



METRO COTABATO WATER DISTRICT

CITIZEN'S CHARTER 2023 (1st Edition)



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

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. 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 (1 original copy)		Office of the Barangay
Location/sketch plan (1 copy, original or photocopy)		Personal, or may ask assistance from personnel of MCWD
Official Receipt as proof of payment for fees required		MCWD Office
Additional Requirement: (any applicable)		
- Lot title, if applicant is the owner (1 photocopy)		Registry of Deeds
- Notarized Consent/Authorization from lot/building owner, with attached photocopy of valid ID of the lot/building owner- if applicant is renting/informal settler (1 Original copy)		Lot owner or building owner
- Certification from Barangay - if government property(1 original copy)		Office of the Barangay
- Notarized Consent from lot owner to install water facilities in his lot with attached photocopy of valid ID of the lot owner- if service line passes through a private lot (1 original copy)		Lot owner
- Deed of sale or any proof of transfer of ownership of property - if property is newly acquired (1 Photocopy)		Notarized by a lawyer or from previous owner
- Letter of consent/waiver from previous owner (1 original copy)		Previous owner



- Memorandum of Agreement for string connection (1 original copy)	Commercial Department-MCWD
- Excavation permit, if applicable (1 original copy)	City Engineering Office or DPWH
- Clearance from SPDA Administrator (SPDA resident) (1 original copy)	SPDA Office
- Filled-up Information sheet of the applicant	Commercial Department, MCWD
If transacted by a representative:	
- Authorization letter from the applicant (1 original copy)	Applicant
- Applicants valid ID with signature (1 Photocopy)	Company ID, SSS,GSIS, BIR, COMELEC, etc.
- 1 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. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Servicing Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. File request and submit all requirements to Customer Servicing Section	2. 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	<i>Cust. Service Asst.A/ B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Proceed to Teller to Pay	2.1 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	2 minutes	<i>Cust. Service Asst.A/ B</i> Customer Services Division
3. Present Official Receipt	3. Record O.R no. and post applicant's information to BICOS database and generate AIS. 3.1 Forward AIS to Survey Section, Engineering Department.	None	5 minutes	<i>Cust. Service Asst.A/ B</i> Customer Services Division
4. Assist surveyor during the conduct of onsite inspection	4. Shall conduct onsite inspection/ survey the place of applicant then prepare a plan & details - tapping point, location of meter and costing.	None	1 day	<i>Engineering Assistant A</i> Planning Division, Engineering Department
	4.1 Shall review the prepared plans and estimates, sign for approval.	None	20 minutes	<i>Supervising Engineer</i> Planning Division
	4.2 Shall prepare transmittal and forward to Commercial Department.	None	10 minutes	<i>Project Planning & Dev't.</i> <i>Officer B</i> Planning Division
	4.3 Shall conduct background check if with previous account, assign account number and update Customer Account Number Worksheet and forward to	None	1 day	<i>Customer Service Officer B</i> Customer Services Division



	Frontline Unit. 4.5 Shall notify client thru text message that his application is ready for payment.	None	1 minute	<i>Cust. Service Asst.A/ B</i> Customer Services Division
	Note: Wait for the customer to process payment for installation fees.		(Paused-Clock)	
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. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Services and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Frontline Servicing Section and follow-up application	2. Shall locate the application papers of the customer. Prepare statement of account and advice customer to pay at the Teller. Note: <i>Payment process shall be in accordance with Finance Department procedure.</i>	*Guaranty Deposit, Installation Fee – P500.00 Cost of Materials, Additional Fees- Old accounts, if any	10 minutes	<i>Cust. Service Asst.A/ B</i> Customer Services Division
2.1 Present Official Receipt for the signing of contract and other documentation	2.1 Shall prepare Service Application Contract, Maintenance & Construction Order and Promissory	None	10 minutes	<i>Cust. Service Asst.A/ B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.	Note. Assist the customer for the picture taking thru web cam and let the customer sign the contract and other documents.			
3. Proceed to Div. Manager A for orientation and approval.	3. Shall review the forwarded documents, orient the customer about the policies of MCWD and finally approves the SAC & MCO.	None	5 minutes	<i>Division Manager A</i> Customer Services Division
4. Receive copy of contract, promissory note, official receipt & cost estimate	4. Shall furnish the customer with copy of the contract, cost estimates, promissory note and official receipt.	None	1 minute	<i>Cust. Service Asst.A/ B</i> Customer Services Division
4.1 Shall prepare the after the meter connection	4.1 Shall advise the customer to prepare the after the meter provision line and wait for the date of installation.	none	1 minute	<i>Cust. Service Asst.A/ B</i> Customer Services Division
	NOTE: Installation will depend on the readiness of the customer on the after the meter connection ("Abang") or the availability of the customer during installation.		(Paused-clock)	
C. INSTALLATION OF NEW CONNECTION/ RECONNECTION OF WATER SERVICE CONNECTION				
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 A.	None	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	<p>1.1 Shall forward Work Order to Meter Shop for assignment of meter and List of Materials (LOM) and Requisition & Issue Slip (RIS) to Property Section for preparation of materials.</p> <p>Note: <i>Details for assignment of meter shall be in accordance with Meter Maintenance Unit procedure.</i></p>	None	5 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
1.2 None	<p>1.2 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>	None	1 day	<i>Sr. Water Maintenance Man A</i> Customer Services Division
2. Shall sign the documents	2. Shall conduct installation of water meter and ask the customer to sign the MCO, LOM & Meter Receipt.	None	1 day	<i>Sr. Water Maintenance Man A</i> Customer Services Division
2.1 Receive copy of LOM & Meter Receipt.	2.1 Shall furnish customer copies of LOM & Meter Receipt.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: Upon conduct of installation, needs additional materials, shall coordinate w/ SCSO for preparation of LOM or RIS and withdraw from Property Section after approval.</p> <p>Note: 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.</p> <p>Note: 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.</p>			
	TOTAL:	TOTAL AMOUNT DUE	4 days, 1 hour, 32 minutes	

(Application For New Service Connection Or Re-Connection (Pulled-Out Water Meter) qualified for multi-stage processing.



BREAKDOWN OF FEES:

1. Inspection Fee		P 50.00
2. *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	
3. Installation Fee		500.00
4. Cost of Materials (to be determined after survey)		
5. Old Accounts/Outstanding bills (if any)		
TOTAL AMOUNT DUE		=====



2. Application For New Service Connection or Re-Connection – With Proposed Additional Stand pipe

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. In this particular service, the district needed to install additional standpipe to accommodate application/installation of new service connection.

Office or Division:	Commercial Services Department	
Classification:	Highly Technical 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 (1 original copy)		Barangay Hall where the location of residence, business, office
Location/sketch plan (1 copy, original or photocopy)		Personal, or may ask assistance from personnel of MCWD
Official Receipt as proof of payment for fees required		MCWD Office
Additional Requirement: (any applicable)		
- Lot title, if applicant is the owner (1 photocopy)		Registry of Deeds
- Notarized Consent/Authorization from lot/building owner with attached photocopy of valid ID of the lot/ building owner- if applicant is renting/informal settler (1 Original copy)		Lot owner or building owner
- Barangay Certification- if government property(1 original copy)		Office of the Barangay
- Notarized Consent from lot owner to install water facilities in his lot with attached photocopy of valid ID of the lot owner – if service line passes through a private lot (1 original copy)		Lot owner
- Deed of sale or any proof of transfer of ownership of property - if property is newly acquired (1 Photocopy)		Notarized by a lawyer or from previous owner



- Letter of consent/waiver from previous owner (1 original copy)	Previous owner
- Memorandum of Agreement for string connection (1 original copy)	Commercial Department-MCWD
- Excavation permit, if applicable (1 original copy)	City Engineering Office or DPWH
- Clearance from SPDA Administrator (SPDA resident) (1 original copy)	SPDA Office
If transacted by a representative:	
- Authorization letter from the applicant (1 original copy)	Applicant
- Applicants valid ID with signature (1 Photocopy)	Company ID, SSS,GSIS, BIR, COMELEC, etc.
- 1 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. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. File request and submit all requirements to Customer Servicing Section	<p>2. 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 check service connection card.</p> <p>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></p>	None	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Proceed to Teller to pay	2.1 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	2 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
3. Present Official Receipt	3. Record O.R no. and post applicant's information to BICOS database and generate AIS. 3.1 Forward AIS to Survey Section, Planning Division	None	5 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
4. Assist surveyor during the conduct of onsite inspection.	4. Shall conduct onsite inspection/ survey the place of applicant then prepare a plan & details - tapping point, location of meter and costing.	None	1 day	<i>Engineering Assistant A</i> Planning & Design Division
4.1 None	4.1 Shall review the prepared plans and estimates and sign for approval.	None	20 minutes	<i>Supervising Engineer</i> Planning & Design Division
4.2 None	4.2 Shall prepare transmittal and forward to Commercial Department.	None	10 minutes	<i>Project Planning & Dev't. Officer</i> Planning & Design Division
4.3 None	4.3 Shall conduct background check if with previous account, assign account number and update Customer Account Number Worksheet and forward to Frontline Unit.	None	1 day	<i>Cust. Service Officer B</i> Customer Services Division



4.4 None	4.4 Shall notify client thru text message that his application is ready for payment.	none	1 minute	<i>Cust. Service Asst. A/B</i> Customer Service Division
	Note: Wait for the customer to process payment for installation fees.		(Paused-Clock)	
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. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Servicing Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Customer Servicing Section and follow-up application.	2. Shall locate the application papers of the customer. Prepare statement of account and advise customer to pay at the Teller. Note: <i>Payment process shall be in accordance with Finance Department procedure.</i>	Guaranty Deposit, Installation Fee – P500.00 Cost of Materials, Additional Fees- Old accounts, if any	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
2.1 Present Official Receipt and sign the contract and other documentation.	2.1 Shall prepare Service Application Contract, Maintenance & Construction Order and Promissory Note(if any). Assist the customer for the picture taking thru web cam and let the customer sign the contract and other documents.	None	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Division Manager A for orientation and approval.	3. Shall review the forwarded documents, orient the customer about the policies of MCWD and finally approves the SAC & MCO.	None	5 minutes	<i>Division Manager A</i> Customer Services Division
4. Receive copy of contract, promissory note, official receipt & cost estimate. 4.1 Shall prepare the after the meter connection	4. Shall furnish the customer with copy of the contract, cost estimates, promissory note and official receipt. 4.1 Shall advise the customer to prepare the after the meter provision line and wait for the date of installation.	None	2 minutes	} <i>Cust. Service Asst. A/B</i> Customer Services Division
4.2 None	4.2 Shall forward the work order and estimates for additional standpipe to Pipelines Appurtenances & Maintenance Division.	None	3 minutes	
	NOTE: Installation will depend on the readiness of the customer on the after the meter connection ("Abang") or the availability of the customer during installation. NOTE: Installation of service connection will be done after the installation of the proposed additional standpipe by Pipelines Appurtenances and Maintenance Division, Engineering Department.		(Paused-clock)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. INSTALLATION OF ADDITIONAL STANDPIPE				
1. None	1. Shall prepare Requisition & Issue Slip, Work Order and other necessary documents needed for the installation of additional standpipe.	None	10 minutes	<i>Utilities Service Asst. B</i> Pipelines, Appurtenances & Maintenance Division
1.1 None	1.1 Shall approve the RIS, Work Order.	None	3 Minutes	} <i>Division Manager A</i> Pipelines Appurtenances & Maintenance Division
1.2 None	1.2 Shall issue RIS & Work Order to Maintenance Sector			
2. None	2. Shall withdraw materials (as specified in the RIS) from the Property Section.	None	30 minutes	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maintenance Division
3. None	3. Shall conduct installation of additional standpipe. Note: <i>Installation of standpipe may need excavation permit from City Engr's. Office or DPWH.</i>	None	2 days	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maintenance Division
4. None	4. Shall inform the Installation Unit that standpipe is already installed.	None	3 minutes	<i>Maintenance Sector</i> Pipelines Appurtenances & Maint. Division
C. INSTALLATION OF WATER METER				
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	<i>Cust. Service Asst. A/B</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	<p>1.1 Shall forward List of Materials (LOM) and Requisition & Issue Slip to Property Section for preparation of materials, and Work Order to Meter Shop for assignment of meter.</p> <p>Note: <i>Details for assignment of meter shall be in accordance with Meter Shop procedure</i></p>	None	5 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
1.2 None	<p>1.2 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>	None	1 day	<i>Sr. Water Maintenance Man A</i> Customer Services Division
2.Shall sign the documents	2. Shall conduct installation of water meter and ask the customer to sign the MCO, LOM & Meter Receipt.	None	1 day	<i>Sr. Water Maintenance Man A</i> Customer Services Division
3. Receive copy of LOM & Meter Receipt.	<p>3. Shall furnish customer copies of LOM & Meter Receipt.</p> <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>	none		



	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> 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>			
	TOTAL	TOTAL AMOUNT DUE	6 days, 2 hours, 21 minutes	

(Application For New Service Connection Or Re-Connection (Pulled-Out Water Meter)- with Proposed Additional Standpipe) qualified for multi-stage processing.

BREAKDOWN OF FEES:

1. Inspection Fee		P 50.00
2. 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	
3. Installation Fee		500.00
4. Cost of Materials (to be determined after survey)		
5. Old Accounts/Outstanding bills (if any)		
TOTAL AMOUNT DUE		=====



3. Application For New Service Connection - With Water Meter Size of 2” and Above

The business establishments or government offices, within the service area, who wants to have access to safe water shall file their application with Metro Cotabato Water District for water service connection after complying the requirements and payment of corresponding fees. In this particular service, the customer opted to apply for a bigger meter size, depending on their required need.

Office or Division:	Commercial Services Department
Classification:	Highly Technical
Type of Transaction:	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	
FOR BUSINESS:	
Letter request to apply service connection using 2” or above meter size	Applicant
1 pc. Photocopy of valid ID with picture and signature of the owner	Company ID, SSS, GSIS, BIR, Comelec, etc.
1 pc. 2 X 2 recent colored ID picture	Applicant
Barangay Clearance, should be within 6 mos. Validity (1 original copy)	Barangay Hall where the location of residence, business, office
Location/sketch plan (1 copy, original or photocopy)	Personal, or may ask assistance from personnel of MCWD
Provide Materials & fittings including water meter as required by MCWD Planning & Design Division	Applicant
Certificate of Calibration and meter testing of water meter	Accredited calibrating agency, like DOST
Official Receipt as proof of payment for fees required	MCWD Office
Excavation Permit	City Engineer’s Office or DPWH
Additional Requirement: (any applicable)	
Lot title, if applicant is the owner (1 photocopy)	Registry of Deeds
Notarized Consent/Authorization from lot/building owner- if applicant is renting (1 Original copy)	Lot owner or building owner



Deed of sale or any proof of transfer of ownership of property - if property is newly acquired (1 Photocopy) Letter of consent/waiver from previous owner (1 original copy)	Notarized by a lawyer or from previous owner			
If transacted by a representative:				
Authorization letter from the applicant (1 original copy)	Applicant			
Applicants valid ID with signature (1 Photocopy)	Company ID, SSS,GSIS, BIR, COMELEC, etc.			
1 Photocopy of representative valid ID with picture (must present original)	Company ID, SSS,GSIS, BIR, COMELEC, etc			
FOR GOVERNMENT:				
Letter request to apply service connection using water meter with a size of 2” or above	Head of office or his representative			
Valid ID w/ picture and signature of the representative (1 photocopy)	Office ID, GSIS, BIR or any government issued ID			
1 colored 2 x 2 picture of the representative	Applicant			
Authorization letter to transact business	Head of Office or his representative			
Location/ sketch plan (1 copy, original or photocopy)	Applicant			
Provide Materials & fittings including water meter as required by MCWD Planning & Design Division	Applicant			
Certificate of Calibration and meter testing of water meter	Accredited Calibrating Agency, like DOST			
Official Receipt as proof of payment for fees required	MCWD Office			
Excavation Permit	City Engineer’s Office or DPWH			
Additional Requirement:				
Notarized Consent/Authorization from lot/building owner- if applicant is renting (1 Original copy)	Lot owner or building owner			
A. PROCESSING OF NEW SERVICE APPLICATION				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	Public Assistance Desk Officer (CSA D)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. File request and submit all requirements to Customer Service Section.	<p>2. 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 check service connection card.</p> <p>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></p>	None	10 minutes	Cust. Service Assistant A/B Customer Services Division
2.1 Receive the statement of account and go to Teller for payment.	<p>2.1 Shall prepare statement of account and advise the customer to pay inspection fee to Teller.</p> <p>Note: <i>Details of payment shall be in accordance with Finance Dept. Collection procedure.</i></p>	Inspection Fee – P50.00 + Unpaid bills from disconnected connections, if any		
3. Present Official Receipt	3. Record O.R no. and post applicant's information to BICOS database and generate AIS.	None	5 minutes	Cust. Service Asst. A/B Customer Services Division
3.1 None	3.1 Forward all the documents to Planning & Design Division, Engineering Department	None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Assist surveyor during the conduct of onsite inspection	4. Shall conduct onsite inspection/ survey the place of applicant then prepare a plan & details including excavation - tapping point, location of meter and costing.	None	2 days	<i>Engineering Assistant A/ Supervising Engineer Planning & Design Division</i>
4.1 None	4.1 Shall review the prepared plans and estimates and forward to Department Manager.	None	30 minutes	<i>Division Manager A Planning & Design Division</i>
4.2 None	4.2 Approve the plans and cost estimates.	None	10 minutes	<i>Department Manager A Engineering Department</i>
4.3 Receive the plans & cost estimates	4.3 Furnish the customer copy of plans and cost estimates and advise customer to process payment for installation and provide the necessary materials and fittings including the water meter and process excavation permit from CEO or DPWH. They should also shoulder the cost of labor for excavation.	None	5 minutes	<i>Engineering Assistant A/ Supervising Engineer Planning & Design Division</i>
4.4 None	4.4 Forward the documents to Frontline Section, Commercial Department	None	3 minutes	
	Note: Wait for the customer to process payment for installation fees.		(Paused-Clock)	



B. APPROVAL OF APPLICATION FOR NEW WATER SERVICE CONNECTION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Customer Service Section and follow-up application	2. Shall locate the application papers of the customer. Prepare statement of account and advise customer to pay at the Teller.	None	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
3. Go to Teller and pay the application fees	3. Process payment and issue official receipt.	Guaranty Deposit, Installation Fee, Supervision Fee, Additional Fees- Old accounts, if any	3 minutes	<i>Cashier C/D-Office Teller</i> Finance Department
4. Present Official Receipt for the signing of contract and other documentation	4. Shall prepare Service Application Contract, Maintenance & Construction Order. Assist the customer for the picture taking thru web cam and let the customer sign the contract and other documents.	None	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division
5. Proceed to Division Manager A for orientation and approval.	5. Shall review the forwarded documents, orient the customer about the policies of MCWD and finally approves the SAC & MCO.	None	5 minutes	<i>Division Manager A</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive copy of contract, official receipt & cost estimate	6. Shall furnish the customer with copy of the contract, cost estimates, and official receipt.	None	1 minute	Cust. Service Asst. A/B Customer Services Division
6.1 None	6.1 Shall advise the customer to prepare the materials, water meter and processing of calibration and meter testing and excavation permit and concrete cutting.	None	2 minute	
7. None	7. Shall prepare letter of endorsement addressed to CEO/DPWH for excavation permit and forward to Department Manager & General Manager for signature/ approval.	None	10 minutes	Supervising Engineer/ Division Manager A Engineering Department
7.1 Receive the endorsement letter and process excavation permit from CEO/DPWH	7.1 Give the endorsement letter to the customer. Advise the customer that they should shoulder the responsibility of the excavation, concrete cutting & processing of permit from CEO/DPWH.	None	3 minutes	
	NOTE: Installation will depend on the availability of materials, water meter, concrete cutting and excavation done by the customer.		(Paused-clock)	
C. INSTALLATION OF WATER METER				
1. Shall endorse the water meter together with the Certificate of calibration and meter testing,	1. Shall receive the materials and fittings and the water meter together w/ the Certificate of calibration and meter testing.	None	10 minutes	Engineering Assistant A Engineering Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
materials and fittings to Engineering Dept.				
1.1 None	1.1 Shall forward Certificate of calibration to meter shop.	None	3 minutes	<i>Engineering Assistant A</i> Engineering Department
1.2 None	1.2 Shall prepare meter receipt and copy furnish Commercial Department.	none	3 minutes	<i>Meter Technician</i> Administrative Department
1.3 None	1.3 Shall prepare Work Order/MCO and issue to Sector assigned.	None	3 minutes	<i>Utilities Asst. B/ Division Manager A</i> Engineering Department
2. Shall sign the documents	2. Shall conduct installation of water meter and ask the customer to sign the Work Order, MCO, & Meter Receipt.	None	4 days	<i>Sr. Water Maintenance Man A/ Supervising Engineer</i> Engineering Department
2.1 Receive copy of Meter Receipt.	2.1 Shall furnish customer copy of Meter Receipt.	None		
2.3 None	2.3 Forward copies of MCO, plan and meter receipt to Commercial Department.	None		
	TOTAL	TOTAL AMOUNT DUE	6 days, 2 hours, 8 minutes	

(Application For New Service Connection - With Water Meter Size of 2" and Above) - qualified for multi-stage processing



BREAKDOWN OF FEES:

A. Inspection Fee		P 50.00
B. Guaranty Deposit		
Government	P3,000.00	
Pure Commercial	3,000.00	
Industrial	10,000.00	_____
C. Installation Fee (see formula)		_____
D. Supervision Fee (Daily rate of (SG-18) x 4 days		_____
E. Old Accounts/Outstanding bills (if any)		_____
TOTAL AMOUNT DUE		=====

FORMULA:

INSTALLATION FEE = Daily Rate of 4 Sr.Water Maint. Man: 2 (SG-12) & 2 (SG-10), ALL x 4 days



4. 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 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 with disconnected water service connection with meter on site	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If transacted by Owner:		
- Valid ID, preferably Government Issued (1 photocopy, must present original copy)		Company ID, SSS, COMELEC, GSIS, Drivers license, Pag-ibig, Philhealth, BIR, etc.
- Water bill (1 copy, original or photocopy)		MCWD
If transacted by Representative:		
- Authorization letter from the owner or any proof of Authority to transact business (1 original copy)		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, Philthealth, BIR, etc.
- Representative’s valid ID, preferably government issued (1 photocopy, must present original)		
- Water bill (1 copy, original or photocopy)		MCWD
If applied reopening for change of registered name:		
- Written consent from the previous/building owner (1 original copy)		From the previous / building owner
- Deed of Sale (1 photocopy)		Notarized by Lawyer
- Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)		Barangay or written agreement of both parties
- One (1) pc 2 x 2 colored picture		Photo Studio
- Valid ID, preferably government issued (1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Driver’s License, Pag-Ibig, Philthealth, BIR, etc.
- Death Certificate of previous registered name, if applicable(1 photocopy)		Phil. Statistics Authority
Official Receipt for payment of required fees		MCWD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer(CSA D)</i>
2. Proceed to Customer Service Section and submit requirements.	2. Receive the required documents and check for completeness. Verifies account per computer record, check service connection card, prepare statement of account, give to customer and advise to pay at the Cashier.	None	10 minutes	<i>Customer Service Officer B / Division Manager A</i> Customer Services Division
3. Present statement of account with payment	3. Accept 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	3 minutes	<i>Cashier C/D- Teller</i> Finance Department
4.Present Official Receipt for signing contract and other document-	4. Prepare Service Application Contract, Maintenance Construction Order and Promissory Note. Assist the customer	None	10 minutes	<i>Customer Service Assistant A or B</i> Customer Services



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
tation.	for the picture taking thru web cam and let the customer sign the contract and other documents.			Division
5. Proceed to Division Manager A for orientation and approval.	5. Orient the customer and approve the contract, advise schedule of reopening.	None	3 minutes	<i>Div. Manager A/ Dept. Manager A</i> Customer Services Division
6. Receive customer's copy of documents	6. Give customer's copy of contract, promissory note and official receipt	None	1 minute	<i>Cust. Service Asst A/B</i> Customer Services Division
6.1 None	6.1 Issue Maintenance and Construction Order (MCO) for reopening	None	1 minute	<i>Cust. Service Officer B</i> Customer Services Division
7. Sign the Maintenance Construction Order.	7. Reopen the disconnected meter on site.	None	4 hours	<i>Customer Service Asst. A/B/C</i> Customer Services Division
	TOTAL:	Total amount due	4 hours, 29 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 1 st 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			=====



5. 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:	Customer Services Division		
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: - Valid ID, preferably Government Issued (1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Drivers license, Pag-ibig, Philhealth, BIR, etc.	
- Water bill (1 copy, original or photocopy)			
If transacted by Representative: - Authorization letter from the owner or any proof of Authority to transact business (1 original copy)		From the owner of the service connection	
- One photocopy of owner’s ID, preferably government issued - Representative’s valid ID, preferably government issued (1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Driver’s License, Pag-Ibig, Philthealth, BIR, etc. Company ID, SSS, COMELEC, GSIS, Driver’s License, Pag-Ibig, Philthealth, BIR, etc.	
- Water bill (1 copy, original or photocopy)		MCWD	
If applied reopening for change of registered name:			
- Written consent from the previous/building owner (1 original copy)		From the previous / building owner	
- Deed of Sale (1 photocopy) or - Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)		Notarized by Lawyer Barangay where the property is located, or written agreement of both parties	
- One (1) pc 2 x 2 colored picture		Photo Studio	
- Valid ID, preferably government issued (1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Driver’s License, Pag-Ibig, Philthealth, BIR, etc.	



- Water bill (1 copy, original or photocopy)		MCWD		
Official Receipt		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Customer Service Section and submit requirements	2. Received the required documents and check completeness. Verify customer accounts , and service connection card, interview client, fill-up Applicants Information Sheet and prepare statement of account.	None	10 minutes	<i>Customer Service Assistant A or B</i> Customer Services Division
3. Pay at the Cashier	3. Accepts payment and issue Official Receipt.	1.Unpaid Bills 2. Inspection Fee- P50.00	3 minutes	<i>Cashier</i> Finance Department
4. Present official receipt	4. 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 Services Division
4.1 Assist surveyor during the conduct of onsite inspection	4.1 Conducts field survey and Prepares plans and cost estimates.	None	1 day	<i>Engineering Assistant A</i> Planning Division
4.2 None	4.2 Reviews plans & cost estimates, sign and forward to Commercial Department	None	30 minutes	<i>Supervising Engineer</i> Planning & Design Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.3 None	4.3 Prepare transmittal and forward plans & cost estimates to Commercial Department.	None	10 minutes	<i>Project Planning & Devt. Officer B</i> Planning Division
	4.4 Shall conduct background check, verifies records of unpaid accounts from other disconnected connections, if any. Notify customer thru text message that his application is ready for payment.	None	1 day	<i>Cust. Service Officer B/ Cust. Service Asst. A/ B</i> Customer Services Division
	Note: Wait for the customer to process payment for installation fees.		(Paused-clock)	
5. Go to Public Assistance Desk Officer for assistance.	5. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
6. Proceed to Customer Service Section and follow-up application	6. Prepare statement of accounts and direct customer to pay at the Cashier	None	3 minutes	<i>Cust. Service Assistant A/B</i> Customer Services Division
7. Present statement of account with payment	7. Accepts payment and issue official receipt	Guaranty Deposit – P1,000.00, Installation Fee – P100.00, Cost of	3 minutes	<i>Cashier</i> Finance Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Materials (if any), Administrative Fee (if any), Unpaid account from other disconnected connection(if any)		
8. Present Official Receipt for contract signing and other documentation.	8. Prepare Service Application Contract(SAC), Maintenance & Construction Order (MCO) and Promissory Note(PN). Assist client for picture taking thru web cam and let the customer sign the contract and other documents.	None	10 minutes	Customer Service Assistant A/B Customer Services Division
9. Proceed to Division Manager A for approval.	9. Orient customer and approves contract.	None	3 minutes	Division Manager A Customer Services Division
9.1 Receive customer's copy of documents	9.1 Give copy of contract, promissory note, AIS and official receipt to client.	None	1 minute	Customer Service Asst. A/B Customer Services Division
9.2 None	9.2 Forward Work Order to Meter Shop Section and List of Materials to Property Section.	None	10 minutes	



10. None	10. Withdraw needed materials (as specified in the LOM & RIS) from Property Section & Water Meter from Meter Shop.	None	2 days	} Sr. Water Maintenance Man A or B Customer Services Division
10.1 Sign the job order and receives customer's copy of Meter Receipt and List of Materials	10.1 Installation of water service connection and have the customer sign the job order, Meter Receipt and List of Materials	None		
	TOTAL:	Total amount due	4 days, 1 hour, 26 minutes	

(Application For Reopening (Without Meter On Site) qualified for multi-staged processing.

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

=====



6. 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 Services 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		
Water bill – 1 copy, original or photocopy		Delivered by Meter Reader		
Computer Generated Statement of Account – 1 original copy (if without water bill)		Secured from MCWD Frontline		
Promissory Note – 1 original copy or will sign in logbook on the agreed terms		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Disconnection Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Disconnection Section request for partial/staggard payment, extension of due date/ promissory note	2. Receive request and verify from database, take note the date of extension/ agreed terms to logbook and water bill.	none	3 minutes	<i>Customer Service Officer B or Division Manager A Customer Services Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 None	2.1 Forward the water bill to Billing Section for adjustment and update loans file and prepare promissory note indicating the agreed terms.	None	5 minutes	<i>Cust. Service Officer B/ Division Manager A</i> Customer Service Division
3. Sign in the logbook/ promissory note in agreement with the terms	3. Adjust the water bill & EDP record based on the agreed terms and have the customer sign the logbook/ promissory note.	none	5 minutes	<i>SCSO/ Customer Service Officer B</i> Customer Accounts Division
4. Receives the water bill	4. Returns the water bill to the customer and direct him to proceed to Cashier to pay.	none	1 minute	<i>SCSO/ Customer Service Officer B/ Division Manager A</i> Customer Accounts Division
	TOTAL:	NONE	15 minutes	



7. Request For Check-Up/Inspection of Water Service Connection – Walk-in/Phone-in Transaction

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			
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 – 1 copy original or photocopy			Delivered by MCWD Meter Reader	
Computer generated statement of account – 1 copy			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	} Customer Service Assistant A/B Customer Services Division
1.1 None	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	} Customer Service Assistant A/B / Cust. Service Officer B (Investigator) Customer Services Division
2.1 None	2.1 Prepare and submit Investigation report with recommendation as to action to be undertaken by the office.	none		



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2	None	2.2 Approves the Investigation report and forward to Frontliner for encoding.	none	3 minutes	<i>Division Manager A</i> Customer Services Division <i>Customer Service Assistant A/B</i> Customer Services Division
2.3	None	2.3 Evaluate and encode findings. Note: * If subject for repair for leak before the meter or defective meter:	none	3 minutes	
2.4	None	2.4 Prepares Service Request and forward to PAMD, Engineering Department for action. Note: *If bill subject for adjustment:	None	1 minute	
2.5	None	2.5 Print investigation result and statement of account and forward to Billing Section for adjustment.	none	1 minute	
2.6	None	2.6 Evaluate and prepare adjustment based on office policy and reflect adjustment on bill/ statement of account.	none	5 minutes	SCSO/Customer Service Officer B Customer Accounts Division
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	SCSO/Customer Service Officer B Cust. Accounts Division
		TOTAL:	None	2 days, 25 minutes	



8. Request For Check-Up/Inspection Of Water Service Connection – Long line Connection/Complicated 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. This particular service includes request coming from Billing Section as a result of consumption pattern analysis.

Office or Division:	Customer Services Division			
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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill – 1 copy, original or photocopy		Delivered by MCWD Meter Reader		
Computer generated statement of account – 1 original copy		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	} Customer Service Assistant A/B Customer Services Division
1.1 None	1.1 Prints Investigation Order and issue to Investigator.	None	1 minute	
2. Assist 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	6 days	} Customer Service Assistant A/B/ Cust. Service Officer B (Investigator) Customer Services Division
2.1 None	2.1 Prepare and submit Investigation report with recommendation as to	None		



		action to be undertaken by the office.			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2	None	2.2 Approves the Investigation report and forward to Frontliner for encoding.	none	3 minutes	<i>Division Manager A</i> Customer Services Division <i>Customer Service Assistant A/B</i> Customer Services Division
2.3	None	2.3 Evaluate and encode findings. Note: * If subject for repair for leak before the meter or defective meter:	none	3 minutes	
2.4	None	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	None	2.5 Print investigation result and statement of account and forward to Billing Section for adjustment.	none	1 minute	
2.6	None	2.6 Evaluate and prepare adjustment based on office policy and reflect adjustment on bill/ statement of account.	none	5 minutes	<i>SCSO/ Customer Service Officer B</i> Customer Accounts Division
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>SCSO/ Customer Service Officer B</i> Cust. Accounts Division
		TOTAL:	None	6 days, 25 minutes	



9. Request for Repair & Other Water Service Related Complaints

A job order is prepared for reported leakages, low water pressure to no water 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 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 Water District Employees Concerned Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Name and account number		MCWD record		
Exact location of reported leak and other nature of complaint		Concerned citizen who reported the leak/complaint		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	Public Assistance Desk Officer (CSA D) Customer Service Assistant A/B Customer Services Division
1.1 Actual owner or any concerned citizen, files complaints to Frontline Section or call telephone no.421-7135	1.1 Receives complaints, verify registered account name in the database and log.	None	10 minutes	
1.2 MCWD employees will report to the Supervisor or directly to Frontliner for any	1.2 Prepare job order (Service Request) and forward to Pipelines and Appurtenances Maintenance Division for action.	None	10 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
leakages or observation seen on field.				
2. None	2. Issue job order to Maintenance Sector.	None	1 minute	<i>Utilities Service Asst. B</i> Engineering Department
	2.1 Acts on the request.	None	2 days	<i>Maintenance Sector</i> Engineering Department
3. Actual owner or representative will acknowledge Job Order and receive copy of List of Materials for billing used during repair	3. 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	5 minutes	<i>Maintenance Sector</i> Engineering Department
	TOTAL:	Cost of materials used during repair to be paid at MCWD office	2 days, 27 minutes	



10. 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 Services Division			
Classification:	SimpleTransaction			
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 (1 original copy)		From the previous / building owner		
- Photocopy of Deed of Sale (1 copy) or Barangay Certification or any document that certifies ownership of property (1 copy, original or photocopy)		Notarized by Lawyer, Barangay where the property is located, written agreement of both parties		
- One (1) pc 2 x 2 colored picture		Photo Studio		
- Valid ID (1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.		
- Authorization letter from the owner or proof of Authority to transact business (if transacted by Representative) (1 original copy)		From the owner of the property/business/ head of the agency		
- Official Receipt		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
1.1 Proceed to Frontline Section and submit requirements	1.1 Verifies account per computer record, checks service connection card and prepares statement of account.	None	10 minutes	<i>Cust. Service Asst. A/B Customer Services Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present statement of account with payment	2. Accepts payment and issues Official Receipt.	Transfer Fee – P50.00, Unpaid bill- if any Guaranty Deposit – P1,000.00 for Residential, P3,000.00 for Govt. & Pure Commercial, P2,500.00 for Semi Commercial	3 minutes	<i>Cashier</i> Finance Department
3. Present official receipt for contract signing and other documentation.	3. Prepare Service Application Contract (SAC) and assist the customer for picture taking thru web cam and let customer sign the contract.	None	5 minutes	<i>Customer Service Assistant A/B</i> Customer Services Division
4. Proceed to Division Manager A for approval.	4. Orient the customer of the utility rules & regulations of MCWD and approves the contract	None	3 minutes	<i>Division Manager A</i> Customer Services Division
5. Receive customer's copy of document.	5. Give customer's copy of the contract.	None	1 minute	<i>Cust. Service Asst A/B</i> Customer Services 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	23 minutes	



11. Request For Disconnection of Service

MCWD concessionaire files a request for temporary or permanent disconnection of water service at a specified schedule, which consequently discontinue their billing monthly.

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		
Letter request for disconnection (1 Original copy)		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	Cust. Service Officer B Customer Services Division
1.1 Shall sign in the disconnection logbook.	1.1 Advise the customer to pay their closing bill after two days from the date of disconnection.	None	3 minute	
1.2 None	1.2 Prepare Disconnection Order indicating the requested schedule.	None	2 minute	
1.3 None	1.3 Issuance of Disconnection Order.	None	2 minute	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2. Conduct disconnection of water service on site, record the last reading and submit to PRO B accomplished job order.	None	1 hour	<i>Customer Service Asst. A/B/C Disconnection Section</i>
2.1 None	2.1 Encode disconnected accounts and print list of disconnected account and forward to Billing Section.	None	3 minutes	<i>Cust. Service Officer B Disconnection Section</i>
2.2 None	2.2 Preparation and printing of closing bill.	None	2 days	<i>Sr. Computer Operator Billing Section</i>
3. Inquire amount due for closing bill.	3. Give the closing bill to customer and advise to pay at the Cashier.	None	2 minutes	<i>Cust. Service Officer B Disconnection Section</i>
4. Present water bill with payment.	4. Accepts payment and issues Official Receipt.	Total amount due of closing bill	3 minutes	<i>Cashier Finance Department</i>
	TOTAL:	Total amount due of the closing bill	2 days, 1 hour, 25 minutes	



12. 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 Services 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 (1 original copy)		MCWD Office – Frontline		
1 pc. Recent 2x2 colored picture		Personal		
Proof of residency/Barangay Certification (1 original copy)		Barangay where the Sr. Citizen resides		
Valid Senior Citizen I.D (1 photocopy)		Office for Sr. Citizens Affair		
Authorization letter- if transacted by representative (1 original copy)		Prepared by the Sr. Citizen		
Valid I.D. of representative (1 photocopy, must present original))		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Philhealth, BIR, etc.		
Registered name should be in 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 all 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	Customer Service Asst. A/B Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	1.1 Prepare Investigation Order and issue to Investigator.	None	2 minutes	<i>Customer Service Asst. A/B Customer Services Division</i>
2 Pose for picture taking. (if the Sr. Citizen is not around, advise the representative to request the Sr. Citizen to go to office for picture taking)	2 Conduct inspection at Sr. Citizen's residence for confirmation and ask customer to pose for picture taking. (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. A/B (Investigator) Customer Services Division</i>
2.1 None	2.1 Submit accomplished Investigation Order.	None		
2.2 None	2.2 Encode findings to Investigation Order database.	none	2 minutes	<i>Customer Service Asst. A/B (Frontliner) Customer Services Division</i>
3. None	3. Forward to Customer Accounts Division for updating and approval.	None	3 minutes	<i>Customer Service Asst. A/B (Frontliner) Customer Services Division</i>
3.1	3.1 Update customer master file per EDP.	none	2 minutes	<i>SCSO/Customer Service Officer B Customer Services Division</i>
	TOTAL:	NONE	2 days, 14 minutes	



13. Request For Water Delivery Thru Tanker – Paying Customer

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		
Container		To be provided by the requesting party		
Official Receipt – 1 original copy		MCWD		
Letter of Request W/ Schedule- 1 original copy		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
1.1 File request to Customer Service Section at least 1 day before scheduled date.	1.1 Receive the request and prepare statement of account. Advise client to proceed to Cashier for payment.	None	10 minutes	<i>Customer Service Assistant A/B</i> Customer Services Division
2.Present statement of account with payment	2.Receive payment and issue official receipt. NOTE: If schedule fall on Saturday, Sunday or Holiday, Delivery Fee shall be based on Overtime pay of the Driver & Service Crew.	Delivery Fee- P500.00 or Overtime Pay of Driver & Service Crew on Saturday, Sunday or	3 minutes	<i>Cashier</i> Finance Department



		Holiday, Cost of Water- @ P750.00 per truckload		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Asst. A/B</i> Cust. Services Division
3.1 None	3.1 Approve the job order.	None	1 minute	<i>Division Manager A</i> Cust. Services Division
4. None	4. Forward job order to Delivery Service Crew/Driver	None	3 minutes	<i>Customer Service Asst A/B</i> Customer Service Division
4.1 None	4.1 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	1 hour, 30 minutes	<i>Service Crew/Driver</i> General Services Office Administrative Department
5. Guide the service crew in filling-up their container and sign the job order.	5. Deliver water to actual site and have the customer sign the job order.	None	1 day	<i>Service Crew/Driver</i> General Service Office Administrative Department
5.1 None	5.1 Forward accomplished job order to Customer Accounts Division for recording.	None		



6. None	6. Prepare Billing Adjustment Memo to record revenue on water sold.	None	2 minutes	<i>Cust. Service Officer B</i> <i>Cust. Accounts Division</i>
6.1 None	6.1 Approved Billing Adjustment Memo	None	1 minute	<i>Department Manager A</i> <i>Commercial Department</i>
	TOTAL:	P1,250.00 per truckload NOTE: Delivery Fee that fall on Saturday, Sunday or Holiday shall be based on Overtime Pay	1 day, 1 hour, 54 minutes	



14. Request For Water Delivery Thru Tanker for Free or Donations

An individual, business or any government office will request for delivery of water thru tanker for free or to be donated, to be delivered at the specified location.

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 solicitation addressed to the General Manager (1 original copy)		From the requesting office		
Container		To be provided by the requesting party		
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 None	1.1 Approves the request and forward request to Commercial Department.	None	3 minutes	<i>General Manager</i> Office of the General Manager
1.2 None	1.2 Take note of the request and forward the approved letter to the Service Crew	None	4 minutes	<i>Division Manager A or</i> <i>Department Manager A</i> Commercial Department
1.3 None	1.3 Shall fill-up water tanker from any of the fire hydrants.	None	1 hour, 30 minutes	<i>Service Crew/Driver</i> General Service Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: <i>The assigned driver shall secure trip ticket and gate pass (w/ photocopy of approved request) from GSO Office before going out of the compound.</i>			
2. Guide the service crew in filling-up their container and sign the job order.	2. Deliver water to actual site and record in a logbook number of truckload.	None	1 day	<i>Service Crew/Driver</i> General Service Office
2.1 None	2.1 Prepare Billing Adjustment Memo to record donated water.	None	2 minutes	<i>Cust. Service Officer B</i> Cust. Accounts Division
2.2 None	2.2 Approve Billing Adjustment Memo.	none	1 minute	<i>Department Manager A</i> Commercial Department
	TOTAL:	None	1 day, 1 hour, 45 minutes	



15. Water Sales (Bulk) Payments

An individual, business or any government office will request to buy water to be withdrawn from fire hydrant. The customer will provide their own water tanker.

Office or Division:	Commercial Department			
Classification:	Simple Transaction			
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		
1 water tanker with specified number of cu.m. load		From the requesting office		
Official Receipt		MCWD		
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 A/B</i> Cust. Services Division
2. Present statement of account with payment	2. Receive payment and issue official receipt.	Cost of Water- @ P93.75 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 None	3.1 Prepare Billing Adjustment Memo to record revenue on water sold.	None	2 minutes	<i>Cust. Service Officer B</i> Cust. Accounts Division
3.2 None	3.2 Approve Billing Adjustment Memo.	None	1 minute	<i>Dept. Manager A</i> Commercial Department
	TOTAL:	P93.75 per cu.m.	2 hours, 16 minutes	



16. 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 (1 copy, original or photocopy)		Delivered by MCWD Meter Reader		
Forwarded letter or demand letter (1 copy, original or photocopy)		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	10 minutes	Customer Service Assistant A/B Customer Accounts Division
1.2 Shall agree with the payment option	1.2 Inform the customer the option for installment payment.	None	3 minutes	
1.3 None	1.3 Prepare promissory note/index card and record the compromised agreement.	None	3 minutes	
1.4 None	1.4 Approve the compromised agreement.	None	3 minutes	Division Manager A /Dept. Manager A 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 2.1 None	2. Request the customer to sign the promissory note/ index card. 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 None	2 minutes 8 minutes	SCSO/ Customer Service Officer B Customer Accounts Division
3. Receive the adjusted bill	3. Return the adjusted bill to customer and advise to pay at the Cashier.	Total amount due	1 minute	
	TOTAL	Total amount due	30 minutes	



17. 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 Services 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 (1 original copy)		From the owner/ account holder		
Official Receipt on payment of Guaranty Deposit (1 original copy)		From the owner/ account holder		
Affidavit of loss- in case loss of official receipt (1 original copy)		Notarized from a lawyer		
Valid ID (1 photocopy, must present original)		Company, Pag-ibig, GSIS, SSS, BIR, COMELEC, etc.		
Authorization of letter – if transacted by a representative (1 original copy)		From the owner/ account holder		
Valid ID of representative (1 photocopy, must present original)		Company, Pag-ibig, GSIS, SSS, BIR, COMELEC, etc.		
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	5 minutes	Customer Service Assistant A Customer Services Division
1.1 None	1.1 Evaluate customer's record and check outstanding accounts.	None	3 minutes	
1.2 None	1.2 Inform the customer about the remaining balance after offsetting Guaranty Deposit to all unpaid accounts.	None	2 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Customer Service Assistant A</i> Customer Services Division
2.1 None	2.1 Prepare refund authorization.	None	5 minutes	
2.2 None	2.2 Approve refund authorization.	None	1 minute	
2.3 None	2.3 Forward refund authorization w/ complete requirements to Finance Department for Check preparation.	None	3 minutes	<i>Department Manager A</i> Commercial Department <i>Customer Service Assistant A</i> Customer Services Division
	TOTAL:	None	22 minutes	



18. 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 (1 original copy)		Delivered by MCWD Meter Reader		
Official Receipt (original copy)		MCWD		
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 A/B</i> Customer Services Division
1.1 None	1.1 Forward request to Disconnection Unit.	None	1 minute	<i>Cust. Service Asst. A/B</i> Customer Services Div.
1.2 None	1.2 Prepare disconnection order to remove meter on site.	None	2 minutes	<i>Cust. Service Officer B</i> Cust. Services 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. A/B/C (Disconnection Plumber)</i> Customer Services Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Receive copy of result of test.	<p>Note: <i>Meter Technician submit test result to CSA A/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 scheduled by Meter Maintenance Unit.</i></p>	None	10 minutes	Customer Service Assistant A/B (Investigator) Customer Service Division
3. Present statement of account with payment	3. Receive payment and issue Official Receipt.	Meter Test Fee – P50.00	2 minutes	Cashier Finance Department
4. Present official Receipt for payment of meter test fee	4. Restore meter on site and submit accomplished job.	None	30 minutes	Cust. Service Asst. A/B/C (Disconnection Plumber) Cust. Services Division
	TOTAL:	P50.00	1 hour, 55 minutes	



19. 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:	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 Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Location or sketch plan (1 original copy)		To be provided by the owner or from MCWD Autocad		
Lot consent (Notarized) - if service line passes through a private lot (1 original copy)		Lot owner		
Excavation permit (if applicable) (1 original copy)		City Engineering Office or DPWH		
Official Receipt (original copy)		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk Officer (CSA D)</i>
1.1 File request and submit requirements	1.1 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. A/B Customer Services Division</i>
2. Present statement of account and payment	2. Receive payment and issue Official Receipt. (Skip this process	Inspection Fee – P50.00	2 minutes	<i>Cashier Finance Department</i>



	if requested by Meter Reader)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt	3. Prepare Transfer Tapping/ Meter Relocation Form and stamped paid. Advise the customer schedule of survey. Inform the customer that request will only proceed or successful depending on the advice of the Surveyor.	None	2 minutes	<i>Customer Service Asst A/B</i> Customer Services Division
3.1 None	3.1 Forward the TTS/ Meter Relocation Form to Survey Unit.	None	2 minutes	<i>Customer Service Asst. A/B</i> Customer Services Division
3.2 None	3.2 Conduct field survey and prepare plans and cost estimate. Inform customer if the request is not possible or in order.	None	1 day	<i>Engineering Assistant A</i> Planning & Design Division
3.3 None	3.3 Check the prepared plans & cost estimate, sign and forward to Frontline Unit.	None	5 minutes	<i>Supervising Engineer</i> Planning & Design Division
3.4 None	3.4 Prepare statement of account and direct customer to pay at the Cashier. (Skip this process if requested by Meter Reader.	None	3 minute	<i>Customer Service Asst. A/B</i> Customer Services Division
4. Present statement of account and payment	4. Receive payment and issue Official Receipt	Tapping Fee- P150.00 Installation Fee-100.00 Cost of materials (to be determined	2 minutes	<i>Cashier</i> Finance Department



		after survey)		
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 A/B Customer Services Division</i>
6. Sign the job order	6. Acts on the request and let the customer sign the job order.	None	2 days	<i>Maintenance Sector Engineering Department</i>
	TOTAL:	P300.00 + cost of materials	3 days, 32 minutes	



20. Inquiry of Accounts, Requirements and Other Services

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

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		
Registered Name of Water Service Connection		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance	1. Ask client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	1 minute	<i>Public Assistance Desk officer</i>
2. Proceed to Frontline Section and give details of request or call Telephone no. 421-7135	2. Receive the request , evaluate customer's record and verify accounts from database.	None	5 minutes	<i>Customer Service Assistant A/B</i> Customer Services Division
3. Receive copy of statement of account/ledger.	3. Inform the customer of his account and print statement of account/ledger and give copy to the customer.	None	3 minutes	<i>Customer Service Assistant A/B</i> Customer Services Division
TOTAL:		None	9 minutes	



21. 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 Asst. A/B</i> Frontline – Investigation Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	<p>1.1 Shall prepare an Investigation Order and issue to Investigator for inspection and verification in the field.</p> <p>Note:</p> <p><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></p>	None	2 minutes	Customer Service Asst. A/B Frontline – Investigation Section
1.2 None	1.2 Shall conduct inspection / investigation then submit the report to Division Manager.	None	6 days	<i>Investigation Unit/ Disconnection Unit Commercial Department</i> In coordination with <i>Maintenance Division Engineering Department And Meter Technician Administrative Department</i>
1.3 None	1.3 Shall advise the customer with illegal connection to settle the issue at the office.	None	1 minute	



1.4 None	<p>Note: 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.</p> <p>Note: If found positive based on Investigation Order, the CSA –A/B (Investigation Unit) will submit report with recommendations to CSA – A/B (Frontline Section) to prepare service request.</p> <p>Note: If confirmed tampered rivets, service line will be re-riveted or removed water meter by Disconnection Plumber.</p> <p>1.4 Shall prepare service request for disconnection at tapping point.</p> <p>Note: Disconnection at tapping point shall be in accordance with Maintenance Division procedure.</p> <p>If tampering of rivets for disconnected accounts was discovered by Disconnection Plumber during reopening or re-</p>	None	2 minutes	Customer Service Asst. A/B Frontline Section Customer Services Division
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.5 None	<p><i>reading of meter, CSO 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 CSO B to record the penalty to SC Card and database for future reference.</p>	None	20 minutes	<p><i>Division Manager A/ Department Manager A Commercial Department</i></p>
1.6 None	<p>1.6 Shall record the investigation report at database (master file) logbook and SC Card then forward it to Computer Operator for billing of water consumed.</p> <p>Note: <i>Billing of water consumed shall be in accordance with billing process.</i></p>	None	5 minutes	<p><i>Customer Service Asst. A/B/ Cust. Service Officer B Commercial Department</i></p>
1.7 None	<p>1.7 Shall prepare summary of illegal connection for the month.</p>	None	2 hours	<p><i>Customer Service Officer B Disconnection Section</i></p>
1.8 None	<p>1.8 Shall be checked by the Division manager and approve by the Dept. Manager</p>	None	20 minutes	<p><i>Division Manager A/ Department Manager A Commercial Department</i></p>
	TOTAL:	None	6 days, 3 hours	



COMMERCIAL SERVICES DEPARTMENT
Internal Services



1. 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 Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All MCWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Investigation Report (1 Photocopy) or Service Connection Card (1 photocopy)		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 an illegal connection will follow-up from Customer Service Section if the Customer already paid at least 25% of the administrative fee.	1. Customer Service Officer B shall endorse to the Cust. Service Asst. B – Customer Service Section the customer who applied and paid for reopening and administrative fee as penalty for the violation/illegal connection.	None	3 minutes	<i>Customer Service Officer B</i> Customer Services Division
1.1 None	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 Services Division



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



2. 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:	Commercial Department			
Classification:	SimpleTransaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MCWD Customer Service Section Other MCWD employees who received documents containing customer’s information that need to be updated in the database e.g. Contracts, job orders, promissory note, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook		Frontline Unit & Billing Section		
Service Application Contract (1 original copy)		Frontline Unit		
Promissory Note (1 original copy)		Frontline Unit		
Job Orders like Service Requests, MCO, Investigation Order (1 original copy)		Engineering Department, Investigation Unit		
Meter Receipt (1 duplicate copy)		MCWD - Meter Shop		
List of Materials (1 original copy)		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	Sr. Computer Operator Billing Section
1.1 None	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 None	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</i> Billing Section
1.3 None	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</i> Customer Accounts Division
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</i> Customer Accounts Division
TOTAL:		None	10 minutes	



3. Meter Reading Process

This procedure is done monthly according to schedule, to determine the current reading and computation of water consumption of all active registered customer of Metro Cotabato Water District.

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 MCWD registered customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meter Reading Batches		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The SCSO/Customer Service Officer B of Meter Reading Section shall prepare the Monthly Meter Reading and Bill Delivery Schedule at least one (1)day before the succeeding month.	1. Shall check the Meter Reading & Bill Delivery Schedule at least a day before the succeeding month.	None	1 day	Department Manager A Commercial Services Department
	1.1 Shall approve the Meter Reading & Bill Delivery Schedule.		5 minutes	General Manager A Metro Cotabato Water District
	2. Shall generate and print Meter Reading Batches a day before the meter reading schedule and forward to CSO B of Meter Reading Section.	None	1 hour	Sr. Computer Operator Billing Section
	2.1 Divide the Meter Reading batches per assigned Meter Reader	None	1 hour	SCSO/Customer Service Officer B Meter Reading Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. Shall proceed to the assigned scheduled zone/area of activity and records the ff:</p> <ul style="list-style-type: none"> a. Get the correct reading registered by the water meter. b. Notes any circumstance related to water meters e.g. buried meter, blurred meter lens, meter inside the customer's premises, un-located meters, not functioning meter, etc. c. Notes any identified leaks. d. Notes any signs of possible tampering of the meter and/or its appurtenances. e. Notes complaints from the customers. f. Notes proper sequence based on actual location of meter <p>3.1 Shall submit accomplished Meter Reading Batches to CSO B.</p> <p>3.2 Shall prepare list of reported leaks and other conditions of meter and any irregularities seen on field and forward to Cust. Service Division for appropriate Job Order.</p>	<p>None</p>	<p>1 day</p>	<p><i>Cust. Service Asst. A/B/C/D (Meter Readers)</i> Meter Reading Section</p>
		<p>None</p>	<p>30 minutes</p>	<p><i>SCSO/ Cust. Service Officer B</i> Meter Reading Section</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Shall forward meter reading batches to Billing Section.	None	5 minutes	<i>Cust. Service Officer B</i> Meter Reading Section
	TOTAL:	None	2 days, 2 hours, 40 minutes	



4. Billing Process

This procedure is being done after meter reading process. This includes encoding of data entry of meter readings to generation and printing of bills.

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 MCWD registered customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Meter Reading Batches		Meter Reading Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The SCSO/Customer Service Officer B of Meter Reading Section forwards the accomplished Meter Reading Batches a day after the reading date.	1. Shall encode data entry of meter reading transactions of active connections per batch. 1.1 Shall print Statistical report which will serve as the working paper and do the editing. 1.2 Shall review meter reading history and consumption pattern and tag accounts with questionable consumption patterns or suspected illegal connections for Investigation.	None	2 days	Sr. Computer Operator Billing Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Note:</i></p> <p><i>The system will automatically generate Investigation Order to be printed in the Investigation Section, Customer Services Division.</i></p> <p>1.3 Shall forward to SCSO /Division Manager A- Accounts that are subject for adjustment.</p> <p>1.4 Final review as to computation of water consumption and other charges, discounts, application of advance payments and inventory of active connections billed.</p> <p>1.5 Printing of water bills, Billing Register and Acknowledgement Receipt.</p> <p>1.6 Check the printed bills against billing register and forward to Meter Reading Section for delivery.</p> <p>1.7 Posting of current billing to outstanding bills.</p> <p>1.8 Send current billing thru Text Blasting to concessionaire.</p>		<p>30 minutes</p>	<p>Sr. Computer Operator Billing Section</p> <p>Customer Service Officer B Billing Section</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Prepare Daily Billing Summary and Adjustment Memo for Application of Advance Payments & Sr. Citizen Discount.	None	10 minutes	<i>Customer Service Officer B Billing Section</i>
	1.10 Check the Daily Billing Summary & Adjustment Memo against Billing Register & Summary of Application of Advance Payments & Sr. Citizen Discount.	None	10 minutes	<i>SCSO/Division Manager A Cust. Accounts Division</i>
	1.11 Forward Daily Billing Summary & Adjustment Memo to Finance Department.	none	5 minutes	<i>Customer Service Officer B Billing Section</i>
	TOTAL	None	2 days, 55 minutes	



5. Water Bill Delivery

This process is done after generation and printing of bills. This includes delivery of printed bills to registered customers to submission of accomplished Acknowledgement Receipt.

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 MCWD registered customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bills		Billing Section		
List of Acknowledgement Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The SCSO/Customer Service Officer B of Meter Reading Section shall divide the water bills and the Acknowledgement Receipt to assigned Meter Readers.	<p>1. Deliver water bill and other notices attached to the bill, to the specified address of the customer and request the customer to sign in the Acknowledgement Receipt.</p> <p>Note:</p> <p>If nobody is available or refuses to sign the Acknowledgement Receipt, the Meter Reader will leave 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.</p>	None	1 day	<p>Customer Service Asst. A/B/C/D (Meter Reader) Meter Reading Section</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Submit accomplished Acknowledgement Receipt to Customer Service Officer B.		30 minutes	<i>Customer Service Asst. A/B/C/D (Meter Reader)</i> Meter Reading Section
	1.3 Check and record daily accomplishment based on the submitted Acknowledgement Receipt.		30 minutes	<i>Customer Service Officer B</i> Meter Reading Section
	TOTAL	None	1 day, 1 hour	



6. 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, 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 (1 original copy)		Delivered by MCWD Meter Reader		
Investigation Order (1 computer generated copy)		Investigation Unit		
Brief Request for adjustment (1 original copy)		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	SCSO/ 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 Billing Adjustment Memo/Adjustment Memo 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
1.2 None	<p>Note: If adjustment is due to request for installment payment, SCSO/CSO B shall update the customer's loans file and let the customer sign on the index card/PN/logbook.</p> <p>1.2 Approval of the adjustment made.</p>	None	1 minute	Dept. Manager A Commercial Services Dept.
2. Receive the adjusted water bill.	<p>2. Shall return adjusted water bill to customer and advise to pay at the Cashier.</p> <p>Note: Forward original copy of BAM/AM to Accounting Division.</p>	None	1 minute	Customer Service Officer B Customer Accounts Division
3. Shall pay adjusted bill to Teller.	3. Shall issue official receipt.	Total amount due	2 minutes	Cust. Service Officer B Customer Accounts Division
	TOTAL:	Total amount due	14 minutes	



7. 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 (1 original copy)		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 A Customer Accounts Division
1.1 None	1.1 Shall post advance payments for materials (242B) to copy of individual LOM.	None	2 days	
1.2 None	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 None	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 None	1.4 Shall prepare and generate end of month reports.	None	2 days	<i>Customer Service Asst. A</i> Customer Accounts Division
1.5 None	1.5 Shall check the prepared report	None	2 hours	<i>Division Manager A</i> Customer Accounts Division
1.6 None	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 A</i> Customer Accounts Division
	TOTAL:	None	6 days, 6 hours, 10 minutes	



FINANCE DEPARTMENT

External Services



1. Collection of Payments – Cash Payments

Payment is being collected in the form of cash in exchange for the continuous services rendered by Metro Cotabato Water District. Official Receipt is issued as a proof of payment(s) made.

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:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Old Official Receipt / Bill (1 original or photocopy)		Delivered by MCWD Meter Reader to household		
If NO / LOST Water Bill: -must secure ACCOUNT NUMBER from Customer Service Section (Front liner) or go directly to the Teller if no queuing customer		MCWD Customer Service Frontline Section		
Statement of Account for other Charges (1 original copy)		MCWD Customer Service Frontline Section		
Statement of Account for Advances (1 original copy)		MCWD Finance Department		
Official Receipt (1 original copy)		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If no bill, go to Frontline Unit to secure computer generated statement of account or go directly to the Teller.	1. If no water bill, locates name in the master file. Print generated statement of account, give to the customer and advise to proceed to Teller.	none	2 Minutes	CSA A/B – Front liner, Cashier C/D-Office Teller Commercial Department/ Finance Department
1.1 Presents the Statement of Account or Water Bill or Old Official Receipt or Registered Name or Account Number secured from Front liner, and payment.	1.1 Accepts and processes payments and issues Official Receipt	Total Amount Due	1 minute	Cashier C/D-Office Teller Finance Department



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives Official Receipt and counts change before leaving the counter.	2. Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt	none	1 minute	Cashier C/D-Office Teller Finance Department
	Total:	Total amount due	4 Minutes	



2. Collection of Payments – Check Payments

Payment is being collected in the form of check in exchange for the continuous services rendered by Metro Cotabato Water District. Official Receipt is issued as a proof of payment(s) made.

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:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Old Official Receipt / Bill (1 copy, original or photocopy)		Delivered by MCWD to household		
If NO / LOST Water Bill: -must secure ACCOUNT NUMBER from Frontline Section or go directly to the Teller if no queuing customer		MCWD Customer Service Frontline Section		
Statement of Account for other Charges (1 original copy)		MCWD Customer Service Frontline Section		
Statement of Account for Advances (1 original copy)		MCWD Finance Department		
Official Receipt		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If no bill, go to Frontline Section to secure computer generated statement of account or go directly to the Teller.	1.If no water bill, locates name in the master file. Print generated statement of account, give to the customer and advise to proceed to Teller.	none	2 Minutes	<i>Customer Service Asst. A/B</i> Commercial Department
1.1 Presents the Statement of Account or Registered Name / Account Number secured from Front liner, and payment	1.1 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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Receives Official Receipt	2. Processes payment and issues Official Receipt	Total Amount Due	1 minute	} <i>Cashier C/D-Office Teller</i> Finance Department
2.1 None	2.1 Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt	none	1 minute	
	Total:	Total Amount Due	5 Minutes	



3. Collection of Payments – with Withholding Tax

Payment is being collected in the form of cash/check in exchange for the continuous services rendered by Metro Cotabato Water District. Official Receipt is issued as a proof of payment(s) made. Business establishments and Government agencies are required to withhold Franchise Tax from their payment with attached filled-up BIR Form no. 2307.

Office or Division:	Finance Services Department			
Classification:	Simple Transaction			
Type of Transaction:	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 (1 copy, original or photocopy)		Delivered by MCWD to household		
If NO / LOST Water Bill: -must secure ACCOUNT NUMBER from Frontline Section or go directly to the Teller if no queuing customer		MCWD Customer Service Frontline Section		
BIR Form 2307 (2 original copy)		Prepared by concerned Payor		
Voucher w/ attached check advice stamped “received” by bank (1 copy, original or photocopy)		Prepared by concerned Payor		
Official Receipt		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to Customer Accounts Division and present requirements	1. If no water bill, locates name in the master file	none	2 Minutes	Customer Service Assistant A/B Commercial Department
1.1 None	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	Sr. CSO/ Customer Service Officer B Commercial Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	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	Cashier C/D-Office Teller Finance Department
3. Receives Official Receipt and Voucher	3. Accepts and processes payments and issues Official Receipt	Total Amount Due	1 minute	} Cashier C/D-Office Teller Finance Department
3.1 None	3.1 Acknowledges and thanks the customer. Files the duplicate copy of Official Receipt	none	1 minute	
	Total:	Total Amount Due	10 Minutes	



4. Confirmation of Payments Made Thru Authorized Collecting Banks

Payment is being collected in the form of cash/check in exchange for the continuous services rendered by Metro Cotabato Water District. Bank Collection Official Receipt is issued by the Collecting Banks as a proof of payment(s) made. Payments are posted to MCWD BICOS upon receipt of duplicate copy of Bank Collection Official Receipt, Deposit Slip and Summary of Daily Collection.

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:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Water Bill (1 copy, original or photocopy)		Delivered by MCWD to household		
If no/ Lost Water Bill: - Must present computer generated statement of account		MCWD Customer Service Frontline Section MCWD Website (metrocotabatowd.gov.ph)		
BIR Form 2307 (2 original copy) – if applicable		Prepared by concerned Payor		
Bank Collection Official Receipt – 1 duplicate copy		Issued by Authorized Collecting Bank: - Land Bank of the Phil. (Rosary Heights & Don Rufino Alonzo Branches) - DBP - Islamic Bank		
Bank Deposit Slip & Bank Collection Reports – 1 original or duplicate		Collecting Banks		
Bank Collection Reports – 1 original & 1 duplicate copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents payment and current water bill to authorized collecting bank. Will Receive Bank Collection Official Receipt. Bank Collection Reports shall	1. Shall pick-up Bank Collection Reports from Authorized Collecting Banks.	Total amount due	30 Minutes	Cashier C/D Finance department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
be picked-up by MCWD Office Personnel daily, from Monday to Friday.				
2. None	2. Shall post to MCWD system, individual payment collected by the bank as reconciled per bank deposit validation.	None	5 minutes	Cashier C/D-Office Teller Finance Department
	Total:	Total amount due	35 Minutes	



5. Confirmation of Payments – Payment made thru LLDAP/ADA or Bank to Bank Transaction

Payment is being collected in exchange for the continuous services rendered by Metro Cotabato Water District. Payment was made by transacting client thru Bank to Bank transaction. Official Receipt is issued as a proof of payment(s) made after confirmation from the bank.

Office or Division:	Finance Services Department			
Classification:	Complex Transaction			
Type of Transaction:	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 (1 copy, original or photocopy)		Delivered by MCWD to household		
BIR Form 2307 (2 original copy)		Prepared by concerned Payor		
Deposit Slip (1 duplicate copy or 1 photocopy)		Depository Bank		
Accomplished LDDAP-ADA (1 original or 1 photocopy)		Prepared by concerned Payor		
Official Receipt		MCWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to Teller and present copies of deposit slip, LDDAP/ADA, BIR 2307 and water bill	1. Receive copies of the documents and inform the client that an Official Receipt will be issued after verification from the bank.	None	2 Minutes	Cashier C/D-Office Teller Finance Department
1.1 None	1.1 Shall make verification from the bank and have the passbook updated reflecting deposit of the payment made.	none	2 days	Cashier C/D-Office Teller Finance Department
1.2 None	1.2 Process adjustment, retain copy of BIR Form 2307 to be attached to adjustment memo.	none	5 minutes	Sr. CSO/ Customer Service Officer B Commercial Department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive copy of Official Receipt	2. Shall issue Official Receipt and give copy to client	Total Amount Due	2 minutes	Cashier C/D Finance Department
	Total:	Total Amount Due	2 days, 9 Minutes	



6. Confirmation of Payments Made Through Online Collecting Partners

Payment is being collected in exchange for continuous services rendered by Metro Cotabato Water District. Payment was made by transacting client thru Online facility. A Collection Confirmation Receipt is being issued by Online Collecting Partner as a proof of payment(s) made. Payments are posted to MCWD BICOS upon receipt of Daily Collection Reports through email. The office will recognize payment on the actual date when payment was deposited to MCWD depository bank.

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:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Water Bill (1 copy, original or photocopy)		Delivered by MCWD to household		
If no/ Lost Water Bill: - Must present computer generated statement of account		MCWD Customer Service Frontline Section MCWD Website (metrocotabatowd.gov.ph)		
Confirmation Receipt – original copy/ system generated		Issued by Online Collecting Partners: 1. LBP Linkbiz Portal 2. Paymaya 3. ECPay – Gcash 4. USSC Online App		
Internet Connection, Computer or Smart Phone		Provided by the Customer		
Daily Collection Reports – 1 original/ emailed copy		Collecting Partners		
Validated Deposit Slip – original copy		MCWD Depository Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Customer may choose the link: www.landbank.com and click on LinkBizPortal or may opt to use System APPLICATION, like:	1. Shall print the daily collection report submitted by Online collecting partners.	Total amount due	30 Minutes	<i>Cashier C/D</i> Finance department



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
GCash, Paymaya or ECPay and follow steps for payment. Will receive a Payment Confirmation Receipt.				
1.1 The Online collecting partners will submit daily collection report through Email and deposits collection to MCWD depository bank on the following working day.	1.1 Shall confirm the collection thru bank validation.	None	1 day	Cashier C/D-Office Teller Finance Department
	1.2 Shall post to MCWD system, individual payment collected by the collecting partner as reconciled per bank deposit validation. NOTE: <i>Payment will be recognized only on the actual date when payment was deposited to MCWD depository bank.</i>	None	2 days	Cashier C/D-Office Teller Finance Department
	Total:	Total Amount Due	3 days 30 Minutes	



7. Confirmation of Payments Made Thru Collecting Partners

Payment of water bills is being collected thru authorized collecting partners. Validated Transaction Slip is issued by Collecting Partner as a proof of payment(s) made. Payments are posted to MCWD BICOS upon receipt of Daily Collection Reports through email. The office will recognize payment on the actual date when payment was deposited to MCWD depository bank.

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:	All MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Water Bill (1 copy, original or photocopy)		Delivered by MCWD to household		
If no/ Lost Water Bill: - Must present computer generated statement of account		MCWD Customer Service Frontline Section MCWD Website (metrocotabatowd.gov.ph)		
Validated Transaction Slip – original copy		Issued by Collecting Partner: 1. MLhullier 2. RD Pawnshop 3. Palawan Pawnshop 4. SM Savemore (Citi Mall - Gov. Gutierrez Ave.) 5. USSC Pay1st 6. ECPay - NonGCash		
Daily Collection Reports – original copy		Collecting Partners		
Validated Deposit Slip – original copy		MCWD Depository Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Customer may choose to pay to the ff. collecting partners: MLhullier, RD Pawnshop, Palawan Pawnshop, SM	1. Shall print the daily collection report submitted by Collecting partners through email.	Total amount due	30 Minutes	<i>Cashier C/D</i> Finance department



Savemore (Citi Mall), USSC Pay1st, ECPay- Non-GCash. Receives Validated Transaction Slip.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The Online collecting partners will submit daily collection report through Email and deposits collection to MCWD depository bank on the following working day.	1.1 Shall confirm the collection thru bank validation.	None	2 days	Cashier C/D-Office Teller Finance Department
	1.2 Shall post to MCWD system, individual payment collected by the collecting partner as reconciled per bank deposit validation. NOTE: <i>Payment will be recognized only on the actual date when payment was deposited to MCWD depository bank.</i>	None	1 day	Cashier C/D-Office Teller Finance Department
	Total:	Total Amount Due	3 days 30 Minutes	



8. 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 (1 original copy)		To be supplied by the Concerned Payee		
Acknowledgement Receipt (1 original copy)		To be supplied by the Concerned Payee		
Valid I.D. of Claimant with picture and signature (original copy)		Company ID, or any government issued ID		
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	Cashier C / D 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	Cashier C / D Finance Department Cashier C / D
3. Receive the check	3. Releases the Check to the Payee or Payee's representative	none	1 minute	} Cashier C / D Finance Department
3.1 None	3.1 Clears the Disbursement Voucher by stamping "paid" to each page of the supporting documents.		5 minute	
Total:		None	8 minutes	



FINANCE DEPARTMENT

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:	Finance Department		
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 (1 original copy)		Finance Department Employee responsible for preparation of disbursement voucher	
Attached Supporting Documents:			
1. Granting of Cash Advances			
a) Petty Cash Fund - Copy of policy for maintaining PCF under the imprest system (1 certified true copy) - Request for setting-up of PCF (1 original copy) - Approved application for bond and/or fidelity bond for the year for cash accountability of P2,000 or more(1 certified true copy)		Finance Department Requisitioner Cash Section	
b) Field/ Activity Current Operating Expenses - Request for Cash Advances for a specific purpose (1original copy) - Budget/Cost Estimates (1 photocopy) - Approved application for bond and/or fidelity bond for the year for cash accountability of P2,000 or more (1 certified true copy)		Requisitioner Requisitioner Cash Section	
c) Local Travel - Travel Order (1 photocopy) - Duly approved Itinerary of Travel (1 original, 2 duplicate copies) - Certification from the accountant that the previous cash advances has been liquidated and accounted for in the books (1 original copy) - Program/Invitation, if applicable (1 photocopy)		Office of the General Manager Office of the General Manager MCWD Corporate Accountant Host Agency	



<div>d) Foreign Travel</div> <div><div>- Travel Order (1 photocopy)</div><div>- Duly approved Itinerary of Travel (1 original, 2 duplicate copies)</div><div>- Authority to Travel issued by LWUA (1 photocopy)</div><div>- Letter of Invitation of host/ sponsoring country/agency/ organization (1 photocopy)</div><div>- Flight Itinerary issued by the airline/ticketing office/travel agency (1 photocopy)</div><div>- Copy of United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of the DSA to be claimed (1 photocopy)</div><div>- Document to show the dollar to pesos exchange rate at the date of the grant of cash advance (1 photocopy)</div><div>- Where applicable, authority from the Office of the President to claim representation expenses (1 original copy)</div><div>- In case of seminary/trainings:<div><div>a. Invitation addressed to the agency inviting participants (issued by the foreign country (1 photocopy)</div><div>b. Acceptance of the nominees as participants (issued by the foreign country) (1 photocopy)</div><div>c. Programme Agenda and Logistics Information</div></div></div><div>- Certification from the accountant that the previous cash advances has been liquidated and accounted for in the books (1 original copy)</div></div>		<div>Office of the General Manager</div> <div>Office of the General Manager</div> <div>Local Water Utilities Administration</div> <div>Host / Sponsoring country/agency</div> <div>Airline/ ticketing/travel agency</div> <div>UNDP</div> <div>Foreign Exchange Rate</div> <div>Office of the President</div> <div>Host foreign country/agency</div> <div>Host foreign country/agency</div> <div>Host foreign country/agency</div> <div>MCWD Corporate Accountant</div>		
<div>2. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses</div> <div><div>- Approved Contracts (for initial payment) (1 photocopy)</div><div>- Approved Payroll or list of payees indicating their net payments (2 original copies)</div><div>- Duly signed Daily Time Record (DTR)</div></div>		<div>HR Section</div> <div>Finance Department</div> <div>HR Section</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Finance Department presents the	1. Shall receive the documents, verify and/or check the complete-	none	10 minutes	Internal Control Officer or Internal Control Assistant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
following: Disbursement Voucher (with pertinent supporting documents)	ness of the supporting documents.			Finance Department
1.1 None	<p>1.1 If found in order, shall log and affix signature and forward the documents to the General Manager, for approval.</p> <p>NOTE: <i>If found not in order, shall return the incomplete documents to the Concerned Department/Personnel for proper action.</i></p>	None	3 minutes	<i>Internal Control Officer or Internal Control Assistant</i> Finance Department
2. None	2. Shall approve the disbursement voucher and instruct the Executive Assistant/ Secretary C to forward the documents to Finance Dept.	None	10 minutes	<i>General Manager</i> Metro Cotabato Water District
3. Receive the documents	3. Forward the documents to the Cash Section, Finance Department.	None	5 minutes	<i>Executive Assistant/ Secretary C</i> Office of the General Manager
	Total:	None	28 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:	Finance Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Finance Department Requesting Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Job Order (2 original copies)		Property Section or from Requesting Division		
Pre & Post Repair Evaluation Form (3 original copies)		Property Section or from Requesting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting department shall forward RFJO to Property Section	1. The Property Section calls the personnel responsible in conducting pre-repair inspection of vehicles, office equipment subject for repair.	None	10 minutes	<i>Property Section Representative</i> Administrative Department
2. Assists the inspection team	2. 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, Property Section Rep., TWG/End-User</i> Finance Dept./Administrative Department/ Concerned Division
3. Sign in the Pre-Repair Evaluation Form	3. If found repair is necessary, affix signature in the Pre-Repair Evaluation Form.	None	3 minutes	<i>Inspection Team:</i> <i>Internal Control Officer or Internal Control Assistant, Property Section Rep., TWG/End-User</i>



				Finance Dept./ Administrative Department/ Concerned Division
	Total:	None	43 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:	Finance Department			
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 (1 original copy)		Property Section		
Delivery Receipt or Charge Invoice (1 original copy)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supplier shall deliver the repaired vehicles, office or pumping equipment to Property Section.	1. The Property Section calls the personnel responsible in conducting post-repair inspection of vehicles, office and pumping equipment subjected for repair.	None	10 minutes	<i>Property Section Representative Administrative Department</i>
2. Assists the Inspection Team	2. 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 Finance Department/ Administrative Department/ Concerned Division</i>
3. Receive copy of Delivery Receipt/Charge Invoice.	3. If found in order, shall affix signature in the Post Repair Inspection Report and give the Supplier's Copy of Delivery	none	3 minutes	Inspection Team: <i>Internal Control Officer or Internal Control Assistant, Property Section Rep.,</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NOTE: <i>Shall receive/ acknowledge the report and make necessary correction for the back-job.</i>	Receipt/Charge Invoice. NOTE: <i>If found not in order, Inspectorate Team shall prepare report confirmed by the Requisitioner and return the item to Supplier for back-job.</i>			<i>TWG/End-User Finance Department/ Administrative Department/ Concerned Division</i>
	Total:	None	43 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:	Finance Department			
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 or Charge Invoice (1 original copy)		Supplier		
Delivered supplies, materials and PPE		Supplier		
Approved Purchase Order (1 original copy, 4 duplicate copies)		Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supplier shall deliver the supplies, materials and PPE to Property Section.	1. The Property Unit requests the personnel responsible for the conduct and inspection of deliveries.	None	10 minutes	<i>Property Section Representative</i> Administrative Department
2. Assist the Inspection Team	2. 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> Finance Dept./ Administrative Department/ Concerned Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive copy of Delivery Receipt or Charge Invoice. NOTE: <i>Shall receive/acknowledge the report and replace the item.</i>	3. If found in order, shall affix signature in the Invoice stamped with "Inspection of Deliveries". NOTE: <i>If found not in order, Inspectorate Team shall prepare report confirmed by the Requisitioner and return the item to Supplier for replacement.</i>	none	1 minute	<i>Inspection Team: Internal Control Officer or Internal Control Assistant, Property Section Rep., TWG/End-User Finance Department/ Administrative Department/ Concerned Division</i>
	Total:	None	41 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:	Finance Department			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	MCWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report (2 original copies)		Concerned Employee		
Photocopy of Disbursement Voucher (1 photocopy)		Cash Section		
Approved Travel Order (1 photocopy)		Office of the General Manager		
Approved Itinerary of Travel (1 duplicate copy)		Cash Section		
Bus Tickets (1 original copy)		Bus Company		
Plane Tickets (1 original copy)		Airline Company		
Official Receipts (1 original)		Host Agency/ Hotels, etc.		
Certificate of Attendance/Appearance (1 original copy)		Host Agency		
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	Internal Control Officer or Internal Control Assistant Finance Department
1.1 None	1.1 Shall check whether the report is completely supported with proper documents	none	3 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None Note: <i>Shall receive the documents and make proper correction/action</i>	2 Shall forward the liquidation report with supporting documents to the DM-Finance for approval. Note: <i>If not in order, shall be returned to the claimant for proper action.</i>	None	5 minutes	<i>Internal Control Officer or Internal Control Assistant Finance Department</i>
	Total:	None	10 minutes	



ENGINEERING SERVICES DEPARTMENT

External Services



1. Repair of Transmission / Distribution Mainlines – Concrete Cutting/Excavation with Excavation Permit

It is the action taken for the reported leaks at Transmission & Distribution mainlines which needs excavation permit from the CEO or DPWH.

Office or Division:	Pipelines Appurtenances and Maintenance Division (PAMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	All Concessionaires General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete details of the complaint (verbal or written)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	10 minutes	<i>Utilities Services Asst. A /Cust. Services Asst. A PAMD / Cust. Accounts Division</i>
1.1 None	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	1 day	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>
1.2 None	1.2 Processing of required permit documents to CEO or DPWH.	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 None	1.3 Prepare request for Payment of Excavation Deposit indicated in the order of payment by CEO or DPWH.	None	1 day	<i>Cashier</i> Finance Department
1.4 None	1.4 Secure approval of the excavation permit from CEO or DPWH.	None	1 day	<i>Supervising Engineer A / Utilities Services Asst. A</i> Pipelines Appurtenances & Maint. Division
1.5 None	1.5 Conduct repair on the mainlines by concerned sector.	None	2 days	<i>Maintenance Sector</i> Pipelines Appurtenances & Maint. Maint. Division
	Total:	None	6 days, 10 minutes	



2. Repair of Transmission / Distribution Mainlines – Excavation with Excavation Permit

It is the action taken for the reported leaks at Transmission & Distribution mainlines which needs excavation permit from the CEO or DPWH.

Office or Division:	Pipelines Appurtenances and Maintenance Division (PAMD)			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government, G2B – Government to Business G2C – Government to Citizen			
Who may avail:	All Concessionaires General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete details of the complaint (verbal or written)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	10 minutes	<i>Utilities Services Asst. A /Cust. Services Asst. A PAMD / Cust. Accounts Division</i>
1.1 None	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 None	1.2 Processing of required permit documents to concerned Barangay Unit	None	1 day	<i>Supervising Engineer A Pipelines Appurtenances & Maint. Division</i>
1.3 None	1.3 Conduct repair on the mainlines by concerned sector.	none	1 day	<i>Maintenance Sector Pipelines Appurtenances & Maint. Division</i>
	Total:	None	4 days, 10 minutes	



3. 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:	Simple Transaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete details of the complaint (verbal or written)		Complainant		
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	5 minutes	Utilities Services Asst. B Pipelines Appurtenances and Maintenance Division
1.1 None	1.1 Shall encode, print and attach of Work Order and site sketch of the complaints.	none	5 minutes	
1.2 None	1.2 Issuances of Work Order to the sector concerned by recording the Work Order in their Job Order issuance folder.	none	5 minutes	
1.3 None	1.3 Dispatch the Work Order to the Fieldman by the Foreman.	none	5 minutes	Water Maintenance Foreman /Water Maintenance Man A Pipelines Appurtenances and Maintenance Division
1.4 None	1.4 Shall determine, assess and evaluate the leak at site by the Water Maintenance Foreman and Water Maintenance Man A	none	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.5 None	1.5 Shall prepare Water Advisory (if necessary).	none	5 minutes	<i>Water Maintenance Foreman PAMD</i>
1.6 None	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.	none	5 minutes	<i>Water Maintenance Foreman /Water Maintenance Man A, Property Supply Assistant PAMD</i>
1.7 None	1.7 Conduct repair on transmission/ distribution mainline	none	2 days	<i>Maintenance Sector Pipelines Appurtenances & Maint. Division</i>
1.8 None	1.8 Conduct Flushing after the Transmission /Distribution Mainline had been repaired thru the nearest Fire Hydrant and Blow Offs.	none	5 minutes	<i>Water Maintenance Foreman /Water Maintenance Man A PAMD</i>
1.9 None	1.9 Shall post the Work Order in the Weekly Accomplishment report by the Foreman & Utilities Services Asst. B	none	5 minutes	<i>Water Maintenance Foreman, Utilities Services Asst. B PAMD</i>
	Total:	none	2 days, 45 minutes	



4. Response to No Water/ Low Water Pressure Complaints (Walk-in/Phone-in)

It is the action taken by the PAMD Division to the complaints received by the Commercial Department through walk-in/ phone-in or through filled-up Customer Satisfaction Survey/Feedback Form.

Office or Division:	Pipelines, Appurtenances & Maintenance Division			
Classification:	Simple Transaaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All active concessionaires of MCWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Name and Account Number		MCWD database		
Exact location		Requesting party/ MCWD Auto-Cad		
Contact Details		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint to the Frontline Section, Commercial Dept., or call telephone no. 421-7135, or fill-up the Customer Satisfaction Survey/ Feedback Form	1. Receives the complaint, take note of the detailed information of the complaint and verify registered account name in the database. 1.1 Prepare job order (Service Request) and forward to PAMD, Engineering Dept. for action.	none	10 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Division Commercial Department
2. None	2. Receives the Job Order and issue to assigned Maintenance Sector for appropriate action.	none	5 minutes	<i>Utilities Service Asst. B</i> Pipelines & Appurtenances Maint. Division
2.1 None	2.1 Acts on the request and inform the Customer of the updates/ the result of the action taken.	none	1 day	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maint. Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 The owner or the representative will acknowledge the action take by signing on the job order.	2.2 Have the customer sign the job order for the action taken.	none	5 minutes	Maintenance Sector Pipelines & Appurtenances Maint. Division
	2.3 Return the acted Job Order with remarks as to action taken.	None	5 minutes	
	2.4 Update the entry in the Customer Information System Database, for the action taken.	None	5 minutes	Utilities Service Asst. B PAMD Division
	2.5 Forward to Frontline Section, Customer Service Division the acted Job Order.	None	5 minutes	
	Total:	None	1 day, 35 minutes	



5. Response to Water Service Interruption Due to Emergency Repair

It is the action taken by the PAMD Division in response to complaints received due to reported emergency repairs or caused by blasted transmission/distribution mains that needs immediate action. The water service interruption would affect a larger portion of the service area, such as subdivision, a Barangay, or a sub-system.

Office or Division:	Pipeline & Appurtenances Maintenance Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All active concessionaires of MCWD Concerned citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of the complaint		Requesting party		
Exact location				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint to the Frontline Section, Commercial Dept., or call telephone no. 421-7135, or 421-1071.	1. Receives the complaint. Take note of the detailed information of the complaint.	none	10 minutes	Cust. Service Asst. A/B Customer Services Division Commercial Department
	1.1 Prepare a Service Request or call directly PAMD Division about the situation.	none	5 minutes	
	1.2 Will make necessary evaluation and prepare request for materials and equipments to be used during the repair. Issue Job Order to Maintenance Sector	none	30 minutes	Division Manager A PAMD Division
	1.3 Inform the MSD Division to make public advisory for an Scheduled/ Emergency repair which would cause water service interruption.	none	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Prepare public advisory regarding water service interruption and publish to social media and disseminate to radio stations.	none	1 day	<i>Community Relations Officer</i> Management Service Div
	3. Shall conduct repair to blasted transmission/distribution mains.	None	1 day	} <i>Maintenance Sector</i> Pipelines & Appurtenances Maintenance Division
	3.1 Conduct flushing after the repair thru the nearest Fire Hydrant and Blow Offs.			
	3.2 Update the Service Sequest/ Work Order thru the system, and encode the action taken in the remarks portion..	none	5 minutes	<i>Utilities Service Asst. B</i> Pipelines & Appurtenances Maintenance Division
	Total:	None	2 days, 55 minutes	



6. Response to Water Quality Complaints (Walk-in/Phone-In)

Flushing of pipelines is the action taken by the PAMD Division in response to complaints due to water quality (dirty or odorous) received through Frontline Customer Service Unit or through filled-up Customer Satisfaction Survey/Feedback Form. The activity entails thorough site inspection as to cause of the poor water quality.

Office or Division:	Pipelines, Appurtenances & Maintenance Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All active concessionaires of MCWD Concerned citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of the complaint		Requesting party/ MCWD Database		
Exact location				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint to the Frontline Section, Commercial Dept., or call telephone no. 421-7135, or 421-1071 or fill-up the Customer Satisfaction Survey/Feedback Form.	1. Receives the complaint. Take note of the detailed information of the complaint.	none	10 minutes	Cust. Service Asst. A/B Customer Services Division Commercial Department
	1.1 Prepare a Service Request and forward to PAMD division for action.	none	5 minutes	
2. None	2. Issue the Service Request to Maintenance Sector for action.	None	5 minutes	Division Manager A PAMD
	2.1 Conduct pipeline inspection for possible causes of poor water quality or leakages . Make necessary repairs.	none	1 day	Maintenance Sector Pipelines, Appurtenances & Maintenance Div.
	2.2 Conduct flushing thru the nearest Fire Hydrant and Blow Offs until the running water becomes clear.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The client or his representative will acknowledge the action taken by signing in the Service Request.	3. Inform the customer about the cause of poor water quality, and have him sign the Service Request for the action taken.	none	10 minutes	Maintenance Sector Pipelines, Appurtenances & Maintenance Div.
4. None	4. Update the Service Request/ Work Order thru the system, and encode the action taken in the remarks portion..	None	10 minutes	
	Total:	None	1 day, 40 minutes	



7. Request /Petitions for 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:	Highly Technical			
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		
Request Letter of petition (1 original copy)		Concerned residents		
Sketch/location map (1 original copy)		Requesting parties		
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 forward to the General Manager.	none	5 minutes	<i>Office of the General Manager (OGM)</i> Metro Cotabato Water District
	1.1 Forward letter to Engineering Department.	None	5 minutes	<i>Secretary C/ Corporate Planning Analyst</i> Office of the General Manager
2. None	2. Shall evaluate request and instruct Division Manager to conduct survey in the area.	none	5 minutes	<i>Department Manager</i> Engineering Department
2.1 None	2.1 Shall assign personnel to schedule site visit.	none	5 minutes	<i>Division Manager</i> Engineering & Construction Division
2.2 None	2.2 Gather data and schedule site visit/survey depending on the availability of contact person within a week	none	7 days	<i>Project Planning & Development Officer B</i> Engineering & Construction Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.3 None	2.3 Prepare initial evaluation report and notify the direct supervisor the status of the survey.	none	7 days	<i>Project Planning & Development Officer B</i> Engineering & Construction Division
3. None	3. Prepare a response letter to the petitioner if the request is feasible or not, and forward to General Manager for approval.	none	1 day	<i>Dept. Manager</i> Engineering Department/ <i>General Manager</i> MCWD
3.1 Receive the letter.	3.1 Deliver the reply letter to petitioner. NOTE: If feasible – Submit proposed budget for Board Approval. Attached to request for budget the 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.	None	15 minutes	<i>Office Driver</i> Transportation Unit
	Total:	None	15 days, 35 minutes	



PRODUCTION and ELECTRO-MECHANICAL DEPARTMENT

External Services



1. Water Quality Testing (Bacteriology)

Ensuring water quality is one of the paramount commitment of MCWD to its concessionnaires. Regular water testing is indispensable at all times. MCWD conducts bacteriological analysis in compliance on PNSDW 2017.

Office or Division:	Water Quality, Watershed and Septage Mngt. Division			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD concessionnaires with active connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports of concessionnaires (verbal or written)		MCWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for certification (Certificate of Potability) to the Office of the General Manager	1. Receive the request and verify registered name and exact location and contact details. Forward the letter to Water Quality Division.	none	5 minutes	<i>Executive Assistant/Secretary C/ Corporate Planning Analyst</i> Office of the General Manager <i>Laboratory Aide</i> Water Quality, Watershed and Septage Mngt. Division <i>Medical Technologist</i> Water Quality, Watershed and Septage Mngt. Division
2. None	2. Verify the account name and check location from Pipelines, Appurtenance & Maintenance Division.	none	5 minutes	
2.1 Assist the Laboratory Aide	2.1 Collect water samples to the Area in aseptic technique, and forward to Medical Technologist.	none	1 hour	
3. None	3. Receive water sample and perform analysis.	None	5 days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. None	4. Shall forward the laboratory result to the office of the General Manager.	None	5 minutes	Laboratory Aide/ Medical Technologist I Water Quality, Watershed, & Septage Mngt. Division
5. Receive the water quality test result and Certification.	5. Release the laboratory result and certification.	None	3 minutes	Executive Asst./ Corporate Planning Analyst/ Secretary C Office of the General Manager
	Total:	None	5 days, 1 hour, 18 minutes	



2. Water Quality Testing (Physical-Chemical Testing)

Ensuring water quality is one of the paramount commitment of MCWD to its concessionnaires. Regular water testing is indispensable at all times. Water quality testing services is provided to customers with complaints on water turbidity, odor and taste.

Office or Division:	Water Quality, Watershed and Septage Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All MCWD concessionnaires with active connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reports of concessionnaires (verbal or written)			MCWD Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a complaint and give details of the request/ complaints to Customer Servicing Section, Commercial Department or may call telephone nos. 421-7135 – Customer Service Division, 421-1071 – PAMD or message to MCWD Facebook account: MetroCotabato WD.	1. Receive the request and verify registered name and exact location and contact details. Prepare Service Request and forward to Pipelines and Appurtenances Maintenance Division.	none	5 minutes	<i>Customer Service Asst. A/B</i> Customer Service Division
2. None	2. Prepare Work Order and attached to Service Request with location of concessionaire and forward to Water Quality Division.	none	5 minutes	<i>Utility Services Asst. B</i> Pipelines & Appurtenances Maintenance Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. None	3. Received request and verify location of concessionaire thru MCWD Map.	None	4 minutes	<i>Laboratory Aide A</i> Water Quality, Watershed, & Septage Mngt. Division With coordination of <i>Maintenance Sector</i> Pipelines, Appurtenances & Maintenance Div.
4. Assist the MCWD personnel	4. Investigate the area and nature of the complaint.	None	10 minutes	
	4.1 Conduct on-site the following activities: a) Chlorine Residual Testing b) Turbidity Testing c) Odor and Color (Sensory Test) d) Flushing (if necessary)	None	30 minutes	
5. None	5. Feedback to customer the result of investigation and water quality testing done at the area.	None	5 minutes	
5.1 Acknowledge and sign the Service Request and Work Order.	5.1 Have the customer acknowledge/ sign the Service Request and the Work Order.	None	1 minute	
	Total:	None	1 hour	



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		
Purchase Requisition (PR) Form (1 original, 2 duplicate copies)		At the respective Department/Division/Unit		
Attachments to PR: <ul style="list-style-type: none"> - PPMP (1 Photocopy) - Bill of materials/ Cost Estimates(1 original copy) - Specifications (1 original Copy) - Approved Budget (1 Certified by Finance Dept.) (1 original copy) 		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 None	1.1 Shall post to PhilGEPS (if needed) the approved PR in compliance with RA 9184.	None	2 days	<i>Administration Services Assistant B</i> Procurement Section <i>Procurement Assistant</i> Procurement Section
1.2 None	1.2 Shall distribute Request for Quotation/Invitation to Bid to local and out of town suppliers.	None	1 day	
1.3 None	1.3 Collection of sealed canvass or request for quotation.	none	2 days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.4 None	1.4 Opening of sealed quotations/ print quotations sent thru email.	none	7 days	<i>Bids and Awards Committee-2</i>
1.5 None	1.5 Shall prepare BAC Resolution	None	1 day	<i>Procurement Asst. /Administrative Asst. B</i> Procurement Section
1.6 None	1.6 Shall initial/ sign the BAC Resolution.	None	1 day	<i>BAC-2/ General Manager/ Head of Procuring Entity</i> Metro Cot. Water District
1.7 None	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</i> Procurement Section
1.8 None	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</i> Metro Cotabato Water District
1.9 None	1.9 Issuance of Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Procurement Assistant</i> Procurement Section
1.10 None	1.10 Posting to PhilGEPS the Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Administration Services Assistant B</i> Procurement Section
	Total:	None	19 days, 1 hour, 30 minutes	

Procurement Process (Alternative Method) is covered under RA 9184.



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 (1 original copy)		Supplier		
Delivery Receipt (1 original copy)		Supplier		
Inspection and Acceptance Report (1 original, 4 duplicate copies)		Storekeeper C		
Approved Purchase Order (1 original, 4 duplicate copies)		Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the item/s to Property Section NOTE: <i>Shall receive/ acknowledge the erroneous delivery report.</i>	1. Inspect the item/s and check against approved Purchased Order. NOTE: <i>If erroneous delivery, Inspectorate team shall prepare report confirmed by Requisitioner and return item to Supplier for replacement.</i>	None	1 hour	<i>Inspection Committee (Property Representative, Internal Control Section Representative and Requisitioner)</i>
2. None	2. Stamp received the Delivery receipt with signature of the Inspection Committee.	None	5 minutes	



3. Receive the supplier's copy of the delivery receipt.	3. Return the Supplier's copy of the delivery receipt.	None	1 minute	
	Total:	None	1 hour, 6 minutes	



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		
Verbal/written request (1 original copy for written)		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. Request for 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		
Verbal/written request (1 original copy for written)		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>Administrative Services Assistant A</i> Human Resource Division
1.1 None	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 None	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. Request for 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		
Verbal/written request (1 original copy for written)		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>Administrative Services 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>Administrative Services Assistant A</i> Human Resource Division
Total:		none	32 minutes	



4. Issuance of Supplies and Materials to Requisitioning Departments

The stock supplies and materials are issued to requisitioning departments to be used for repair, maintenance, operations and projects.

Office or Division:	Property Section, General Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employees, Requisitioning Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip (1 original 2 duplicate copies)		Requisitioning Departments		
List of Materials (1 original & 3 duplicate copies)				
Work Order (1 original & 2 duplicate copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Requisition and Issue Slip (RIS), LOM LOM to the Storekeepers of the Property Section	1. Check and accept the Requisition and issue Slip (RIS) from the requisitioners.	None	5 minutes	Storekeeper A/Supply Officer B Property Section General Services Division
	1.2 Gather requested materials and supplies from the bins.	None	15 minutes	
	1.3 Check the gathered stock items before issuance.	None	5 minutes	
	1.4 Affix signatures on the Requisition and Issue Slip, LOM & Work Orders.	none	2 minutes	
2. Sign and acknowledge receipt of the requested items .	2. Release the requested items and have the requisitioner sign and issue copy of RIS, LOM or Work Order to Requisitioner.	None	5 minutes	Storekeeper A/Supply Officer B Property Section General Services Division
	Total:	none	32 minutes	



5. Issuance of Water Meter for New Installation, Reconnection and Meter Replacement

The stock water meters are issued to requisitioning departments, to be used for new installation of service connection, reconnections and replacements for defective meters or schedule for servicing.

Office or Division:	Meter Shop, General Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Installation Unit, Requisitioning Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Service Request (1 original 2 duplicate copies)		Requisitioning Departments		
Work Order (1 original & 2 duplicate copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Service Request or Work Order to Meter Shop.	1. Check and accept the Service Request or Work Order from the requisitioners.	None	5 minutes	<i>Utilities Service Asst B/ Instrument Technician A Meter Shop Section General Services Division</i>
	1.2 Prepare Water Meter Receipt and withdraw water meter from the storage room.	None	5 minutes	
	1.3 Check the actual meter number against the Water Meter Receipt.	None	3 minutes	
	1.4 Check and approved Water Meter Receipt.	none	2 minutes	<i>Utilities Service Asst.B/GSO Unit Head/ OIC-Div. Mngr. General Services Division</i>
2. Sign and acknowledge receipt of the requested water meter.	2. Release the water meter and have the requisitioner sign and issue copy of Service Request or Work Order to Requisitioner.	None	5 minutes	<i>Instrument Technician A Meter Shop Section General Services Division</i>
	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 (1 original)		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
1. Proceed to Office of the General Manager and have the communication received by the Executive Assistant/ Corporate Planning Analyst A or Secretary C 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 Secretary C/ Corporate Planning Analyst Office of the General Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	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
1.2 None	1.2 If it needs action from concerned department, will instruct the Executive Assistant/ Corporate Planning Analyst A or Secretary C to photocopy the letter, make a router slip/ notation and forward to concerned department for action.	None	2 minutes	<i>General Manager A</i> Metro Cotabato Water District
1.3 None	1.3 Acts on the request and gives feedback to the General Manager.	None	5 days	} <i>Department Manager of</i> Concerned Department, Metro Cotabato Water District
1.4 None	1.4 Draft a reply letter and forward to General Manager for review and signature.	None	1 day	
1.5 None	1.5 Shall review/ check the action taken and sign the reply letter, forward to Executive Assistant/ Secretary C/ Corporate Analyst A for transmittal/ to be send to requesting client.	None	30 minutes	<i>General Manager A</i> Metro Cotabato Water District



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 Office of the General Manager</i>
	Total:	None	6 days, 49 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 (1 original copy)		General Manager		
Printed Communication (1 original copy)		Originating Departments or Divisions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	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/ Corporate Analyst A/ Concerned Departments/Divisions Office of the General Manager</i>
1.1 None	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 A Office of the General Manager</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 None	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 A</i> Office of the General Manager
1.3 Receive the communication being sent by MCWD and sign on the file copy or logbook.	1.3 Shall deliver the communication to the recipient.	None	1 hour	<i>Administrative Aide/ Driver</i> Administrative Department
	Total:	None	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:	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		
Letter Request (1 original copy)		Requesting Party		
Registered Name of Active Service Connection		MCWD database		
CLIENT STEPS	AGENCY ACTIONS	FEES 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/ Corporate Planning Analyst A or Secretary C Office of the General Manager</i>
1.1 None	1.1 Shall read the letter request and instruct the Executive Assistant/ Corporate Planning Analyst A to prepare certification.	None	2 minutes	<i>General Manager Metro Cotabato Water District</i>
	NOTE: If request is Certificate of	None	10 minutes	<i>Executive Assistant/ Corporate Planning</i>



	<p>Potability, forward letter to Commercial Department.</p> <p>NOTE: Requesting party shall be subjected to Investigation, to check proper installation of after the meter connections. (see details on Request for check-up/Inspection of Water Service Connection)</p>			Analyst A or Secretary C Office of the General Manager
1.2 Go to Teller and settle the account.	1.2 Shall verify registered name and check account if not delinquent. If with unpaid account, advise client to settle the account. (See details of Collection of payments)	Total unpaid account	10 minutes	Cust. Service Asst. A/B Customer Services Division/ Office Teller Finance Department
1.3 Comply requirement for change of registered name	1.3 If registered name is different from the requesting client, advise client to apply for change of name and comply requirement. (See process and requirements on Change of Registered Name)	Required fees for change of name	10 minutes	Cust. Service Asst. A/B Customer Services Division/ Office Teller Finance Department
1.4 None	1.4 Endorse request to Office of the General Manager.	None	2 minutes	Cust. Service Asst. A/B Customer Service Division
2. None	2. Forward copy of request letter to the Production and Environmental Management Department for Water Quality Testing.	None	2 minutes	Executive Assistant/ Corporate Planning Analyst A or Secretary C Office of the General Manager
	2.1. Water Quality Testing	None	5 days	Medical Technologist PEMD



	(See process and requirements on Water Quality Testing) 2.2 Endorse result of Water Quality Test to the office of the General Manager.	None	2 minutes	<i>Medical Technologist PEMD</i>
3. None	3. Shall prepare the certification and forward to General Manager for approval.	None	10 minutes	<i>Executive Assistant/ Corporate Planning Analyst A or Secretary C Office of the General Manager</i>
3.1 None	3.1 Shall approve and sign the certification.	None	2 minutes	<i>General Manager Metro Cot. Water District</i>
4. Receive the certification and sign in the logbook or file copy	4. Log the certification and have the client receive in the logbook or at the file copy.	None	1 day	<i>Executive Assistant/ Corporate Planning Analyst A or Secretary C Office of the General Manager</i>
	Total:	None	6 days, 52 minutes	



MANAGEMENT SERVICES DIVISION -
Information Technology
Internal Services



1. Database Management And Program Enhancement – Trouble Shooting

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			
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 (1 original copy)		Concerned Department/Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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>Information Technology Officer/ Computer Operator/ Elect. Comm. System Tech. B Management Services Division-Information Technology</i>
2. Shall make request for budget appropriation and necessary purchase request.	2. 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	6 hours	
3. Shall sign in the logbook for the job done.	3. Shall log accomplishment and have the requesting employee sign the logbook.	none	2 minutes	
	Total:	none	6 hours, 32 minutes	



2. Database Management and Program Enhancement – Request for 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:	Complex Transaction			
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 (1 original copy)		Concerned Department/Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	30 minutes	<i>Computer Service Programmer A</i> Management Services Division
2. None	2. Shall enhance programs that can help expedite transactions and improve services to clients.	none	4 days	
3. Shall test the enhanced program.	3. Shall make necessary testing of the enhanced program with the requesting department/division.	none	1 day	
4. Implement the enhanced program	4. Launch the enhanced program and inform/train computer users on system operation.	none	1 day	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Shall acknowledge of the service request	5. Shall prepare accomplishment report and have the requesting department/user conform with the report.	none	30 minutes	<i>Computer Service Programmer A</i> Management Services Division
	Total:	None	6 days, 1 hour	



MANAGEMENT SERVICES DIVISION-PUBLIC RELATIONS



1. Preparation of Board Resolutions

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 Requesting Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Budget Appropriation/Additional Appropriation: - Brief/ Request (1 Original copy) - Cost Estimates (1 original copy) - Certificate of Funds Availability (1 original copy)		Requesting Department with recommending approval by the General Manager Finance Department		
2. Program/Activity (1 original copy)		Concerned Department/Division with recommending approval by the General Manager		
3. Program Recommendations for proper authority/policy (1 original copy)		Concerned Department with recommending approval by the General Manager		
4. Request from outside/other agency: - Solicitation Letter (Financial/In kind Assistance) (1 original copy)		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>Public Relations Officer</i> Management Services Div.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2. Shall deliberate/discuss and approve the request.	none	30 minutes	<i>Board of Directors</i> Metro Cot. Water District
3. None	3. Shall prepare draft of the Board Resolution	none	1 hour	<i>Public Relations Officer</i> Management Services Div.
4. None	4. Shall have the corrected Board Resolution signed by the Board of Directors.	none	1 day	<i>Board of Directors</i> Metro Cot. Water District
	Total:	None	1 day, 1 hour, 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 (1 original copy)			Concerned Department/Division	
Filled-up request form for advisories (1 original copy)			MSD	
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 at least 3 days before scheduled date of activity.	1. Shall receive the request, and prepare advisory for dissemination to the public and forward to General Manager for approval.	None	10 minutes	<i>Public Relations Officer</i> Management Services Division
1.1 None	1.1 Shall approve the advisory.	none	3 minutes	<i>General Manager</i> Metro Cot. Water District
1.2 None	1.2 Shall disseminate advisory to tri-media and office departments	none	3 days	<i>Public Relations Officer</i> Management Services Division
	Total:	NONE	3 days, 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>Or you can 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 Assistance Desk Officer (CSA D) opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned departments or divisions where 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 against employees?	<p>Answer the Client Complaint Form and drop it at the designated drop box at the MCWD office lobby.</p> <p>Complaints against employees 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



	<ul style="list-style-type: none"> - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 421-7135, 421-1070, 421-1071.</p>
How complaints are processed?	<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 prepare 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>
Contact Information of ARTA, PCC, CCB A	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>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 Services Department	Gov. Gutierrez Avenue, Cotabato City	421-3009, 421-3566
Commercial Services Department	Gov. Gutierrez Avenue, Cotabato City	421-7135
Finance Services Department	Gov. Gutierrez Avenue, Cotabato City	552-1181, 557-4125
Engineering and Maintenance Department	Gov. Gutierrez Avenue, Cotabato City	421-1071
Production and Environmental Management Department	Gov. Gutierrez Avenue, Cotabato City	421-4405