



SUBIC WATER DISTRICT

CITIZEN'S CHARTER

2020 (1st Edition)



SUBIC WATER DISTRICT

CITIZEN'S CHARTER

2020 (1st Edition)



I. Mandate:

By virtue of Presidential Decree 198 or better known as Provincial Water Utilities Act of 1973, the Sangguniang Bayan of Subic passed Resolution No. 19 on May 16, 1980 creating the Subic Water District (SWD). A Conditional Certificate of Conformance (CCC) No. 126 was received from the Local Water Utilities Administration (LWUA) on July 25, 1980.

The main purpose of the Subic Water District is to acquire, install, improve, maintain, operate, and expand a water supply system, as well as any future waste water collection, treatment and disposal facility.

II. Vision:

To be the best water provider in Zambales.

III. Mission:

To supply safe (ligtas), adequate (sapat), and affordable (abot-kaya) water.



IV. Service Pledge:

For better delivery of service, we, in the Subic Water District, commit –

- To supply safe; adequate, and affordable water by ensuring it is properly treated, monitored, and recorded;
- To serve our customers courteously;
- To act promptly on service complaints;
- To report leaks and illegal activities for appropriate action of the management;
- To sustain the water supply and continue develop the water system;
- To exercise our job functions dedicatedly and cooperatively;
- To care for the water district facilities;
- To participate in the conservation of our natural resources and preservation of environment, and;
- To work with faith in God.



LIST OF SERVICES

External Services

A. Subic Water District in Partnership with Primewater - Subic

1. Request for New Service Connection	9 – 13
2. Request for Service Reconnection	13 – 16
3. Request for Voluntary Disconnection	16 – 17
4. Payment of Bills (Walk – in)	18 – 19
5. Payment of Bills (Accredited Payment Centers)	19 – 21
6. Various Maintenance / Job Orders	21 – 23
7. Senior Citizen's Utility Discount	23 – 24
8. Request for Change of Account Name	25 – 26
9. Updating of Contact Numbers	26 – 28

B. Subic Water District

Commercial Services Division

Procedure in Handling Customer Relations	30 – 31
--	---------

Administrative & Human Resources Section

1. Recruitment, Selection and Placement of Personnel	33 – 35
2. Application for Release of Terminal Leave Benefits	35 – 37



General Accounting & Budget Section

Processing of Payment for Regular Transactions with
Purchase Request (PR) and Purchase Order (PO) 39 – 40

Cash Management Section

Acceptance of Payments 42

Engineering & Operations Department

Process in Developing and Implementing Gender and
Development (GAD) Projects 44 – 45

Internal Services

Contract Monitoring Unit

1. Procedure in Strategic Planning and Business Policy Setting 48 – 49
2. Procedure on Asset Management Supervision 49 – 51
3. Procedure in Reviewing And Monitoring Performance of Primewater - Subic 51 – 53

Administrative & Human Resources Section

1. Processing of Request for Personnel Records 55 – 56
 - Service Record
 - Certificate of Employment
 - Pay slip Copy
 - Certificate of Philhealth Premium Payments
 - Other Personnel Related Certifications (i.e. Travel Authority, etc.) and
 - Other Certified True Copies
2. Processing of Request for Monetization of Leave Credits 57 – 58
3. Application for Leave 59 – 60



Supply/Property Section

- | | |
|--|---------|
| 1. Procurement Process for ABCs Equal to ₱50,000.00 and Below | 62 – 63 |
| 2. Procurement Process for Ordinary or Regular Office Supplies and Equipment Not Available in the DBM-PS with ABCs | 63 – 66 |
| 3. Procurement Process for Goods Not Covered by Shopping and Infrastructure Projects with ABCs Above ₱50,000.00 But Not More Than ₱1,000,000.00 (Shopping) | 66 – 69 |

General Accounting & Budget Section

- | | |
|--|---------|
| 1. Processing of Payment for Disbursement/ Reimbursement of Expenses | 71 – 73 |
| 2. Processing of Payroll | 73 – 75 |

Cash Management Section

- | | |
|--|---------|
| 1. Processing of Request for Petty Cash Fund | 77 – 78 |
| 2. Petty Cash Liquidation | 78 – 79 |

Feedback and Complaints Mechanisms 80 – 81



Subic Water District in Partnership with Primewater - Subic

External Services



1. Request for New Service Connection

Tapping /installation of service connection from the distribution line to the requesting customer's service meter line. Availing of the service requires filling out of an application form, submission of required documents, and payment of fees and charges.

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section		
Classification:	Complex		
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government		
Who may avail:	The service is extended to all residents, commercial, and government entities of Subic within the service coverage area of Subic Water District and PrimeWater-Subic.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Properly filled up Application Form		1. Primewater Customer Service Section	
2. If property is under the ownership of the applicant, ANY of the following as Proof of Property Ownership: <ul style="list-style-type: none"> • Contract to Sell (1 photocopy) • Transfer Certificate of Title (1 photocopy) • Deed of Sale (1 photocopy) • Waiver of Rights (1 photocopy) • Barangay – issued Certificate of Ownership (1 original copy) • Any other equivalent document If property is not owned by applicant, ALL of the following: <ul style="list-style-type: none"> • Authorization from the owner (1 photocopy) • Valid identification card of owner (1 photocopy) • Proof of Property Ownership (1 photocopy) 		2. To be provided by Applicant	



<ul style="list-style-type: none"> Valid identification card of applicant (1 photocopy) 				
3. Valid ID (1 photocopy of any of the following): <ul style="list-style-type: none"> Driver's License Passport Company ID Voter's ID GSIS UMID PRC ID Any other Government – issued ID 		3. To be provided by Applicant		
4. One (1) 2 x 2 picture		4. To be provided by Applicant		
5. Barangay Clearance (1 original copy)		5. To be provided by Applicant		
6. Two (2) Water bills / Statements of Account belonging to applicant's neighbors (1 photocopy each)		6. To be provided by Applicant		
7. Sketch of Location		7. To be provided by Applicant		
Additional Requirements for COMMERCIAL Accounts: 8. Business Permit (1 photocopy) 9. Barangay Business Clearance (1 photocopy)		8. To be provided by Applicant 9. To be provided by Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure queuing number for Customer Service Transaction	1. Prompt queuing number	None	1 minute	Security Guard on duty
2. Applicant will fill out and submit application form along with the necessary documentation at the Customer Service Section	2.1 Review requirements submitted by Applicant	None	10 minutes	Customer Service Personnel
None	2.2 Prepare Job Order to be accomplished by investigator	None	2 minutes	Customer Service Personnel
None	2.3 On-site inspection and preparation of bill of materials	None	Inspection to be conducted within 5 days; Actual process will take 30 minutes	Maintenance Personnel
None	2.4 Inform Applicant of amount due and provide bill of materials	None	3 minutes	Customer Service Personnel
3. Applicant will present bill of materials to Teller and settle the amount due	3.1 Issue Official Receipt to Applicant upon payment	Php 1,375.00 (meter) + Customer's Deposit +Connection Fee +Bill of Materials	1 minute	Teller



4. Applicant will present Official Receipt to Customer Service Personnel	4.1 Orient Applicant regarding company policies	None	5 minutes	Customer Service Personnel
None	4.2 Preparation of contract (and promissory note if payment is on installment basis)	None	5 minutes	Customer Service Personnel
5. Applicant will sign the contract (and promissory note, if applicable)	5.1 Receipt of signed contract (and promissory note, if applicable)	None	1 minute	Customer Service Personnel
None	5.2 Preparation of job order and informing Applicant of installation schedule	None	5 minutes	Customer Service Personnel
None	5.3 Installation of service connection	None	Waiting time within 7 days; Actual installation may take up to 3 hours	Maintenance Personnel
6. Signing of Job Order as acknowledgement of installation of his/her connection		None	1 minute	
TOTAL			Waiting time within 7 days;	



		Actual process: 4 hours, 4 minutes	
--	--	------------------------------------	--

FEES TO BE SETTLED	
Meter	Php 1,375.00
Customer's Deposit:	
• Residential	Php 500.00
• Commercial	Php 1,000.00
Connection Fee:	
• Tee connection	Php 300.00
• Main line connection	Php 500.00
Materials	Subject to the unit / quantity to be determined by Maintenance Personnel

2. Request for Service Reconnection

Reconnection of water service involves the restoration of water supply service of consumers whose service connections have been previously disconnected. Payment of reconnection fee, cost of materials, and other outstanding balances on water bill, if any, is a pre-requisite for the restoration of water supply service.

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section
Classification:	Simple to Complex (Old Arrears)
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government



Who may avail:	Registered concessionaires of Subic Water District and PrimeWater - Subic with disconnected water service connection(s).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID of present account holder		1. To be provided by concessionaire		
2. Previous Statement of Account (SOA)		2. To be provided by concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1.1 Prompt queuing number	None	1 minute	Security Guard on duty
2. Concessionaire will request for water service reconnection and present previous SOA and pertinent account information to Customer Service Personnel (CSP)	2.1 Verification of account information and confirmation of arrears to be settled, if any	None	5 minutes	Customer Service Personnel
3. Concessionaire will pay for reconnection fee and settle arrears, if any	3.1 Issuance of Official Receipt (OR) upon payment of dues by concessionaire	Reconnection Fee + Arrears, if any + Materials, if any	1 minute	Teller
4. Concessionaire will present OR to CSP	4.1 Preparation of Job Order for investigation / reconnection	None	5 minutes	Customer Service Personnel
None	4.2 Conduct of on-site inspection for OLD disconnected accounts and	None	Within 5 days	Maintenance Personnel



	informing Maintenance Personnel of reconnection to main line			
None	4.3 Reconnection of service line	None	<p>Within 1 day;</p> <p>Actual Reconnection:</p> <p>Simple – 1 hour</p> <p>Complex – 4 hours</p>	Maintenance Personnel
5. Concessionaire will sign acknowledgement form as proof of reconnection		None	1 minute	
TOTAL			<p>Waiting time within 6 days for OLD disconnected accounts, within 1 day for recently disconnected accounts;</p> <p>Actual process:</p> <p>Simple: 1 hour, 13 minutes</p>	



		Complex: 4 hours, 13 minutes	
--	--	---------------------------------	--

Reconnection Fee:

Frequency	Reconnection Fee (settlement within 5 days from disconnection date)	Reconnection Fee (settlement after 5 days from disconnection date)
1 st Disconnection	Free	Php 200.00
2 nd Disconnection	Free	Php 200.00
3 rd and Succeeding Disconnections	Php 200.00	Php 200.00
Voluntary Disconnection		Php 100.00

3. Request for Voluntary Disconnection

Voluntary disconnection of service connection connotes cutting-off of water supply voluntarily. Full settlement of any outstanding obligation shall be required to avail of the requested disconnection of service.

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section
Classification:	Simple
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District who voluntarily request for temporary disconnection.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID of present account holder		1. To be provided by concessionaire		
2. Application Form for Voluntary Disconnection		2. Primewater Customer Service Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1.1 Prompt queuing number	None	1 minute	Security Guard on duty
2. Concessionaire will request for voluntary disconnection while presenting their valid ID along with pertinent account information	2.1 Verification of account information provided and confirmation of outstanding balances/arrears, if any	None	5 minutes	Customer Service Personnel
3. Concessionaire will settle outstanding balance/arrears, if any	3.1 Issuance of official receipt (OR) upon payment of outstanding balance /arrears	Outstanding Balance / Arrears, if any	1 minute	Teller
4. Concessionaire will present OR to CSP if applicable	4.1 Preparation of Job Order for disconnection	None	5 minutes	Customer Service Personnel
None	4.2 Disconnection of service line	None	1 day	Customer Service Assistant / Disconnection Team
5. Concessionaire will sign acknowledgement form as proof of disconnection		None	1 minute	
TOTAL			1 day, 13 minutes	



4. Payment of Bills (Walk – in)

Payment of bills to be rendered at PrimeWater Subic Office located at Subic Water District Admin Building at #22 National Highway, Mangan-Vaca, Subic, Zambales.

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District who would like to pay their monthly water bills.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA) If no SOA is available, any of the following will be accepted: <ul style="list-style-type: none"> • Previous Official Receipt • Billing information or SMS reminder 		1. To be provided by concessionaire		
For water bills with taxes withheld (1 original copy of the necessary form[s]): 2. BIR Form 2307 (for private entities and government agencies) 3. BIR Form 2306 (for government agencies)		2. To be provided by concessionaire 3. To be provided by concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1.1 Prompt queuing number	None	1 minute	Security Guard on duty



2. Concessionaire will present queuing number and SOA / previous receipt / billing information to teller	2.1 Inform concessionaire of outstanding balance	None	2 minutes	Teller
3. Concessionaire will render the necessary payment through cash or check	3.1 Processing of payment and issuance of official receipt	Outstanding Balance	2 minutes	Teller
TOTAL			5 minutes	

5. Payment of Bills (Accredited Payment Centers)

Payment of bills to be rendered through accredited payment centers.

ACCREDITED PAYMENT CENTERS		
7-Eleven	Gaisano Malls	Western Union
AllEasy	GCash	Savemore
Bancnet	Guagua Rural Bank	Tambunting Pawnshop
Cebuana Lhuillier	Lazada	True Money
CIS Bayad Center	LBC	USSC Service Store
Coins.ph	PayMaya	Villarica Pawnshop
ECPay	RD Pawnshop	



ExpressPay	Robinsons Malls	
------------	-----------------	--

Office or Division:	Accredited Payment Centers			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District who would like to pay their monthly water bills.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For payment through accredited brick-and-mortar partners:				
1. Statement of Account (SOA) without arrears		1. To be provided by concessionaire		
For payment through internet payment centers:				
2. Mobile Application (AllEasy, GCash, PayMaya, Coins.ph, Lazada)		2. To be installed by concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the necessary information as found in the latest SOA: <ul style="list-style-type: none"> • Account number • Account name • ATM Reference Number • Bill Number 				



• Total Amount Due				
2. Render payment of the amount due	2.1 Receive the amount paid and issue receipt	Total Amount Due	2 minutes	Accredited Payment Centers
None	2.2 Receive list of payments rendered to accredited partners, assign Official Receipt Number per customer's account and post to individual ledger	None	3 days posting period	Billing in Charge
3. Claim Official Receipt (optional)	3.1 Print Official Receipt	None	1 minute	Billing in Charge
TOTAL			3 days posting period; Actual process: 3 minutes	

6. Various Maintenance / Job Orders

Various maintenance orders/services are continuously provided to SWD and PrimeWater Subic concessionaires to assure them of uninterrupted and potable water supply.

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section
---------------------	---



Classification:	Simple to Complex			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		1. Primewater Customer Service Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1.1 Prompt queuing number	None	1 minute	Security Guard on duty
2. Concessionaire will report to the office and give pertinent information regarding the request to Customer Service Personnel (CSP)	2.1 Preparation of Job Order and forwarding of the same to investigator	None	10 minutes	Customer Service Personnel
None	2.2 Conduct of on-site inspection and preparation of bill of materials	None	Within 5 days	Maintenance Personnel
None	2.2 Issuance of bill of materials and informing concessionaire of fees to be paid, if any	None	1 minute	Customer Service Personnel
3. Concessionaire will present bill of materials to teller and pay the amount due in addition to fees, if any	3.1 Issuance of official receipt to concessionaire upon payment of dues	Bill of Materials + Fees, if any	1 minute	Teller



4. Concessionaire will present official receipt to CSP	4.1 Forwarding of Job Order to the Engineering and Operations' Team Department	None	1 minute	Customer Service Personnel
None	4.2 Performance of required task(s) upon receipt of Maintenance Order (MO)	None	Within 5 working days	Engineering and Operations Team
5. Concessionaire will sign acknowledgement form as proof of completion		None	1 minute	
TOTAL			Waiting time within 5 days; Actual process: 15 minutes	

7. Senior Citizen's Utility Discount

Provisions in granting the Senior Citizens Utility Discount pursuant to Article 12, Section of the Implementing Rules of the R.A. 9994, also known as the Expanded Senior Citizens Act of 2010.

- The grant of five percent (5%) discount relative to the monthly utilization of water households with senior citizens.
- The individual water service connection is registered in the name of the senior citizen residing therein.
- The monthly consumption does not exceed thirty cubic meters (30m³).
- The privilege is granted per household regardless of the number of senior citizens residing therein.
- There shall be annual renewal of application to the PrimeWater Subic.



Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of age and citizenship: <ul style="list-style-type: none"> Office of the Senior Citizens Affairs – OSCA ID (1 photocopy) 		1. To be provided by concessionaire		
2. Proof of Billing: <ul style="list-style-type: none"> Applicant's Registered name 		2. To be provided by concessionaire		
3. Proof of Residence: <ul style="list-style-type: none"> Barangay Certificate 		3. To be provided by concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire will request to avail discount and submit requirements to Customer Service Personnel (CSP)	1.1 Verification of submitted requirements	None	5 minutes	Customer Service Personnel
None	1.2 Processing and input of information provided to the company database	None	5 minutes	Customer Service Personnel
2. Concessionaire will sign the Senior Citizen Utility Discount Form		None	1 minute	
TOTAL			11 minutes	



8. Request for Change of Account Name

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section			
Classification:	Simple			
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. If property is under the ownership of the applicant, ANY of the following as Proof of Property Ownership:</p> <ul style="list-style-type: none"> • Deed of Sale (1 photocopy) • Land Title and Tax Declaration (1 photocopy) <p>If property is not owned by applicant, ALL of the following:</p> <ul style="list-style-type: none"> • Authorization letter from property owner • One (1) valid government-issued ID of present account holder (1 photocopy) • Proof of Property Ownership (1 photocopy) <p>For deceased account holders:</p> <ul style="list-style-type: none"> • Death certificate (1 photocopy) 		1. To be provided by concessionaire		
2. One (1) valid government-issued ID of new account holder (1 photocopy)		2. To be provided by concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number for Customer Service Transaction	1.1 Prompt queuing number	None	1 minute	Security Guard on duty



2. Concessionaire will inform Customer Service Personnel of the request and submit requirements	2.1 Verify requirements and information provided	None	5 minutes	Customer Service Personnel
3. Concessionaire will inform teller of the request and pay the amount due	3.1 Accept payment and issue Official Receipt (OR)	Php 50.00	1 minute	Teller
4. Concessionaire will present OR to CSP	4.1 Update account information	None	5 minutes	Customer Service Personnel
5. Concessionaire will sign and receive a copy of the contract if needed		None	5 minutes	Customer Service Personnel
TOTAL			17 minutes	

9. Updating of Contact Numbers

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section	
Classification:	Simple	
Type of Transaction:	P2C-Primewater to Citizen, P2B-Primewater to Business, P2G-Primewater to Government	
Who may avail:	Concessionaires who wish to receive notifications and reminders about their due date, water interruption advisories, announcements, and other information about our services.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Account Number	1. To be provided by concessionaire	
2. Account Name	2. To be provided by concessionaire	
3. New Contact Number	3. To be provided by concessionaire	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Option 1:</p> <p>Concessionaire may call or text 0929-333-7414 and provide the following information:</p> <ul style="list-style-type: none"> • Account number • Account name • New contact number 	Update contact number of concessionaire	None	1 minute	Customer Service Personnel
<p>Option 2:</p> <p>Concessionaire may message Primewater – Sibic’s Official Facebook page and provide their new contact number, account name, and account number using the sample format below:</p> <p>0912-3456-789 / Dela Cruz, Juan A. / 3601-0120-0123</p>	Update contact number of concessionaire	None	1 minute	Customer Service Personnel
Option 3:		None	1 minute	Customer Service Personnel



Upon payment of their water bill, the concessionaire may fill up an "account information data form" to update the account holder's information	Update contact number of concessionaire			
TOTAL			1 minute	



COMMERCIAL SERVICES DIVISION

External Services



1. Procedure in Handling Customer Relations

Office or Division:	Subic Water District / PrimeWater – Subic Main Office, Customer Service Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizens, G2B Government to Business, G2G Government to Government			
Who may avail:	Registered concessionaires of PrimeWater Subic and Subic Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Full name of complainant / requester		1. To be provided by complainant / requester		
2. Address of the complainant / requester		2. To be provided by complainant / requester		
3. Contact details of complainant / requester		3. To be provided by complainant / requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire will provide the information enumerated on the checklist of requirements and details concerning the complaint or request	1. Coordinate with concerned Primewater department regarding the complaint or request of the concessionaire	None	5 minutes	Division Manager, Commercial
None	1.2 Recommend enforcement of compliance measures (if any) to resolve complaints/ requests	None	5 minutes	Division Manager, Commercial
2. Assist Primewater employee(s) during actual investigation of complaint/request, if necessary	2. Coordinate with complainant/requester and discuss how the complaint/request will be handled or resolved	None	5 minutes	Maintenance Team



None	2.2 Conduct inspection if necessary	None	4 hours	Maintenance Team
3. Sign Job Order as acknowledgement of resolved complaint or request	3. Resolve complaint or request and relay to SWD the actions taken to resolve the complaint/request	None	1 hour (may vary depending on complaint/request)	Maintenance Team
TOTAL			5 hours, 25 minutes	



**ADMINISTRATIVE SERVICES DIVISION
&
HUMAN RESOURCES SECTION
External Service**



1. Recruitment, Selection and Placement

Office or Division:	Subic Water District Main Office, Administrative & Human Resource Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified individual/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		1. To be provided by applicant		
2. Fully Accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form no. 212, Revised 2017)		2. To be provided by applicant		
3. Performance Ratings, if applicable		3. To be provided by applicant		
4. Photocopies of Certificate of Eligibility/Rating/License		4. To be provided by applicant		
5. Photocopy of Transcript of Records		5. To be provided by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Prepare and submit to the CSC Field Office the list of vacant positions (CSC Form No. 9, Revised 2018)	None	10 minutes	Admin Services Officer
None	2. Post CSC Form No. 9 to three (3) conspicuous places for a period of at least ten (10) calendar days	None	2 hours; Publication for 10 calendar days	Admin Services Officer



3. Submit complete application documents to SWD	3. Receive, check for completeness and review application documents	None	5 minutes per applicant	Admin Services Officer
None	3.1 Evaluate applications and contact qualified applicants for interview	None	1 day	Human Resource Merit Promotion and Selection Board (HRMPSB)
4. Appear on scheduled interview for qualified applicants	4.1 Deliberate and approve result of evaluation of applicants	None	1 hour	Human Resource Merit Promotion and Selection Board (HRMPSB)
None	4.2 Selection of qualified applicant	None	1 hour	General Manager
None	4.3 Inform selected individual of additional documentary requirements for 201 file	None	2 minutes	Admin Services Officer
5. Complete additional requirements	5. Receive and check completeness of required additional documents for 201 file	None	5 minutes	Admin Services Officer
None	5.1 Inform appointee of date of Orientation and start of Employment	None	2 minutes	Admin Services Officer
6. Attend scheduled date of orientation and start reporting to work	6. Orient newly appointed individual	None	2 hours	Admin Services Officer
None	6.1 Prepare appointment documents	None	4 hours	Admin Services Officer



7. Sign appointment documents	7. Process approval and submit appointment documents to CSC FO within 30 days upon assumption of duty and oath of office of the appointed individual	None	2 hours	Admin Services Officer
TOTAL			12 days, 3 hours, 19 minutes	

2. Application for Release of Terminal Leave Benefits (TLB)

Office or Division:	Subic Water District Main Office, Administrative & Human Resource Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Separated Subic Water District Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Completely signed Clearance from Accountability (2 original copies)	1. Human Resource Office		
2. Exit Statement of Assets, Liabilities and Net Worth (2 original copies)	2. To be provided by applicant		
3. Clearance from GSIS or Certificate of Loan Balance (2 photocopies)	3. Government Service Insurance System Office		
4. Duly Notarized Affidavit of Undertaking (if Applicable) (2 original copies)	4. Human Resource Office		
5. Duly Notarized Affidavit to Deduct All Financial Obligations (if Applicable) (2 original copies)	5. Human Resource Office		



6. Duly Notarized Affidavit for Anti Graft and Corruption Practices (RA 3019) (2 original copies)		6. Human Resource Office		
7. Duly Filled-up Application for Terminal Leave Benefits (2 original copies)		7. Human Resource Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon effectivity of accepted letter of resignation, applicant should secure Templates for Clearance, Affidavits and Leave Form	1.1 Provide the Printed Template for Clearance, Affidavits, and Leave Form	None	1 hour	Admin Services Officer
None	1.2 Prepare, Review, Print and affix signature <ul style="list-style-type: none"> • Leave Card • Service Record 	None	1 day	Admin Services Officer
2. Completely Fill-up Forms and Template, Secure Notarization of Affidavits, prepare Exit SALN, and secure Clearance from GSIS.			Upon securing all required documents	
3. Submit duly accomplished Terminal Leave Benefit Form with the complete required documents	3.1 Receive, check for completeness, and evaluate documents submitted	None	30 minutes	Admin Services Officer
None	3.2 Compute TLB and segregate copies for 201 File and Finance Copy	None	20 minutes	Division Manager, Administrative



None	<p>3.3 Compare TLB computed against GSIS Loan Balance:</p> <ul style="list-style-type: none"> • If TLB is Greater than GSIS Loan Balance, Transmit to Finance for Check Preparation • If TLB is Lesser than GSIS Loan Balance, transmit to ERF handler for remittance of TLB to GSIS as loan payment 	None	1 minute	Division Manager, Administrative
None	3.4 Check completeness of documents, prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and Disbursement Voucher and Transmit to cashier	None	1 hour	Division Manager, Administrative
None	3.5 Prepare and sign the check, then secure the signature of the General Manager	None	15 minutes	Concurrent Cashier
4. Claim the check and acknowledge receipt	4. Issue Check and ask applicant to acknowledge receipt	None	10 minutes	Concurrent Cashier
TOTAL			1 day, 3 hours, 16 minutes	



FINANCE SERVICES DIVISION
GENERAL ACCOUNTING & BUDGET SECTION
External Services



1. Processing of Payment for Regular Transactions with Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Office or Division:	Subic Water District Main Office, Administrative & Human Resource Section and Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	Suppliers, Government Offices/Agencies and Other Private Companies and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Suppliers: <ul style="list-style-type: none"> • Duly signed Purchase Order • Billing Statement / Statement of Account • Delivery Receipt • Sales Invoice 		1. To be provided by Supplier		
For Inventory Custodian: <ul style="list-style-type: none"> • Purchase Request • Purchase Order • Job Order (if applicable) • Pre and Post Repair Report (if applicable) • Waste Report (if applicable) • Quotation or Bidding Document, whichever is applicable 		1. To be provided by Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon delivery of Goods/Services, Issue corresponding Delivery	1.1 Receive items and countercheck with Delivery Receipt, Sales Invoice, and Billing Statements and transmit	None	30 minutes	Acting Supply Officer



Receipt, Sales Invoice or Billing Statement	all documents under checklist of requirements to Finance			
None	1.2 Receive and check completeness of documents submitted	None	5 minutes	Division Manager, Admin
None	1.3 Review and validate documents submitted	None	5 minutes	Division Manager, Admin
None	1.4 Prepare Budget Requisition Status to generate Budget Utilization Request	None	15 minutes	Division Manager, Admin
None	1.5 Prepare Journal Entry Voucher, Disbursement Voucher, and Withholding Tax Certificate then transmit to cashier	None	35 minutes	Division Manager, Admin
None	1.6 Prepare and sign the check and transmit to the Office of the General Manager	None	15 minutes	Concurrent Cashier
None	1.7 Review all documents, approve and affix signature	None	10 minutes	General Manager
2. Receive check payment, sign applicable Withholding Tax Certificate and Disbursement Voucher and Issue Official Receipt	2. Release check payment and verify correctness and validity of Official Receipt issued	None	10 minutes	Concurrent Cashier
TOTAL			2 hours, 5 minutes	



**FINANCE SERVICES DIVISION
CASH MANAGEMENT SECTION
External Services**



1. Acceptance of Payments / Collections

Office or Division:	Subic Water District Main Office, Finance Office Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business			
Who may avail:	Former employees of SWD with Disallowances; Existing employees of SWD with excess Cash Advance; Private Partner of SWD			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
For Former and Existing Employees: <ul style="list-style-type: none"> • Full name 		1. To be provided by payor		
For Private Partner(s): <ul style="list-style-type: none"> • Complete set of Vouchers with details of payment • Transmittal Summary of SWD Official Water Bill Receipt • With Complete Attached Blue Copy 		1. To be provided by payor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1.1 Validate amount due	None	3 minutes	Concurrent Cashier
2. Pay amount due	2.1 Receive, count and validate authenticity of bills for cash payment and check completeness of details and signatures for check payment	Total Amount Due	10 minutes	Concurrent Cashier
	3. Issue Official Receipt	None	5 minutes	Concurrent Cashier
TOTAL			18 minutes	



ENGINEERING & OPERATIONS DEPARTMENT

External Services



1. Process in Developing and Implementing Gender and Development (GAD) Projects

Office or Division:	Subic Water District Main Office, Engineering and Technical Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C Government to Citizen			
Who may avail:	All concerned government agencies within Subic; individuals residing in Subic representing the community of women with the advocacy of promoting Gender Equality			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Formal Letter of Request addressed to the General Manager containing the following data: <ul style="list-style-type: none"> • Full Name / Position of Requesting Individual • Complete Address and contact information • Number of Male and Female Beneficiaries • Purpose of Request 		1. To be provided by requesting individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally convey and discuss the details of the request to the General Manager	1.1 Receive Letter of Request for Gender and Development Projects and forward the same to the General Manager	None	5 minutes	Admin Services Officer
None	1.2 Discuss the request with the General Manager and determine if it is within the mandate of the district	None	30 minutes	Division Managers; General Manager
2. Discuss specific details regarding the request (location, layout, design, etc.)	2.1 Coordinate with the requester and conduct surveillance	None	4 hours	Division Managers



None	2.2 Prepare write up and Program of Work for the GAD Project and present the same to the General Manager	None	4 hours	Division Managers
None	2.3 Present to the Board of Directors the Program of Work for GAD Project Implementation	None	15 minutes	General Manager
None	2.4 Review and approve the Program of Work	None	15 minutes	General Manager; Board of Directors
None	2.5 Advise the engineer regarding the project implementation	None	5 minutes	General Manager
None	2.6 Prepare requests necessary for procurement process	None	5 minutes	Division Managers
3. Assist the district during the implementation of the GAD Project	3.1 Upon availability of materials, coordinate with requester for proper implementation of the GAD Project	None	Duration will vary depending on project	Division Managers
TOTAL			1 day, 1 hour, 15 minutes	



SUBIC WATER DISTRICT

Internal Services



CONTRACT MONITORING UNIT

Internal Services



1. Procedure in Strategic Planning and Business Policy Setting

Office or Division:	Subic Water District Main Office, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Subic Water District (SWD) and other related stakeholders			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Business Plan <ul style="list-style-type: none"> • Program of Work • Service Obligation and Targets • Other relevant information as may be required by the SWD Board of Directors 		1. To be provided by Primewater - Subic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all reports under Checklist of Requirements	1.1 Receive, check completeness and acknowledge reports under Checklist of Requirements	None	5 minutes	Division Managers
None	1.2 Analyze, review and prepare Summary of Obligations and Targets	None	1 day	Division Managers
2. Discuss with the General Manager detailed business plan and targets	2.1 Review and evaluate business plans presented and take note on important highlights.	None	4 hours	General Manager
None	2.2 Recommend priority projects necessary in the	None	4 hours	General Manager



	operation of the District if applicable			
3. Discuss before the Board of Directors detailed business plans and targets	3. Review, evaluate and approve business plans and establish business policies to ensure business targets of the JV are met	None	3 hours, but may vary depending on the complexity of the business plans and targets	Board of Directors; General Manager
TOTAL			2 days, 3 hours, 5 minutes	

2. Procedure on Asset Management Supervision

Office or Division:	Subic Water District Main Office, Engineering and Technical Office Section			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Subic Water District (SWD) and other related stakeholders			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Complete list of SWD Facilities and Primewater Facilities with indicated details: <ul style="list-style-type: none"> • Status of Equipment / Facilities • Recommendation to maintain good condition of Asset • Action taken to maintain 		1. Finance Section of Subic Water District and Primewater Subic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the complete list of SWD and Primewater – Subic	1. Receive and review the complete list of SWD and	None	30 minutes	Acting Property Officer



facilities currently in use for Operations with complete details listed on Checklist of Requirements	Primewater – Subic Facilities with complete details listed on Checklist of Requirements			
2. Assist SWD representative during actual inspection	2.1 Coordinate with Primewater – Subic and inspect SWD and Primewater – Subic facilities to determine if said assets are kept in Good Condition	None	1 day	Acting Property Officer
None	2.2 Review and compare reports to validate actual status of equipment/facility, the recommendation and action taken as indicated and prepare report on the result of actual inspection and determine compliance measures if any to make good on its obligation with respect to the Management of Assets	None	4 hours	Acting Property Officer
None	2.3 Discuss to the General Manager results of inspection and validation of reports prepared	None	1 hour	Acting Property Officer
3. Attend to discussion if there are significant compliance measures identified by SWD	3. Discuss with Primewater – Subic Branch Manager if there are significant compliance measures identified to make	None	2 hours	Acting Property Officer; General Manager



	good on its obligation with respect to the Management of Assets			
4. Comply with recommendations identified	4. Monitor and Supervise actual actions taken in compliance to contract terms and conditions	None	Throughout contract duration	Acting Property Officer; General Manager
TOTAL			1 day, 7 hours, 30 minutes	

3. Procedure in Reviewing and Monitoring Performance of Primewater – Subic

Office or Division:	Subic Water District Main Office, Contract Monitoring Unit	
Classification:	Simple	
Type of Transaction:	G2G Government to Government	
Who may avail:	Subic Water District (SWD) and other related stakeholders	
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance
1. Monthly results of Bacteriological Testing	1. To be provided by Primewater - Subic	
2. Semi-annual results of Physical and Chemical Analysis	2. To be provided by Primewater - Subic	
3. Quarterly and Annual Operations Highlights Reports <ul style="list-style-type: none"> • Sales Growth • Collection Efficiency • Production / NRW Report • Complaints / Requests • Equipment and Facilities Status • Projects / Improvements 	3. To be provided by Primewater - Subic	



<ul style="list-style-type: none"> • Preventive Maintenance Works • Key Performance Indicators 				
4. Annual Service Obligation Reports		4. To be provided by Primewater - Subic		
5. Monthly Data Sheet		5. To be provided by Primewater - Subic		
6. Monthly Financial Statements, accompanied by: <ul style="list-style-type: none"> • Schedule of Revenues • Operating Expenses • Capital Expenditures • Changes in Working Capital 		6. To be provided by Primewater - Subic		
7. Other relevant information as may be required by the SWD Board of Directors		7. To be provided by Primewater - Subic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all reports under Checklist of Requirements	1.1 Receive, check completeness and acknowledge reports under Checklist of Requirements	None	5 minutes	Division Managers
None	1.2 Analyze, review, and prepare Summary Accomplishment in compliance with the JV contract	None	1 day	Division Managers
None	1.3 Review actual historical performance and monitor Progress of Accomplishment to determine accuracy,	None	Throughout contract duration	SWD Management



	reasonableness, prudence and efficiency of declared reports			
2. Discuss challenges encountered during regular operations with the General Manager whenever issues arise	2.1 Coordinate with Branch Manager in the performance of its duties and responsibilities under the JV Agreement	None	30 minutes	General Manager
None	2.2 Recommend strategies and solutions if necessary for the time efficient delivery of service	None	4 hours	General Manager
3. Discuss before the Board of Directors the accomplishments from previous years	3. Review and evaluate whether performance targets have been achieved	None	1 hour	General Manager
TOTAL			5 hours, 45 minutes	



ADMINISTRATIVE / GEN SERVICES DIVISION
ADMINISTRATIVE & HUMAN RESOURCE SECTION
Internal Services



1. Processing of Request for Personnel Records (Service Record, Certificate of Employment, Pay Slip Copy, Certificate of PhilHealth Premium Payments and Other Personnel Related Certifications i. e. Travel Authority and Certified True Copies)

Office or Division:	Subic Water District Main Office, Human Resources Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All Existing and Former Employees of SWD
CHECKLIST OF REQUIREMENTS	
Existing employees of SWD with excess Cash Advance	
<p>1. Formal Request via walk-in or email containing the following data:</p> <ul style="list-style-type: none"> • Full name • Specific Request • Number of copies needed • Purpose / Where the document will be used <p>For employees/former employees who are unable to claim the requested documents in person, their representatives are required to provide:</p> <ul style="list-style-type: none"> • Duly signed authorization letter with one (1) attached photocopy of the valid IDs of requester and authorized representative 	<p>1. To be provided by requester</p>
<p>2. Upon release of requested documents:</p> <ul style="list-style-type: none"> • Original valid IDs of requester and representative 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send request via walk-in or email to SWD with the complete details indicated on Checklist of Requirements under item no. 1.</p> <p>SWD Main Office: #22 National Highway, Mangan – Vaca, Subic, Zambales</p> <p>Email Address: subicwaterdistrict@yahoo.com</p>	1.1 Receive, validate and record requested document	None	5 minutes	Admin Services Officer
None	1.2 Locate and pull-out record of the employee	None	10 minutes	Admin Services Officer
None	1.3 Encode, generate and affix signature on the requested document	None	35 minutes	Admin Services Officer
None	1.4 Review, approve and sign the document requested	None	5 minutes	General Manager
2. Present original IDs then receive and acknowledge document requested	2. Check validity of original IDs presented then release duly signed requested document and ask requester to acknowledge receipt	None	5 minutes	Admin Services Officer
TOTAL			1 hour	



2. Processing of Request for Monetization of Leave Credits

Office or Division:	Subic Water District Main Office, Human Resources Section and Finance Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of SWD with at least 15 Days Accumulated Vacation Leaves			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. For monetization of 10 days Vacation Leave (VL) provided with accumulated 15 days VL: <ul style="list-style-type: none"> Properly accomplished and signed application form For monetization of 50% or more of Vacation and Sick Leave: <ul style="list-style-type: none"> Properly accomplished and signed application form Approved Letter of Request indicating a valid and justifiable reason with attached proof 		1. Application Form to be secured from Human Resources Section 2. Letter of Request to be provided by applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to ADMIN SERVICES OFFICER duly accomplished and signed application form, with supporting documents, if applicable	1.1 Issue application form and determine remaining balances of VL / SL	None	5 minutes	Admin Services Officer
None	1.2 Certify and notify applicant of remaining VL / SL balances	None	3 minutes	Admin Services Officer



None	1.3 Review, validate request, and affix signature then transmit to the Office of the General Manager	None	3 minutes	Admin Services Officer
None	1.4 Review, approve / disapprove, and affix signature on the Application Form and Request Letter, if applicable	None	5 minutes	General Manager
None	1.5 If approved, transmit to Finance for check preparation	None	5 minutes	Admin Services Officer
None	1.6 Check completeness of documents, prepare Budget Requisition Status to generate Budget Utilization Request, Prepare Journal Entry Voucher and transmit to cashier	None	1 hour	Division Manager, Admin
None	1.7 Prepare and sign the check, then secure signature of the General Manager	None	15 minutes	Concurrent Cashier
2. Claim the check and acknowledge receipt	2. Issue check and ask applicant to acknowledge receipt	None	10 minutes	Concurrent Cashier
TOTAL			1 hour, 46 minutes	



3. Application for Leave

Office or Division:	Subic Water District Main Office, Human Resources Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Permanent, Casual, Temporary or Coterminous Employees of SWD			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Accomplished Leave Form (Civil Service Form No. 6)	1. Human Resources Section			
2. Medical Certificate for sick leave in excess of five (5) days	2. Hospital/Clinic/Lying-in			
3. For Maternity Leave Application: <ul style="list-style-type: none"> • Medical Certificate as proof of pregnancy and estimated type of delivery • Solo Parent ID for solo parents who want to avail the additional maternity leave of 15 days 	3. <ul style="list-style-type: none"> • Hospital/Clinic • Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MDWD) 			
4. For Paternity Leave Application: <ul style="list-style-type: none"> • PSA Marriage Contract (1 photocopy) • Birth Certificate of newly born child (for successful deliveries) • Medical Certificate (for miscarriage) 	4. <ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • Hospital/Clinic/Lying – in / Civil Registry / PSA • Hospital/Clinic/Lying – in 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish leave form	1.1 Provide leave form	None	3 minutes	ADMIN SERVICES OFFICER
None	1.2 Fill-out Certification of Leave Credit portion and sign	None	3 minutes	ADMIN SERVICES OFFICER



None	1.3 Endorse accomplished leave form to the General Manager for review and approval	None	3 minutes	ADMIN SERVICES OFFICER
None	1.4 Review, approve / disapprove and affix signature	None	3 minutes	General Manager
2. Receive notice of approved / disapproved leave application	2. Notify and record approved application for leave	None	3 minutes	ADMIN SERVICES OFFICER
TOTAL			15 minutes	



ADMINISTRATIVE / GEN SERVICES DIVISION
DIVISION SUPPLY / PROPERTY SECTION
Internal Services



1. Procurement Process for ABC's Equal to ₱50,000.00 and Below

Office or Division:	Subic Water District Main Office, Procurement Officer			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	SWD Requisitioning Officer (End User)			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Approved Purchase Request	1. To be provided by the Requisitioning Officer (End User)			
2. Specifications of the item to be procured	2. To be provided by the Requisitioning Officer (End User)			
3. Information about the Approved Budget of the Contract	3. To be provided by the Requisitioning Officer (End User)			
4. Properly accomplished Request for Quotation Form (3 original copies)	4. To be provided by the Requisitioning Officer (End User)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Procurement Officer all documents under the Checklist of Requirements	1.1 Receive and check all documents submitted	None	5 minutes	Concurrent Procurement Officer
None	1.2 Canvass to at least three (3) suppliers and secure full name, signature, date and contact number	None	1 day	Concurrent Procurement Officer
None	1.3 Compare and determine the Lowest Price Supplier	None	5 minutes	Concurrent Procurement Officer
None	1.4 Assign Purchase Order Number and place order to the lowest supplier	None	5 minutes	Concurrent Procurement Officer



None	1.5 Receive item procured, compare actual item against specifications ordered and prepare inspection and acceptance form then transmit to Requisitioning Officer	None	20 minutes	Concurrent Property Officer
2. Receive item requested	2. Release item procured	None	5 minutes	Concurrent Property Officer
TOTAL			1 day, 40 minutes	

2. Procurement Process for Ordinary or Regular Office Supplies and Equipment Not Available in the DBM – PS with ABC’s Above ₱ 50,000.00 but Not More than ₱ 1,000,000.00 (Shopping)

Office or Division:	Subic Water District Main Office, Procurement Officer	
Classification:	Complex	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Interested Suppliers, Manufacturers and Distributors	
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance
1. Duly signed published Request for Quotations (RFQ)	1. To be provided by the bidder	
2. Mayor’s Permit / Business Permit	2. To be provided by the bidder	
3. Annual Income Tax Return / Business Tax Return	3. To be provided by the bidder	
4. Tax Clearance Certificate	4. To be provided by the bidder	



5. PhilGEPS Certificate of Registration		5. To be provided by the bidder		
6. Other additional documents required based on the specifications of goods		6. To be provided by the bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare Purchase Request (PR) Form with detailed specifications and have it approved by the immediate head	None	5 minutes	End User
None	Proceed to Finance and secure Approved Budget of Contract (ABC), then transmit PR, specifications and ABC to the procurement officer.	None	5 minutes	End User
1. Check posting of SWD at PhilGEPS website	1. Upon receipt of PR, specifications and ABC, prepare Request for Quotation and other Terms and Conditions then post in PhilGEPS website for at least three (3) calendar days and send RFQs to at least three (3) suppliers of known qualifications	None	1 hour	Procurement Officer



2. Prepare and arrange documents and submit within the prescribed period as published in PhilGEPS	2.1 Receive properly sealed quotations within prescribed date as published in PhilGEPS	None	Within prescribed period (at least 3 calendar days)	Procurement Officer
None	2.2 After the duration of publication, open sealed quotations, prepare Abstract of Quotations, check completeness and validity of documents submitted and determine Lowest Calculated Quotation submitted	None	1 hour	Bids and Awards Committee (BAC) and Procurement Officer
None	2.3 Recommend to HOPE award of contract in favor of supplier with Lowest Calculated and Responsive Quotation	None	5 minutes	Bids and Awards Committee (BAC) and Procurement Officer
None	2.4 Approval / Disapproval of BAC recommendation	None	5 minutes	General Manager
3. Receive Letter of Notice on the result of RFQ submitted	3. Prepare and secure signature of BAC Chairperson on Letter of Notice and send the same to all suppliers who sent quotations to notify them of the result of the bidding	None	20 minutes per bidder	Procurement Officer
4. For the winning bidder: Receive and acknowledge Notice of Award and Purchase Order	4. Prepare Notice of Award, Assign and Log Purchase Order (PO) Number, Prepare PO with detailed specifications	None	20 minutes	Procurement Officer



	and send to the bidder with the Lowest Calculated and Responsive Quotation			
TOTAL			6 days	

3. Procurement Process for Goods Not Covered by Shopping and Infrastructure Projects with ABC's above ₱ 50,000.00 but Not More Than ₱1,000,000.00 (Small Value Procurement)

Office or Division:	Subic Water District Main Office, Procurement Officer		
Classification:	Complex		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Interested Suppliers, Manufacturers and Distributors		
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance	
1. Duly signed published Request for Quotations (RFQ)	1. To be provided by the bidder		
2. Mayor's Permit / Business Permit	2. To be provided by the bidder		
3. Annual Income Tax Return / Business Tax Return	3. To be provided by the bidder		
4. Tax Clearance Certificate	4. To be provided by the bidder		
5. PhilGEPS Certificate of Registration	5. To be provided by the bidder		
6. PCAB License	6. To be provided by the bidder		
7. Notarized Omnibus Sworn Statement	7. To be provided by the bidder		
8. Other additional documents required based on the specifications of goods	8. To be provided by the bidder		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare Purchase Request (PR) Form with detailed technical specifications, Scope of Work, Terms of Reference (TOR) and have it approved by the Immediate Head	None	30 minutes	End User
None	Proceed to Finance and secure Approved Budget of Contract (ABC), then transmit duly approved Request Form, specifications, Scope of Work, TOR and ABC to the procurement officer.	None	5 minutes	End User
1. Check posting of SWD at PhilGEPS website	1. Upon receipt of duly approved Request Form with technical specifications, Scope of Work, TOR and ABC, prepare Request for Quotation (RFQ) and other Terms and Conditions of the contract then post in PhilGEPS website for at least three (3) calendar days and send RFQs to at least three (3) suppliers / contractors of known qualifications	None	2 hours	Procurement Officer



2. Prepare and arrange documents and submit within the prescribed period as published in PhilGEPS	2.1 Receive properly sealed quotations within prescribed date as published in PhilGEPS	None	Within prescribed period (at least 3 calendar days)	Procurement Officer
None	2.2 After the duration of publication, open sealed quotations, prepare Abstract of Quotations, check completeness and validity of documents submitted and determine Lowest Calculated Quotation submitted	None	1 hour	Bids and Awards Committee (BAC) and Procurement Officer
None	2.3 Recommend to HOPE award of contract in favor of supplier with Lowest Calculated and Responsive Quotation	None	5 minutes	Bids and Awards Committee (BAC) and Procurement Officer
None	2.4 Approval / Disapproval of BAC recommendation	None	5 minutes	General Manager
3. Receive Letter of Notice on the result of RFQ submitted	3. Prepare and secure signature of BAC Chairperson on Letter of Notice and send the same to all suppliers who sent quotations to notify them of the result of the bidding	None	20 minutes per bidder	Procurement Officer
4. For the winning bidder: Receive and acknowledge Notice of Award and Purchase Order	4. Prepare and have the general manager sign the Notice of Award and send the same to the bidder with the	None	5 minutes	Procurement Officer



	Lowest Calculated and Responsive Quotation (LCRQ)			
5. Receive, sign the contract, have it notarized and send it back to the SWD	5. Prepare and have the contract signed by the general manager then send it to the bidder with the LCRQ	None	20 minutes	Procurement Officer
6. Receive and acknowledge Notice to Proceed	6. Prepare Notice to Proceed, have it signed by the general manager and send it to winning bidder	None	5 minutes	Procurement Officer
TOTAL			6 days	



FINANCE SERVICES DIVISION
GENERAL ACCOUNTING & BUDGET SECTION
Internal Services



1. Processing of Payment for Disbursement / Reimbursement of Expenses

Office or Division:	Subic Water District Main Office, Finance Office / Section and Office of the General Manager
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government
Who may avail:	Subic Water District (SWD), external businesses and other related stakeholders
CHECKLIST OF REQUIREMENTS	
	Existing employees of SWD with excess Cash Advance
Travel Expenses (Local Travel): <ol style="list-style-type: none"> 1. Approved Travel Order per Sec. 3 EO 298 (1 original copy) 2. Duly approved itinerary of travel (1 original copy) 3. Certificate of Appearance / Attendance (1 original copy) 4. Paper / Electronic tickets (1 original copy) 5. Liquidation Report (if cash advance) (1 original copy) 6. Reimbursement Expense Receipt (1 original copy) 7. Certificate of Travel Completed (1 original copy) 8. Hotel or lodging bills with official receipts (1 original copy) 	<ol style="list-style-type: none"> 1. Administrative / HR Section 2. Requesting Employee / Cashier 3. Requesting Employee / Cashier 4. Requesting Employee / Cashier 5. Requesting Employee / Cashier 6. Requesting Employee / Cashier 7. Requesting Employee / Cashier 8. Requesting Employee / Supplier of Service
Training / Seminar Expenses: <ol style="list-style-type: none"> 1. Authority to Attend training / seminar indicating the cost of registration or Travel Authority (1 original copy) 2. Invitation (1 original copy) 3. Certificate of Attendance (1 original copy) 4. Official Receipts (1 original copy) 	<ol style="list-style-type: none"> 1. Requesting Employee 2. Requesting Employee / Event Organizer 3. Requesting Employee / Event Organizer 4. Requesting Employee / Supplier of Service
Supplies and Materials Expenses: <ol style="list-style-type: none"> 1. Billing Statement (1 original copy) 2. Delivery Receipt (1 original copy) 3. Inspection and Acceptance Report (1 original copy) 4. Abstract of Canvass (1 original copy) 	<ol style="list-style-type: none"> 1. Requesting Employee / Supplier of Service 2. Requesting Employee / Supplier of Service 3. Requesting Employee / Supply and Property Section 4. Requesting Employee / Procurement Officer



5. Quotation of at least three (3) suppliers (1 original copy of each quotation) 6. Approved Purchase Request and Purchase Order		5. Requesting Employee / Procurement Officer 6. Requesting Employee / Procurement Officer		
Repairs and Maintenance: 1. Billing Statement (1 original copy) 2. Inspection and Acceptance Report (1 original copy) 3. Post Repair Inspection Report (1 original copy) 4. Report of Waste Material (1 original copy) 5. Approved Work Order and all documents (1 original copy)		1. Requesting Employee 2. Requesting Employee / Supply and Property Section 3. Requesting Employee/ Engineering & Technical Division 4. Requesting Employee / Supply and Property Section 5. Requesting Employee/ Engineering & Technical Division		
Communication Expenses / Extraordinary and Miscellaneous Expenses / Professional Services / General Services / Taxes, Insurance Premiums and Other Fees / Other Maintenance and Operating Expenses: 1. Statement of Account or Bill (1 original copy) 2. Invoice or Official Receipts (1 original copy)		1. Requesting Employee 2. Requesting Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents under the Checklist of Requirements	1.1 Receive, check completeness, and validate all documents submitted	None	30 minutes	Division Manager, Admin
None	1.2 Prepare Budget Requisition Status to generate Budget Utilization Request and affix signature	None	15 minutes	Division Manager, Admin



None	1.3 Prepare Journal Entry Voucher and Disbursement Voucher, affix signature then transmit to Cashier	None	35 minutes	Division Manager, Admin
None	1.4 Prepare and sign the check and transmit to the Office of the General Manager	None	15 minutes	Concurrent Cashier
None	1.5 Review all documents, approve and affix signature	None	10 minutes	General Manager
2. Receive check payment and acknowledge receipt by signing at "Received" portion of Disbursement Voucher	2. Release check payment	None	10 minutes	Concurrent Cashier
TOTAL			1 hour, 55 minutes	

2. Processing of Payroll

Office or Division:	Subic Water District Main Office, Administrative & HR Section / Finance Section	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	All SWD Employees	
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance
1. Daily Time Record (DTR)	1. To be provided by employee	
2. Approved Overtime Time Request (if any)	2. To be provided by employee	
3. Accomplishment Report on Overtime Work (if any)	3. To be provided by employee	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive DTR, check its correctness and completeness, and affix signature	1. Download, print and distribute DTR to employees	None	10 minutes	ADMIN SERVICES OFFICER
2. Submit all documents under the Checklist of Requirements	2.1 Receive complete documents	None	3 minutes	ADMIN SERVICES OFFICER
None	2.2 Evaluate and check accuracy of documents submitted	None	30 minutes	ADMIN SERVICES OFFICER
None	2.3 Compute payroll and encode details in Payroll system	None	1 hour	Division Manager, Admin
None	2.4 Prepare Budget Requisition Status to generate Budget Utilization Request	None	15 minutes	Division Manager, Admin
None	2.5 Prepare Journal Entry Voucher and Disbursement Voucher then transmit to the Office of the General Manager	None	35 minutes	Division Manager, Admin
None	2.6 Prepare and sign the check and transmit to the Office of the General Manager	None	15 minutes	Concurrent Cashier
None	2.7 Review all documents, approve, affix signature and return all documents to the cashier	None	10 minutes	General Manager



None	2.8 Encash check and segregate cash in a pay envelope per employee	None	2 hours	Concurrent Cashier
3. Receive pay envelopes, check accuracy of cash received against payroll summary and acknowledge receipt of payroll	3.1 Transmit pay envelopes per employee and secure signature upon receipt	None	30 minutes	Concurrent Cashier
None	3.2 Forward all documents duly received per employee	None	5 minutes	Concurrent Cashier
TOTAL			5 hours, 33 minutes	



**FINANCE SERVICES DIVISION
CASH MANAGEMENT SECTION
Internal Services**



1. Processing of Request for Petty Cash Fund

Office or Division:	Subic Water District Main Office, Finance Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Existing employees of SWD			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Duly approved Petty Cash Voucher (PCV) Form		1. To be provided by requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Petty Cash Voucher Form, provide the following details: <ul style="list-style-type: none"> Particulars – details of the expenditure Amount – monetary value requested Requested by – employee's name and signature 	1. Issue Petty Cash Voucher Form	None	3 minutes	Concurrent Cashier
2. Secure approval of Petty Cash request from immediate supervisor	2. Approval or disapproval of petty cash request	None	2 minutes	Immediate Supervisor of Requesting Employee
3. Upon approval, submit PCV Form and wait for the release of cash	3. Receive and validate PCV Form	None	1 minute	Concurrent Cashier



4. Receive cash and acknowledge receipt	4. Release requested petty cash and secure acknowledgement of its receipt	None	2 minutes	Concurrent Cashier
TOTAL			8 minutes	

2. Petty Cash Liquidation

Office or Division:	Subic Water District Main Office, Finance Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Existing employees of SWD			
CHECKLIST OF REQUIREMENTS		Existing employees of SWD with excess Cash Advance		
1. Official Receipt / Sales Invoice		1. To be provided by requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Receipt or Sales Invoice and excess PCF (if applicable)	1.1 Find and pull out related Petty Cash Voucher	None	2 minutes	Concurrent Cashier
None	1.2 Verify submitted document for liquidation and account cash returned, if any	None	2 minutes	Concurrent Cashier
None	1.3 Accomplish Part II of PC Voucher and affix signature	None	2 minutes	Concurrent Cashier



2. Check the box for Part D "Liquidation Submitted" or the "Reimbursement Received", whichever is applicable, and affix signature	2. Release cash for reimbursement, if any	None	2 minutes	Concurrent Cashier
TOTAL			8 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form and drop the document in the feedback complaints drop box; Contact number: (047) 232 4570 Email: subicwaterdistrict@yahoo.com</p>
How feedback is processed	<p>Administrative Officer verifies the nature of queries and feedback within one (1) working day. The same will be discussed with the General Manager and will be referred to the unit concerned who in turn is required to answer within three (3) calendar days upon receipt of the feedback. The answer of the unit is then relayed to the concerned party via email or call.</p> <p>For follow-ups and queries, the district's contact information are as follows: Contact number: (047) 232 4570 Email: subicwaterdistrict@yahoo.com</p>
How to file a complaint	<p>To file a complaint against the District, provide the following details via email:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complaint • Evidences • Name of the person the complaint is being directed at <p>Send all complaints against the District to subicwaterdistrict@yahoo.com For follow-ups and queries, please contact us at (047) 232 4570</p>
How complaints are processed	<p>All complaints received against Primewater – Subic and / or SWD will be processed at the Anti – Red Tape Unit (ARTU) of the SWD. The ARTU browses, evaluates, and determines the complaints received on a daily basis. The ARTU shall coordinate with the concerned office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the ARTU shall create an incident report for the General Manager, for appropriate action.</p> <p>The ARTU shall give feedback to the clients via email. For follow-ups and queries, the district's contact information are as follows:</p>



	Contact number: (047) 232 4570 Email: subicwaterdistrict@yahoo.com
Contact information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-656 email@contactcenterngbayan.gov.ph