

# PILILLA WATER DISTRICT

National Road, Brgy. Bagumbayan, Pililla, Rizal

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Website: [www.prwd.gov.ph](http://www.prwd.gov.ph)

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## **CITIZENS CHARTER 2023 (3<sup>rd</sup> EDITION)**

# AGENCY PROFILE

## I. MANDATE:

The Pililla Water District (PWD) is a government-owned and controlled corporation created through Sangguniang Bayan Resolution No. 64, s. 1990, pursuant to Presidential Decree (PD) No. 198, as amended, otherwise known as the "Provincial Water Utilities Act of 1973." The Local Water Utilities Administration (LWUA) issued a Conditional Certificate of Conformance (CCC) on March 4, 1991 that paved its formal creation as the 487th Water District in the country.

Presidential Decree 198 or "The Provincial Water Utilities Act of 1973" (PD 198) Sec. 5 of Title II, the purpose of forming a local water district includes the following:

- 1) 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 districts,
- 2) providing, maintaining, and operating wastewater collection, treatment, and disposal facilities,
- 3) conducting such other functions and operations incidental to water resources development, utilization, and disposal within such districts, as are necessary or incidental to said purpose.

## II. VISION:

The best Water District in the province of Rizal with efficient and reliable services on the provision of safe and potable water in every household with responsive stakeholders.

## III. MISSION:

Pililla Water District shall ensure the provision of safe and potable water in a manner that respects the natural environment.

## IV. CORE VALUES

Always uphold **Professionalism**  
Do work with **Integrity**  
And **Efficiency**  
With the spirit of **Teamwork**  
Engage in **Hard work**  
With a high sense of **Accountability**

## **V. SERVICE PLEDGE:**

We, the officials and employees of Pililla Water District, pledge and commit to deliver quality public service.

Specifically, we will:

1. Provide potable water supply to the residents of Pililla, Rizal; up-to-date information and courtesy lane to those with special needs such as differently-abled persons, pregnant women, and senior citizens;
2. Work efficiently to meet the demands of our concessionaires, attend to them as soon as they enter the premises of the district;
3. Enhance good working relationships with private and government agencies, LGUs, NGOs, Water District Associations, Educational Institutions, and concessionaires to achieve our objectives; respond to their complaints about our services soonest or within the day and take corrective measures;
4. Demonstrate sensitivity, appropriate behavior, and professionalism at all times, and assure you will be served by authorized personnel;
5. Educate our employees through training and seminars to empower them with professional growth hence effective delivery of water services.

Sa Pililla Water District, kasiyahan namin ang magbigay ng serbisyo ng ligtas at sapat na tubig sa buong bayan ng Pililla!

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# **PILILLA WATER DISTRICT**

## **External Services**

## 1. Request or Documents (FOI)

This service is provided to all Filipino citizens to request any information about PiWaD transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security.

<b>Office or Division:</b>		Pililla Water District		
<b>Classification:</b>		Simple/Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All Qualified Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
e-FOI Account Scan copy of Identification Card		FOI Website <a href="https://www.foi.gov.ph/RequestingParty">https://www.foi.gov.ph/Requesting Party</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPON SIBLE</b>
1. Go to <a href="http://www.foi.gov.ph">www.foi.gov.ph</a> on your browser's home address bar.	1. None	None	2 minutes	
2. Click the Sign-Up Button for new users and provide all the required information.	2. None	None	5 minutes	
3. Once logged in, you will be directed to your Dashboard. The Dashboard contains all the requests done by the account owner.  Click the "Make a Request" then select the name of Pililla Water District.	3. None	None	5 minutes	
4. The client will now be directed to the <b>Make a Request</b> Page. Accomplish all fields then click <b>Send My Request</b>	4. Accept/Receive and Evaluate requests that will notify the requesting party within 15 working days	None	within fifteen (15) working days for simple request	FOI Receiving Officer
	5. FOI Receiving Officers shall forward the request to the concerned FOI Decision Maker Officer			
	6. The Decision Maker shall evaluate the request to be granted or denied based on the following: 6.1 The Agency does not have the information requested and shall forward to the Appropriate Government (No Wrong Door Policy) 6.2 The information requested contains sensitive personal information protected by the Data Privacy Act of 2012. 6.3 The information requested falls under the list of exceptions to FOI. 6.4 The information request is	None		FOI Decision Maker

	unreasonable.  6.5 The information request is identical or substantially similar to the same requested information.			
7. None	7. Prepare the information for release, based on desired format.	None		FOI Decision Maker
8. If not satisfied with the response to your FOI Request, you (the client) may ask to carry out an internal review of the response by writing to <a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a>		None	5 minutes	FOI Receiving Officer
9. Request for review should explain why you are dissatisfied with the response and should be made within 15 calendar days from the date when you received the letter	8. Will complete the review and tell you (the client) the result within fifteen (15) calendar days from the date when the agency received your appeal		Within fifteen (15) calendar days	FOI Appeals
	<b>TOTAL</b>	<b>None</b>	<b>15 days and 17 minutes for simple request</b> <b>Up to 35 days and 17 minutes for complex requests</b>	

## 2. Application for New Service Connection

This service shall apply to all customers applying for new water service for residential connection and commercial within the areas covered by the Pililla Water District. Residential Connection is a Water Service Classification where water is for domestic sanitary use of a person or family living in one structure, compound apartment, multi-story building, or subdivision, which is clearly designed, built, and use only as domicile as well as the charitable institution which use water for domestic use only. Commercial Connection is a Water Service Classification where water is used by any person, establishment, and institution engaged in non-domestic/economic activities.

<b>Office or Division:</b>	Admin/General Services/Finance/Commercial Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All residents and landowners of Pililla, Rizal			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) Government-issued IDs CEDULA (1) Photocopy Barangay Certificate (1) Original Proof of Ownership or Authority to Occupy (1) Original Sketch or drawing of location including two (2) nearest neighbors with Water Service Connection Authorization Letter (in case of Representative) Service Application and Construction Order Notarized Contract of Agreement Permit for Pavement Cutting (conditional) Permit for Excavation/Jetting (for National Highway) Orientation Attendance		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, LTO, Philhealth Office of the Barangay or Municipal Treasurer Office of the Barangay Office of the Barangay or Owner Applicant  Landowner/Spouse/Heirs/Applicants Customer Service Desk Customer Service Desk LGU or Office of the Barangay (location of new service connection) DPWH Extension Office PiWaD Office – Commercial Section		
Other documents required If Applicant is NOT the declared landowner: Copy of Marriage Contract/Certificate if the declared owner is the spouse Notarized Deed of Absolute Sale, if not yet transferred (present original) In case the declared owner is deceased, attach a copy of the Death Certificate Copy of Lease Contract/Rental Agreement		If Applicant is NOT the declared Landowner Owner's copy/PSA/Registrar (LGU)  Owner's copy Owner's copy/PSA/Registrar (LGU)  Owner's copy/Lessor's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the new service connection application and receive a copy of the checklist of the New Water Service Connection Application	1. Respond to the query and hand the client a checklist for New Water Service Connection and provide information about the needed requirements for NSC	None	1 minute	Public Assistance and Complaints Desk Personnel/Customer Service Section
2. Request for the New Service Application Form	2. Issue Service Application Form	None	1 minute	Public Assistance and Complaints Desk Personnel/Customer Service Section



3. Fill out and submit New Water Service Application Form	3. Advise the client for verification/Inspection Team to visit the actual site for New Service Connection.	None	1 minute	Public Assistance and Complaints Desk Personnel/Customer Service Section
4. Wait for the Inspector to visit site for verification and estimation of materials.	4. Prepare Maintenance Order for Estimate. 4.1 Site verification and estimate materials. 4.2 Inform the client thru a phone call.	None	within seven (7) working days after the date of application	Water Maintenance Man A/Inspector
5. Submit required documents to Customer Service for assessment and verification  5.1 Attend Orientation  5.2 Signing of Contract	5. Received the required documents and evaluate completeness. 5.1 Present the copy of the concessionaire's estimated form. 5.2 Conduct Orientation	None	30 minutes	Public Assistance and Complaints Desk Personnel/Customer Service Section
6. Proceed to the cashier for the full payment of the water service connection application.	6. Validate the amount based on the estimated form, prepare Tickler Card, and Accept payment 7.1 Issue Official Receipt	P 3,000.00 (Service Connection Fee) plus the cost of materials Residential (1/2')	5 minutes	Commercial Section Personnel
7. Return to Customer Service and present the official receipt 7.1 Confirm the schedule of installation	7. Schedule the installation of the New Service Connection 7.1 Release materials	None	5 minutes	Water Maintenance Man A Supply Officer
8. Fill out the Feedback Form	8. Issue a Feedback Form	None	1 minute	Customer Service
	TOTAL		7 days and 49 minutes	

**NOTE:** Installation of the water meter will take 2-7 days upon payment of the application fee and cost of materials)

### 3. Application for Reconnection for Water Services

This service shall apply to all customers requesting reconnection of water services within the areas covered by the Pililla Water District. The Agency reconnects the concessionaire's water meter for residential and commercial establishments upon verifying the account of the concessionaire, calibrates the disconnected water meter, and finalizes the list of fees for payment.

<b>Office or Division:</b>	Admin/General Services/Finance/Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Qualified Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) valid ID Water Bill Receipt <b>In case of Representative:</b> Authorization Letter, Valid ID of Owner, and Valid ID of Representative		Owner's copy Owner's copy or PiWaD Cashier Owners' copy Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Customer Service Desk and inquire about the reconnection process. Mention the details of the Reconnection Requests: - Name - Address - Location of the Water Meter for Reconnection	1. Receive inquiry on how to apply for reconnection. 1.1 Take note of the details of the disconnected account, search the client's data from the system, and verifies the outstanding balance, if any, and the date of disconnection.	None	1 minute	Public Assistance and Complaints Desk Personnel/Customer Service Section
2. Proceed to pay the remaining balance or unpaid dues plus the reconnection fee	2. Accept the payment of the reconnection fee and outstanding balance, if any, and issue an official receipt for the payment of reconnection fees received and water bill receipt for the outstanding balance, if any. 2.1 Advise the client of the schedule of reconnection.	With Balance and arrears if any: a. w/in 1 week (waived) b. more than 1 week to 5 months – P 200.00 + the amount indicated in the concessionaire's account record c. more than 5 months – P 500.00 + the amount indicated in the concessionaire's account record	2 minutes	Customer Service Asst./Commercial Personnel
3. Present Official Receipt to Public Assistance and Complaints Desk and request reconnection of Service	3. Normal Reconnection of water meter. 3.1 Concessionaires who pay a reconnection fee at 4:00 p.m. will be reconnected by Night	None	2 hours	Meter Reader/Plumber/Operator

	Duty depending on the situation.			
4. Fill out the Feedback Form	4. Issue a Feedback Form	None	1 minute	Customer Service
	TOTAL		2 hrs and 4 minutes	

#### 4. Water Bill Payment

This service shall apply to all customers paying for water services consumed in a month within the areas covered by Pililla Water District. Failure to receive a bill does not relieve the consumer of a liability. Any amount due shall be deemed a debt to the district. Non-payment of the bill for two (2) months will result in the disconnection of water supply services by the authorized PiWaD representative.

<b>Office or Division:</b>		Admin/General Services/Finance/Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		All Qualified Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill Statement		Owner's copy/Paying customer		
<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 the customer's waiting area	1. The guard calls out to the client for payment	None	1 minute	Security Guard on Duty
2. Once called, proceed to either cashier 1-3 for payment	2. Receive the Bill Statement, and pull up the Client's Account. Receive the payment from the client and issue a Water Bill Receipt	Water Bill Amount	1 minute	Billing and Collection Section Staff
3 Fill out the Feedback Form	3. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		3 minutes	

## 5. Application for Senior Citizen Discount

This service shall apply to senior citizen customers who are requesting for Senior Citizen Discount on water services within the areas covered by Pililla Water District. Application may be done personally or through an authorized representative.

<b>Office or Division:</b>	Commercial/Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Senior Citizen			
<b>Who may avail:</b>	Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Senior Citizen ID (OSCA) Latest Water Bill Receipt Application Form			Office of the Senior Citizens Affairs Applicant's proof of payment PiWaD Customer Service Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Customer Service Desk and inquire on how to avail Senior Citizen Discount	1. Receive inquiry on how to apply for the 5% Senior Citizen Discount. Advise the client to secure the following: - Senior Citizen ID - Latest Water Bill Receipt	None	2 minutes	Customer Service
2. Fill-out the Application Form for Senior Citizen Discount	2. Issue Application Form for Senior Citizen Discount	None	1 minute	Customer Service
3 Hand over the documents and the filled-out Application Form	3. Receive and verify the completeness of the Senior Citizen Discount Request: a. Check if all required documents are present and if the Application Form is properly filled out and signed. b. Take a photo of the Senior Citizen holding the latest water bill payment and OSCA ID	None	2 minutes	Customer Service
4. Receive advice that the Senior Citizen Discount has been applied to the account	4. Advise the client (Senior Citizen) that the discount has been applied and will be reflected in the next billing	None	1 minute	Customer Service
5 Fill out the Feedback Form	5. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		<b>3 minutes</b>	

## 6. Request for Change of Account Name

This service shall apply to all customers who are requesting for change of account name.

<b>Office or Division:</b>	Commercial/Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Consumers with Water Connection			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ID of New Owner and Previous Owner Authorization Letter/Deed of Sale Death Certificate (if the Account Owner is deceased) Water Bill Receipt			Applicant's ID Previous Owner/Applicant's Copy Applicant's Copy/PSA/Registrar (LGU) Applicant's Copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Customer Service Desk and inquire on how to change the account name. Secure the documents.	1. Receive inquiry on Change of Account Name. Advise the client to secure documents and fees	None	1 minute	Customer Service
2. Hand the required documents and prepare the change of Account Name fee.	2. Receive the documents and check for completeness.	None	2 minutes	Customer Service
3 Proceed to the Cashier and pay the Change Name Fee. Note: Ensure that the copy of the Official Receipt is issued.	3. Received the Change Name Fee and issue an Official Receipt	None	30 seconds	Customer Service Asst./Commercial Personnel
4. Receive advice that the account name has been changed and updated	4. Inform the client about the Account Name change	None	30 seconds	Customer Service
5 Fill out the Feedback Form	5. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		<b>5 minutes</b>	

## 7. Request for Relocation/Transfer of Water Meter

This service shall apply to all customers who are requesting for relocation/transfer of water meter to a more proper location.

<b>Office or Division:</b>		Commercial/Customer Service Section		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk to request for the relocation/transfer of water meter and the estimated price.	1. Ask the details where the water meter will be relocated/transferred 1.2 Prepare Maintenance Order/Service Request and issue it to the Engineering and Operations Division	None	3 minutes	Customer Service
2. Monitor and observe the site inspection.	2. Inspect the location to determine what cost of materials are needed in the relocation process	None	1 day	Plumber/Water Maintenance Man A
3. Request copy of inspection report and estimated cost of materials	3. Present inspection report and estimated cost of materials	None	4 minutes	Customer Service Asst./Commercial Personnel
4. Wait for the call of Commercial Section regarding payment details 4.1 Proceed to cashier for the payment of materials	4. Issue Official Receipt	Type 1 – 2,000.00 (Relocate/Transfer from other place/location of service line; tapping from mainline + cost of materials) Type 2 – 1,500.00 (Relocate/Transfer from the other place/location of service line; tapping from existing service outlet + cost of materials) Type 3 – 1,000.00 (Relocate/Transfer from existing position within the vicinity + cost of materials) <b>*Cost of</b>	5 minutes	Customer Service Asst./Commercial Personnel

		<i>materials based on inspection</i>		
5. Fill out the Feedback Form	5. Issue a Feedback Form	None	1 minute	Customer Service
	TOTAL		1 day and 13 minutes	



## 8. Replacement of Water Meter

This service shall apply to customers who are requesting for the replacement of the old, broken, defective water meter and those which are not accurate to read the water consume.

<b>Office or Division:</b>		Commercial/Customer Service Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request		Customer Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk to report the water meter that has cracked or broken.	1. Ask the details where the water meter is located and the account name of the concessionaire 1.2 Prepare Maintenance Order and issue it to the Engineering and Operations Division	None	1 minute	Customer Service
2. Monitor and observe the site inspection.	2. Inspect the location to determine why the water meter was cracked/ broken	None	1 hour	Plumber/Water Maintenance Man A
3. Request copy of inspection report and estimated cost of materials	3. Present inspection report	None	1 minute	Plumber/Water Maintenance Man A
4. Proceed to Cashier Unit and pay the amount for water meter replacement.	5. Issue Official Receipt	Depending on the cost of water meter	2 minutes	Customer Service Asst./Commercial Personnel
5. Fill out the Feedback Form	5. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		1 hour and 5 minutes	

### 9. Request for Water Meter Calibration Due to Zero / High Consumption

This service shall apply to all customers who are requesting for calibration of water meter, after checking water lines and with no possible leakage but with high consumption. On zero consumption however, the agency has the right to check or calibrate the water meter of the consumer for possible replacement of such. The consumer then is advised to purchase water meter if found out to be defective.

<b>Office or Division:</b>		Commercial/Customer Service Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
<b>Who may avail:</b>		Consumers with Water Connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request		Customer Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk and request for calibration.	1. Interview consumer (number of household members, consumption pattern, visible leakage, etc.) 1.1 Upon verification, prepare job order for calibration of water meter 1.2 Forward the same to Engineering and Operations Division	None	5 minutes	Customer Service
2. Wait for the employee in charge of the location.	2. Inspect service line/water meter for possible leakage 2.1 If zero consumption, check if no one is living in the household (Note: no person living in the reading card) 2.2 For two (2) consecutive readings with zero consumption (in case not paying the minimum water bill payment), disconnection of water service will apply	None	1 day	Plumber assigned in the area
3. Turn off all faucets connected to water meter.	3. Check water meter (If it is working although faucets connected are already closed, there is a leakage. Advise consumer to hire a private plumber to repair leakage. But if water meter is not running, there is no leakage)	None	5 minutes	Plumber assigned in the area

4. Witness calibration	4. Calibrate water meter	None	3 minutes	Water Maintenance Man A
5. Sign the Job Order Form for acknowledgment of the service	5. Prepare and submit accomplishment report	None	3 minutes	Water Maintenance Man A
6. Give feedback to the district for service rendered.	6. Submit the CSS/Feedback Form to Customer Service	None	1 minute	Water Maintenance Man A
	TOTAL		1 day and 17 minutes	

## 10. Request for Temporary Disconnection

This service shall apply to all customers who are requesting for temporary disconnection.

<b>Office or Division:</b>	Commercial/Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Consumers with Water Connection			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Photocopy of Valid ID <b>If Representative:</b> Authorization Letter Photocopy of Valid ID of the owner			PiWaD Office  Owner's copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Customer Service Desk and request for temporary water disconnection. 1.1 Provide or Bring an Authorization Letter and Photo Copy of valid I.D. of the owner or those who have account name in the water service connection, if the representative will process the Temporary Disconnection Service (Immediate Family, Tenant).	2. Provide the information that the concessionaires need to comply. 2.1 Check & Evaluate the requirements	None	3 minutes	Customer Service
2. Proceed to Cashier and pay the account balance	2. Issue the Official Receipt	Amount is indicated in concessionaire's account record	1 minute	Customer Service Asst./Commercial Personnel
3. Present Official Receipt to Public Assistance and Complaints Desk and request for temporary disconnection of service connection	3. Validate the amount indicated in the Official Receipt 3.2 Prepare Maintenance Order and issue it to assigned meter reader	None	1 minute	Customer Service
4. None	4. Temporary disconnection of water meter	None	1 day	Meter Reader
5. Fill out the Feedback Form	5. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		1 day and 6 minutes	

## 11. Disconnection of Unpaid Accounts

This service shall apply to all concessionaires with existing water service connection with Pililla Water District.

<b>Office or Division:</b>	Commercial/Customer Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Concessionaires with Water Connection			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Pullout water meter after two (2) months			PiWaD	
<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. Prepare Notice of Disconnection and issue to meter reader	Water Bill two (2) months	1 minute	Billing and Collection Section
2. None	2. Disconnection of water meter	None	1 day	Meter Reader
	TOTAL		1 day and 1 minute	

## 12. Repair of Water Service Lines, Mainline Leakages and Broken Pipelines

This service shall apply to all concessionaires who report water service lines repair, mainline leakages and broken pipelines. The Pililla Water District will repair the service line from the mainline up to the water meter of the concessionaire as reported. The repair lines after the meter should be done by a private plumber known to the consumer.

<b>Office or Division:</b>	Commercial/Customer Service Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Concessionaires with Water Connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request		PiWaD Office		
<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 the Customer Service Desk and report leaks, service line repairs, and broken pipes. 1.1 Report the location of the incident (specific address or barangay, nearest landmark) when did the leak happen or how long has it been leaking 1.2 Provide contact details	1. Receive a report on leaks, service line repairs, and broken pipes 1.1 As the client the location of the incident (specific address or barangay, nearest landmark) when did the leak happen or how long has it been leaking 1.2 Prepare Service Request	None	3 minutes	Customer Service
2. Advised that the report has been forwarded to Engineering and Operations Division (EOD) who will act on the report 2.2 Advise that the repair might take 1-3 days	2. Inform the client that the repair will take 1-3 days. Service Request will be forwarded to the EOD.	None	2 minutes	Customer Service
3. Fill out the Feedback Form	3. Issue a Feedback Form	None	1 minute	Customer Service
	<b>TOTAL</b>		6 minutes	

### 13. Hiring and Recruitment

This service shall apply to citizens who would like to apply to Piylla Water District.

<b>Office or Division:</b>	Admin/HR Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Vacant Position Letter of Intent Fully Accomplished Personal Data Sheet with recent passport-size picture (CS Form 212 , Revised 2017) and Work Experience Sheet IPCR Rating (if applicable) Photocopy of certificates of eligibility/license Photocopy of Transcript of Records Other documentary requirements necessary for open positions		CSC Website Applicant Applicant Government Agency where the applicant worked or at work Applicant (CSC.PRC.TESDA, etc.) School last attended Inquire at PiWaD Admin/HR Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Send Request for Vacant Position at CSCR04 IT Unit 1.1 Posting of Vacant Position in the official page of PiWaD (minimum of 10 days)	None	10 days	Admin Officer A
2. Sign in the Daily Information Sheet and proceed to Admin Unit and submit the Letter of Intent and other required documents to the said vacant position.  * Applications will be accepted only until the date specified in the post	2. Accept the application and check the position he/she is applying for. 2.2 Assess the completeness and correctness of the documents submitted by the applicants for pre-screening	None	2 minutes	Admin Officer A
3. None	3. Shortlisting of Applicants 3.1 Conduct a Preliminary evaluation for the qualified applicants based on the qualification standards 3.2 Set the schedule of activities for hiring and recruitment 3.3 Inform the applicants of the status of their application and scheduled activities (date and time of exam, interview, and other necessary activities)	None	10 minutes	Admin Officer A and members of HRMPSB
4. Undergo written examination/Aptitude Test/Behavioral Event Interview	4. Conduct written examination/Aptitude test/Behavioral Event Interview	None	1 day	HRMPSB Secretariat

	4.1 Prepares exam result/BEI Result and comparative assessment for deliberation of HRMPSB			
5. Applicant shall wait for the result of the deliberation and final selection	5. HRMPSB will conduct deliberation and the Head of the Agency/Appointing Authority makes the final selection of the best fit for the position. 5.1 Inform the applicant if he/she has been selected for the position	None	1 day	HRMPSB Secretariat
6. Selected applicant shall wait for the issuance of the appointment papers 6.1 Newly-hired employee shall receive the appointment papers and assume the office within 30 days	6. HRO will prepare the appointment papers to be signed by the General Manager 6.1 HRO will issue the appointment papers to newly-hired employee	None	3 days	Admin Officer A and HR Staff
	TOTAL		15 days and 12 minutes	





# **PILILLA WATER DISTRICT**

## **Internal Services**

## 1. Issuance of Internal Policy

This service is provided by Pililla Water District to its employees.

<b>Office or Division:</b>		Office of the General Manager		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Board Resolution		Office of the Board of Directors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The Board Resolution will be forwarded by the Board Secretary to the Secretary of the OIC/General Manager.	None	1 minute	<i>Secretary to the Board of Directors</i>
2. None	2. Composition of the office memo including the IRR (Implementing Rules and Regulations) for implementation.	None	15 minutes	<i>Administrative/General Services Officer A and HR Staff</i>
3. None	3. Checking and Validating of the office Memo 3.1 Signature	None	5 minutes	<i>General Manager</i>
4. None	4. Issuance of the memorandum to the concerned Unit.	None	5 minutes	<i>Administrative/General Services Officer A and HR Staff</i>
	<b>TOTAL</b>		26 minutes	

## 2. Issuance of an Official Memoranda for Additional Duties and Responsibilities

This service is provided by PiWaD to its employees who will be given additional duties and responsibilities.

<b>Office or Division:</b>		Office of the General Manager		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		HR Section/Section Heads		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare a letter requesting that employees assigned to a specific division/section have been given additional duties and responsibilities.	1. When additional duties are required, the General Manager will request to prepare an office memo.	None	3 minutes	<i>General Manager</i>
2. Secure an Office Memo	2. Obtain the duties and responsibilities of the specific employee who will receive the memo from the section/division head.  2.1 Procurement/ Property and Supplies, Engineering and Operations, Accounting, Cashier, Admin Unit, and Commercial	None	5 minutes	<i>Administrative/General Services Officer A/HR Staff</i>
3. The Division/Section Heads will outline the Duties and Responsibilities required for the assigned employee.	3. Composition of the office memo.	None	25 minutes	<i>Administrative/General Services Officer A/HR Staff</i>
4. None	4. Checking and validating the office Memo 4.1 Signature	None	5 minutes	<i>General Manager</i>
5. Received and signed the received copy of the memo.	5. The office memo will be received by the recipient.	None	3 minutes	<i>Human Resource Section</i>
7. None	7. Filing of Office Memo.	None	3 minutes	<i>Human Resource Section</i>
	<b>TOTAL</b>		<b>44 minutes</b>	

### 3. Employee/Candidate for Open Position Selection

This service is provided by Pililla Water District to its employees who are candidate for open position selection.

<b>Office or Division:</b>		Office of the General Manager		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Board Resolution		Office of the Board of Directors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Deliberation of the Applicant's Summary of Ratings. 1.1 Rating-based ranking 1.2 Minutes of evaluation and deliberation	None	1 hour	<i>HRMPSB</i>
2. None	2.The top five rated Applicants will be chosen. 2.1 HRMPSB's Secretary will make a resolution for the General Manager's selection.	None	15 minutes	<i>HRMPSB and HRMPSB's Secretary</i>
3. The top five Applicants will be introduced to the General Manager by the HR Section for selection.	3. The Head of the Agency will select the top five applicants and forward it to HR	None	3 minutes	<i>GeneralManager</i>
4. None	4. The Human Resources Unit will notify the chosen applicant via text or email.	None	5 minutes	<i>Human Resources Unit</i>
	<b>TOTAL</b>		1 hour and 23 minutes	

#### 4. Filing of Leave of Absence

Organic employees are entitled to vacation leave and sick leave. Employees earn leave credits of 1.25 days for vacation and sick leave every month. Actual leaves are deducted from the accrued leave credits. Filing of leave applications (vacation, sick, special, compensatory, and other statutory leave benefits) are open for permanent employees and employees granted with leave credits.

<b>Office or Division:</b>	Admin/HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Accomplished Application for Leave (CS Form No. 6 revised 2020) and</p> <ul style="list-style-type: none"> <li>✓ Sick Leave: Medical and Fit to Work Certificate from reliable government or private physician in excess of 5 successive days or as requested by the GM.</li> <li>✓ Maternity Leave <ul style="list-style-type: none"> <li>- Medical Certificate issued by a reliable government or private physician, as proof of pregnancy and estimated date of delivery;</li> <li>- Accomplished Clearance Form (Civil Service Form No. 7); and</li> <li>- Solo Parent ID, for solo parents who want to avail of the additional maternity leave of 15 days.</li> </ul> </li> <li>✓ Ten-Day Leave (VAWC): BPO, TPO/PPO or Police Report</li> <li>✓ Rehabilitation Leave: Police Report and/or Medical Certificate</li> <li>✓ Paternity Leave <ul style="list-style-type: none"> <li>- Accomplished Paternity Notification Form</li> <li>- Marriage Contract</li> <li>- Newborn's birth certificate. In case of a miscarriage or abortion, submit a medical or death certificate.</li> </ul> </li> <li>✓ Solo Parental Leave: Solo Parent Identification Card</li> <li>✓ Special Leave Benefits for women: Medical Certificate / Fit to work</li> <li>✓ Special Emergency Leave: Calamity Declaration</li> <li>✓ Adoption Leave: <ul style="list-style-type: none"> <li>- Authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD), if the leave will be availed of before the grant of petition for adoption.</li> </ul> </li> </ul>		<p>HR Section Reliable Government or Private Medical Doctor</p> <p>Reliable Government or Private Medical Doctor</p> <p>HR Section/ DSWD/ Brgy. VAWC Desk or Police Station VAWC Desk Police Station &amp; Reliable Medical Doctor HR Section/ PSA Birth Certificate Reliable Government or Private Medical Doctor Hospital/ LCR</p> <p>PSA, DSWD Reliable Government or Private Medical Doctor/ DSWD Office of the Governor/ Municipal Mayor/ Circular DSWD/Proper Court</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Proceed to Administrative Unit to secure and fill out a leave application form.</p> <p><b>I. Filing of Leave</b></p> <ul style="list-style-type: none"> <li>a) <b>Special Privilege Leave (3 days)</b> - 5 days in advance or immediately upon return to work in case of emergency.</li> <li>b) <b>Forced Leave (5 days)</b> - 5 days in advance</li> <li>c) <b>Vacation Leave</b> - 5 days in advance</li> <li>d) <b>Sick Leave</b>-Immediately upon return to work or in advance.</li> </ul>	<p>Check the type of Leave to avail and the available Leave Credits of the concerned employee.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative/General Services Officer A / HR Staff</i></p>

<p>e) <b>Maternity Leave (105 days)</b> - at least 30 days in advance</p> <p>f) <b>Paternity Leave (7 days-4 deliveries)</b> - Notify on the expected date of delivery within a reasonable period of time.</p> <p>g) <b>Rehabilitation Privilege (up to 6 months)</b>- Within 1 week from the time of accident, it should be filed by the employee or family member</p> <p>h) <b>Solo Parental Leave (7 days)</b> - at least 1 week prior to availment</p> <p>i) <b>Special Leave Benefits for Women (max 2 months)</b>, 5 days in advance or upon return to work for emergency.</p> <p>j) <b>10-Day VAWC Leave</b> before the actual leave or immediately upon return to work.</p> <p>k) <b>Special Emergency Leave (max 5 days in a year)</b> immediate supervisor is duly notified and must be filed upon the return to work.</p> <p>l) <b>Adoption Leave (Parent Female - 60dys/Parent Male- 7 days)</b> 5 days in advance.</p> <p>m) <b>Study Leave (max of 6 months)</b> at least thirty (30) days prior to the effectivity of the applied leave.</p>	<p>Check the type of Leave to avail and the available Leave Credits of the concerned employee.</p>	<p>None</p>	<p>3 minutes</p>	<p>Administrative/General Services Officer A / HR Staff</p>
<p>2. Fill-out, sign, and submit Leave Application Form (LAF) indicating the following information (2 copies):</p> <ul style="list-style-type: none"> <li>- Division</li> <li>- Name (Surname, First Name, Middle Name)</li> <li>- Date of Filing</li> <li>- Position</li> <li>- Salary</li> <li>- Type of Leave applied</li> <li>- Number of working days or hours applied for</li> <li>- Inclusive dates</li> <li>- Signature</li> </ul>	<p>2. Post the number of days or hours applied for in the General Ledger of Leave Credits</p> <p>2.1 Check LAF as to the correctness of leave balances in the LAF</p>	<p>None</p>	<p>Max 10 minutes after receipt of filled-out LAF</p>	<p>Admin Officer A/HR Staff</p>
<p>3. Route the LAF for initial approval of the immediate supervisor</p>	<p>3. Certifies and initially approves the LAF</p>	<p>None</p>	<p>5 minutes after receipt of filled-out LAF</p>	<p>Immediate Supervisor of the concerned employee</p>
<p>4. Route the LAF for recommending approval of the HRMO</p>	<p>4. Reviews and signs for Recommending Approval of LAF</p>	<p>None</p>	<p>5 minutes after receipt of filled-out LAF</p>	<p>Admin Officer A</p>
<p>5. Route the LAF for approval of General Manager</p>	<p>5. Reviews and signs for Approval of LAF</p>	<p>None</p>	<p>5 minutes after receipt of filled-out LAF</p>	<p>General Manager</p>
<p>6. Return to the HRO the signed and approved leave form for filing</p>	<p>6. Issue an approved copy of LAF</p>	<p>None</p>	<p>1 minute</p>	<p>Admin Officer A and HR Staff</p>
	<p>TOTAL</p>		<p>29 minutes</p>	

#### 4. Filing of Application for Leave Monetization

Organic employees are entitled to vacation leave and sick leave. Employees earn leave credits of 1.25 days for vacation and sick leave every month. Actual leaves are deducted from the accrued leave credits. Filing of leave applications (vacation, sick, special, compensatory, and other statutory leave benefits) is open for permanent employees and employees granted with leave credits.

<b>Office or Division:</b>	Admin/HR Section/Finance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Piiilla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Request Slip</li> <li>- Accomplished CSC Form No. 6 Revised 2020</li> <li>- Application for Monetization of Leave</li> <li>- Justification Letter, if monetization is 50% or more of his/her accumulated leave balances</li> </ul>		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. Apply for Request Slip	1. Issue Request Slip	None	1 minute	Admin Officer A/HR Staff
2. Request for Monetization of Leave Credit Form and Justification Letter (for 50% Leave Credit Application)	2. Issue Monetization of Leave Credit Form, Leave Application Form	None	1 minute	Admin Officer A/HR Staff
3. Fill-out, sign, and submit Monetization of Leave Credits Form, Leave Application Form (LAF) indicating the following information (2 copies): <ul style="list-style-type: none"> <li>- Division</li> <li>- Name (Surname, First Name, Middle Name)</li> <li>- Date of Filing</li> <li>- Position</li> <li>- Salary</li> <li>- Type of Leave applied</li> <li>- Number of working days or hours applied for</li> <li>- Inclusive dates</li> <li>- Signature</li> </ul>	3. Reviews and checks the data and information in the filled-out Monetization of Leave Credit Form, Leave Application Form and Justification Letter (for 50% Leave Credit Application) <ul style="list-style-type: none"> <li>3.1 Compute the applied leave credits for monetization and revert the application for Leave Monetization Form, Leave Application Form and other attached documents (if any) back to the applicant</li> <li>3.2 Recommends for approval by signing the said document</li> </ul>	None	30 minutes	Admin Officer A/HR Staff
4. Route the computed Leave Credits for Monetization, Leave Application Form, justification Letter (for 50% Leave Credit Application and other attachments (if any), to recommend for approval of the General Manager	4. Reviews and signs for approval of Leave Credits for Monetization, LAF, and other documents attached (if any)	None	5 minutes after receipt of filled-out LAF	General Manager
5. Return to the HRO the signed and approved Application for Leave Monetization Form, Leave Application	5. Issue an approval copy of the Application for Leave Monetization Form, Leave Application	None	5 minutes after receipt of filled-out LAF	Admin Officer A

Form, and other attached documents (if any)	Form, and other attached documents (if any) to the applicant and to the Admin and Finance Division for processing of the computed monetized leave credits			
6. Include the Summary of Application for Leave Monetization in the Agenda during BOD Meeting	6. Inform the BOD on the Approved Summary of Application for Leave Monetization	None	10 minutes	General Manager
7. None	8. Prepare Check Voucher	None	10 minutes	Sr. Accounting Processor B
8. Proceed to Division Manager C (Finance/Accounting Division) to receive cash/check.	9. Issuance of cash/check	None	2 minutes	Division Manager C
	TOTAL		1 hour and 4 minutes	



### 5. Issuance of Travel Order and Pass/Locator Slip

Travel Order and Pass/Locator Slips are made by requesting party for purposes of official travel. The purpose of the request is included in the form.

<b>Office or Division:</b>	Admin/HR Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Travel Order/Pass/Locator Slip Request			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. Apply for Request Slip for Travel Order or Pass/Locator Slip	1. Issue Request Slip for Travel Order or Pass/Locator Slip	None	1 minute	Admin Officer A/HR Staff
2. Fill out necessary details in the Travel Order or Pass/Locator Slip Request. Once filled out, submit said form back to HR	2. Review and check details in the Travel order or Pass/Locator Slip and route the said document for approval of the Immediate Supervisor and General Manager	None	10 minutes	Admin Officer A/HR Staff Immediate Supervisor General Manager
3. Receive Travel Order or Pass/Locator Slip Request	3. Issue Approved Travel Order or Pass/Locator Slip	None	1 minute	Admin Officer A/HR Staff
	TOTAL		12 minutes	

## 6. Request for Certificates and HR Records

Employees of Pililla Water District may request the Human Resource Section for copies of HR Records and Certifications.

Certifications:

- Certificate of Employment
- Certificate of Leave Credits
- Certificate of No Pending Administrative Case
- Certificate of Completion for OJTs and Immersion Students
- Other HR Certifications

HR Records:

- Service Record and Certified True Copy
- Performance rating and Certified True Copy
- Certified True Copy of Individual Performance Commitment and Review (IPCR)
- Certified True Copy of Personal Data Sheet (PDS)
- Certified True Copy of Statement of Assets, Liabilities and Net Worth (SLAN)
- Other HR Records

<b>Office or Division:</b>		Admin/HR Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		HR Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Slip Form logbook for request of record/s and submit the request form	1. Give the Request Slip Form logbook to the client 1.1 Receive the Request Slip Form and forward to the personnel concerned 1.2 Processing or printing of the requested record	None	10 minutes	Admin Officer A/HR Staff
2. Wait for the copy of the requested personnel record	2. Issue/release the requested record	None	1 minute	Admin Officer A/HR Staff
	<b>TOTAL</b>		<b>11 minutes</b>	

## 7. Request for Overtime

This service is provided to Pililla Water District Employees who rendered overtime services.

<b>Office or Division:</b>		Admin/HR Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Overtime Request Form		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. Fill out Overtime Request Form	1. Provide Overtime Request Form	None	3 minutes	Admin Officer A/HR Staff
2. Secure the signature of signatories - HRO - Immediate Supervisor/Division Manager - General Manager	2. None	None	3 minutes	Admin Officer A Immediate Supervisor/Division Manager General Manager
3. Submit the Approved Request of Overtime Services	3. Receive and check for the completeness of form	None	1 minute	Admin Officer A/HR Staff
	TOTAL		7 minutes	

## 8. Payroll for Overtime

This service is provided to Pililla Water District Employees who rendered overtime services.

<b>Office or Division:</b>		Admin/HR Section/Finance		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Overtime Request Form and Accomplishment Report Attendance Logbook		HR Section Admin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Approved Request of Overtime Form	1. Prepare a Summary of Overtime Incurred	None	20 minutes	Admin Officer A/HR Staff
2. None	2. Check and sign the computed summary	None	5 minutes	Admin Officer A Immediate Supervisor General Manager
3. None	3. Counter-check computation for accuracy	None	5 minutes	Sr. Accounting Processor B
4. None	4. Prepare voucher and secure signature of signatories	None	3 minutes	Sr. Accounting Processor B
5. None	5. Prepare payroll check, perform encashment of check, and prepare the envelope of the concerned employees individually	None	1 hour and 30 minutes	Sr. Accounting Processor B Cashier Division Manager C
6. Proceed to Division Manager C (Finance/Accounting Division) to receive cash	6. Issuance of cash	None	2 minutes	Division Manager C
	<b>TOTAL</b>		<b>2 hours and 5 minutes</b>	

## 9. Payment for GSIS Contributions and Loan Amortization

This service is provided by Pililla Water District to its employees to ensure appropriate and timely payment of GSIS contributions as well as to assist in their loan amortization.

<b>Office or Division:</b>	Admin-HR Section/Finance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payroll computation (Hard Copy) Report of promotion and step increment Monthly contributions and loan amortization		Admin/GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. <b>For Permanent:</b> None	1. <b>For Permanent:</b> Acquire summary of the following for the GSIS Monthly Contribution/Loan Amortization: * Summary of employees' GSIS monthly contribution from Accounting Staff (payroll) * Summary of employees' GSIS monthly loan amortization from Admin. Services Officer A * Summary of promotion and step increment from HR Officer and Accounting Staff	none	10 minutes	Administrative / General Services Officer A / Sr. Accounting Processor B
2. None	2. Downloading of Monthly Electronic Billing File (EBF) * Generation of Billing file – The system reads positive billing data from GSIS database to generate Excel EBFs for Remitting Agency. * Search and Download Billing Files	none	5 minutes	Sr. Accounting Processor B
3. None	3. Prepare the Agency's Electronic Remittance File (ERF)	none	2 hours	Sr. Accounting Processor B
4. None	4. Uploading of Agency's Electronic Remittance File (ERF) * Process * Enables user to upload corresponding Remitting Agency's ERF for validation against GSIS database. * Authorized Remitting Agency users are allowed to upload their RAs ERFs only. * The system will only accept uploading of remittance file in zip format containing one (1) .xls or .xlsx file: * ERF Status Description * Viewing History and Generating Reports	none	10 minutes	Sr. Accounting Processor B
5. None	5. ERF Inquiry • Enables user to search and view details of a specific Agency's Electronic Remittance File (ERF). • View ERF Details which enable the user to download Exception Reports,	none	10 minutes	Sr. Accounting Processor B

	Lock ERF, download SOT and pay ERF.			
	TOTAL		2 hours and 35 minutes	

## 10. e-Payment of Philhealth Contributions

This service is provided by Pililla Water District to its employees who pays Philhealth premium.

<b>Office or Division:</b>	Admin-HR Section/Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Payroll computation (Hard Copy) Report of promotion and step increment Monthly contributions and loan amortization			Admin/GSIS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>For Permanent:</b> None	1. <b>For Permanent and Casual:</b> Acquire a summary of the following for the Philhealth Monthly Contributions: * Summary of employees' Philhealth monthly contribution from Admin. Services Asst. C (payroll) * Summary of promotion and step increment from Admin. Services Officer A / Admin. Services Asst. A	none	10 minutes	Administrative / General Services Officer A / Admin. Services Assistant A
2. None	2. Prepare Employees Premium Remittance List (EPRL) - at EPRS Philhealth and Generate Statement of Premium Account (SPA)	none	1 hour	Sr. Accounting Processor B
3. None	3. Submit online payment for approval	none	10 minutes	Sr. Accounting Processor B
4. None	4. Prepare Voucher	none	15 minutes	Sr. Accounting Processor B
5. None	5. Double Check the Philhealth Monthly Contributions	none	20 minutes	Sr. Accounting Processor B
	<b>TOTAL</b>		1 hour and 55 minutes	

## 11. Request for Terminal Leave Benefits

This service is provided by Pililla Water District to its employees who are qualified for Terminal Leave Benefits.

<b>Office or Division:</b>	Admin-HR Section/Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
To be accomplished in two (2) copies: a) Accomplished SALN b) Clearance from financial, property and legal accountabilities. c) Approved Terminal leave application. d) In case of resignation/retirement, letter of resignation/retirement duly accepted by the Head of Agency. e) Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her f) Affidavit of undertaking to deduct accountabilities g) GSIS Clearance for Terminated Employee		HR Section HR Section OGM Employee  Notary Public/ PAO  Notary Public/ PAO GSIS/ GSIS Website		
<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 Admin. Unit to get and filled out Application for Terminal Leave form and attach all the necessary documents and submit to Administrative Unit	Check the completeness of the submitted application and attachments	None	3 minutes	<i>Administrative/General Services Officer A</i>
2. None	Prepare the following documents: a) Certified photocopy of employee leave card as of the last date of service duly audited and Certificate of Leave Credits issued by HR Section b) Complete Service Record c) Certified photocopy of appointment/Notice of Salary Adjustment showing the highest salary received if the salary under the last appointment is not the highest  Computation of terminal leave benefits duly signed/certified by the accounting staff.	None	25 minutes	<i>Administrative/General Services Officer A Accounting Staff</i>
3. Sign the documents, secure all other signatures, and submit all the documents to the Finance Section	Check the correctness and completeness of the documents.	None	10 minutes	<i>Accounting Staff</i>
4. None	Prepare a voucher.	None	10 minutes	<i>Accounting Staff</i>
5. Sign the voucher, and accept the check or cash.	Prepare the check and release it to the concerned employee.	None	3 minutes	<i>Accounting Staff</i>
	<b>TOTAL</b>		<b>51 minutes</b>	



## 12. Request for GSIS Updates or Corrections

This service is provided to PiWaD employees requesting updates or corrections in their GSIS Account.

<b>Office or Division:</b>		Admin/HR Section/Finance		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Admin Section		
<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 the Admin Section to get and fill-out a request form and attach the needed documents	2. Proceed the requested document using the GSIS Webmsp	None	20 minutes	Administrative Officer A/Administrative Services Asst. A
2. None	2. Inform the employee about the status of the requested GSIS update.	None	2 minutes	Administrative Officer A/Administrative Services Asst. A
	<b>TOTAL</b>		4 days and 25 minutes	

### 13. Request for BIR 2316 Form

This service is provided to present and former PiWaD employees in order to obtain certificate indicating therein the remunerations paid and the taxes withheld for him/her during the latest applicable calendar year.

<b>Office or Division:</b>	Admin/HR Section/Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued ID  If through authorized representative: Request Form Authorization Letter (1 Original) Government Issued ID of the authorized representative (1 copy) Government-Issued ID of the requesting party (1 copy)		Government agencies  Admin		
<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 Officer-in-Charge to obtain the necessary "request form"	1. Issue a "request form" to the requesting party or its authorized representative	None	3 minutes	HR
2. Complete the request form and send it together with a photocopy of a government-issued ID and any other prerequisites that may be required in the case of an authorized representative.	2. Evaluate and forward to Accounting Unit the filled-out form and the submitted requirements.	None	3 minutes	HR
3. Upon receipt of BIR form 2316, sign the received portion of the form and indicate therein the date and time of receipt	3. Provide the requesting party a copy of BIR form 2316 and get the fully filled-out request form for consolidating and safekeeping.	None	4 minutes	Sr. Accounting Processor B (Finance)
	TOTAL		10 minutes	

#### 14. Cash Advance Request (For Travel)

This service is provided to PiWaD employees in order to ensure the smooth operation of government programs and projects especially in instances when it is very impractical to issue checks

<b>Office or Division:</b>	Admin/HR Section/Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Travel Order (1 Original) Itinerary of Travel (1 Original) Certificate of No Prior Unliquidated Cash Advance Letter of Invitation/Program			HR HR Finance HR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the accounting section for the preparation of the Disbursement Voucher	1. The Accounting Unit will evaluate the completeness and correctness of the documents, and if satisfied, it will proceed in the preparation of disbursement voucher	None	5 minutes	Sr. Accounting Processor B
2. None	2. Upon receipt of DV and supporting documents, check whether i. charges to budget are necessary ii. budget is available and iii. budget is utilized for the said purpose.  2.1. Sign the "Budget Utilization Request and Status Form" and forward to the Accounting Unit Head together with the DV and supporting documents.	None	3 minutes	Sr. Accounting Processor B
3. None	3. Upon receipt, check whether i. cash is available ii. supporting documents are complete and iii. amount requested for cash advance is	None	10 minutes	Division Manager C (Finance)

	proper.  Sign the DV and forward all the supporting documents to the General Manager. and safekeeping.			
4. None	4. Upon receipt, check whether the CA is i. certified as to the availability of budget ii. certified by accounting head as to the completeness of documents  Approve cash advance/DV and forward it to the cashier	None	10 minutes	General Manager
5. Upon receipt of check, sign in the received portion of the DV and indicate the date received.	5. Upon received of the approved DV, prepare the check payable to the employee	None	10 minutes	Customer Services Assistant B
	TOTAL		38 minutes	

## 15. Petty Cash Reimbursement

“Petty cash” or a “petty cash fund” is a small amount of money available for paying small expenses without writing a check.

<b>Office or Division:</b>		Admin/HR Section/Finance		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Officials and Employees of Pililla Water District		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipts Reimbursable Expense Receipts Pre-Repair/Post-Repair Form (if necessary)		Outside Parties Cashier Property Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting party should fill up the “Working Fund Voucher” form and present the supporting documents to the Petty Cash custodian for reimbursement.	1. The Petty cash custodian will evaluate the accuracy and validity of the supporting documents and “Working Fund Voucher form”. If satisfied, the amount expended will be reimbursed from the petty cash fund. Otherwise, no reimbursement will be made.	None	5 minutes	Petty Cash Custodian
2. None	2. The Petty Cash Custodian will make the appropriate entry for that specific transaction		3 minutes	Petty Cash Custodian
3. None	3. Petty Cash Custodian will perform a cash count at the end of the day to ensure correct petty cash fund balance.			Petty Cash Custodian
	TOTAL		8 minutes	

## 16. Learning and Development

This service is provided by Pililla Water District to its employees to assist in developing knowledge and skills.

<b>Office or Division:</b>	Admin/HR Section/Finance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	Officials and Employees of Pililla Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Learning and Development Needs Analysis Individual Development Plan Approved Unit Development Plan Approved Annual Career Development Plan Summary of Training Invitations Written Explanation and Medical Certificate (If failed to attend)		PDC  Unit Head PDC PDC Medical Health Provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. PREPARATION OF ANNUAL CAREER DEVELOPMENT/TRAINING PLAN</b>				
1. None	2. Collect invitations and assess relevance of courses being offered or training invitations	None	1 day	PDC
2. Prepare and submit Individual Development Plan (IDP) to the Unit/Section Head  (Unit Head shall assists the employee in the preparation or the employee may choose relevant training/s from the invitation sent by accredited Learning providers)	2. Review and submit the collected IDP to PDC	None	1 day	General Manager
3. None	3. Conduct Meeting for the formulation of the annual career development/training plan	None	4 hours	PDC, Execom and General Manager
4. None	4. Review and approved the formulated Annual Career Development /Training Plan.	None	4 hours	General Manager
5. None	6. Inform the BOD on the approved Annual Career Development /Training Plan	None	5 minutes	General Manager
	TOTAL		3 days and 5 minutes	
<b>B. PROCESS FOR L&amp;D PARTICIPATION</b>				
1. Look for training/Seminar offered by different L&D providers based on the IDP submitted and submit it to Unit Head	1. Look for available training/seminars relevant to the employee's IDP, or submit the employee's training list/request to the	None	5 minutes	Unit/Section Head

	GM for approval and then forward to the HR Unit for registration processing			
2. None	2. Coordinate with the concerned agency/L&D provider. Prepare request of payment for the registration fee and accommodation and secure GM's approval	None	10 minutes	Admin Officer A
3. None	3. Deposit the check or pay the registration fee and send a copy to the concerned agency/ LD Provider	Registration Fee / Hotel Accommodation	1 day	Cashier/Customer Service Officer B
4. Prepared or request for travel documents (TO, Itinerary, Cash Advance etc.)	4. Prepare vouchers	None	10 minutes	Sr. Accounting Processor B
5. Attend Learning and Development Intervention, re-echo during ManCoM and submit LAP/REAP	5. Monitor the submission and implementation of the Learnings	None	Within 3 days after the training	Concerned section/Unit/Division
	TOTAL		4 days and 25 minutes	

### 17. Issuance of Materials for Repair

This service is provided by Pililla Water District employees in order to ensure the smooth operation of PiWaD.

<b>Office or Division:</b>		Admin/Supply Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Issue Slip Form		Supply Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure RIS form to Property and Supplies	1. Issue <i>RIS</i> form to End User	None	3 minutes	Supply Officer Designate
2. Accomplish Requisition and issue slip form for necessary materials for repair.	2. Check for availability of stocks and release available items based on RIS.	None	10 minutes	Supply Officer Designate
3. Submit Accomplished RIS form to Property and Supplies for recording.	3. Encode materials released to stock card	None	5 minutes	Supply Officer Designate
	TOTAL		18 minutes	



### 18. Issuance of Materials for New Service Connection

This service is provided by Pililla Water District employees in order to ensure the smooth operation of PiWaD.

<b>Office or Division:</b>		Admin/Supply Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2E - Government to Employee		
<b>Who may avail:</b>		Employees/End-User		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Issue Slip Form		Supply Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure estimate of materials for new connection	1. Issue estimate of materials with costing and availability of stocks to End User	None	10 minutes	Inspector and Supply Officer Designate
2. Secure accomplished service application and construction order form	2. Issue calculated estimate cost of materials	Cost of materials	10 minutes	Supply Officer Designate
3. Prepare RIS of materials for NSC.	3. Released materials paid by concessionaires.	None	10 minutes	Supply Officer Designate
4. Submit accomplished RIS to Supply Section for proper recording.	4. Encode materials to the stock card.	None	10 minutes	Supply Officer Designate
	TOTAL		40 minutes	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<ul style="list-style-type: none"> <li>• Direct message through FB Page <a href="https://www.facebook.com/pilillawaterdistrict">https://www.facebook.com/pilillawaterdistrict</a></li> <li>• Through email at <a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a></li> <li>• Fill-out client feedback form and drop it in the designated drop box/suggestion box located on the Public Assistance and Complaints Desk (PACD)</li> <li>• Contact our official landline and mobile numbers</li> </ul>
How feedback is processed	<ul style="list-style-type: none"> <li>• Direct message through FB Page <a href="https://www.facebook.com/pilillawaterdistrict">https://www.facebook.com/pilillawaterdistrict</a>: Dedicated personnel checks the FB page of the District and collates feedback and endorses it to the Management</li> <li>• Through email at <a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a></li> <li>• PiWaD staff checks the email and endorses the same to OGM</li> <li>• Through suggestion box: The PACD Officer checks and collates feedback and endorses the same to the Management</li> <li>• Through official landline and mobile numbers: Feedback is recorded and endorsed to the OGM.</li> <li>• The Management discusses the feedback during Management Meetings.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Direct message through FB Page <a href="https://www.facebook.com/pilillawaterdistrict">https://www.facebook.com/pilillawaterdistrict</a></li> <li>• Through email at <a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a></li> <li>• Walk-in clients may fill out the client feedback/complaints form and drop it in the designated drop box/suggestion box located on the Public Assistance and Complaints Desk (PACD) or verbally file a complaint to the Customer Service Officer</li> <li>• Hand-carry their written complaints and have them received in the office thru the CSO.</li> </ul>
How complaints are processed	<p>NOTE: All complaints are assigned with Reference/Complaint Number for monitoring and follow-up purposes.</p> <ul style="list-style-type: none"> <li>• Through FB Account:             <ol style="list-style-type: none"> <li>1. Customer Services Officer (CSO) checks the messenger of the FB page of the District daily and endorses the same to the concerned Division or Unit.</li> <li>2. The concerned Division or Unit conducts the investigation and provides an answer/response to the complaint.</li> </ol> </li> </ul>

3. The CSO will then answer/respond to the complaint of the concessionaire.

- Through email at pw\_district1991@yahoo.com.ph

1. OGM staff daily checks the email and endorses the complaint to the GM
2. GM endorses the complaint to Commercial Division Manager thru the CSO.
3. The Commercial Division forwards the complaint to the concerned Division or Unit to conduct the investigation and provide an answer/response to the OGM.
4. The GM sends a response and answer (cc: Commercial Division Head).

- Through the suggestion box

1. Public Assistance and Complaints Desk Officer daily checks and evaluates the complaints.
2. PACD Officer then endorses the complaint to the CSO for Complaints Number assignment.
3. The CSO endorses the complaint to the concerned unit/division.
4. The concerned Division or Unit will then conduct the investigation and provide the answer to the complaint and send it back to CSO.
5. The CSO sends a response or answer or feedback to the complainant copy furnished to the PACD Officer.

- For complaints sent through hard copy:

1. CSO receives the complaint and endorses it to the Commercial Division Manager.
2. Commercial Division Manager endorses the complaint to the concerned Division (cc: CSO for assignment of Complaint Number).
3. The concerned Division or Unit conducts the investigation, provides an answer/response to the complaint, and endorses the same to the Commercial Division.
4. The Commercial Section Head will forward the complaint result to OGM for approval.
5. The Commercial Section Head sends a response and answer.

- For walk-in clients with complaints/request:

1. Customer Service Assistant or Officer (CSA/O) prepares Service Request (SR), then endorses it to Concerned Unit/Division.
2. The concerned Division/Unit conducts inspection/investigation then indicate the findings in the SR Form to be forwarded to the CSA/O. The CSA/O will then send the response or answer or feedback to the complainant.

Report on complaints is prepared monthly by the Customer Service Section and is discussed during management meetings/reviews.

For inquiries and follow-up concessionaires may contact: 8654-0817, 8654-4089 and 0935-2469417

Contact information of ARTA

ARTA: 8-478-5093, [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph), or 1-ARTA (2782)

Contact Information of PCC

PCC: [pcc@malacañang.gov.ph](mailto:pcc@malacañang.gov.ph) or 8888

Contact Information of CCB

CCB: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph) or 908-881-6565

## LIST OF OFFICES

Office	Address	Contact Information
Office of the Board of Directors	National Road, Bagumbayan, Pililla, Rizal	pw_district1991@yahoo.com.ph
Office of the General Manager	National Road, Bagumbayan, Pililla, Rizal	<a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a> FB Page: Local Water District of Pililla Website: prwd.gov.ph 8654-0817, 8654-4089, 0935-2469417
Admin/General Services/Finance/Commercial Division	National Road, Bagumbayan, Pililla, Rizal	<a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a> FB Page: Local Water District of Pililla Website: prwd.gov.ph 8654-0817, 8654-4089, 0935-2469417
Engineering and Operations Division	National Road, Bagumbayan, Pililla, Rizal	<a href="mailto:pw_district1991@yahoo.com.ph">pw_district1991@yahoo.com.ph</a> FB Page: Local Water District of Pililla Website: prwd.gov.ph 8654-0817, 8654-4089, 0935-2469417

Approved:



ENGR. ROYCE A. DELA CRUZ  
General Manager C