

I. Mandate: As public servants, we shall inculcate in our minds and hearts the following core values:

Knowledge ability

Wisdom as evidenced by possession of knowledge

Dedication

Wholehearted devotion to one's work

Loyalty

Means being absolutely true to all at all times in all and any circumstances

Integrity

Possession of strong moral character

Simple Living

The act of moving from a lifestyle of greater consumption towards a lifestyle based on voluntary simplicity

II. Vision:

A District with the highest quality of service that ensures customer satisfaction by providing continuous supply of potable water at an affordable cost and committed to environmental Preservation and protection.

III. Mission:

The District provides the Calambeños with sufficient supply of potable water 24/7, along with its commitment to establish sewerage and septage management system as part of our environmental concern.

IV. Service Pledge:

Pledging one's self to a purposeful endeavor, while practicing righteous beliefs and faithfully adhering to those beliefs; it is also referred to as "persistence with purpose"

LIST OF SERVICES

One-Stop Shop

New Water Service Application	5
Filing of Complaint/Request	6
Filing of Reconnection	7

Commercial Department

Payment of Water Bill	10
-----------------------------	----

Administrative Department

Human Resources Division

Application for job at Calamba Water District	12
Application for leave of absences	13
Request for employment certificate, Service record, certificate for leave credits.	14
Application for GSIS loan/ confirmation of loan Application for Pag-Ibig loan.	15
Application for leave monetization	16

General Services Division

Request for Issuance of materials, equipment, And office supplies	18
Accepting Payments for Service Connection.	19
Receiving of Supplies & Materials.	20
Working Fund	21

Finance Department

Budget Division

Issuance of Certificate of Budget Appropriation, Certificate of Funds Availability, and Re-alignment form	23
---	----

Accounting Division

Preparation of Check Voucher	25
------------------------------------	----

One-Stop Shop

All Services

Frontline Service

New Water Service Application Process

Division:	Customer Service Division
Classification:	Frontline Services
Type of Transaction	New Water Service Application
Who may Avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance for Water Connection	Concerned Barangay
Certificate of Inspection	Assigned Estimator of CWD Engineering Department
Copy of Any Valid Government I.D (Applicant and Authorized Representative)	Concerned Government Agency
Account Number or Water Bill Receipt of Nearest Neighbor	Nearest Neighbor with CWD Connection
Copy of Any Proof of Ownership	Concerned Government Agency or Subdivision Developer
Authorization Letter	For Applicants within the Philippines
SPA issued by Embassy (Red Ribbon)	For Applicants currently abroad
Necessary document/s based on the Estimators Findings	Variable

Client's Step	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Filing of Application and Submission of Sketch of Location	1.1 Encoding of Data at the New Connection System	Php 102.00	5 Minutes	Servicing Personnel
	1.2 Pre-Inspection	-	One (1) to Two (2) Days Upon Application	Assigned Engineering Department Personnel
2. Submission of Required Documents and Payment of Necessary Fees	2.1 Encoding of Data at the New Connection System	Variable	15 minutes	Servicing Personnel
	2.2 Transmittal to Engineering Department	-		

Frontline Service

Filing of Complaint/Request Process

Division:	Customer Service Division
Classification:	Frontline Services
Type of Transaction	Filing of Customers Complaint/Request
Who may Avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay Clearance (for transfer of meter from one barangay to another)	Concerned Barangay
Account Number or Water Bill Receipt of Nearest Neighbor (for transfer of meter from one barangay to another)	Nearest Neighbor with CWD Connection
Copy of Any Proof of Ownership (for transfer of meter from one property to another)	Concerned Government Agency or Subdivision Developer
Certificate of Inspection (for Relocation, Elevation, Transfer of Meter and Tapping Point)	CWD Engineering Department
Necessary document/s based on the Estimators Findings	Variable
Letter of Request (for request for disconnection, relocation, elevation and transfer of meter and tapping point)	Registered Account Name
Letter of Authorization (for authorized representative)	Registered Account Name
Copy of Any Valid Government I.D (Applicant and Authorized Representative)	Concerned Government Agency

Client's Step	CWD Action	Fees to be paid	Processing Time	Person Responsible
1. Filing of Complaint/Request	1.1 Encoding of Data at the Complaint System	Depending on the Request/ Based on Actual Inspection	5 - 15 Minutes	Servicing Personnel
Average Response Time of Repair per Transaction:				
(Leak on Distribution Line and Transmission Line)	a. Major Repairs		24 Hours	

(Leak Service Line, Tapping Point, Before the Meter, and Leakages on Water Meter, Meter Stand and Cluster)	b. Minor Repairs		1 to 2 Days	
(High and Low Consumptions, Calibration and Replacement of Water Meter)	c. Verification of Consumption/Meter		1 to 2 Days	
(Relocation, Elevation, Transfer of Meter and Tapping Point, and Restoration)	d. Other Request		3 to 5 Days	

Frontline Service

Filing of Reconnection Process

Division:	Customer Service Division
Classification:	Frontline Services
Type of Transaction	Filing of Reconnection
Who may Avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Authorization (for authorized representative)	Registered Account Name
Copy of Deed of Sale/ Contract to Sell/ Affidavit of Waiver	Previous Owner
Copy of Death Certificate (for deceased registered individual)	Concerned Government Agency
Copy of Marriage Contract (Surviving Spouse) or Copy of Birth Certificate (immediate family)	Concerned Government Agency
Copy of Any Valid Government I.D (Applicant and Authorized Representative)	Concerned Government Agency

Client's Step	CWD Action	Fees to be paid	Processing Time	Person Responsible
1. Filing of Reconnection	1.1 Issuance of Order of Payment	-	First-Come-First-Serve Basis	Disconnection and Reopening Section Personnel
2. Payment of Reconnection Fee	2.1 Issuance of Official Receipt	Php 102.00	First-Come-First-Serve Basis	Cashiering Section Personnel
3. Payment of Waterbill (for accounts with unpaid water consumptions)	3.1 Issuance of Official Receipt	Variable	First-Come-First-Serve Basis	Collection Section Personnel
4. Return to Disconnection and Reopening Section upon Settlement of necessary Fees	4.1 Issuance of Service Request for Reconnection	-	First-Come-First-Serve Basis	Disconnection and Reopening Section Personnel

Average Time of Response per Transaction:

- | | | |
|---------------------------|-------------------------------------|----------|
| a. Sealed Water Meter | | 1 day |
| b. Pulled-out Water Meter | (upon Settlement of Necessary Fees) | 3-5 Days |

Commercial Department

Payment of Water Bill

Frontline Service

Payment of Water Bill Process

Division:	Customer Accounts Division
Classification:	Frontline Services
Type of Transaction	Payment of Water Bill
Who may Avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Original Senior Citizen ID	Concerned Government Agency
Authorization Letter	Registered Account Name

Client's Step	CWD Action	Fees to be paid	Processing Time	Person Responsible
1. Get a Queue Number	1.1 Issuance of Queue Number	-	First-Come-First-Serve Basis	Guard on Duty
2. Payment of Water Bill	2.1 Issuance of Validated Water Bill Receipt	-	1 Minute per Receipt	Collection Section Area Counter

Reminder:

Wait for the Validated Official Receipt

Count your Change before Leaving the Counter

Administrative Department

Human Resources Division

I. Human Resource Management

Application for a Job at Calamba Water District

Division:	Human Resources
Classification:	Career Growth & Development
Type of Transaction	Employment
Who may Avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Application Letter	CWD HR Office, Halang, Calamba
2. Personal Data Sheet with 2x2 picture	City Laguna

CLIENT'S STEP	CWD ACTION	Fees to be paid	Processing Time	Person Responsible
1. Check for job vacancy posted in the bulletin board at CWD Office or at The Civil Service Commission Bulletin at the Provincial Capitol of Laguna/CSC Website	Job postings	-	2 minutes	Pablita Rapal SIRMO A
2. Fill-up & submit Personal Data Sheet with 2x2 pictures	2.1 Encoding of list of applicants	-	15 minutes	Jennifer Ante IRDO C
	2.2 Preliminary interview with the HR Manager		15 minutes	Elenita Panganiban Division Manager
	2.3 Submission of qualified applicants		5 minutes	Elenita Panganiban Division Manager
3. Take up written examination	Rating of examination	-	3 hours	Jonathan Fajarda Mgt. Info. Specialist
4. Wait for Notice of Panel Interview	4.1 Notice of Panel Interview	-	15 minutes	Pablita Rapal SIRMO A
	4.2 Interview & Rating		25 minutes	HRM-PSB
5. Wait for Final Assessment Rating	5.1 Comparative Assessment	-	30 minutes	Pablita Rapal SIRMO A
	5.2 Final Review	-	30 minutes	HRM-PSB

II.A. Personnel Support Management

Application for Leave of Absences

Division:	Human Resources
Classification:	Leave Administration
Type of Transaction	Leave Management
Who may Avail:	Regular & Contractual Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Leave form	1. HR Division
2. Medical Certificate (for sick leave 2 days or more)	2. Physician
3. Approved request letter (for long-time vacation)	3. Department Head & GM

CLIENT'S STEP	CWD ACTION	Fees to be paid	Processing Time	Person Responsible
1. Accomplish Leave Application Form & submit to HR	Verify & give leave balances	-	1 minute	Reynaldo Novillos <i>Administration Services Aide</i>
3. Proceed to the Department concern for the approval of the application	Review & sign leave application	-	2 minutes	Department Manager
3. Submit the approved application	3.1. Record leave application	-	2 minutes	Reynaldo Novillos <i>Administration Services Aide</i>
	3.2. File leave application & give copy to concern employee	-	5 minutes	Reynaldo Novillos <i>Administration Services Aide</i>

II.B. Personnel Support Management

Request for Employment Certificate, Service Record, Letter of Authorization (LOA), Certification for Leave Credits

Division:	Human Resources			
Classification:	HR Records			
Type of Transaction	Employee Support Transactions			
Who may Avail:	Regular & Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter / Filled-up form		CWD HR Office, Halang, Calamba		
2. Doctor's Recommendations		City Laguna		

CLIENT'S STEP	CWD ACTION	Fees to be paid	Processing Time	Person Responsible
1. Accomplish request form & Submit to HR Manager for approval	Review request & sign	-	2 minutes	Elenita Panganiban <i>Division Manager</i>
3. Wait for the release of requested records	3.1 Processing of request:			
	- Employment Certificate	-	5 minutes	Gregoria B. Olea <i>IRDO A</i>
	- Service record	-	5 minutes	Pablita L. Rapal <i>SIRMO A</i> Maridel Lira <i>IRDA B</i>
	- Letter of Authorization (Laboratory & other medical examination)	-	2 minutes	Jennifer M. Ante <i>IRDO C</i>
	- Certificate of Leave Credits	-	5 minutes	Gregoria B. Olea <i>IRDO A</i>
	3.2 Release the request		1 minute	Reynaldo Novillos <i>Admin Serv Aide</i>

II.C. Personnel Support Management

Application for GSIS & Pag-Ibig Loan

Division:	Human Resources			
Classification:	Loan Management			
Type of Transaction	Employee Support Transactions			
Who may Avail:	Regular & Contractual Employees (for GSIS)			
	Regular, Contractual Employees & Job Order (for Pag-Ibig)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Manual Process:		CWD HR Office, Halang, Calamba		
1. Loan Application form		City Laguna		
2. Pay slip				
3. Photocopy of Ecard & 2 Valid IDs				
For Online Process:		CWD HR Office, Halang, Calamba		
1. Pay slip		City Laguna		
2. Filled-up loan confirmation from				

CLIENT'S STEP	CWD ACTION	Fees to be paid	Processing Time	Person Responsible
1. Present pay slip at HRD	Verification of payslip if qualified to any loan	-	2 minutes	Pablita L. Rapal <i>SIRMO A</i> Geraldine Manguiat <i>IRDO B</i>
2. Pag-Ibig Loan: 2.1 Accomplish form & submit together with the IDs	2.1 Prepare all supporting documents	-	15 minutes	Geraldine Manguiat IRDO B
2.2 Get the application and all the supporting documents from HRD	Release of approved application & supporting docs for submission at Pag-Ibig Center, Halang, Calamba City	-	3 minutes	Geraldine Manguiat IRDO B
2.4 Follow up approval of loan from Pag-Ibig Office after 5 days of filing	Assist in the follow-up	-	15 minutes	Geraldine Manguiat IRDO B
3. GSIS loan: 3.1 Proceed to the nearest GSIS Kiosk & apply for the desire loan	3.1 Confirmation of Loan	-	4 hours	Elenita Panganiban <i>Division Manager</i> Pablita Rapal <i>SIRMO A</i>
	3.2 Print & Submit confirmed loan to Finance Dept	-	5 minutes	Pablita L. Rapal <i>SIRMO A</i>
4. Wait & check for the cash proceed on ATM		-		

II.D. Personnel Support Management

Application for Monetization of Leave Credits

Division:	Human Resources			
Classification:	Monetization of Leave Credits			
Type of Transaction	Employee Support Transactions			
Who may Avail:	Regular & Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request with supporting documents		Department concern & Office of the GM		

CLIENT'S STEP	CWD ACTION	Fees to be paid	Processing Time	Person Responsible
1. Submit the approved letter of request to HRD	1.1. Check leave credits	-	2 minutes	Reynaldo Novillos <i>Admin Serv Aide</i>
	1.2 Verify all supporting documents	-	3 minutes	Pablita L. Rapal <i>SIRMO A</i>
	1.3 Recommend for the approval of the request	-	5 minutes	Elenita Panganiban <i>Division Manager</i>
2. Fill up Application Form for leave monetization	2.1 Compute the total amount of leave credits to be monetized	-	15 minutes	Pablita L. Rapal <i>SIRMO A</i>
	2.2 Endorse the application to the Office of the GM for final approval	-	5 minutes	Maridel Lira <i>IRDA B</i>
	2.2 Endorse the application to Finance Dept for check voucher preparation	-	10 minutes	Maridel Lira <i>IRDA B</i>
3. Follow up check at Cashiering Section	Release of check payment	-	5 minutes	J. Fernando Villegas <i>Cashier C</i> Teresita M. Orjalo <i>Head Cashier</i>

Administrative Department

General Services Division

Frontline Service

Request for Issuance of Office Supplies, Materials and Equipment

Office or Division:	Administrative Services			
Classification:	Support Function			
Type of Transaction:	Request for Issuance of Office Supplies, Materials and Equipment			
Who may avail:	Calamba Water District employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Control Sheet		1. End-user, Engineering Department		
2.Service Request		2. End-user, Commercial Department		
3.Requisition and Issuance Slip		3.End-user, all departments		
4.Property Accountability Receipt		4. Warehouse		
5.Inventory Custodian Slip		5.Warehouse		
6.Return Materials Slip		6.Warehouse		
7.Warehouse Security Pass		7.Warehouse		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Preparation of Requisition and Issuance Slip (RIS)	Check the availability of stocks	none	2 minutes	John Norman Tidon <i>Warehouse Officer A</i>
2.Collating of office supplies, materials and equipment	Ready the needed materials	none	15 minutes	Ramel Dimapilis <i>Utility Worker A</i>
3.Check and Release of items	One by one counting of the items to be issued if tally with RIS	none	10 minutes	End-user/Security Guard
4.Verification of equipment issuance	Check the availability of stock	none	2 minutes	Grace Magsino <i>Clerk-Processor B</i> Geminiano Gevana <i>Sr. Property Officer</i>
5.Preparation of Property Accountability Receipt (PAR)	Ensure completeness of the needed information as required in the form (PAR) items exceeding P15,000.00	none	2 minutes	Grace Magsino <i>Clerk-Processor B</i>
6.Preparation of Inventory Custodian Slip (ICS)	Determining the life of the items if reaching one or more than 2 years not exceeding P15,000.00	none	3 minutes	Grace Magsino <i>Clerk-Processor B</i>
7.Approval of RIS, ICS and PAR	Immediate transmittal to concern department/division	none	3 minutes	Remedios Marfori <i>Division Manager C</i> End-user
8. If already issued but for safekeeping at Warehouse	End-user to prepare Return Materials Slip, for safekeeping only due to lack of place to store	none	5 minutes	End-user
9.For re-issuance, needed in the operation	Preparation of Warehouse Security Pass	none	2 minutes	Grace Magsino Glicel Sarmiento <i>Clerk-Processor B</i> John Norman Tidon <i>Warehouse Officer A</i>
10.Approval of Warehouse Security Pass	Have the form signed	none	3 minutes	Concerned dept/ Administrative Service Division/Administrative Dept. Manager`

Frontline Service

Accepting Payments for Service Connection

Office or Division:	Administrative Services			
Classification:	Support Function			
Type of Transaction:	Accepting Payments for Service Connection			
Who may avail:	Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment Form		1.Customer's Services Div./Commercial Department		
2.Official Receipt		2.Customer's Account Div./Commercial Department		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Order of Payment Form	Check the computation and charging of accounts	As indicated in the Order of Payment	1 minute	Eddie Capurihan <i>Data Encoder/ Controller</i>
2.Wait for Official Receipt (OR) -Service Connection Application Fee	Process the correctness of OR, amount in words must be tally with the figure		5 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-Waterbill Deposit			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-Reconnection Fee			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-Penalty			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-Bulk Sales			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-Ground Water Assessment			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
-other non-recurring accounts			2 minutes	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
3. Pay the corresponding amount	Check the realness of money paid and the correctness of the check payment		1 minute	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>
4.Proceed to Commercial Department for posting of payment	Endorse the document as proof of payment	none	1 minute	Eddie Capurihan <i>Data Encoder/ Controller</i> Cipriana Pailan <i>Cashier A</i>

Frontline Service

Receiving of supplies, materials and equipment

Office or Division:	Administrative Services			
Classification:	Support Function			
Type of Transaction:	Receiving of supplies, materials and equipment			
Who may avail:	Calamba Water District employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order		1. Procurement Section/Admin Services Division		
2. Delivery Receipt		2. Supplier		
3. Sales Invoice		3. Supplier		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of documents from supplier	Check the items in the delivery receipt and sales invoice	none	30 minutes to 1 day (depending on the bulk)	Rameel Dimapilis <i>Utility Worker A</i>
2. Verification of items to be delivered	Coordinate with end user	none	30 minutes to 1 day (depending on the bulk)	Rameel Dimapilis <i>Utility Worker A</i>
3. Acceptance of items from the suppliers	Receiving of items listed in the delivery receipt	none	1 hour to 1 day (depending on the bulk)	Rameel Dimapilis <i>Utility Worker A</i>
4. Counter checking of delivered materials	Thorough checking of items delivered with the presence of end user	none	1 hour to 1 day (depending on the bulk of delivery)	Geminiano Gevana <i>Sr. Property Officer</i>

Frontline Service

Working Fund

Office or Division:	Administrative Services			
Classification:	Support Function			
Type of Transaction:	Working Fund			
Who may avail:	CWD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Petty Cash Voucher Form	1.Cashiering Section/Admin Services Division/ Admin Dept			
2.Toll ticket/RFID bill	2. MATES			
3.Certification of Travel	3.Government agency visited			
4.Requisition Slip	4.End-user			
5.Sales Invoice	5.Supplier			
6.Official Receipt	6.Supplier			
7.Cash Advance Form	7. Cashiering Section			
8.Liquidation Form	8. Cashiering Section			
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REIMBURSEMENT				
1.Accomplish Petty Cash Voucher (PCV) Form -Show the details of route For other reimbursement -Attach Official Receipts (OR), Sales Invoice (SI), Certification of Travel and Requisition Slip	Check all the supporting documents	None	5 minutes	Lorna Siman <i>Procurement Analyst B</i>
2.Submit PCV with approval of the Division Manager	Ensure completeness of signatories	None	1 minute	Lorna Siman <i>Proc Analyst B</i>
3.Release the corresponding payment	Make sure that the cash is duly received by the requestor	None	1 minute	Lorna Siman <i>Proc Analyst B</i>
CASH ADVANCE				
1.Accomplish PCV Form (use cash advance column) -Subject to availability of fund and maximum amount is Five Hundred Pesos Only (P500.00)	Check the supporting documents prior to approval	none	1 minute	Lorna Siman <i>Proc Analyst B</i>
2.Submit PCV with approval of the Division Manager	Ensure completeness of signatories	none	1 minute	Lorna Siman <i>Proc Analyst B</i>
3. Release of Cash Advance	Make sure that the cash is duly received by the requestor	none	1 minute	Lorna Siman <i>Proc Analyst B</i>
LIQUIDATION				
1.Submit OR/SI or other documents showing the expenses incurred	Check the authenticity of the supporting documents	none	2 minutes	Lorna Siman <i>Proc Analyst B</i>
2.Received amount to be reimbursed or to be refunded	Make sure that the cash is duly received by the requestor	none	1 minute	Lorna Siman <i>Proc Analyst B</i>
3.Sign the Liquidation Form		none	1 minute	Lorna Siman <i>Proc Analyst B</i>

FINANCE DEPARTMENT

BUDGET DIVISION

I. Support Services

Issuance of Certificate of Budget Appropriation, Certificate of Funds Availability and Re-alignment form

Division:	Budget Division
Classification:	Frontline Services
Type of Transaction	Support Transaction
Who may Avail:	Regular & Contractual Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form	Finance Department

CLIENT'S STEP	AGENCY ACTION	Fees to be paid	Processing Time	Person Responsible
1. accomplish & submit request form	1.1 Receive the request form	-	1 minute	Ruth Ann Llarena <i>Corporate Budget Assistant</i>
	1.2 Prepare COBA, CAF & Re-alignment		10 minutes	Ma. Carminda Paringit <i>Corporate Budget Officer A</i>
	1.3 Approval of the request		5 minutes	Mercedes Carreon <i>Division Manager C</i>
2. Receive the request	2. Release the requested documents		1 minute	Ruth Ann Llarena <i>Corporate Budget Assistant</i>

FINANCE DEPARTMENT
ACCOUNTING DIVISION

II. Support Services

Preparation of Check Voucher

Division:	Accounting Division
Classification:	Frontline Services
Type of Transaction	Support Transaction
Who may Avail:	Suppliers, Employees & Others
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting documents for the suppliers	concern company of suppliers
Purchase Request, Quotation, Bidding or Abstract of canvass	CWD GSD
Purchase Order, Charge Invoice and Receiving	
Report, BUR and other certification	concern employee

CLIENT'S STEP	AGENCY ACTION	Fees to be paid	Processing Time	Person Responsible
1. accomplish & submit request form	1.1 Receive the documents	-	1 minute	Reynet Khan <i>Accounting Processor A</i>
	1.2 check the documents		10 minutes	Ma. Claryl Talaga <i>Supervising Internal Control Officer</i>
	1.3 prepare voucher		5 minutes	Florencia Menancio <i>Utility Worker B</i>
	1.4 Checking of documents & check vouchers and approval		20 minutes	Chona Santos <i>Division Manager C</i> Edwin Cartago <i>Department Manager C</i>
	1.5. Release check vouchers		1 minute	Reynet Khan <i>Accounting Processor A</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1 Fill-up feedback form 2 Give to concern division/department
How feedbacks are processed	Check feedbacks, discuss good or bad issues, act as needed for any improvement
How to file a complaint	Written or thru phone call
How complaints are processed	Listen, record, evaluate the complaints, get all facts, discuss options for fixing problems, and act quickly
Contact Information of CCB, PCC, ARTA	