



METRO COTABATO WATER DISTRICT

CITIZEN'S CHARTER
2019 (1st Edition)



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I. Mandate

The METRO COTABATO WATER DISTRICT, by virtue of Presidential Decree No. 198, is formed for the purpose of the following to wit:

“Section 5. Purpose – Local Water Districts may be formed pursuant to this Title for the purpose of:

Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and lands within the boundaries of such district

Providing, maintaining, and operating waste water collection, treatment and disposal facilities, and;

Conducting such other functions and operations incidental to water resource development, utilization and disposal within such district, as are necessary or incident to said purpose.”

(Chapter II, Purpose and Formation, Section 5 of PD 198)

II. Vision

To be a highly efficient water utility rendering excellent service to the community.

III. Mission

To provide adequate, safe and affordable water supply to all our concessionaires, deliver efficient service and be responsible in promoting environmental conservation, rehabilitation and sanitation.

IV. Service Pledge

- The Metro Cotabato Water District pledges to serve its concessionaires and the public, in general, with utmost courtesy, dedication and efficiency.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break



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COMMERCIAL SERVICES DEPARTMENT

External Services



1. Delivery Of Water Bills

A billing statement is delivered to registered concessionaires of MCWD which contains billing information regarding the total amount due for the water services rendered with the corresponding breakdown of fees and arrearages, water consumed, period covered, due date, etc.

Office or Division:	Customer Accounts Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail:	All registered MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
With active water service connection		Registered w/ MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May witness actual reading of water meter on the scheduled date, or may conduct daily self-monitoring/reading of water meter to validate reading made by Meter Reader.	1. Reading of the water meter & record any complaints/observations received on field.	Amount of water consumed (Please see schedule of water rate approved by LWUA)	1 working day	Cust. Service Asst. A,B, C (Meter Reader) Meter Reading Section
	1.1 Submission of meter reading batch.		5 minutes	
	1.2 Checking of accomplished Meter Reading Batches.		1 hour & 30 minutes	Cust. Service Officer B Meter Reading Section
2. None	2. Processing & printing of water bills.	Meter Maint. Fee – P2.00	3 working days	Sr. Computer Operator Billing Section
	2. Final Checking of Printed bills & Billing Register.	Penalty- 5% of Previous month bill not paid on the due date,	1 working day	Cust. Service Officer B Billing Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Forwarded Accounts, Monthly Amortization of Loans/ Promissory Note (e.g Materials, Arrears 125, Arrears 521, Guaranty Deposit, Labor, Misc. Service Fee, etc.), Arrearages from previous months bill Less: Sr. Citizen Discounts & Advance Payments		
3. None	3. Record and issue load assignments to Meter Readers.	none	1 hour	Cust. Service Officer B Meter Reading Section
4. Receive the bill and sign the Acknowledgement Receipt of water bill	4. Deliver water bill and other notices attached to the bill, to the specified address of the customer and request to sign in the Acknowledgement Receipt. Note: <i>If nobody is available or refuses to sign the Acknowledgement Receipt, the Meter Reader will leave</i>	Total amount due from the customer	1 day	Cust. Service Asst. A,B,C (Meter Reader) Meter Reading Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>the bill in a place where it is safe and readily noticeable or have it received by neighbor and/or indicate in the Remarks column the location where the bill was left.</i>			
	TOTAL:	Total Amount Due – to be paid at MCWD office or authorized collecting banks only	6 working days, 2 hours, 35 minutes	

LWUA APPROVED WATER RATES						
Effective January, 2006						
Category	Size	0-10 Cu.M.	11-20 Cu.M.	21-30 Cu.M.	31-40 Cu.M.	Above 40 Cu.M.
Residential and Government	1/2"	₱ 184.00				
	3/4"	294.40	20.35	23.50	26.70	29.95
	1"	588.80				
Semi- Commercial Type A	1/2"	₱ 322.00				
	3/4"	515.20	35.60	41.10	46.70	52.40
	1"	1,030.40				



Category	Size	0-10 Cu.M.	11-20 Cu.M.	21-30 Cu.M.	31-40 Cu.M.	Above 40 Cu.M.
Semi-Commercial Type B	1/2"	₱ 276.00				
	3/4"	441.60	30.50	35.25	40.05	44.90
	1"	883.20				
Pure Commercial Institutional Industrial	1/2"	₱ 368.00				
	3/4"	588.80				
	1"	1,177.60				
	1 1/2"	2,944.00	40.70	47.00	53.40	59.90
	2"	7,360.00				
	3"	13,248.00				
Bulk/Wholesale	4"	26,496.00				
	1/2"	₱ 552.00				
	3/4"	883.20				
	1"	1,766.40	61.05	70.50	80.10	89.85
	1 1/2"	4,416.00				
	2"	11,040.00				

Sample computation of bill for Residential Category



A. WATER CONSUMED

Current Reading	1250
Less: Previous Reading	<u>1000</u>
Consumption in Cu.m.	<u><u>50</u></u>

B. Amount to be paid for water consumed

0 - 10 cu.m.	=	P	184.00
11 - 20 cu.m. x P20.35/cu.m.	=		203.50
21 - 30 cu.m. x P23.50/cu.m.	=		235.00
31 - 40 cu.m. x P26.70/cu.m.	=		267.00
41 - 50 cu.m. x P29.95/cu.m.	=		<u>299.50</u>
Total amount to be paid for water Consumed for 50 cu.m.=			<u><u>P 1,189.00</u></u>

C. OTHER CHARGES

1. Penalty = 5% of previous month bill not paid on the due date, if any
2. 125 Arrears = amount of forwarded account/ loan amortization per promissory Note, if any
3. 521 Arrears = amount of Administrative Fee charged due to violation of MCWD utility rules & regulations or the loan amortization per promissory note, if any
4. Misc. Service Fee = amount of forwarded account/ loan amortization per promissory note, if any
5. Labor = amount of forwarded account/ loan amortization per promissory note or cost of labor for services rendered (No. of days x minimum wage), if any
6. Meter Maintenance Fee = P2.00
7. Materials = Cost of materials for repair or loan amortization per promissory note, if any
8. Guaranty Deposit = loan amortization per promissory note, if any
9. Adjustment (AM) = amount to be deducted from the bill due to Discount given to Sr. Citizen & Advance payments made by the customer, if any

D. Arrearages= unpaid bills of previous months, if any

Formula: Total amount due = B + C + D

2. Request For Extension Of Grace Period / Partial Payment Or Staggered Basis



This is a service extended to MCWD concessionaires requesting for extension of grace period beyond the due date and those who are requesting for partial payment or a staggered basis of payment due to excessive amount of bill.

Office or Division:	Customer Accounts Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Water bill		Delivered by Meter Reader		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to PACD/ Disconnection Section/ Division Manager A for Customer Accounts and request for extension of due date/ promissory note	1. Receive request for extension, and verify from database, take note the date of extension/ agreed terms to logbook and water bill. 1.1 Forward the water bill to Billing Section for adjustment and update loans file and prepare promissory note indicating the agreed terms.	None	3 minutes	<i>Public Relations Officer or Division Manager A Customer Accounts Division</i>
		none	5 minutes	<i>Customer Service Officer B Customer Accounts Division</i>
2. Sign in the logbook/ promissory note in agreement with the terms	2. Adjust the water bill & EDP record based on the agreed terms and have the customer sign the logbook/ promissory note.	none	5 minutes	<i>Customer Service Officer B Customer Accounts Division</i>
3. Receives the water bill	3. Returns the water bill to the customer and direct him to proceed to Cashier to pay.	none	1 minute	<i>Public Relations Officer/ Division Manager A Customer Accounts Division</i>
	TOTAL:	NONE	14 minutes	

3. Request For Check-Up/Inspection Of Water Service Connection



This is a service provided by MCWD to its concessionaires who have complaints regarding their billings,(e.g. high consumption, category, meter status, etc.) which needs action for the verification of the cause of such problems and recommends action to be undertaken by the customer and the office.

Office or Division:	Customer Services Division			
Classification:	Simple Transaction (Walk-in Transaction or Filed thru Telephone) Complex Transaction (Long line connections, Illegal connection, requests made by other MCWD employees)			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill			Delivered by MCWD Meter Reader	
Computer generated statement of account			Secured from MCWD Frontline	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaints to Investigation Section or call telephone no.421-7135	1. Evaluates complaints, prepares Investigation Order and advise customer on the schedule of inspection.	None	10 minutes	} <i>Customer Service Assistant B</i> Customer Accounts Division
	1.1 Prints Investigation Order and issue to Investigator.	None	1 minute	
2. Assists investigator during actual inspection and undertake action as per Investigator's advise.	2. Conducts investigation on site and inform customer as to result and advise for action to be taken.	None	2 days for simple 6 days for complex	} <i>Customer Service Assistant B (Investigator)</i> Customer Services Division
	2.1 Prepare and submit Investigation report with recommendation as to action to be undertaken by the office.	none	10 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Approves the Investigation report and forward to Frontliner for encoding.	none	3 minutes	<i>Division Manager A Customer Services Division</i>
	2.3 Evaluate and encode findings. Note: * If subject for repair for leak before the meter or defective meter:	none	3 minutes	} <i>Customer Service Assistant B Customer Accounts Division</i>
	2.4 Prepares Service Request and forward to Maintenance Section, Engineering Department for action. Note: *If bill subject for adjustment:	None	1 minute	
	2.5 Print investigation result and statement of account and forward to Billing Section for adjustment.	none	1 minute	
	2.6 Evaluate and prepare adjustment based on office policy and reflect adjustment on bill/ statement of account.	none	5 minutes	<i>Customer Service Officer B Customer Accounts Division</i>
3. Receives the adjusted water bill for payment	3. Return the water bill/statement of account to customer and direct him to pay at the Cashier.	None	1 minute	<i>Customer Service Officer B Cust. Accounts Division</i>
	TOTAL:	None	2 days, 35 minutes for simple, 6 days 35 minutes for complex	



4. Service Request

A job order is prepared for reported leakages and other complaints concerning water service and other observations seen on field, filed by customer, water district employees or other concerned citizens.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires Water District Employees Concerned Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual owner or any concerned citizen, files complaints to Frontline Section or call telephone no.421-7135	1. Receives complaints, verify registered account name in the database and log.	None	10 minutes	Customer Service Assistant B Customer Services Division
1.1 MCWD employees will report to the Supervisor or directly to Frontliner for any leakages or observation seen on field	1.1 Prepare job order (Service Request) and forward to Maintenance Division for action.	None	10 minutes	
	1.2 Issue job order to Maintenance Sector.	None	1 minute	Utilities Service Asst. B Engineering Department
	1.3 Acts on the request.	None	2 days	Maintenance Sector Engineering Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Actual owner or representative will acknowledge Job Order and receive copy of List of Materials for billing used during repair	2. Have the customer sign in the job order and List of Materials. Inform the customer that materials will be added to their billing.	Cost of Materials used during repair to be paid at MCWD office	15 minutes	<i>Maintenance Sector</i> Engineering Department
	TOTAL:	Cost of materials used during repair to be paid at MCWD office	2 days, 23 minutes	



5. Application For New Service Connection Or Re-Connection (Pulled-Out Water Meter)

The general public, within the service area, who wants to have access to safe water shall file his application with Metro Cotabato Water District for water service connection after complying the requirements and payment of corresponding fees.

Office or Division:	Commercial Services Department	
Classification:	Complex Transaction	
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	The general public within the service area of MCWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 pc. Photocopy of valid ID or any government issued ID with picture	Company ID, SSS, GSIS, BIR, Comelec, etc.	
1 pc. 2 X 2 recent colored ID picture	personal	
Barangay Clearance, should be within 6 mos. validity	Barangay Hall where the location of residence, business, office	
Location/sketch plan	Personal, or may ask assistance from personnel of MCWD	
Additional Requirement: (any applicable)		
- Photocopy of lot title, if applicant is the owner	Registry of Deeds	
- Consent/Authorization from lot/building owner- if applicant is renting/informal settler	Lot owner or building owner	
- Affidavit of undertaking - if government property	Notarized by a lawyer	
- Consent from lot owner to install water facilities in his lot – if service line passes through a private lot	Lot owner	
- Photocopy of deed of sale - if property is newly acquired or letter of consent/waiver from previous owner	Notarized by a lawyer or from previous owner	
- Memorandum of Agreement for string connection	Commercial Department-MCWD	
- Excavation permit, if applicable	City Engineering Office or DPWH	
- Clearance from SPDA Administrator (SPDA resident)	SPDA Office	
If transacted by a representative:		
- Authorization letter from the applicant	Applicant	



- Photocopy of applicants valid ID with signature	Company ID, SSS,GSIS, BIR, COMELEC, etc.			
- Photocopy of representative valid ID with picture (must present original)	Company ID, SSS,GSIS, BIR, COMELEC, etc			
-				
A. PROCESSING OF NEW SERVICE APPLICATION OR RECONNECTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request and submit all requirements to Customer Frontline Section	1. Receive the documents and check completeness and interview the client. Shall verify account per computer record if with previous connection(disconnected) and outstanding account and checks service connection card. Note: <i>If with previous connection with outstanding account, advise the customer that his application is for reconnection of water service and settle in full or installment before approval of application.</i>	None	10 minutes	Customer Service Assistant B Customer Accounts Division
	1.1 Shall prepare statement of account and advise the customer to pay inspection fee to Teller. Note: <i>Details of payment shall be in accordance with Finance Dept. Collection procedure.</i>	Inspection Fee – P50.00 + Unpaid bills from disconnected connections, if any	1 minute	
2. Present Official Receipt	2. Record O.R no. and record application to AIS logbook for control number. And post applicant's information to BICOS database and generate AIS.	None	2 minutes	Customer Service Assistant B Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assist surveyor during the conduct of onsite inspection	3. Shall conduct onsite inspection/ survey the place of applicant then prepare a plan & details - tapping point, location of meter and costing.	None	1 ½ day	<i>Engineering Assistant A</i> Customer Service Division
	3.1 Shall review the prepared plans and estimates and do background check if with previous account.	None	1 day	} <i>Sr. Customer Service Officer</i> Customer Service Division
	3.2 Shall assign account number and update Customer Account Number Worksheet and sign the AIS and forward to Division Manager.	None	1 minutes	
	3.3 Shall approve the plans and estimates and forward to CSA B of frontline unit. Instruct the frontliner to text message the customer that his application is ready for payment.	none	3 minutes	<i>Division Manager A</i> Customer Service Division
	Total:	P50.00 + Unpaid bills	3 days, 4 hours, 19 minutes	

B. APPROVAL OF APPLICATION FOR NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Section and follow-up application	1. Shall locate the application papers of the customer. Prepare statement of account and advice customer to pay at the Teller.	Guaranty Deposit, Installation Fee – P500.00	10 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: <i>Payment process shall be in accordance with Finance Department procedure.</i></p> <p>1.1 Shall prepare Service Application Contract, Maintenance & Construction Order and Promissory Note.</p>	<p>Cost of Materials, Additional Fees- Old accounts, if any</p> <p>None</p>	<p>10 minutes</p>	<p><i>Customer Service Asst. B</i> Customer Accounts Division</p>
<p>2. Shall pose for picture taking</p>	<p>2. Shall ask the customer to pose for picture taking thru web cam.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Customer Service Asst. B</i> Customer Accounts Division</p>
<p>3. Read & sign the contract and promissory note</p>	<p>3. Shall review the forwarded documents, orient the customer about the policies of MCWD and finally approves the SAC & MCO.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Division Manager A</i> Customer Accounts Division</p>
<p>4. Receive copy of contract, promissory note, official receipt & cost estimate</p>	<p>4. Shall furnish the customer with copy of the contract, cost estimates, promissory note and official receipt.</p> <p>4.1 Shall advise the customer to prepare the after the meter provision line and wait for the date of installation.</p>	<p>None</p> <p>none</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>Customer Service Assistant B</i> Customer Accounts Division</p>
	<p>TOTAL:</p>	<p>Total amount Due</p>	<p>27 minutes</p>	



BREAKDOWN OF FEES:

1. Guaranty Deposit			
Residential	P 1,000.00		
Government	3,000.00		
Pure Commercial	3,000.00		
Semi- Commercial A	2,500.00		
Semi-Commercial B	2,500.00		
Industrial	10,000.00		
2. Installation Fee			500.00
3. Cost of Materials (to be determined after survey)			
4. Old Accounts (if any)			
TOTAL AMOUNT DUE			=====

C. INSTALLATION OF NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Install the after the meter pipelines (“Abang”) and wait on the scheduled date of installation.	1. Shall prepare LOM, Work Order & RIS and transmittal approved by Division Manager.	None	10 minutes	Customer Service Asst. B Customer Accounts Division
	1.1 Shall forward Work Order to Meter Maintenance Unit for assignment of meter.	None	3 minutes	
	1.2 Shall forward List of Materials (LOM) and Requisition & Issue Slip to Property Section for preparation of materials	none	3 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Shall prepare LOM, Work Order & RIS and transmittal approved by Division Mgr.</p> <p>1.4 Shall forward Work Order to Meter Maintenance Unit for assignment of meter.</p> <p>Note: <i>Details for assignment of meter shall be in accordance with Meter Maintenance Unit procedure.</i></p> <p>1.5 Shall forward List of Materials (LOM) and Requisition & Issue Slip to Property Section for preparation of materials.</p> <p>1.6 Shall withdraw needed materials (as specified in the LOM & RIS) and water meter from Property Section.</p> <p>Note: <i>Issuance of materials & water meter shall be in accordance with Property Section procedure.</i></p>	<p>None</p> <p>None</p> <p>None</p> <p>none</p>	<p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>1 day</p>	<p><i>Customer Service Asst. B</i> Customer Accounts Division</p> <p><i>Customer Service Asst. B</i> Customer Accounts Division</p> <p><i>Sr. Water Maintenance Man A</i> Customer Services Division</p>
<p>2. Shall sign the documents</p> <p>3. Receive copy of LOM & Meter Receipt.</p>	<p>2. Shall conduct installation of water meter and ask the customer to sign the MCO, LOM & Meter Receipt.</p> <p>3. Shall furnish customer copies of LOM & Meter Receipt.</p>	<p>None</p> <p>none</p>	<p>2 days</p> <p>3 minutes</p>	<p><i>Sr. Water Maintenance Man A</i> Customer Services Division</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: <i>Upon conduct of installation, needs additional materials, shall coordinate w/ SCSO for preparation of LOM or RIS and withdraw from Property Section after approval.</i></p> <p>Note: <i>If additional materials needed is for billing, inform the customer that it will be billed to them which will be added in their water bill.</i></p> <p>Note: <i>Turn-over unused paid materials to Customer or to be returned to Property Section and inform customer that cost of returned paid materials shall be treated as advance payment.</i></p>			
	Total	None	3 days, 28 minutes	



6. Application For Reopening Of Service Connection (With Meter On Site)

A customer with disconnected water service connection will apply for the reconnection of water service after full payment of amount due to the customer.

Office or Division:	Customer Accounts Division	
Classification:	SimpleTransaction	
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All registered MCWD concessionaires with disconnected water service connection with meter on site	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If transacted by Owner:		
- Original and photocopy of valid ID, preferably Government Issued		Company ID, SSS, COMELEC, GSIS, Drivers license, Pag-ibig, Philhealth, BIR, etc.
- Water bill		MCWD
If transacted by Representative:		
- Authorization letter from the owner or any proof of Authority to transact business		From the owner of the service connection
- One photocopy of owner's ID, preferably government issued		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.
- Original & photocopy of representative's valid ID, preferably government issued		
- Water bill		MCWD
If applied reopening for change of registered name:		
- Written consent from the previous/building owner		From the previous / building owner
- Photocopy of Deed of Sale or Barangay Certification or any document that certifies ownership of property		Notarized by Lawyer, Barangay, written agreement of both parties
- One (1) pc 2 x 2 picture		Photo Studio
- Original and photocopy of valid ID, preferably government issued		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.
-		
-		
-		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Section and present requirements	1. Receive the required documents and check for completeness. Verifies account per computer record, checks service connection card, prepares statement of account, give to customer and advise to pay at the Cashier.	none	10 minutes	<i>Public Relations Officer B (PACD)/ Division Manager A Customer Accounts Division</i>
2. Presents statement of account with payment	2. Accepts payment and issues Official Receipt.	1. Guaranty Deposit equivalent to 2 months bill or P1,000.00 whichever is higher 2. Total unpaid bill, if any 3. Administrative Fee –P2,000.00- 1 st offense Or additional P2,000.00 for every succeeding offenses plus cost of unaccounted water, if any	1 minute	<i>Cashier Finance Department</i>
3. Presents Official Receipt.	3. Prepare Service Application Contract, Maintenance Construction Order and Promissory Note	none	6 minutes	<i>Customer Service Assistant A or B Customer Accounts Division</i>
3.1 Poses for picture taking	3.1 Ask client to pose for picture taking thru web cam		1 minute	
4. Read and sign the contract, promissory note	4. Orient the customer and approve the contract, advise schedule of reopening.	none	3 minutes	<i>Division Manager A Cust. Accounts Div.</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive customer's copy of documents	5. Give customer's copy of contract, promissory note and official receipt	None	1 minute	<i>Cust. Service Asst A/B</i> Customer Accounts Division
	5.1 Issue Maintenance and Construction Order (MCO) for reopening	none	1 minute	Public Relations Officer B Customer Accounts Division
6. Sign the Maintenance Construction Order	6. Reopen the disconnected meter on site.	None	7 hours	<i>Customer Service Asst. B</i> Customer Accounts Division
	TOTAL:	Total amount due	7 hours, 18 minutes	

COMPUTATION OF FEES TO BE PAID _____ :

- 1) Guaranty Deposit (equivalent to 2 months Consumption or minimum requirement whichever is higher)
 - Residential - 1,000.00
 - Government 3,000.00
 - Pure Commercial 3,000.00
 - Semi Commercial A 2,500.00
 - Semi Commercial B 2,500.00
 - Industrial 10,000.00 _____
 - 2) Unpaid Water Bill/ Arrearages/ Accounts from disconnected connection _____
 - 3) Administrative Fee(if any) P2,000.00 for 1st offense, additional P2,000.00
For every succeeding offenses, if any _____
 - 4) Cost of unaccounted – water due to illegal connection (if any) _____
- TOTAL AMOUNT DUE** =====



7. Application For Reopening (Without Meter On Site)

Disconnected water service connection with removed meter, will apply for the reconnection of water service after full payment of amount due to the customer.

Office or Division:	Commercial Department	
Classification:	Complex Transaction	
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All registered MCWD concessionaires with disconnected service connection without meter on site.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If transacted by Owner:		
- Original and photocopy of valid ID, preferably Government Issued		Company ID, SSS, COMELEC, GSIS, Drivers license, Pag-ibig, Philhealth, BIR, etc.
- Water bill		
If transacted by Representative:		
- Authorization letter from the owner or any proof of Authority to transact business		From the owner of the service connection
- One photocopy of owner's ID, preferably government issued		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.
- Original & photocopy of representative's valid ID, preferably government issued		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.
- Water bill		MCWD
If applied reopening for change of registered name:		
- Written consent from the previous/building owner		From the previous / building owner
- Photocopy of Deed of Sale or Barangay Certification or any document that certifies ownership of property		Notarized by Lawyer, Barangay where the property is located, written agreement of both parties
- One (1) pc 2 x 2 picture		Photo Studio
- Original and photocopy of valid ID, preferably government issued		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.
- Water bill		MCWD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Customer Frontline Section and submits requirements	1. Received the required document and check completeness. Verifies customer accounts , and service connection card, interviews client, fill-up Applicants Information Sheet and prepare statement of account.	none	10 minutes	<i>Customer Service Assistant A or B</i> Customer Accounts Division
2. Pay at the Cashier	2. Accepts payment and issue Official Receipt.	1.Unpaid Bills 2. Inspection Fee- P50.00	3 minutes	<i>Cashier</i> Finance Department
3. Present official receipt	3. Advise Client on the schedule of inspection and wait for text message or advise for payment of reconnection charges. Forward Applicant Information Sheet to Survey Section.	None	1 minute	<i>Customer Service Assistant A or B</i> Customer Accounts Division
	3.1 Conducts field survey and Prepares plans and cost estimates.	None	2 days	<i>Engineering Assistant A</i> Customer Service Division
	3.2 Background check, verifies records of unpaid accounts from other disconnected connections, if any. Advise customer to pay reconnection charges to office.	None	1 day	<i>Cust. Service Officer B/ Sr. Cust. Service Officer</i> Customer Service Division
	3.3 Review and check plans and cost estimate.	None	5 minutes	<i>Cust. Service Officer B</i> Customer Service Division
	3.4 Approves plans and cost estimate and forward to CSA B	none	2 minutes	<i>Division Manager A</i> Customer Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive Statement of accounts	4. Prepare statement of accounts and direct customer to pay at the Cashier	Guaranty Deposit – P1,000.00, Installation Fee – P100.00, Cost of Materials (if any), Administrative Fee (if any), Unpaid account from other disconnected connection(if any)	3 minutes	<i>Cust. Service Assistant B</i> Customer Accounts Division
5. Present statement of account with payment	5. Accepts payment and issue official receipt		3 minutes	<i>Cashier</i> Finance Department
6. Presents Official Receipt.	6. Prepare Service Application Contract(SAC), Maintenance & Construction Order (MCO) and Promissory Note(PN)	None	3 minutes	<i>Customer Service Assistant B</i> Customer Services Division
7. Poses for picture taking	7. Ask client to pose for picture taking thru web cam.	none	1 minute	
8. Read and sign the contract & promissory note	8. Orient customer and approves contract.	None	3 minutes	<i>Division Manager A</i> Customer Accounts Division
9. Receive customer's copy of documents	9. Give copy of contract, promissory note, AIS and official receipt to client	None	1 minute	<i>Customer Service Assistant B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Sign the job order and receives customer's copy of Meter Receipt and List of Materials	9.1 Forward Work Order to Meter Maintenance Section and List of Materials to Property Section	None	5 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
	10. Installation of water service connection and have the customer sign the job order, Meter Receipt and List of Materials	none	3 days	<i>Sr. Water Maintenance Man A or B</i> Customer Services Division
	TOTAL:	Total amount due	6 days, 40 minutes	

COMPUTATION OF FEES TO BE PAID :

- | | | |
|---|-----------|---------|
| 1) Inspection Fee | | P 50.00 |
| 2) Installation Fee | | 100.00 |
| 3) Guaranty Deposit (equivalent to 2 months Consumption or minimum requirement whichever is higher) | | |
| Residential - | 1,000.00 | |
| Government | 3,000.00 | |
| Pure Commercial | 3,000.00 | |
| Semi Commercial A | 2,500.00 | |
| Semi Commercial B | 2,500.00 | |
| Industrial | 10,000.00 | |
| 4) Cost of Materials (if any) | | |
| 5) Unpaid Water Bill/ Arrearages/ Accounts from disconnected connection | | |
| 6) Administrative Fee(if any) P2,000.00 for 1 st offense, additional P2,000.00 For every succeeding offenses, if any | | |
| 7) Cost of unaccounted – water due to illegal connection (if any) | | |

TOTAL AMOUNT DUE =====



8. Change Of Ownership/Registered Name

The current owner or current occupant of a certain property with water connection with Metro Cotabato Water District wants to transfer the registered name to his name or name of the office occupying the said property.

Office or Division:	Customer Accounts Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All active registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Written consent from the previous/building owner, if lessee		From the previous / building owner		
- Photocopy of Deed of Sale or Barangay Certification or any document that certifies ownership of property		Notarized by Lawyer, Barangay where the property is located, written agreement of both parties		
- One (1) pc 2 x 2 picture		Photo Studio		
- Original and photocopy of valid ID		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.		
- Authorization letter from the owner or any proof of Authority to transact business (if transacted by Representative)		From the owner of the property/business/ head of the agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Section and submit requirements	1. Verifies account per computer record, checks service connection card and prepares statement of account.	None	10 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
2. Present statement of account with payment	2. Accepts payment and issues Official Receipt.	Transfer Fee- P50.00	3 minutes	<i>Cashier</i> Finance Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Unpaid bill- if any Guaranty Deposit – P1,000.00 for Residential, P3,000.00 for Govt. & Pure Commercial, P2,500.00 for Semi Commercial		<i>Cashier</i> Finance Department
3. Present official receipt and pose for picture taking	3. Prepare Service Application Contract (SAC) and ask client to pose for picture taking thru web cam.	None	5 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
4. Read and sign the contract and	4. Orient the customer of the utility rules & regulations of MCWD and approves the contract	None	3 minutes	<i>Division Manager A</i> Customer Accounts Division
5. Receive customer's copy of documents	5. Give customer's copy of the contract	None	1 minute	<i>Customer Service Asst B</i> Customer Accounts Div.
	TOTAL:	Residential- P1,050.00 + Unpaid bills Govt. – P3,050.00 + unpaid bills Pure Comm'l – P3,050.00 + unpaid bills Semi-Comm'l A & B- P2,550 + unpaid bills	22 minutes	



9. Request For Disconnection Of Service

MCWD concessionaire files a request for temporarily or permanently disconnect water service at a specified schedule, which consequently discontinue their billing monthly.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for disconnection			Done by the owner or by any authorized representative	
Personally file request at MCWD office			Signed in the logbook	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File personally or submit letter of request for discontinuance of service at Disconnection Section specifying schedule.	1. Receive the request, evaluate customer's record, orient customer about temporary disconnection and request client to sign in the disconnection logbook.	None	10 minutes	Public Relations Officer B Customer Accounts Division
	1.1 Advise the customer to pay their closing bill after two days from the date of disconnection.	none	3 minute	
	1.2 Prepare Disconnection Order indicating the requested schedule.	none	2 minute	
	1.3 Issuance of Disconnection Order.	none	2 minute	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Conduct disconnection of water service on site, record the last reading and submit to PRO B accomplished job order. 1.5 Encode disconnected accounts and print list of disconnected account and forward to Billing Section. 1.6 Preparation and printing of closing bill.	none none none	1 1/2 hours 3 minutes 2 days	<i>Customer Service Asst. B</i> Disconnection Section <i>Public Relations Officer B</i> Disconnection Section <i>Sr. Computer Operator</i> Billing Section
2. Inquire amount due for closing bill.	2. Give the closing bill to customer and advise to pay at the Cashier.	None	2 minutes	<i>Public Relations Officer B</i> Disconnection Section
3. Present water bill with payment.	3. Accepts payment and issues Official Receipt.	Total amount due of closing bill	3 minutes	<i>Cashier</i> Finance Department
	TOTAL:	Total amount due of the closing bill	2 days, 1 hour, 55 minutes	



10. Availment Of Senior Citizen Discount

A Sr. Citizen with water connection will apply for availment of the privilege granted per R.A. no. 9994.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Sr. Citizens with water connection at MCWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up application Form		MCWD Office – Frontline		
1 pc. Recent 2x2 colored picture		Personal		
Proof of residency/Barangay Clearance		Barangay where the Sr. Citizen resides		
Valid Senior Citizen I.D (photocopy)		Office of the Sr. Citizen		
Authorization letter- if transacted by representative		Prepared by the Sr. Citizen		
Valid I.D. of representative (present original & photocopy)		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philthealth, BIR, etc.		
Registered name should be the name of Sr. Citizen		MCWD records		
Must be Residential in category and not exceed 30 cu.m. consumption		MCWD records		
Annual renewal of the application for availment		MCWD office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit together with the requirement	1. Receive filled-up application form, check completeness of the requirements, and advise the customer schedule of confirmation & effectivity of availment shall be after the date of approval and automatically reflected in billing for a period of one year.	none	5 minutes	<i>Customer Service Asst. B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare Investigation Order and issue to Investigator.	None	2 minutes	<i>Customer Service Asst. B Customer Accounts Division</i>
	1.2 Conduct inspection at Sr. Citizen's residence for confirmation and ask customer to pose for picture taking holding the latest issue of newspaper. (if the Sr. Citizen is not around, advise representative to ask the Sr. Citizen to go to office for picture taking).	None	2 days	<i>Customer Service Asst. B (Investigator) Customer Services Division</i>
	1.3 Submit accomplished Investigation Order.	None	3 minutes	
	1.4 Encode findings to Investigation Order database.	none	2 minutes	<i>Customer Service Asst. B (Frontliner) Customer Accounts Division</i>
2. Pose for picture taking thru web cam holding I	2. Take photo of Sr. Citizen holding latest issue of newspaper thru web cam.	None	3 minutes	<i>Customer Service Assistant B (Frontliner) Customer Accounts Division</i>
	2.1 Forward to Customer Accounts Division for updating and approval.	none	2 minutes	<i>Customer Service Officer B Customer Accounts Division</i>
	TOTAL:	NONE	2 days, 17 minutes	



11. Request For Water Delivery Thru Tanker/ Sales Of Water (Bulk) Payments And Other Services

An individual, business or any government office will request for delivery of water thru tanker, to be delivered at the specified location, or buy water to be withdrawn from fire hydrants.

Office or Division:	Commercial Department
Classification:	SimpleTransaction
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request letter for donation addressed to the General Manager	From the requesting office
Container	To be provided by the requesting party
Official Receipt – for paying clients	MCWD

A. STEPS FOR PAYING CLIENTS FOR DELIVERY				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request to Frontline Section	1. Receive the request and prepare statement of account. Advise client to proceed to Cashier for payment.	none	10 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
2. Present statement of account with payment	2. Receive payment and issue official receipt.	Delivery Fee- P500.00 Cost of Water- @ P718.80 per truckload	3 minutes	<i>Cashier</i> Finance Department
3. Shall prepare their container at the specified location.	3. Prepare job order and attach copy of photocopy of Official Receipt.	None	3 minutes	<i>Customer Service Assistant B</i> Cust. Accounts Division
	3.1 Approve the job order.	none	1 minute	<i>Division Manager A</i> Cust. Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Forward job order to Delivery Service Crew/Driver 3.3 Shall fill-up water tanker from any of the fire hydrants. NOTE: <i>The assigned driver shall secure trip ticket and gate pass (w/ photocopy of Official Receipt or approved request) from GSO Office before going out of the compound.</i>	None	4 minutes	<i>Customer Service Asst B</i> Customer Service Division <i>Service Crew/Driver</i> General Service Office
4..Guide the service crew in filling-up their container and sign the job order.	4. Deliver water to actual site and have the customer sign the job order. 4.1 Forward accomplished job order to Customer Accounts Division for recording. 4.2 Prepare Billing Adjustment Memo to record revenue on water sold. 4.3 Approved Billing Adjustment Memo	None	4 hours (on the scheduled date) 2 minutes 2 minutes 1 minute	<i>Service Crew/Driver</i> General Service Office <i>Cust. Service Officer B</i> Cust. Accounts Division <i>Department Manager</i> Commercial Department
	TOTAL:	P1,218.80 per truckload	5 hours, 56 minutes	



B. STEPS FOR PAYING CLIENTS (Provide Their Own Water Tanker)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request to Frontline Section	1. Receive the request and prepare statement of account. Advise client to proceed to Cashier for payment.	none	10 minutes	<i>Customer Service Assistant B</i> Cust. Accounts Division
2. Present statement of account with payment	2. Receive payment and issue official receipt.	Cost of Water- @ P89.85 per cu.m.	3 minutes	<i>Cashier</i> Finance Department
3. Present Official Receipt to Guard on Duty and assist in the filling-up of water to container/tank.	3. Check official receipt and open valve of the fire hydrant and fill-up water container, and record in a logbook.	none	2 hours	<i>Guard on Duty</i>
	3.1 Prepare Billing Adjustment Memo to record revenue on water sold.		2 minutes	<i>Cust. Service Officer B</i> Cust. Accounts Division
	3.2 Approve Billing Adjustment Memo.		1 minute	<i>Department Manager</i> Commercial Department
	TOTAL:	P89.85 per cu.m.	2 hours, 16 minutes	

C. REQUEST FOR WATER DELIVERY FOR FREE OR DONATIONS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter request address to General Manager specifying date of delivery.	1. Receive the request and forward to General Manager.	None	5 minutes	<i>Executive Asst. C</i> Office of the General Manager
	1.1 Approves the request and forward request to Commercial Department.	none	5 minutes	<i>General Manager</i> Office of the General Manager



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Take note of the request and direct Guard on Duty to assist the requesting client.	None	5 minutes	<i>Division Manager A or Department Manager A Commercial Department</i>
2. Present request letter approved by the General Manager to Guard on Duty and assist in the filling-up of water to container/tank.	2. Check the approved request letter and open valve of the fire hydrant and fill-up water container, and record in a logbook. 2.1 Prepare Billing Adjustment Memo to record donated water. 2.2 Approve Billing Adjustment Memo.	None	2. hours (on date of requested scheduled)	<i>Guard on Duty</i>
		None	2 minutes	<i>Cust. Service Officer B Cust. Accounts Division</i>
		none	1 minute	<i>Department Manager Commercial Department</i>
	TOTAL:	None	2 hours, 18 minutes	



12. Inquiry/Settlement Of Forwarded Account Or Demand Letter

An MCWD registered concessionaires with queries regarding forwarded accounts or have received demand letter, come to office to settle the account on agreed terms.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires who received Forwarded account letter, or Demand letter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Delivered by MCWD Meter Reader		
Copy of forwarded letter or demand letter		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts Division (Frontliner) and present copy of bill with forwarded letter or demand letter	1. Verify the account, explain and discuss settlement of account.	None	15 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
	1.2 Inform the customer the option for installment payment.	None	3 minutes	
	1.3 Prepare promissory note/index card and record the compromised agreement.	None	3 minutes	
	1.4 Approve the compromised agreement.	none	3 minutes	<i>Division Manager A /Dept. Manager A</i> Commercial Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Agrees and sign per compromised agreement to settle the account	2. Request the customer to sign the promissory note/ index card.	None	2 minutes	Customer Service Officer B Customer Accounts Division
	2.1 Adjust the water bill per computer and post to loans file the agreed amount to be paid on installment. Reflect the adjusted amount on water bill and the balance.	none	8 minutes	
3. Receive the adjusted bill	3. Return the adjusted bill to customer and advise to pay at the Cashier.	Total amount due	1 minute	Cust. Service Asst. B/ Customer Service Officer B Customer Accounts Division
	TOTAL	Total amount due	35 minutes	

13. Request For Refund Of Guaranty Deposit

A request made by disconnected account holder to withdraw the remaining balance of Guaranty Deposit.

Office or Division:	Customer Accounts Division
Classification:	SimpleTransaction
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G - Government to Government
Who may avail:	Disconnected MCWD concessionaires



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of withdrawal		From the owner/ account holder		
Original Copy of Official Receipt on payment of Guaranty Deposit		From the owner/ account holder		
Affidavit of loss- in case loss of official receipt		Notarized from a lawyer		
Photo copy of valid ID and present original		Company, Pag-ibig, GSIS, SSS, BIR, COMELEC, etc.		
Authorization of letter – if transacted by a representative		From the owner/ account holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request and submit requirements	1. Receive the request and check completeness of requirements.	None	10 minutes	Customer Service Assistant A Customer Accounts Division
	1.1 Evaluate customer's record and check outstanding accounts.	None		
	1.2 Inform the customer about the remaining balance after offsetting Guaranty Deposit to all unpaid accounts.	none		
2. Receive the printed statement of account and copy of ledger.	2. Give the printed copy of statement of account and ledger to customer. Advise customer to claim check after 3 days and bring 1 valid I.D.	None	3 minutes	Customer Service Assistant A Customer Accounts Division
	2.1 Prepare refund authorization.	None	5 minutes	
	2.2 Approve refund authorization.	None	1 minute	Department Manager A Commercial Department
	2.3 Forward refund authorization w/ complete requirements to Finance Department for Check preparation.	None	3 minutes	Customer Service Assistant A Customer Accounts Division
TOTAL:		None	22 minutes	



14. Request For Meter Testing

A meter testing is conducted to satisfy the customer of his discontentment to the result of Investigation findings due to high consumption and yet no leakage was found. This is to prove that the water meter is functioning well.

Office or Division:	Customer Services Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Delivered by MCWD Meter Reader		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for meter testing	1. Shall receive customer's request for meter test. Verify registered account name in the database. Evaluate request, orient procedures & requirements of meter testing. Advise customer of schedule for meter testing.	None	10 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
	1.1 Forward request to Disconnection Unit.	None	1 minute	<i>Cust. Service Asst. B</i> Customer Accounts Div.
	1.2 Prepare disconnection order to remove meter on site.	none	2 minutes	<i>Public Relations Officer B</i> Cust. Accounts Division
2. Witness removal of water meter	2. Shall remove meter on site and endorse to Meter Shop for actual testing.	None	1 hour	<i>Cust. Service Asst. B (Disconnection Plumber)</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: <i>Meter Technician submit test result to CSA B of Investigation– frontline, and copy furnished the customer.</i></p> <p>2.1 Explain to customer the result of the test and let the customer acknowledge the copy of the test result .</p> <p>Note: <i>If meter is in good condition, advise Customer to pay meter test Fee at Cashier..</i></p> <p>Note: <i>If meter is proven defective, subject for replacement to be schedule by Meter Maintenance Unit.</i></p>	None	10 minutes	<p><i>Customer Service Assistant B (Investigator)</i> Customer Service Division</p>
3. Present statement of account with payment	3. Receive payment and issue Official Receipt.	Meter Test Fee – P50.00	2 minutes	<p><i>Cashier</i> Finance Department</p>
4. Present official Receipt for payment of meter test fee	4. Restore meter on site and submit accomplished job.	None	30 minutes	<p><i>Cust. Service Asst. B (Disconnection Plumber)</i> Cust. Accounts Division</p>
	TOTAL:	P50.00	1 hour, 55 minutes	



15. Request For Meter Relocation/Transfer Tapping

A request is filed to transfer the location of meter or the tapping site due to reasons that the meter is inaccessible or cause obstruction to pathways or else. The request may be filed by the owner of the connection or by MCWD employee.

Office or Division:	Commercial Department			
Classification:	ComplexTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires MCWD Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Location or sketch plan		To be provided by the owner or from MCWD Autocad		
Lot consent - if service line passes through a private lot		Lot owner		
Excavation permit (if applicable)		City Engineering Office or DPWH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request and submit requirements	1. Receive and check the requirements submitted. Interview client, issues Statement of account and directs customer to pay at the Cashier.	none	10 minutes	<i>Customer Service Asst. B</i> Customer Accounts Division
2. Present statement of account and payment	2. Receive payment and issue Official Receipt. (Skip this process if requested by Meter Reader)	Inspection Fee – P50.00	2 minutes	<i>Cashier</i> Finance Department
3. Present Official Receipt	3. Prepare Transfer Tapping/ Meter Relocation Form and stamped paid. Advise the customer	None	2 minutes	<i>Customer Service Asst B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>schedule of survey. Inform the customer that request will only proceed or successful depending on the advice of the Surveyor.</p> <p>3.1 Forward the TTS/ Meter Relocation Form to Survey Unit.</p> <p>3.2 Conduct field survey and prepare plans and cost estimate. Inform customer if the request is not possible or in order.</p> <p>3.3 Check the prepared plans & cost estimate.</p> <p>3.4 Approve plans & cost estimate and forward to Frontline Unit.</p> <p>3.5 Prepare statement of account and direct customer to pay at the Cashier. (Skip this process if requested by Meter Reader.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 1/2 day</p> <p>5 minutes</p> <p>1 minute</p> <p>2 minutes</p>	<p><i>Customer Service Asst. B</i> Customer Services Division</p> <p><i>Engineering Assistant A</i> Customer Service Division</p> <p><i>Sr. Customer Service Officer</i> Customer Service Division</p> <p><i>Division Manager A</i> Cust. Service Division</p> <p><i>Customer Service Asst. B</i> Customer Accounts Division</p>
<p>4. Present statement of account and payment</p>	<p>4. Receive payment and issue Official Receipt</p>	<p>Tapping Fee- P150.00 Installation Fee-100.00 Cost of materials (to be determined after survey)</p>	<p>2 minutes</p>	<p><i>Cashier</i> Finance Department</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Official receipt and receive copy of plans & cost estimate.	5. Prepare Service Request and forward to Maintenance Division for action.	None	5 minutes	<i>Customer Service Assistant B</i> Customer Services Division
	6. Acts on the request.		3 days	<i>Maintenance Sector</i> Engineering Department
	TOTAL:	P250.00 + cost of materials	4 days, 4 hours, 31 minutes	

16. Inquiry Of Accounts, Requirements And Other Services

A customer may inquire about his account or other water related inquires lodge thru phone or at the office.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Name of Water Service Connection		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Section and give details of request or call Telephone no. 421-7135	1. Receive the request , evaluate customer's record and verify accounts from database.	none	5 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive copy of statement of account/ledger.	2. Inform the customer of his account and print statement of account/ledger and give copy to the customer.	None	5 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
	TOTAL:	None	10 minutes	

17. Report On Illegal Connection

An information receive (verbal or written) from concerned citizen, MCWD employee or anybody, regarding illegal tapping or stealing of water, tampered metered and other violations of the Utility Rules & Regulations of MCWD. Tampering and water pilferage are violations of Section 31d of PD No. 198, as amended, and Section 8 of R.A. 8041, the National Water Crisis Act, with corresponding penalties for violators.

Office or Division:	Commercial Department
Classification:	Complex Transaction
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All registered MCWD concessionaires MCWD Employees Concerned Citizen Public in general
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Report on suspected illegal connection(verbal or written)	Location of the suspected illegal connection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Section and give details of suspected illegal connection or call telephone no. 421-7135.	1. Receive the information from concerned citizen, MCWD employees and other concern citizens regarding illegal tapping, tampered meter and other violations. Verify registered account name in the database, or locate in the Autocad Map.	None	10 minutes	<i>Customer Service Assistant B</i> Frontline – Investigation Section
	1.1 Shall prepare an Investigation Order and issue to Investigator for inspection and verification in the field. Note: <i>If the area is critical and needs excavation of water service line, then Sr. CSO will request the assistance of the Maintenance Division and schedule the conduct of operation as a group. Shall coordinate with the Barangay or Police for security assistance.</i>	None	2 minutes	
	1.2 Shall conduct inspection / investigation then submit the report to Division Manager.	None	6 days	<i>Investigation Unit/ Disconnection Unit</i> Commercial Department In coordination with
	1.3 Shall advise the customer with illegal connection to settle the issue at the office.	None	1 minutes	<i>Maintenance Division</i> Engineering Department And <i>Meter Technician</i> Administrative Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: <i>If not sure of tampering water meter by removing some parts or putting objects inside the water meter, shall coordinate w/ Meter Technician to accompany for verification.</i></p> <p>Note: <i>If found positive based on Investigation Order, the CSA –B (Investigation Unit) will submit report with recommendations to CSA – B (Frontline Section) to prepare service request.</i></p> <p>Note: <i>If confirmed tampered rivets, service line will be re-riveted or removed water meter by Disconnection Plumber.</i></p> <p>1.4 Shall prepare service request for disconnection at tapping point.</p> <p>Note: <i>Disconnection at tapping point shall be in accordance with Maintenance Division procedure.</i></p> <p><i>If tampering of rivets for disconnected accounts was discovered by Disconnection Plumber during reopening or re-</i></p>	None	2 minutes	<p><i>Customer Service Asst. B Frontline Section Customer Accounts Division</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>reading of meter, PRO B shall issue Disconnection Order for re-rivets or removal of meter to be done by the Disconnection Plumber.</i></p> <p>1.5 Shall imposed penalty based on Board Res. No.008-98 and instruct PRO B to record the penalty to SC Card and database for future reference.</p> <p>1.6 Shall record the investigation report at database (master file) logbook and SC Card then forward itto Computer Operator for billing of water consumed.</p> <p>Note: <i>Billing of water consumed shall be in accordance with billing process.</i></p> <p>1.7 Shall prepare summary of illegal connection for the month.</p> <p>1.8 Shall be checked by the Division manager and approve by the Dept. Manager</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p> <p>2 hours</p> <p>30 minutes</p>	<p><i>Division Manager A/ Department Manager A Commercial Department</i></p> <p><i>Customer Service Asst. B/ Public Relations Officer B Commercial Department</i></p> <p><i>Public Relations Officer B Disconnection Section</i></p> <p><i>Division Manager A/ Department Manager A Commercial Department</i></p>
	TOTAL:	None	6 days, 3 hours, 19 minutes	



COMMERCIAL SERVICES DEPARTMENT
Internal Services



18. Preparation Of Certification For Incentives On Reported Illegal Connection

An incentive is given to MCWD employees for reporting an illegal connection per Board Res. No. 012-78.

Office or Division:	Customer Accounts Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All MCWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Investigation Report or photocopy of Service Connection Card		MCWD record		
Down payment made by customer who committed illegal connection, equivalent to 25% of Administrative Fee		MCWD record		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. An employee who reported illegal connection will wait for the violator to make down payment of at least 25% of the Administrative Fee.	1. Public Relations Officer B shall endorse to the Cust. Service Asst. B – Frontline Unit the customer who applied and paid for reopening and administrative fee as penalty for the violation/illegal connection.	None	3. minutes	<i>Public Relations Officer B</i> Customer Accounts Division
	1.1 Shall compute the amount to be given as incentive to the employee/employees who discovered/reported the illegal act of the customer water service connection.	None	1 minute	<i>Customer Service Asst. B</i> Customer Accounts Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: <i>The incentive is based on the 25% of administrative fee charged to customer per Board Res. No.012-78.</i></p> <p>1.2 Shall prepare Certificate of Incentives and endorse to direct supervisors for review and approval.</p> <p>Note: <i>Giving of incentives shall only be granted for Paid Administrative Fee with a down payment of at least 25%.</i></p> <p>1.3 Shall check the Computation of Incentive</p> <p>1.4 Shall certify correct the Certification</p> <p>1.5 Final approval.</p> <p>1.6 Shall forward the Certificate of Incentives to the Finance Department for preparation of voucher.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>1 day</p> <p>2 minutes</p>	<p><i>Customer Service Asst. B</i> Customer Accounts Division</p> <p><i>Division Manager A</i> Customer Accounts Division</p> <p><i>Department Manager A</i> Commercial Department</p> <p><i>General Manager A</i> Metro Cotabato Water District</p> <p><i>Executive Assistant</i> Office of the General Manager</p>
	TOTAL:	None	1 day, 20 minutes	



19. Maintenance Of Customer Records

Customer's information and records regarding profile, billing and collection history, consumption history, customer's name, classification, meter number, and other informations, are being maintained and kept updated from time to time to MCWD Billing & Collection System database.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MCWD Frontline Unit Other MCWD employees who received documents containing customer's information that need to be updated in the computer e.g. Contracts, job orders, promissory note, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbooks		Frontline Unit & Billing Section		
Contracts		Frontline Unit		
Promissory Notes		Frontline Unit		
Job Orders like Service Requests, MCO, Investigation Order		Engineering Department, Investigation Unit		
Meter Receipt		Meter Shop		
List of Materials		Finance Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log all documents containing customer's information that need to be updated in the computer and forward to Billing Section.	1. Shall receive the documents coming from Customer Services Division to be added/updated in the customer's masterfile.	None	2 minutes	} <i>Sr. Computer Operator</i> Billing Section
	1.1 Shall create and maintain the consumer Masterfile which contains information of all consumers of MCWD.	None	3 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Shall add or change a record to the Consumer Masterfile like: <ul style="list-style-type: none"> - Customers Name - Category - Meter Number - Sequence Number - Guaranty Deposit - Connection Status - Updated current reading - Size of meter - Service Connection Number - Senior Citizen's entitlement for discount - Remarks and etc. 	None	2 minutes	<i>Sr. Computer Operator Billing Section</i>
	1.3 Shall encode/update information about loans of the consumers. (e.g. Materials, Misc. Service Fee, Arrears 125, Arrears 521, Labor & Guaranty Deposit.	None	2 minutes	<i>Cust. Service Asst. A/ Sr. Computer Operator/ Cust. Service Officer B Customer Accounts Division</i>
2. Shall receive returned documents and file.	2. Shall affix initial to hardcopies of documents/ logbook for completing the transaction encoded in the BICOS and returns documents to Customer Services Division.	none	1 minute	<i>Cust. Service Asst. A/ Sr. Computer Operator/ Cust. Service Officer B Customer Accounts Division</i>
	TOTAL:	None	10 minutes	



20. Adjustment Of Water Bill

An adjustment entry is being made to correct entry for erroneous charging of account, erroneous meter reading, an application of discount given to customers due to leakages after the meter, discounts given to Sr. citizen, withholding taxes made by Businesses and government agencies, etc.

Office or Division:	Customer Accounts Division			
Classification:	SimpleTransaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All registered MCWD concessionaires Concerned Units/ Division/ Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Delivered by MCWD Meter Reader		
Investigation Order		Investigation Unit		
BIR Form 2307		Withholding agencies & businesses with water connection		
Other supporting documents needed for adjustment		From concerned client / Unit, Division/ Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint to Investigation Unit due to high consumption, leakages after the meter, erroneous readings, etc.	1. Shall evaluate and prepare necessary adjustment, based on the complaint from the customer or as soon as billing adjustment is necessary or based on office policy and Investigation findings.	None	5 minutes	Customer Service Officer B Customer Accounts Division
1.1 Investigation unit will forward Investigation Orders with recommendation for adjustment to Cust. Accounts Division	1.1 Shall prepare the BAM/AM and effect application to bill and post adjustment to BICOS.	None	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: If adjustment is due to request for installment payment, CSO B shall update the customer's loans file and let the customer sign on the index card/PN/logbook.</p> <p>1.2 Shall check the prepared adjustment</p> <p>1.3 Final approval of the adjustment made.</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>Division Manager A</i> Customer Accounts Div.</p> <p><i>Dept. Manager A</i> Commercial Services Dept.</p>
2. Accounting Division will receive copy of Adjustment	2. Shall forward copy one (1) to Finance Department, and file copy two (2) for reconciliation purposes.	none	2 minutes	<i>Cust. Service Officer B</i> Customer Accounts Division
3. Accounting Division & Dept. Manager for Commercial will receive copy of report	3. Shall generate Monthly Billing Adjustment Memo Summary, give one copy to Accounting Division and one copy for Department Manager A.	none	10 minutes	<i>Cust. Service Officer B</i> Customer Accounts Division
	TOTAL:	None	24 minutes	



21. Preparation Of Issued Materials For Billing

Materials used for the installation or repair done in the service lines of MCWD concessionaires, are being billed and incorporated in the statement of account, delivered to them or been paid in full before it was installed.

Office or Division:	Customer Accounts Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned units/ division/ departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of Materials issued with costing & mark-up			Finance Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting Division will forward copy of List of Materials (LOM) issued (used during repair/ installation to customer's connection)	1. Shall receive copy of List of Materials (LOM) for billing to customers from Finance Department.	None	3 minutes	Customer Service Assistant B Customer Accounts Division
	1.1 Shall post advance payments for materials (242B) to copy of individual LOM.	None	2 days	
	1.2 Shall post LOM transactions and payments to Subsidiary Ledger A/R-Others (128A) Book of Account for reconciliation purposes.	None	2 days	
	1.3 Post all balances of Materials for billing to Individual Customer's Loan File (BICOS).	None	4 hours	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Shall prepare and generate end of month reports.	None	2 days	<i>Customer Service Asst. B</i> Customer Accounts Division
	1.5 Shall check the prepared report	None	2 hours	<i>Division Manager A</i> Customer Accounts Division
	1.6 Final approval of report	None	5 minutes	Department Manager A Commercial Services Department
2. Finance Department will receive copy of report	2. Forward copy to Finance Department.	None	2 minutes	<i>Customer Service Assistant B</i> Customer Accounts Division
	TOTAL:	None	6 days, 6 hours, 10 minutes	



FINANCE DEPARTMENT

External Services



1. Collection Of Payments

Payment is being collected in the form of cash and/or check in exchange for the continuous services rendered by Metro Cotabato Water District. Official Receipt is issued as a proof of payment(s) made. This contains the Official Receipt Number, Customer's Registered Name, and Date/Time of Payment, Registered Account Number, Meter Number-SC Number-Applicable month of Payment (if applicable), the Amount Paid, and the signature of the Cashier who received the payment.

Office or Division:	Finance Services Department			
Classification:	Simple Transaction - Office Collection Complex Transaction – Payment made thru LDDAP/ ADA, Bank to Bank transaction			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Old Official Receipt / Bill		Delivered by MCWD to household		
BIR Form 2307 - Tax Withheld Certificate (if applicable)		Prepared by Concerned Payor		
If NO / LOST Water Bill -must secure ACCOUNT NUMBER from Customer Service Section (Front liner) -or go directly to the Telling no queuing customer		MCWD Customer Service Frontline Section		
Statement of Account for other Charges		MCWD Customer Service Frontline Section		
Statement of Account for Advances		MCWD Finance Department		
Duplicate/photocopy of deposit slip		Where payment/deposit was made		
Copy of LDDAP/ADA and other supporting documents		Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A) CASH PAYMENT				
1. Presents the Statement of Account or Water Bill or	1. If no water bill, locates name in the master file	none	2 Minutes	CSA B – Front liner, Cashier C/D-Office Teller Commercial Department/ Finance Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Old Official Receipt or Registered Name or Account Number secured from Front liner, and payment</p> <p>1.1 Receives Official Receipt and counts change before leaving the counter.</p>	<p>1.1 Accepts and processes payments and issues Official Receipt</p> <p>1.2 Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt</p>	<p>Total Amount Due</p> <p>none</p>	<p>2 minutes</p> <p>1 minute</p>	<p><i>Cashier C/D-Office Teller Finance Department</i></p>
	Total:	Total amount due	5 Minutes	
<p>B.CHECK PAYMENT</p> <p>B.1) Personal Check(s)</p> <p>1. Presents the Statement of Account or Registered Name / Account Number secured from Front liner, and payment</p> <p>2. Receives Official Receipt</p>	<p>1. If no water bill, locates name in the master file</p> <p>1.1 Reviews date, payee, signatories and amount of check. Writes account number, contact name & number of customer at the back of the check</p> <p>2. Processes payment and issues Official Receipt</p>	<p>none</p> <p>none</p> <p>Total Amount Due</p>	<p>2 Minutes</p> <p>1 Minute</p> <p>1 minute</p>	<p><i>Customer Service Asst. B Commercial Department</i></p> <p><i>Cashier C/D-Office Teller Finance Department</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt	none	1 minute	<i>Cashier C/D-Office Teller</i> Finance Department
	Total:	Total Amount Due	5 Minutes	
B.2) Personal/ Gov't. Check(s) with Taxes Withheld				
1. Presents the Statement of Account or Water Bill or Old Official Receipt or Registered Name / Account Number secured from Customer Service Section –Frontliner, and BIR Form 2307 and payment	1. If no water bill, locates name in the master file	none	2 Minutes	Customer Service Assistant B Commercial Department
	1.1 Process adjustment, retain copy of BIR Form 2307 to be attached to adjustment memo and forward Bill and Voucher to Cashier C/D-Office Teller	none	5 minutes	<i>Customer Service Officer B</i> Commercial Department
	1.2 Reviews date, payee, signatories and amount of check. Writes account number, contact name & number of customer at the back of the check	none	1 Minute	<i>Cashier C/D-Office Teller</i> Finance Department
2. Receives Official Receipt and Voucher	2. Accepts and processes payments and issues Official Receipt	Total Amount Due	1 minute	} <i>Cashier C/D-Office Teller</i> Finance Department
	2.1 Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt	none	1 minute	
	Total:	Total Amount Due	10 Minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A) Payment Made Thru LDDAP/ ADA/ Bank To Bank Transaction</p> <p>1. Presents copies of deposit slip, LDDAP/ADA BIR 2307 and other supporting documents</p>	<p>1. Receive copies of the documents and inform the client that an Official Receipt will be issued after verification from the bank.</p> <p>1.1 Shall make verification from the bank and have the passbook updated reflecting deposit of the payment made.</p> <p>1.2 Process adjustment, retain copy of BIR Form 2307 to be attached to adjustment memo.</p>	<p>None</p> <p>none</p> <p>none</p>	<p>2 Minutes</p> <p>1 day</p> <p>5 minutes</p>	<p><i>Cashier C/D-Office Teller</i> Finance Department</p> <p><i>Cashier C/D-Office Teller</i> Finance Department</p> <p><i>Customer Service Officer B</i> Commercial Department</p>
<p>2. Receive copy of Official Receipt</p>	<p>2. Shall issue Official Receipt and give copy to client</p>	<p>Total Amount Due</p>	<p>2 minutes</p>	<p><i>Cashier C/D</i> Finance Department</p>
	<p>Total:</p>	<p>Total Amount Due</p>	<p>1 day, 9 Minutes</p>	



2. Payment Of Obligation

Disbursement Voucher is being prepared to process payment of MCWD's obligations to suppliers, government agencies and other transactions necessary for the operations of the agency.

Office or Division:	Finance Services Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any Person with Business transaction at MCWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		To be supplied by the Concerned Payor		
Acknowledgement Receipt		To be supplied by the Concerned Payor		
Valid I.D. of Claimant with picture and signature		Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Talks to Cashier C/D for the inquiry about the transaction	1. Searches for the corresponding approved Disbursement Voucher with Check	none	1 Minute	<i>Cashier C / D</i> Finance Department
2. Acknowledges payment by affixing signature and date at box C of the Disbursement Voucher (all clients), and/or issue corresponding Official Receipt.	2. Checks the Official Receipt as to Date, Amount in words and in Figures, and signature	none	1 minute	<i>Cashier C / D</i> Finance Department <i>Cashier C / D</i>
3. Receive the check	3. Releases the Check to the Payee or Payee's representative 3.1 Clears the Disbursement Voucher by stamping "paid" to each page of the supporting documents	none	1 minute 1 minute	} <i>Cashier C / D</i> Finance Department
	Total:	None	4 minutes	



ENGINEERING SERVICES DEPARTMENT

External Services



1. Repair Of Transmission / Distribution Mainlines

Immediate repair on all leaks on Transmission & Distribution mainlines and have a plan of action ready that details the necessary equipment, documents, personnel and procedures.

Office or Division:	Pipelines Appurtenances and Maintenance Division (PAMD)			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Concessionaires General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A CONCRETE CUTTING / EXCAVATION WITH EXCAVATION PERMIT				
1. File a complaint and give exact location and details at the Frontline Section at MCWD office or may call at telephone no. 421-7135, 421-1071.	1. Gets the location sketch of the area and prepare layout plan.	none	5 minutes	<i>Utilities Services Asst. A /Cust. Services Asst. A PAMD / Cust. Accounts Division</i>
	1.1 Prepare details plans of excavation with location sketch and endorsement letter to be approved by Dept. Heads of GM and clearances from the Barangay Officials.	none	2 days	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Processing of required permit documents to CEO or DPWH.	none	2 days	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>
	1.3 Prepare request for Payment of Excavation Deposit indicated in the order of payment by CEO or DPWH.	none	1 day	<i>Cashier Finance Department</i>
	1.4 Secure approval of the excavation permit from CEO or DPWH.	none	1 day	<i>Supervising Engineer A / Utilities Services Asst. A Pipelines Appurtenances & Maint. Division</i>
	1.5 Conduct repair on the mainlines by concerned sector.	none	5 min.	<i>Maintenance Sector Pipelines Appurtenances & Maint. Maint. Division</i>
	Total:	none	6 days and 10 minutes	
1.B EXCAVATION ONLY WITH EXCAVATION PERMIT				
1. File a complaint and give exact location and details at the Frontline Section at MCWD office or may call at telephone no. 421-7135, 421-1071.	1. Prepare location sketch and details layout plan. Site inspection and validation of the area of leaking mainlines	none	5 minutes	<i>Utilities Services Asst. A /Cust. Services Asst. A PAMD / Cust. Accounts Division</i>
	1.1 Prepare details plans of excavation and coordinate with Barangay officials concerned.	None	2 days	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>
	1.2 Processing of required permit documents to concerned Barangay Unit	None	1 day	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Conduct repair on the mainlines by concerned sector.	none	5 minutes	<i>Maintenance Sector Pipelines Appurtenances & Maint. Division</i>
	Total:		3 days and 10 minutes	

2. Customer Complaint

Received complaints from the customers either through walk – in or phone call. Encode the needed materials for the repair to be made. Water Maintenance Foreman and Water Maintenance Man A will evaluate the repair made. All action taken shall be transcribed in the Service Request together with the Work Order, List of Materials and Sketch.

Office or Division:	Pipelines Appurtenances and Maintenance Division (PAMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint		Concessionaires		
Materials for repair		Property Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files complaints of leak for TM/Dist. (Transmission / Distribution) Mainlines and give details of complaints or call tel. no. 421-1071.	1. Shall receive details of leak complaints and evaluate.	none	5min.	} <i>Utilities Services Asst. B Pipelines Appurtenances and Maintenance Division</i>
	1.1 Shall encode, print and attach of Work Order and site sketch of the complaints.	none	5 min	
	1.2 Issuances of Work Order to the sector concerned by recording the Work Order in their Job Order	none	5 min	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>issuance folder.</p> <p>1.3 Dispatch the Work Order to the Fieldman by the Foreman.</p> <p>1.4 Shall determine, assess and evaluate the leak at site by the Water Maintenance Foreman and Water Maintenance Man A</p>	<p>none</p> <p>none</p>	<p>5 min</p> <p>5 min</p>	<p><i>Water Maintenance Foreman /Water Maintenance Man A</i> Pipelines Appurtenances and Maintenance Division</p> <p><i>Water Maintenance Foreman /Water Maintenance Man A</i> PAMD</p>
	<p>1.5 Shall prepare Water Advisory</p> <p>1.6 Shall evaluate and prepare the List of Materials Equipments /Tools needed during the repair while the Foreman will prepare the withdrawal of materials form of RIS at the property Supply Office</p> <p>1.7 Conduct repair on transmission/ distribution mainline</p> <p>1.8 Conduct Flushing after the Transmission /Distribution Mainline had been repaired thru the nearest Fire Hydrant and Blow Offs.</p>	<p>none</p> <p>none</p> <p>none</p> <p>none</p>	<p>5 min</p> <p>5 min</p> <p>1 day</p> <p>5 min</p>	<p><i>Water Maintenance Foreman</i> PAMD</p> <p><i>Water Maintenance Foreman /Water Maintenance Man A, Property Supply Assistant</i> PAMD</p> <p><i>Maintenance Sector</i> Pipelines Appurtenances & Maint. Division</p> <p><i>Water Maintenance Foreman /Water Maintenance Man A</i> PAMD</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Shall post the Work Order in the Weekly Accomplishment report by the Foreman & Utilities Services Asst. B	none	5 min	<i>Water Maintenance Foreman, Utilities Services Asst. B PAMD</i>
	Total:	none	50 minutes	

3. Request /Petitions Of Distribution/Service Main Pipe In The Area

Letter of Request for Distribution Line is made by the concessionaries and assessment for feasibility shall be made.

Office or Division:	Engineering & Construction Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All residents within the MCWD service area without distribution lines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requesting Letter (petition)		Concerned residents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter requesting for a distribution / service main pipe in their area with location attachment and contact person.	1. Letter received by the Secretary and notify the General Manager.	none	5 minutes	<i>Office of the General Manager (OGM) Metro Cotabato Water District</i>
	1.1 Letter transmitted to the Engineering Department	none	5 minutes	<i>Department Manager Engineering Operations</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Forwarded to Engineering & Construction Division for survey</p> <p>1.3 Gather data and schedule site visit/survey depending on the availability of contact person within a week</p> <p>1.4 Prepare initial evaluation report and notify the direct supervisor the status of the survey.</p>	<p>none</p> <p>none</p> <p>none</p>	<p>5 minutes</p> <p>16 days</p> <p>10 days</p>	<p><i>Division Manager</i> Engineering & Construction Division</p> <p><i>Project Planning & Development Officer B</i> Engineering & Construction Division</p> <p><i>Project Planning & Development Officer B</i> Engineering & Construction Division</p>
	<p>1.5 Prepare a response letter to the petitioner if the request is feasible or not.</p> <p>1.6 If feasible – Preparation of plans, hydraulic analysis, estimates, bill of materials, program of works and others depending on the cost of the estimates and requirements submitted by the petitioners</p>	<p>none</p> <p>none</p>	<p>1 day</p> <p>90 days</p>	<p><i>Division Manager</i> Engineering & Construction</p> <p><i>Division Manager</i> Engineering & Construction</p>
	<p>Total:</p>	<p>None</p>	<p>116 days and 15 minutes</p>	



4. Water Quality Testing

Ensuring water quality is one of the paramount commitment of MCWD to its concessionaires. Regular water testing is indispensable at all times. MCWD conducts bacteriological and physico-chemical analyses even without complaint for faithful compliance on PNSDW 2017.

Office or Division:	Water Quality Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD concessionaires with active connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports of concessionaires		MCWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint and give details of the request/complaint to Frontline Section, Commercial Department or Frontline Engineering Department, or call telephone no. 421-7135, 421-1071.	1. Receive the complaint/request and verify registered name and exact location and forward to Water Quality Division.	none	30 minutes	<i>Cust. Service Asst. B/ Utility Service Asst. B</i> Commercial/Engineering Department <i>Laboratory Aide/Medical Technologist I/ Chemist</i> Water Quality Division
	1.1 Verify nature of request/ complaints either for bacteriology or Physical-Chemical sampling.	none	1 hour	
	1.2 Collect water samples to the area	none	1 hour	
	<i>Note: If water bacteriology is being collected, it must be in aseptic technique.</i>			



ADMINISTRATIVE SERVICES DEPARTMENT

External Services



1. Procurement Process (Alternative Method)

The alternative method of procurement shall be done for the procurement of goods and services needed by the agency in its day to day operation.

Office or Division:	Administrative Department - Procurement Section			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government G2B – Government to business			
Who may avail:	All Department/Division/Units Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisitioning Department/Division/Unit shall fill up the Purchase Requisition (PR) Form		At the respective Department/Division/Unit		
All PR's submitted to Procurement Section shall be filled up with estimated cost per approved PPMP, including the necessary documents (photocopied PPMP, bill of materials, specifications and other documents needed)		At the respective Department/Division/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Department shall submit All PR's with complete attachment and specification to Procurement Section	1. PR's shall be stamped received with indicated date and PR Number by the Procurement in-charge and forward to Finance Department for funds availability.	None	30 minutes	<i>Procurement Assistant</i> Procurement Section
	1.1 Shall post to PhilGEPS (if needed) the approved PR in compliance with RA 9184.	None	3 days	} <i>Administration Services Assistant B</i> Procurement Section
	1.2 Shall distribute Request for Quotation/Invitation to Bid to local and out of town suppliers.	None	1 day	
	1.3 Collection of sealed canvass or request for quotation.	none	2 days (before BAC Opening)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Opening of sealed quotations/ print quotations sent thru email.	none	2 hours	<i>Bids and Awards Committee-2</i>
	1.5 Shall prepare BAC Resolution	None	1 day	<i>Procurement Assistant Procurement Section</i>
	1.6 Shall initial/ sign the BAC Resolution.	None	1 day	<i>BAC-2/ General Manager/ Head of Procuring Entity Metro Cot. Water District</i>
	1.7 Shall prepare Notice of Award, Contract, Purchase Order and Notice to Proceed and forward to Office of the General Manager/ Head of the Procuring Entity for approval.	None	2 days	<i>Administration Services Assistant B Procurement Section</i>
	1.8 Approval of Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 hour	<i>General Manager/Head of the Procuring Entity Metro Cotabato Water District</i>
	1.9 Issuance of Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Procurement Assistant Procurement Section</i>
	1.10 Posting to PhilGEPS the Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Administration Services Assistant B Procurement Section</i>
	Total:	None	16 days, 33 minutes	



2. Receiving Of Supplies And Materials / PPE

Supplies and Materials refers to all items delivered to and received by Property Section. These items are inspected by property Representative and Internal Control Representative (Inspection Committee).

The Inspection Committee shall check the quality /quantity of the item/s based on the approved Purchase order.

Office or Division:	General Services Division - Property Section			
Classification:	Simple Transaction			
Type of Transaction:	G2B –Government to Business			
Who may avail:	Winning Bidder/Supplier			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Charge Invoice			Supply Officer C	
Delivery Report				
Approved Purchased Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the item/s to Property Section	1. Inspect the item/s and stamp received the Delivery receipt with signature of Property Representative, Internal Control Representative and Requisitioner	none	1 hour	<i>Inspection Committee (Property Representative, Internal Control Section Representative and Requisitioner)</i>
	Total	None	1 hour	



ADMINISTRATIVE SERVICES DEPARTMENT

Internal Services



1. Request For Service Record

The Service Record is issued to an individual needing this document for claims, employment or whatever legal purpose, this records shows the dates of his/her employment with the company.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employees (active/retired/separated/resigned/transferred)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Concerned employee shall personally request for his/her Service Record			MCWD - HR Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HR Section to request for the issuance of Service Record	1. Shall receive request, prepare and print Service Record	none	30 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
2. Receive the service record	2. Give the service record to the concerned employee.	none	2 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
	Total:	none	32 minutes	



2. Certificate Of Employment

The Certificate of Employment is issued to an employee needing this document that states that he/she has no pending administrative case with the agency. Certification is issued to affirm the validity of information.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employees (active/retired/separated/resigned/transferred)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Concerned employee shall personally request for the Certificate of Employment			MCWD - HR Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HR Section to request for the issuance of Certificate of Employment	1. Receive the request, prepare Certificate of Employment, sign and forward to Department Manager for checking.	None	20 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
	1.1 Shall check the certification and initial in the document and forward to General Manager for signature.	None	5 minutes	<i>Department Manager</i> Administrative Services Department
	1.2 Shall sign the certification.	none	3 minutes	<i>General Manager</i> Office of the general Manager
2. Receive the certification for Employment	2. Release the certification to the requesting employee.	none	2 minutes	
Total:		None	30 minutes	



3. Daily Time Record

This contains daily record of attendance and absences and tardiness of all the officers and employees. Concerned employee shall personally request for the Daily Time Record.

Office or Division:	Human Resource Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employees (active)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Concerned employee shall personally request for the Daily Time Record			MCWD - HR Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HR Section to request for the printing of their individual Daily Time Record	1. Print Daily Time Record and give the requesting employee of the copy.	none	30 minutes	<i>Industrial Relations Management Assistant A</i> Human Resource Division
2. Sign the daily time record and return to HR Division.	2. Receive the signed Daily Time Record.	None	2 minutes	<i>Industrial Relations Management Assistant A</i> Human Resource Division
Total:		none	32 minutes	



OFFICE OF THE GENERAL MANAGER
External Services



1. Processing Of Incoming External Communications

Incoming External Communication refers to all correspondence, letters, invitations, and/or any other form of written communication sent to and received by the Metro Cotabato Water District (MCWD). These communications may come from a concessionaire, an individual, groups of people, private institutions, religious sectors, business sectors, non-government organizations, and government units or agencies. This communication also includes those sent electronically or thru e-mails.

Office or Division:	Office of the General Manager			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hard Copy or Black & White Communication			Requesting/ Concerned Individual	
E-mail Communication			Thru E-mail address via: metrocotabatowaterdistrict@gmail.com	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
i. Proceed to Office of the General Manager and have the communication received by the Executive Assistant or send thru E-mail via metrocotabatowaterdistrict@gmail.com	1. Stamp received the communication with date & time, logged and forward to the General Manager, if thru e-mail, shall print the letter, log and forward to the General Manager.	None	2 minutes	<i>Executive Assistant or Clerk Processor/ Corporate Planning Analyst</i> Office of the General Manager
	1.1 Read the communication and instruct the Executive Assistant to draft a reply letter.	None	10 minutes	<i>General Manager A</i> Metro Cotabato Water District



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 If it needs action from concerned department, will instruct the Executive Assistant to photocopy the letter, make a router slip/ notation and forward to concerned department for action.</p> <p>1.3 Acts on the request and gives feedback to the General Manager.</p> <p>1.4 Draft a reply letter and forward to General Manager for review and signature.</p> <p>1.5 Shall review/ check the action taken and sign the reply letter, forward to Executive Assistant for transmittal/ to be send to requesting client.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2. minutes</p> <p>5 days</p> <p>1 day</p> <p>30 minutes</p>	<p><i>General Manager A</i> Metro Cotabato Water District</p> <p><i>Department Manager of Concerned Department,</i> Metro Cotabato Water District</p> <p><i>General Manager A</i> Metro Cotabato Water District</p>
2. Receive the reply letter	2. Send the reply letter to the requesting client, have him receive in the file copy and log/file or send thru e-mail address of the requesting client.	None	5 minutes	<i>Executive Assistant/ Corporate Planning Analyst</i> Office of the General Manager
	Total:	None	6 days, 51 minutes	



2. Processing Of Outgoing External Communications

Outgoing External Communication refers to all correspondence, letters, invitations, and/or any other form of written communication released and sent by the Metro Cotabato Water District (MCWD). These communications may be released and sent to an individual, groups of people, private institutions, religious sectors, business sectors, non-government organizations, and government units or agencies. This communication also includes those sent electronically or thru e-mails. All outgoing external communications are being released by the Office of the General Manager, particularly by the Executive Assistant. While all communications released via e-mail are being scanned and sent by the Corporate Planning Analyst.

Office or Division:	Office of the General Manager			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD Internal/External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hard Copy or Black & White Communication			General Manager	
Printed Communication			Originating Departments or Divisions	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the communication being sent by MCWD and sign on the file copy or logbook.	1. Shall prepare communications address to internal/external clients and forward to Office of the General Manager for review or approval.	None	1 day	<i>Executive Assistant/ Concerned Departments/Divisions Office of the General Manager</i>
	1.1 Shall review and approve communications address to internal/external clients and instruct Executive Assistant/ Corporate Planning Analyst to transmit communication.	None	10 minutes	<i>Executive Assistant/ Corporate Planning Analyst Office of the General Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Shall log the outgoing communication and send thru Postal Office/Courier or ask the Messenger to have it receive by the external clients, or send it thru e-mail.	None	10 minutes	<i>Executive Assistant/ Corporate Planning Analyst Office of the General Manager</i>
	1.3 Shall deliver the communication to the recipient.	None	1 hour	<i>Administrative Aide/ Driver Administrative Department</i>
	Total:		1 day, 1 hour, 20 minutes	

3. Issuance Of Certifications

This refers to Certificate of Appearance and Certificate of Water Potability or for other purposes, being requested by an individual, government or private employee, and a concessionaire.

Office or Division:	Office of the General Manager	
Classification:	Simple Transaction	
Type of Transaction:	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All MCWD External Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request		Requesting Party
Registered Name of Active Service Connection		MCWD database



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall file request for Certification of Water Potability or Certificate of Appearance, or for any purpose at the Office of the General Manager.	1. Shall receive letter request, log and forward to the General Manager.	None	2 minutes	<i>Executive Assistant or Clerk Processor</i> Office of the General Manager
	1.1 Shall read the letter request and instruct the Executive Assistant to prepare certification.	None	2 minutes	<i>General Manager</i> Metro Cotabato Water District
	1.2 Shall prepare the certification and forward to General Manager for approval.	None	10 minutes	<i>Executive Assistant or Clerk Processor</i> Office of the General Manager
	1.3 Shall approve and sign the certification.	None	2 minutes	<i>General Manager</i> Metro Cotabato Water District
2. Receive the certification and sign in the logbook or file copy	2. Log the certification and have the client receive in the logbook or at the file copy.	None	1 day	<i>Executive Assistant or Clerk Processor</i> Office of the General Manager
	Total:	None	1 day and 20 minutes	



MANAGEMENT SERVICES DIVISION-INTERNAL CONTROL

Internal Services



1. Processing Of Pre-Audit Of Disbursement Vouchers

Disbursement vouchers are received from the Finance Department for checking and pre-audit to make sure that it is supported with pertinent documents and with legal basis.

Office or Division:	Management Service Division - Internal Control			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Finance Department MCWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher and supporting documents		Finance Department Employee responsible for preparation of disbursement voucher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Finance Department presents the following: Disbursement Voucher (with pertinent supporting documents)	1. Shall receive the documents, verify and/or check the completeness of the supporting documents.	none	10 minutes	} <i>Internal Control Officer or Internal Control Assistant Management Services Division</i>
	1.1 If found in order, shall log and affix signature and forward the documents to the General Manager, for approval. NOTE: <i>If found not in order, the personnel responsible shall return the documents to the Finance Department for proper action.</i>	none	3. minutes	
	1.2 Shall approve the disbursement voucher and instruct the Executive Assistant to forward the documents to Finance Dept.	none	2 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the documents	2. Forward the documents to the Finance Department.	None	2 minutes	<i>Executive Assistant/ Clerk Processor</i> Office of the General Manager
	Total:	None	19 minutes	

2. Conduct Of Pre-Repair Inspection

Pre-Repair inspection of all vehicles, office and pumping equipment subject for repair is being conducted to validate all requests for repairs are in order and necessary.

Office or Division:	Management Service Division - Internal Control			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Finance Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order and supporting documents		Property Section or from requesting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Property Section calls the personnel responsible in conducting pre-repair inspection of vehicles, office equipment subject for repair	1. Shall conduct pre-repair inspection of all vehicles, office and pumping equipment subject for repair.	None	30 minutes	<i>Inspection Team:</i> <i>Internal Control Officer or Internal Control Assistant,</i> <i>Property Section Rep.,</i> <i>TWG/End-User</i> MSD/Administrative Department/ Concerned Division
	1.1 If found repair is necessary, affix signature in the job order.	None	1 minute	<i>Inspection Team:</i> <i>Internal Control Officer or Internal Control Assistant,</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Property Section Rep., TWG/End-User</i> MSD-Internal Control/ Administrative Department/ Concerned Division
	Total:	None	31 minutes	

3. Post-Repair Inspection

Post-repair inspection of all vehicles, office and pumping equipment, repaired, is being conducted to validate that all repairs have been done and ensure that repairs are in accordance with user's request.

Office or Division:	Management Service Division - Internal Control			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government G2B-Government to Business			
Who may avail:	Administrative Department Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order and supporting documents		Property Section		
Delivery Receipt/ Charge Invoice		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Property Section calls the personnel responsible in conducting post-repair inspection of vehicles,	1. Shall conduct post-repair inspection of all vehicles, office and pumping equipment subject for post-repair inspection.	none	30 minutes	Inspection Team: <i>Internal Control Officer or Internal Control Assistant, Property Section Rep., TWG/End-User</i> MSD-Internal Control/ Administrative Department/ Concerned Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
office and pumping equipment subject for repair.	1.1 If found in order, shall affix signature in the job order/ post repair inspection report. NOTE: If not found in order, make necessary report to correct the deficiency.	none	1 minute	Inspection Team: <i>Internal Control Officer or Internal Control Assistant, Property Section Rep., TWG/End-User</i> MSD-Internal Control/ Administrative Department/ Concerned Division
	Total:	None	31 minutes	

4. Inspection Of Deliveries Of Supplies And Materials And PPE

Inspection of deliveries of supplies and materials and PPE are conducted to ensure that all the items delivered are in accordance with the P.O.

Office or Division:	Management Service Division - Internal Control	
Classification:	Simple Transaction	
Type of Transaction:	G2G-Government to Government G2B- Government to Business	
Who may avail:	Administrative Department Supplier	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Delivery Receipt		Supplier
Delivered supplies, materials and PPE		Supplier
Approved Purchase Order and supporting documents		Property Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Property Unit requests the personnel responsible for the conduct and inspection of deliveries	1. Shall conduct inspection on deliveries properly receipted for, accepted and/or paid by the MCWD, based on duly approved P.O., J.O., Contract or equivalent document with particulars focused on the quality and quantity of the items.	none	30 minutes	<i>Inspection Team:</i> <i>Internal Control Officer or</i> <i>Internal Control Assistant,</i> <i>Property Section Rep.,</i> <i>TWG/End-User</i> MSD-Internal Control/ Administrative Department/ Concerned Division
	1.1 If found in order, shall affix signature in the inspection report.	none	1 minute	
NOTE: <i>If not found in order, make necessary report to correct the deficiency.</i>				
Total:		None	31 minutes	

5. Checking Of Liquidation Report

Liquidation Reports are conducted to ensure that rules and regulations on travel are followed and government funds are properly accounted for.

Office or Division:	Management Service Division - Internal Control
Classification:	Simple Transaction
Type of Transaction:	G2G-Government to Government
Who may avail:	MCWD Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report		Concerned Employee		
Photocopy of Disbursement Voucher & supporting documents		Cash Section		
Approved Travel Order		Office of the General Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The employees concerned submits their liquidation reports for checking to Finance Department and forward to Internal Control Section.	1. Shall check the liquidation report submitted by the employees of the different departments who have been granted cash advances.	None	2 minutes	} <i>Internal Control Officer or Internal Control Assistant Management Services Division-Internal Control</i>
	1.1 Shall check whether the report is completely supported with proper documents	none	2 minutes	
	1.2 Shall forward the liquidation report with supporting documents to the GM/DM-Finance for approval.	none	2 minutes	
	Note: If not in order, shall be returned to the claimant for proper action.			
	Total:	None	31 minutes	



**MANAGEMENT SERVICES DIVISION -
Information Technology
Internal Services**



1. Database Management And Program Enhancement

Immediate response is conducted at all times to ensure that the internal clients will be able to perform functions efficiently and effectively to give excellent service to the public.

Office or Division:	OGM/MSD-Information Technology				
Classification:	Simple Transaction – for trouble shooting Complex Transaction – program enhancement				
Type of Transaction:	G2G-Government to Government				
Who may avail:	ALL MCWD Employees who have access in computer operation				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Filled-up request form			Concerned Department/Division		
CLIENT STEPS					
AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<u>A. Request For Trouble Shooting:</u>					
4. Shall request assistance when programs or equipment are mal-functioning	1. Shall conduct quick response/trouble shooting on all requests to ensure accessibility of client/users.	none	30 minutes	<i>Computer Service Programmer A, Computer Operator/ Elect. Comm. System Tech. B Management Services Division-Information Technology</i>	
a. Shall make request for budget appropriation and necessary purchase request.	1.1 If during trouble shooting, found necessary repair from outside source or need parts replacement, shall prepare report or necessary request and forward to concerned department for appropriate budget or further action.	none	1 hour		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Shall sign in the logbook for the job done.	1.2 Shall log accomplishment and have the requesting employee sign the logbook.	none	2 minutes	
	Total:	none	1 hour, 32 minutes	
<u>B. Request for system enhancement:</u>				
1. Shall make a request to enhance programs to expedite generation of documents needed in the conduct of services.	1. Shall receive the request and make evaluation of the current program/system.	None	15 minutes	<i>Computer Service Programmer A Management Services Division</i>
	1.1 Shall enhance programs that can help expedite transactions and improve services to clients.	none	5 days	
	1.2 Shall make necessary testing of the enhanced program with the requesting department/division.	none	1 day	
	1.3 Launch the enhanced program and inform/train computer users on system operation.	none	1 day	
2. Shall acknowledge of the job done	2. Shall prepare accomplishment report and have the requesting department/user conform with the report.	none	30 minutes	<i>Computer Service Programmer A Management Services Division</i>
	Total:	None	7 days, 45 minutes	



MANAGEMENT SERVICES DIVISION-PUBLIC RELATIONS



1. Preparation Of Board Resolution

Board Resolutions are regularly prepared passed and issued to serve as policies to guide the Water District to be an efficient and effective water utility.

Office or Division:	MCWD Office - Public Relations			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Concerned Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brief/ Request			Requesting Department	
Document supporting the Program/Activity			Concerned Department/Division	
Program Recommendations for proper authority/policy			General Manager	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation Of Board Resolutions				
1. Concerned Department shall prepare request for budget appropriation, authority or any major policy.	1. Shall receive approved request for board resolution preparation.	None	5 minutes	<i>Community Relations Officer Management Services Div.</i>
	1.1 Shall deliberate/discuss and approve the request.	none	30 minutes	<i>Board of Directors Metro Cot. Water District</i>
	1.2 Shall prepare draft of the Board Resolution	none	1 hour	<i>Community Relations Officer Management Services Div.</i>
	1.3 Shall have the corrected Board Resolution signed by authorized Board of Directors.	none	1 hour	<i>Board Chairman & Board Secretary Metro Cot. Water District</i>
	Total:	None	2 hours, 35 minutes	



2. Preparation Of Advisories

Advisories are regularly prepared to inform the public of Water District operations and other important information for public knowledge.

Office or Division:	MCWD Office - Public Relations			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Concerned Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brief/ Request			Concerned Department/Division	
Filled-up request form for advisories				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department shall prepare request for water service advisory or information dissemination.	1. Shall receive the request, and prepare advisory for dissemination to the public and forward to General Manager for approval.	None	10 minutes	<i>Community Relations Officer</i> Management Services Division
	1.1 Shall approve the advisory.	none	3 minutes	<i>General Manager</i> Metro Cot. Water District
	1.2 Shall disseminate advisory to tri-media and office departments	none	3 days before date of activity	<i>Community Relations Officer</i> Management Services Division
	Total:		3 days and 13 minutes	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Accomplish our Feedback Form and put in the drop box located at the MCWD office lobby.</p> <p>Send your feedback through:</p> <p>Email : metrocotabatowaterdistrict@gmail.com Log-in : www.metrocotabatowd.gov.ph Telephone No. 421-7135, 421-1070, 421-1071</p>
How feedback is processed?	<p>Every Friday, the Public Relations Officer B opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned departments or divisions and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 421-7135, 421-1070, 421-1071.</p>
How to file complaints?	<p>Answer the Client Complaint Form and drop it at the designated drop box at the MCWD office lobby.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of the person being complained- Incident



	<p>- Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 421-7135, 421-1070, 421-1071.</p>
<p>How complaints are processed?</p>	<p>The Complaints Officer or the Officer of the Day opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or the Officer of the Day shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer or the Officer of the Day will create a report after the investigation and shall submit it to the General Manager for appropriate action.</p> <p>The Complaints Officer or the Officer of the day will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 421-7135, 421-1070, 421-1071</p>
<p>Contact Information of ARTA, PCC, CCB A</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



VII. LIST OF OFFICES

Office	Address	Contact Information
Office Of The General Manager	Gov. Gutierrez Avenue, Cotabato City	421-1070, 421-3596
Administrative Department	Gov. Gutierrez Avenue, Cotabato City	421-3009, 421-3566
Commercial Department	Gov. Gutierrez Avenue, Cotabato City	421-7135
Finance Department	Gov. Gutierrez Avenue, Cotabato City	552-1181, 557-4125
Engineering Department	Gov. Gutierrez Avenue, Cotabato City	421-1071