

SIPALAY WATER DISTRICT

CITIZEN'S CHARTER (2020 1st Edition)



SIPALAY WATER DISTRICT

CITIZEN'S CHARTER (2020 1st Edition)



I. Mandate:

The Sipalay Water District (SWD) was formed on July 1982 giving its jurisdiction over the water supply system of Municipality of Sipalay. Conditional Certificate of Conformance No. 252 was issued on October 7, 1983 which entitled it to all the rights and privileges embodied in PD 198 or Water Utilities Act of 1978. SWD was categorized as Category "D" water district last March 30, 2012.

The SWD 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 SWD was formed for the purpose of acquiring, installing, improving, maintaining, and operating the water supply system.

The SWD 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 SWD will soon adopt new systems and procedures in the operation and maintenance of the water system.

II. Vision:

The Sipalay Water District envisions itself to be the premiere water utility in the province committed to provide quality, sufficient and affordable water supply through an honest and efficient service..

III. Mission:

To provide better quality of life by providing adequate, safe and potable water in the community.

To properly develop and manage water sources and help the preservation of the environment.



IV. Service Pledge:

Striving for excellent output

Work hard to satisfy concessionaire's needs

Dedication and commitment to provide quality service

All of these we pledge because we are here to serve you our best!



LIST OF SERVICES

External Services	Page Number
Application for New Connection	7-8
Request for Reconnection	9
Payment of Water Bill	10
Complaints on Service Line Leaks	11-12
Complaints on Water Discoloration	13
Transfer of Line/ Relocation of Water Meter	14-15
Request for Temporary/ Permanent Disconnection	16
Phone Call	17
Communication Letter	18
Internal Services	
Conduct of Bacteriological Test	19-21
Application of Leave	22-23
Issuance of PHILHEALTH Form (CF1)	24
Issuance of Construction Materials and Supplies	25
Cashiering	26-27
Payroll of Plantilla Personnel	28-30
Payroll of Job Order Workers	31-33
Petty Cash Disbursement	34-35



Payment to Supplier	36-18
Procurement through Shopping	39-40
Feedback and Complaints Mechanism	41-42
List of Offices	43
Approval	43



1. Application for New Connection

Application and Installation of New Water Connection

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens, Government-to-Business , Government-to-Government		
Who may avail:		Anyone residing within service area of the Sipalay Water District		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of one (1) valid ID and present original.			Applicant	
2. Three (3) pieces 2 x2 picture			Applicant	
3. Application Form			Customer Service Assistant	
CLIENT STEPS (Step 1)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire and fill-out application form	1.1. Evaluate the application form for new connection and give checklist of requirements. 1.2. Check if the application is completely fills out and all the requirements are attached.	None	10 minutes	Customer Service Assistant
2.Attend to inspecting team from the SWD (Plumbers)	2. Conduct inspection of area and make list of materials needed.	None	1 hour	Assigned Plumbers
Total		None	1 hour, 10 minutes	



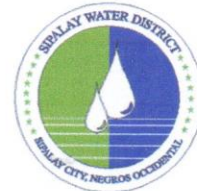
CLIENT STEPS (Step 2)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the application form after signed to the office for assessment of fees	1. Assessment of fees and process payment. Then, issuance of Official Receipt.	Application fee: Php 500.00 plus cost of materials to be used for installation.	3 minutes	Cashier
2. Sign Service Contract	2.1. Orient Concessionaire about the content of the contract and the Utility Rules and Regulations 2.2. Sign Service Contract with customer	None	10 minutes	Customer Service Assistant General Manager
3. Attend during installation and signed maintenance order on the conformed portion (Customer's approved) for the work accomplishment.	3. Installation of service connection.	None	1 to 6 hours	Assigned Plumbers
Total		Php 500.00 plus cost of materials	6 hours , 13 minutes	



2. Request for Reconnection

Reconnection of water services

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens , Government-to-Business , Government-to-Government		
Who may avail:		All disconnected SWD consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request reconnection for	1.Assess unpaid bills and prepare maintenance order	None	2 minutes	Customer Service Assistant
3 .Pay due account and reconnection fee.	2.1. Process payment and issue Official Receipt 2.2 Prepare MO for reconnection	Total water bill account due and reconnection fee of Php 200.00 None	2 minutes	Cashier Customer Service Assistant
3. Attend reconnection conducted by Plumber and sign on the MO on Customer's Approved portion after reconnection.	3. Reconnect water services.	None	1 hour	Assigned Plumbers
Total		Total due water bill due account and reconnection fee of Php 200.00	1 hour, 4 minutes	



3. Payment of Water Bill

Collection of Water Bill Amount Due

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens, Government-to-Business , Government-to-Government		
Who may avail:		All SWD consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill		From SWD Billing Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill to Cashier	1.Receive payment and issue Official Receipt	Amount Varies	2 minutes	Cashier
Total		Total amount due stated at the water bill account.	2 minutes	



CLIENT STEPS (Step 2)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay materials needed for repair, if any.	1. Process payment and Issue Official Receipt.	Cost of materials needed for repair.	2 minutes	Cashier
2. Attend to the service line leakage repair & sign maintenance order after completion of work.	2. Conduct repairs the service line leakage.	None	1 to 2 hours	Assigned Plumber
Total		Cost of materials needed for repair	2 hours 2 minutes	



4. Complaints on Service Line Leaks

Inspection and repair the service line

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens, Government-to-Business, Government-to-Government		
Who may avail:		All SWD consumer who have leakage at their service line connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS (Step 1)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report leakage at the PACD and fill out Service Request Form for repair of service line leak.	1.1. Receive information and prepare maintenance order for service line leak	None	10 minutes	Customer Service Assistant
	1.2. Inspect the site and prepare bill of materials if any.	None	1 hour	Assigned Plumber
	Total	None	1 hour, 10 minutes	



5. Complaints on Water Discoloration

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens, Government-to-Business, Government to Government			
Who may avail:	All SWD consumer who have leakage at their service line connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and fill out Service Request Form	1. Receive information and prepare maintenance order	None	2 minutes	Customer Service Assistant
2. Attend to the service line flushing and sign maintenance order after completion of work	2. Conduct flushing service line before the meter	None	30 minutes	Assigned Plumber
Total		None	32 minutes	



6. Transfer of Line/ Relocation of Water Meter

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government-to-Citizens , Government-to-Business , Government-to-Government		
Who may avail:		Active SWD consumer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service and fill out Service Request Form	1. Verify the status of Concessionaire's account and prepare maintenance order	None	5 minutes	Customer Service Assistant
2. Attend to inspecting team(Plumbers)	2. Conduct inspection of the area and make list of material needed for transfer.	None	1 hour	Assigned Plumbers
3. Pay transfer fee and materials needed for relocate/ transfer of service connection/ water meter	3.1. Process payment and issue Official Receipt 3.2. Prepare maintenance order for transfer	Transfer fee of Php 200.00 and cost of materials needed for transfer	2 minutes 2 minutes	Cashier Customer Service Assistant



4. Attend to the transfer of service connection/ water meter	5. Re-install/ reconnect service connection	None	1 to 3 hours	Assigned Plumber
	Total	None	4 hours, 9 minutes	



7. Request for Temporary/ Permanent Disconnection

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	Active SWD Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR/Full payment of account		VCWD Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service and fill out Service Request Form	1. Verify the status of Concessionaire's account and prepare maintenance order for disconnection	None	5 minutes	Customer Service Assistant
2. Attend SWD Plumber at the area and sign maintenance order for the work completion	2. Conduct disconnection of water services	None	2 minutes	Assigned Plumber
Total		None	7 minutes	



8. Phone Call

Answer the telephone call

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government (G2G)			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Dial or call Nos.: 09561705107/ 09468422982	1.Answer the phone And forward the call to the SWD personnel concerned	None	5 minutes	Administrative Services Officer A and Cashier
Total		None	5 minutes	



9. Communication Letter

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

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter to Admin	1. Stamp the letter "RECEIVED", sign & write the date when received and forward the 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)	None	5 minutes	Administrative Services Officer A
	Total	None	5 minutes	



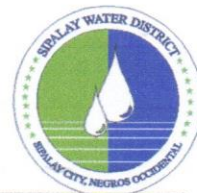
10. Conduct of Bacteriological Test

Collect water samples and submit the same to laboratory for testing

Office or Division:	Office of the General Manager			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens , Government-to-Business , Government-to-Government			
Who may avail:	Water Resources Facilities Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Empty Bottle		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare PR and forward to Supply Officer then to GM for approval	None	10 minutes	Personnel In-charge for Sample Collection
	2. Approve the PR and forward to Accounting Section for processing of payment	None	2 minutes	General Manager
	3. Prepare the Disbursement Voucher and	None	10 minutes	Accounting Personnel



	JEV. Attached approved PR and forward the package document to the General Manager for approval.			
	4. Verify and check package documents. Approve JEV and DV then forward to Cashier for check issuance.	None	5 minutes	General Manager
	5. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to GM for the signing of check and bank advice	None	5 minutes	Cashier
	6. Sign the issued check and bank advice. Forward back the package document to Cashier.	None	2 minutes	General Manager
	7. Collect Water Samples at designated sampling points	None	1 hour	Designated Personnel



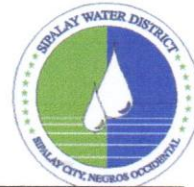
	8. Get the check payment from Cashier.	None	2 minutes	Designated personnel to submit water sample
	11. Submit collected water samples and payment to the accredited laboratory.	Php 300.00 per sample (3 water sample) = Php 900.00	2 hours	Designated personnel to submit water sample
	10. Get the result from the Laboratory after 7 days.	None	2 hours	Designated personnel
	11. Submit result to City Health Office for their copy. One (1) copy each result and let them sign RECEIVED & writes the dates when received and return to SWD.	None	1 hour	Designated personnel to submit water sample
	12. Prepare the summary of result and forward to GM for signing	None	15 minutes	Administrative Services Officer A
	13. Submit summary report to LWUA thru mail after the GM signed.	None	30 minutes	Administrative Services Officer A
Total		None	7 hours 21 minutes	



11. Application of Leave

Submission and approval of leave application of SWD employees

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		SWD permanent, casual and co-terminus employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Admin 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 Services Officer A
2. Fill up the leave form and return the application to Admin	2. Refer to employees' leave credit card for his/her remaining leave credit balance and fill it up in the leave application form.	None	5 minutes	Administrative Services Officer A
	3. Submit the duly filled up application form together with any required attachments to the General Manager for Approval	none	2 minutes	Administrative Services Officer A



	4. Review application form then approve or disapprove the same.	none	5 minutes	General Manager
	5. Return the application form to the Administrative Service Officer A	none	1 minute	General Manager
	<p>6.1 If the application for leave is disapprove, inform the applicant of the disapproval and file the leave application.</p> <p>6.2 If the application is approved, file the leave of application and give applicant his/ her copy.</p>	none	1 minute	Administrative Services Officer A
TOTAL		None	19 minutes	



12. Issuance of PHILHEALTH FORM (CF1)

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

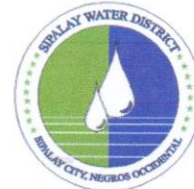
Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		SWD permanent, casual and co-terminus employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees' PhilHealth membership number		Concerned employee or Administrative Assistant-Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Admin 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	10 minutes	Administrative Services Assistant A
	2. Forward the duly filled up form to the General Manager for signature/approval.	None	5 minutes	Administrative Services Officer A
	3. Sign form and return to Admin.	None	5 minutes	General Manager
2. Receive the approved form.	4. Release the approved form to the employee or to his or her representative.	None	2 minutes	Administrative Services Officer A
Total		None	22 minutes	



13. Issuance of Construction Materials and Office Supplies

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

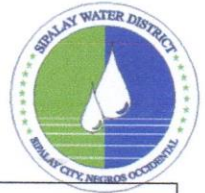
Office or Division:		Office of the General Manager			
Classification:		Simple			
Type of Transaction:		Government to Citizen			
Who may avail:		SWD permanent, casual and co-terminus employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Requisition and Issue Slip-one copy only			Property Assistant B-Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Prepare Requisition and Issue Slip (RIS) for the needed materials or supplies and forward to General Manager for approval.	1.1 Evaluate RIS forwarded by end user and approve the request.	None	10 minutes	General Manager	
	1.2 Return approve RIS to end user	None	2 minutes	General Manager	
2. Submit the approved RIS to Storekeeper	2. Receive RIS from end-user/requester and check availability of stock.	None	2 minutes	Storekeeper	
	3. Issue requested materials/supplies to end-user	None	5 minutes	Storekeeper	
3. Acknowledge receipt of materials or supplies issued in the RIS	4. Update Stock Cards and file RIS	None	10 minutes	Storekeeper	
Total		None	29 inutes		



14. Cashiering

Receive, collect and deposit payments.

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Government, Government to Business		
Who may avail:		SWD customers and SWD employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment or Application Form-For new water connection		SWD Billing and Collection Section		
Daily Collection Report and Collection Transmittal-For Bill Collection Remittance		SWD Billing and Collection Section		
Liquidation Report duly check and verified Accounting Personnel and approve by the General Manager-For refund of cash advance		From Concerned employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2 minutes	Cashier
2. Receives Original OR with documents required as attachments.	2.1. Prepare and issue Official Receipt and release the original copy to the client.	Amount billed	2 minutes	Cashier
	2.2.For new water connection, write the date, amount paid and OR number at the assessment or application form	None	5 minutes	Cashier



	2.3. For refund of cash advance, attached the original OR to the liquidation Report.	None	2 minutes	Cashier
	3.1 Prepare Daily Report of Collections and Deposits showing total collections, deposits for the day and undeposited collections.	None	30 minutes	Cashier
	3.2 Reconcile cash on hand versus the undeposited collections.	None	30 minutes	Cashier
	4. Prepare deposit slips and deposit the undeposited collection at the designated bank.	None	30 minutes	Cashier
Total		None	1 hours, 41 minutes	



15. Payroll of Plantilla Personnel

Preparation and disbursement of semi-monthly and wages of plantilla employees

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SWD permanent, casual and co-terminous employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (CS form no. 48)		Administrative Services Officer A		
2. Time Card		Administrative Service Officer A		
3. Photocopy of approved Leave Application (if any)		Administrative Services Officer A		
4. Notice of Without pay (if any)		Administrative Services Officer A		
5. Approved Request for Overtime and Accomplishment Report (if any)		Employees who render the overtime		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Time Card and prepare and sign CS Form No. 48 and forward to Admin	1. Collect DTR from employees and check if it is properly prepared.	None	1 hour	Administrative Services Officer A
	2. Submit the CS Form No. 48 together with the Time Card for checking and approval of records.	None	10 minutes	Administrative Services Officer



	3. Approve the DTR and forward to Accounting Personnel	None	15 minutes	General Manager
	4. Prepare the summary of monthly payroll based on the approved DTR and forward to Admin	None	15 minutes	Accounting Personnel
	5. Check and verify the payroll summary and sign. Forward to GM for approval.	None	15 minutes	Administrative Services Officer A
	6. Approve payroll summary and forward to Accounting Personnel	None	15 minutes	General Manager
	7. Prepare the Disbursement Voucher and JEV. Attached approved payroll summary and forward the package document to General Manager for Approval	None	15 minutes	Accounting Personnel



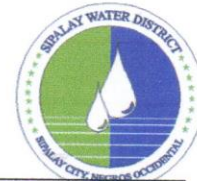
	8. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to GM for the approval and signing.	None	5 minutes	Cashier
	11. Approve and sign the issued check. Forward back the package document to Cashier.	None	10 minutes	General Manager
	12. Encash the check from the designated bank of the agency.	None	3 hours	Cashier
	13. Segregate the cash based on each employee's net pay and place in the individual envelope.	None	1 hour	Cashier
2. Receive salary.	14. Disburse the payroll to employees.	None	1 hour	Cashier
TOTAL		None	7 hours, 40 minutes	



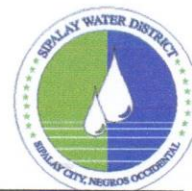
16. Payroll of Job Order Workers

Preparation and disbursement of semi-monthly salaries and wages of Job Order workers.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SWD Job Order Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Time Card		Administrative Services Officer A		
2. Photocopy of DTR		Concerned JO workers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and photocopy of DTR and Time Card to Admin	1. Prepare and print Daily Time Record based on the Time Card.	None	1 hour	Administrative Services Officer A
2. Confirm the Daily Work Record thru signing	2. Submit to Admin for checking.	None	10 minutes	Administrative Services Officer A



	3. Check and verify Time Card and Daily Time Record and submit to General Manager for approval	None	15 minutes	Administrative Services Officer A
	4. Verify and approve Daily Time Record and forward to Accounting Personnel	None	15 minutes	General Manager
	6. Prepare summary of semi-monthly payroll and forward to Admin	None	15 minutes	Accounting Personnel
	7. Check and verify the payroll summary, and sign . Forward back to General Manager for Approval	None	15 minutes	Administrative Services Officer A
	8. Approve payroll summary and forward back to Accounting Personnel	None	15 minutes	General Manager



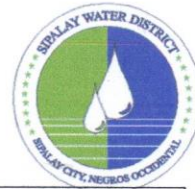
	9. Prepare the Disbursement Voucher and JEV. Attached approved payroll summary and forward the package document to GM for approval	None	5 minutes	Accounting Personnel
	10. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to GM for the approval and signing of check	None	5 minutes	Cashier
	11. Approve and sign the issued check. Forward back the package document to Cashier.	None	10 minutes	General Manager
	12. Encash the check from the designated bank of the agency.	None	3 hours	Cashier
	13. Segregate the cash based on Job Orders' net pay and place in the individual envelope.	None	1 hour	Cashier
3. Receive salary.	14. Disburse the payroll to JO workers.	None	1 hour	Cashier
Total		None	7 hours, 45 minutes	



17. Petty Cash Disbursement

Preparation of petty cash vouchers and disbursement of petty cash

Office or Division:	Office of the Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SWD permanent, casual, co-terminus & job order personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt amounting to P1, 000.00 & below only.		Supplier of purchased of goods or services		
2. RER amounting to P300.00 below only		Supplier Purchased of goods or services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Official Receipt (OR) together with duly signed Purchase Re 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
	2. Verify the completeness and validity of the attached documents and process payment from petty cash fund.	None	5 minutes	Cashier



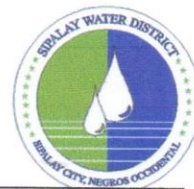
2. Sign the petty cash voucher	3. Prepare the petty cash voucher and let the requesting personnel sign in the document.	None	5 minutes	Cashier
	4. Forward the petty cash voucher together with the required documents to the General Manager for approval.	None	5 minutes	Cashier
	5. Approve the payment of expenses and return the package document to Cashier.	None	5 minutes	General Manager
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
TOTAL		None	27 inutes	



18. Payment to Suppliers

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

Office or Division:		Office of the General Manager		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business		
Who may avail:		SWD suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Delivery Receipt/Billing Statement/Charge Invoice (if applicable)		Supplier of purchased goods/services		
5. Purchase Order		Supply Officer		
6. Request for quotation received by 3 suppliers		Supply Officer		
7. Abstract of Canvass		Supply Officer		
8. Purchase Request		Supply Officer		
9. Inspection and Acceptance Report		Supply Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Supply Officer upon delivery.	1.1 Receive the goods/services delivered and inspect the items together with the Inspection Officer	None	30 minutes	Supply Officer/ Storekeeper
	1.2 Prepare the Inspection and Acceptance Report (IAR) and signify acceptance in the document. Forward to Inspection Officer for signing.	None	5 minutes	Supply Officer
	1.3 Sign the IAR and forward back to Supply Officer	None	5 minutes	Storekeeper



	2. Issue goods received to end user and let him/her signify acceptance in the IAR.	None	5 minutes	Storekeeper
	3. Attach Delivery Receipt/Billing Statement/Charge Invoice (whichever is applicable) to the required documents forwarded by the Supply Officer. Include duly signed IAR in the package document and forward to Accounting Personnel for processing of payment	None	5 minutes	Supply Officer
	4.1. Receive the package document necessary for processing of payment.	None	5 minutes	Accounting Personnel
	4.2. Check and verify whether the documents are complete and duly signed.	None	15 minutes	Accounting Personnel
	4. Prepare and certify the Disbursement Voucher and JEV. Attached package document and forward to the General Manager for approval.	None	5 minutes	Accounting Personnel



	5. Approve DV and JEV then forward to Cashier for check issuance.	None	30 minutes	Office of the General Manager
	6. Prepare and issue check for the disbursement. Sign and attach check to the package document. Forward to GM for the approval and signing of check.	None	10 minutes	Cashier
	7. Sign the issued check. Forward back the package document to Cashier.	None	1 hour	General Manager
2. Receive check as payment and acknowledge receipt in the DV thru signing and Issue Official Receipts.	8. Disburse/ release the check to suppliers.	None	5 minutes	Cashier
TOTAL		None	hours	



19. Procurement through Shopping

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

Office or Division:		Office of the General Manager		
Classification:		Complex		
Type of Transaction:		Government to Citizen, Government to Government, Government to Business		
Who may avail:		SWD permanent, casual & co-terminus employees,		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS)		Supply Officer		
2. 2 copies Purchase Requisition (PR)		Supply Officer		
3. Request for Quotation (minimum of 3 suppliers)		Supply Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Prepare Requisition and Issue Slip (RIS) for Stock Item/Non-Stock Item (complete specification). Forward RIS to GM for approval.	1. Receive RIS from requestor. Prepare PR (complete specification and details) as per RIS. Forward to Division Head of the Requestor.	None	5 minutes	Supply Officer
	2. Evaluate and approve PR. Forward back the approved PR to Supply Officer	None	15 minutes	General Manager
	3. Prepare RFQ (Request for quotation) with complete specifications as indicated in the PR	None	15 minutes	Supply Officer
	4. Distribute and gather RFQ from prospective suppliers duly conformed by the supplier's authorized representative	None	3 days	1 day

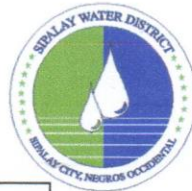


	5. Prepare Abstract of Canvass based on the RFQ.	None	1 day	Supply Officer
	6. Prepare PO with complete details and forward to Accounting for checking and sign the availability of fund	None	15 minutes	Supply Officer
	7. Certify the PO for the availability of fund and forward to GM for approval.	None	15 minutes	Accounting Personnel
	8. Review and approve PO then forward to the Supply Officer..	None	15 minutes	General Manager
	9. Send approved PO to winning supplier for acknowledgement.	None	30 minutes	Supply Officer
	10. Endorse PO together with other attached documents to Accounting Personnel	None	5 minutes	Supply Officer
TOTAL		None	4 days, 1 hour, 55 minutes	



20. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> ➤ Call the Office at Mobile No. 09468422982 and 09126803262 ➤ Email us at sipalaycitywd@gmail.com ➤ Text the General Manager at 09218874788 ➤ Write at the feedback form found at the entrance and drop it at the feedback box.
How feedbacks are processed	<p>Feedbacks requiring answers are forwarded to the concerned personnel 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 personnel or regarding the issue.</p>
	<ul style="list-style-type: none"> ➤ Call the Office at Mobile Nos. 09468422982 & 09126803262



<p>How to file a complaint</p>	<ul style="list-style-type: none"> ➤ Email us at sipalaycitywd@gmail.com ➤ Text the General Manager at 09218874788 ➤ May send a written complaint to the office at Sipalay Water District, Purok Camatis, Brgy. Mambaroto, Sipalay City, Negros Occidental 6113
<p>How complaints are processed</p>	<p>The General Manager will evaluate each complain.</p> <p>After evaluation, the General Manager 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 Administrative Services Officer A and General Manager starts the investigation of the complaint.</p> <p>After the investigation, Administrative Services Officer A will create report and submit it to the Head of Agency for appropriate action.</p> <p>The Head Agency 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- complaints@arta.gov.ph</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	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Mobile No. 09218874788
Administrative Services	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Mobile No. 09561705107
Commercial Services	Purok Camatis, Brgy, Mambaroto, Sipalay City, Neg. Occ. 6113	Mobile No. 09468422982

APPROVAL

This Citizen's Charter Guidebook, as amended, was signed and approved on July 14, 2020 by:


ARCH. EDGARDO C. CUAYCONG JR.
General Manager