



# **VICTORIAS CITY WATER DISTRICT**

## **CITIZEN'S CHARTER** (2021 1<sup>st</sup> Edition)



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## **I. Mandate:**

The Victorias City Water District (VCWD) was formed on September 12, 1978 through Resolution No. 265. This was passed by the Sangguniang Bayan to cover the entire City of Victorias. The resolution was filed with LWUA on September 20, 1978 and a Conditional Certificate of Conformance (CCC) No. 070 was subsequently issued to the VCWD on December 4, 1978. With its creation, the VCWD took over the ownership and management of the waterworks system from the municipal government in accordance with Presidential Decree No. 198, otherwise known as the Provincial Water Utilities Act of 1973.

The VCWD is an autonomous quasi-public corporation which is politically free from the local government. As constituted, the water district is subject to the provisions of PD 198 and to the rules and regulations of LWUA. The water district can promulgate its own operational laws through its five-member Board of Directors.

The VCWD was formed for the purpose of acquiring, installing, improving, maintaining, and operating the water supply system as well as any future wastewater collection, treatment, and disposal facilities of the district. To realize these objectives, the VCWD can avail itself of financial and technical assistance from LWUA. PD 198 provides, however, that the water district operates eventually on a financially self-sufficient basis.

The VCWD has recently started receiving assistance in its institutional development from the LWUA Regulatory Department. Advisory services are conducted by a LWUA advisory team to guide the water district towards self-sufficiency and provide assistance in the preparation and implementation of their improvement programs. It is anticipated that with the advisory team's guidance, the VCWD will soon adopt new systems and procedures in the operation and maintenance of the water system.

## **II. Vision:**

To be a PREMIERE PROVIDER OF WATER for the people of Victorias City and all its transients and guests and a SYMBOL OF QUALITY AND EXCELLENCE in the delivery of this most important basic commodity with skilled, competent and compassionate workers.

## **III. Mission:**

We commit ourselves to deliver quality and sufficient water service to our consumers who have entrusted their need with us.

We shall nurture a team of dedicated well- trained and service-oriented individuals who will adhere to the highest standards of competence and work ethics.



We shall continue to improve our services, facilities and equipment to satisfy our role as the prime provider of this basic need in life in the abundance and in the most affordable way.

#### **IV. Service Pledge:**

We, the Victorias City Water District commit to:

1. Provide potable, sufficient and affordable water to the consuming public 24/7;
2. Ensure that the water we produce is in accordance to PNSDW 2017 standard;
3. Respond promptly to customer requests and complaints;
4. Abide the rules and regulations set by governing agencies; and
5. To further improved our services, facilities and equipment.



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## 1. Complaints of Malfunctioning Water Meter

Complaint and repair or replacement of malfunctioned water meter.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active water consumers with malfunctioning water meter			
<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. Complain at the Public Assistance & Complaint Desk (PACD) of the malfunctioning water meter (WM)	1. Interview and prepare SR & request complainant to sign on the SR	None	10 minutes	Customer Service Asst. (Commercial Division)
	2. Forward SR to Engineering Division & give instructions	None	5 minutes	Customer Service Asst. (Commercial Division)
	3. Assign plumbers & schedule inspection & repair/replace	None	10 minutes	Maintenance Supervisor (Engineering Division, Maintenance Section)
2. Attend to the repair/change of WM & sign on SR after completion of work	Inspect, repair/change WM & request complainant to sign on SR	None	1 hour	Assigned Plumbers (Maintenance Section)
<b>Total</b>		None	1 hour, 25 minutes	



## 2. Complaints of No Water

Complaints and repair of service line.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active water consumers with no water			
<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. Complain at the Public Assistance & Complaint Desk (PACD) of the malfunctioning water meter (WM)	1. Interview and prepare SR & request complainant to sign on the SR	None	10 minutes	Customer Service Asst. (Commercial Division)
	2. Forward SR to Engineering Division & give instructions	None	5 minutes	Customer Service Asst. (Commercial Division)
	3. Assign plumbers & schedule inspection & repair/replace	None	10 minutes	Maintenance Supervisor (Engineering Division, Maintenance Section)
2. Attend to the repair/change of WM & sign on SR after completion of work	4. Inspect, repair/change WM & request complainant to sign on SR	None	1 hour	Assigned Plumbers (Maintenance Section)
<b>Total</b>		None	1 hour, 25 minutes	





### 3. Application for Change of Name

Change of account name

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active water consumers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Photocopy of Deed of sale if the property was purchased			Owner/Applicant	
2. Death Certificate if the concerned person passed away			City Civil Registrar's Office	
3. Waiver or authorization letter of transfer from the owner			Present owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply at the Public Assistance & Complaint Desk (PACD) for change of name and present the required document	1. Examine the required document, prepare the application to change the name of the water connection and forward it to the Cashier	None	10 minutes	Customer Service Asst. (Commercial Division)
2. Pay Change Name fee to Cashier	2. Receive payment and issue an Official Receipt, write on Cashiering portion of the application form the OR#, date & amount paid, and return the application form to the Customer Service Assistant	P100.00	5 minutes	Cashier (Finance Section)
3. Present OR to Customer Service Assistant	3. Record the new account name to the logbook and	None	5 minutes	Customer Service Asst. (Commercial Division)



	forward the application form to the Computer Operator for changing of the account name			
	4. Computer Operator change the account name at the system	None	10 minutes	Computer Operator (Commercial Division)
<b>Total</b>		P100.00	30 minutes	

#### 4. Bulk Sales to Local Government Unit (LGU)

Purchase of Bulk water by Local Government Unit.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request with the approval of the Local Chief Executive		Produce by the requesting unit approved by LCE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
*First day*				
1. Submit letter request (LR) for purchase of water addressed to the General Manager (GM) to the PACD	1.1. Receive & forward the LR to Secretary for approval of the GM	None	10 minutes	Customer Service Asst. (Commercial Division)
	1.2. Forward the LR to GM for approval		5 minutes	Secretary to the GM (OGM)
	1.3. Approve the letter requesting to purchase water		1 hour	General Manager
	1.4. Return the Approved LR (ALR) to the PACD		5 minutes	GM to Secretary
	1.5. Forward ALR		5 minutes	Customer Service



	to Security Guard (SG) on duty			Asst. (Commercial Division)
* Second day* 2.Return to VCWD with container to get requested water from Pump Operator on-duty	2.1. Get ALR from SG, load water from fire hydrant, indicate the volume & date loaded on the ALR and request representative from LGU to sign on the ALR & SG log book	None	40 minutes	Pump Operator on-duty (Engineering Division, Production Section)
	2.2. Forward the ALR duly signed by the buyer to Customer Service Officer for billing purposes	None	5 minutes	Pump Operator on-duty (Engineering Division, Production Section)
	3. Customer Service Officer prepare Billing statement address to Office of the City Treasurer.  Computation as follows:  Minimum of 10 cu.m - P600.00  Additional 11-20 cu.m- P67.20/cu.m. Additional 21 - 30 cu.m. - P79.80/cu.m.  Additional 31 - 40 cu.m-P96.60/cu.m.	None  (Payment depends on the issuance of the LGU)	30 minutes	Customer Service Officer (Commercial Division)
	<b>Total</b>	Per billing statement	2 hours 40 minutes (2 days)	



## 5. Bulk Sales Other Than Government

Purchase of bulk water other than government.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business			
<b>Who may avail:</b>	Anyone			
<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. Inform Customer Service Assistant of Intention to purchase water	1. Compute the amount per cu.m. to be purchased	None	10 minutes	Customer Service Assistant (Commercial Division)
2. Pay to the cashier	2. Receive payment & issue Official Receipt	Min. of 10 cu.m. - P1,920.00  Addtl 11 - 20 cu.m.- P67.20/cu .m  Additl 21 - 30 cu.m. - P79.80/cu .m  Additl 31 - 40 cu.m.- P96.60/cu .m  Above 40 cu.m. - P113.40/c u.m.	5 minutes	Cashier (Finance Section)



3. Bring container and present OR to pump operator on-duty and sign in the logbook	3.1. Record and make the buyer sign in the logbook	None	10 minutes	Pump operator on duty (Engineering, Production Section)
	3.2. Load water from fire hydrant		40 minutes	Pump operator on duty (Engineering, Production Section)
<b>Total</b>		Per cu.m purchased	1 hour, 5 minutes	

## 6. Application for New Connection

### Application and Installation of New Water Connection

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Anyone residing within the service area of the Victorias City Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of one (1) valid government issued ID with three (3) specimen signatures & present original ID of applicant		Applicant		
2. Barangay clearance (for water connection purposes)		From Barangay where the property is located		
3. Proof of ownership of property		Certificate of title-Register of Deeds; Notarize Deed of Sale or Donation-		
4. One (1) 2x2 ID picture		Applicant		
5. Vicinity map		Developer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
*First day* 1. Apply for new connection at the PACD and submit the required documents	1. Evaluate & fill up the application form for new connection	None	10 minutes	Customer Service Asst. (Commercial Division)
2. Review and sign the application form	2. Forward the application form together with submitted documents to	None	5 minutes	Customer Service Asst. (Commercial Division).



	Engineering Division			
*Second day* 3. Attend to inspecting team from the VCWD	3. Inspect the site and list materials needed	None	30 minutes	Maintenance Team leader (Engineering, Maintenance Section)
4. Receive the application form with complete list of materials needed and prepare the materials	4. Return the application form to applicant with the complete list of materials needed	None	1 minute	Maintenance Team leader (Engineering, Maintenance Section)
5. Return to VCWD office and present at PACD the application form & inform that materials needed for installation are complete and ready	5. Assess the amount to be paid.	None	5 minutes	Customer Service Asst. (Commercial Division).
6. Attend orientation by the Customer Service Assistant	6. Orient the Applicant regarding the policy of VCWD and sign on the application form	None	30 minutes	Customer Service Asst. (Commercial Division).
7. Present to the Cashier the application form and pay the application & installation fees and return to PACD	7. Receive payment and issue an Official Receipt, write on Cashiering portion of the application form, the OR#, date & amount paid	P3,050.00	10 minutes	Cashier (Finance Section)
8. Present OR and submit application form at the PACD	8.1. Receive & prepare Maintenance Order (MO) for new connection & forward to Commercial Division Manager	None	5 minutes	Customer Service Asst. (Commercial Division).
	8.2. The	None	30 minutes	Division Manager



	Commercial Division Manager checks and verify the application and submit to General Manager			(Commercial Division).
	8.3. General Manager approves the application and return to Customer Service Assistant	None	30 minutes	General Manager (OGM)
	8.4. Forward the approved MO to Engineering Division	None	5 minutes	Customer Service Asst. (Commercial Division).
	8.5. Schedule and assign plumbers to install the new connection	None	10 minutes	Maintenance Supervisor (Engineering, Maintenance Section)
	8.6. Request all materials needed from storekeeper	None	5 minutes	Assigned Plumbers (Engineering, Maintenance section)
	8.7. Issue materials requested to assigned plumbers	None	10 minutes	Property Asst. (Administrative Section)
*Third day* 9.Wait for assigned plumbers to install service connection and signs MO on the Conformed portion after the complete installation of service connection	9. Bring all tools and materials needed to job site, install the new service connection and request the applicant to sign on the MO after the installation	None	40 minutes	Assigned Plumbers (Engineering, Maintenance section)
<b>Total</b>		P3,050.00	3 hours, 77 minutes (3 days)	



## 7. Application for Reconnection (Within 24 hours Disconnected)

Application and reconnection of water service which disconnected within 24 hours.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All disconnected VCWD consumers within 24 hours after disconnection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OR/Full payment of account		VCWD Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Water Bill (WB) to Bill Collector & pay full amount due	1. Receive payment and issue validated official receipt	Total water bill account due	1 minute	Bill Collector (Commercial Division)
2. Apply for reconnection at the Public Assistance & Complaint Desk (PACD)	2.1. Check account balance & time of disconnection & fill up MO for reconnection. 2.2. Forward MO to Storekeeper/Property Assistant	None	2 minutes	Customer Service Asst. (Commercial Division) Customer Service Asst. (Commercial Division)
	3. Prepare Water Meter (WM) & release WM with MO to reconnection team	None	15 minutes	Property Assistant (Administrative Section)
3. Attend to reconnection of WM & sign on the MO on conformed portion after reconnection	4. Re-install WM & request applicant to sign on the MO	None	15 minutes	Reconnection Team (Maintenance Section)
<b>Total</b>		Total water bill account due	33 minutes	





## 8. Application for Reconnection (More than 24 hours Disconnected)

Application and reconnection of water service which disconnected of more than 24 hours.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All disconnected VCWD consumers for more than 24 hours after disconnection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OR/Full payment of account		VCWD Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Water Bill (WB) to Bill Collector & pay full amount due	1. Receive payment and issue validated official receipt	Total water bill account due	5 minutes	Bill Collector (Commercial Division)
2. Apply for reconnection at the Public Assistance & Complaint Desk (PACD)	2. Check account balance & time of disconnection & fill up MO for reconnection	None	10 minutes	Customer Service Asst. (Commercial Division)
3. Pay reconnection fee to Cashier	3. Receive payment & issue Official Receipt (OR)	P100.00 for 24 hours to 1 year or P675.00 more than 1 year	5 minutes	Cashier (Finance Section)
4. Present OR paid at PACD	4.1. Write OR number on MO & forward to Storekeeper	None	2 minutes	Customer Service Asst. (Commercial Division)
	4.2. Prepare Water Meter (WM) & release WM with MO to reconnection team.	None	30 minutes	Property Asst. (Administrative Section)



5. Attend to reconnection of WM & sign on the MO on conformed portion after reconnection	5. Reinstall WM & request applicant to sign on the MO	None	4 hours	Reconnection Team Engineering, maintenance section)
<b>Total</b>		Total water bill account +P100.00 or P675.00	4 hours, 52 minutes	

### 9. Application for Transfer of Service Connection within the Location

Request for transfer of water service line connection within the same location or Barangay.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active VCWD consumers			
<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. Apply for transfer of service connection at the PACD and sign the filled SR	1.1. Interview applicant & fill up SR  1.2. Forward SR to Engineering Division	None	10 minutes	Customer Service Asst. (Commercial Division)  Customer Service Asst. (Commercial Division)
2. Attend to inspecting team from VCWD & get list of materials needed	2. Conduct inspection, estimate materials needed & set date for transfer	None	1 day	Maintenance Supervisor/Team leader (Engineering, Maintenance Section)
	3. Assign plumbers, prepare tools & materials needed	None	10 minutes	Maintenance Supervisor/Team leader (Engineering, Maintenance Section)



4. Provide materials requested, attend to transfer of service connection & sign on SR after transfer	4. Transfer service connection & request applicant to sign on the SR	None	1 day	Assigned Plumbers (Engineering, Maintenance Section)
<b>Total</b>		None	2 days, 20 minutes	

### 10. Application for Transfer of Service Connection to Other Location (Barangay)

Request for transfer of water service line connection to another Barangay.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Active VCWD consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay certification (for water connection purposes)		From the barangay where the property located		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
*First day* 1. Apply for transfer of service connection at the PACD and present the Barangay Certification	1. Interview & fill up the application form for transfer of service connection	None	10 minutes	Customer Service Asst. (Commercial Division)
2. Review and sign the application form	2. Forward the application to Engineering Division	None	5 minutes	Customer Service Asst. (Commercial Division)
*Second day* 3. Attend to inspecting team from the VCWD	3. Conduct inspection & estimate materials needed	None	30 minutes	Maintenance Supervisor/Team leader (Engineering, Maintenance Section)



4. Receive the application form with complete list of materials needed and prepare the materials	4>Returns the application form to the applicant with the complete list of materials needed	None	2 minutes	Maintenance Supervisor/Team leader (Engineering, Maintenance Section)
5. Return to VCWD office & present at the PACD the application form & inform that materials needed are complete and ready	5.Assess the amount to be paid	None	10 minutes	Customer Service Asst. (Commercial Division)
6.Present to the Cashier the application form and pay the transfer fee	6. Receive payment, issue OR & write on Cashiering portion of the application form the OR#, date & amount paid	P200.00	5 minutes	Cashier (Finance Section)
<b>Total</b>		P200.00	3 days (2 hours, 19 minutes)	

## 11. Payment of Water Bill

Collection of water bill Account due

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All VCWD consumers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Water Bill (for lost WB, present old bill for account number reference)		From VCWD Billing & Collection section (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. Present Water Bill (WB) to Bill Collector and pay amount due	2. Receive payment and issue validated official receipt to	Total amount due stated	5 minutes	Bill Collector (Commercial Division, Billing & Collection)



	consumer	at water bill account.		Section)
	<b>Total</b>	Total amount due stated at water bill account.	5 minutes	

## 12. Meter Testing/Calibration

Water meter test is conducted to determine the accuracy of water meter.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All VCWD consumers			
<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. Apply for meter testing at the PACB and sign the prepared service request	1. Fill up SR and let the applicant sign on it	None	10 minutes	Customer Service Asst. (Commercial Division)
2. Pay meter testing fee to the Cashier	2. Receive payment and issue official receipt (OR)	P100.00	5 minutes	Cashier (Finance Section)
3. Present OR at the PACD	3.1. Post the OR to the SR and forward the SR to Engineering Division	None	10 minutes	Customer Service Asst. (Commercial Division)
	3.2. Schedule the meter test	None	5 minutes	Reconnection Team (Engineering, Maintenance Section)



4. Observe the water meter test & sign on the SR after completion of test	4. Test the accuracy of the water meter and state the findings & work done on the SR	None	1 hour	Reconnection Team (Engineering, Maintenance Section)
<b>Total</b>		P100.00	1 hour, 30 minutes	

### 13. Repairs of Service Line Leakage

Inspection and repair the service line.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All VCWD consumers who have leakage at their service line Connection			
<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. Report leakage at the PACD	1.1. Interview complainant & prepare maintenance order	None	10 minutes	Customer Service Asst. (Commercial Division)
	1.2. Forward MO to Engineering Division & give instructions	None	5 minutes	Customer Service Asst. (Commercial Division)
	1.3. Assign plumbers & schedule inspection & repair	None	10 minutes	Maintenance Supervisor/Team leader (Engineering, Maintenance Section)
2. Attend to the service line leakage repair & sign on the SR after completion of work	2. Inspect & repair the service line leakage & request the complainant to sign on the SR	None	1 hour	Assigned Plumbers (Engineering, Maintenance section)
<b>Total</b>		None	1 hour, 25 minutes	



## 14. Repair of Water Leakage (Mainline)

Inspection and repair the service mainline.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All VCWD consumers who have leakage at their service line Connection			
<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.Report leakage at the PACD or through telephone	1.Interview complainant & prepare maintenance order	None	10 minutes	Customer Service Asst.
	2.Forward MO to Engineering Division & give instructions	None	5 minutes	Customer Service Asst.
	3.Assign plumbers & schedule inspection & repair	None	10 minutes	Maintenance Supervisor (Engineering, Maintenance Section)
	4.Inspect & repair the mainline leakage	None	3 hours	Assigned Plumbers (Engineering, Maintenance Section)
<b>Total</b>		None	3 hours, 25 minutes	



### 15. Repair of Production Equipment and Facility Breakdown (Major Repair)

Inspection and repair of production equipment or facility breakdown.

<b>Office or Division:</b>	Engineering			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	All VCWD consumers whose experiencing water interruption.			
<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. Pump Operator on duty to report the breakdown	None	10 minutes	Pump Operator on duty
	2. Inspect & assess the total damage	None	1 hour	Production Supervisor (Engineering, Production Section)
	3. Prepare all materials and equipments needed for repair	None	3 hours, 50 minutes	Production Supervisor (Engineering, Production Section), Storekeeper
	4. Repair of the damaged equipments/facility	None	43 hours	Production Supervisor (Engineering, Production Section), Assigned Operators
<b>Total</b>		None	48 hours	





## 16. Phone Call

Answer the telephone call

<b>Office or Division:</b>		Office of the General Manager		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)		
<b>Who may avail:</b>		Anyone		
<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.Dial or call (034) 399-3554, 399-2865 or 717-6152	1.Answer the phone and forward the call to the VCWD personnel concerned	None	5 minutes	Secretary to the GM
<b>Total</b>		none	5 minutes	

## 17. Communication Letter

Receiving of communication letter from other government agencies or from anybody.

<b>Office or Division:</b>		Office of the General Manager		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)		
<b>Who may avail:</b>		Anyone		
<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.Submit letter to the VCWD Secretary	1. Stamp the letter "RECEIVED", sign & write the date when received and forward the	None	5 minutes	Secretary to the GM



	letter to the person concerned (If accompanied by a duplicate copy, also stamps the duplicate copy "RECEIVED", signs & writes the date when received and returns it to the sender)			
<b>Total</b>		none	5 minutes	

### 18. Conduct of Bacteriological Test

Collect water samples and submit the same to laboratory for testing

<b>Office or Division:</b>	Engineering Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G)			
<b>Who may avail:</b>	Engineering Division Personnel			
<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. Prepare PR and forward to Property Assistant B then to OGM for approval	None	10 minutes	Engineer B (Engineering Division)
	2. Approve the PR and forward to Finance Section for processing of payment	None	1 hour	General Manager (Office of the General Manager)
	3. Prepare the Disbursement Voucher and	None	30 minutes	Cashier C (Finance Section)



	JEV. Attached approved PR and forward the package document to the Admin & Finance Division Manager for certification and checking of documents			
	4. Verify and check package documents. Certify DV and approve JEV then forward to Cashier B for check issuance.	None	30 minutes	Division Manager (Administrative & Finance Division)
	5. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to OGM for the approval of DV and signing of check.	None	10 minutes	Cashier B (Administrative & finance Division)
	6. Approve the DV and sign the issued check. Forward back the package document to Cashier B.	None	1 hour	General Manager (Office of the General Manager)
	7. Collect Water Samples at designated sampling points	None	4 Hours	Engineer B (Engineering Division) Auto-Mechanic B



				(Administrative Section)
	<p>8. Get the check payment from Cashier B.</p> <p>Submit collected water samples and payment to the accredited laboratory.</p>	None	2 Hours	Auto-mechanic B (Administrative Section)
	9. Wait for the result	None	7 Days	
	10. Get the result from the laboratory and forward to Engineer B	None	2 Hours	Auto-Mechanic B (Administrative Section)
	11. Prepare the summary of result and forward to OGM for signing	None	4 Hours	Engineer B (Engineering Division)
	Total	None	8 days, 7 hours 20 minutes	



## 18. Application of Leave

Submission and approval of leave application of VCWD employees

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	VCWD permanent, casual and co-terminus employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical certificate for sick leave of more than 5 days		Attending Physician of the Applicant		
Maternity Leave-Medical Certificate specifying the date of expected delivery date		Attending Physician of the Applicant		
Study Leave-Written Notice to the Head of Agency		From the employee applying for the leave		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Admin Assistant and secure application for leave form.	1. Furnish the application form to employee. Record the number of application form, name of employee/applicant and the type of leave they wish to avail at the logbook.	none	5 minutes	Administrative Assistant (Administrative Section)
2. Fill up the leave form and return the application to the admin assistant	2. Refer to employees' leave credit card for his/her remaining leave credit balance and fill it up in the leave application form.	None	20 minutes	Administrative Assistant (Administrative Section)
	3. Submit the duly filled up application form together with any required attachments to the employees' immediate supervisor for recommending	none	1 minute	Administrative Assistant (Administrative Section)



	approval.			
	4. Review application form then approve or disapprove the same.	none	1 day	Division Head (Depends on which division the applicant is assigned)
	5. Return the application form to the Admin Assistant.	none	1 minute	Division Head (Depends on which division the applicant is assigned)
	6.1 If the application for leave is disapprove, inform the applicant of the disapproval and file the leave application.  6.2 If the application is approved, forward the application to the head of agency for final approval.	none	30 minutes	Administrative Assistant (Administrative Section)
	7. Approve or disapprove the leave application.	none	2 days	General Manager
	8. Return the leave application to the Admin Assistant	none	5 minutes	Secretary (Office Of the General Manager)
	9. Inform the applicant of the approval or disapproval of leave application and file the leave form	none	30 minutes	Administrative Assistant (Administrative Section)
	<b>TOTAL</b>	none	2 days, 1 hour 37 minutes	



## 19. Approval of Employees' Loan Application to Other Government Agency

Submission and approval of loan application of VCWD employees

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen			
<b>Who may avail:</b>	VCWD permanent, casual and co-terminus employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1-month latest payslip, certified true copy		VCWD Finance Section		
Certificate of Net Pay		VCWD Finance Section		
Certified true copy of applicant's Valid ID w/3 specimen signature		Applicant (personal)		
Certified true copy of applicant's cash card if availing STL from Pag-ibig fund		Applicant (personal)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Admin Assistant that he/she intends to apply for a loan and submit the complete required documents.	1. Fill up the loan application form and have the applicant and the co-makers/witnesses sign in the application form.	None	1 day	Administrative Assistant (Administrative Section)
	2. Submit the duly filled up form to the Administrative and Finance Division Head together with the complete requirements for checking of documents and certification of net pay.	None	1 minute	Administrative Assistant (Administrative Section)
	3.1 Check the documents submitted and issue certification of net pay if the employee is found qualified in availing the loan.	None	4 hours	Division Manager C (Administrative and Finance Division)



	3.2 Forward the loan application to the OGM Secretary.	None	1 minute	Division Manager C (Administrative and Finance Division)
	4. Log the documents received and forward to the General Manager for approval	None	2 minutes	Secretary (Office of the General Manager)
	5. Approve or disapprove the loan application and return the application to the Secretary.	None	1 day	General Manager (Office of the General Manager)
	6. Log the outgoing documents and return to the Admin Assistant.	None	2 minutes	Secretary (Office of the General Manager)
	7. Release the approved application form to the applicant.  The applicant will be the one to submit the approve loan application form to the concerned government agency.  In the event that the application is disapprove by the General Manager, the applicant will be informed by the Admin Assistant and application form shall be discarded.	None	5 minutes	Administrative Assistant (Administrative Section)
	<b>Total</b>	None	2 days, 4 hours, 11 minutes	





## 20. Issuance of PHILHEALTH FORM (CF1)

Preparation and issuance of CF1 form to the sick VCWD employee or his/her qualified dependent who's admitted at the hospital.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen			
<b>Who may avail:</b>	VCWD permanent, casual and co-terminus employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Employees' PhilHealth membership number		Concerned employee or Administrative Assistant-Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Administrative Assistant that he/she or his/her dependent is admitted to the hospital or they need the CF1 for their surgical operations.	1. Prepare and fill up the CF1 form.	None	30 minutes	Administrative Assistant (Administrative Section)
	2. Forward the duly filled up form to the General Manager for signature/approval.	None	5 minutes	Administrative Assistant (Administrative Section)
	5. Sign form and return to Administrative Assistant.	None	10 minutes	General Manager (Office of the General Manager)
2. Receive the approved form.	6. Release the approved form to the employee or to his or her representative.	None	2 minutes	Administrative Assistant (Administrative Section)
<b>Total</b>		None	47 minutes	



## 21. Issuance of Construction Materials and Office Supplies

Requisition and issuance of inventory items - Construction Materials and Office Supplies.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen			
<b>Who may avail:</b>	VCWD permanent, casual and co-terminus employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip-one copy only		Property Assistant B-Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare Requisition and Issue Slip (RIS) for the needed materials or supplies and forward to Division Head concerned for approval.	1.1 Evaluate RIS forwarded by end user and approve the request.	None	10 minutes	Division Manager (Division of the Requester)
	1.2 Return approve RIS to end user	None	2 minutes	Division Manager (Division of the Requester)
2. Submit the approve RIS to Property Assistant B	2. Receive RIS from end-user/requester and check availability of stock.	None	2 minutes	Property Assistant B (Administrative Section)
	3. Issue requested materials/supplies to end-user	None	15 minutes	Property Assistant B (Administrative Section)
3. Acknowledge receipt of materials or supplies issued in the RIS	4. Update Bin Cards and file RIS	None	10 minutes	Property Assistant B (Administrative Section)
<b>Total</b>		None	39 minutes	



## 22. Cashiering

Receive, collect and deposit payments.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	(G2C) Government to Citizen, G2G-Government to Government, G2B-Government to Business			
<b>Who may avail:</b>	VCWD customers, VCWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment or Application Form-For new water connection		VCWD Billing and Collection Section		
Daily Collection Report and Collection Transmittal-For Bill Collection Remittance		VCWD Billing and Collection Section		
Liquidation Report duly check and verified by the immediate supervisor and approve by the head of accounting unit-For refund of cash advance		From Concerned employee		
<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 cashier and present the required documents together with the amount of money to pay or remit.	1. Check and count the cash and or checks received against the documents presented	None	5 minutes	Cashier B (Finance Section)
2. Receives Original OR with required documents as attachments.	2. Prepare and issue Official Receipt and release the original copy to the client.  For new water connection, write the date, amount paid and OR number at the assessment or application form  For bill collection, attached the original OR to the Daily Collection Report and Collection	None	5 minutes	Cashier B (Finance Section)



	Transmittal  For refund of cash advance, attached the original OR to the liquidation report.			
	3.1 Prepare Daily Report of Collections and Deposits showing total collections, deposits for the day and undeposited collections.  3.2 Reconcile cash on hand versus the undeposited collections.	None	30 minutes	Cashier B (Finance Section)
	4. Prepare deposit slips and deposit the undeposited collection at the designated bank.	None	1 hour	Cashier B (Finance Section)
	<b>Total</b>	None	2 hours, 10 minutes	



### 23. Payroll of Plantilla Personnel

Preparation and disbursement of weekly salaries and wages of plantilla employees

<b>Office or Division:</b>	Administrative & Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	VCWD permanent, casual and co-terminous employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily Time Record (CS form no. 48)		Administrative Assistant-Administrative Section		
2. Daily Time Record (Biometric)		Administrative Assistant-Administrative Section		
3. Photocopy of approve leave application (if any)		Administrative Assistant-Administrative Section		
4. Notice of Without pay (if any)		Administrative Assistant-Administrative Section		
5. Approved Request for Overtime and Accomplishment Report (if any)		Employees who render the overtime		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Generate the daily time record of the employees from the biometric device and prepare CS Form No. 48 for each employee.	None	4 hours	Administrative Assistant (Administrative Section)
	1.2 Forward the form to each employee for signing/ acknowledgement.	None	2 hours	Administrative Assistant (Administrative Section)
	2. Submit the CS Form No. 48 together with the generated DTR (biometric) to each Division Head for checking and approval of records.	None	10 minutes	Administrative Assistant (Administrative Section)
	3. Check and approve DTR then forward to OGM for	None	2 hours	Division Manager (each Division)



	final approval.			
	4. Approve the DTR and forward to Accounting Processor A.	None	1 day	General Manager
	5. Prepare the summary of weekly payroll based on the approved DTR and forward to Division Head (Admin & Finance) for checking.	None	1 hour	Accounting Processor A (Finance Section)
	6. Check and verify the payroll summary and sign. Forward to OGM for approval.	None	1 hour	Division Manager (Admin and Finance)
	7. Approve payroll summary and forward to Cashier C for processing of payment.	None	1 hour	General Manager
	8. Prepare the Disbursement Voucher and JEV. Attached approved payroll summary and forward the package document to the Admin & Finance Division Manager for certification and checking of documents	None	30 minutes	Cashier C (Finance Section)



	9. Verify and check package documents. Certify DV and approve JEV then forward to Cashier B for check issuance.	None	30 minutes	Division Manager (Administrative & Finance Division)
	10. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to OGM for the approval of DV and signing of check.	None	10 minutes	Cashier B (Administrative & finance Division)
	11. Approve the DV and sign the issued check. Forward back the package document to Cashier B.	None	1 hour	General Manager (Office of the General Manager)
	12. Encash the check from the designated bank of the agency.	None	2 hours	Cashier B (Finance Section)
	13. Segregate the cash based on each employee's net pay and place in the individual envelope.	None	1 hour	Cashier B (Finance Section)
1. Receive salary.	14. Disburse the payroll to employees.	None	1 hour	Cashier B (Finance Section)
<b>TOTAL</b>		None	3 days, 1 hour, 20 minutes	



## 24. Payroll of Job Order Workers

Preparation and disbursement of weekly salaries and wages of Job Order workers.

<b>Office or Division:</b>	Administrative & Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	VCWD Job Order workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily work record		Engineer B (Engineering Division)-JO assigned in Engineering Division  Administrative Assistant (Administrative Section)-JO assigned in Administrative, Finance, Commercial and OGM		
2. Photocopy of DTR (punch card)		Concerned JO workers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present original and photocopy of DTR (punch card) to Engineer B/Administrative Assistant	1. Prepare and print daily work record based on the punch card.	None	3 hours	Engineer B (Engineering Division)-Jo assigned in Engineering Division  Administrative Assistant (Administrative Section)-JO assigned in Administrative, Finance, Commercial and OGM
2. Confirm the Daily Work Record thru signing	2. Forward the Daily Work Record to the concerned JO worker for confirmation then submit to Administrative Officer for checking.	None	1 hour	Engineer B (Engineering Division)-JO assigned in Engineering Division  Administrative Assistant (Administrative Section)-JO assigned in Administrative, Finance, Commercial and OGM





	3. Check and verify the accomplished Daily Work Record with the punch cards. Sign the document and forward to Division/Section Heads for review.	None	2 hours	Administrative Officer (Administrative Section)
	4. Review and sign the Daily Work Record then submit to the General Manager for approval.	None	1 hour	Division/Section Heads (Each Division where JO worker is assigned)
	5. Approve the Daily Work Record and forward to Cashier C	None	1 hour	General Manager (OGM)
	6. Prepare summary of weekly payroll and forward to Accounting Processor A together with the Daily Work Record for checking.	None	1 hour	Cashier C (Finance Section)
	7. Check and sign the payroll summary, and forward back to Cashier C for processing of payment.	None	30 minutes	Accounting Processor A (Finance Section)
	8. Prepare the Disbursement Voucher and JEV. Attached approved payroll summary and forward the package document to the Admin & Finance Division Manager for	None	30 minutes	Cashier C (Finance Section)



	certification and checking of documents			
	9. Verify and check package documents. Certify DV and approve JEV then forward to Cashier B for check issuance.	None	30 minutes	Division Manager (Administrative & Finance Division)
	10. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to OGM for the approval of DV and signing of check.	None	10 minutes	Cashier B (Administrative & finance Division)
	11. Approve the DV and sign the issued check. Forward back the package document to Cashier B.	None	1 hour	General Manager (Office of the General Manager)
	12. Encash the check from the designated bank of the agency.	None	2 hours	Cashier B (Finance Section)
	13. Segregate the cash based on Job Orders' net pay and place in the individual envelope.	None	1 hour	Cashier B (Finance Section)
3. Receive salary.	14. Disburse the payroll to JO workers.	None	1 hour	Cashier B (Finance Section)
<b>Total</b>		None	1 day, 7 hours, 40 minutes	



## 25. Petty Cash Disbursement

Preparation of petty cash vouchers and disbursement of petty cash

<b>Office or Division:</b>	Administrative & Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C), G2G, G2B			
<b>Who may avail:</b>	VCWD permanent, casual, co-terminus & job order personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt amounting to P1, 000.00 & below only.		Supplier of purchased goods or services		
2. RER for transportation without ticket such as tricycle or jeepney fare or purchase of items P75.00 below w/o official receipt		Requester/Claimant		
3. Request for quotation (3 suppliers) (if any)		Procurement Officer		
4. Abstract of Canvass (if any)		Procurement Officer		
5. Purchase Request (if any)		Requester/Claimant		
6. Inspection and Acceptance Report (if any)		Requester/Claimant		
<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 Official Receipt (OR) together with duly signed Purchase Request (PR), Request for Quotation (RFQ), Abstract of Canvass, Inspection and Acceptance Report (IAR) to the Cashier B for payment or reimbursement of expenses paid  or  Submit the RER to the Cashier B for payment or reimbursement of expenses paid	1. Receive OR together with duly signed PR, RFQ, Abstract of Canvass and IAR from the requesting personnel	None	5 minutes	Cashier B (Finance Section)
	2. Verify the completeness and validity of the attached documents and process	None	5 minutes	Cashier B (Finance Section)



	payment from petty cash fund.			
2. Sign the petty cash voucher	3. Prepare the petty cash voucher and let the requesting personnel sign in the document.	None	5 minutes	Cashier B (Finance Section)
	4. Forward the petty cash voucher together with the required documents to the Division/Section Head of the concerned personnel for approval.	None	5 minutes	Cashier B (Finance Section)
	5. Approve the payment of expenses and return the package document to Cashier B	None	5 minutes	Division/Section Head (Immediate Supervisor of the requester)
3. Receive the amount paid and sign in the voucher.	6. Release the amount to be paid as indicated in the voucher.	None	2 minutes	Cashier B (Finance Section)
<b>TOTAL</b>		None	27 minutes	



## 26. Payment to Suppliers

Preparation of Disbursement Vouchers and disbursement of check as payment to VCWD suppliers

<b>Office or Division:</b>	Administrative & Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C), G2G, G2B			
<b>Who may avail:</b>	VCWD suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of Delivery Receipt/Billing Statement/Charge Invoice (if applicable)		Supplier of purchased goods/services		
2. Photocopy of Notice of Award (Public Bidding/SVP)		VCWD BAC Secretariat		
3. Photocopy of Notice to Proceed		VCWD BAC Secretariat		
4. Photocopy of BAC Resolution (Recommending Award)		VCWD BAC Secretariat		
5. Purchase Order		VCWD BAC Secretariat		
6. Request for quotation received by 3 suppliers		VCWD BAC Secretariat		
7. Abstract of Canvass		VCWD BAC Secretariat		
8. Purchase Request		VCWD BAC Secretariat		
9. Inspection and Acceptance Report		Property/Supply Assistant B		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver the goods/services on or before the date of delivery as stated in the contract. Furnish a copy of Delivery Receipt/ Billing Statement/Charge Invoice to the Property/Supply Assistant B upon delivery.	1.1 Receive the goods/services delivered and inspect the items together with the Inspection Officer (Engineer B)	None	30 minutes	Property/Supply Assistant B (Administrative Section)
	1.2 Prepare the Inspection and Acceptance Report (IAR) and signify acceptance in the document. Forward to Inspection Officer for signing.	None	5 minutes	Property/Supply Assistant B (Administrative Section)
	1.3 Sign the IAR and forward back to Property/Supply Assistant B	None	5 minutes	Engineer B (Inspection Officer)



	1.4 Issue goods received to end user and let him/her signify acceptance in the IAR.	None	20 minutes	Property/Supply Assistant B (Administrative Section)
	2. Attach Delivery Receipt/Billing Statement/Charge Invoice (whichever is applicable) to the required documents forwarded by the BAC Secretariat. Include duly signed IAR in the package document and forward to Cashier C for processing of payment.	None	5 minutes	Property/Supply Assistant B (Administrative Section))
	3.1. Receive the package document necessary for processing of payment.	None	5 minutes	Cashier C (Finance Section)
	3.2. Check and verify whether the documents are complete and duly signed.	None	30 minutes	Cashier C (Finance Section)
	4. Prepare the Disbursement Voucher and JEV. Attached package document and forward to the Admin & Finance Division Manager for certification and checking of documents.	None	30 minutes	Cashier C (Finance Section)



	5. Verify and check documents. Certify DV and approve JEV then forward to Cashier B for check issuance.	None	30 minutes	Division Manager (Administrative & Finance Division)
	6. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to OGM for the approval of DV and signing of check.	None	10 minutes	Cashier B (Finance Section)
	7. Approve the DV and sign the issued check. Forward back the package document to Cashier B.	None	1 hour	General Manager (Office of the General Manager)
2. Receive check as payment and acknowledge receipt in the DV thru signing.	8. Disburse/release the check to suppliers.	None	5 minutes	Cashier B (Finance Section)
<b>TOTAL</b>		None	3 hours, 55 minutes	



## 27. Procurement through Shopping

Requisition and procurement of inventory and non-inventory items (supplies/materials, tools and equipment)

<b>Office or Division:</b>	Administrative & Finance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G-Government to Government, G2B-Government to Business			
<b>Who may avail:</b>	VCWD permanent, casual & co-terminus employees,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip (RIS)		Property/Supply Assistant B-Administrative Section		
2. 2 copies Purchase Requisition (PR)		Property/Supply Assistant B-Administrative Section		
3. Request for Quotation (minimum of 3 suppliers)		Purchasing Agent-Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Prepare Requisition and Issue Slip (RIS) for Stock Item/Non-Stock Item (complete specification). Forward RIS to Division Head for approval.  1.2 Forward the approved RIS to Property/Supply Assistant B	1. Receive RIS from requestor. Prepare PR (complete specification and details) as per RIS. Forward to Division Head of the Requestor.	None	4 hours	Property/Supply Assistant B (Administrative Section)
	2. Evaluate and approve PR. Forward the approve PR to Purchasing Agent	None	4 hours	Division Head of Requestor and General Manager
	3. Prepare RFQ (complete specifications as indicated in the PR)	None	1 day	Purchasing Agent (Administrative Section)
	4. Distribute and gather RFQ from prospective	None	3 days	Purchasing Agent (Administrative Section)





	suppliers duly conformed by the supplier's authorized representative.			
	5. Prepare Abstract of Canvass based on the RFQ.	None	1 day	Purchasing Agent (Administrative Section)
	6. Prepare PO with complete details and forward to Administrative and Finance Division Head for certification.	None	1 day	Purchasing Agent (Administrative Section)
	7. Certify the PO for the availability of fund and forward to OGM for approval.	None	1 day	Division Manager (Administrative & Finance Division)
	8. Review and approve PO then forward to the Purchasing Agent.	None	1 day	General Manager (OGM)
	9. Send approve PO to winning supplier for acknowledgement.	None	3 days	Purchasing Agent (Administrative Section)
	10. Endorse PO together with other attached documents to Property/Supply Assistant B.	None	30 minutes	Purchasing Agent (Administrative Section)
	<b>TOTAL</b>	None	12 days, 30 minutes	



## 28. Procurement through Small Value Procurement (SVP)

Requisition and procurement of infrastructure assets, construction materials, goods and other services through Small Value Procurement.

<b>Office or Division:</b>	OGM, Administrative & Finance Division, Engineering Division, Commercial Division, Bids and Awards Committee			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G-Government to Government, G2B-Government to Business			
<b>Who may avail:</b>	VCWD permanent, casual & co-terminus employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Requisition and Issue Slip (RIS)		Property/Supply Assistant B-Administrative Section		
2.2 copies Purchase Requisition (PR)		Property/Supply Assistant B-Administrative Section		
3.Letter request to BAC indicating ABC amount		End-user/Requestor		
4.Certificate of Availability of Funds		Division Manager-Administrative and Finance Division		
5.Request for Quotation (minimum of 3 suppliers)		Purchasing Agent-Administrative Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Prepare Requisition and Issue Slip (RIS) for Stock Item/Non-Stock Item (complete specification). Forward RIS to Division Head for approval.  1.2 Forward the approved RIS to Property/Supply Assistant B	1. Receive RIS from requestor. Prepare PR (complete specification and details) as per RIS. Forward to Division Head of the Requestor.	None	4 hours	Property/Supply Assistant B (Administrative Section)
	2. Evaluate and approve PR. Return the approve PR to end-user.	None	4 hours	Division Head of Requestor and General Manager
2. Prepare letter request to BAC for procurement through SVP indicating the ABC amount and submit to BAC Secretariat together with the	3. Receive the approve PR and letter requesting to procure through SVP.	None	10 minutes	Secretariat (Bids and Awards Committee)



approve PR.				
	4. Issue Certificate of Availability of Funds.	None	1 day	Division Manager C (Administrative and Finance Division)
	5. Evaluate the request and recommend resolution with the complete technical specifications, scope of work, terms of reference, ABC and other terms and conditions.	None	1 day	Bids and Awards Committee
	6. Advertise/ Post to PhilGeps	None	4 hours	Secretariat (Bids and Awards Committee)
	7. Prepare RFQ (complete specifications as indicated in the PR)	None	4 hours	Purchasing Agent (Administrative Section)
	8. Distribute and gather RFQ from prospective suppliers duly conformed by the supplier's authorized representative.	None	3 days	Purchasing Agent (Administrative Section)
	9. Conduct opening of bids and recommend award	None	7 days	Bids and Awards Committee
	10. Prepare Notice Of Award (NOA)	None	1 day	OGM Secretariat



	11. Send NOA to winning supplier for acknowledgement	None	1 day	Purchasing Agent (Administrative Section)
	12. Prepare Notice To Proceed (NTP)	None	3 days	OGM Secretariat
	13. Send NTP to winning supplier for acknowledgement	None	1 day	Purchasing Agent (Administrative Section)
	14. Prepare PO with complete details and forward to Administrative and Finance Division Head.	None	1 day	Purchasing Agent (Administrative Section)
	15. Certify the PO for the availability of funds and forward to OGM for approval.	None	1 day	Division Manager (Administrative & Finance Division)
	16. Review and approve PO then forward to the Purchasing Agent.	None	1 day	General Manager (OGM)
	17. Send approve PO to winning supplier for acknowledgement.	None	3 days	Purchasing Agent (Administrative Section)
	18. Endorse PO together with other attached documents to Property/Supply Assistant B.	None	30 minutes	Purchasing Agent (Administrative Section)
<b>TOTAL</b>		None	26 days, 40 minutes	



## 29. Procurement through Public Bidding

Requisition and procurement of goods and other services through Public Bidding.

<b>Office or Division:</b>	OGM, Administrative & Finance Division, Engineering Division, Commercial Division, Bids and Awards Committee			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2G-Government to Government, G2B-Government to Business			
<b>Who may avail:</b>	VCWD permanent, casual & co-terminus employees, VCWD suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Requisition and Issue Slip (RIS)		Property/Supply Assistant B-Administrative Section		
2.2 copies Purchase Requisition (PR)		Property/Supply Assistant B-Administrative Section		
3.Letter request to BAC indicating ABC amount		End-user/Requestor		
4.Certificate of Availability of Fund		Division Manager-Administrative and Finance 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 Prepare Requisition and Issue Slip (RIS) for Stock Item/Non-Stock Item (complete specification). Forward RIS to Division Head for approval.  1.2 Forward the approved RIS to Property/Supply Assistant B	1. Receive RIS from requestor. Prepare PR (complete specification and details) as per RIS. Forward to Division Head of the Requestor.	None	4 hours	Property/Supply Assistant B (Administrative Section)
	2. Evaluate and approve PR. Return the approve PR to end-user.	None	4 hours	Division Head of Requestor and General Manager
2. Prepare letter request to BAC for procurement through Public Bidding indicating the ABC amount and submit to BAC Secretariat together with the	3. Receive the approved PR and letter requesting to procure through Public Bidding.	None	10 minutes	Secretariat (Bids and Awards Committee)



approved PR.				
	4. Issue Certificate of Availability of Funds.	None	1 day	Division Manager C (Administrative and Finance Division)
	5. Conduct pre-procurement conference, evaluate the requests and recommends resolution with the complete technical specifications, scope of work, terms of reference, ABC and other terms and condition.	None	1 day	Bids and Awards Committee
	6. Prepare bidding documents	None	2 days	Secretariat (Bids and Awards Committee)
	19. Advertise/Post to PhilGeps	None	7 days	Secretariat (Bids and Awards Committee)
	20. Conduct pre-bid conference	None	1 day	Bids and Awards Committee
	21. Opening of bidding documents.  Note: Interested Bidders may pay and submit their bidding documents on or before the opening date.	Bidding documents Standard rates:  ABC 500,000 and below-P500.00  ABC<500,000 up to 1M-	45 days	Bids and Awards Committee



		P1,000.00  ABC<1M up to 5M- 5,000.00  ABC <5M up to 10M- P10,000.00  ABC <10M up to 50 M- 25,000.00  ABC <50M up to 500M- 50,000.00  ABC <500M up- 75,000.00		
	10. Bid evaluation	None	1 day	Bids and Awards Committee
	11. Post-qualification	None	30 days	Bids and Awards Committee
	12. Approval of Resolution and issuance of NOA	None	7 days	Bids and Awards Committee & OGM
	13. Contract preparation and signing	None	10 days	OGM Secretariat
	14. Approval of contract by HOPE	None	15 days	General Manager (OGM)
	15. Issuance of Notice To Proceed	None	2 days	OGM Secretariat



	16. Endorse Contract/PO together with other attached documents to Property/Supply Assistant B.	None	1 day	Secretariat (Bids and Awards Committee)
<b>TOTAL</b>		Depends on the ABC	124 days, 10 minutes	

### 30. Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>➤ Call the Office at Telephone nos. 399-3554, 399-2865 &amp; 717-6152</li> <li>➤ Email us at victoriacitywd@yahoo.com.ph</li> <li>➤ Text the General Manager at 09338677668</li> <li>➤ Write at the feedback form found at the entrance and drop it at the feedback box.</li> </ul>
How feedbacks are processed	<p>Feedbacks requiring answers are forwarded to the concerned division or section for their immediate response/comment regarding the issue.</p> <p>If feedbacks do not require an answer, the head of agency will call the attention of the concerned division/section or personnel regarding the issue.</p>
	<ul style="list-style-type: none"> <li>➤ Call the Office at Telephone</li> </ul>





<p>How to file a complaint</p>	<p>nos. 399-3554, 399-2865 &amp; 717-6152</p> <ul style="list-style-type: none"> <li>➤ Email us at victoriacitywd@yahoo.com.ph</li> <li>➤ Text the General Manager at 09338677668</li> <li>➤ May send a written complaint to the office at Victorias City Water District, Quirino St. Brgy. 5 Victorias City 6119</li> </ul>
<p>How complaints are processed</p>	<p>The Chairperson of the Grievance Committee will evaluate each complain.</p> <p>After evaluation, the Chairperson will summon the concerned personnel or officers requiring him/her to answer the allegations within 24 hours upon receipt of the notice.</p> <p>While waiting for the response, the grievance committee starts the investigation of the complaint.</p> <p>After the investigation, Grievance Committee will create report and submit it to the Head of Agency for appropriate action.</p> <p>The Head Agency thru the secretariat will inform the complainant the result of the investigation and the action taken.</p>
<p>Contact Information of PCC, ARTA, CSC</p>	<p>Presidential Complaints Center (PCC)-8888</p> <p>ARTA- <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>CSC Negros Occ. Field Office- (034)_474-2182 or 708-8184</p>



### List of Offices

Office	Address	Contact Information
Office of the General Manager	Quirino St., Barangay5, Victorias City 6119	(034) 399-2865 Fax # (034) 399-3554
Administrative & General Services Office	Quirino St., Barangay5, Victorias City 6119	(034) 399-2865 Fax # (034) 399-3554
Commercial & Finance Division	Quirino St., Barangay5, Victorias City 6119	(034) 399-2865 Fax # (034) 399-3554
Engineering Division	Quirino St., Barangay5, Victorias City 6119	(034) 399-2865 Fax # (034) 399-3554

### APPROVAL

This Citizen's Charter Guidebook, as amended, was signed and approved on November 17, 2021 by:

  
**ENGR. ABRAHAM J. DE DIOS, JR.**  
General Manager