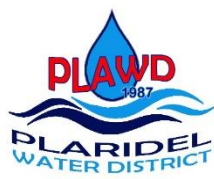


PLARIDEL WATER DISTRICT

CITIZEN'S CHARTER



PLARIDEL WATER DISTRICT

CITIZEN'S CHARTER

2026 (2nd Edition)

I. MANDATE

The Plaridel Water District (PLAWD) is a Government-Owned and Controlled Corporation. It was established on March 2, 1987 under the mandate of the Provincial Water Utilities Act of 1973, or commonly known as the Presidential Decree 198, thru the issuance of the Conditional Certificate of Conformance (CCC) No. 277 with the following mandate:

1. Operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Plaridel and nearby barangays; and
2. Manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

II. VISION

A respectable organization of competent and dedicated workers with a task of giving quality service for a progressive, developed and sustainable water supply.

III. MISSION

To provide safe, potable and flowing water to as many customers as possible at the least possible cost.

IV. PERFORMANCE PLEDGE

We, the officials and employees of PLAWD commit to provide and efficiently serve the residents of Plaridel with safe, potable and uninterrupted water supply at the least possible cost.

WORKING DAY AND HOURS OF SERVICE

7:00 a.m. – 5:00 p.m.

NO NOON BREAK

MONDAY - FRIDAY

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EXTERNAL SERVICES

1. APPLICATION FOR THE INSTALLATION OF NEW WATER SERVICE CONNECTION

This service guides residents and establishments in Plaridel who wish to apply for a new water service connection with the Plaridel Water District (PLAWD).

Office/Division:	Commercial Service Section, Cashier, New Connection Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	PLAWD Front Desk
2. Sanitary/Plumbing Permit	Municipal Engineering Office of Plaridel
3. Original and photocopy with signature of the customer's valid I.D.: a. Driver's License b. Professional Regulation Commission (PRC) ID c. Passport d. Senior Citizen ID/ PWD ID e. SSS ID f. Voter's ID/COMELEC Registration Form g. BIR (TIN) ID h. PhilHealth ID i. Postal ID j. Philippine Identification Card (PhilID) k. Unified Multi-Purpose Identity Document (UMID)	Issuing government agency: a. Land Transportation Office (LTO) b. Professional Regulation Commission (PRC) c. Department of Foreign Affairs (DFA) d. Local Government Unit (LGU) e. Social Security System (SSS) f. Commission on Election (COMELEC) g. Bureau of Internal Revenue (BIR) h. Philippine Health Insurance Corporation (PhilHealth) i. Philippine Postal Corporation (PhilPost) j. Philippine Statistics Authority (PSA) k. SSS, GSIS, PhilHealth, and Pag-ibig Fund
4. Original & Photocopy of proof of ownership (TCT, Notarized Deed of Sale, or Tax Declaration)	From the property owner
5. For heirs of deceased property owner – death certificate of the owner and birth/marriage certificate of applicant showing relationship to the owner.	Local Government Unit (LGU)

6. For non-owner - Authorization letter from the property owner, photocopy of the owner's ID with signature, Tax Declaration with official invoice for the current year, if applicable	From the property owner
7. For non-owner - Notarized Undertaking with Barangay Captain if no Proof of Ownership.	From the barangay where the service will be installed
8. For applicants residing on a Government-Owned property – Clearance/Certification from the Municipal Engineer and Tax Declaration.	Municipal Engineering Office of Plaridel
9. For lessee renting the property – Contract of Lease and authorization from the property owner granting authority to apply for water service connection	From the property owner
10. Clearance if an applicant has an existing disconnected service with Bustos Water District (BWD).	From Bustos Water District (BWD)
11. Grant of right of way (if applicable)	From the property owner
12. Waiver for private lines (if applicable)	From the property owner
13. For new service that will be connected to an existing water meter – Authorization letter from the property owner of the water meter and photocopy of the owner's ID with signature.	From the property owner
14. The applicant must attend the seminar for new customers held every Monday to Friday, between 8:00 a.m. - 4:00 p.m.	At Plaridel Water District (PLAWD) Office

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete requirements for a new service connection application and fill out the application form.	1.1 Encode and print the Water Service Application, Contract and Memorandum Receipt.	None	20 minutes	<i>Customer Service Assistant</i>

2. Verify the accuracy of the data in the contract and sign it if everything is correct.	2.1 Verify that all documents are complete and properly signed. 2.2 Request a sketch of the customer's location or vicinity. 2.3 Advise the customer to pay the corresponding fees at the Cashier.	None	50 minutes	<i>Customer Service Assistant</i>
3. Submit the application form and pay the corresponding application fee.	3.1 Accept the payment and issue Service Invoice. 3.2 Return all documents to the customer after payment. 3.3 Advise customer to return to the customer service.	Application Fee: ₱150.00	3 minutes	<i>Cashier</i>
4. Attend the New Service Connection Seminar.	4.1 Assist the customer to the seminar room.	None	45 minutes	<i>Customer Service Assistant</i>
5. End of transaction.	5.1 Remind the customer about the upcoming site inspection. 5.2 Forward all documents to the new connection inspector.	None	2 minutes	<i>Inspector</i>
TOTAL:		Application fee of ₱150.00 plus bill of materials	2 hours	-

2. INSTALLATION OF NEW WATER SERVICE CONNECTION

This service provides guidance to residents of Plaridel who applied for a new water service connection.

Office/Division:	Engineering and Technical Division
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Water Service Contract and other pertinent attachments	New Connection Inspector

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accompany the Inspector/Section Head for location of the water meter.	1.1. Remind customer that a site inspection shall be conducted.	None	3 days	<i>Inspector/Section Head</i>
2. Present customer copy of Materials Requisition Slip (MRS) at the office to compute for the amount to be paid.	2.1. Compute for the installation cost and materials. 2.2. Informs customer of the computed amount. 2.3. Advise customer to proceed to cashier for payment.	Price may vary for the Bill of Materials	10 minutes	<i>Inspector/Section Head</i>
3. Proceed to cashier for payment.	3.1. Accept payment and issue Sales Invoice.	Amount computed	5 minutes	<i>Cashier</i>

4. Installation of water service connection.	4.1 Plumbers will inform customers of the materials to be used before installation. 4.2 After installation, the customer will answer the survey provided by the plumbers as review on the installation provided.	None	15 days	Plumbers of PLAWD
TOTAL:		Bill of Materials	18 days, 15 minutes	-

3. APPLICATION FOR THE SERVICE RECONNECTION

This service covers the installation of water service to disconnected account. It requires full payment of the unpaid water bill, the reconnection fee, and any other necessary charges.

Office/Division:	Commercial Service Section, Cashier, New Connection Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Reconnection and Memorandum Receipt	Customer Service Assistant

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Section and fill out an application form.	1.1 Prepare the application for reconnection and the Memorandum Receipt.	None	5 minutes	Customer Service Assistant

	1.2 Direct the customer to a teller for payment.			
2. Proceed to pay the outstanding water bill (if any), reconnection fee, and materials (if applicable).	2.1 Accept the payment and issue a service invoice. 2.2 Forward the documents to the Commercial Division for processing.	Unpaid water bill, reconnection fee: ₱150.00 (for services disconnected 1 year or less); ₱500.00 (for services disconnected for more than 1 year), and materials (if applicable)	5 minutes	<i>Teller</i>
3. Reconnection of water service.	3.1 Inform the customer of the reconnection. 3.2 Ask the customer to sign the reconnection order.	None	2 days	<i>Reopening Team</i>
TOTAL:		Amount due	2 days, 10 minutes	-

4. REQUEST FOR TEMPORARY SERVICE DISCONNECTION

This service involves customer's request to remove the installed water service, provided the customer pays any outstanding water bill. The customer must sign the service request form and pay in full for any outstanding water bill.

Office/Division:	Commercial Service Section, Customer Account Section, Disconnection Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Current or any latest water bill notice.	Own copy of the water bill notice. If unavailable, secure a copy from the Customer Service Assistant.
2. A copy of the Certificate of Title of Land. If the applicant is not the owner of the lot, furnish a request letter signed by the owner.	Own copy or a copy from the owner of the land.
3. Original and photocopy with signature of the customer's valid I.D.: a. Driver's License b. Professional Regulation Commission (PRC) ID c. Passport d. Senior Citizen ID/ PWD ID e. SSS ID f. Voter's ID/COMELEC Registration Form g. BIR (TIN) ID h. PhilHealth ID i. Postal ID j. Philippine Identification Card (PhilID) k. Unified Multi-Purpose Identity Document (UMID)	Issuing government agency: a. Land Transportation Office (LTO) b. Professional Regulation Commission (PRC) c. Department of Foreign Affairs (DFA) d. Local Government Unit (LGU) e. Social Security System (SSS) f. Commission on Election (COMELEC) g. Bureau of Internal Revenue (BIR) h. Philippine Health Insurance Corporation (PhilHealth) i. Philippine Postal Corporation (PhilPost) j. Philippine Statistics Authority (PSA) k. SSS, GSIS, PhilHealth, and Pag-ibig Fund

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Section and fill out the service request form.	1.1 Prepare the service request form. 1.2 Direct the customer to a teller for payment of the water bill.	None	5 minutes	<i>Customer Service Assistant</i>
2. Proceed to a teller for full payment (if there is an outstanding bill) and for materials if needed.	2.1 Accept the payment and issue a Service Invoice.	Outstanding water bill (if any) and ₱200.00 for the	5 minutes	<i>Teller</i>

	2.2 Return to the Customer Service Section to forward the documents for processing.	Request for Disconnection fee		
3. Disconnection of the water service.	3.1 Inform the customer before the disconnection. 3.2 Ask the customer to sign the disconnection order.	None	2 days	<i>Disconnection Team</i>
TOTAL:		Outstanding water bill and ₱200.00	2 days, 10 minutes	-

5. REQUEST FOR MAINTENANCE, REPAIR, & SERVICE

This involves request such as:

- a. Reclassification
- b. Re-read due to High Consumption
- c. Change in Account Number and/or Change in Zone Number / Book Number
- d. Change of Name/Ownership
- e. Change in Meter Size
- f. Bacteriological Test
- g. Meter Replacement
- h. Calibration of Water Meter
- i. Relocation of Water Meter
- j. Transfer of Service Line
- k. Leak Repair
- l. Inspection for Illegal Connection
- m. Flushing
- n. Replacement of Gate Valve

Office/Division:	Commercial Service Section/Commercial Division, Inspector/Engineering Division
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Current or any latest water bill notice.	Own copy of the water bill notice. If unavailable, secure a copy from the Customer Service Assistant.
2. Original and photocopy with signature of the customer's valid I.D.: a. Driver's License b. Professional Regulation Commission (PRC) ID c. Passport d. Senior Citizen ID/ PWD ID e. SSS ID f. Voter's ID/COMELEC Registration Form g. BIR (TIN) ID h. PhilHealth ID i. Postal ID j. Philippine Identification Card (PhilID) k. Unified Multi-Purpose Identity Document (UMID)	Issuing government agency: a. Land Transportation Office (LTO) b. Professional Regulation Commission (PRC) c. Department of Foreign Affairs (DFA) d. Local Government Unit (LGU) e. Social Security System (SSS) f. Commission on Election (COMELEC) g. Bureau of Internal Revenue (BIR) h. Philippine Health Insurance Corporation (PhilHealth) i. Philippine Postal Corporation (PhilPost) j. Philippine Statistics Authority (PSA) k. SSS, GSIS, PhilHealth, and Pag-ibig Fund
3. For Change of Name/Ownership request: a. For non-owner, authorization letter from the property owner, photocopy of the owner's ID with signature, and Tax Declaration with official invoice for the current year, if applicable; b. Original and photocopy of proof of ownership (TCT, Notarized Deed of Sale, or Tax Declaration; c. The applicant must attend the seminar for new customers held every Monday to Friday, between 8:00 a.m. - 4:00 p.m.	From the property owner

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Customer Service Section and request for maintenance, repair, or service. Sign the Maintenance Order Form.	1.1 Prepare the request.	None	5 minutes	Customer Service Assistant
2. Proceed to a teller for payment, if applicable; otherwise, move on to the next step.	2.1 Accept the payment and issue a Service Invoice. 2.2 Return to the Customer Service Section to forward the documents for processing.	2.1.1. Inspection fee: ₱200.00 (for meter reconnection or transfer of the service line) 2.1.2. Application fee: ₱100.00 (for Change of Name/Ownership) 2.1.3. Price may vary for Bill of Materials	5 minutes	Teller
3. Inspection as per request. If the request is either relocation of a water meter or transfer of service lines, require a signed letter from the customer or its authorized personnel, citing the reason for the request. Address the letter to the head of the agency (subject to the approval of the inspector).	3.1 Inform the customer of the request. a. Reclassification b. Re-read due to high consumption c. Change in account, zone, and book number d. Change of Name/Ownership	None	a. 3 days b. 3 days c. 3 days d. 3 days	Inspector and/or plumbers

	e. Change in meter size f. Bacteriological test g. Replacement of old water meter h. Replacement of defective water meter i. Calibration of water meter j. Relocation of water meter		e. 3 days f. 7 days g. 7 days h. 3 days i. 3 days j. 7 days (if the area is clear) / 20 days (if the area needs complete demolition)	
	k. Transfer of service line		k. 7 days (if the area is clear) / 20 days (if the area needs complete demolition)	

6. PAYMENT OF WATER BILL

This pertains to the service for paying water bills by customers.

Office/Division:	Teller
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	All residents and establishments in Plaridel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Current or any latest water bill notice.	Own copy of the water bill notice. If unavailable, secure a copy from the Customer Service Assistant.
2. Promissory note if payment is installment.	Own copy

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to a teller and present the water bill notice.	1.1 Encode the account number and check/verify the account name and water bill amount. 1.2 Accept payment and issue Service Invoice.	Amount due	5 minutes	<i>Teller</i>
TOTAL:		Amount due	5 minutes	-

INTERNAL SERVICES

1. LEAVE APPLICATION

This service refers to the processing of different types of leave applications based on Civil Service Commission (CSC) rules and regulations, and Plaridel Water District policies. The service may be availed by all PLAWD permanent, casual, and temporary employees.

Office/Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All PLAWD permanent, casual, and temporary employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CSC Form No. 6 (Application for Leave)	Human Resource Section

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a CSC Form No. 6 from the HR Section.	1.1 Check if the request for leave application meets the Omnibus Rules on Leave, CSC rules and regulations, and PLAWD policies. 1.2 Accept payment and issue Service Invoice.	None	15 minutes	HR Personnel
2. Submit filled-out CSC Form No. 6 to the HR Leave Custodian	2.1 Check that the attachments are complete and appropriate for the type of leave to be availed. 2.2 Review if the leave balance is sufficient for the leave to be availed.	None	1 day	HR Leave Custodian

	2.3 Certify leave credits and duly signed form.			
3. Endorse CSC Form No. 6 to other signatories.	3.1 Evaluate and recommend leave form (recommending Approval/Disapproval). 3.2 Approve/Disapprove Leave Form	None	2 days	<i>Division Manager and General Manager / Office of the General Manager</i>
4. End of transaction	4.1. Receive duly accomplish and signed CSC Form No. 6 from the Records Officer/Office of the General Manager. 4.2. Notify the employee of the status of their leave request and/or provide a copy of the acted-upon leave application per request of an employee.	None	15 minutes	<i>HR Personnel</i>
TOTAL:		None	3 days, 30 minutes	-

2. REQUEST FOR EMPLOYEE AND PERSONNEL CERTIFICATION AND RECORDS

This service refers to the request for the issuance of certificates and records related to employment at PLAWD. This may be availed by all, former and present employees of PLAWD.

Office/Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	Present and former employees of PLAWD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal appearance and submission of appropriate information/requirements. 2. Request letter and clearance form. 3. Authorization letter and valid ID of the requestor and authorized representative (if the requestor is not available to physically present themselves)	From the requesting party

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally present themselves and submit appropriate information/requirements (see list of requirements for further instruction for other instances)	1.1. Interview and check the appropriateness of the submitted information/requirements. 1.2. Prepare the requested certification/record. 1.3. Initial the document and endorse to authorized signatories.	None	1 day	HR Personnel – Division Manager, General Manager, and Office of the General Manager / Records Officer
2. End of transaction	2.1. Receive the endorsed certification/record from the authorized signatories. 2.2. Release the requested certification/record to the requestor (personal copy only). 2.3. Retain/Forward the signed received copy of the requestor to the appropriate section.	None	2 days	Division Manager, General Manager, and Office of the General Manager / Records Officer - HR Personnel
TOTAL:		None	3 days	-

3. REQUEST FOR OFFICE SUPPLIES

This service provides guidance to employees of Plaridel Water District who would like to request needed office supplies.

Office/Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All employees of Plaridel Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Designated Representative per Division

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. List all the needed office supplies and complete all the required signatories on the request form.	1.1. Check and sign the request form.	None	15 minutes	<i>Designated Signatories</i>
2. Forward the approved request form to the Procurement Section	2.1. Check if the request form is complete and properly signed. 2.2. Check the availability of the requested office supplies. 2.3. Inform the employee of the availability of the requested office supplies.	None	10 minutes	<i>Procurement Personnel</i>
3. Wait for the releasing of the available office supplies.	3.1. Release all the available office supplies to the requestor.	None	1 day	<i>Procurement Personnel</i>
TOTAL:		None	1 days, 25 minutes	-

4. PROCUREMENT, INSPECTION, ACCEPTANCE, & ISSUANCE OF GOODS AND SERVICES

To ensure the availability of goods and services at the time of need and to establish procedures that shall ensure compliance with the requirements of the New Government Procurement Act No. 12009 and its implementing Rules and Regulations (IRR).

To establish the procedure on the process of procurement of materials and receiving of deliveries

Office/Division:	Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	End Users, Suppliers, Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved and funded Purchase Request (PR) (original)	Budget Section and End User Office
2. Project Procurement Management Plan (PPMP) consolidated into Annual Procurement Plan (APP)	Budget Section and End User Office
3. Other supporting documents as may be required from time to time.	End User Office

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end user submits the approved and funded PR along with the PPMP and other supporting documents.	1.1. The duly assigned BAC Secretariat shall record and validate the consistency of the approved procurement/PR with the APP. Check and sign the request form. 1.2. The BAC Secretariat shall review completeness of the supporting documents to the approved PR, such as:	None	30 minutes	BAC Secretariat

	a. Availability of funds; b. Board Resolution approving the Approved Budget for the Contract (ABC) for procurements with more than ₱1,000,000.00; c. Terms of Reference or Specifications; d. Purchase Request (PR); e. Justifications, if any. 1.3. The BAC Secretariat shall refer to the APP what mode of procurement was approved, otherwise, the BAC Members shall recommend the applicable mode of procurement, subject to approval by the Head of Procuring Entity (HoPE) or the General Manager. Mode of Procurement: a. Public Bidding if valued more than ₱1,000,000.00; b. Alternative Mode of Procurement if valued less than ₱1,000,000.00 or satisfies all conditions under the procurement law.			
2. The end user attends the Pre-Procurement Conference, if applicable.	2.1. The implementation of a Public Bidding must be strictly in accordance with the procedures prescribed in the	None	For Competitive/Public Bidding: maximum of 136 calendar	BAC / BAC TWG / BAC Secretariat / End User

	IRR of RA 9184 or the "Government Procurement Reform Act." 2.2. For Public Bidding procedures, please refer to the IRR of the RA 9184.		days for the procurement process only.	
3. For the Alternative Mode of Procurement, the end user will wait for the BAC's evaluation results on the quotations submitted by the prospective bidders.	3.1. Prepare the Request for Quotation (RFQ) indicating the details according to the PR. 3.2. The BAC Secretariat shall post the RFQ into the PhilGEPS website if valued more than ₱50,000.00. 3.3. The posting of RFQ at the PhilGEPS website shall be at least three (3) working days. The BAC Secretariat may also send out RFQ directly to the reputable suppliers. 3.4. Prepare the abstract of price quotations for the BAC's approval, and recommend the award of contract to the Lowest Complying Price Quotation. 3.5. All members of the BAC present in the BAC meeting shall sign the abstract of the price quotation. 3.6. If less than ₱100,000.00, forward to the General Manager for approval.	None	20 days	BAC, BAC Secretariat

	3.7. If more than ₱100,000.00, forward to the HoPE for approval. 3.8. Submit the Notice of Award (NOA) to the winning bidder. Prepare and sign the contract with the winning bidder. 3.9. Submit Notice to Proceed (NTP) to the winning bidder. 3.10. Submit the abstract of approved quotation to the procurement section for processing of the Purchase Order (PO).			
4. For the Purchase Order (PO), the end user will wait for the approved PO to be sent to the winning bidder. For the contract, the end user will prepare the necessary contract for the winning bidder.	4.1. Prepare the contract of PO for the awarded procurements of supplies/materials/equipment or services to be signed by the General Manager and the winning supplier. 4.2. Double check all the attachments and signatories of the PR. Inform the BAC Secretariat for any possible changes for immediate completion. 4.3. Scan the PO as PDF file format and send it to the supplier via email. Communicate with the supplier to verify if the email has been received and for any other concerns.	None	3 days	Procurement Staff / End User

5. The supplier delivers the goods and services and provides Delivery Receipt (DR) / Sales Invoice (SI).	5.1. Check the details on the DR/SI are correct. 5.2. Receive the goods and/or services with DR and SI from the supplier. 5.3. Complete the supplier signatures located at the bottom of the PO (Original Copy, Supplier's Copy, and Procurement's Copy). 5.4. Check if the specifications conform to the PO/item listed. 5.5. If the DR and/or SI are incomplete, or the specifications of the items do not match with the PO, inform the supplier and do not accept the delivered goods.	None	1 day	<i>Procurement Staff / End User</i>
6. The supplier/service provider will wait for the check payment to be prepared by the Accounting Section.	6.1. Prepare the Receiving Report for delivered goods/inspection and acceptance report, and Certification of Completion for completed services, and include all the attachments needed. Double check all the signatories needed in the DR/SI. 6.2. Complete all the signatories in the Receiving Report. 6.3. Record in the Report Summary. 6.4. Endorse to the Accounting Section for check preparation.	None	30 days	<i>Procurement Staff / End User</i>

7. The supplier/service provider will wait for the evaluation from the end user.	7.1. Conduct an assessment after every delivery on the performance of its external provider, in coordination with other different offices, to ensure that the quality of the supplies and/or services is maintained. For the contracts / projects, conduct an assessment to the contractors once a year if the project is a multi-year project. Evaluate performance of suppliers using the Evaluation Form. 7.2. Send the scanned copy of the evaluation to the supplier/service provider.	None	30 days	<i>Procurement Staff / End User</i>
TOTAL:		None	For Competitive/Public Bidding: maximum of 136 days for procurement process only. For Alternative Mode of Procurement: maximum of 60 days for procurement process only.	-

5. MATERIALS REQUISITION SLIP PROCEDURE

Materials Requisition Slip is prepared by the concerned personnel and then approved by the division manager.

Office/Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Plumbers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Materials Requisition Slip (MRS)	Stockroom

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received approved MRS	1.1. Prepare fittings/materials/tools. 1.2. Prepare the requested certification/record. 1.3. Initial the document and endorse to authorized signatories.	None	15 minutes	Storekeeper
2. Release Fittings/Materials/Tools to Plumbers	2.1. encode released fittings/materials/tools to Bin Card.	None	1 day	Storekeeper
TOTAL:		None	1 day, 15 minutes	-

6. REQUEST FOR REPAIR OF FACILITIES, EQUIPMENT, AND VEHICLES (FEV)

This procedure covers the repair and preventive maintenance of facilities, equipment, and vehicles of the Plaridel Water District to reduce maintenance costs and accident.

Office/Division:	Administrative Division, General Service Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Plaridel Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Repair and Maintenance	General Services Section

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form for repair and maintenance.	1.1. Check the request form if complete with signatures.	None	5 minutes	GS Staff
2. Return the equipment/vehicle for inspection.	2.1. inspect the items/parts that need to be repaired on the request. 2.2. Check the availability of PLAWD personnel or external service provider to perform the repair activities. 2.3. Dispatch the approved request form for the conduct of the repair. Note: for major repairs, seek approval from the managers.	None	1 day	GS Staff/Outsource
TOTAL:		None	1 day, 5 minutes	-

7. DISBURSEMENT

This service encompasses the settlement of the district's obligations under existing government laws and regulations.

Office/Division:	Finance Division
Classification:	Simple
Type of Transaction:	G2B (Government to Business), G2G (Government to Government)
Who may avail:	Suppliers, Employees, Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Receiving Report/Certificate of Inspection and Acceptance, Certificate of Completion, Purchase Order/Duly Notarized Contract, Approved Purchase Request, Invoices and Delivery Receipts, BAC Checklist and Documents (Annual Procurement Plan and PPMP), and attachments based on COA Circular 2012-01 & 2023-004. Payroll Report and pertinent attachments Remittance Report and pertinent attachments	Procurement Section/End User HR Section Accounting Section
2. Budget Utilization Request and Status (BURS)	Budget Section
3. BIR Form 2307 (Certificate of Creditable Tax Withheld at Source)	Accounting Section
4. Journal Entry Voucher (JEV)	
5. Disbursement Voucher (DV)	
6. Authority to Debit/Credit Account (ATDCA)	
7. ARTA Survey Form	
8. Check	Cash Management Section

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentation of obligation for payment.	1.1. Receive the invoice/payroll report/remittance report, and other pertinent forms and attachments.	None	20 minutes	Corporate Accountant
	1.2. Check if the required supporting documents are complete and compute the related withholding taxes.	None	20 minutes	Corporate Budget Officer
	1.3. Endorse the documents to the Corporate Budget Officer for certification of availability of funds and issuance of BURS except for government remittances.	None	20 minutes	Corporate Accountant
	1.4. Certify the adequacy and availability of funds/budgetary allotment and issue duly signed BURS.	None	1 hour	Corporate Budget Officer
	1.5. Endorse the withholding tax computation to Accounting Processor B for preparation of BIR Form No. 2307 except for payroll and remittances.	None	20 minutes	Corporate Accountant
	1.6. Prepare the BIR Form No. 2307.	None	30 minutes	Accounting Processor B
	1.7. Assign JEV Number, DV Number, and Check Number and records details in the logbook.	None	20 minutes	Corporate Accountant
	1.8. Prepare Journal Entry Voucher (JEV), Disbursement	None	2 hours	Corporate Accountant

	Voucher (DV), and other pertinent forms such as Authority to Debit/ Credit Account (ATDCA) for payroll transaction.			
	1.9. Endorse Journal Entry Voucher (JEV), Disbursement Voucher (DV), and other pertinent forms/attachments for review and checking.	None	20 minutes	Corporate Accountant
	1.10. Review Journal Entry Voucher (JEV), Disbursement Voucher (DV), and other pertinent forms/attachments.	None	2 hours	Financial Planning Specialist
	1.11. Submit vouchers and pertinent forms/attachments for approval and signature.	None	20 minutes	Corporate Accountant
	1.12. Review the vouchers and pertinent forms/attachments and sign the recommendation for approval.	None	2 hours	Division Manager – Finance
	1.13. Review and approve the vouchers and pertinent forms/attachments.	None	2 hours	General Manager
	1.14. Prepare the transmittal and endorse approved vouchers and pertinent forms/attachments for check preparation.	None	20 minutes	Corporate Accountant
	1.15. Prepare the check and route for signatures.	None	2 hours	Cash Management Section
2. Receive check payment and issue receipt or receive the	2.1. release the check and pertinent attachments to	None	2 hours	Cash Management Section

ATDCA/check and provide validated ATDCA/deposit slip.	claimants or submit the ATDCA or deposit the check to the bank for payroll and remittances.			
	2.2. Attach the receipt/validated ATDCA/deposit slip and fully accomplished ARTA Survey Form and return the vouchers with complete attachments to the Accounting Section for filing purposes.	None	30 minutes	Cash Management Section
	2.3. Prepare the Monthly Disbursement Report – DV Register and CSJ.	None	1 hour	Corporate Accountant
TOTAL:		None	18 hours, 20 minutes	-

8. PETTY CASH DISBURSEMENT

This service encompasses the reimbursement from the petty cash fund for the goods/services paid by employees.

Office/Division:	Finance Division
Classification:	Simple
Type of Transaction:	G2B (Government to Business), G2G (Government to Government)
Who may avail:	Suppliers, Employees, Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly approved Request for Reimbursement with necessary supporting documents under COA Circular No. 2012-001 & 2023-004.	Employees
2. Petty Cash Fund Voucher (PCV)	Cashier

CUSTOMER STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly approved Request for Reimbursement with the necessary supporting documents.	1.1. Receive the duly approved Request for Reimbursement with the necessary supporting documents.	None	30 minutes	Cashier
	1.2. Prepare the Petty Cash Fund Voucher and attach it to the Request for Reimbursement.		2 hours	Cashier
	1.3. Submit the Petty Cash Voucher with the necessary supporting documents to the General Manager for approval and signature.		20 minutes	Cashier
	1.4. Review and approve the Petty Cash Fund Voucher.		2 hours	General Manager
2. Receive cash and sign the approved Petty Cash Voucher.	2.1. Release the payment from the petty cash fund.	None	1 hour	Cashier
	2.2. Update the Petty Cash Fund Register.		1 hour	
TOTAL:		None	6 hours. 50 minutes	-

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	For walk-ins: Write your comments or suggestions on the Feedback Form that can be found inside our office. Send feedback and comments through writing to our office address at Plaridel Water District A.C. Reyes St., Poblacion, Plaridel, Bulacan 3004 Or e-mail: plaridel_water_district1987@yahoo.com Or website: http://www.plaridelwaterdistrict.ph For follow-ups or queries, contact information are as follows: Globe.....0945-346-0808 PLDT.....(044) 795-0102 PLAWD Inspector.....0915-115-3417
How feedbacks are processed?	Daily, the Public Assistance and Complaint Desk (PACD) Officer open the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint?	Talk to our Customer Service Assistant or our Public Assistance and Complaint Desk (PACD) Officer. Complaints can also be filed via telephone by calling: (044) 795-0102/ 0945-346-0808/ 0915-115-3417. Write your complaints on the Feedback Form that can be found inside our office.
How complaints are processed?	The PACD Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the PACD Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The PACD Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The PACD Officer will give the feedback to the customer.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph (02) 8246-7940 PCC: 8888 CCB: 0908-881-6565 (SMS)