	Attorney			Person being represented			
(If applicable)							
1 Original valid I	)			Representative's Valid ID			
1 photocopy valid	dID			Example of IDs : UMID, TIN, Philhealth,			
				PRC, Voter's ID, Driver's License,			
					rt, Postal ID		
CLIENT STEPS	AGEN			STO	PROCESSING	PERSON	
	ACTIC		BE	PAID	TIME	RESPONSIBLE	
1. Inquire for	1. Intervi		N.L.				
new service	the appli		None		5 minutes	Customer Service Assistant	
connection	regarding	y on				Commercial	
	the new					Division	
	service	00					
	connection	UN					
	request						

O. Davidha	0 1			1
2. Pay the survey fee	2. Accept payment for survey fee and issue Official Receipt	Survey Fee- PHP 100	2 minutes	<i>Cashier</i> Finance Division
3. End of transaction	3. Site inspection	None	10 minutes	<i>Water Maintenance Man</i> Commercial Division
4. Present requirements for application of new service connection	4. Check all the requirements if complete	None	3 minutes	<i>Customer Service Assistant</i> Commercial Division
5. End of transaction	5. Computes Installation fee and materials	None	5 minutes	Customer Service Assistant Commercial Division
6. Sign the application from for service connection	6.Process request service application then inform client all the details about rules and regulations and payment	None	5 minutes	<i>Customer Service</i> <i>Assistant</i> Commercial Division
7. Proceed to cashier for payment	7.Accept payment and issue Official Receipt	For 1/2 diameter connection Meter Maintenance - PHP 1,600 Application Fee - PHP 1,350 Labor (regular)- PHP 700 Clustering - PHP 900 Excavation - PHP 1,300	2 minutes	<i>Cashier</i> Finance Division

		PHP 2,200		
		Guarantee Deposit: Residential - PHP 500 Commercial A- PHP 1,000 Commercial B- PHP 1,000 Commercial C- PHP 1,000 Commercial D- PHP 1,000 Commercial D- PHP 1,000 Note: *Fee, Charges and prices of materials are subject to increase in case of inflation *Cost of materials varies on service connection size & length		
8. End of transaction	8.Forward all documents to storekeeper for preparation	None	2 minutes	Customer Service Assistant Commercial Division
9.	of materials 9.Installation of Service Connection Tapping	None	Regular- 2 hours Traverse- 4 hours	<i>Utility Worker</i> Engineering Division
10. Sign the Maintenance	10.Post Inspection of	None	10 minutes	Utility Worker

order for work done, Accept the copy of Bill of Materials, comments and suggestion	service connection			Engineering Division
other request		PHP 100 and Amount Computed	Regular : 2 hours and 44 minutes Traverse: 4 hours and 44 minutes	

#### 2. Paying the Water Bill

Pay the Water Bill on or before 14<sup>th</sup> day of Date Billed. Your Water Bill have 10% penalty charge upon non-payment of due amount after the Due Date. Non-payment on the 33<sup>rd</sup> day from the Date Billed will cause disconnection of your water service connection. Payment of Water Bill on disconnection date will stop the scheduled disconnection in cases wherein water service has not yet been stopped.

yet been stopped.							
Office or Divisio	n:	Finance	nce Division				
Classification:		Simple					
Type of Transac	tion:	G2C-G	over	mment to	o Citizen		
Who may avail :		All conc	essi	onaires o	of Pandi Water Di	strict	
CHECKLIST O	F REQUIE	REMENT	S		WHERE TO S	ECURE	
Water Bill Cash and Goverr Company Check		•		Owner o	of the account		
CLIENT STEPS	AGEN ACTIO			ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Present Water Bill additional Bill of Materials for new connection	1.Accept payment issue correspo Official Receipt	s and T	Total due Amount		2 minutes	<i>Cashier</i> Finance Division	
TOTAL			Tota Amo		2 minutes		

#### 3. Request for Temporary Service Disconnection

The maximum length of time for Temporary Disconnection is six (6) months,

provided that all obligations are fully paid.

Office or Division: Commercial Division							
Classification:		Simple					
Type of Transac	tion:			mment to Citizen			
					of Pandi Water Distr	ict with active	
vino may avan .				nection			
CHECKLIST O					WHERE TO SE	CURF	
If Transacted by							
Full payment of V				Owner	of the account		
disconnection fee				0 11101			
1 valid ID (1 origi		Photoc	(vao	Applica	nt's Valid ID		
			9977		e of IDs : UMID, TIN	Philhealth, PRC.	
				•	ID, Driver's License		
				ID		, i doopoit, i ootai	
If Transacted by	the Repre	sentativ	ve				
1 valid ID (1 origi				Represe	entative's Valid ID		
			1,77	•	e of IDs : UMID, TIN	l, Philhealth, PRC,	
				•	ID, Driver's License		
				ID	,	, <b>,</b> ,	
Special Power of	Attorney	(SPA) o	or	Person being represented			
Notarized Author	-				5 1		
<b>CLIENT STEPS</b>				ES TO	PROCESSING	PERSON	
			ГСІ		FRUCESSING	I LINGUN	
	ACTI			PAID	TIME	RESPONSIBLE	
1.Proceed to		ON					
	ACTI	ON		PAID		RESPONSIBLE Customer Service	
1.Proceed to	ACTI 1.Verify	<mark>ON</mark> if	BE	PAID	TIME	RESPONSIBLE Customer Service Commercial	
1.Proceed to Customer	ACTI 1.Verify there is	ON if	BE	PAID	TIME	RESPONSIBLE Customer Service	
1.Proceed to Customer Service and	ACTI 1.Verify there is remainin	ON if	BE	PAID	TIME	RESPONSIBLE Customer Service Commercial	
1.Proceed to Customer Service and request for	ACTI 1.Verify there is remainin balance, prepare print	ON if ng and	BE	PAID	TIME	RESPONSIBLE Customer Service Commercial	
1.Proceed to Customer Service and request for Temporary	ACTI 1.Verify there is remainin balance, prepare	ON if ng and	BE	PAID	TIME	RESPONSIBLE Customer Service Commercial	
1.Proceed to Customer Service and request for Temporary Service	ACTI 1.Verify there is remainin balance, prepare print	ON if and ection	BE	PAID	TIME	RESPONSIBLE Customer Service Commercial	
1.Proceed to Customer Service and request for Temporary Service	ACTI 1.Verify there is remainin balance, prepare print disconne	ON if and ection d	BE	PAID	TIME	<b>RESPONSIBLE</b> <i>Customer Service</i> Commercial	
1.Proceed to Customer Service and request for Temporary Service Disconnection	ACTI 1.Verify there is remainin balance, prepare print disconne order an	ON if and ection d	<b>BE</b> None	PAID	TIME	RESPONSIBLE Customer Service Commercial Division	
1.Proceed to Customer Service and request for Temporary Service Disconnection 2. Accept the	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep	ON if and and ection d nt of	<b>BE</b> None	PAID	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the <ul> <li>remaining water</li> </ul>	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accept payment	ON if and ection d nt of t t and	BE None Tem Disce	porary	TIME	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the remaining water bill then	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep payment issue off	ON if and ection d nt of t t and	BE None Tem Disce on F	PAID Porary porary onnecti ee-	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer Service and request for Temporary Service Disconnection</li> <li>2. Accept the remaining water bill then proceed to</li> </ul>	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accept payment	ON if and ection d nt of t t and	BE None Tem Disce on Fe PHP	PAID Porary porary onnecti ee- 250	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the remaining water bill then proceed to cashier and	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep payment issue off	ON if and ection d nt of t t and	Tem Disce on F and	PAID Porary porary onnecti ee- 250 unpaid	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the remaining water bill then proceed to cashier and present	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep payment issue off	ON if and ection d nt of t t and	BE None Tem Disce on Fe PHP	PAID Porary porary onnecti ee- 250 unpaid	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the remaining water bill then proceed to cashier and present statement of	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep payment issue off	ON if and ection d nt of t t and	Tem Disce on F and	PAID Porary porary onnecti ee- 250 unpaid	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	
<ul> <li>1.Proceed to Customer Service and request for Temporary Service Disconnection</li> <li>2. Accept the remaining water bill then proceed to cashier and present statement of account</li> </ul>	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accepp payment issue off receipt	ON if and ection d nt of t t and icial	BE None Tem Disce on Fe PHP and t wate	PAID Porary onnecti ee- 250 unpaid r bill	TIME 5 minutes 2 minutes	RESPONSIBLE         Customer Service         Commercial         Division         Cashier         Finance Division	
<ul> <li>1.Proceed to Customer</li> <li>Service and</li> <li>request for</li> <li>Temporary</li> <li>Service</li> <li>Disconnection</li> </ul> 2. Accept the remaining water bill then proceed to cashier and present statement of	ACTI 1.Verify there is remainin balance, prepare print disconne order an statemen account 2.Accep payment issue off	ON if and ection d nt of t t and icial	Tem Disce on F and	PAID Porary onnecti ee- 250 unpaid r bill	TIME 5 minutes	RESPONSIBLE Customer Service Commercial Division	

4.	implement Maintenance Order 4.Implementat ion of Temporary Disconnection	None	1 hour	Division <i>Water</i> <i>Maintenance Man</i> Commercial Division
5. Sign the Maintenance order for work done, Accept the copy of Bill of materials comments and suggestions other request	5.Post Inspection of Temporary Disconnection	None	10 minutes	Utility Worker Engineering Division
TOTAL		Temporary Disconnect ion Fee- PHP 250 and unpaid water bill	1 hour and 22 minutes	

### 4. Request for Service Reconnection

Applying for Service Re-connection covers installation of water service that been disconnected.

Office or Divisio	n: Comm	Commercial Division						
Classification:	Simple	Simple						
Type of Transact	tion: G2C-0	Gover	nment to Citiz	zen				
Who may avail :			ionaires with r District	disconnected se	ervice connection of			
CHECKLIST OF				WHERE TO S				
Principal								
			<b>a a</b>					
Full payment of W	later Bill and		Owner of the	e account				
reconnection fee								
1 valid ID (1 origin	nal and 1 Photoc	opy)	UMID, TIN, Philhealth, PRC, Voter's ID, Driver's					
			License, Passport, Postal ID					
Representative				• ·				
1 valid ID (1 origin	nal and 1 Photoc	opy)	UMID, TIN, Philhealth, PRC, Voter's ID, Driver's					
			License, Passport, Postal ID					
Special Power of	Attornev (SPA)	or	Person being represented					
Notarized Authori		•		.g. ep. ee en. ee				
CLIENT STEPS		FF	ES TO BE	PROCESSIN	PERSON			
	ACTION	PAID G TIME RESPONSIB						
1.Proceed to	1.Prepare and							
1.1 100000 10								

Customer Service and request for Service Reconnection	print re-opening form and statement of accounts	None	5 minutes	Customer Service Commercial Division
2.Proceed to cashier for payment	2.Accept payment and issue official receipt	Service Re-connection Fee- PHP 250 and unpaid water bills	2 minutes	Cashier Finance Division
End of Transaction	3.Process request and implement Maintenance Order	None	5 minutes	Customer Service Commercial Division
	4.Implementat ion of Service re-connection	None	1 hour	Water Maintenance Man Commercial Division
5.Sign the Maintenance Order for Work done, Accept the copy of Bill of Materials comments and suggestions other request	5.Post Inspection of Service re-connection	None	10 minutes	Utility Worker Engineering Division
TOTAL		Service Re-connection Fee-PHP 250 and unpaid water bills	1 hour and 22 minutes	

#### 5. Request for Maintenance Order

This involves the concessionaire's request for maintenance such as:

- 1. Leak repair
- 2. Line repair
- 3. High Consumption
- 4. Water Meter Calibration
- 5. Change Water Meter
- 6. Meter and Line transfer
- 7. Request for flushing

Office or Divisio	n:	Comm	mercial Division					
Classification: Simple				ble				
Type of Transac	tion:	G2C-0	C-Government to Citizen					
Who may avail :		All cor	oncessionaires who wish to request service regarding					
		their v	vater s	vater service connection				
CHECKLIST O	F REQUI	REMEN	ITS		WHERE TO SE	CURE		
Principal								
Maintenance Orc				Customer Service Assistant				
CLIENT STEPS				S TO BE	PROCESSING PERSON			
	ACTI			PAID	TIME	RESPONSIBLE		
1.Proceed to Customer Service and request for Service Reconnection	1.Prepar print re-openi form and stateme accounts	ng d nt of	None	e	5 minutes	<i>Customer Service</i> Commercial Division		
2.Proceed to cashier for payment	2.Accep paymen issue off receipt	t t and	Fee- PHP and	connection	2 minutes	<i>Cashier</i> Finance Division		
3.End of Transaction	3.Proces request impleme Mainten Order ar forwarde Enginee Division	and ent ance nd ed to	None	9	5 minutes	<i>Customer Service</i> Commercial Division		
	4.Impler ion of ar mainten order	iy	None		4 hours	Utility Worker Engineering Division		
5.Sign the Maintenance Order for Work done, Accept the copy of Bill of Materials comments and suggestions other request	5.Post Inspection request Mainten order	of	None		10 minutes	Utility Worker Engineering Division		
TOTAL			Non	e	4 hours and 22 minutes			

### Administrative and General Services Division

**Internal Services** 

#### 1. Application of Leave

Granted to officials and employees (permanent, temporary, casual) not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI of Executive Order No. 292.

				ive and Gei	neral Services Di	vision		
Classification: Simple			nple					
Type of Transaction: G2G -			G - Government to Government Employee					
Who may avail :		Pandi	Wate	r District er	nployees			
CHECKLIST OI	F REQUIE	REMEN	ITS		WHERE TO S	ECURE		
One (1) original c			n	Admini	strative Division-	Public Relations		
No. 6 Application					Officer /	4		
One (1) original c								
Certificate (for lea					Provided by er	nployee		
exceeding 5 days						DEDOON		
CLIENT STEPS				S TO BE	PROCESSING	PERSON		
1 Drocood to	ACTI 1. Provid			PAID	TIME	RESPONSIBLE		
1.Proceed to Administrative	CSC Foi			None	1 minute	Public Relations		
Division to file a	No. 6			NULLE	1 minute	Officer A		
Leave of	Applicati	on				Administrative and		
absence	Leave to					General Services		
	requesti	ng				Division		
	employe	e						
2.Fill-up the	2.Evalua	te						
CSC Form No.	and sign			None	2 minutes	Division Head		
6 and submit to	form No.	-				Administrative and General		
Administrative	Applicati	on for				Services Division		
Services	Leave							
Assistant 3.Wait for the	2 airea hu	( <b>t</b> h o		None	1 minute	Conorol Monogor		
	3.sign by General	/ the		none	i minute	General Manager Office of the		
approval	Manage	r				General Manager		
4.End of	4. Inform							
Transaction	employe			None	1 minute	Public Relations		
	the requ					Officer A		
	are appr	ove						
	or disapprove					Administrative and		
	File and					General Services Division		
	encode	_						
	approve							
	to emplo	-						
Tatal	Leave R	ecord		Nene				
Total:				None	5 minutes			

#### 2. Request for Certificate of Employment

A certificate from the employer specifying the dates of an employee's engagement and the termination of his/her employment and the type or types of work in which he/she is employed.

Office or Divisio	r Division: Administrative and General Services Division					Div	rision
Classification:		Simple	ple				
Type of Transac	tion:	G2G -	Gove	ernment to	Government E	mp	loyee
Who may avail :		Pandi	Wate	r District en	nployees		
CHECKLIST O	F REQUIF	REMEN	ITS		WHERE TO	SE	CURE
One (1) original form					A		olic Relations Officer
<b>CLIENT STEPS</b>	AGEN	ICY	FEE	S TO BE	PROCESSIN	G	PERSON
	ACTI	ON		PAID	TIME		RESPONSIBLE
1.Proceed to Administrative Division and fill up the request form	1. Receive the request form and prepare the certificate of employment		orm None pare icate		2 minutes		Public Relations Officer A Administrative and General Services Division
2.Wait for the issuance of Certificate of Employment	2. sign the Certificate of Employment			None	1 minute		<i>General Manager</i> Office of the General Manager
3.Receive the Certificate of Employment End of Transaction	3.Issuance of Certificate of Employment to requesting employee File the received copy of Certificate of Employment			None	1 minute		Public Relations Officer A Administrative and General Services Division
Total				None	4 minutes		

#### 3. Request for Service Record

A document that indicates the total years of service of an employee.

Office or Division:	Administrative and General Services Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government Employee		
Who may avail :	Pandi Water District employees		
CHECKLIST OF REQUI	REMENTS WHERE TO SECURE		

One (1) original form	copy of Request	Admi	Administrative Division-Senior IRMO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Proceed to Administrative Division and fill up the request form	1. Receive the request form and prepare the service record	None	3 minutes	Senior IRMO Administrative and General Services Division		
2.Wait for the issuance of Service Record	2. sign the Service Record	None	1 minute	<i>General Manager</i> Office of the General Manager		
3.Receive the service record End of Transaction	3.Issuance of service record to requesting employee. File the received copy of service record	None	1 minute	Senior IRMO Administrative and General Services Division		
Total		None	5 minutes			

#### 4. Request and release for office supplies

These are the consumables and regularly used by employees engaged in written communications, record keeping or bookkeeping, janitorial and cleaning and for storage of supplies or data.

Office or Divisio	on: Administrativ	Administrative and General Services Division			
Classification:	Simple				
Type of	G2G - Gove	rnment	to Gove	ernment Employe	Э
Transaction:					
Who may avail	Pandi Water	Pandi Water District employees			
CHECKLIST	OF REQUIREMEN	NTS	WHERE TO SECURE		
One (1) original copy of Requisition and issue slip supplies form			Administrative Division- Administration Services Assistant C		

1.Proceed to Administrative Division and fill-up the requisition and issue slip supplies form	1. Receive the requisition and issue slip supplies form and prepare the request office supplies	None	2 hours	Administration Services Assistant C Administrative and General Services Division
2.Wait for the issuance of the requested office supplies	2. sign the approve requisition and issue slip supplies form	None	1 minute	<i>General Manager</i> Office of the General Manager
3.Receives supplies requested and signed in the "Received by" portion of the Requisition and issue slip supplies form End of Transaction	3.Issuance of requested office supplies to the concerned office requesting employee. File the received copy of requisition and issue slip supplies form	None	2 minutes	Administration Services Assistant C Administrative and General Services Division
Total:		None	2 hours and 3 minutes	

#### 5. Payroll Preparation for Permanent and Casual Employees

To account for salaries and benefits of permanent, temporary, and casual employees of Pandi Water District.

employees of I and Water				
Office or Division:	Administrati	ive and General Services Division		
	Finance Div	vision		
	Landbank o	of the Philippines		
Classification:	Complex			
Type of Transaction:	G2G - Gove	ernment to Government Employee		
Who may avail :	Pandi Wate	r District permanent and casual employees		
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE		
1. Attendance from Bio	ometrics	1. Biometrics		
2. Updated remittanc	e list and	2. GSIS, Philhealth, Pagibig Fund, BIR,		
loan payment	of GSIS,	Landbank of the Philippines		
Pag-IBIG Fund, Philhealth,		3. Administrative Division		
Landbank, as well	as the BIR	4. Landbank of the Philippines		
(Tax computation)				
3. Summary of Leave	e with pay			

and withou 4. Landbank Authority t	payroll list	and		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Download the attendance from Biometrics to be checked	None	15 minutes	Public Relations Officer A Administrative Division
2. None	and recorded 2. Checks and inputs to the system the remittances and loan deductions (if any) to GSIS, Philhealth, PagIBIG Fund and Landbank	None	1 day	Public Relations Officer A Administrative Division
3.None	3. Checks and inputs to the system the number of days of leave without pay (if any)	None	1 day	Public Relations Officer A Administrative Division
	4.Reviews and prints tentative copy of payroll to be submitted to Finance Division	None	1 day	Senior IRMO Administrative Division
Total:		None	3 days and 15 minutes	

### **Finance Division**

**Internal Services** 

#### 1. Check Payment Disbursement Preparation

This internal service covers activities from the preparation of Disbursement Voucher (DV), receipt of approved DV, check, issuance of payments, and preparation of disbursement reports for Accounting.

	eparation of disbursement reports for Accounting.				
Office or Divisio			/ISION		
Classification:	Simp				
Type of Transac					
			mment to C		
\A/I	G2B-Government to Businesses vail : Pandi Water District employees, contractors and supp				
Who may avail :			er District er		
CHECKLIST O				WHERE TO SE	
1. Disbursemer	•			nior Accounting F	
	ting documents			orporate Budget S	-
-	ation Request	BUR)		Finance Div	SION
3. Checkbook	AGENCY			DDOOFCOINO	DEDCON
CLIENT STEPS		FEE	ES TO BE	PROCESSING	PERSON
	ACTION		PAID	TIME	RESPONSIBLE
	1. Gathers		None	60 minutes	Senior
	Supporting Documents				Accounting Processor A
	(SDs) for				FIUCESSULA
	payments				
	from				
	requesting				
	Division				
	2. Prepares		None	30 minutes	Senior
	Disbursement				Accounting
	Vouchers				Processor A
	(DV)				
	3.Prepares		None	30 minutes	Senior
	Budget				Accounting
	Utilization				Processor A
	Request				
	(BUR)				
	4. Submits to		None	30 minutes	Senior
	the Budge				Accounting
	Officer fo	r			Processor A
	funding				
	5.Check		None	30 minutes	Corporate
	documents				Budget Specialist
	received				A
	6. Certifies		None	30 minutes	Corporate
	the Budge				Budget Specialist
	Utilization				A
	Request				

	(BUR)			
	7. Certifies	None	60 minutes	Corporate
	correctness of			Budget Specialist
	DV			A
	8. Verifies	None	30 minutes	Corporate
	claim and			Budget Specialist
	certifies funds			A
	availability			
	9. Forwards to	None	30 minutes	Corporate
	General			Budget Specialist
	Manager			A
	(GM)			
	10.Prepares	None	30 minutes	Cashier
	and signs the			
	check			
	11.Countersig	None	30 minutes	General Manager
	ns check			
	12.Releases	None	30 minutes	Cashier
	check to			
	claimant			
Total:		None	7 hours	

#### 2. Collection Process Report

This is receiving payments from concessionaires and issue official receipt, then summarize and tallies cash/check payment collection for bank deposit.

Office or Divisio	n: Fina	Finance Division				
<b>Classification:</b>	Sim	ple				
Type of Transac	tion: G20	G- Gove	rnment to C	Government		
	G20	C-Gover	mment to C	itizen		
Who may avail :	Pan	idi Wate	r District er	nployees, contrac	tors and suppliers	
CHECKLIST O	F REQUIREMI	ENTS		WHERE TO SE	CURE	
1.Water Bill				Owner of the a	ccount	
2. Cash and Gov	vernment Che	ck/ Big				
Company Check	(PHP) paymer	nt				
3. Daily Collectio	n Report		Teller/Collecting Officer and Cashier			
<b>CLIENT STEPS</b>	AGENCY	FEE	S TO BE	PROCESSING	PERSON	
	ACTION		PAID	TIME	RESPONSIBLE	
	1.Received		None	3 minutes	Teller/Collecting	
	payment from				Officer	
	concessionair					
	es and issue					
	Official					

	2. After	None	60 minutes	Cashier
	business			
	hours			
	transactions,			
	prepares			
	Daily			
	Collection			
	Report (DCR)			
	3.Summarize	None	2 hours	Cashier
	s and tallies			
	collections for			
	deposit			
Total:		None	3 hours and 3	
			minutes	

## **Engineering and Construction Division**

**Internal Services** 

#### 1. Service Request for Tapping Regular and Traverse

These are one of the main services rendered by Engineering Division after the application of new service connection. Tapping regular, is consists of excavation of main road, installation of saddle clamp, meter stand and water meter. In the other hand, tapping traverse has the same procedure, however, it requires additional activities such as cutting of roads, laying after meter service pipes and road traverse restoration.

Office or Divisio	Office or Division: Engineerin			d Cons	truction Division		
Classification: Simple							
Type of Transaction: G2C-Gove				nt to C	itizen		
Who may avail :		Pandi V	Vater Dis	strict Co	oncessionaires		
CHECK	LIST O	F			WHERE TO SE	CURE	
REQUIR	EMEN	ГS					
Service Request	、 ,			E	Engineering Divisi		
Materials/Equipm	nent to b	be used			Storekeepe		
	1				Engineering Utilit	ty Staff	
CLIENT STEPS		INCY	FEES		PROCESSING	PERSON	
		ΓΙΟΝ	BE P	AID	TIME	RESPONSIBLE	
1.Issuance of	1.The						
Fully	Divisio		Nor	ne	1 minute	Engineering	
Accomplished	Head					Division Head	
Service	check the						
Request (SR)	SR, th						
Tapping		ule the					
Regular or	Tappii	•					
Tapping	Activit	les					
Traverse to							
Engineering Division Head							
DIVISION HEad	2.The						
	Divisio		Nor		1 minute	Engineering	
	Head				1 minute	Division Head	
	give th					and Storekeeper	
	to						
		keeper					
	for						
	preparation						
	of all t						
	neede	d					
	mater	ials,					
	then is	ssue					
	back t	o the					
	Divisio	on					

	Head.			
	3.The Division Head will give the SR to the Engineering Staff.	None	1 minute	Engineering Utility Staff
	4.The Engineering Utility Staff will check the completenes s of the Materials of the given SR.	None	3 minutes	Engineering Utility Staff
	5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment.	None	5 minutes	Engineering Utility Staff
7.Acknowledge	6.The Engineering Staff will drive to the address written on the give SR to conduct the Tapping Activities 7. The	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) *Travel duration depends on the location of the SR	Engineering Utility Staff

the Engineering	Engineering	None	2 minutes	Engineering Utility
the Engineering Staff to do their services.	Engineering Staff will notify the person on the address	None	2 minutes	Staff
	on the SR to confirm the correctness			
	of the SR			
	8.The Engineering Staff, (compose of two person)	None	60 minutes	Engineering Utility Staff
	will start the Excavation on the ground on the possible			
	location of Main Pipe line.			
	9.In case of Tapping Traverse, the Engineering Staff will start cutting the road using concrete cutter and take it off using chisel.	None	120 minutes	Engineering Utility Staff
	10.The Engineering will start to install the Saddle Clamp and Meter Stand.	None	45 minutes	Engineering Utility Staff
	11.The Engineering Staff will restore/ backfill the excavation	None	45 minutes	Engineering Utility Staff

	and concreting of the meter stand 12.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Tapping Activity Work	None	2 minutes	Engineering Utility Staff
TOTAL		None	Based on external services Regular : 2 hours and 44 minutes Traverse: 4 hours and 44 minutes	

#### 2. Service Request for Leak Repair

Leak repair is the major activity to control the Non-Water Revenue of Pandi Water District. The Engineering staff will replace leaking water meter stand parts, replaced the corroded pipes, defectives fittings etc., to control or to stop the leaks.

Office or Divisio	on:	Engineering and Construction Division				
Classification:		Simple				
Type of Transac	tion:	G2C-Government to Citizen				
Who may avail :		Pandi Water District Concessionaires				
CHECK	LIST O	F		WHERE TO SECURE		
REQUIR	EMENT	S				
Service Request	(SR)		Er	Engineering Division Head		
Materials/Equipm	nent to b	e used		Storekeeper		
			I	Engineering Utility Staff		
<b>CLIENT STEPS</b>	AGE	ENCY	FEES TO BE	PROCESSING	PERSON	
	AC	TION	PAID	TIME	RESPONSIBLE	
1.Issuance of	1.The	Division	on			
					Engineering	

Eully	Hood to	None	1 minute	Division Head
Fully	Head to	None	1 minute	DIVISION Heau
Accomplished	Check the			
Service	Service			
Request (SR),	Request (SR).			
Leak Repair to	Schedule the			
Engineering	Leak Repair			
Division Head	Activities			
	2.The Division			
	Head to give	None	1 minute	Engineering Division Head and
	the Service			Storekeeper
	Request to			Siorekeeper
	Storekeeper			
	for			
	preparation of			
	all the needed			
	materials.			
	Then issue			
	back to			
	Division Head			
	the SR			
	3.The Division			
	Head will give	None	1 minute	Engineering Staff
	the SR to the			
	Engineering			
	Staff duty for			
	the Day			
	4.The			
	Engineering	None	3 minutes	Engineering Utility
	Utility Staff			Staff
	will check the			
	completeness			
	of the			
	Materials of			
	the given SR			
	5.The			
	Engineering	None	5 minutes	Engineering Utility
	Utility Staff			Staff
	will load the			
	needed			
	materials to			
	the service			
	vehicle			
	including all			
	the needed			
	tools and			
	equipment			
L	- Sampinon			1

6.The Engineering Staff will drive to the address written on the give SR to conduct the Leak Repair Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	Engineering Utility Staff
7.The Engineering Staff will notify the person on the address on the SR to confirm the correctness of the SR	None	2 minutes	Engineering Utility Staff
8.The Engineering Staff shall start working to repair the reported leak and restoration activities	None	60 minutes	Engineering Utility Staff
9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the Leak repair work.	None	2 minutes	Engineering Utility Staff

TOTAL	1 hour and 45 minutes *Travel duration depends on the location of the SR *Time of repairs depends on the complexity of leaks/damages.	
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#### 3. Service Request for Reconnection

Service Request for Reconnection is the activity to install again the water meter of a concessionaire that was previously pulled-out due to delinquency of payment. The reconnection activity may include the concreting of water meter base and replacement of old water meter stand parts.

Office or Divisio	on:	Engineer	ring and Constru	ction Division		
Classification:		Simple				
Type of Transac	tion:	G2C-Government to Citizen				
Who may avail :		Pandi Wa	ater District Con	cessionaires		
CHECK REQUIR				WHERE TO SEC	URE	
Service Request Materials/Equipm	· /	be used		Engineering Division Head Storekeeper Engineering Utility Staff		
CLIENT STEPS	_		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Issuance of Fully Accomplished Service Request (SR), Reconnection to Engineering Division Head	Head Check Servic Reque Schec Recor	the ce est (SR). dule the nnection	None	1 minute	Engineering Division Head	
	Activities2.The DivisionHead to giveNthe ServiceRequest (SR)to StoreKeeper forpreparation ofall the needed		None	1 minute	Engineering Division Head and Store Keeper	

1			
materials. Then issue back to Division Head the SR			
3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	Engineering Staff
4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	Engineering Utility Staff
5.The Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment	None	5 minutes	Engineering Utility Staff
6.The Engineering Staff will drive to the address written on the give SR to conduct the Reconnection Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	Engineering Utility Staff
7.The Engineering Staff will notify the person on the address	None	2 minutes	Engineering Utility Staff

	on the SR to confirm the correctness of the SR			
	8.The Engineering Staff shall start working to reconnect the water meter and restoration activities	None	30 minutes	Engineering Utility Staff
	9.The Engineering Staff will secure the signature of the concern person on the SR. This completed the reconnection activities.	None	2 minutes	Engineering Utility Staff
Total		None	1 hour and 15 minutes *Travel duration depends on the location of the SR	

#### 4. Service Request for Meter Change

Service Request for Meter Change is the activity to replace the water meter of a concessionaire that was reported defective and/or out of calibration.

Office or Division:	Engineering and Construction Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail :	Pandi Water District Concessionaires		
CHECKLIST O REQUIREMENT			

Service Request Materials/Equipm	. ,		ngineering Divisio Storekeeper Engineering Utility	
<b>CLIENT STEPS</b>	NT STEPS AGENCY		PROCESSING	PERSON
	ACTION	PAID	TIME	RESPONSIBLE
1.Issuance of Fully Accomplished Service Request (SR), Meter Change to Engineering Division Head	1.The Division Head to Check the Service Request (SR). Schedule the Meter Change Activities	None	1 minute	Engineering Division Head
	2.The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed materials. Then issue back to Division Head the SR	None	1 minute	Engineering Division Head and Store Keeper
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	Engineering Staff
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	Engineering Utility Staff
	5.The Engineering Utility Staff will load the needed materials to	None	5 minutes	Engineering Utility Staff

			1
the service vehicle			
including all			
the needed			
tools and			
equipment			
6.The			
Engineering	None	30 minutes	Engineering Utility
Staff will drive		(From Poblacion	Staff
to the address		to Malibo at	
written on the		normal speed and usual	
give SR to		traffic)	
conduct the		Travel duration	
Meter Change		depends on the	
Activities		location of the SR	
7.The			
Engineering	None	2 minutes	Engineering Utility Staff
Staff will notify			Stall
the person on			
the address			
on the SR to			
confirm the			
correctness of			
the SR			
8.The	Nana	20 minutes	Engineering Utility
Engineering Staff shall	None	30 minutes	Staff
			olun
start working to do the			
mater change			
and			
restoration			
activities			
 9.The			
Engineering	None	2 minutes	Engineering Utility
Staff will			Staff
secure the			
signature of			
the concern			
person on the			
SR. This			
completed the			
Meter Change			
Activity Work			

Total	None	1 hour and 15 minutes *Travel duration	
		depends on the location of the SR	

#### 5. Service Request for Meter Transfer

Service Request for Meter Transfer is to transfer one water meter stand or a cluster of water meter stand as requested by concessionaire since the existing location will be affected by improvement of the vicinity around it

Office or Divisio	n:	Engineer	ing and Constru	ction Division	
Classification: Simple		e			
Type of Transac	tion:	G2C-Gov	vernment to Citiz	zen	
Who may avail :		Pandi Wa	ater District Con	cessionaires	
CHECK REQUIR				WHERE TO SEC	URE
Service Request Materials/Equipm	(SR) ient to l			ngineering Divisio Storekeeper Engineering Utility <b>PROCESSING</b>	
CLIENT STEFS			PAID	TIME	RESPONSIBLE
1.Issuance of Fully Accomplished Service Request (SR), Meter Transfer to Engineering Division Head	Head Check Servic Reque Schec Meter Trans Activit	the se est (SR). dule the fer ies	None	1 minute	Engineering Division Head
	Head the Se Reque to Sto Keepe prepa	ervice est (SR) re er for ration of needed ials. issue	None	1 minute	Engineering Division Head and Store Keeper

Division Head the SR			
3.The Division			
Head will give the SR to the Engineering Staff duty for	None	1 minute	Engineering Staff
 the Day 4.The			
Engineering Utility Staff will check the completeness of the Materials of	None	3 minutes	Engineering Utility Staff
 the given SR 5.The			
Engineering Utility Staff will load the needed materials to the service vehicle including all the needed tools and equipment	None	5 minutes	Engineering Utility Staff
6.The Engineering Staff will drive to the address written on the give SR to conduct the Meter Transfer Activities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	Engineering Utility Staff
7.The Engineering Staff will notify the person on	None	2 minutes	Engineering Utility Staff

	the address			
	on the SR to			
	confirm the			
	correctness of			
	the SR			
	8.The			
	Engineering	None	30 minutes	Engineering Utility
	Staff shall			Staff
	start working			
	to do the			
	mater transfer			
	and			
	restoration			
	activities			
	9.The			
	Engineering	None	2 minutes	Engineering Utility
	Staff will			Staff
	secure the			
	signature of			
	the concern			
	person on the			
	SR. This			
	completed the			
	Meter			
	Transfer			
	Activity Work			
Total			1 hour and 15	
			minutes	
			*Travel duration	
			depends on the location of the	
			SR	

#### 6. Service Request for Meter Pull-out

The Service Request for Meter Pull-out is to pull-out the water meter of a concessionaire either Temporarily or Permanent due to payment delinquency.

Office or Division:	Engineering and Construction Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail :	Pandi Water District Concessionaires		

CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE	
Service Request (SR) Materials/Equipment to be used			Engineering Division Head Storekeeper Engineering Utility Staff		
<b>CLIENT STEPS</b>	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTION	PAID	TIME	RESPONSIBLE	
1.Issuance of Fully Accomplished Service Request (SR), Meter Pull-out to Engineering	1.The Division Head to Check the Service Request (SR). Schedule the Meter Pull-out Activities	None	1 minute	Engineering Division Head	
Division Head	Activities 2.The Division Head to give the Service Request (SR) to Store Keeper for preparation of all the needed materials. Then issue back to Division Head the SR	None	1 minute	Engineering Division Head and Store Keeper	
	3.The Division Head will give the SR to the Engineering Staff duty for the Day	None	1 minute	Engineering Staff	
	4.The Engineering Utility Staff will check the completeness of the Materials of the given SR	None	3 minutes	Engineering Utility Staff	
	5.The Engineering Utility Staff	None	5 minutes	Engineering Utility Staff	

ne m th ve in th to ec	ill load the eeded aterials to e service ehicle cluding all e needed ols and quipment			
Er St to wi gi cc M Ac	The ngineering taff will drive the address ritten on the ve SR to onduct the eter Pull-out ctivities	None	30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	Engineering Utility Staff
En St th th or cc cc	The ngineering taff will notify e person on e address n the SR to onfirm the orrectness of e SR	None	2 minutes	Engineering Utility Staff
Er St st to m ar e ac	storation ctivities	None	30 minutes	Engineering Utility Staff
Er St se sig th pe SI co	The ngineering taff will ecure the gnature of e concern erson on the R. This ompleted the eter Pull-out	None	2 minutes	Engineering Utility Staff

	Activity Work			
Total		None	1 hour and 15 minutes *Travel duration	
			depends on the location of the SR	

### **Production and Water Quality Division**

**Internal Services** 

## 1. Service Request for water insufficiency, no water, dirty water complaints.

This service request is to address the received complaints from the concessionaires regarding water insufficiency, no and dirty water to the service coverage area.

Office or Division:	Production	and Water Qua	lity Division			
Classification:	Simple	Simple				
Type of Transaction:	-	mment to Citize	n			
Who may avail :		er District Conce				
CHECKLIST OF REQI	JIREWIEN IS		HERE TO SEC			
Maintenance Order		-	commercial Divi n and Water Qເ			
				Difference (WRFO)		
CLIENT STEPS	ACTION	FEES TO	PROCESSI	PERSON		
1.Commercial Division	1.Production	BE PAID	NG TIME	RESPONSIBLE		
to make a Maintenance Order (MO) showing the nature of request/complaint, name and location of requesting concessionaire.	1.Production Division Head to verify/evaluate the request/compla nt. Give order to WRFO base or evaluation made. 1.WRFO to proceed to the location and carry out the order.	i b n b None e d	5 minutes 30 minutes (From Poblacion to Malibo at normal speed and usual traffic) Travel duration depends on the location of the SR	Division Head WRFO		
2.Concessionaire to sign the maintenance order after execution of the job.	2.WRFO to writ his action done in the maintenance order form, Division Head check and submit this form	None	1 minute	WRFO Production Division Head		

	back to Commercial Division.		
Total		36 minutes *Travel duration depends on the location of the MO	

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback?	Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk.	
	Contact info: (044) 309-5121	
	0942-9807-556	
	Pandi Water District FB page	
	Email: pandiwaterdistrict@yahoo.com	
How are feedbacks processed?	The customer service representative gathers the feedback form and submit it to the Customer Service Officer for recording and assessment.	
	For valid negative feedbacks, the responsible division shall devise immediate action(s) to address the discrepancy and generate corrective actions.	
	Answers to the feedbacks are then relayed to the concessionaire concerned.	
	For inquiries and follow-ups, client may contact the following contact number: (044)309-5121/0942-980-7556	
How to file complaints?	Answer the client complaint form and drop it to the designated drop box in front of Public Assistance and Complaint desk.	
	Complaints can also be filed via phone call or email. Make sure to provide the following information:	
	<ol> <li>Name of person being complained.</li> <li>Incident</li> </ol>	

	3. Evidence	
	For inquiries and follow-up, clients may contact the following:	
	(044)309-5121/0942-980-7556	
How are complaints processed?	The customer service representative opens the complains drop box on a daily basis, and submit it to the Customer Service Officer to evaluate each complaints.	
	Upon evaluation, the Customer Service Officer shall start the investigation and forward the complaint to the relevant office for their explanation.	
	The Customer Service Officer will create a report after the investigation and shall submit it to the General Manager for appropriate action.	
	The Customer Service Officer will give the feedback to the client.	
	For inquiries and follow-ups, client may contact the following: (044)309-5121/0942-980-7556	

#### List of Offices

Office	Address	Contact Information
Pandi Water District	ict Manuel Santos St. Poblacion, Pandi, Bulacan	Landline : (044) 309-5121
		Cellphone:09429807556