



Quezon Bukidnon Water District

CITIZEN'S CHARTER

Excellence. Integrity. Sustainability.

2024
1st Edition



I. Mandate:

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Quezon Bukidnon Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operation water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operation incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

To be at par with the world's best in providing water service within the municipality of Quezon at a reasonable rate while preserving the environment to ensure the sustainability of our natural water resources.

III. Mission:

We commit to continuously provide safe, adequate, reliable and affordable water service through effective management and responsible stewardship of our resources

IV. Service Pledge:

We, the Officials and Employees of the Quezon Bukidnon Water District, commit ourselves to the best of our ability in providing safe, adequate, reliable and affordable water service in the municipality of Quezon, Bukidnon.



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Commercial Services Section External Services



1. New Water Service Connection

Prior to any installation of a water service, concessionaires are required to apply for a new water service connection. This is the process of evaluating the application on the basis of documents presented and to determine whether water service can be legally provided. It is therefore important that documentary requirements for this process is identified and established for every type of application.

Office or Section:	Commercial Services Section	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	General Public of Quezon, Bukidnon within the service areas of QBWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Orientation		QBWD, Every Wednesday, 8:30AM
2. Approved Sketch/Location Map by QBWD Inspection Team		QBWD
3. Duly accomplished New Water Service Connection Application Form (1 Original)		QBWD
4. Water Service Contract (4 original)		QBWD
5. 1x1 ID Picture (1 pc. - Original)		Applicant
6. Valid ID: Government Issued ID, Company ID with photo & signature (3 copies with 3 specimen signatures per copy)		GSIS, SSS, LTO, PRC, BIR, OWWA, PHIC, Post Office, OSCA, COMELEC, HDMF, PNP, DFA, Company where the ID holder is affiliated
7. Barangay Certificate for Residential (1 original copy)		Office of the Barangay
8. Building Permit/Business Permit for Commercial (1 copy)		Local Government Unit of Quezon, Bukidnon
9. Proof of ownership: Tax Declaration, Land Title or Deed of Sale (1 copy for verification purposes only)		Registry of Deeds/Assessor's Office
10. Letter request from the Head of Office for Government accounts (1 original)		Government Agency being represented
11. Additional Requirements a. If through authorized representative i. Authorization Letter or SPA ii. Valid ID of authorized representative		Person being Represented



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct concessionaire to Customer Services and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline	2.1 Check requirements if available. If none, give list of requirements 2.2 Provide concessionaire with the Application Form and Water Service Contract	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>
3. Fill – in the Application Form and Water Service Contract	3.1 Wait for concessionaire to completely fill - in the documents	None	20 minutes	<i>CSA Frontline Commercial Services Section</i>
4. Submit the Application Form, Water Service Contract and Requirements	4.1 Receive the documents and verify the completeness of the documents 4.2 Prepare Promissory Note if applicable	None	5 minutes	<i>CSA Frontline Commercial Services Section Billing Assistant Commercial Services Section</i>
5. Pay the New Water Service Connection Fee, Notarial Fee & materials (if applicable)	5.1 Accept payment of Connection Fee, Notarial Fee & materials (if applicable)	PHP 4,000.00 PHP 100.00 As billed for materials	2 minutes	<i>Cashiering Assistant Finance Services Section</i>
6. Go to Customer Service Assistant (CSA) Frontline	6.1 Receive documents and inform concessionaire that approval	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>



to submit the documents and present Service Invoice/s.	and installation of the water service connection is 9 (Nine) working days from date of payment.			
7. Wait for installation of water service within 9 working days	7.1 Installation by assigned plumber/s	None	9 working days	<i>Plumbers Operations/Technical Services Section</i>
TOTAL :		PHP 4,100.00 plus cost of materials, if applicable.	9 working days (Assuming after-meter line of the applicant is ready)	
END OF CUSTOMER IN-OFFICE TRANSACTION				

2. Change of Account Name

A concessionaire may request for change of account name upon submission of all the required documents by QBWD.

Office or Section:	Commercial Services Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All QBWD concessionaires
CHECKLIST OF REQUIREMENTS	
1. Orientation	QBWD, Every Wednesday, 8:30AM
2. Duly accomplished New Water Service Connection Application Form (1 Original)	QBWD
3. Water Service Contract (4 original)	QBWD
4. 1x1 ID Picture (1 pc. - Original)	Applicant
5. Valid ID: Government Issued ID, Company ID with photo & signature (3 copies with 3 specimen signatures per copy)	GSIS, SSS, LTO, PRC, BIR, OWWA, PHIC, Post Office, OSCA, COMELEC, HDMF, PNP, DFA, Company where the ID holder is affiliated
6. Barangay Certificate for Residential (1 original copy)	Office of the Barangay
7. Building Permit/Business Permit for Commercial (1 copy)	Local Government Unit of Quezon, Bukidnon



8. Proof of ownership: Tax Declaration, Land Title or Deed of Sale (1 copy for verification purposes only)		Registry of Deeds/Assessor's Office		
9. Letter request from the Head of Office for Government accounts (1 original)		Government Agency being represented		
10. Payment of unpaid accounts of closed connections in the name of applicant/lot owner		QBWD		
11. Additional Requirements a. If through authorized representative i. Authorization Letter or SPA ii. Valid ID of authorized representative		Person being Represented		
12. Clearance from LGU – MEED & Registration Fee for turned-over brgys. with existing account from LGU-MEE – P200.00		LGU – Municipal Economic Enterprise Division & QBWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct concessionaire to Customer Services and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline	2.1 Check requirements if available. If none, give list of requirements 2.2 Check concessionaire's account/s, if with outstanding balance, advice concessionaire for the settlement of the outstanding balance 2.3 Provide concessionaire	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>



	with the Application Form and Water Service Contract			
3. Fill – in the Application Form and Water Service Contract	3.1 Wait for concessionaire to completely fill - in the documents	None	20 minutes	CSA Frontline Commercial Services Section
4. Submit the Application Form, Water Service Contract and Requirements	4.1 Receive the documents and verify the completeness of the documents	None	5 minutes	CSA Frontline Commercial Services Section
5. Pay the Notarial Fee	5.1 Accept payment of Notarial Fee	PHP 100.00	2 minutes	Cashiering Assistant Finance Services Section
6. Go to Customer Service Assistant (CSA) Frontline	6.1 Change the Account Name in the Billing & Collection System	None	3 minutes	CSA Frontline Commercial Services Section
TOTAL :		PHP 100.00	36 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				

3. Billing Details and other Billing Concerns

Concessionaires may request for information and records pertaining to account details and other billing concerns.

Office or Section:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All QBWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct concessionaire to	None	1 minute	Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section



	Customer Services and wait for turn			
2. Go to Customer Service Assistant (CSA) Frontline	2.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Search the concessionaire's account in the Billing & Collection System (BCS) 2.3 Provide to the concessionaire the requested billing details.	None	5 minutes	CSA Frontline Commercial Services Section
3. Receive the requested billing information.		None	1 minute	CSA Frontline Commercial Services Section
TOTAL :		None	6 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				

4. Voluntary Disconnection of Water Service

The account holder may request for the voluntary disconnection of his/her water service. Provided that the outstanding balance are settled prior to the disconnection of the water service.

Office or Section:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All QBWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		QBWD upon reading		
2. If through representative: a. Authorization Letter from account holder/agency head; b. Valid ID of account holder (1 copy) c. Valid ID of the representative (1 copy)		Person/Agency represented Account Holder/Agency Head Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct concessionaire to Customer Service and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline	2.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Search the concessionaire's account in the Billing & Collection System (BCS) 2.3 If with outstanding balance, direct concessionaire to Teller for payment	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>
3. Proceed to Teller. Pay outstanding balance, if applicable.	3.1 Accept payment and Issue Service Invoice/s	As Billed	2 minutes	<i>Collection Assistant / Cashiering Assistant Finance Services Section</i>
4. Go back to CSA Frontline and present Service Invoice.	4.1 Prepare Service Request (SR) for voluntary disconnection and record same in the Database of Concessionaire's Concerns.	None	10 minutes	<i>CSA Frontline Commercial Services Section</i>
5. Sign the SR.	5.1 Inform concessionaire that disconnection may take 1-3 working days and reconnection fee for voluntary disconnection is PHP 150.00.	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>
TOTAL :		As Billed	19 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				



5. Request for Reconnection of Water Service

The disconnection of a water service is attributable to non-payment of bill or as requested by the account holder. While reconnection can be requested at any given time, certain procedures and requirements need to be satisfied to ensure the aptness of reconnecting the water service. Gathering of sufficient and relevant information through investigation and submission of the required documents are essential in the evaluation. The procedures and requirements are therefore identified and established prior to reconnection of water service.

Office or Section:	Commercial Services Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All QBWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		QBWD upon reading		
2. If through representative: a. Authorization Letter from account holder/agency head; b. Valid ID of account holder (1 copy) c. Valid ID of the representative (1 copy)		Person/Agency represented Account Holder/Agency Head Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Disconnected due to non-payment of bill/arrears				
1. Go to PACD for assistance	1.1 Ask concessionaire’s concern/s, give priority number. Direct concessionaire to CSA Frontline and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline and present SOA. If SOA is not available, provide account holder’s name and address.	2.1 Get the concessionaire’s details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Search the concessionaire’s account in the Billing & Collection System (BCS) 2.3 If with outstanding balance, direct	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>



	concessionaire to Teller for payment			
3. Proceed to Teller. Pay outstanding balance and Reconnection Fee	3.1 Accept payment and Issue Service Invoice/s	As Billed (arrears) PHP 250.00 (RF)	2 minutes	<i>Collection Assistant / Cashiering Assistant Finance Services Section</i>
4. Go back to CSA Frontline and present Service Invoice/s	4.1 Prepare Service Request (SR) for reconnection and record same on the Database of Concessionaire's Concerns.	None	10 minutes	<i>CSA Frontline Commercial Services Section</i>
5. Sign the SR.	5.1 Inform concessionaire that reconnection is within 24 hours after payment.	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>
6. Wait for reconnection of service within 24 hours from payment	6.1 Reconnection by assigned plumber/s	None	24 hours	<i>Plumbers Operations/Technical Services Section</i>
TOTAL :		Arrears + PHP 250.00	24 hours & 19 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				
Disconnected due to Voluntary Request				
Who may avail:	All QBWD concessionaires who voluntarily requested for disconnection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		QBWD upon reading		
2. If through representative: a. Authorization Letter from account holder/agency head; b. Valid ID of account holder (1 copy) c. Valid ID of the representative (1 copy)		Person/Agency represented Account Holder/Agency Head Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>



	concessionaire to CSA Frontline and wait for turn			
2. Go to Customer Service Assistant (CSA) Frontline and present SOA. If SOA is not available, provide account holder's name and address.	2.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Search the concessionaire's account in the Billing & Collection System (BCS) 2.3 If with outstanding balance, direct concessionaire to Teller for payment	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>
3. Proceed to Teller. Pay outstanding balance and Reconnection Fee	3.1 Accept payment and Issue Service Invoice/s	As Billed (arrears) PHP 150.00 (RF)	2 minutes	<i>Collection Assistant / Cashiering Assistant Finance Services Section</i>
4. Go back to CSA Frontline and present Service Invoice/s	4.1 Prepare Service Request (SR) for reconnection and record same in the Database of Concessionaire's Concerns.	None	10 minutes	<i>CSA Frontline Commercial Services Section</i>
5. Sign the SR.	5.1 Inform concessionaire that reconnection is within 24 hours after payment.	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>
6. Wait for reconnection of service within 24 hours from payment	6.1 Reconnection by assigned plumber/s	None	24 hours	<i>Plumbers Operations/Technical Services Section</i>
TOTAL :		Arrears + PHP 150.00	19 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				



6. Report on Leakages Before Water Meter and Water Quality/Supply

Concessionaires are encouraged to report any leakages before water meter and concerns regarding water quality or water supply thru visiting the Office (Walk – in), hotline and the QBWD Official Facebook page.

Office or Section:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All QBWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk - in				
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give priority number. Direct concessionaire to CSA Frontline and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline.	2.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns.	None	10 minutes	<i>CSA Frontline Commercial Services Section</i>
3. Sign the SR.	5.1 Inform concessionaire that QBWD will act ASAP or upon availability	None	3 minutes	<i>CSA Frontline Commercial Services Section</i>



	of field personnel or 1 – 3 working days.			
TOTAL :		None	14 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive thru Hotline				
1. Call/Text QBWD Hotline	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days.	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>
TOTAL :		None	5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive thru QBWD Official Facebook Page				
1. Send Private Message / Comment to QBWD Official FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>



	record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days.			
TOTAL :		None	5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				

7. Senior Citizen Discount and Person With Disability Discount Privilege

Senior Citizens and PWDs can get a 5% discount on their water bills, as long as the accounts are registered in their name, the classification is residential, and their household consumes not more than 30 cubic meters of water in a month.

Office or Section:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All QBWD account holders who are aged 60 and above All QBWD account holders who are recognized as PWDs by DSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If processed by Account Holder:				
1. Valid OSCA ID of the Account Holder (1 copy with 3 specimen signatures); or		Office of the Senior Citizens Affairs (OSCA)		
2. Valid PWD ID of the Account Holder (1 copy with 3 specimen signatures)		Department of Social Welfare and Development (DSWD)		
3. If through representative: a. Authorization Letter from account holder; b. Valid ID of the representative (1 copy)		Person represented Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PACD for assistance	1.1 Ask concessionaire's concern/s, give	None	1 minute	<i>Public Assistance & Complaints Desk</i>



	priority number. Direct concessionaire to CSA Frontline and wait for turn			<i>Officer (PACDO) Commercial Services Section</i>
2. Go to Customer Service Assistant (CSA) Frontline.	2.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 2.2 Check completeness of requirements. If none, provide list of requirements. 2.3 Provide the Application Form for SC Discount / PWD Discount Privilege to be filled – in by the Account Holder	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>
3. Fill – in the Application Form and submit to CSA.	3.1 Verify all the information and requirements provided 3.2 Seek approval on the application 3.3 Set the discount in the Billing and Collection System 3.4 Inform concessionaire that effectivity of the discount privilege is next billing period.	None	10 minutes	<i>CSA Frontline Commercial Services Section</i>
TOTAL :		None	16 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				



OPERATIONS/TECHNICAL SERVICES SECTION

External Services



1. Repair of Transmission and Distribution Line Leak

The repair of transmission line leak (uPVC, steel and iron pipes) is one of the responsibilities of the Operations/Technical Services Section as an answer to complaints by the concessionaires received by the QBWD through walk-in, official hotline number, e-mail, or QBWD's official facebook page.

The activity may involve welding works and excavation in the repair of a leaking transmission/distribution pipe line. The reporting of this kind of leak may be made by somebody who do not have a QBWD water service connection and happened to witness or cause the leak.

Office or Section:		Operations/Technical Services Section (O/TS)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		Anyone who discover the leakage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account name and number (if applicable); 2. Landmark where the leakage is located; 3. Contact details of the complainant; 4. Nearest customer meter to the location of the leakage if known.		QBWD Office, Hotline/E-mail/QBWD Official Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call/Email/Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire	None	5 minutes	CSA Frontline Commercial Services Section



	that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days.			
2. Wait for QBWD updates in 1-3 working days	2.1 The SR shall be forwarded to the O/TS for appropriate action 2.2 The O/TS receives the SR and shall act accordingly; 2.3 Dispatch the SR to the assigned Team for repair 2.4 Assigned repair team to accomplish SR and return to CSA Frontline 2.5 CSA Frontline to record accomplishment in the Database of Concessionaire's concerns and inform the Complainant thru call/text.	None	1-3 working days	<i>Engineering Aide Operations/ Technical Section</i> <i>Water Resources Facilities Operator C Operations/ Technical Section</i> <i>Plumbers Operations/ Technical Section</i> <i>CSA Frontline Commercial Services Section</i>
	TOTAL	None	1 – 3 days & 5 mins.	
END OF CUSTOMER IN-OFFICE TRANSACTION				

2. Repair of Service Line Leak

The repair of service line leak (uPVC and PE Pipes) is one of the responsibilities of the Operations/Technical Services Section as an answer to complaints by the concessionaires received by the QBWD through walk-in, official hotline number, e-mail, or QBWD's official facebook page.

The activity entails only the repair of a leaking pipeline between the main distribution line and the concessionaire's water meter. The reporting of this kind of leak may be made by somebody who do not have a QBWD water service connection and happened to witness or cause the leak. This



is classified as Simple as this normally occur in shallow trenches and affects only a small number of concessionaires.

Office or Section:		Operations/Technical Services Section (O/TS)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		Anyone who discover the leakage		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request:		QBWD Office, Hotline/E-mail/QBWD Official Facebook Page		
1. Account name and number (if applicable); 2. Landmark where the leakage is located; 3. Contact details of the complainant; 4. Nearest customer meter to the location of the leakage if known.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call/Email/Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days.	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>



1. Wait for QBWD updates in 1-3 working days	1.1 The SR shall be forwarded to the O/TS for appropriate action 1.2 The O/TS receives the SR and shall act accordingly; 1.3 Dispatch the SR to the assigned Team for repair 1.4 Assigned repair team to accomplish SR and return to CSA Frontline 1.5 CSA Frontline to record accomplishment in the Database of Concessionaire's concerns and inform the Complainant thru call/text.	None	1-3 working days	<i>Engineering Aide Operations/ Technical Section</i> <i>Water Resources Facilities Operator C Operations/ Technical Section</i> <i>Plumbers Operations/ Technical Section</i> <i>CSA Frontline Commercial Services Section</i>
TOTAL		None	1 – 3 days & 5 mins.	
END OF CUSTOMER IN-OFFICE TRANSACTION				

3. Inspection for New Water Service Connection

The lot of the applicant for new water service connection must be inspected first to determine whether the lot/area is viable for a water service connection.

Office or Section:	Operations/Technical Services Section (O/TS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General Public of Quezon, Bukidnon within the service areas of QBWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Orientation	QBWD
2. Sketch/Location Map	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the Orientation/Seminar for New Water Service Connection	1.1 Conduct an Orientation/Seminar for New Water Service Connection every Wednesday, 9:00AM at QBWD Office	None	2 hours	CSA Frontline Commercial Services Section
2. Submit sketch / location map	2.1 Receive the sketch / location map of the applicants and inform applicants that Inspection will take 1 – 5 working days	None	1 hour	CSA Frontline Commercial Services Section
3. Wait for the Inspection Team within 1 – 5 working days from date of orientation	3.1 Transmit the sketch / location map to the Inspection Team 3.2 Inspection Team receives the sketch / location map and shall conduct inspection within 1 – 5 working days 3.3 During inspection, inform applicants if their application is approved or denied	None	1 - 5 working days	Inspection Team Operations/ Technical Section
TOTAL		None	5 days, 3 hours	
END OF CUSTOMER IN-OFFICE TRANSACTION				

4. Installation of New Water Service Connection

Upon approval of the application for New Water Service Connection, the Operations / Technical Section shall install the new water service connection to the concessionaire.

Office or Section:	Operations/Technical Services Section (O/TS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government



Who may avail:		General Public of Quezon, Bukidnon within the service areas of QBWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application for New Water Service Connection		QBWD		
2. Service Request		QBWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and present Service Invoice/s for New Water Service Connection	1.1 Process the approval for New Water Service Connection and inform applicant that installation will take 6 working days after approval 1.2 Upon approval, create Service Request for installation 1.3 Prepare materials for installation	None	3 working days	<i>CSA Frontline Commercial Services Section</i> <i>Storekeeper Administrative Section</i>
2. Wait for the installation of the water service connection in 6 working days from approval	3.1 Transmit the SR to the Installation Team 3.2 Installation Team receives the SR and shall conduct installation within 6 working days 3.3 Installation team shall accomplish the SR and application form upon	None	6 working days	<i>Installation Team Operations/ Technical Section</i>



	completion of the installation and return same to the CSA Frontline for recording purposes			
TOTAL		None	9 working days	
END OF CUSTOMER IN-OFFICE TRANSACTION				

5. Clustering or Arrange of Water Meters

The re-clustering or re-arrangement of water meters is essential to those water meters which construction assembly are already skewed or have sunk below the standard height.

Office or Section:		Operations/Technical Services Section (O/TS)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Anyone with QBWD water service connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request (SR) for clustering or re-arrangement of water meters		QBWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/ Call/ Email/ Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.4 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.5 Inform concessionaire that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days.	None	5 minutes	CSA Frontline Commercial Services Section



2. Wait for QBWD updates in 1-3 working days	2.1 The SR shall be forwarded to the O/TS for appropriate action	None	1-3 working days	<i>Engineering Aide Operations/ Technical Section</i>
	2.2 The O/TS receives the SR and shall act accordingly;			<i>Water Resources Facilities Operator C Operations/ Technical Section</i>
	2.3 Dispatch the SR to the assigned Team for appropriate action			<i>Plumbers Operations/ Technical Section</i>
	2.4 Assigned team to accomplish SR and return to CSA Frontline			<i>CSA Frontline Commercial Services Section</i>
	2.5 CSA Frontline to record accomplishment in the Database of Concessionaire's concerns and inform the Complainant thru call/text.			
TOTAL		None	3 days, 5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				

6. Response to No Water / Low Water Pressure Complaints (Simple)

The response to no water / low water pressure complaints is one of the responsibilities of the Operations/Technical Services Section as an answer to complaints by the concessionaires received by the QBWD through walk-in, official hotline number, e-mail, or QBWD's official facebook page.

The complaints that are classified as Simple are those that have smaller affected area or that involved only the water supply of the complainant. This response does not include the action taken to answer the complaints that arose from scheduled or emergency water service interruption.

Office or Section:	Operations/Technical Services Section (O/TS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government



Who may avail:		QBWD concessionaires experiencing no water/low water pressure		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account name and number; 2. Contact details of the complainant.		QBWD Office, Hotline/E-mail/QBWD Official Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call/Email/Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire that QBWD will provide feedback within 24 hours.	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>
2. Wait for QBWD updates within 24 hours.	2.1 The SR shall be forwarded to the O/TS for appropriate action 2.2 The O/TS receives the SR and shall act accordingly; 2.3 Dispatch the SR to the Controller for action 2.4 Controller to accomplish SR and return to CSA Frontline 2.5 CSA Frontline to record accomplishment in the Database	None	24 hours	<i>Engineering Aide Operations/ Technical Section</i> <i>Water Resources Facilities Operator C Operations/ Technical Section</i> <i>Controllers Operations/ Technical Section</i> <i>CSA Frontline Commercial Services Section</i>



	of Concessionaire's concerns and inform the Complainant thru call/text.			
TOTAL			24 hours, 5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				

7. Response to No Water / Low Water Pressure Complaints (Highly Technical)

The response to no water / low water pressure complaints is one of the responsibilities of the Operations/Technical Services Section as an answer to complaints by the concessionaires received by the QBWD through walk-in, official hotline number, e-mail, or QBWD's official facebook page.

The complaints that are classified as Highly Technical are those that have larger affected area such as whole barangay or sub-system. This response does not include the action taken to answer the complaints that arose from scheduled or emergency water service interruption.

Office or Section:		Operations/Technical Services Section (O/TS)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		QBWD concessionaires experiencing no water/low water pressure		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account name and number; 2. Contact details of the complainant.		QBWD Office, Hotline/E-mail/QBWD Official Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call/Email/Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of	None	5 minutes	CSA Frontline Commercial Services Section

[illegible]



8. Transfer of Water Meters

The transfer of water meters is required to relocate those water meters that are obstructing the road right-of way, located inside a private property, submerged in water or as requested by a concessionaire.

Office or Section:		Operations/Technical Services Section (O/TS)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		Anyone with QBWD water service connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request (SR) for transfer of water meter/s		QBWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/ Call/ Email/ Send message to QBWD Office or thru Hotline/E-mail/FB Page	1.1 Get the concessionaire's details (e.g. Name, Address, Contact info.) and concern/s. 1.2 Prepare Service Request (SR) for concessionaire's concern/s and record same in the Database of Concessionaire's Concerns. 1.3 Inform concessionaire that QBWD will act ASAP or upon availability of field personnel or 1 – 3 working days, and a Transfer fee of P150.00 for approved location.	None	5 minutes	<i>CSA Frontline Commercial Services Section</i>
2. Wait for QBWD updates in 1-3 working days	2.1 The SR shall be forwarded to the O/TS for appropriate action 2.2 The O/TS receives the SR and shall act accordingly; 2.3 Dispatch the SR to the	None	1-3 working days	<i>Engineering Aide Operations/ Technical Section Water Resources Facilities Operator C Operations/ Technical Section Plumbers</i>



	<p>assigned Team for appropriate action</p> <p>2.4 Assigned team to accomplish SR and return to CSA Frontline</p> <p>2.5 CSA Frontline to record accomplishment in the Database of Concessionaire's concerns and inform the Complainant thru call/text.</p>			<p><i>Operations/ Technical Section</i></p> <p><i>CSA Frontline Commercial Services Section</i></p>
TOTAL		None	3 days, 5 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				



OPERATIONS/TECHNICAL SERVICES SECTION

Internal Services



1. Dissemination of Water Service Interruption Advisory (Emergency)

Dissemination of water service interruption caused by unforeseen circumstances caused by pipeline leaks or bursts, emergency power interruptions that were not coordinated by the First Bukidnon Electric Cooperative (FIBECO), among others.

Office or Section:		Operations/Technical Services Section (O/TS) Administrative Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		QBWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information from the Operations / Technical Section (O/TS)		QBWD: Operations/Technical Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the In-charge for public announcement and provide all the details needed for the advisory	1.1 Receive information and validate details of water service interruption 1.2 Draft materials for water service interruption advisory (Facebook post, website post, radio announcement and text blast) 1.3 Disseminate water service interruption advisory (Facebook post, website post, radio announcement and text blast)	None	1 hour	<i>Engineer B Operations/ Technical Section</i> <i>Administration Services Assistant C Administrative Section</i>
TOTAL		None	1 hour	
END OF TRANSACTION				



2. Dissemination of Water Service Interruption Advisory (Scheduled)

Dissemination of scheduled water service interruption due to tapping works, power interruption coordinated by First Bukidnon Electric Cooperative (FIBECO), installation of water infrastructure appurtenances, maintenance activities, among others.

Office or Section:		Operations/Technical Services Section (O/TS) Administrative Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		QBWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information from the Operations / Technical Section (O/TS)		QBWD: Operations/Technical Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the In-charge for public announcement and provide all the details needed for the advisory	1.1 Receive information and validate details of water service interruption 1.2 Draft materials for water service interruption advisory (Facebook post, website post, radio announcement and text blast) 1.3 Disseminate water service interruption advisory (Facebook post, website post, radio announcement and text blast)	None	1 hour	<i>Engineer B Operations/ Technical Section</i> <i>Administration Services Assistant C Administrative Section</i>
TOTAL		None	1 hour	
END OF TRANSACTION				



FINANCE SERVICES SECTION

External Services



1. Payment of Water Bill

Concessionaires are obliged to pay their monthly billing. Failure to pay the required bill shall be ground for disconnection of water service.

Office or Section:	Commercial Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All QBWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (SOA)		QBWD upon reading		
2. For concessionaire's with Withholding Tax: a. SOA b. BIR Form 2307 (1 original & 1 duplicate)		QBWD upon reading Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number in the QBWD Queuing Machine or go to PACD for assistance	1.1 Assist concessionaire's in obtaining priority number from the Kiosk. Direct concessionaire to Teller and wait for turn. 1.2 If without SOA, give the billing details and direct concessionaire to the Kiosk and wait for turn	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO) Commercial Services Section</i>
2. Go to Teller. Give SOA, BIR Form 2307, if applicable, and Payment.	2.1 Accept Payment, sign BIR Form 2307, if applicable, and Issue Service Invoice/s	As Billed	2 minutes	<i>Collection Assistant / Cashiering Assistant Finance Services Section</i>
3. Receive and check Service Invoice/s and count loose change, if any.		None	1 minute	
TOTAL :		As Billed	4 minutes	
END OF CUSTOMER IN-OFFICE TRANSACTION				



2. Disbursements of Approved Checks

Releasing of Approved Checks to Suppliers
 Customer in- Office Transaction
 Payment to Suppliers of 30 days payment terms.

Office or Section :		Finance Services Section		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail :		QBWD Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of Check:				
1.Original Official Receipt/Collection Receipt		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 1 and ask if check/s are available for collection.	1.1 Check Approved Checks Report if Client's Name or Supplier's name is listed.	None	1 minute	<i>Disbursement Officer</i> Finance Services Section
	1.2 If check is already approved for release, ask client to wait awhile and prepare relevant documents while Disbursement Officer goes to the safety vault to get the checks.		2 minutes	<i>Disbursement Officer</i> Finance Services Section
2. Check the written details in the logbook and affix signature	2.1 Upon return to Counter 1, Disbursement Officer shall check the attached BIR Form 2307 and BIR Form 2306 details	None	5 minutes	<i>Disbursement Officer</i> Finance Services Section



	<p>versus the amount written in the disbursement voucher (withholding taxes payable).</p> <p>2.2 After thorough checking, log per approved check in the logbook. This includes details such as disbursement voucher number, payees name, bank name, check number and amount of check.</p> <p>2.3 Direct supplier to sign in the logbook's received portion.</p>			
<p>3. Receive Disbursement Voucher and affix required signatures. Issue Invoice/s per approved check with precise amount indicated therein.</p>	<p>3.1 Guide the supplier in signing the Box D of the disbursement voucher and in the BIR Form received by portion.</p> <p>3.2 Direct supplier to issue an Official Invoice/s</p>	None	5 minutes	<p><i>Disbursement Officer</i> Finance Services Section</p>
<p>4. Tender Issued Invoice/s along with the Disbursement Voucher to the</p>	<p>4.1 Accept Issued Invoice/s and check if all entries are complete and correct. Attach Invoice/s in the</p>	None	2 minutes	<p><i>Disbursement Officer</i> Finance Services Section</p>



Disbursement Officer.	Disbursement Voucher.			
	TOTAL :	None	15 Minutes	

3. Acceptance of Payment Paid Through LBP, LDDAP ADA Online, LBP Link-Biz Portal, and GCash

Collection: Issuance of Official Receipts for LBP LDDAP-ADA, Link-Biz Portal and GCash Payments of Government & Private Agencies/Individuals

Office or Section :		Finance Services Section		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail :		Government Agencies, private organizations/individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of QBWD Official Receipt: For LBP, LDDAP ADA Online 1. Accomplished LDDAP- ADA(List of Due and Demandable Accounts Payable – Advice to Debit Accounts) Form (validated by LBP) 2.BIR Form 2307 For LBP Link-Biz Portal Payment: 1. Link-Biz Portal Confirmation Report from LBP		Land Bank of the Philippines Servicing Branch Client Generated by QBWD Collection Officer on a daily basis from the Link-Biz portal online site		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Payment Paid Through LBP, LDDAP ADA Online:				
1. Go to Counter 3 and present the required documents.	1.1 Receive and check requirements submitted by the customer.	None	1 minute	<i>Collection Assistant/Teller</i> Finance Services Section
	1.2 Endorse the documents to Cashiering Assistant to validate request by generating the bank statement through weAccess on the day the LDDAP- ADA(List of Due and	None	5 minutes	<i>Cashiering Assistant</i> Finance Services Section



	Demandable Accounts Payable – Advice to Debit Accounts) Form was validated by LBP. Check if the amount indicated in the ADA was credited on the bank statement			
2. Receive the Service Invoice/s from the Collection Assistant.	2.1 Once verified, return the documents to Collection Assistant/ Teller for issuance of Service Invoice under the name of the agency.	None	2 minutes	<i>Collection Assistant/Teller</i> Finance Service Section
	TOTAL:	None	8 minutes	
For Payment Paid Through LBP Link-Biz Portal:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 1 and request for Service Invoice.	1.1 Verify the payment from the generated daily LBP Link-Biz Portal report. 1.2 If present get the Service Invoice from the file of unclaimed official service invoices for Link-Biz Portal payments.	None	5 minutes	<i>Cashiering Assistant</i> Finance Services Section
	TOTAL:	None	5 minutes	



For Payment Paid Through GCash:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 1 and request for Service Invoice.	<p>1.3 Verify the payment from the generated daily GCash Usage report.</p> <p>1.4 If present get the Service Invoice from the file of unclaimed official service invoices for GCash payments.</p>	None	5 minutes	<i>Cashiering Assistant</i> Finance Services Section
	TOTAL:	None	5 minutes	



FINANCE SERVICES SECTION

Internal Services



1. Processing of Disbursement Voucher (Payment to Suppliers)

This procedure will start from the receipt of Budget Utilization Slip (BUS) and Disbursement Voucher (DV) from the requisitioning section attached with complete required documents and ends with the endorsement of the duly certified Disbursement Voucher (DV) to Finance Services Section for check issuance and payment.

Office or Section :	Finance Services Section
Classification :	Complex
Type of Transaction :	G2G – Government to Government
Who may Avail :	Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>The processing of Disbursement Voucher (DV) Form shall include the following documents:</p> <p>For Goods:</p> <ol style="list-style-type: none"> 1. Budget Utilization Slip (BUS) 2. Purchase Requisition (PR) 3. Purchase Order (PO) 4. Journal Entry Voucher (JEV) 5. Cash Advance (CA), if applicable 6. Annual Procurement Plan (APP) 7. Project Procurement Management Plan (PPMP) 8. Quotation (at least 3 copies) 9. BAC Resolution 10. Sales Invoice 11. Delivery Receipt 12. Inspection and Acceptance Report 14. Computation of Liquidated Damages, if applicable 15. Abstract of Bids 16. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) <p>For Projects and Other Services</p> <ol style="list-style-type: none"> 1. Budget Utilization Slip (BUS) 2. Purchase Requisition (PR) 3. Purchase Order (PO) 4. Journal Entry Voucher (JEV) 5. Cash Advance (CA), if applicable 6. Annual Procurement Plan (APP) 7. Project Procurement Management Plan (PPMP) 8. Quotation (at least 3 copies) for Services 9. BAC Resolution 10. Sales Invoice 11. Delivery Receipt 12. Approved Work Order / Detailed Estimates / Variation Order 	<ul style="list-style-type: none"> • Requisitioning Sections • Finance Services Section



13.Certificate of Acceptance 14.Board Resolution 15.Notice to Award / Notice to Proceed 16.Project Completion and Inspection Report (PCIR) 17.Progress Billing Report 18.Computation of Liquidated Damages, if applicable 19.Abstract of Bids 20.Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Responsible sections submits BUS form to Designated Budget Officer.	1.1 Validate completeness and accuracy of the attached required documents before acceptance for processing. 1.2. Record the request for payment in the budget monitoring report and affix signature in the BUS certifying "availability of funds". 1.3. Return signed BUS, DV and attachments to requisitioning section.	None	Process 1.1-1.3 0.5 day/ half day	<i>Designated Budget Officer</i> Administrative Section
2. Requisitioning section forward the signed BUS, DV form and attachments to Finance Section.	2.1. Receives DV, BUS and attachments after checking completeness of attachments and validity of transaction. 2.2. Assign DV number to the received DV form and log the same in the Disbursement Voucher log. 2.3 Prepare BIR Forms 2306 and	None	Process 2.1 to 2.7 1 day	<i>Accounting Processor A</i> Finance Services Section <i>Accounting Processor A</i> Finance Services Section



	2307 (withholding tax forms if applicable). 1.4 Prepare Journal Entry Voucher (JEV). 1.5 Forwards the DV, BUS, supporting documents, BIR Form 2306 and 2307 to Head of Finance Section. 2.6 Review the validity and completeness of attachments to the DV, affix signature on the box B “certifying documents complete and cash available” of the DV and the “authorized withholding agent” portion of BIR Forms 2306 and 2307. 2.7. Forwards the signed DV with attached BIR Forms 2306 and 2307 to Cashiering Assistant/Disbursement Officer for issuance of check.			<i>Head of Finance Section</i> Finance Services Section
	TOTAL:	None	1.5 days	

Remarks: Average transactions received on a daily basis ranged from 12-15 of different nature and degree of complexity.

2. Disbursement of Petty Cash to Employees

Releasing of Petty Cash to Employees

Payment to Suppliers of cash basis payment terms with Php 1,000.00 or less amount of transaction.

Office or Section :	Finance Services Section
Classification :	Simple
Type of Transaction :	G2G – Government to Government
Who may avail :	QBWD Employees for Payment to Suppliers and Reimbursements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>For Claiming of Petty Cash Advance: 1. Completely filled-up and duly approved Petty Cash Voucher 2. Purchase Request</p> <p>For Liquidation of Petty Cash Advance: 1. Original Official Receipt/Collection Receipt/ Original Charge/Sales Invoice/Original Delivery Receipt 2. Inspection and Acceptance Report 3. Waste materials report (for repairs and maintenance of motorcycles)</p> <p>For Reimbursement of Petty Cash Expenses: 1. Completely filled-up and duly approved Petty Cash Voucher 2. Purchase Request 3. Original Official Receipt/Collection Receipt/ Original Charge/Sales Invoice/Original Delivery Receipt 4. Inspection and Acceptance Report 5. Waste materials report (for repairs and maintenance of motorcycles)</p>		<p>Forms Table</p> <p>Procurement Officer</p> <p>Supplier</p> <p>Procurement Officer Property Custodian</p> <p>Forms Table</p> <p>Procurement Officer</p> <p>Supplier</p> <p>Procurement Officer Property Custodian</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Claiming Petty Cash Advance:				
1. Go to Counter 1 and look for Petty Cash Custodian. Submit pertinent documents.	<p>1.1 Upon receipt of request, review the petty cash voucher if duly filled-up and approved and approved purchase request is attached. If found to be lacking, direct employee to submit the lacking documents.</p> <p>1.2 Receive required documents and duly attach</p>	None	2 minutes	<i>Petty Cash Custodian</i> Finance Services Section



	into the petty cash voucher.			
2. Receive disbursed amount from the Petty Cash Custodian	2.1 Cash out the amount indicated in the Petty Cash Voucher.	None	2 minutes	<i>Petty Cash Custodian</i> Finance Services Section
3. Affix signature on the Petty Cash Voucher	3.1 Direct employee to affix signature into the payment received portion.	None	1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	3.2 File the petty cash voucher awaiting liquidation.	None	1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	TOTAL :	None	6 Minutes	
For Liquidation of Petty Cash Advance:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 1 and look for Petty Cash Custodian. Submit pertinent documents.	1.1 The Petty Cash Custodian shall get the petty cash voucher from the file.	None	1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	1.2 Receive the pertinent documents submitted. If found to be lacking, direct employee to submit the lacking documents.		3 minutes	<i>Petty Cash Custodian</i> Finance Services Section
	1.3 Attach the documents into the petty cash voucher.		1 minute	<i>Petty Cash Custodian</i> Finance Services Section
2. Affix signature on the liquidation submitted portion of the petty cash voucher.	2.1 Direct employee to sign the Petty cash voucher.		1 minute	<i>Petty Cash Custodian</i> Finance Services Section



	2.2 File the petty cash vouchers and supporting documents to the file awaiting replenishment.		1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	TOTAL :	None	7 Minutes	
For Reimbursement of Petty Cash Expenses:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Counter 1 and look for Petty Cash Custodian. Submit pertinent documents.	1.1Upon receipt of request, review the petty cash voucher if duly filled-up and supporting documents are complete. If found to be lacking, direct employee to submit the lacking documents	None	4 minutes	<i>Petty Cash Custodian</i> Finance Services Section
2. Receive disbursed amount from the Petty Cash Custodian	2.1 Cash out the amount indicated in the Petty Cash Voucher.	None	2 minutes	<i>Petty Cash Custodian</i> Finance Services Section
3.Affix signature on the Petty Cash Voucher	3.1 Direct employee to affix signature into the payment received portion.	None	1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	3.2 File the petty cash vouchers and supporting documents to the file awaiting replenishment.	None	1 minute	<i>Petty Cash Custodian</i> Finance Services Section
	TOTAL:	None	8 minutes	



ADMINISTRATIVE SECTION

External Services



1. Issuance of Certification of Employment (For Separated Employees)

Certification duly signed by the Administrative Section Head is issued to separated employees (e.g. retirees) needing this document for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PHIC, and HDMF. This includes COEs with job descriptions/functions, salaries and benefits.

Office or Section:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Separated Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished ADMIN/HR Form No. 2020-06-01 (Request Form) (1 copy only)		QBWD: Administrative Section Requester Requester		
For Verification of Data: 1. Employment Clearance (Cleared from accountabilities and has no pending case)				
For Claiming of COE: 1. Identification card / Authorization Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ADMIN/HR Form No. 2020-06-01 to the in-charge	1.1 Accept accomplished form and check the completeness of details. 1.2 Check entries of employee details in the Database of Employees. Check if the separated employee has a complete scanned documents and entries. 1.3 Validate data with existing	None	3 days	Utilities / Customer Service Assistant E Administrative Section Industrial Relations Management Officer A Administrative Section



	201 records and documents if there are entries that need verification. Prepare Certification. 1.4 Have the COE checked by the Supervisor and approved / signed by the Administrative Section Head. 1.5 Release document to citizen.			
TOTAL :		None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION				

2. Issuance of Certification of Employment: Clearance from Accountabilities and Certification of Good Moral Character (For Separated Employees)

Certification noting clearance from accountabilities and good moral character duly signed by the Administrative Section Head is issued to separated employees needing this document for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PHIC, and HDMF. This is only given to employees without pending cases and those cleared from any accountabilities.

Office or Section:	Administrative Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Separated Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished ADMIN/HR Form No. 2020-06-01 (Request Form) (1 copy only)		QBWD: Administrative Section Requester	
For Verification of Data: 1. Employment Clearance (Cleared from accountabilities and has no pending case)			
For Claiming of COE:			



1. Identification card / Authorization Letter		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ADMIN/HR Form No. 2020-06-01 to the in-charge	<p>1.1 Accept accomplished form and check the completeness of details.</p> <p>1.2 Check entries of employee details in the Database of Employees. Check if the separated employee has a complete scanned documents and entries.</p> <p>1.3 Validate data with existing 201 records and documents if there are entries that need verification. Check if employee has been cleared from any case or accountabilities Inform client should you require further validation of documents. Prepare Certification.</p> <p>1.4 Have the COE checked by the Supervisor and approved / signed by the</p>	None	3 days	<p><i>Utilities / Customer Service Assistant E Administrative Section</i></p> <p><i>Industrial Relations Management Officer A Administrative Section</i></p>



	Administrative Section Head.			
	1.5 Release document to citizen.			
TOTAL :		None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION				

3. Issuance of Employment Service Records (For Separated Employees)

Employee Service Record duly signed by the Administrative Section Head is issued to separated employees (e.g. retirees) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PHIC, and HDMF.

Office or Section:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Separated Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished ADMIN/HR Form No. 2020-06-01 (Request Form) (1 copy only)		QBWD: Administrative Section Requester Requester		
For Verification of Data: 1. Employment Clearance (Cleared from accountabilities and has no pending case)				
For Claiming of COE: 1. Identification card / Authorization Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ADMIN/HR Form No. 2020-06-01 to the in-charge	1.1 Accept accomplished form and check the completeness of details. 1.2 Check entries of employee details in the Database of Employees. Check if the separated	None	5 days	Utilities / Customer Service Assistant E Administrative Section Industrial Relations Management Officer A Administrative Section



	<p>employee has a complete scanned documents and entries.</p> <p>1.3 Validate data with existing 201 records and documents if there are entries that need verification, including salary increases / adjustments. This includes clearance from accountabilities and pending cases. Prepare Service Record.</p> <p>1.4 Have the SR checked by the Supervisor and approved / signed by the Administrative Section Head.</p> <p>1.5 Release document to citizen.</p>			
TOTAL :		None	5 days	
END OF CUSTOMER IN-OFFICE TRANSACTION				



ADMINISTRATIVE SECTION

Internal Services



1. Issuance of Materials to Requisitioning Sections

The stock materials are issued to requisitioning sections to be used for repair and maintenance, operations and projects.

Office or Section :		Administrative Section		
Classification :		Simple		
Type of Transaction :		G2G – Government to Government		
Who may avail :		Requisitioning Sections		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly signed and approved Requisition and Issue Slip (RIS) (1 original copy and 1 duplicate copy).		QBWD Forms Table		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Requisition and Issue Slip (RIS) to the Storekeeper.	1.1 Check and accept the Requisition and Issue Slip (RIS) from the requester. 1.2 Gather requested materials and supplies from the bins. 1.3 Check the gathered stock items before issuance. 1.4 Affix the signatures on the Requisition and Issue Slip (RIS).	None	10 minutes	<i>Storekeeper Administrative Section</i>
2. Receive the requested items from the storekeeper.	2.1 Check and accept the Requisition and Issue Slip (RIS) from the requester. 2.2 Release the requested stock materials.	None	10 minutes	<i>Storekeeper Administrative Section</i>



	2.3 Encode the requested items in the Stock Ledger Cards.			
	2.4 Encode all RIS issuances for the day in the Report on Supplies and Materials Issued for submission to Finance Section.			
	TOTAL:	None	20 minutes	

2. Preparation and submission of Property Acknowledgement Receipt

The Property Acknowledgement Receipt (PAR) are issued to accountable employees who are needing these documents to monitor and validate their accountabilities and serve as guide for their request for transfer of accountabilities to another accountable employee.

Office or Section:		Administrative Section		
Classification :		Simple		
Type of Transaction :		G2G – Government to Government		
Who may avail :		Government Employees and Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly accomplished and approved Property Acknowledgement Receipt (PAR) from the requisitioning accountable employee (1 original copy)		Storekeeper		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished and approved PAR to the Storekeeper.	1.1. Accept accomplished PAR and check the completeness of details.	None	1 minute	Storekeeper / Property Custodian Administrative Section
	1.2. Affix signatures of the in-charge employee.		1 minute	
	1.3. Issue the requested property/equipment to the requisitioning employee.		2 minutes	



	1.4. Record the issuance in the Property Ledger Card.		2 minutes	
TOTAL		None	6 minutes	

3. Issuance of Certification of Employment (Employees in the Active Roll)

Certification duly signed by the Administrative Section Head is issued to employee/s (active roll) needing this document for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PHIC, and HDMF. This includes COEs with job descriptions/functions, salaries and benefits.

Office or Section:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished ADMIN/HR Form No. 2020-06-01 (Request Form) (1 copy only)		QBWD: Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ADMIN/HR Form No. 2020-06-01 to the in-charge	1.1 Accept accomplished form and check the completeness of details. 1.2 Check entries of employee details in the Database of Employees. 1.3 Validate data with existing 201 records and documents if there are entries that need	None	3 days	<i>Utilities / Customer Service Assistant E Administrative Section Industrial Relations Management Officer A Administrative Section</i>



	verification. Prepare Certification. 1.4 Have the COE checked by the Supervisor and approved / signed by the Administrative Section Head. 1.5 Release document to citizen.			
TOTAL :		None	3 days	
END OF CUSTOMER IN-OFFICE TRANSACTION				

4. Issuance of Employment Service Records (Employees in the Active Roll)

Employee Service Record duly signed by the Administrative Section Head is issued to employee/s (active role) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PHIC, and HDMF.

Office or Section:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished ADMIN/HR Form No. 2020-06-01 (Request Form) (1 copy only)		QBWD: Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ADMIN/HR Form No. 2020-06-01 to the in-charge	1.1 Accept accomplished form and check the completeness of details. 1.2 Check entries of employee details in the	None	5 days	<i>Utilities / Customer Service Assistant E Administrative Section</i> <i>Industrial Relations Management Officer A Administrative Section</i>



	<p>Database of Employees.</p> <p>1.3 Validate data with existing 201 records and documents if there are entries that need verification, including salary increases / adjustments. Prepare Service Record.</p> <p>1.4 Have the SR checked by the Supervisor and approved / signed by the Administrative Section Head.</p> <p>1.5 Release document to citizen.</p>			
TOTAL :		None	5 days	
END OF CUSTOMER IN-OFFICE TRANSACTION				



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill out Customer Feedback form and drop it at the designated drop box located at the Public Assistance Complaints Desk (PACD) or send through QBWD Official Facebook Page.</p> <p>Contact info: 0917-598-9322 FB Official Page: https://www.facebook.com/QBWDSafeWaterIsLife</p>
How feedbacks are processed	<p>Every first working day of the week, PACD or assigned Commercial Services Section personnel opens the drop box and QBWD Official FB Page and consolidates all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to sections who are required to answer within three (3) days from receipt of feedback.</p> <p>Answers to feedback are relayed to the citizen.</p> <p>For inquiries and follow ups, clients may contact 0917-598-9322.</p>
How to file a complaint	<p>To file a complaint against the QBWD, provide the following details via walk-in, e-mail or through QBWD Official FB Page:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints against QBWD to:</p> <ol style="list-style-type: none"> 1. QBWD Office, Government Complex, Purok 2, Libertad, Quezon, Bukidnon; 2. quezonwaterdistrict@gmail.com; 3. FB Official Page: https://www.facebook.com/QBWDSafeWaterIsLife <p>For follow-ups or queries, the contact information are as follows: 0917-598-9322</p>
How complaints are processed	<p>All complaints received against the QBWD will be processed by PACD or assigned Commercial Services Section personnel.</p> <p>The PACD browses, evaluates, and determines the complaints received on a daily basis. The PACD shall coordinate with the concerned section to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the</p>



	<p>concerned Section Head shall create an incident report for the General Manager, for appropriate action.</p> <p>The PACD shall give the feedback to the clients via email or written response.</p> <p>For follow-ups or queries, the contact information are as follows: 0917-598-9322.</p>
Contact Information of QBWD, ARTA, PCC, and CCB	<p>QBWD: 24-hour hotline: 0917-598-9322 E-mail: quezonwaterdistrict@gmail.com Official Facebook Page: Quezon Bukidnon Water District – QBWDSafeWaterIsLife</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

VII. List of Offices

Office	Address	Contact Information
Quezon Bukidnon Water District	Government Complex, Purok 2, Libertad, Quezon, Bukidnon	0917-598-9322

For Strict Compliance:


RAFAEL H. FRANCISCO
 General Manager