



# **DINALUPIHAN WATER DISTRICT**

## **CITIZEN'S CHARTER**

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# **DINALUPIHAN WATER DISTRICT**

## **CITIZEN'S CHARTER**

(2021 2nd Edition)



## **I. Mandates and Functions**

The Dinalupihan Water District (DWD), by virtue of Presidential Decree no. 198, was created as an agency mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Dinalupihan and nearby barangays where it is considered necessary.

## **II. VISION**

By 2024, Dinalupihan Water District is the premier water district in Central Luzon.

## **III. MISSION**

We commit to provide safe and affordable water to all Dinalupihēños, and sanitation services thru multiple sourcing from technologically advanced facilities, and water resource management while practicing respect for the Environment that will result to customers satisfaction at all times.

## **IV. SERVICE PLEDGE**

We pledge to continuously work in sustaining our goals of providing good service to our consumers, thru an efficient water supply and a good working relationship with our consumers, aimed in attaining customer's satisfaction.



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# **DINALUPIHAN WATER DISTRICT**

## **External Services**



## 1. APPLICATION TO INSTALLATION OF NEW WATER SERVICE CONNECTION

All residents of Dinalupihan who wishes to apply Water Service Connection can avail the service as long as needed requirements are submitted and corresponding fees and charges are paid.

<b>Office/Division:</b>		Commercial Services, Engineering and Maintenance and Admin & Finance Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All residents and establishment in Dinalupihan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>A. VALID IDENTIFICATION</b></p> <ul style="list-style-type: none"> <li>• <b><u>Applicant</u></b> <ol style="list-style-type: none"> <li>1. Original and photocopy of 1 valid ID</li> <li>2. DWD Statement of Account or Official Receipt of nearest neighbor</li> <li>3. Tax Declaration (photocopy) or Barangay Residency</li> </ol> </li> <li>• <b><u>Representative</u></b> <ol style="list-style-type: none"> <li>1. Original and photocopy of 1 valid ID of applicant</li> <li>2. Original and photocopy of 1 valid ID of representative</li> <li>3. DWD Statement of Account or Official Receipt of nearest neighbor</li> <li>4. Authorization letter from the applicant</li> </ol> </li> </ul> <p><b>B. PROOF OF OWNERSHIP</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of lot title; or</li> <li>2. Tax Declaration; or</li> <li>3. Certificate of Barangay Residency</li> </ol>		<p>Issuing Government Agency</p> <p>DWD Office</p> <p>Municipal Assessor's Office / Barangay where the applicant for new water connection resides</p> <p>Issuing Government Agency</p> <p>Issuing Government Agency</p> <p>DWD Office</p> <p>Applicant</p> <p>Municipal Assessor's Office /</p> <p>Barangay where the applicant for new water connection resides</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for number to Security Guard and go to PACD for assistance	1.1. Ask customer's concern and give priority number	None	1 minute	(PACD) Officer Public Assistance and Complaints Desk



2. Ask for the requirements of water service connection	<b>1.2.</b> Interview the applicant to get the basic information and convey the required documents	None	5 minutes	<i>Customer Service Assistant / PACD</i>
3. Fill-up and submit all needed requirements	<b>1.3.</b> Check all information of the applicant including the sketch going to the residence /location	None	5 minutes	<i>Customer Service Assistant / PACD</i>
4. Submit the applicant's form for assessment	<b>1.4.</b> Prepare Maintenance Order for the conduct inspection	None	3 days	<i>Customer Service Assistant / PACD</i>
	<b>1.5.</b> Prepare /Compute the bill of Materials & give the order of payment	Application Fee + Service Connection Fee	5 minutes	<i>Customer Service Assistant / PACD</i>
5. Pay bill of materials and other charges	<b>1.6.</b> Accept payment and issue OR	Application fee PHP 150 Notarial Fee PHP 100 Tapping & Installation PHP 700 Meter Maintenance Fee PHP 1,050	5 minutes	Commercial Services group
	<b>1.7.</b> Prepare and facilitate signing of contract	None	5 minutes	<i>Cashier A</i>
7. Wait the installation of new connection	<b>1.8.</b> Tapping and installation of new water connection	None	3 days	<i>Customer Service</i>





				Maintenance Group
<b>TOTAL:</b>		Application Fee + Service Connection Fee  Application fee PHP 150 Notarial Fee PHP 100 Tapping & Installation PHP 700 Meter Maintenance Fee PHP 1,050	6 days, 26 minutes	



## 2. WATER BILL PAYMENT

Concessionaires/consumers must pay their respective monthly bill on or before due date. If the concessionaire fails to pay on or before due, a penalty equivalent to 10% of the bill will be imposed.

<b>Office/Division:</b>		Commercial Services Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All DWD Concessionaires		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Billing Notice/Statement of Account		Respective residences as delivered by the Meter Reader		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Those with billing notice</b> Present billing notice to the teller	1. Receive the required documents and validate correctness	None	1 minute	<i>Teller</i>
<b>B. Pay amount due</b> <i>**Make sure to secure official receipt upon payment</i>	2. Accept payment and issue Official Receipt (OR)	Water bill amount / amount due	2 minutes	<i>Teller</i>
<b>Total:</b>		Amount due	3 minutes	



### 3. RECONNECTION OF TEMPORARY DISCONNECTION

Temporary disconnected accounts due to non-payment or as requested will be reconnected upon settlement of overdue debt and reconnection fee.

<b>Office or Division:</b>		Commercial Services Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All temporary disconnected accounts		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
. Billing Notice/Statement of Account		Respective residences as delivered by the Meter Reader		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay the amount due	1.1. Receive and issue OR	Outstanding balance + Reconnection fee: 1-60 days inactive PHP 50.00  61-90 days PHP 100.00  91 days and above PHP 200.00	3 minutes	<i>Teller</i>
	1.2. Prepare maintenance order for reconnection	None	5 minutes	<i>Customer Service</i>
	1.3. Perform water service reconnection process	None	2 hours	<i>Reconnection team</i>
	1.4. Change the status of the account in Billing system	None	2 minutes	<i>Customer Service</i>
<b>TOTAL:</b>		Outstanding balance + Reconnection fee:	2 hours, 10 minutes	



	1-60 days inactive PHP 50.00		
	61-90 days PHP 100.00		
	91 days and above PHP 200.00		



#### 4. TEMPORARY DISCONNECTION OF WATER SERVICE

Concessionaires can voluntarily request the district to disconnect water service (does not entail forced disconnection).

<b>Office or Division:</b>		Commercial Services Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		All concessionaires of Dinalupihan Water District with active connections		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Billing Notice/Statement of Account  <b>B. Without outstanding balance</b> 1. None		Respective residences as delivered by the Meter Reader		
<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 service and present billing notice	<b>1.1.</b> Check the status of account And advice customer to settle amount due if any;	None	5 minutes	<i>Customer Account / PACD</i>
<b>1.</b> Pay outstanding balance if any	<b>1.2.</b> Receive payment and issue OR	Amount due	2 minutes	<i>Teller</i>
<b>1.</b> Sign the Maintenance Order	<b>1.3.</b> Prepare maintenance order for disconnection	None	10 minutes	<i>Customer Account / PACD</i>
	<b>1.4.</b> Proceed to Disconnection process	None	1 hour	Disconnection team
<b>TOTAL:</b>			1 hour, 17 minutes	



## 5. CHANGE OF WATER METER

Concessionaires can request to change the water meter due to valid reason determined and accepted by DWD engineering and maintenance crew.

<b>Office or Division:</b>		Commercial and Finance Division, Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All concessionaires of Dinalupihan Water District		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
. Billing Notice/Statement of Account		Respective residences as delivered by the Meter Reader		
<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 service and present billing notice	1.1. Validate the account details	None	1 minute	<i>Customer Account / PACD</i>
	1.2. Interview the concessionaire and get the details needed in preparing Consumer Form (Request – Check Water Meter)	None	5 minutes	<i>Customer Services Officer / PACD</i>
	1.3. Prepare maintenance order for change meter	None	5 minutes	Commercial Services Department <i>(Meter Reader)</i>
	1.4. Check if the water meter needs to be replaced due to the following reasons: defective, blurred, stuck-up or broken glass. Report the findings to Customer Services officer	None	30 minutes	<i>Meter Reader</i>
		None	1 hour	<i>Meter Reader</i>



	1.5. If defective, proceed with the replacement of water meter			
<b>TOTAL:</b>		None	1 hour, 41 minutes	



## 6. TRANSFER / RELOCATION OF WATER METER

Concessionaires can request to the district to transfer / relocation of water meter due to valid reason determined and accepted by DWD maintenance team.

<b>Office or Division:</b>		Commercial and Finance Division, Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All concessionaires of Dinalupihan Water District		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<ul style="list-style-type: none"> <li>• <u>Transfer to another lot</u></li> </ul> 1.Lot Certification or Tax Declaration 2.Any Valid ID		Municipal Assessor's Office  Issuing government agency		
<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 service and present the needed requirements	1.1. Validate the account details	None	2 minutes	<i>Customer Services Officer / PACD</i>
	1.2.Interview the concessionaire and get the details needed in preparing Consumer Form (Request – transfer/ Relocation of Water Meter)	None	5 minutes	<i>Customer Services Officer / PACD</i>
	1.3. Prepare Location map and Maintenance Order	None	5 Minutes	<i>Customer Service Assistant / PACD</i>
	1.4. Survey the location where the applicant wanted to install the water meter	None	30 minutes	<i>Engineering and Maintenance Crew Engineering and Maintenance Division</i>
	1.5. Inform the applicant to pay the necessary fees including the cost of materials	None	5 minutes	<i>Customer Service Assistant / PACD</i>





	to be used for the connection between main line and service line (depends on the present cost of materials and varies based on location and size of pipes)			
1.2. Pay the total amount due	1.6. Receive payment and issue Official Receipt (OR)	<b>Cost of the materials</b> used for the connection between main line and service line (depends on the present cost of materials and varies based on location and size of pipes) plus transfer fee PHP 300.00	5 minutes	Cashier Administrative Division
	1.7. Proceed with the relocation/ transfer of water meter	None	3 hours	Maintenance team
<b>TOTAL:</b>		Cost of the materials used for the connection between main line and service line (depends on the present cost of materials and varies based on location and size of of pipes) plus transfer fee PHP 300.00	3 hours, 52 minutes	



## 7. LEAK REPAIR

Concessionaires can report to DWD any leaks, may it be service or main line to immediately attended and fixed.

<b>Office or Division:</b>		Commercial and Finance Division, Administrative Division		
<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>		All concerned citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 service	1.1. Interview customer to know the details	None	10 minutes	Customer Services Officer / PACD
2. Acknowledge the job order report by signing to the MO	1.2. Prepare Maintenance Order (MO)	None	3 minutes	Customer Services Officer / PACD
	1.3. Proceed to leak repair process	None	<b>Service Line:</b> a.Major – 4 hours b.Minor – 2 hours <b>Main Line:</b> a.Major – 2 days b.Minor – 8 hours	PACD
<b>TOTAL:</b>		None	<b>Service Line:</b> a.Major – 4 hours b.Minor – 2 hours <b>Main Line:</b> a.Major – 2 days b.Minor – 8 hours and 13 minutes	Maintenance Team



## 8. VERIFICATION OF WATER BILL/WATER CONSUMPTION/READING

Concessionaires can verify the water bill/water consumption/reading if they think there is a fluctuation in their consumption.

<b>Office or Division:</b>		Commercial and Finance Division, Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All concessionaires of Dinalupihan Water District		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Notice/SOA		Respective residences as delivered by the Meter Reader		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Proceed to customer service and present your billing notice	1.1. Verify the account details	None	2 minutes	<i>Customer Services Officer / PACD</i>
<b>TOTAL:</b>		None	2 minutes	



## 9. SENIOR CITIZEN DISCOUNT

Republic Act 9994, more commonly known as the Expanded Senior Citizens Act of 2010, entitled the senior citizens of 5% discount to water utility (up to 30 cubic meter consumption) provided that the individual meter is registered to the name of the senior citizen residing therein.

<b>Office or Division:</b>		Commercial Services Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may Avail:</b>		All qualified senior citizens concessionaires of DWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of senior citizen ID		Office of the Senior Citizen Affairs		
<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 service and submit copy of senior citizen ID	1.1. Verify the account	None	1 minute	<i>Customer Services Officer / PACD</i>
	1.2. Prepare senior citizen application form	None	3 minutes	<i>Customer Services Officer / PACD</i>
2.Sign the senior citizen application form	1.3. Submit the application form to the Department Head for approval	None	3 minutes	<i>Customer Services Officer / PACD</i>
<b>Total:</b>		None	7 minutes	



## 10. UPDATE CONSUMER DETAILS/INFORMATION/CLASSIFICATION

Concessionaires can request to change name of the account holder, billing address, or classification

<b>Office or Division:</b>		Commercial and Finance Division, Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		All concessionaires of DWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>. One (1) photocopy of any of the following valid IDs:</p> <p><b>or</b> one (1) photocopy of voter's certification in the absence of valid ID</p> <p>2. Certification from the registered concessionaire allowing the applicant to change the name or In cases of transfer of ownership of the house, one (1) photocopy of Deed of Absolute Sale</p> <ul style="list-style-type: none"> <li><b>CHANGE BILLING ADDRESS</b></li> </ul> <p>None</p>		<p>Issuing government agency</p> <p>Issuing government agency</p> <p>Applicant</p> <p>Applicant</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Proceed to customer service and submit the needed requirements	1.1. Process consumer query and check the submitted requirement	None	1 minute	<i>Customer Services Officer/ PACD</i>
	1.2. Interview the concessionaire and get the details needed in preparing Maintenance Order (Request – Update Details/Information)	None	5 minutes	<i>Customer Services Officer/ PACD</i>
<b>TOTAL:</b>		None	6 minutes	



# **DINALUPIHAN WATER DISTRICT**

## **Internal Services**



## 11. APPLICATION FOR LEAVE

A right granted to officials and employees in the government to be absent and not report for duty for one or more days with their positions held for them until their return.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All permanent and casual employees of DWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Application for sick leave (5 days or more)</b> <ul style="list-style-type: none"> <li>Medical Certificate</li> </ul>		Attending Physician		
<b>Application for maternity leave</b> <ul style="list-style-type: none"> <li><b>Pre-maternity</b>  <ul style="list-style-type: none"> <li>✓ Medical Certificate</li> </ul> </li> <li><b>Post – Maternity</b>  <ul style="list-style-type: none"> <li>✓ Birth Certificate</li> </ul> </li> </ul>		Attending Physician  Hospital / Clinic		
<b>Application for Paternity Leave</b> <ul style="list-style-type: none"> <li>Birth Certificate</li> </ul>		Hospital / Clinic		
<b>Application for Special Emergency Leave</b> <ul style="list-style-type: none"> <li>Barangay Certificate declaring that the area is under state of calamity</li> </ul>		Barangay Hall		
<b>Application for Solo Parent Leave</b> <ul style="list-style-type: none"> <li>Solo Parent ID</li> </ul>		DSWD		
<b>Application for Terminal Leave</b> <ul style="list-style-type: none"> <li>Clearance Form (CS Form No. 7 Revised 2018)</li> </ul>		HRD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to HR and get leave application form	1.1 Approved Request	None	2 minutes	Immediate Supervisor



2. Sign and check the prepared leave	<b>1.2.</b> Approved filed leave  <b>1.3.</b> Final approved and signed leave form	None	4 hours	Highest HRMO
		None	1 hour	GM
<b>TOTAL:</b>		None	5 hours, 2 minutes	





## 12. RECRUITMENT

Interested applicant can apply for any DWD vacant position based on the DBM approved plantilla and subject to the compliance on the required qualification for the position.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All Filipino citizen who wishes to be part of DWD workforce		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Curriculum Vitae		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for vacant position	<b>1.1</b> Publication of vacant position for 10 days	None	=1 hour	HR Officer / Admin. Division
2. Submit CV to HRMO	<b>2.1</b> Receive CV of applicants	None	10 minutes	HR Officer / Admin. Division
	<b>2.2</b> Assess of all CV submitted. Evaluates if Qualified & make a shortlist of qualified applicants	None	=4 hours	HR Officer / Admin. Division
	<b>2.3</b> Submit list of applicants to PSB	None	15 minutes	HR Officer / Admin. Division
	<b>2.4</b> Wait for approval of PSB and scheduled date of written exam. Inform qualified applicants via call or text	None	=1 hour	<i>HR Officer</i> Administrative Division
	<b>2.5</b> Assist PSB for conducting exam	None	=3 hours	<i>HR Officer</i> Administrative Division
	<b>2.6</b> Receive and Check Written Exam. Tabulate scores	None	=3 hours	<i>HR Officer</i>
	<b>2.7</b> Forward tabulated score to PSB	None	15 minutes	<i>HR Officer</i> Administrative Division
	<b>2.8</b> Evaluate the 5 highest applicants qualified for	None	20 minutes	



	scheduled Interview with PSB			<i>HR Officer Administrative Division</i>
	<b>2.9</b> Inform qualified applicants via call or text	None	20 minutes	<i>HR Officer Administrative Division</i>
	<b>2.10</b> Assist PSB for conducting interview. Prepare and print interview question.	None	=6 hours	<i>HR Officer Administrative Division</i>
	<b>2.11</b> Perform background investigation check for 5 applicants	None	2 days	<i>HR Officer Administrative Division</i>
	<b>2.11</b> Wait for PSB Deliberation and selection of Appointing authority to applicants	None	3 days	<i>HR Officer Administrative Division</i>
<b>TOTAL</b>		None	<i>5 days, 19 hours, 20 minutes</i>	



### 13. REQUEST FOR OFFICIAL DOCUMENTS

Submission of documents along with the needed requirements to Civil Service Commission (CSC) relative to the promotion of employee.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All regular and casual employees of Dinalupihan Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 HR and request the document needed	1.1 Process the employee request	None	1 minute	<i>HR Officer</i> Administrative Division
2. Log in on the request monitoring logbook	2.1 Prepare the needed document	None	5 minutes	<i>HR Officer</i> Administrative Division
3. Wait for the release of document	3.1 Forward the requested document to the authorized signatories	None	2 minutes	<i>HR Officer</i> Administrative Division
	3.2 Check for completeness and accuracy of data; Sign and certify the requested document	None	2 minutes	<i>Authorized Signatories Admin and General Services Division</i>
	3.3 Release the Requested document	None	2 minutes	<i>HR Officer</i> Administrative Division
4. Receive the requested document	4.1 File the receiving copy of document from employee update database	None	1 minute	<i>HR Officer</i> Administrative Division



<b>TOTAL:</b>	None	13 minutes	
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## 14. PREPARATION OF TRAINING PLAN

This process determines the seminars/trainings needed by the employees relative to their designation and nature of work.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All employees of Dinalupihan Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Needs Analysis Survey Form		DWD Office - HR Section Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. All employees submits Training Needs Analysis Survey Form to HR Personnel. (List of trainings/seminars aligned to work)	1.1 Receive Training Needs Analysis. Evaluate Training Need Analysis.	None	4 hours	HRMO
	1.2 Prepare and schedule training for calendar year.	None	8 hours	HRMO
	1.3 Forward the Training Plan Admin Division Manager for approval	None	10 minutes	HRMO
	1.4 Review and approve the training plan	None	2 days	<i>General Manager</i>
	1.5 File the training plan	None	15 minutes	<i>HRMO</i> Administrative Division



<b>TOTAL</b>	<b>None</b>	<b>2 days, 12 hours, 25 minutes</b>
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## 15. EMPLOYEE SUPPORT - SEMINAR/TRAINING DEPLOYMENT

Preparation of financial requirements needed logistics and other documents of DWD employee who will attend seminar/training.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All employees of Dinalupihan Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notify the HR for the scheduled seminar based on the approved training plan	1.1 Inform employee for scheduled seminar	None	3 minutes	HRMO Administrative Division
	1.2 Prepare and post office order about seminar	None	5 minutes	HRMO Administrative Division
	1.3 Process registration fee, hotel accommodation and seminar allowances of employee	None	2 days	HRMO Administrative Division
	1.4 Prepare pre-seminar assessment form	None	2 minutes	HRMO Administrative Division
	1.5 Inform employee about details of seminar.	None	10 minutes	HRMO Administrative Division
	1.6 Give pre-seminar assessment form	None	10 minutes	HRMO Administrative Division



2. Submits pre-test form and training evaluation to HR Personnel	2.1 Receive filled-up pre- seminar assessment form	None	2 minutes	<i>HRMO</i> Administrative Division
<b>TOTAL:</b>		None	2 days, 32minutes	





## 16. LEAVE CREDITS MONETIZATION

Allows the employees to convert their earned leave credits into a monetary form.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All employees of Dinalupihan Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Application Form (CSC Form No. 6) Revised 2020		DWD Office - HR Section Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask leave balance and inform HR Personnel for Leave Credits Monetization	1.1 Check leave balance	None	2 minutes	HRMO Administrative Division
	1.2 Check availability of funds	None	2 minutes	HRMO Administrative Division
	1.3 Prepare Leave Application Form (CSC Form No. 6)	None	5 minutes	HRMO Administrative Division
2. Sign and check the prepared leave form	2.1 Sign and certify leave form	None	1 minute	HRMO Administrative Division
3. Go to Immediate Supervisor or Division Head	3.1 Approve or disapprove the applied monetize leave.	None	3 minutes	Division Manager
4. Proceed to HR and submits leave form	4.1 Check for completeness and accuracy of data	None	1 minute	HRMO Administrative Division
5. Wait for the certification of leave form and release of monetary value of leave	5.1 Forward to the General Manager for certification and signature	None	1 minute	HRMO Administrative Division



	5.2 Summarize list of all employees that will avail monetization	None	10 minutes	<i>HRMO</i> Administrative Division
	5.3 Submits leave forms and summary list of monetize leave credits to finance and accounting department	None	15 minutes	<i>HRMO</i> Administrative Division
	5.4 Release the monetary value of leave	None	5 minutes	<i>Cashier Section/ ATM</i>
6. Receive monetized Leave (Cash/ATM)	6.1 File leave forms & update data of employee	None	15 minutes	<i>HRMO</i> Administrative Division
<b>TOTAL:</b>		None	1 hour	



## 17. PAYROLL PREPARATION

Payment of payroll of all permanent and casual employees thru ATM.

<b>Office/Division:</b>		Accounting Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All permanent and casual employees of Dinalupihan Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Payroll register</li> <li>• Advise to debit agency bank account (3 copies)</li> <li>• Listing of deduction (loans, premiums, salary changes)</li> </ul>		Accounting section Accounting section  HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.None	1. Prepares general payroll	None	2 hours	Accounting Sec.
2.None	2. Prepares payroll register	None	30 minutes	Accounting Sec
3. None	3. Generates summary reports,	None	10 minutes	Administrative Division
4.None	4.Encodes net amount of every employees to the ATM payroll system from bank and print	None	30 minutes	HRMO Administrative Division
5.None	5. Accepts complete attachment and prepare Disbursement Voucher	None	10 minutes	Accounting Sec



6.None	6. Verify / certifies that the charges to appropriation / allotment necessary, lawful and under direct supervision. Certifies correctness of DV and all documents attach. And signs as approved	None	1 hour	Department Manager, Admin & Finance
7.None	7.Approved the DV and all documents	None	5 minutes	General Manager
8.None	8.Submit the CD, payroll register to the bank	None	20 minutes	Cashier
<b>TOTAL:</b>		None	4 hours, 45 minutes	



## 18.CONTROL OF DOCUMENTED INFORMATION

To establish the control of forms that are used in the processes of the district, the process owner shall secure approval for the creation/revision and use of form.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Process owner of the DWD business procedures		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Filled-up New/Change Document Request Form (DWD-QMS-F09)</b>		<b>DWD Office – Administrative Division (Document Controller)</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. New Document				
1. Request for a copy of New/Change Document Request Form (DWD-QMS-F09)	1.1. Prints a blank form of New/Change Document Request	None	1 minute	<i>Document Controller</i> Administrative Division
2. Fill-up and submit the form to Document Controller	2.1. Receives and checks the completeness and correctness of the duly filled-up form.	None	1 minute	<i>Document Controller</i> Administrative Division
	2.2 Endorsed the request to the General Manager for	None	6 minutes	<i>Document Controller</i> Administrative Division
	2.3 Assign new document code.	None	1 minute	<i>Document Controller</i> Administrative Division



	2.4 Register the new document to Master list of Documented Information.	None	1 minute	<i>Document Controller</i> Administrative Division
	2.5 Inform the requestor for the approval of the request.	None	1 minute	<i>Document Controller</i> Administrative Division
<b>TOTAL:</b>		None	11 minutes	
<b>B. Document Revision</b>				
1. Request for a copy of New/Change Document Request Form (DWD-QMS-F09)	1.1. Prints a blank form of New/Change Document Request Form.	None	1 minute	<i>Document Controller</i> Administrative Division
2. Fill-up and submit the form to Document Controller	2.1. Receives and checks the completeness and correctness of the duly filled-up form	None	1 minute	<i>Document Controller</i> Administrative Division
	2.2 Endorse the request to the General Manager for approval	None	6 minutes	<i>Document Controller</i> Administrative Division
	2.3 Overwrite / Retrieve controlled copies of the previous version	None	3 minutes	<i>Document Controller</i> Administrative Division
	2.4 Updates Master list of Documented Information	None	1 minute	<i>Document Controller</i> Administrative Division



	2.5 Inform the requestor for the approval of the request	None	1 minute	<i>Document Controller</i>  Administrative Division
	<b>TOTAL:</b>	None	13 minutes	



## 19. OFFICIAL DOCUMENTS HANDLING

This establishes the control on the process of borrowing documents. This process helps in ensuring that the borrower will have its accountability over the document. Likewise, the document controller will have a means of monitoring the borrowed documents.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD Employee who wants to borrow and return a document		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Borrowing Form (DWD-QMS-F17)		DWD Office – Administrative Division (Document Controller)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Borrowing</b>				
1. Fill up Document Borrowing Form (DWD-QMS-F17) and submit the same to the Document Controller	1.1. Receives and checks the completeness and correctness of the duly filled-up form.	None	1 minute	<i>Document Controller</i> Administrative Division
	1.2 Checks the availability of the document being borrowed.	None	8 minutes	<i>Document Controller</i> Administrative Division
	1.3 Release the document.	None	1 minute	<i>Document Controller</i> Administrative Division
<b>TOTAL:</b>		None	10 minutes	
<b>B. Returning</b>				
1. Return the borrowed documents	1.1 Checks the completeness of the documents being returned.	None	3 minutes	<i>Document Controller</i> Administrative Division
	1.2 If found complete, the Document Controller will	None	1 minute	<i>Document Controller</i>





	issue to the borrower the previously filled-up form.			Administrative Division
2. Affix the signature in the returned portion of previously filled-up Document Borrowing Form	2.1 Affix the signature in the returned portion of previously filled-up Document Borrowing Form	None	1 minute	<i>Document Controller</i> Administrative Division
<b>TOTAL:</b>		None	5 minutes	



## 20. DOCUMENT RECORDING - OUTGOING EXTERNAL COMMUNICATION

To document the submission or transmittal of communication/report of DWD employee.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD employee who sends external communication and/or report		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PERSONAL DELIVERY/PICK-UP</b> 1. One (1) received copy of outgoing communication or transmittal of the report  <b>THRU COURIER SERVICE/POSTAL</b> 1. One (1) copy of outgoing communication or transmittal of the report  2. Original or photocopy of official receipt (OR) from the courier service/postal		Sender/Drafter   Sender/Drafter   Courier Service/Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Personal Delivery/Pick-up</b>				
1. Give the received copy of outgoing communication or transmittal of the report to the Records Officer	1.1. Accept and check if there is a receiver's signature of the transmitted communication/report	None	30 seconds	<i>Records Officer</i> Administrative Division
	1.2 Record details of transmitted communication/report in the log book	None	2 minutes	<i>Records Officer</i> Administrative Division
2. Affix signature on the log book	2.1 Scan and file the received copy/transmittal	None	5 minutes	<i>Records Officer</i> Administrative Division
	copy of the communication/report			



<b>TOTAL:</b>		None	7 minutes, 30 seconds	
<b>A. Thru Courier Service/Postal</b>				
1. Give a copy of outgoing communication or transmittal of the report and the original or photocopy of official receipt (OR) from the courier service/postal	1.1. Accept the copy of the sent communication/transmittal thru courier service/postal along with its official receipt (OR)	None	30 seconds	<i>Records Officer</i> Administrative Division
	1.2 Record details of transmitted communication/report in the log book	None	2 minutes	<i>Records Officer</i> Administrative Division
2. Affix signature on the log book	2.1 Scan and file the communication/transmittal along with its official receipt (OR)	None	5 minutes	<i>Records Officer</i> Administrative Division
<b>TOTAL:</b>		None	7 minutes, 30 seconds	



## 21. DOCUMENT RECORDING - INTERNAL COMMUNICATION/OFFICE ORDER

To document the issuance of communication/office order of DWD.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD employee who issues office order or internal communication		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed or Approved Office Order/ internal communication		Drafter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the signed or approved office order/internal communication	1.1. Receive the office order/internal communication	None	30 seconds	<i>Records Officer</i> Administrative Division
	1.2 Record details of the Office Order/internal communication in the log book	None	2 minutes	<i>Records Officer</i> Administrative Division
2. Affix signature on the log book	2.1 Scan and file the Office Order/internal communication	None	5 minutes	<i>Records Officer</i> Administrative Division
<b>TOTAL:</b>		None	7 minutes, 30 seconds	



## 22. PREPARATION OF MATERIALS AND SUPPLIES INVENTORY JOURNAL (MSIJ)

Input to preparation of FS and Inventory Monitoring.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Corporate Accountant, Budget Officer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Store Requisition Slip (SRS)		DWD Office – Administrative Division (Store Keeper)		
2. Disbursement Vouchers (DV) for New Materials Purchases/Deliveries		DWD Office – Finance (Accounting Personnel)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Periodic inquiry on current cost of materials as well as level of inventory	1.1 Receive the weekly SRS and update the MSIJ	None	3 hours	<i>Property/Supply Officer</i>  Administrative Division
2. Purchase of materials for maintenance and spare purposes	2.1 Retrieve the disbursement vouchers and update the MSIJ correspondingly	None	30 minutes	<i>Property/Supply Officer</i>  Administrative Division
3. Request for MSIJ summary within the week of the succeeding month	3.1 Complete both the MSIJ and Inventory Summary sheets	None	1 hour	<i>Property/Supply Officer</i>  Administrative Division
	3.2 Provide Accounting with copy of both completed summaries	None	5 minutes	<i>Property/Supply Officer</i>  Administrative Division
	3.3 Provide Commercial Division with monthly updated price of materials	None	5 minutes	<i>Property/Supply Officer</i>  Administrative Division
<b>TOTAL:</b>		None	4 hours, 40 minutes	



## 23. PREPARATION OF CASH DISBURSEMENT JOURNAL (CDJ)

Input to preparation of FS.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Corporate Accountant, Budget Officer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Vouchers (DV)		DWD Office – Finance (Accounting Personnel)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Periodic inquiry on specific payment or purchase	1.1 Retrieve the disbursement vouchers and update the CDJ	None	2 hours	Property/Supply Officer <i>Administrative Division</i>
2. Request for CDJ summary immediately following end of the month	2.1 Complete the CDJ sheets	None	1 hour	Property/Supply Officer <i>Administrative Division</i>
	2.2 Provide Accounting with soft copy	None	5 minutes	Property/Supply Officer <i>Administrative Division</i>
<b>TOTAL:</b>		None	3 hours, 5 minutes	



## 24. PROCUREMENT OF GOODS/SERVICES

Purchasing of goods and services in order to unhamper the delivery of water supply to DWD concessionaires.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government, G2B - Government to Business		
<b>Who May Avail:</b>		DWD employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Request		DWD Office - Administrative Division		
2. Request for Quotation		DWD Office - Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Procurement				
1. Fill-up Purchase Request Form	1.1 Receive Purchase Request from the requestor	None	5 seconds	Clerk Processor Administrative Division
	1.2 Prepare / Encode specification, check budget and print RFQ form for canvassing / posting if above 50k	None	15 minutes	Clerk Processor Administrative Division
2. Canvass at least 3 quotes from supplier	2.1 Receive 3 quotations & Prepare / Encode Abstract of Quotation	None	10 minutes	Clerk Processor Administrative Division
	2.2 Print and accomplish Abstract of Quotations	None	1 minute	Clerk Processor Administrative Division



	2.3 Print and accomplish Notice of Award or Purchase Order as necessary	None	5 minutes	Clerk Processor Administrative Division
<b>TOTAL:</b>		None	31 minutes, 5 seconds	





## 25. CASH DISBURSEMENT PROCESS

The district follows internal disbursement process for its operations. This includes releasing of cash and checks for operational and capital needs in the district's daily activities.

<b>Office/Division:</b>		Finance and Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Any Filipino citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Purchase Order		DWD Office – Finance Division		
2. Billing notice/Sales Invoice		Establishment where good(s)/service(s) was procured		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents for processing.	1.1. Receive and check the completeness and correctness of the documents	None	3 minutes	<i>Corporate Accountant</i> Finance and Commercial Division
	1.2 Check allotment from budget	None	1 minute	<i>Corporate Accountant</i> Finance and Commercial Division
	1.3 Prepare and Print Disbursement voucher. Forward to Admin. Assistant for check preparation	None	5 minutes	<i>Corporate Accountant</i> Finance and Commercial Division
	1.4 Prepare, Print and complete check. Including signatories	None	5 minutes	<i>Administrative Assistant</i> Administrative Division



	1.5 Attach check to appropriate voucher for release.	None	1 minute	Administrative Assistant Administrative Division
<b>TOTAL:</b>		None	15 minutes	



## 26. INVENTORY RELEASING

Issuance of materials and supplies needed to ensure the delivery of water service.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		All DWD Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Maintenance Order (MO) or Construction Order (CO)		DWD Office – Engineering Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward Maintenance Order to Supply Officer	1.1 Receive Maintenance Order or Construction Order and check for the material requirements	None	5 minutes	Property/Supply Officer Administrative Division
	1.2 Prepare inventory requirements	None	15 minutes	Property/Supply Officer Administrative Division
	1.3 Record to SRS.	None	2 minutes	Property/Supply Officer Administrative Division
	1.4 Release inventory materials	None	1 minute	Property/Supply Officer Administrative Division
<b>TOTAL:</b>		None	23 minutes	



## 27. ACCEPTANCE OF WATER BILLS PAYMENT AND OTHER FEES

Payment for service reconnection fees for temporary closed accounts & pulled- out water meter connection and other fees.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Teller		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBL</b>
<b>A. Teller-identified transactions</b>				
1. Teller remits the water bill collection for the day along with the Daily Collection Report (DCR)	1.1 Check the remitted amount and affix signature on the Daily Collection Report (DCR)	None	30 minutes	Cashier Administrative Division
<b>TOTAL:</b>		None	30 minutes	
<b>B. Consumer-direct transaction</b>				
1. Consumer pays the reconnection fees and/or other necessary fees to the Cashier	1.1 Accept payment and issue Official Receipt (OR)	Reconnection fees and/or other necessary fees	5 minutes	Cashier Administrative Division
<b>TOTAL:</b>		Reconnection fees and/or other necessary fees	5 minutes	



## 28. PETTY CASH FUND DISBURSEMENT

Reimbursement of employee for payment of good(s)/service(s).

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD employees who request for reimbursement		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt (OR) of the item		Establishment where good(s)/service(s) was procured		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee (s) make a request for payment/ reimbursement	1.1 Check documents and prepare the PCV	None	5 minutes	<i>Cashier</i> Administrative Division
	1.2 Complete necessary signature	None	5 minutes	<i>Cashier</i> Administrative Division
	1.3 Release Petty Cash Fund as requested	Cash as stated in the OR	5 minutes	<i>Cashier</i> Administrative Division
<b>TOTAL:</b>		Cash as stated in the OR	15 minutes	



## 29. PREVENTIVE MAINTENANCE OF AIR CONDITION UNIT

In order to prolong the service of air condition unit, it must undergo a quarterly preventive maintenance.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Schedule of Preventive Maintenance of air condition units		DWD Office – Administrative and General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Remind to conduct PMS on air condition units	1.1 Check schedule of Preventive Maintenance of Air Condition Units	None	10 minutes	<i>Administrative and General Services Officer B</i> Administrative Division
	1.2 Actual Cleaning and Maintenance of Air Condition Unit	None	2 days	<i>Administrative and General Services Officer B</i> Administrative Division
	1.3 Prepare next schedule for Preventive Maintenance of Air Condition Unit	None	10 minutes	<i>Administrative and General Services Officer B</i> Administrative Division
<b>TOTAL:</b>		None	2 days, 20 minutes	



### 30. PREVENTIVE MAINTENANCE OF I.T. EQUIPMENTS

In order to prolong the service of I.T. equipment, it must undergo a quarterly preventive maintenance.

<b>Office/Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Schedule of Preventive Maintenance of IT Equipment		Administrative and General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Remind to conduct PMS on IT Equipment	1.1 Check schedule of Preventive Maintenance of I.T. equipment	None	10 minutes	<i>Administrative and General Services Officer B</i> Administrative Division
	1.2 Actual Cleaning and Maintenance of I.T. equipment	None	2 days	<i>Administrative and General Services Officer B</i> Administrative Division
	1.3 Prepare next schedule for Preventive Maintenance of I.T. equipment	None	10 minutes	<i>Administrative and General Services Officer B</i> Administrative Division
<b>TOTAL:</b>		None	2 days, 20 minutes	



### 31. BILLING SCHEDULE CREATION

Preparation of billing schedule of zone and book.

<b>Office/Division:</b>		Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Meter readers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Login in Billing and Collection System and select Billing Tab, click billing schedule then set date for billing schedule, meter reading date, due date and designated meter reader	None	25 minutes	<i>Division Manager</i> Commercial Division
	1.2 Save and Print the Billing Schedule.	None	2 minutes	<i>Division Manager</i> Commercial Division
	1.3 Post and Notify concerned employees.	None	3 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL:</b>		None	30 minutes	





## 32. METER READING

Preparation, download, upload and verification of meter reading list per zone and book.

<b>Office/Division:</b>		Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Meter readers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Schedule		DWD Office – Commercial Division		
2. Meter Reading App (Android Phone)		DWD Office – Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Distribute phone to Meter Reader with downloaded meter reading list	1.1 Go to the location of assigned zone and book to be read	None	30 minutes	<i>MeterReader</i> Commercial Division
	1.2 Open Meter Reading App and input login credential, then open menu and select meter reading, select assigned zone and book to read, select consumer name then enter reading and take picture of meter and click save, repeat until complete reading all meters	None	2 hours	<i>MeterReader</i> Commercial Division
2. Complete Meter Reading per zone and book	2.1 Open Meter Reading App and input login credential then open select settings in menu	None	4 minutes	<i>MeterReader</i> Commercial Division



	and click upload meter reading wait for the program to finish uploading			
3. Forward Meter Reading Picture	3.1 Copy pictures of meter from cellphone to designated folder in PC	None	10 minutes	SPPDO-A Commercial Division
4. Uploaded Meter Reading and Picture of meters	4.1 Login in Billing and Collection System and select Meter Reading tab then select zone and book to verify	None	5 minutes	SPPDO-A Commercial Division
	4.2 Verify picture of meter versus uploaded meter reading	None	1 hour	SPPDO-A Commercial Division
	4.3 Print the Meter Reading Proof list and forward to Division Manager (Commercial)	None	1 minute	SPPDO-A Commercial Division
<b>TOTAL:</b>		None	4 hours, 30 minutes	



### 33. PRINTING OF WATER BILL

Printing of water bills containing water consumption and necessary amount that will be distributed to consumer per zone and book.

<b>Office/Division:</b>		Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		Commercial Division		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing and Collection System		Commercial Division		
2. Verified meter reading proof list		Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Login in Billing and Collection System and select Water Bill Tab, select zone and book to print,	None	1 minute	<i>Division Manager</i> Commercial and Finance Division
	1.2 Check and verify the Meter Reading Proof list vs List of water bill to print	None	2 minutes	<i>Division Manager</i> Commercial and Finance Division
	1.2 Print the Water Bill per zone and book	None	2 hours	<i>Division Manager</i> Commercial and Finance Division
	<b>TOTAL:</b>		2 hours, 3 minutes	



### 34. WATER QUALITY PROCESS - FLUSHING

Flushing the water improves water quality by removing sediment that slowly builds up at the bottom of the water source over time.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		DWD GM / Division Head / Section Head – Engineering – Engineering / Personnel in-charge in securing water samples for Physical-Chemical and Bacteriological Test		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled flushing, request the operator to conduct such activity	1.1. Take a picture of meter reading before start flashing	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	1.2 Start flushing by opening the valve of the flushing point	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	1.3 Wait until 1 cubic meter has been released and the water is visibly clear	None	6 minutes	<i>Pump Station Operator</i> Engineering Division
	1.4 Close the valve and take a picture of meter reading	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	<b>TOTAL:</b>	None	9 minutes	



### 35. PUMP STATION MAINTENANCE – ELECTRICAL RESISTIVITY TESTING

Testing of electrical output of pump motor to asses flow to surface, indicating normal or abnormal electricity which gives indication for replacement of components.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled resistivity testing, request the operator to conduct such activity	1.1. Make sure all the power line and breaker are shut off before connecting the tester to the power line	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.2 Take a picture of the tester and record the result	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
<b>TOTAL:</b>		None	4 minutes	



### 36. MONITORING – WATER PRESSURE READING

Reading of water pressure to service line to indicate sufficiency in pressure to consumers based on location and other factors.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled pressure reading, request the operator to conduct such activity	1.1. Record the pressure gauge reading using a cellphone containing the Operator's App	None	1 minute	Pump Station Operator Engineering Division
	1.2 Take a picture of the pressure gauge reading	None	1 minute	Pump Station Operator Engineering Division
<b>TOTAL:</b>		None	2 minutes	



### 37. MONITORING - FLOW METER READING

Reading of water production from pump stations for monitoring and use for non-revenue water determination.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled flow meter reading, request the operator to conduct such activity	1.1. Record the flow meter reading using a cellphone containing the Operator's App	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	1.2 Take a picture of the flow meter reading	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	<b>TOTAL:</b>	None	2 minutes	



### 38. MONITORING - POWER TEST

Testing of electric current to control panel, indicating proper electricity for pump station operations.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled power testing, request the operator to conduct such activity	1.1. Shut off the breaker of the panel board	None	1 minute	<i>Pump Station Operator</i> Engineering Division
	1.2 Record the voltage and ampere reading using a cellphone containing the Operator's App	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
<b>TOTAL:</b>		None	3 minutes	





### 39. WATER QUALITY PROCESS - WATER CHLORINATION

Water treatment process for water potability as required by the NSDW.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled water chlorination, request the operator to conduct such activity	1.1. Mix and stir 5 liters of chlorine and 110 liters of water in the chlorine tank	None	10 minutes	<i>Pump Station Operator</i> Engineering Division
	1.2 Check the chlorine flow on the chlorinator, adjust if necessary	None	10 minutes	<i>Pump Station Operator</i> Engineering Division
<b>TOTAL:</b>		None	20 minutes	



## 40. WATER QUALITY PROCESS - CHLORINE RESIDUAL TESTING

Checking and monitoring of chlorine residual on service lines and testing points as required by the NSDW.

<b>Office/Division:</b>		Engineering Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - Government to Government		
<b>Who May Avail</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled chlorine residual testing, request the operator to conduct such activity	1.1. Get a water sample from the source of testing pint	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.2 Use the compact chlorometer device to get the chlorine residual	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.3 Record the result using a cellphone containing the Operator's App	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.4. Proceed to middle testing point and get a water sample	None	8 minutes	<i>Pump Station Operator</i> Engineering Division
	1.5 Use the compact chlorometer device to get the chlorine residual	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.6 Record the result using a cellphone containing the Operator's App	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	<b>TOTAL:</b>	None	30 minutes	



#### 41. PUMP STATION MAINTENANCE - PMS OF PANEL BOARD AND CHLORINATOR, CLEANING OF PUMP STATION

Maintenance routine by pump station operators in determining possible trouble in control panel and other electrical components.

<b>Office/Division:</b>		Engineering Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who May Avail:</b>		GM / Division Head or Section Head – Engineering		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If not in the scheduled PMS, request the operator to conduct such activity	1.1. Conduct preventive maintenance and cleaning of chlorinator	None	20 minutes	<i>Pump Station Operator</i> Engineering Division
	1.2 Clean and check all the wires and mechanism of panel board	None	10 minutes	<i>Pump Station Operator</i> Engineering Division
	1.3 Make sure the generator set is filled-up with diesel	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
	1.4. Check and make sure battery is fully- charged	None	2 minutes	<i>Pump Station Operator</i> Engineering Division
<b>TOTAL:</b>		None	34 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Accomplish the Feedback Form available in the Public Assistant and Complaint Desk (PACD) and submit/return the form to PACD.</p> <p>Answer the Feedback Form thru DWD website with URL:  <a href="https://dinalupihanwd.gov.ph/contact-us/">https://dinalupihanwd.gov.ph/contact-us/</a></p>
How feedbacks are processed	<p>Daily compilation and recording of all feedback form submitted/returned to the PACD.</p> <p>Feedback requiring answers are forwarded to the relevant offices and should be responded to within three (3) days of the receipt of the feedback.</p> <p>For follow-ups or queries, the contact information are as follows:            Mobile No.: 0998-843-7476            Landline: (047) 636-1325            email:  <a href="mailto:dinalupihan_waterdistrict@yahoo.com">dinalupihan_waterdistrict@yahoo.com</a></p>
How to file a complaint	<p>Complaints are communicated via: Phone:            (047) 636-1325            email:  <a href="mailto:dinalupihan_waterdistrict@yahoo.com">dinalupihan_waterdistrict@yahoo.com</a></p> <p>Social Media (FB Page):  <a href="http://www.facebook.com/dinalupihanwaterdistrict">www.facebook.com/dinalupihanwaterdistrict</a></p>
How complaints are processed	<p>Concerned division will evaluate and address the complaint.            Initiate appropriate action and correspondingly relayed to the complainant.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>            (02) 8-478-5093            PCC: 8888            CCB: (SMS/Text Access) 0908-881-6565            (email)  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            (Facebook page)  <a href="http://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a></p>



<b>LIST OF OFFICES</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>Dinalupihan Water District</b>	Pagasa Street Kataasan, Dinalupihan, Bataan	<b>Mobile No.:</b> 0998-843-7476 <b>Landline:</b> (047) 636-1325 <b>email address:</b> <a href="mailto:dinalupihan_waterdistrict@yahoo.com">dinalupihan_waterdistrict@yahoo.com</a>

