



**METRO COTABATO WATER DISTRICT**

**CITIZEN'S CHARTER HANDBOOK**

2025 1<sup>st</sup> Edition



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## **PROFILE**

### **I. Mandate**

The METRO COTABATO WATER DISTRICT, by virtue of Presidential Decree No. 198, was 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.”

(Presidential Decree No. 198, Chapter II, Sec. 5)

### **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. CORE VALUES

We, in the Metro Cotabato Water District, are guided in everything we do by the following core values:

**HONESTY**—To be true to ourselves and trustworthy on dealing with others.

**ACCOUNTABILITY** – To take full responsibility for our actions.

**COMMITMENT** – To perform our duties with commitment under the principle of transparency.

**TEAMWORK** – To work together as a team, with dedication, dignity and respect, to achieve our corporate goals.

**SERVICE EXCELLENCE** – To provide effective and efficient service to our customers.

#### V. 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.



## **EXTERNAL SERVICES**





# **COMMERCIAL SERVICES DEPARTMENT**

## **External Services**



## 1. Application For New Service Connection /Reconnection

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.

<b>Office or Division:</b>	Commercial Services Department Engineering Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Who may avail:</b>	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
Invoice 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		Notarized by a lawyer or from previous owner



property is newly acquired (1 Photocopy)	Previous owner
- Letter of consent/waiver from previous owner (1 original copy)	Commercial Department-MCWD
- Memorandum of Agreement for string connection (1 original copy)	City Engineering Office or DPWH
- Excavation permit, if applicable (1 original copy)	SPDA Office
- Clearance from SPDA Administrator (SPDA resident) (1 original copy)	Commercial Department, MCWD
- Filled-in Information sheet of the applicant	
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. PRE-PROCESSING OF APPLICATION FOR NEW SERVICE APPLICATION /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	5 minutes	<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.  <b>Note:</b> <i>If with previous connection with outstanding account, advise the customer that his application is for reconnection of water service and settle</i>	None	10 minutes	<i>Cust. Service Asst.A/ B</i> Customer Services Division



	<i>in full or installment before approval of application.</i>			
2.1 Proceed to Teller to Pay	2.1 Shall prepare statement of account and advise the customer to pay inspection fee to Teller. <b>Note:</b> <i>Payment process shall be in accordance with Finance Department procedure.</i>	Inspection Fee = P55.00 + Unpaid bills/accounts from disconnected connections, if any	5 minutes	Cust. Service Asst.A/ B Customer Services Division
3. Present Invoice	3. Record Invoice no. and post applicant's information to BICOS database and generate AIS.  3.1 Prepare Transmittal list and forward AIS to Survey Section, Engineering Department.	None	10 minutes	Cust. Service Asst.A/ B 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	3 days	Engineering Assistant A Planning Division, Engineering Department
	4.1 Shall review the prepared plans and estimates, sign for approval.	None		Supervising Engineer Planning Division
	4.2 Shall prepare transmittal and forward to Commercial Department.	None		Project Planning & Dev't. Officer B Planning Division
	4.3 Shall conduct background check If with previous account, assign account number and update	None	1 day	Sr. Customer Service Officer /Customer Service Officer B



	Customer Account Number Worksheet and forward to Frontline Unit.			Customer Services Division
	4.4 Shall notify client thru text message that his application is ready for payment. <b>Note:</b> <b>Wait for the customer to process payment for installation fees.</b>	None	1 minute  <b>(Paused-Clock)</b>	<i>Cust. Service Asst. A/ B</i> Customer Services Division
<b>SUB-TOTAL (Pre-processing of Application for New Service Connection/Reconnection)</b>		Inspection Fee P55.00 + Unpaid bills/accounts from disconnected connections, if any	<b>4 days and 31 minutes</b>	
<b>B. APPROVAL OF APPLICATION FOR NEW SERVICE CONNECTION/ RECONNECTION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	5 minutes	<i>Public Assistance Desk Officer (CSA D)</i>
2. Proceed to Frontline Servicing Section and follow-up application	2. Shall locate the application paper of the customer. Prepare statement of account and advice customer to pay at the Teller.  <b>Note:</b> <i>Payment process shall be in accordance with Finance</i>	*Guaranty Deposit, Installation Fee (New connection)– P550.00, (Reconnection) -P110.00,	10 minutes	<i>Cust. Service Asst. A/ B</i> Customer Services Division



	<i>Department procedure.</i>	Cost of Materials, Add'l Fees- Old accounts, if any		
2.1 Present Invoice for the signing Of contract and other documentation	2.1 Shall prepare Service Application Contract, Maintenance Construction Order and Promissory note.  <b>Note:</b> 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
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	10 minutes	<i>Division Manager A</i> Customer Services Division
4. Receive copy of contract, promissory note, Invoice & cost estimate	4. Shall furnish the customer with copy of the contract, cost estimates, promissory note and Invoice.	None	1 minute	<i>Cust. Service Asst.A/ B</i> Customer Services Division
	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
	<b>NOTE:</b> <b>Installation will depend on the readiness of the customer on the after the meter connection ("Abang") or the availability of the</b>		<b>(Paused-clock)</b>	



	customer during installation. <b>NOTE:</b> Installation of service connection will be done after the installation of the proposed additional standpipe by PAMD, Engineering Department.			
<b>SUB-TOTAL (Approval of Application for New Service Connection/Reconnection)</b>		<b>TOTAL AMOUNT DUE</b>	<b>37 minutes</b>	
<b>C. INSTALLATION OF WATER METER - with existing/available standpipe</b>				
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
	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.	None	5 minutes	<i>Cust. Service Asst.A/B</i> Customer Services Division
	1.2 Shall withdraw needed materials (as specified in the LOM & RIS) and water meter from Property Section and Meter Shop.  <b>Note:</b> <i>Issuance of materials &amp; water meter shall be in accordance with Property Section procedure.</i>	None	1 day	<i>Sr. Water Maintenance Man A/B</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	4 days	<i>Installation Team/Water Maintenance Foreman</i> Customer Services Division



2.1 Receive copy of LOM & Meter Receipt.	2.1 Shall furnish customer copies of LOM & Meter Receipt.	None		
	<p><b>Note:</b> Upon conduct of installation, needs additional materials, shall coordinate w/ SCSO/Div. Manager A for preparation of LOM or RIS and withdraw from Property Section after approval.</p> <p><b>Note:</b> 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><b>Note:</b> 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>			
<b>SUB-TOTAL (Installation of Water Meter- with existing/ available standpipe)</b>		<b>None</b>	<b>5 days, 15 minutes</b>	
<b>D. INSTALLATION OF ADDITIONAL STANDPIPE</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Shall prepare Requisition & Issue Slip, Work Order and other Necessary documents needed for the installation of additional standpipe.	None	10 minutes	Utilities Service Asst. B Pipelines, Appurtenances & Maintenance Division
	1.1 Shall approve the RIS, Work	None	5 Minutes	Division Manager A





	Order.			Pipelines Appurtenances & Maintenance Division
	1.2 Shall issue RIS & Work Order to Maintenance Sector.			
	2. Shall withdraw materials (as specified in the RIS) from the Property Section.	None	30 minutes	Maintenance Sector, Pipelines Appurtenances & Maintenance Division
	3. Shall conduct installation of additional standpipe. <b>Note:</b> <i>Installation of standpipe may need excavation permit from City Engr's. Office or DPWH.</i>	None	5 days	Maintenance Sector Pipelines, Appurtenances & Maintenance Division
	4. Shall inform the Installation Unit that standpipe is already installed.	None	5 minutes	Maintenance Sector Pipelines Appurtenances & Maint. Division
<b>SUB-TOTAL (Installation of Additional Standpipe)</b>		<b>None</b>	<b>5 days and 50 minutes</b>	
<b>E. INSTALLATION OF WATER METER - with additional standpipe</b>				
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	Cust. Service Asst. A/B Customer Services Division
	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.	None	5 minutes	Cust. Service Asst.A/B Customer Services Division
	1.2 Shall withdraw needed materials (as	None	1 day	Installation Team/Water



	<p>specified in the LOM &amp; RIS) and water meter from Property Section.</p> <p><b>Note:</b>  <i>Issuance of materials &amp; water meter shall be in accordance with Property Section &amp; Meter Shop procedure.</i></p>			Maintenance Foreman 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	4 days	Installation Team/Water Maintenance Foreman Customer Services Division
3. Receive copy of LOM & Meter Receipt.	<p>3. Shall furnish customer copies of LOM &amp; Meter Receipt.</p> <p><b>Note:</b>  <i>Upon conduct of installation, needs additional materials, shall coordinate w/ SCSO/Div. Manager A for preparation of LOM or RIS and withdraw from Property Section after approval.</i></p>	none		
	<p><b>Note:</b>  <i>If additional materials needed is for billing, inform the customer that it will be billed to them which will be added in their water bill.</i></p> <p><b>Note:</b>  <i>Turn-over unused paid materials to Customer or to be returned to Property Section and inform customer that cost of returned paid materials shall be treated as advance payment.</i></p>			



<b><i>SUB-TOTAL ( Installation of Water Meter– with additional Standpipe</i></b>		<b>None</b>	<b>5 days and 15 minutes</b>	
<b>TOTAL</b>		<b>TOTAL AMOUNT DUE</b>	<b>9 days, 1 hour and 23 minutes</b>	For Application of Water Service Connection /Reconnection with existing/available standpipe
			<b>14 days, 2 hours and 13 minutes</b>	For Application of Water Service Connection /Reconnection with additional standpipe

**(Application For New Service Connection/Reconnection - qualified for multi-stage processing)**



**BREAKDOWN OF FEES:**

1. Inspection Fee		P 55.00
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 –New Connection		<u>550.00</u>
- Reconnection		<u>110.00</u>
4. Cost of Materials ( to be determined after survey)		<u>          </u>
5. Old Accounts/Outstanding bills (if any)		<u>          </u>
<b>TOTAL AMOUNT DUE</b>		<b>=====</b>



## 2. 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.

<b>Office or Division:</b>	Commercial Services Department Engineering & Maintenance Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	The general public within the service area of MCWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>FOR BUSINESS:</b>		
Letter request to apply service connection using 2” or above meter size (1 original copy)		Applicant
1 pc. Photocopy of valid ID with picture and signature of the owner/ Authorized Signatory		Company ID, SSS, GSIS, BIR, Comelec, etc.
1 pc. 2 X 2 recent colored ID picture of applicant/.authorized signatory		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
Invoice as proof of payment for fees required		MCWD Office
Excavation Permit (1 original copy)		City Engineer’s Office or DPWH
<b>Additional Requirement: (any applicable)</b>		
Lot title, if applicant is the owner (1 photocopy)		Applicant/ 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
<b>FOR GOVERNMENT:</b>	
Letter request to apply service connection using water meter with a size of 2" or above (1 original copy)	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 (1 original copy)	Head of Office or his representative
Location/ sketch plan (1 copy, original or photocopy)	Applicant
Invoice as proof of payment for fees required	MCWD Office
Excavation Permit (1 original copy)	City Engineer's Office or DPWH
<b>Additional Requirement:</b>	
Notarized Consent/Authorization from lot/building owner- if applicant is renting (1 Original copy)	Lot owner or building owner

#### A. PRE-PROCESSING OF APPLICATION FOR 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	5 minutes	<i>Public Assistance Desk Officer (CSA D)</i>
2. File request and submit all requirements to Customer Service Section.	2. Receive the documents and check Completeness and interview the client.	None	10 minutes	<i>Cust. Service Assistant A/B</i> Customer Services Division



	Shall verify account per computer Record if with previous connection (disconnected) and outstanding account and check service connection card.			
2.1 Receive the statement of account and go to Teller for payment.	<p><b>Note:</b>  <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> <p>2.1 Shall prepare statement of account and advise the customer to pay inspection fee to Teller.</p> <p><b>Note:</b>  <i>Payment process shall be in accordance with Finance Department procedure.</i></p>	Inspection Fee – P55.00 + Unpaid bills from disconnected connections, if any	5 minutes	Cashier C/D-Office Teller Finance Department
3. Present Invoice	<p>3. Record Invoice no. and post applicant's information to BICOS database and generate AIS.</p> <p>3.1 Forward all the documents to Planning &amp; Design Division, Engineering Department.</p>	<p>None</p> <p>None</p>	5 minutes	Cust. Service Asst. A/B 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 including	None	5 days	



	excavation - tapping point, location of meter and costing.			
4.3 Receive the plans & cost estimates	4.1 Shall review the prepared plans and estimates and forward to Department Manager.	None	30 minutes	<i>Principal Engineer C/ Division Manager A Planning &amp; Design Division</i>
	4.2 Approve the plans and cost estimates.	None	30 minutes	<i>Department Manager A/ Asst. General manager Engineering Department</i>
	4.3 Furnish the customer copy of plans and cost estimates and advise customer to process payment for installation and process excavation permit from CEO or DPWH. They should also shoulder the cost of labor for excavation.	None	5 minutes	
	4.4 Forward the documents to Frontline Section, Commercial Department	None	3 minutes	<i>Engineering Assistant A/ Supervising Engineer Planning &amp; Design Division</i>
	<b>Note:</b> <b>Wait for the customer to process payment for installation fees.</b>		<b>(Paused-Clock)</b>	
<b>SUB-TOTAL (Pre-processing of Application for New Service Connection)</b>		<b>Inspection Fee – P55.00 + Unpaid bills from disconnected connections, if any</b>	<b>5 days, 1 hour and 33 minutes</b>	
<b>B. APPROVAL OF APPLICATION FOR NEW WATER SERVICE CONNECTION</b>				





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 Invoice.	Guaranty Deposit, Installation Fee, Supervision Fee, Cost of Meter, Cost of Materials, Additional Fees- Old accounts, if any	3 minutes	<i>Cashier C/D-Office Teller</i> Finance Department
4. Present Invoice 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	5. Shall review the forwarded documents, orient the customer	None	5 minutes	<i>Division Manager A</i> Customer Services Division



and approval.	about the policies of MCWD and finally approves the SAC & MCO.			
6. Receive copy of contract, Invoice and cost estimate	6. Shall furnish the customer with Copy of the contract, cost estimates, and Invoice.	None	1 minute	<i>Cust. Service Asst.A/B</i> Customer Services Division
	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	<i>Supervising Engineer/</i> <i>Division Manager A</i> 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 shoulder the responsibility of the excavation, concrete cutting & processing of permit from CEO/DPWH.  <b>NOTE:</b> <b>Installation will depend on the availability of concrete cutting and excavation done by the customer.</b>	None	3 minutes  (Paused-clock)	<i>Supervising Engineer/</i> <i>Division Manager A</i> Engineering Department
<b>SUB-TOTAL ( Approval of Application for New Service Connection)</b>		<b>Total Amount Due</b>	<b>43 minutes</b>	
<b>C. INSTALLATION OF WATER METER</b>				
1. Shall inform the Eng'g. Dept. that concrete cutting and excavation was	1. Shall prepare LOM, Work Order & RIS and transmittal approved by Division Manager.	None	10 minutes	<i>Utilities Asst. B/ Division</i> <i>Manager A</i> Engineering Department



already done.				
	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.	None	10 minutes	<i>Utilities Service Assistant A</i> Engineering Department
	1.2 Shall withdraw needed materials (as specified in the LOM & RIS) and water meter from Property Section & Meter Shop respectively.  <b>Note:</b> <i>Issuance of materials &amp; water meter shall be in accordance with Property Section &amp; Meter Shop procedures.</i>	None	1 day	<i>Sr. Water Maintenance Man A</i> Engineering Department
2. Shall sign the documents	2. Shall conduct installation of water meter and ask the customer to sign the MCO, & Meter Receipt.	None	5 days	<i>Sr. Water Maintenance Man A/ Supervising Engineer</i> Engineering Department
2.1 Receive copy of Meter Receipt and LOM	2.1 Shall furnish customer copy of Meter Receipt.	None		
	3. Forward copies of MCO, Work Order, plan and meter receipt to Commercial Department.	None	10 minutes	<i>Utilities Service Asst. B</i> Engineering Department
<b>SUB-TOTAL ( installation of Water Meter)</b>		<b>NONE</b>	<b>6 days and 30 minutes</b>	
<b>TOTAL</b>				



		<b>TOTAL AMOUNT DUE</b>	<b>11 days, 2 hours, 46 minutes</b>	
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**(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 55.00
B. Guaranty Deposit		
Government	P3,000.00	
Pure Commercial	3,000.00	
Industrial	10,000.00	
C. Cost of Water Meter		_____
D. Cost of Materials, to be determined after survey		_____
E. Installation Fee (see formula)		_____
F. Supervision Fee (Daily rate of (SG-18) x 4 days		_____
G. Old Accounts/Outstanding bills (if any)		_____
<b>TOTAL AMOUNT DUE</b>		<b>=====</b>

#### **FORMULA:**

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



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

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

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 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.
- Billing Invoice (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)		
- Billing Invoice (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		Phil. Statistics Authority



photocopy)				
Invoice for payment of required fees		MCWD		
Filled-in Information Sheet of the Applicant (1 original copy)		Commercial Department, 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	5 minutes	<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>Sr. Customer Service Officer / Division Manager A</i> Customer Services Division
3. Present statement of account with payment	3. Accept payment and issues Invoice.	1. Guaranty Deposit equivalent to 2 months bill or minimum required GD per category, whichever is higher 2. Reopening Fee- P100.00 3. Total unpaid bill, if any 4. Administrative Fee –P2,000.00-1 <sup>st</sup> offense Or additional P2,000.00 for every succeeding offenses, if any	3 minutes	<i>Cashier C/D- Teller</i> Finance Department



		5. cost of unaccounted water, if any 6. Cost of water meter, if any 7. Cost of Damaged MCWD Properties, if any		
4. Present Invoice for signing contract and other documentation.	4. Prepare Service Application Contract, Maintenance & Construction Order and Promissory Note. Assist the customer for the picture taking thru web cam and let the customer sign the contract and other documents.	None	10 minutes	<i>Customer Service Assistant A or B</i> Customer Services 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/SCSO</i> Customer Services Division
6. Receive customer's copy of documents	6. Give customer's copy of contract, promissory note and Invoice.	None	1 minute	<i>Cust. Service Asst A/B</i> Customer Services Division
	6.1 Issue Maintenance and Construction Order (MCO) for reopening	None	1 minute	<i>Sr. Cust. Service Officer</i> Customer Services Division
7. Sign the Maintenance and Construction Order.	7. Reopen the disconnected meter on site and let the customer sign the MCO to acknowledge of the work done.	None	4 hours	<i>Customer Service Asst. A/B/C</i> Customer Services Division
	<b>TOTAL:</b>	<b>Total Amount Due</b>	<b>4 hours and 33 minutes</b>	



**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) Reopening Fee		<u>100.00</u>
3) Unpaid Water Bill/ Arrearages/ Accounts from disconnected connection		_____
4) Administrative Fee(if any) P2,000.00 for 1 <sup>st</sup> offense, additional P2,000.00 For every succeeding offenses, if any		_____
5) Cost of unaccounted – water due to illegal connection (if any)		_____
6) Cost. Of Water Meter, if any		_____
7) Cost of damaged MCWD Properties, if any		_____
<b>TOTAL AMOUNT DUE</b>		<b>=====</b>





#### 4. 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.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Invoice – 1 copy original or photocopy		Delivered by Meter Reader		
Computer Generated Statement of Account – 1 original copy (if without billing invoice)		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/ staggered 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 billing invoice.	None	3 minutes	<i>Sr. Customer Service Officer or Division Manager A Customer Services Division</i>
	2.1 Forward the billing invoice to Billing Section for adjustment and update loans file and prepare promissory note indicating the	None	5 minutes	<i>Sr. Cust. Service Officer / Division Manager A Customer Service Division</i>



	agreed terms.			
3. Sign in the logbook/ promissory note in agreement with the terms	3. Adjust the billing invoice & EDP record based on the agreed terms and have the customer sign the logbook/ promissory note.	none	5 minutes	SCSO/ <i>Customer Service Officer A</i> Customer Accounts Division
4. Receives the billing invoice	4. Returns the billing invoice to the customer and direct him to proceed to Cashier to pay.	Total amount due	1 minute	SCSO/ <i>Customer Service Officer A/ Division Manager A</i> Customer Accounts Division
	<b>TOTAL:</b>	<b>Total Amount Due</b>	<b>15 minutes</b>	



## 5. Request For Investigation of Water Service Connection – Complex Case

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 is also a service requested by MCWD Employees as a result of consumption pattern analysis during billing process, observation from field which includes, abrupt increase/decrease of consumption, category, meter status, illegal connection or any irregularities observed on field, Source of water for disconnected accounts, illegal connection, any irregularities observed on field, whereabouts of owners of disconnected accounts etc., and recommends action to be undertaken by the concessionaire and the office.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Invoice – 1 copy original or photocopy		Delivered by MCWD Meter Reader		
Computer generated statement of account – 1 copy		Secured from MCWD Frontline		
List of accounts subject for investigation		BICOS		
Letter of complaints/request		Customer		
Contact Number		Customer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	5 minutes	Customer Service Assistant A/B Customer Services



1.1 Forward list of accounts subject for investigation.	1.1 Prints Investigation Order and issue to Investigator.	None	5 minutes	Division
2. Assists investigator During actual inspection and undertake action as per Investigator's advise.	<p>2. Conducts investigation on site and inform customer as to result and advise for action to be taken.</p> <p><b>Note:</b>  <i>If the area is critical and needs excavation of water service line, then Sr. CSO/CSO B 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> <p>2.1 Prepare and submit Investigation report with recommendation as to action to be undertaken by the office.</p>	<p>None</p> <p>none</p>	<p>5days, 6 hours and 30 minutes</p>	<p><i>Customer Service Assistant A/B / Cust. Service Officer B (Investigator)</i>  Customer Services Division</p>
	<p>2.2 Approves the Investigation report and forward to Frontliner for encoding.</p> <p>2.3 Evaluate and encode findings.</p> <p><b>Note:</b>  <i>* If subject for repair for leak before the meter or defective meter:</i></p>	<p>none</p> <p>none</p>	<p>20 minutes</p> <p>5 minutes</p>	<p><i>Division Manager A</i>  Customer Services Division</p> <p><i>Customer Service Assistant A/B</i>  Customer Services Division</p>



	2.4 Prepares Service Request and forward to PAMD, Engineering Department for action.	None	5 minutes	
	<b>Note:</b> <b>*If bill subject for adjustment:</b>  2.5 Print investigation result and statement of account and forward to Billing Section for adjustment.  2.6 Evaluate and prepare adjustment based on office policy and reflect adjustment on billing invoice/ statement of account.	none  none	5 minutes  10 minutes	<i>Customer Service Assistant A/B</i> Customer Services Division  <i>SCSO/Customer Service Officer A</i> Customer Accounts Division
3. Receives the adjusted Billing invoice for payment	3. Return the billing invoice/statement of account to customer and direct him to pay at the Cashier.	Total amount due	5 minutes	<i>SCSO/Customer Service Officer A</i> Cust. Accounts Division
	<b>TOTAL:</b>	<b>Total amount due</b>	<b>7 days</b>	



## 6. Request For Investigation of Water Service Connection – Highly Technical Case

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 is also a service requested by MCWD Employees as a result of consumption pattern analysis during billing process, observation from field which includes, abrupt increase/decrease of consumption, category, meter status, illegal connection or any irregularities observed on field, Source of water for disconnected accounts, illegal connection, any irregularities observed on field, whereabouts of owners of disconnected accounts etc., and recommends action to be undertaken by the concessionaire and the office.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	MCWD Employees or Registered MCWD Concessionaire			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered Name and Account number of MCWD Concessionaire		BICOS		
Contact Details		Customer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File complaints to Investigation Section or call telephone no.421-7135	1. Evaluates complaints, prepares Investigation Order and schedule of inspection.	None	10 minutes	Customer Service Assistant A/B Customer Services Division
1.1 Forward list of accounts subject for	1.1 Prints Investigation Order and issue to Investigator.	None	5 minutes	



investigation.				
2. Assists Investigator during actual inspection and undertake action as per Investigator's advise.	<p>2. Conducts investigation on site and inform customer as to result and advise for action to be taken.</p> <p><b>Note:</b> <i>If the area is critical and needs excavation of water service line, then Sr. CSO/CSO B 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> <p>2.1 Prepare and submit Investigation report with recommendation as to action to be undertaken by the office.</p>	<p>None</p> <p>none</p>	<p>18 days</p> <p>1 day</p>	<p><i>Customer Service Assistant A/B / Cust. Service Officer B (Investigator)</i> Customer Services Division</p> <p>In coordination with</p> <p><i>Maintenance Sector Pipelines &amp; Appurtenances Division</i></p>
	<p>2.2 Approves the Investigation report and forward to Frontliner for encoding.</p> <p>2.3 Evaluate and encode findings.</p> <p><b>Note:</b> <i>* If subject for repair for leak before the meter or defective meter:</i></p> <p>2.4 Prepares Service Request and forward to PAMD, Engineering</p>	<p>none</p> <p>none</p> <p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>5 minute</p>	<p><i>Division Manager A</i> Customer Services Division</p> <p><i>Customer Service Assistant A/B</i> Customer Services Division</p>



	<p>Department for action.</p> <p><b>Note:</b> <b>*If bill subject for adjustment:</b></p> <p>2.5 Print investigation result and statement of account and forward to Billing Section for adjustment.</p> <p>2.6 Evaluate and prepare adjustment based on office policy and reflect adjustment on billing invoice/ statement of account.</p>	<p>none</p> <p>none</p>	<p>2 minutes</p> <p>10 minutes</p>	<p><i>Customer Service Assistant A/B</i> Customer Services Division</p> <p><i>SCSO/Customer Service Officer A</i> Customer Accounts Division</p>
3. Receives the adjusted Billing invoice for payment	3. Return the billing invoice/statement of account to customer and direct him to pay at the Cashier.	Total amount due	2 minutes	<i>SCSO/Customer Service Officer A</i> Cust. Accounts Division
	<b>TOTAL:</b>	<b>Total amount due</b>	<b>19 days, 40 minutes</b>	

#### PROCESSING OF REPORTED ILLEGAL CONNECTION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Frontline – Investigation Section and give details of suspected illegal connection or call telephone no. 421-7135	1. Receive the information from MCWD employees and other concerned 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</i> Frontline – Investigation Section





	<p>1.1 Shall prepare an Investigation Order and issue to Investigator for Inspection and verification in the Field.</p> <p><b>Note:</b>  <i>If the area is critical and needs excavation of water service line, then Sr. CSO/CSO B 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	3 minutes	<p><i>Customer Service Asst. A</i>  Frontline – Investigation Section</p>
	<p>1.2 Shall conduct inspection / investigation then submit the report to Division Manager.</p> <p>1.3 Shall advise the customer with illegal connection to settle the issue at the office.</p> <p><b>Note:</b>  <i>If not sure of tampering water meter by removing some parts or putting objects inside the water meter, shall coordinate w/ Meter Technician to accompany for verification.</i></p> <p><b>Note:</b>  <i>If found illegal connection based on Investigation Order, the CSA – A/B (Investigation Unit) will submit</i></p>	None	7 days	<p><i>Investigation Unit/ Disconnection Unit</i>  Commercial Department</p> <p>In coordination with</p> <p><i>Maintenance Division</i>  Engineering Department  And  <i>Meter Technician</i>  Administrative Department</p>



	<p><i>report with recommendations to CSA – A/B (Frontline Section) to prepare service request.</i></p> <p><b>Note:</b>  <i>If confirmed tampered rivets, water meter will be re-riveted or removed water meter by Disconnection Plumber.</i></p>			
	<p>1.4 Shall prepare service request for disconnection at tapping point.</p> <p><b>Note:</b>  <i>Disconnection at tapping point shall be in accordance with Maintenance Division procedure.</i></p> <p><b>NOTE:</b>  <i>If tampering of rivets for disconnected accounts was discovered by Disconnection Plumber during reopening or re-reading of meter, SCSO shall issue Disconnection Order for re-rivets or removal of meter to be done by the Disconnection Plumber.</i></p>	None	2 minutes	<p><i>Customer Service Asst.  A  Frontline Section  Customer Services  Division</i></p>
	<p>1.5 Shall impose penalty based on Board Res. No.123-A-23 and instruct SCSO 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 Shall record the investigation report at database (master file) logbook and SC Card then forward to Computer Operator for billing of water consumed.	None	5 minutes	<i>Customer Service Asst. A/ Sr.Cust. Service Officer Commercial Department</i>
	1.7 Shall bill water consumed.	None	2 days	<i>Sr. Computer Operator Customer Accounts Division</i>
	1.8 Shall prepare summary of illegal connection for the month.	None	1 day	<i>Sr. Customer Service Officer Disconnection Section</i>
	1.9 Shall be checked by the Division manager and approve by the Dept. Manager.	None	20 minutes	<i>Division Manager A/ Department Manager A Commercial Department</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 days, And 1 hour</b>	



## 7. Request for Repair & Other Water Related Service Complaints – Office Transaction

### (walk-in/Phone-in)

A job order is prepared for reported leakages, low water pressure to no water, water quality and other complaints concerning water service and other observations seen on field, filed by customer, water district employees or other concerned citizens. Requests may also come from feedbacks by filling-out the Client Satisfaction Measurement Form.

<b>Office or Division:</b>	Customer Service Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	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		
Contact details		Requesting parties		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Public Assistance Desk Officer for assistance.  1.a Actual owner or any concerned citizen, files complaints to Frontline Section or call telephone no.421-7135	1. Ask the client's concern and give priority number. Direct client to Customer Service Section and wait for turn.	None	5minutes	<i>Public Assistance Desk Officer (CSA D)</i>



1.b MCWD employees will report to the Supervisor or directly to Frontliner for any leakages or observation seen on field.				
	1.1 Receives complaints, verify registered account name in the database and log. Advise customer that cost of materials used during repair, if any, shall be reflected on their billing invoice.	None	5minutes	<i>Customer Service Assistant A/B</i> Customer Services Division
	1.2 Prepare job order (Service Request) and forward to Pipelines and Appurtenances Maintenance Division for action.  <b>NOTE: Response time to act on the request/complaint depends on the complexity of the works to be done.</b>  <b>Simple – within 3 working days</b> <b>Complex – within 7 working days</b> <b>Highly Technical – within 20 working day</b>	None	5minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



## 8. Change of Ownership/Registered Name

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

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	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 Or Barangay where the property is located Or written agreement of both parties		
- One (1) pc 2 x 2 colored picture		Applicant		
- Valid ID ( 1 photocopy, must present original)		Company ID, SSS, COMELEC, GSIS, Driver's License, Pag-Ibig, Phil Health, 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		
- Invoice		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	Public Assistance Desk Officer (CSA D)
1.1 Proceed to Frontline	1.1 Verifies account per computer	None	10 minutes	Cust. Service Asst. A/B Customer Services



Section and submit requirements	record, checks service connection card and prepares statement of account.			Division
2. Present statement of account with payment	2. Accepts payment and issues Invoice.	Transfer Fee – P55.00, 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 Invoice for contract signing and other documentation.	3. Prepare Service Application Contract (SAC) and assist the customer for picture taking thru webcam 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.
	<b>TOTAL:</b>	<b>Total Amount due</b>	<b>23 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	Sr. Cust. Service Officer Customer Services Division
1.1 Shall sign in the disconnection logbook.	1.1 Advise the customer to pay their closing bill after three (3) days from the date of disconnection.	None	3 minutes	
	1.2 Prepare Disconnection Order indicating the requested schedule.	None	2 minutes	





	1.3 Issuance of Disconnection Order.	None	2 minutes	
	2. Conduct disconnection of water service on site, record the last reading and submit to SCSO accomplished job order.	None	1day	<i>Customer Service Asst. A/B/C Disconnection Section</i>
	2.1 Encode disconnected accounts and print list of disconnected account and forward to Billing Section.	None	3 minutes	<i>Sr. Cust. Service Officer Disconnection Section</i>
	2.2 Preparation and printing of closing bill.	None	3 days	<i>Supervising Computer Operator/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>Sr. Cust. Service Officer Disconnection Section</i>
4. Present billing invoice with payment.	4. Accepts payment and issues Invoice.	Total amount due	3 minutes	<i>Cashier Finance Department</i>
	<b>TOTAL:</b>	<b>Total Amount Due</b>	<b>4days, 25 minutes</b>	



## 10. Availment of Senior Citizen Discount

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

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Sr. Citizens with active water connection at MCWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-in 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-in application form and submit all the requirement	1. Receive filled-in 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 Customer Services Division



	1.1 Prepare Investigation Order and issue to Investigator.	None	2 minutes	Customer Service Asst. A Customer Services Division
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	6 days	Customer Service Asst. A/B (Investigator) Customer Services Division
	2.1 Submit accomplished Investigation Order.	None		
	2.2 Encode findings to Investigation Order database.	none	2 minutes	Customer Service Asst. A (Frontliner) Customer Service Division
	3. Forward to Customer Accounts Division for updating and approval.	None	3 minutes	Customer Service Asst. A(Frontliner) Customer Services Division
	3.1 Update customer master file per EDP.	none	2 minutes	SCSO/CSO A Customer Services Division
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 days and 14 minutes</b>	



## 11. 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.

<b>Office or Division:</b>	Commercial Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Residents, Government Offices or Business Entities within the MCWD service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Container		To be provided by the requesting party		
Invoice– 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 Invoice.  <b>NOTE:</b> <b><i>If schedule fall on Saturday, Sunday or Holiday, Delivery Fee</i></b>	Delivery Fee- P500.00 or Overtime Pay of Driver & Service Crew on Saturday,	5 minutes	<i>Cashier</i> Finance Department



	<b>shall be based on Overtime pay of the Driver &amp; Service Crew.</b>	Sunday or Holiday, Cost of Water- @ P460.80 per cu.m.		
3. Shall prepare their container at the specified location.	3. Prepare Service Request and attach copy of photocopy of Invoice.  3.1 Approve the job order.	None  None	3 minutes  3 minutes	<i>Customer Service Asst. A/B</i> Cust. Services Division  <i>Division Manager A</i> Cust. Services Division
	4. Forward Service Request to Delivery Service Crew/Driver  4.1 Shall fill-up water tanker from any of the fire hydrants.  <b>NOTE:</b> <i>The assigned driver shall secure trip ticket and gate pass (w/ photocopy of Invoice or approved request) from GSO Office before going out of the compound.</i>	None  None	10minutes  2 hours	<i>Customer Service Asst A/B</i> Customer Service Division  <i>Service Crew/Driver</i> General Services Office Administrative Department
5. Guide the service crew in filling-up their container and sign the Service Request.	5. Deliver water to actual site and have the customer sign the Service Request.  5.1 Forward accomplished job order to Customer Accounts Division for recording.	None  None	1 day	<i>Service Crew/Driver</i> General Service Office Administrative Department



	6. Prepare Billing Adjustment Memo to record revenue on water sold.	None	5 minutes	SCSO/CSO A Cust. Accounts Division
	6.1 Approved Billing Adjustment Memo	None	3 minutes	<i>Department Manager A</i> Commercial Department
	<b>TOTAL:</b>	<b>P4,186.40 per truckload</b>  <b>Or</b>  <b>P460.80 per cu.m. plus Delivery Fee equivalent to Overtime Pay of Driver &amp; Service Crew, if schedule fall on Saturday, Sunday or Holiday</b>	<b>1 day, 2 hours, 40 minutes</b>	



## 12. 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.

<b>Office or Division:</b>	Commercial Department/Administrative Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Residents, Government Offices or Business Entities within the MCWD service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for solicitation addressed to the General Manager (1 original copy)		From the requesting office		
Container		To be provided by the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File letter request address to General Manager specifying date of delivery.	1. Receive the request and forward to General Manager.	None	5 minutes	<i>Executive Asst. C</i> Office of the General Manager
	1.1 Approves the request and forward request to Commercial Department.	None	3 minutes	<i>General Manager</i> Office of the General Manager
	1.2 Take note of the request and forward the approved letter to the Service Crew	None	5minutes	<i>Division Manager A or Department Manager A</i> Commercial Department
	1.3 Shall fill-up water tanker from any of the fire hydrants.	None	2 hours	<i>Service Crew/Driver</i> General Service Office



	<b>Note:</b> <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	Service Crew/Driver General Service Office
	2.1 Prepare Billing Adjustment Memo to record donated water.	None	2 minutes	SCSO/CSO A Cust. Accounts Division
	2.2 Approve Billing Adjustment Memo.	none	1 minute	Department Manager A Commercial Department
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 2 hours, 16 minutes</b>	





### 13. 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.

<b>Office or Division:</b>	Commercial Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Residents, Government Offices or Business Entities within the MCWD service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 water tanker with specified number of cu.m. load		From the requesting office		
Invoice as proof of payment		MCWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Invoice.	Cost of Water- @ P460.80 per cu.m.	3 minutes	<i>Cashier</i> Finance Department
3. Present Invoice to Guard on Duty and assist in the filling-up of water to container/tank.	3. Check Invoice and open valve of the fire hydrant and fill-up water container, and record in a logbook.	None	2 hours	<i>Guard on Duty</i>
	3.1 Prepare Billing Adjustment Memo to record revenue on water sold.	None	2 minutes	<i>Cust. Service Officer A</i> Cust. Accounts Division
	3.2 Approve Billing Adjustment Memo.	None	1 minute	<i>Dept. Manager A</i> Commercial Department
<b>TOTAL:</b>		<b>P460.80 per cu.m.</b>	<b>2 hours, 16 minutes</b>	



## 14. Inquiry/Settlement of Forwarded Account or Demand Letter

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

<b>Office or Division:</b>	Customer Accounts Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires who received Forwarded account letter, or Demand letter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing invoice (1 copy, original or photocopy)		Delivered by MCWD Meter Reader		
Forwarded letter or demand letter (1 copy, original or photocopy)		MCWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Accounts Division (Frontliner) and present copy of billing invoice with forwarded letter or demand letter	1. Verify the account, explain and discuss settlement of account.	None	10 minutes	Customer Service Assistant A Customer Accounts Division
1.1 Shall agree with the payment option	1.1 Inform the customer the option for installment payment.	None	3 minutes	
	1.2 Prepare promissory note/index card and record the compromised agreement.	None	3 minutes	
	1.3 Approve the compromised agreement.	None	3 minutes	Division Manager A /Dept. Manager A Commercial Department



2. Agrees and sign per compromised agreement to settle the account	2. Request the customer to sign the promissory note/ index card.	None	2 minutes	SCSO/Customer Service Officer A Customer Accounts Division
	2.1 Adjust the billing invoice per computer and post to loans file the agreed amount to be paid on installment. Reflect the adjusted amount on billing invoice and the balance.	None	8 minutes	
3.Receive the adjusted billing invoice	3. Return the adjusted billing invoice to Customer and advise to pay at the Cashier.	Total amount due	1 minute	SCSO/ Cust. Service Asst. A/ Customer Service Officer A Customer Accounts Division
<b>TOTAL</b>		<b>Total Amount Due</b>	<b>30 minutes</b>	

## 15. 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:	Simple Transaction		
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	
Invoice on payment of Guaranty Deposit (1 original copy)		From the owner/ account holder	
Affidavit of loss- in case loss of Invoice (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	<i>Customer Service Assistant A/B</i> Customer Services Division
	1.1 Evaluate customer's record and check outstanding accounts.	None	3 minutes	
	1.2 Inform the customer about the Remaining balance after offsetting Guaranty Deposit to all unpaid accounts.	None	3 minutes	
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 Prepare refund authorization.	None	5 minutes	<i>Customer Service Assistant A</i> Customer Services Division
	2.2 Approve refund authorization.	None	3 minutes	<i>Department Manager A</i> Commercial Department
	2.3 Forward refund authorization w/ complete requirements to Finance Department for Check preparation.	None	3 minutes	<i>Customer Service Assistant A</i> Customer Services Division
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## 16. 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.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing invoice (1 original copy)		Delivered by MCWD Meter Reader		
Invoice (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</i> Customer Services Division
	1.1 Forward request to Disconnection Unit.	None	3 minutes	<i>Cust. Service Asst. A/B</i> Customer Services Div.
	1.1 Prepare disconnection order to remove meter on site.	None	3 minutes	<i>Sr. Cust. Service Officer</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



2.2 Receive copy of test result.	2.1 Shall conduct meter testing and submit test result to CSA A/B of Investigation– frontline, and copy furnished the customer.	None	30 minutes	<i>Meter Technician</i> Meter Shop, GSO
	2.2 Explain to customer the result of the test and let the customer acknowledge the copy of the test result .  <i>Note:</i> <i>If meter is in good condition, advise Customer to pay meter test Fee at Cashier..</i>  <i>Note:</i> <i>If meter is proven defective, subject for replacement to be scheduled by Meter Maintenance Unit.</i>	None	10 minutes	<i>Customer Service Assistant</i> <i>A/B</i> <i>(Investigator)</i> Customer Service Division
3. Present statement of account with payment	3. Receive payment and issue Invoice.	Meter Test Fee – P55.00	4 minutes	<i>Cashier</i> Finance Department
4. Present Invoice for payment of meter test fee	4. Restore meter on site and submit accomplished job.	None	30 minutes	<i>Cust. Service Asst. A/B/C</i> <i>(Disconnection Plumber)</i> Cust. Services Division
<b>TOTAL:</b>		<b>P55.00</b>	<b>2 hours, 30 minutes</b>	



## 17. 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.

<b>Office or Division:</b>	Commercial Services Department Engineering Department			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires MCWD Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
Invoice (1 original copy)		MCWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 ServicesDivision</i>



2. Present statement of account and payment	2. Receive payment and issue Invoice. (Skip this process if requested by Meter Reader)	Inspection Fee – P55.00	2 minutes	Cashier Finance Department
3. Present Invoice	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	Customer Service Asst A/B Customer Services Division
	3.1 Forward the TTS/ Meter Relocation Form to Survey Unit.	None	2 minutes	Customer Service Asst.A/B Customer Services Division
	3.2 Conduct field survey and prepare plans and cost estimate. Inform customer if the request is not possible or in order.	None	3 days	Engineering Assistant A Planning & Design Division
	3.3 Check the prepared plans & cost estimate, sign and forward to Frontline Unit.	None	5 minutes	Supervising Engineer Planning & Design Division
	3.4 Prepare statement of account and direct customer to pay at the Cashier. (Skip this process if requested by Meter Reader.	None	3 minutes	Customer Service Asst.A/B Customer Services Division
4. Present statement of account and payment	4. Receive payment and issue Invoice	Tapping Fee-P165.00 Installation Fee-110.00 Cost of	2 minutes	Cashier Finance Department





		materials (to be determined after survey)		
5. Present Invoice 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	5 days	<i>Maintenance Sector Engineering Department</i>
	<b>TOTAL:</b>	<b>P330.00 + cost of materials</b>	<b>8 days, 32 minutes</b>	



## 18. 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.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All registered MCWD concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	2 minutes	<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
<b>TOTAL:</b>		<b>None</b>	<b>10minutes</b>	



# **FINANCE DEPARTMENT**

## **External Services**



## 1. Collection of Payments – In Office Transaction

Payment is being collected in the form of cash or check in exchange for the continuous services rendered by Metro Cotabato Water District. Invoice 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.

<b>Office or Division:</b>	Finance Services Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Invoice or Old Invoice / Billing Invoice ( 1 original or photocopy)		Delivered by MCWD Meter Reader to household		
If NO / LOST Billing Invoice: -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		
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		
Invoice (1 original copy)		MCWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If no billing invoice, go to PACD/ Frontline Unit to secure computer generated statement of account or go directly to the Teller.	1. If no billing invoice, 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 Billing invoice or Old	1.1 Reviews date, payee, signatories and amount of check. Writes account number, contact name &	Total Amount Due	2 minutes	Cashier C/D-Office Teller Finance Department



Invoice or registered				
Name or Account Number secured from Frontliner, and payment.	Number of customer at the back of the check. Accepts and process payments and issues Invoice.			
2. Receives Invoice and counts change before leaving the counter.	2. Acknowledges and thanks the customer. Files the duplicate copy of Invoice.	none	1 minute	Cashier C/D-Office Teller Finance Department
<b>Total:</b>		<b>Total amount due</b>	<b>5 Minutes</b>	

Processing of Collection of Payments –In-Office Transaction with Franchise Tax (BIR Form 2307)				
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 billing invoice, locates name in the master file	none	2 Minutes	Customer Service Assistant A/B Commercial Department
	1.1 Process adjustment, retain copy of BIR Form 2307 to be attached to adjustment memo and advise client to proceed to Cashier C/D.	none	5 minutes	Sr. CSO/ Customer Service Officer A Commercial Department
2. Present check payment and voucher.	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 Invoice and Voucher	3. Accepts and processes payments and issues Invoice.	Total Amount Due	1 minute	Cashier C/D-Office Teller Finance Department
	3.1 Acknowledges and thanks the	none	1 minute	Cashier C/D-Office Teller



	customer. Files the duplicate copy of Invoice.			Finance Department
	<b>TOTAL (Processing of In-Office Collection with Franchise Tax- BIR Form 2307 )</b>	<b>Total Amount Due</b>	<b>10 Minutes</b>	



## 2. Confirmation of Payments Made Through 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 Invoice 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 Invoice, Deposit Slip and Summary of Daily Collection.

<b>Office or Division:</b>	Finance Services Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Current Billing invoice ( 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 ( <a href="http://metrocotabatowd.gov.ph">metrocotabatowd.gov.ph</a> )		
BIR Form 2307 (2 original copy) – if applicable		Prepared by concerned Payor		
Bank Collection Invoice – 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 – 1 original or duplicate		Collecting Banks		
Bank Collection Reports – 1 original & 1 duplicate copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents payment and current billing invoice to authorized collecting bank. Will Receive Bank Collection Invoice.	<b>NOTE:</b>  <b>Two (2) or more months overdue accounts not paid in full shall still subject for disconnection.</b>	Total amount due		Bank Personnel



1.1 Collecting Bank shall prepare Bank Collection Reports to be picked-up by MCWD Office Personnel daily, from Monday to Friday.	1.1 Shall pick-up Bank Collection Reports from Authorized Collecting Banks	None	30 Minutes	Cashier C/D Finance department
	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
	<b>Total:</b>	<b>Total amount due</b>	<b>35 Minutes</b>	





### 3. Confirmation of Payments Made Through LDDAP/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. Invoice is issued as a proof of payment(s) made after confirmation from the bank.

<b>Office or Division:</b>	Finance Services Department			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Government Offices and Business Establishment/Suppliers/Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Invoice or Old Invoice / Billing invoice ( 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		
Invoice		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 billing invoice	1. Receive copies of the documents and inform the client that an Invoice will be issued after verification from the bank.	None	2 Minutes	Cashier B-Office Teller Finance Department
	1.1 Shall make verification from the bank and have the passbook updated reflecting deposit of the payment made.	none	2 days	Cashier B-Office Teller Finance Department
	1.2 Process adjustment, retain copy of BIR Form 2307 to be attached to adjustment memo.	none	5 minutes	Sr. CSO/ Customer Service Officer A Commercial Department



2. Receive copy of Invoice	2. Shall issue Invoice and give copy to client	Total Amount Due	2 minutes	Cashier B Finance Department
	Total:	Total Amount Due	2 days, 9 Minutes	



#### 4. Confirmation of Payments Made Through Online and Other 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 or other Collecting Partners. A Collection Confirmation Receipt is being issued by Online Collecting Partner as a proof of payment(s) made, and validation transaction slip for Non-online collecting partners. 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.

<b>Office or Division:</b>	Finance Services Department	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All MCWD Concessionaires	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Current Billing Invoice ( 1 copy, original or photocopy)		Delivered by MCWD to household
If no/ Lost Billing Invoice: - Must present computer generated statement of account		MCWD Customer Service Frontline Section MCWD Website (metrocotabatowd.gov.ph)
Confirmation/Transaction Receipt – original copy/ system generated		Issued by Online Collecting Partners: 1. LBP Linkbiz Portal 2. Paymaya 3. ECPay – Gcash 4. USSC Online App 5. Palawan Pay 6. Shopee Pay
Validated Transaction Slip – original copy		Issued by Non-Online Collecting Partners: 1. MLhuliiier 2. RD Pawnshop 3. Palawan Pawnshop 4. SM Savemore (Citi Mall - Gov. Gutierrez Ave.) 5. USSC Pay1st 6. ECPay – NonGCash 7. Cebuana Lhullier
Internet Connection, Computer or Smart Phone		Provided by the Customer



Daily Collection Reports – 1 original/ emailed copy		Online and Other 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: <a href="http://www.landbank.com">www.landbank.com</a> and click on <a href="#">LinkBizPortal</a> or may opt to use System APPlication, like: <a href="#">GCash</a> , <a href="#">Paymaya</a> or <a href="#">ECPay</a> and follow steps for payment. Will receive a Payment Transaction Receipt.	<p><b>NOTE:</b></p> <p><b>Two (2) or more months overdue accounts not paid in full shall still be subject for disconnection.</b></p>	Total amount due plus convenience fee-P10.00	5 Minutes	<i>GCash/Landbank /Paymaya or ECPay Applications/ Palawan Pay/ Shopee Pay</i>
1.1 The Customer may choose to pay to the ff. collecting partners: MLhullier, RD Pawnshop, Palawan Pawnshop, SM Savemore (Citi Mall), USSC Pay1st, ECPay-Non-GCash. Receives Validated Transaction Slip.				<i>MLhullier, RD Pawnshop, Palawan Pawnshop, SM Savemore (Citi Mall), USSC Pay1st, ECPay-Non-GCash, Cebuana Lhullier.</i>
1.2 The Online collecting partners will submit daily collection report through Email and deposits collection to	1.2 Shall print the daily collection report submitted by Online collecting partners.	None	30 minutes	<i>Cashier C/D-Office Teller Finance Department</i>
	1.3 Shall confirm the collection thru	None	2 days	<i>Cashier C/D-Office Teller</i>



MCWD depository bank on the next banking day.	bank validation.  1.4 Shall post to MCWD BICOS system, individual payment collected by the collecting partner as reconciled per bank deposit validation.  <b>NOTE:</b> <i>Payment will be recognized only on the actual date when payment was deposited to MCWD depository bank.</i>			Finance Department
	<b>Total:</b>	<b>Total Amount Due</b>	<b>2 days 35 Minutes</b>	



## 5. Processing of Payment of Claims

This process is used to pay of MCWD's obligations to individuals, employees, government agencies, suppliers or creditors for purchased of goods and services rendered and other transactions necessary for the operations of the District.

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		
General Requirements:				
Disbursement Voucher (2 original copies)		General Acctg. & Payroll Division		
Budget Utilization Request (1 original copy)		Treasury & Budget Division		
Other Documentary Requirements as applicable:		Requesting Department/ Concerned Employee Supplier of goods and services Concerned Individual		
- Based on Revised Documentary Requirements for Common Government Transactions as prescribed under Commission on Audit (COA) Circular 2012-001 dated June 14, 2012.				
- Based on Updated Documentary Requirements for Common Government Transactions as prescribed under COA Circular No. 2023-004 dated June 14, 2023				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents required for request for payments.	1. Receive the documents.	none	1 Minute	Sr. Internal Control Officer B/Internal Control A/Internal Control Asst. A Finance Department
	1.1 Evaluates and review documents submitted as to completeness of supporting documents, validity and correctness of request.	none	15 minutes	Sr. Internal Control Officer B/ Internal Control A Finance Department



	1.2.a. If found in order and complete, shall stamp "Reviewed by" on the documents and affix proper charging and signature for approval of payment.	none	2 minutes	<i>Sr. Internal Control Officer B/ Internal Control A Finance Department</i>
	1.2.b. If found otherwise, return the request to the concerned party for compliance of the deficiency or correction.	none	5 minutes	<i>Internal Control Asst. A Finance Department</i>
2. Requesting party receives the documents and do necessary actions to comply	2. Awaits submission from the requesting party.	none	1 day	<i>Sr. Internal Control Officer B/ Internal Control A Finance Department</i>
	2.1 Prepares the Disbursement Voucher.	none	15 minutes	<i>Sr, Accounting Processor B Finance Department</i>
3. Accounting Clerk receives the Disbursement Voucher (DV) with complete documents and endorse to signature to concerned signatories.	3. Senior Accounting Processor B forwards DV with complete supporting documents to DvM-General Acctg. & Payroll Division for checking and affix her initial on the DV.	none	20 minutes	<i>Sr. Accounting Processor B, Accounting Clerk, Division Manager A, Accounting Processor B Finance Department</i>
	3.1 The DV is then forwarded to the Budget Division for preparation of Budget Utilization Request (BUR).			
	3.2 Accounting Processor B forwards the BUR to the Corporate Budget Examiner for checking of proper charging of accounts then to Division Manager (Dvm) of Budget Division for checking and signature.	none	15 minutes	<i>Acctg. Processor B, Corporate Budget Examiner, DvM-Budget Division Finance Department</i>



	3.3 DvM Budget Division forwards the DV to Department Manager-Finance for checking. Then, the Department Manager (DM) affix her signature on the DV.	none	15 minutes	<i>DvM Budget Division, DM-Finance Finance Department</i>
	3.4 The signed DV from the DM-Finance is forwarded to the Accounting Clerk for signature of Head of requesting party.	none	20 minutes	<i>Accounting Clerk, Head of Requesting Party</i>
	3.5 The signed DV from the Head of the requesting party is forwarded to Internal Control Unit for checking of Sr. Internal Control Officer B. If found in order, the DV will be forwarded to the Cash Section for check preparation.	none	10 minutes	<i>Sr. Internal Control Officer B Finance Department</i>
	3.5.1. If found otherwise, return the DV to the concerned party for compliance of the deficiency or correction. Upon compliance of the deficiency or correction, repeat process 3.5.	none	1 hour	<i>Requesting party</i>
4. Accounting Clerk submits the duly signed DV with complete supporting documents to Cashier A for Check preparation	4. Cashier A prepares Check and forwards it the respective signatories.	none	1 hour	<i>Cashier A, General Manager Finance Department/ OGM</i>





5. Requesting party receive payment for the goods delivered or services rendered.	5. Cashier A releases Check payment to the requesting party.	none	10 minutes	Cashier A Finance Department
	Total:	None	1 day, 4 hours and 8 minutes	



# **ENGINEERING & MAINTENANCE DEPARTMENT**

## **External Services**



## 1. Response to Customer's Requests/ Complaints (Walk-in/Phone-in)- Simple Case

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 Client Satisfaction Measurement Form.

<b>Office or Division:</b>	Pipelines, Appurtenances & Maintenance Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	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, 421-1071 or fill-up the Client Satisfaction Measurement 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. 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 Acts on the request and inform the Customer of the updates/ the result of the action taken.	none	2 days and 7 hours	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maint. Division



2.2 The owner or the representative will acknowledge the action taken 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	
	<b>Total:</b>	<b>None</b>	<b>2 days, 7 hours and 35 minutes</b>	



## 2. Response to Customer's Requests/ Complaints (Walk-in/Phone-in)- Complex Case

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 Client Satisfaction Measurement Form.

<b>Office or Division:</b>	Pipelines, Appurtenances & Maintenance Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All active concessionaires of MCWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registered Name and Account Number		MCWD database		
Exact location		Requesting party/ MCWD Auto-Cad		
Contact Details		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File a complaint to the Frontline Section, Commercial Dept., or call telephone no. 421-7135, 421-1071 or fill-up the Client Satisfaction Measurement 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. 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 Acts on the request and inform the Customer of the updates/ the result of the action taken.	none	6 days	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maint. Division



2.2 The owner or the representative will acknowledge the action taken by signing on the job order.	2.2 Have the customer sign the job order for the action taken.	none	5 minutes	} <i>Maintenance Sector Pipelines &amp; Appurtenances Maint. Division</i>
	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	} <i>Utilities Service Asst. B PAMD Division</i>
	2.5 Forward to Frontline Section, Customer Service Division the acted Job Order.	None	5 minutes	
	<b>Total:</b>	<b>None</b>	<b>6 days, 35 minutes</b>	



### 3. Response to Customer's Requests/ Complaints (Walk-in/Phone-in)- Highly Technical Case

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 Client Satisfaction Measurement Form.

<b>Office or Division:</b>	Pipelines, Appurtenances & Maintenance Division			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	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, 421-1071 or fill-up the Client Satisfaction Measurement 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. 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 Acts on the request and inform the Customer of the updates/ the result of the action taken.	none	19 days	<i>Maintenance Sector</i> Pipelines, Appurtenances & Maint. Division



2.2 The owner or the representative will acknowledge the action taken 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	
	<b>Total:</b>	<b>None</b>	<b>19 days, 35 minutes</b>	





#### 4. Request for Survey for New Connection, Reconnection, Meter Relocation & Transfer Tapping

Conduct of survey is necessary to determine the availability of water supply in the area as well as the total cost estimate of materials to be used and the location plan, before a request is approved.

<b>Office or Division:</b>	Engineering & Construction Division	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	All residents within the MCWD service area	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Filled-in Applicants Information Sheet (1 original copy)		Commercial Department
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
Invoice 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-in 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application documents/requirement to Customer Servicing Section, Commercial Department.	1. Shall receive requirements and prepare Applicants Information Sheet	none	10 minutes	} <i>Customer Service Assistant A/B</i> Customer Services Division
	1.1 Shall prepare transmittal list and forward to Survey Section .	None	10 minutes	
2. Assist surveyor during the conduct of onsite inspection	2. Shall conduct onsite inspection/ survey the place of applicant then prepare a plan & details – tapping point, location of meter and costing.	None	2 days and 7 hours	<i>Utilities Service Asst. A</i> Engineering & Construction Division
	2.1 Shall review the prepared plans and estimates, sign for approval.	None	30 minutes	<i>Supervising Engineer</i> Engineering & Construction Division
	2.2 Shall prepare transmittal and forward to Commercial Department.	None	10 minutes	<i>Project Planning &amp; Dev't. Officer B</i> Engineering & Construction Division
<b>Total:</b>		<b>None</b>	<b>3 days</b>	



## 5. 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.

<b>Office or Division:</b>	Engineering & Construction Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	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. Submit 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>Executive Assistant / Sr. Corporate Planning Analyst</i> Office of the General Manager
	1.1 Read the letter request and issue router slip/memo and direct the Secretary to forward the request to Engineering Department.	None	10 minutes	<i>General Manager</i>
	1.2 Forward letter to Engineering Department.	None	5 minutes	<i>Sr. Corporate Planning Analyst</i> Office of the General Manager
	2. Shall evaluate request and instruct Division Manager to conduct survey in the area.	none	5 minutes	<i>Department Manager</i> Engineering & Maint. Department
	2.1 Shall assign personnel to schedule site visit.	none	5 minutes	<i>Division Manager</i> Engineering & Construction Division



	<p>2.2 Gather data and schedule site visit/survey depending on the availability of contact person within a week</p> <p>2.3 Prepare initial evaluation report and notify the direct supervisor the status of the survey which states, if such request is feasible or not.</p>	<p>None</p> <p>none</p>	<p>8 days</p> <p>10 days</p>	<p><i>Project Planning &amp; Development Officer A/ Division Manager Engineering &amp; Maintenance Department</i></p>
3.1 Receive the letter.	<p>3. Submit the copy of the report to Sr. Corporate Planning Analyst to prepare a response letter to the petitioner if the request is feasible or not, and forward to General Manager for approval.</p> <p>3.1 Deliver the reply letter to petitioner.</p> <p><b>NOTE:</b> 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.</p>	<p>none</p> <p>None</p>	<p>1 day</p> <p>30 minutes</p>	<p><i>Sr. Corporate Planning Analyst/ General Manager MCWD</i></p> <p><i>Office Driver Transportation Unit</i></p>
	<b>Total:</b>	<b>None</b>	<b>19 days, and 1 hour</b>	



# **PRODUCTION and ENVIRONMENTAL MANAGEMENT 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.

<b>Office or Division:</b>	Water Quality, Watershed and Septage Mngt. Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD concessionnaires with active connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reports of concessionnaires (verbal or written) – 1 original copy		Concerned individual		
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  2.1 Assist the Laboratory Aide	1. Receive the request and verify registered name and exact location and contact details. Forward the letter to Water Quality Division.	none	5minutes	<i>Executive Assistant/Secretary C/ Corporate Planning Analyst</i> Office of the General Manager
	2. Verify the account name and check location from Pipelines, Appurtenance & Maintenance Division.	none	5 minutes	<i>Laboratory Aide</i> Water Quality, Watershed and Septage Mngt. Division
	2.1 Collect water samples to the Area in aseptic technique, and forward to Medical Technologist.	none	1 hour	
	3. Receive water sample and perform analysis.	None	6 days	<i>Medical Technologist</i> Water Quality, Watershed and Septage Mngt. Division



5. Receive the water quality test result and Certification.	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. Release the laboratory result and certification.	None	3 minutes	Executive Asst./ Corporate Planning Analyst/ Secretary C Office of the General Manager
	<b>Total:</b>	<b>None</b>	<b>6 days, 1 hour, 18 minutes</b>	



## 2. Response to Water Quality Complaint

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

<b>Office or Division:</b>	Water Quality, Watershed and Septage Management Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD concessionaires with active connections			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reports of concessionaires (verbal or written)		MCWD Office		
Contact Details				
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	10 minutes	<i>Customer Service Asst. A/B</i> Customer Service Division
	2. Prepare Work Order and attached to Service Request with location of concessionaire and forward to Water Quality Division.	none	10 minutes	<i>Utility Services Asst. B</i> Pipelines & Appurtenances Maintenance Division





4. Assist the MCWD personnel	3. Received request and verify location of concessionaire thru MCWD Map.	None	45 minutes	<i>Laboratory Aide A</i> Water Quality, Watershed, & Septage Mngt. Division  With coordination of  <i>Maintenance Sector</i> Pipelines, Appurtenances & Maintenance Div.
	4. Investigate the area and nature of the complaint.	None	3 days	
	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)			
	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	5 minutes	
	<b>Total:</b>	<b>None</b>	<b>3 days, 1 hour and 15 minutes</b>	



# **ADMINISTRATIVE SERVICES DEPARTMENT**

## **External Services**



## 1. Request for Employee's Record

The request for employees records such as a) Service Record; b) Certificate of Employment; c) Daily Time Record is issued to an individual for claims, employment or whatever legal purpose, this records shows the dates of his/her employment with the company; salary and benefits; time entry.

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees (active/retired/separated/resigned/transferred)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 Employee's Record or send request through email.	1. Receive the request, prepare the requested certification/ record, sign and forward to Department Manager for checking.	None	20 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
	1.1 Shall check the certification and initial in the document and forward to General Manager for signature.	None	5 minutes	<i>Department Manager</i> Administrative Services Department
	1.2 Shall sign the certification.	none	3 minutes	<i>General Manager</i> Office of the general Manager
2. Receive the certification/ records.	2. Release the certification to the requesting employee.	none	2 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
	<b>Total:</b>	<b>none</b>	<b>30 minutes</b>	



## 2. Filling-Up of Vacant Positions

The filling-up of vacant positions shall be done to comply with the manpower requirements needed by the district. It shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Sec. 24 of the Publication and Posting of Vacant Positions.

The Publication of a particular vacant position shall be valid until filled but not extend beyond nine (9) months reckoned from the date the vacant position was published.

<b>Office or Division:</b>	Human Resource Division		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	All qualified applicant Concerned Department		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Filled-in Request for Employee’s Form attached with Position Description Form (PDF)(2 original copies)		Concerned Department	
Application Letter ( 1 Original Copy of 1 Electronic Copy)		Applicant	
Fully Accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form no. 212, Revised 2017) and Work Experience Sheet (1 original or 1 electronic copy)		Download the PDS and Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>	
Performance Rating in the last rating period		Previous/current employer	
Certified/authenticated eligibility/rating/license/NC II (whichever is applicable) ( 1 original copy or 1 electronic copy)		Civil Service Commission (CSC)/ Professional Regulation/TESDA	
Certified/authenticated Transcript of Records and Diploma ( 1 original or 1 electronic copy)		University/College Graduated/ School Graduated	
Copy of Training Certificates related to the applied position (1 original or electronic copy)		Applicant	
<b>Upon Appointment</b>			
Personal Data Sheet (PDS) and Work Experience Sheet (1 original copy)		Appointee	
Certified/authenticated eligibility/rating/license/NC II (whichever is applicable) ( 1 original copy )		Civil Service Commission (CSC)/ Professional Regulation/TESDA	



Certified/authenticated Transcript of Records and Diploma ( 1 original copy)		University/College Graduated/ School Graduated		
Medical Certificate (1 original copy with test result attached)		Signed by a government physician		
Valid NBI Clearance (1 original copy)		National Bureau of Investigation (NBI)		
PSA-issued Birth Certificate (1 original/authenticated copy)		Philippine Statistics Office (PSA)		
PSA-issued Birth Certificate of dependents (if applicable) (1 original/authenticated copy)				
Marriage Contract/Certificate (if applicable) (1 original/authenticated copy)				
Philhealth ID or Member Registration Form (1 ID photocopy/1 original registration form)		Any Philhealth branch		
Pag-IBIG ID or Member's Data Form (1 ID photocopy/ 1 original registration form)		Any Pag-IBIG branch		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department shall submit the filled-up Request for Employee Form w/ PDF attached	1. Receive the request and sign the certified correct portion in the Request for employee Form.	None	1 day	<i>Division Manager A</i> Human Resource Division
	1.1 Affix signature for Certification of Availability of Funds.	none		<i>Division Manager A</i> Treasury & Budget Division
	1.2 Affix Signature for the approval of the request.	None		<i>General Manager A</i>
	2. Prepare request for publication of vacant position to be submitted to Civil Service Commission-BARMM.	none	2 days	<i>Industrial Relations Management Officer B</i>
3. Check the MCWD website, bulletin board or CSC website for the list of job vacancies and submit complete requirements thru	3. Posts the publication of vacant positions to CSC website, MCWD website, MCWD Bulletin Board and 3 conspicuous places.  Note: Posting period is at least (10)	none	10 days	<i>Industrial Relations Management Officer B</i>



courier/walk-in or thru online via email: <a href="mailto:metrocotabatowaterdistrict@gmail.com">metrocotabatowaterdistrict@gmail.com</a>	calendar days.			
	<p>4. Receiving and pre-screening of applicants documents.</p> <p>Note: Only applicants with complete requirements and applied within the application period will undergo formal assessment process.</p>	none	10 days	<p><i>Division Manager A/ Industrial Relations Management Officer B Human Resource Division</i></p>
	5. Those qualified applicants shall undergo the IQ/Personality Examination and Interview.	none	7 days	<p><i>Industrial Relations Management Asst. A/ Industrial Relations Mngt. Office B/ Div. Manager A Human Resource Division And HRMPSB Committee</i></p>
	<p>6. Prepare and submit HRMPSB Resolution/ Results of IQ/Personality Test/ background check/Minutes of the meeting/ Ranking Summary to the Appointing Authority for consideration and appointment.</p> <p>6.1 Decide on who will be appointed among the shortlisted applicants.</p> <p>6.2 Preparation of appointment paper and other supporting documents for signature of the appointing authority.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>7 days</p> <p>7 days</p> <p>7 days</p>	<p><i>HRMPSB Committee /Industrial Relations Management Officer B</i></p> <p><i>General Manager A /Appointing Authority</i></p> <p><i>Industrial Relations Management Officer B</i></p> <p><i>General Manager A/ Appointing Authority</i></p>



	6.3 Release of appointment paper and list of requirements to the successful applicant.	None	3 days	<i>Industrial Relations Management Officer B</i>
7. Newly appointed employee assumes office and submits pre-employment requirements	7. Check the requirements and prepare the Oath of Office and Assumption of Duty.	none	3 days	<i>Industrial Relations Management Officer B</i>  <i>General Manager A</i>
	<b>Total:</b>	<b>None</b>	<b>57 days*</b>	

**\*Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) revised July 2018.**



### 3. Hiring of Job Order/Retainer Employees

The District shall adhere to the Commission on Audit-Department of Budget and Management (COA-DBM) Joint Circular No. 2, series of 2022, re: Amendment on the Rules and Regulations Governing Contract of Service and Job Order Workers in the Government.

<b>Office or Division:</b>	Human Resource Division		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	Interested applicants Concerned Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Brief Request for hiring of Job Order/Retainer Employees with approved Board Resolution (2 original copies)		Concerned Department	
Filled-up Request for Employee Form with attached Duties and Responsibilities (2 original copies)			
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form 212, Revised 2017) 1(1 original copy)		Applicant	
Certified/authenticated Transcript of Records and Diploma ( 1 original or 1 electronic copy)		University/College Graduated/ School Graduated	
Upon Hiring			
Personal Data Sheet (1 original copy)		Applicant	
Valid medical/Drug Test Result (1 original copy)		Accredited Drug Test Provider by DOH	
Social Security System ID No.(1 ID photocopy)		Social Security System	
Philhealth ID or Member Registration Form (1 ID photocopy/1 original registration form)		Any Philhealth branch	
Pag-IBIG ID or Member's Data Form (1 ID photocopy/ 1 original registration form)		Any Pag-IBIG branch	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Department shall submit the filled-up Request for Employee Form w/ PDF attached	1. Receive the request and sign the certified correct portion in the Request for employee Form.	None	1 day	<i>Division Manager A</i> Human Resource Division
	1.1 Affix signature for Certification of Availability of Funds.	none		<i>Division Manager A</i> Treasury & Budget Division
	1.2 Affix signature for the approval of the request.	None		<i>General Manager A</i>
2. Submit application letter w/ requirements to Human Resource Division.	2. Receiving and pre-screening of applicants documents.	None	5 days	<i>Industrial Relations Management Assistant/ Division Manager A</i> Human Resource Division
	2.1 Send the documents of the qualified applicants to the concerned Department.	None	1 day	<i>Industrial Relations Management Assistant A</i>
	2.2 Endorsement of the chosen applicant.	none	1 day	<i>Department Manager A</i> Concerned Department
3. The chosen applicant shall comply with all the requirements needed	3. Shall check the requirements.	None	5 days	<i>Industrial Relations Management Assistant A</i> Human Resource Division
	3.1 Shall process the GPA Insurance with GSIS.	None	3 days	
	3.2 Contract signing.	none	1 day	<i>Department Manager A of concerned department</i> <i>General Manager</i>
	<b>Total:</b>	<b>none</b>	<b>17 days</b>	



# **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.

<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hard Copy or Black & White Communication (1 original)		Requesting/ Concerned Individual		
E-mail Communication		Thru E-mail address via: <a href="mailto:metrocotabatowaterdistrict@gmail.com">metrocotabatowaterdistrict@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Office of the General Manager and have the communication received by the Executive Assistant/ Sr. Corporate Planning Analyst or Secretary C or send thru E-mail via <a href="mailto:metrocotabatowaterdistrict@gmail.com">metrocotabatowaterdistrict@gmail.com</a>	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	Clerk/ Sr. Corporate Planning Analyst Office of the General Manager
	1.1 Read the communication and instruct the Sr. Corporate Planning Analyst to draft a reply letter.	None	10 minutes	General Manager A Metro Cotabato Water District



	<p>1.2 If it needs action from concerned department, will instruct the Sr. Corporate Planning Analyst or Clerk to photocopy the letter, make a router slip/ notation and forward to concerned department for action.</p> <p>1.3 Acts on the request and gives feedback to the General Manager.</p> <p>1.4 Draft a reply letter and forward to General Manager for review and signature.</p> <p>1.5 Shall review/ check the action taken and sign the reply letter, forward to Clerk/ Sr. Corporate Analyst for transmittal/ to be sent to requesting client.</p>	None	2 minutes	General Manager A Metro Cotabato Water District
		None	5 days	} Department Manager of Concerned Department, Metro Cotabato Water District
		None	1 day	
		None	30 minutes	General Manager A 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	Clerk/Sr. Corporate Planning Analyst Office of the General Manager
	<b>Total:</b>	<b>None</b>	<b>6 days, 49 minutes</b>	



## 2. Issuance of Certification

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.

<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	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>Sr. Corporate Planning Analyst or Clerk</i> Office of the General Manager
	1.1 Shall read the letter request and instruct the Sr. Corporate Planning Analyst to prepare certification.	None	2 minutes	<i>General Manager</i> Metro Cotabato Water District
	1.2 If request is Certificate of Potability, forward letter to Commercial Department. <b>NOTE:</b> Requesting party shall be subjected to Investigation, to check proper installation of after the meter connections. <b>(see details on</b>	None	10 minutes	<i>Sr. Corporate Planning Analyst or Clerk</i> Office of the General Manager



	<b>Request for Investigation of of Water Service Connection)</b>			
1.3 Go to Teller and settle the account.	1.3 Shall verify registered name and check account if not delinquent. If with unpaid account, advise client to settle the account. <b>(See details of Collection of payments)</b>	Total unpaid account	10 minutes	<i>Cust. Service Asst. A/B Customer Services Division/ Office Teller Finance Department</i>
1.4 Comply requirement for change of registered name	1.4 If registered name is different from the requesting client, advise client to apply for change of name and comply requirement. <b>(See process and requirements on Change of Registered Name)</b>	Required fees for change of name	10 minutes	<i>Cust. Service Asst. A/B Customer Services Division/ Office Teller Finance Department</i>
	1.5 Endorse request to Office of the General Manager.	None	2 minutes	<i>Cust. Service Asst. A/B Customer Service Division</i>
	2. Forward copy of request letter to the Production and Environmental Management Department for Water Quality Testing.	None	2 minutes	<i>Sr. Corporate Planning Analyst or Clerk Office of the General Manager</i>
	2.1. Water Quality Testing <b>(See process and requirements on Water Quality Testing )</b>	None	5 days	<i>Medical Technologist PEMD</i>
	2.2 Endorse result of Water Quality Test to the office of the General	None	2 minutes	<i>Medical Technologist PEMD</i>



	Manager.			
	3. Shall prepare the certification and forward to General Manager for approval.	None	10 minutes	<i>Sr. Corporate Planning Analyst or Clerk Office of the General Manager</i>
	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>Sr. Corporate Planning Analyst or Clerk Office of the General Manager</i>
	<b>Total:</b>	<b>Total amount due</b>	<b>6 days, 52 minutes</b>	



## **INTERNAL SERVICES**





# **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.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All MCWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sr. Customer Service Officer 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.	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	3 minutes	<i>Customer Service Asst. B</i> Customer Services Division
	<b>Note:</b> The incentive is based on the 25% of administrative fee charged to customer per Board Res. No.012-78.  1.1 Shall prepare Certificate of Incentives and endorse to direct supervisors for review and approval.	None	10 minutes	<i>Customer Service Asst. B</i> Customer Services Division



	<p><b>Note:</b>  <i>Giving of incentives shall only be granted for Paid Administrative Fee with a down payment of at least 25%.</i></p>			
	1.2 Shall check the Computation of Incentive	None	10 minutes	Division Manager A Customer Services Division
	1.3 Shall certify correct the Certification	None	10 minutes	Department Manager A Commercial Department
	1.4 Final approval.	None	2 days	General Manager A Metro Cotabato Water District
	1.5 Shall forward the Certificate of Incentives to the Finance Department for preparation of voucher.	None	2 minutes	Customer Service Asst. B Customer Services Division
	<b>TOTAL:</b>	<b>None</b>	<b>2 days, 35 minutes</b>	



# **FINANCE DEPARTMENT**

## **Internal Services**



## 1. 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.

<b>Office or Division:</b>	Finance Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	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> 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,</i> <i>Property Section Rep.,</i> <i>TWG/End-User</i> Finance Dept./ Administrative Department/ Concerned Division
<b>Total:</b>		<b>None</b>	<b>43 minutes</b>	



## 2. 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.

<b>Office or Division:</b>	Finance Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business			
<b>Who may avail:</b>	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</i> Administrative Department
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	<b>Inspection Team:</b> <i>Internal Control Officer or Internal Control Assistant, Property Section Rep., TWG/End-User</i> Finance Department/ Administrative Department/ Concerned Division
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	<b>Inspection Team:</b> <i>Internal Control Officer or Internal Control Assistant, Property Section Rep.,</i>



<b>NOTE:</b> <i>Shall receive/ acknowledge the report and make necessary correction for the back-job.</i>	Receipt/Charge Invoice. <b>NOTE:</b> <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>
	<b>Total:</b>	<b>None</b>	<b>43 minutes</b>	



### 3. 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.

<b>Office or Division:</b>	Finance Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	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		
Invoice ( 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	5 minutes	
2. None	2 Shall forward the liquidation report	None	5 minutes	Internal Control Officer or





<b>Note:</b> <i>Shall receive the documents and make proper correction/action</i>	with supporting documents to the DM-Finance for approval.  <b>Note:</b> <i>If not in order, shall be returned to the claimant for proper action.</i>			<i>Internal Control Assistant Finance Department</i>
	<b>Total:</b>	<b>None</b>	<b>12 minutes</b>	



#### 4. Reimbursement of Expenses from Petty Cash Fund

Reimbursement of expenses from Petty Cash is made for operations to support the emergency purchase of supplies and materials, meals for meetings, and other petty or miscellaneous expenses.

<b>Office or Division:</b>	Budget and Treasury Division, Finance Services Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All MCWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher (2 original copies)		Concerned Employees/Department		
Approved Purchase Request or Request for Job Order (1 original copy and 2 duplicate copies)		Concerned Employees/Department		
Approved PPMP (1 photocopy))		Concerned Department		
Budget Obligation (1 original copy)		MCWD Budget Section		
Invoice or Reimbursement Expense Receipt for expenses amounting to more than P300.00 but not exceeding P1,000.00)		Supplier/ Business Establishment		
Accomplished Inspection and Acceptance Report (1 original copy)		Property Section		
Accomplished List of Waste Materials (1 original Copy and 2 duplicate copies)		Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Petty Cash Voucher and attach supporting documents and forward to Cash Section for request of payment.	1. Check and verify the completeness of submitted documents required for request of payment.	None	30 minutes	<i>Petty Cash Custodian/ Cashier A Finance Services Department</i>
2. Sign the Petty Cash Voucher and receive payment.	2. Release payment for reimbursement claims.	none	30 minutes	<i>Petty Cash Custodian/ Cashier A Finance Services Dept.</i>
<b>Total:</b>		<b>None</b>	<b>1 hour</b>	



**ADMINISTRATIVE SERVICES DEPARTMENT**  
**Internal Services**



## 1. Procurement Process (Alternative Method – above P50,000 to P999,999.00)

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. All procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative method shall be made only : 1) in highly exceptional cases, 2) to promote economy and efficiency, and 3) if justified by condition specified in R.A. 9184.

<b>Office or Division:</b>	Procurement Section, Administrative Services Department			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Department/Division/Units, Employees/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Purchase Requisition (PR) Form (1 original, 2 duplicate copies)		Requesting Department/Division/Unit		
Attachments to PR: <ul style="list-style-type: none"> <li>- Approved APP/PPMP (1 Photocopy)</li> <li>- Accomplished RUAPP (1 original copy, 1 duplicate)</li> <li>- Bill of materials/ Cost Estimates( 1 original copy)</li> <li>- Technical Specifications (1 original Copy)</li> <li>- Approved Budget (1 Certified by Finance Dept.) (1 original copy)</li> </ul>		Requesting Department/Division/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Department shall submit All PR's with complete attachment and specification to Procurement Section	1. PR's shall be stamped received with indicated date and PR Number by the Procurement in-charge and forward to Finance Department for funds availability.	None	30 minutes	<i>Procurement Assistant</i> Procurement Section
	1.1 Shall post to PhilGEPS (if needed) the approved PR in compliance with RA 9184.	None	3 days	<i>Administration Services Assistant B</i> Procurement Section
	1.2 Shall distribute Request for Quotation/Invitation to Bid to local and out of town suppliers.	None	1 day	} <i>Procurement Assistant</i> Procurement Section
	1.3 Submit sealed quotations thru walk-in or thru e-mail	none	2 days	
	1.4 Opening of sealed quotations/ print	none	7 days	<i>Bids and Awards</i>



	quotations sent thru email.			<i>Committee-2</i>
	1.5 Shall prepare BAC Resolution	None	1 day	<i>Procurement Asst. /Administrative Asst. B Procurement Section</i>
	1.6 Shall initial/ sign the BAC Resolution.	None	1 day	<i>BAC-2/ General Manager/ Head of Procuring Entity Metro Cot. Water District</i>
	1.7 Shall prepare Notice of Award, Contract, Purchase Order and Notice to Proceed and forward to Office of the General Manager/ Head of the Procuring Entity for approval.	None	2 days	<i>Administration Services Assistant B Procurement Section</i>
	1.8 Approval of Notice of Award, Contract, Purchase Order and Notice to Proceed	none	2 days	<i>General Manager/Head of the Procuring Entity Metro Cotabato Water District</i>
1.9 Receive the Notice of Award/ Purchase Order and Notice to Proceed	1.9 Issuance of Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Procurement Assistant Procurement Section</i>
	1.10 Posting to PhilGEPS the Notice of Award, Contract, Purchase Order and Notice to Proceed	none	1 day	<i>Administration Services Assistant B Procurement Section</i>
	<b>Total:</b>	<b>None</b>	<b>21 days and 30 minutes</b>	

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



## 2. Procurement Process (Alternative Method – below P50,000.00 )

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. All procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative method shall be made only : 1) in highly exceptional cases, 2) to promote economy and efficiency, and 3) if justified by condition specified in R.A. 9184.

<b>Office or Division:</b>	Administrative Department - Procurement Section			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All Department/Division/Units, Employees/Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Purchase Requisition (PR) Form (1 original, 2 duplicate copies)		Requesting Department/Division/Unit		
Attachments to PR: <ul style="list-style-type: none"> <li>- Approved APP/PPMP (1 Photocopy)</li> <li>- Accomplished RUAPP (1 original copy, 1 duplicate)</li> <li>- Bill of materials/ Cost Estimates( 1 original copy)</li> <li>- Technical Specifications (1 original Copy)</li> <li>- Approved Budget (1 Certified by Finance Dept.) (1 original copy)</li> </ul>		Requesting Department/Division/Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting Department shall submit All PR's with complete attachment and specification to Procurement Section	1. PR's shall be stamped received with indicated date and PR Number by the Procurement in-charge and forward to Finance Department for funds availability.	None	30 minutes	<i>Procurement Assistant</i> Procurement Section
	1.1 Shall prepare Request for Quotation.	None	1 day	<i>Administration Services Assistant B</i> Procurement Section
	1.2 Shall sign the Request for Quotation	None	1 day	<i>Department Manager A</i> Administrative Services Department
	1.3 Shall distribute Request for Quotation/Invitation to Bid to local and out of town suppliers.	None	2 days	<i>Procurement Assistant</i> Procurement Section



1.4 Submit sealed quotations thru walk-in or thru e-mail	1.4 Collection of sealed canvass or request for quotation.	None	1 day	<i>Procurement Assistant Procurement Section</i>
	1.5 Opening of sealed quotations/ print quotations sent thru email.	none	1 day	<i>Bids and Awards Committee-2</i>
	1.6 Shall prepare BAC Resolution	None	3 days	<i>Procurement Asst. /Administrative Asst. B Procurement Section</i>
	1.7 Shall initial/ sign the BAC Resolution.	None	1 day	<i>BAC-2/ General Manager Metro Cot. Water District</i>
	1.8 Shall prepare Purchase Order and forward to Office of the General Manager for approval.	None	2 days	<i>Administration Services Assistant B Procurement Section</i>
	1.9 Approval of Purchase Order.	none	1 day	<i>General Manager Metro Cotabato Water District</i>
	1.10 Issuance of Purchase Order.	none	1 day	<i>Procurement Assistant Procurement Section</i>
	<b>Total:</b>	<b>None</b>	<b>14 days and 30 minutes</b>	

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



### 3. Procurement Process (Competitive Bidding – P1,000,000.00 and above )

The Competitive method of procurement shall be done for the procurement of Goods/Infrastructure/Consulting Services need by the agency in its day to day operation.

<b>Office or Division:</b>	Administrative Department - Procurement Section			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All Department/Division/Units, Employees/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Purchase Requisition (PR) Form (1 original, 2 duplicate copies)		Requesting Department/Division/Unit		
Attachments to PR: <ul style="list-style-type: none"> <li>- Approved APP/PPMP (1 Photocopy)</li> <li>- Accomplished RUAPP (1 original copy, 1 duplicate)</li> <li>- Bill of materials/ Cost Estimates( 1 original copy)</li> <li>- Technical Specifications (1 original Copy)</li> <li>- Approved Budget (1 Certified by Finance Dept.) (1 original copy)</li> </ul>		Requesting 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	1 day	<i>Procurement Assistant</i> Procurement Section
	1.1 Shall sign for funds availability.	None	1 day	<i>Division Manager A</i> Budget & Treasury Division
	1.2 Shall prepare the Bidding Documents.	None	1 day	<i>Procurement Analyst A</i> Procurement Section
	1.3 Forward the Bidding Documents to BAC-1 for the schedule of the bidding process.	None	1 day	<i>Procurement Analyst A</i> Procurement Section
1.4 Submit the Bidding Documents after paying the cost of Bidding documents within the specified period.	1.4 BAC-1 deliberation from Pre-procurement conference, Posting to Philgeps, Pre-Bid Conference, Bid Opening, Bid Evaluation and Post-Qualification.	Cost of Bidding Documents: a) P1M up to	Goods and Services (60 days to 104 days)	<i>BAC-1 and BAC Secretariat</i>





<b>Note: Late submission is automatically rejected.</b>		P5M – P5,000 b) more than P5M up to P10M - P10,000 c) More than P10M up to P50M – P25,000 d) More than P50M up to P500M – P50,000	Infrastructure Projects( <b>65 days to 124 days</b> )  Consulting Services ( <b>119 days to 148 days</b> )	
1.5 Receives the Notice of Award	1.5 Shall prepare BAC Resolution and Approval and issuance of Notice of Award to the winning Bidder.	None	10 days	<i>BAC-1/ HoPE/ BAC Secretariat</i>
	1.6 Inspection of availability of materials.	None	3 days	<i>Technical Working Group/ Representative from Internal Control/End-User</i>
1.7 Shall provide Performance Security and Contract signing.	1.7 Preparation and signing of Contract upon receipt of the Performance Security.	None	10 days	<i>BAC Secretariat/ Procurement Analyst A/ HoPE</i>
1.8 Receives the Notice to Proceed	1.8 Issuance of Notice to Proceed.	None	7 days	<i>Procurement Analyst A/ General Manager/ Head of Procuring Entity Metro Cot. Water District</i>
	<b>Total:</b>	<b>Cost of Bidding Documents</b>	<b>Maximum Allowed for the procurement of:</b> <b>136 days – Goods &amp; Services</b> <b>156 days - Infrastructure</b> <b>180 days – Consulting Services</b>	

**Procurement Process (Competitive Bidding) is covered under RA 9184**



#### 4. 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.

<b>Office or Division:</b>	General Services Division - Property Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B –Government to Business G2G- Government to Government			
<b>Who may avail:</b>	Winning Bidder/Supplier End-User			
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  <b>NOTE:</b> <i>Shall receive/ acknowledge the erroneous delivery report.</i>	1. Inspect the item/s and check against approved Purchased Order.  <b>NOTE:</b> <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. 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	
	<b>Total:</b>	<b>None</b>	<b>1 hour, 6 minutes</b>	



## 5. Application for Leave

Leave of absence is a privilege granted to officers and employees not to report for work with or without pay for personal reasons, sickness or disabilities on the part of employee or any member of his immediate family. The employees are also entitled to three (3) days Special Privilege Leave which are non-cumulative and non-convertible to cash. The special leave includes funeral or mourning leave, government transaction leave, graduation leave, calamity leave, relocation leave, birthday and wedding anniversary leave.

<b>Office or Division:</b>	Human Resource Division, Administrative Services Department
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	All MCWD Permanent, Casual and Temporary Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>For Vacation Leave*; Sick Leave**; &amp; Special Leave</b>	
Accomplished Application for Leave (CSC Form No. 6)- (3 original copies)	Concerned Employee
<b>Additional Requirements for certain type of leave:</b>	
<b>*For Leave of Absence for thirty (30) calendar days or more</b>	
Accomplished Clearance Form (Civil Service Form no. 7) ( 2 original copies)	Concerned Employee
<b>**For Sick Leave filed in advance or exceeding five days</b>	
Medical Certificate/ Affidavit (if medical consultation was not availed)	Attending Physician/ Hospital/ Clinic/ Concerned Employee
<b>For Maternity Leave – 105 days</b>	
Proof of pregnancy e.g., Doctor's Certificate, ultrasound	Attending Physician / Hospital/ Clinic
Accomplished Clearance Form	Concerned Employee
<b>For Paternity Leave – 7 days</b>	
Proof of child's delivery e.g. birth certificate, medical certificate(1 photocopy)	Hospital / Clinic / Civil Registry / PSA
Marriage Certificate / Contract (1 photocopy)	
<b>For Solo Parent Leave</b>	
Updated Solo Parent ID (1 photocopy)	LGU- Social Welfare and Development Office (SWDO)
<b>For Study Leave – up to 6 months</b>	
Approved Request for Study Leave ( 1 original copy)	Concerned Employee / Office of the General Manager
Proof of Enrollment in an Academic institution / review center(1 original copy)	Academic Institution / Review Center
Service Obligation Contract	Human Resource Division



<b>For VAWC Leave – 10 days</b>				
Any of the following documents: (1 original copy) <ul style="list-style-type: none"><li>• Barangay Protection Order (BPO)</li><li>• Temporary/ Permanent Protection Order (TPO/PPO)</li><li>• Certification issued by the Punong Barangay / Kagawad or Prosecutor or Clerk of Court for the application for BPO</li></ul>		Punong Barangay / Barangay Office Court Punong Barangay / Kagawad or Prosecutor or Clerk of Court		
<b>For Rehabilitation Leave – up to 6 months (For injuries acquired in the performance of duties)</b>				
Approved Letter Request (1 original copy)		Concerned Employee/ Office of the General Manager		
Police Report, if applicable (1 original copy)		Police Station (PNP)		
Medical Certificate on the nature of injury, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be. (1 original copy)		Attending Physician		
Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation. (1 original copy)		Government Physician		
<b>For Special Leave benefits for Women – up to 2 months</b>				
Medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.		Attending Physician / Hospital		
<b>For Special Emergency (Calamity) Leave – up to 5 days</b>				
Declaration of State of Calamity		Local Government Unit		
<b>For Adoption Leave</b>				
Authenticated copy of the Pre-Adoptive Placement Authority		Dept. of Social Welfare and Development (DSWD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the Human Resource Division.	1. Review completeness of documentary requirements.	None	30 minutes	Industrial Relations Management Officer B Human Resource Division
	1.1 Process and certify the available leave credits.	None	30 minutes	
	1.2 Forward leave form to the immediate supervisor for recommendation.	None	30 minutes	Industrial Relations Management Officer B Human Resource Division



	<p>1.3 Shall sign the recommending or not recommending approval of the applied leave.</p> <p>1.4 Forward to the approving authority the leave application form for approval.</p> <p>1.5 Approve or disapprove leave application.</p> <p>1.6 Retrieve the signed leave application form.</p> <p>1.7 Record and post to individual record of employees application for leave applied.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>30 minutes</p> <p>1 day</p> <p>30 minutes</p> <p>30 minutes</p>	<p><i>Division Manager/ Direct Supervisor Concerned Division</i></p> <p><i>Department Manager of Concerned Department/ General Manager</i></p> <p><i>Industrial Relations Management Officer B Human Resource Division</i></p>
2. Receive copy of approved / disapproved leave application.	2. Forward one copy of the approved leave application to Finance Department and one copy to concerned employee.	None	1 hour	<i>Administrative Services Assistant A Human Resource Division</i>
	<b>Total:</b>	<b>none</b>	<b>2 days, 4 hours</b>	



## 6. Application for Monetization of Leave Credits

Application for monetization of leave credits is granted to Regular/Casual and Temporary employees for conversion of unused leave credits to their corresponding money value upon his/her request. Provided, that the concerned employee has accumulated fifteen (15) days vacation leave credits shall be allowed to monetize a maximum of ten (10) days. Provided further, that at least five (5) days is retained after monetization and shall be granted once a year.

Processing of request for monetization of leave credits is based on DBM Circular letter no. 2022-4, s. February 15, 2022.

<b>Office or Division:</b>	Human Resource Division, Administrative Services Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees of MCWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Leave Form (CSC Form no. 6) – 3 original copies		HRD		
<b>Additional requirement, any of the following documents:</b>				
Letter Request stating valid and justifiable reason – 1 original copy		Concerned Employee		
Medical Certificate/ Medicine Prescription Slip – 1 original copy		Attending Physician		
Statement of Account or any documents that justify the request– 1 original copy		School or other Institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Application Leave Form (CSC Form no. 6) and other supporting documents to HRD .	1. Shall receive request and check documentary requirements.	None	30 minutes	<i>Industrial Relations Management Officer B</i> Human Resource Division
	1.1 Shall check and compute the available leave credits of the concerned employee.	None	4 hours	
	1.2 Forward the application for monetization of leave credits to the General Manager for approval.	None	30 minutes	
	1.3 Shall approve the application for monetization of leave credits.	None	1 day	<i>General Manager</i> Office of the GM



	1.4 Shall forward the approved application for monetization of leave credits to Finance Department for processing of payment.	None	1 day	<i>Industrial Relations Management Officer B Human Resource Division</i>
	<b>Total:</b>	<b>none</b>	<b>2 days, 5 hours</b>	





## 7. Application for Terminal Leave

Application for Terminal Leave benefits is granted to Regular / Casual / Temporary employees who retired/ resigned or separated from service with accumulated leave credits.

<b>Office or Division:</b>	Human Resource Division, Administrative Services Department			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All qualified Employees of MCWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Resignation/Retirement duly approved by the General Manager ( 1 original & 1 duplicate copy)		Concerned Employee		
Approved Terminal Leave Application(CSC Form no. 6)-3 original copies		Concerned Employee		
Accomplished Clearance Form (CSC Form no. 7) – 2 original copies				
Certificate of Leave Credits as of 1st date of service – 1 original copy				
Updated Service Record – 2 original copies				
Applicant's Authorization (in affidavit form) to deduct all financial obligations (2 original copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit terminal leave application and other required documents.	1. Receive the application and all other required documents.	None	1 day	<i>Industrial Relations Management Officer B</i> Human Resource Division
	1.2 Shall check, record, post and compute leave balance of the employee.	None	1 day	
	1.3 Forward application for Terminal Leave to the General Manager for approval.	None	1 day	
	1.4 Approve the Terminal Leave Application.	None	2 days	<i>General Manager</i> Office of the General Manager



	1.5 Forward the approved Terminal Leave Application to Finance Department for payment.	None	1 day	<i>Industrial Relations Management Officer B Human Resource Division</i>
	<b>Total:</b>	<b>none</b>	<b>6 days</b>	



## 8. 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 to the Storekeeper of the Property Section	1. Check and accept the Requisition and issue Slip (RIS) & LOM from the requisitioners.	None	5 minutes	Storekeeper C 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 C Property Section, General Services Division
	Total:	none	32 minutes	



## 9. 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 Maintenance & Construction Order – 1 Original copy		Commercial Department		
Approved Service Request ( 1 original copy)		Requisitioning Departments		
Work Order (1 original copy)				
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</i> Meter Shop Section General Services Division
	1.2 Prepare Water Meter Receipt and withdraw water meter from the storage room.	None	1 day	
	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.</i> General Services Division
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</i> Meter Shop Section General Services Division
	Total:	none	1 day 15 minutes	



## 10. Request for Gate Pass & Trip Ticket

The Gate Pass & Trip Ticket are documents issued to driver(s) for authorize use of company vehicle for official travel.

<b>Office or Division:</b>	Transportation Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal/written request (1 original copy for written)		MCWD – Transportation Section		
Travel Order (1 photocopy)				
Trip Ticket (Previously issued)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Driver proceed to Transpo. Section to request for the issuance of Gate Pass. Surrender previous Trip Ticket prior to issuance of new Trip Ticket.	1. Received approved Travel Order/ Request from concern personnel for an official trip. Received filled-out Trip Ticket previously issued.	none	8 minutes	<i>Transport Dispatcher A/ Driver Mechanic A</i> Transportation Section
2. Receive the approved Gate Pass & Trip Ticket.	2. Issuance of Gate Pass & Trip Ticket per approved Travel Order / request from concern personnel.	none	2 minutes	<i>Transport Dispatcher A/ Driver Mechanic A</i> Transportation Section
<b>Total:</b>		<b>none</b>	<b>10 minutes</b>	



## 11. Request for Gasoline & Lubricant Withdrawal

The activity refers to re-fuel & maintenance of vehicle/motorcycle. The fuel & Lubricant must be maintained on its standard level as proper maintenance of all motor vehicles available that can be utilized in the operation.

<b>Office or Division:</b>	Transportation Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/written request (1 original copy)		MCWD – Transportation Section		
Trip Ticket (1 original, 2 duplicate copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Driver proceed to Transpo. Section to request for fuel/ lubricant for the assigned vehicle.  1.1 Turn –over previous Trip Ticket properly filled-out.  1.2 Secure Trip Ticket.	1. Prepare Gasoline / Lubricant Withdrawal Slip.	None	5 minutes	Auto Mechanic A / Driver Mechanic A Transportation Section
2. Fill-up Request for Fuel/ Oil and Lubricant Withdrawal	2. Issue approved Gasoline/ Lubricant Withdrawal Slip.  <b>NOTE:</b> For use of equipment in the operation. To be approved by immediate supervisor.	None	3 minutes	
<b>Total:</b>		<b>None</b>	<b>8 minutes</b>	



## 12. Request for Repair/Maintenance of Motor Vehicles

The activity refers to maintenance of vehicle in good running condition. Immediate repair & proper maintenance of all motor vehicles is important to always have available vehicles that can be utilized in the operation.

Office or Division:	Transportation Section			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/written request (1 original copy)		MCWD – Transportation Section		
Request for Job Order (1 original copy)				
Job Order (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Driver proceed to Transpo Section to request for repair / maintenance of assigned vehicle.	1. Receive report of particular concern.	None	3 days	Senior Auto Mechanic A Transportation Section
	2. Evaluate/ assess vehicle based on the Received report.	None		
	2.1 Determine if work to be done is Minor / Major.	None		
	2.2 Determine if repair is Internal/ External provider.	None	5 working days	
	2.3 For Minor repair with available parts work immediately done.	None		
	2.4 For Major repair with available parts work done as scheduled.	None		
	2.5 Prepare Request for Job Order for External repair. (undergo procurement process)	None	10 minutes	
3. Release of vehicle to assigned driver. (Upon completion of repair)	None	5 minutes		
	Total:	None	Minor repair - 3 days and 15	



			<b>minutes</b> <b>Major repair-</b> <b>5 days and</b> <b>15 minutes</b>	
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**OFFICE OF THE GENERAL MANAGER**  
**Internal Services**



## 1. Processing of Outgoing Communications

Outgoing 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.

<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All MCWD Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hard Copy or Black & White Communication (1 original copy)		General Manager		
Printed Communication ( 1 original copy)		Originating Departments or Divisions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Shall prepare communications address to external clients and forward to Office of the General Manager for approval/signature	1. Shall receive communications address to external clients and forward to Office of the General Manager for review or approval.	None	1 day	<i>Sr. Corporate Analyst A/ Clerk/ Concerned Departments/Divisions Office of the General Manager</i>
	1.1 Shall review and approve communications address to external clients and instruct Corporate Planning Analyst A to transmit communication or return the outgoing communication to the originating departments for	None	10 minutes	<i>General Manager A Office of the General Manager</i>



	delivery.			
1.3 Receive the communication being sent by MCWD and sign on the file copy or logbook.	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>Sr. Corporate Planning Analyst A/ Clerk Office of the General Manager</i>
	1.3 Shall deliver the communication to the recipient.	None	1 hour	<i>Administrative Aide/ Driver Or personnel from Originating Department</i>
	<b>Total:</b>	<b>None</b>	<b>1 day, 1 hour, 20 minutes</b>	



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



## 1. Request for Software/Hardware 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.

<b>Office or Division:</b>	MSD-Information Technology, OGM			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	ALL MCWD Employees who have access in computer operation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Maintenance Request form (1 original copy)		MSD-IT/ OGM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Shall request assistance when programs or equipment are mal-functioning and fill-up Maintenance Request Form	1. Shall conduct quick response/trouble shooting on all requests to ensure accessibility of client/users.	none	30 minutes	Information Technology Officer/ Computer Operator/ SDE/ SDE C Management Services Division-Information Technology
2. Shall prepare 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 Maintenance Request Form for the job done.	3. Shall log accomplishment and have the requesting employee sign the Maintenance Request form.	none	5 minutes	
<b>Total:</b>		<b>none</b>	<b>6 hours, 35minutes</b>	



## 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.

<b>Office or Division:</b>	OGM/MSD-Information Technology			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	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>Information Technology Officer</i> Management Services Division
	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	
2. Implement the enhanced program	4. Launch the enhanced program and inform/train computer users on system operation.	none	1 day	



3. Shall acknowledge of the service request	5. Shall log the accomplishment report and have the requesting department/user conform with the report.	none	30 minutes	Information Technology Officer Management Services Division
	Total:	None	6 days and 1 hour	



## **MANAGEMENT SERVICES DIVISION-PUBLIC RELATIONS**





## 1. Preparation of Advisories

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

<b>Office or Division:</b>	MCWD Office - Public Relations			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Concerned Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>Corporate Planning Analyst A</i> Management Services Division
	1.1 Shall approve the advisory.	none	3 minutes	<i>General Manager A</i> Metro Cot. Water District
	1.2 Shall disseminate advisory to tri-media and office departments	none	2 days	<i>Corporate Planning Analyst A</i> Management Services Division
	<b>Total:</b>	<b>NONE</b>	<b>2 days, 13 minutes</b>	



### III. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Accomplish our Client Satisfaction Measurement Form and drop in the designated drop box located at the MCWD office lobby.</p> <p>Or you can send your feedback through:</p> <p>Email : metrocotabatowaterdistrict@gmail.com Website : <a href="http://www.metrocotabatowd.gov.ph">www.metrocotabatowd.gov.ph</a> Telephone No. (064) 421-7135,(064) 421-1070,(064) 421-1071</p>
How feedback is processed?	<p>1. Every Friday, the Public Assistance Desk Officer (CSA D) opens the drop box and compiles and records all Client Satisfaction Measurement Form submitted.</p> <p>2. Feedback requiring answers are forwarded to the concerned departments or divisions where they are required to answer within three (3) days for simple case, seven (7) days for complex case and twenty (20) days for highly technical case, upon receipt of the feedback.</p> <p>3. 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: (064) 421-7135, (064) 421-1070, (064) 421-1071.</p>
How to file a complaint?	<p>1. Call MCWD Official Hotlines:</p> <ul style="list-style-type: none"><li>• Telephone (064) 421-7135, (064) 421-1071 (064) 421-1070</li><li>• Cellphone 0916-243-2274</li></ul>



	<p>2. Direct Message on MCWD Social Media Sites</p> <ul style="list-style-type: none"> <li>• Facebook @MetroCotabatoWD @MCWD In Action</li> <li>• Email <a href="mailto:metrocotabatowaterdistrict@gmail.com">metrocotabatowaterdistrict@gmail.com</a></li> </ul> <p>3. Send Official Letter addressed to General Manager</p> <p>4. For walk-in clients may file complaint personally to the Customer Service Section and sign in the Customer's Inquiry and Complaints Record.</p> <p>5. For complaints against MCWD Employees</p> <ul style="list-style-type: none"> <li>• Answer the Client Complaint Form and drop at the designated drop box at the MCWD lobby, Complaints can also be filed via telephone.</li> <li>• Make sure to provide the following information <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Name of the person being complained</li> <li>- Narrative/details of the complaint</li> <li>- Evidence</li> </ul> </li> </ul>
How complaints are processed?	<p>1. Complaints are processed depending on the complexity of the transaction:</p> <ul style="list-style-type: none"> <li>• Three (3) working days for simple transaction</li> <li>• Seven (7) working days for complex transaction</li> <li>• Twenty (20) working days for highly technical transaction</li> </ul> <p>2. Complaints which requires immediate action is immediately relayed to the concerned Department or Division.</p> <p>3. Concerned Department or Division shall provide appropriate action and response to complaint.</p>



4. Complaints through FB Page:
  - The Sr. Corporate Planning Analyst checks all FB messages of the district daily, and endorses the complaint to the concerned department.
  - The concerned Department or Division will conduct investigation, and provide appropriate action to the complaint.
  - Feedback will be relayed to the customer as to the status of the complaint.
5. For complaints officially transmitted to the OGM:
  - The GM will issue a router slip/memo to the concerned Department or Division for appropriate action.
  - The concerned Department or Division shall make necessary investigation and provide appropriate action to the complaint.
  - The concerned department or division shall prepare reply letter to the complaint and forward to the GM for his signature.
  - The reply letter shall be sent to the customer.
6. For complaints against the MCWD employees
  - The PACD shall open the drop box on a daily basis and evaluates each complaint.
  - Forward the complaint to the concerned Department or Division of the erring personnel.
  - The concerned Department or Division shall conduct investigation and prepare a report.
  - Forward the report to the Office of the GM for appropriate action.
  - The concerned Department or Division will give feedback to the client.

For inquiries and follow-ups, clients may contact the following telephone number: (064)421-7135  
(064) 421-1070



	(064) 421-1071
Contact Information of ARTA, PCC, CCB A	<p>ARTA Website: <a href="https://arta.gov.ph/">https://arta.gov.ph/</a> ARTA Email : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> ARTAwag Center (for Smart/TNT/Sun):</p> <ul style="list-style-type: none"><li>• 09692577242</li><li>• 0928-690-4080</li></ul> <p><b>Presidential Complaint Center:</b> PCC: 8888 Contact Nos. +63(2)8736-8645/ 8736-8603 Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p><b>Contact Center ng Bayan</b> SMS/Text Access: 0908-881-6565 Hotline: 1-6565 accessible via PLDT and Smart landlines Nationwide Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p>



#### IV. LIST OF OFFICES

Office	Address	Contact Information
Office Of The General Manager	Gov. Gutierrez Avenue, Cotabato City	(064)421-1070 (064) 421-3596
Administrative Services Department	Gov. Gutierrez Avenue, Cotabato City	(064) 421-3009 (064) 421-3566
Commercial Services Department	Gov. Gutierrez Avenue, Cotabato City	(064) 421-7135
Finance Services Department	Gov. Gutierrez Avenue, Cotabato City	(064) 552-1181 (064) 557-4125
Engineering and Maintenance Department	Gov. Gutierrez Avenue, Cotabato City	(064) 421-1071
Production and Environmental Management Department	Gov. Gutierrez Avenue, Cotabato City	(064) 421-4405



## V. SCHEDULE OF WATER RATES

**METRO COTABATO WATER DISTRICT**  
**Gov. Gutierrez Avenue, Cotabato City**

**Water Rates Schedule as approved by the Local Water Utilities Administration per Board of Trustees Res. No. 030 dated February 11, 2003.**

CLASSIFICATION	Meter Size	Minimum Charge	COMMODITY CHARGES			
		0 - 10 Cu.m.	11 - 20 Cu.m.	21 - 30 Cu.m.	31 - 40 Cu.m.	Above 40 Cu.M.
Residential / Government	1/2 "	192.00				
	3/4"	307.20				
	1"	614.40				
	1 1/2"	1,536.00	21.25	24.55	27.85	31.25
	2"	3,840.00				
	3"	6,912.00				
	4"	13,824.00				
	6"	23,040.00				



	8"	36,864.00				
	10"	52,992.00				
Pure Commercial/ Industrial	1/2 "	384.00	42.50	49.10	55.70	62.50
	3/4"	614.40				
	1"	1,228.80				
	1 1/2"	3,072.00				
	2"	7,680.00				
	3"	13,824.00				
	4"	27,648.00				
	6"	46,080.00				
	8"	73,728.00				
	10"	105,984.00				
Semi - Commercial A	1/2 "	336.00	37.15	42.95	48.70	54.65
	3/4"	537.60				
	1"	1,075.20				
	1 1/2"	2,688.00				





	2"	6,720.00				
	3"	12,096.00				
	4"	24,192.00				
Semi - Commercial B	1/2 "	288.00				
	3/4"	460.80				
	1"	921.60				
	1 1/2"	2,304.00	31.85	36.80	41.75	46.85
	2"	5,760.00				
	3"	10,368.00				
	4"	20,736.00				
Bulk/Wholesale	1/2 "	576.00				
	3/4"	921.60				
	1"	1,843.20	63.75	73.65	83.55	93.75
	1 1/2"	4,608.00				
	2"	11,520.00				
	3"					



		20,736.00				
	4"	41,472.00				



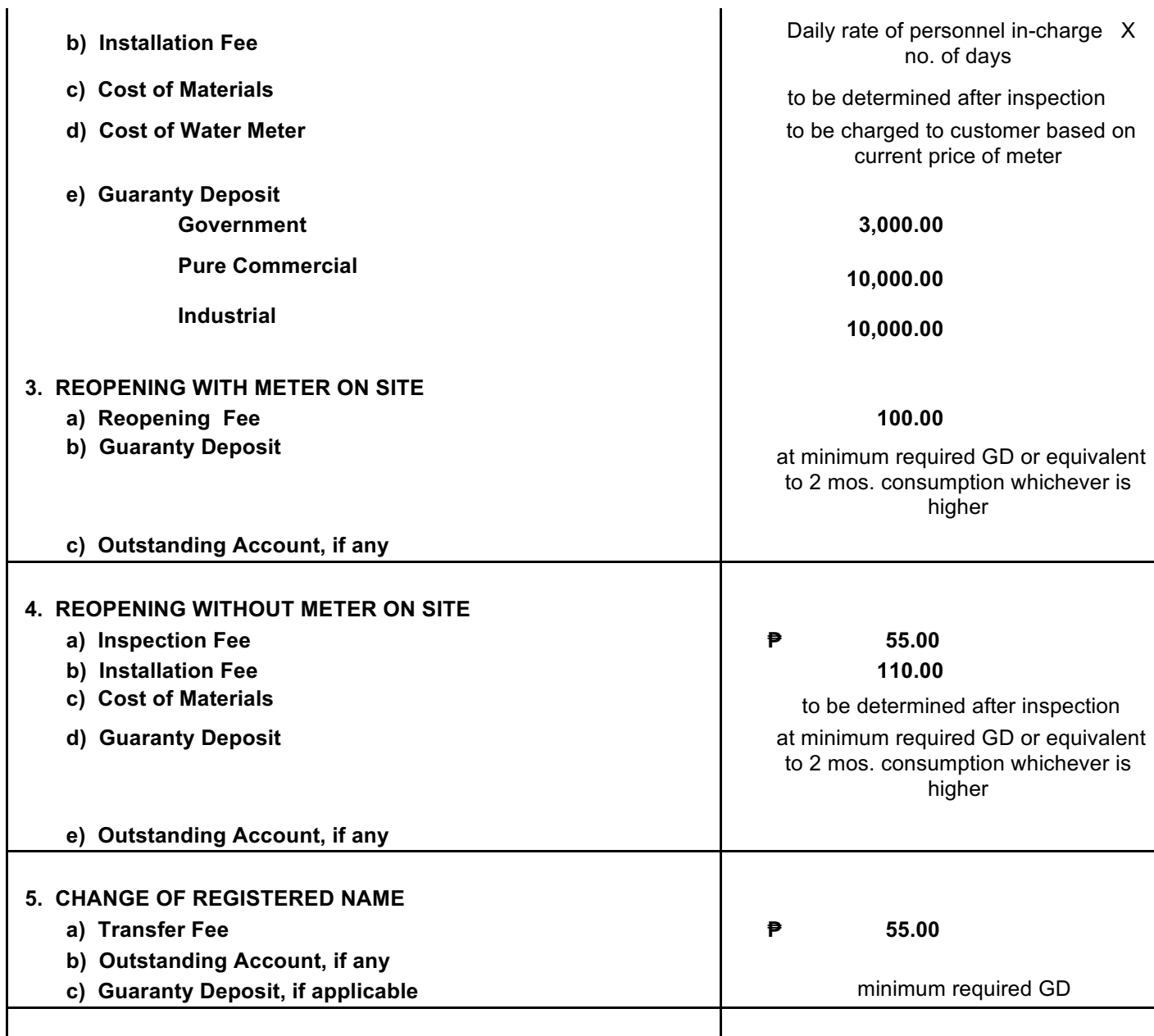
## VI. SCHEDULE OF OTHER FEES

### **METRO COTABATO WATER DISTRICT** Gov. Gutierrez Avenue, Cotabato City

#### **TO OUR VALUED CUSTOMERS:**

We wish to inform our customers of the New Schedule of Fees as approved per Board Resolution No. 123-A-23 dated November 10, 2023. These shall take effect January 1, 2024.

PARTICULARS	APPROVED FEE
<b>1. NEW CONNECTIONS with meter size 1/2" - 1 1/2"</b>	
a) Inspection Fee	₱ 55.00
b) Installation Fee	550.00
c) Cost of Materials	to be determined after inspection
d) Guaranty Deposit	
Residential	1,000.00
Government	3,000.00
Pure Commercial	3,000.00
Industrial	10,000.00
Semi-Commercial A	2,500.00
Semi-Commercial B	2,000.00
<b>2. NEW CONNECTIONS with meter size 2" and up</b>	
a) Inspection Fee	₱ 55.00





<b>6. METER RELOCATION / TRANSFER TAPPING</b> a) Inspection Fee b) Installation Fee c) Tapping Fee d) Cost of Materials	<b>P 55.00</b> <b>110.00</b> <b>165.00</b> to be determined after inspection
<b>7. METER TEST FEE</b>	<b>P 55.00</b>
<b>8. BULK WATER SALES</b> a) Cost of Water b) Delivery Fee  * If delivery scheduled on a Saturday, Sunday or Holiday  <b>9. ILLEGAL CONNECTION</b> a) Administrative Fee – First Offense b) Additional penalty for succeeding offenses c) In addition to Administrative Fee: 1) Cost of stolen water - if meter was still on site (tampered rivets)  2) Cost of stolen water - for any other form of water pilferage, e.g. drawing water from distribution/mainline or from any water system appurtenances	<b>P 460.80 per cu.m.</b> <b>P 500.00 per truckload</b> Overtime pay of Driver & Service Crew x no. of days  <b>P 2,000.00</b> <b>P 2,000.00 per offense</b>  Based on actual consumption from date of disconnection until discovery of illegal connection OR Average monthly consumption from date of disconnection until discovery of illegal connection (for defective/tampered meter)  Average consumption/connection per month X effective billing rate per cu.m. X estimated no. of Months/days the water was drawn illegally




3) Cost of water meter and/or other MCWD properties damaged during the duration of illegal act.	Current Price
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## VII. Meter Maintenance Fee

The new Meter Maintenance Fee is increased to Five Pesos (Php5.00) per connection monthly effective January 1, 2025 billing as approved per Board Resolution no. 081-24 dated November 12, 2024.

Approved by:

  
**MA. MELINDA ELAINE V. BARCIMO**  
General Manager A

**Approved per MCWD Board Resolution No. 024-25 dated March 27, 2025.**