



MENDEZ WATER DISTRICT

CITIZEN'S CHARTER

2025 (2nd edition)



HISTORY

Mendez Water District (MWD) acquired the ownership and management of the existing water supply system in Mendez, Cavite from National Waterworks and Sewerage Authority (NAWASA) on October 28, 1989 in accordance with Presidential Decree No. 198 (The Provincial Water Utilities Act of 1973) as amended. The MWD was issued Conditional Certificate of Conformance (CCC) NO. 424 dated November 24, 1989 after it complied with the minimum requirements of the local utilities administration. Since then, the water district operates and maintains the water supply system of Mendez, Cavite.

At present, 85 percent of the area of the municipality is under the MWD. MWD water supply is under Level III which means that water supplied to the consumers individually using underground pipelines connection. MWD has 9 pumping stations. As of December 2024, it has a total active service connection of 6,439.

At present, the MWD has a total of 35 employees headed by a general manager and governed by a five-member board of directors.

MISSION

It believes that supply of potable water is a vital part of community progress.

It believes that the water provided by the district is the source of life of the citizenry of Mendez.

It is committed to public service through a good and beneficial relationship with its clientele.

VISION

The District as an independent government body envisioned to provide ample water supply to promote community development and progress. It also dreams of developing a staff that will place public service as its top priority.



GOAL

To improve its system 100% through a twenty four hour water supply and the continuing expansion of its service connections.

STRATEGIC OBJECTIVES

- Expand the water facilities to accommodate the projected programs of the organization and its service to the community.
- Provide for the long term financial stability.
- Achieve and maintain outstanding customer service.
- Enhance the competencies and skill of the staff on basic work place skills through personal development plan.



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1. Change Account Name/Address

Request for change name / address of the concessionaire's account (for active service connection).

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (No Noon Break)

| Office or Division: | Commercial Services Division | | | |
|---|---|-----------------|--------------------|-----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. Service Request Form (1 original) | Customer Service Section | | | |
| 2. Government Issued ID (1 photocopy) | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office | | | |
| 3. Deed of Sale/ Tax Declaration/Land Title, Land Award or any proof of ownership (1 photocopy)/ | Local Assessor's Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Request Form for Change of Name/Address and all the requirements to the Commercial unit | 2.1 Accept and verify the submitted requirements. 2.2 Reflect the requested change in the Billing and Collection System. | None | 3 mins. 2 mins. | Customer Services Assistant |
| END OF TRANSACTION | | | | |

2. Change of Ballvalve or Lockwing

Concessionaire request of change of ballvalve or lockwing

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (No Noon Break)



| Office or Division: | Commercial Division | | | |
|--|---|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide details of service connection | 1. Prepare maintenance job order form and inform concessionaire to purchase ballvalve or lockwing from outside source | None | 5 mins | PACD Officer of the Day |
| | 2. Change of ballvalve or lockwing | None | 30 mins | Maintenance Team |
| END OF TRANSACTION | | | | |

3. Change of Water Meter (Defective or Stucked)

Concessionaire request of water meter replacement if stucked or defective water meter

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (No Noon Break)

| Office or Division: | Commercial Division | | | |
|----------------------------------|--|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Service Request Form | | MWD Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Service Request | 1.1 Accept and review the Service Request | None | 5 mins | PACD Officer of the Day |



| | | | | |
|---------------------------|--|------|---------|-----------------------|
| Form | Form | | 1 min. | |
| | 2. Prepares maintenance job order form | None | 2 mins | Water Maintenance Man |
| | 3. Change of water meter | None | 30 mins | Maintenance Team |
| END OF TRANSACTION | | | | |

4. Change of Water Meter (Lost or Destroyed)

Concessionaire request of water meter replacement if lost or destroyed water meter

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (No Noon Break)

| Office or Division: | Commercial Division | | | |
|------------------------------------|---|--|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Service Request Form | | MWD Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Service Request Form | 1.1 Accept and review the Service Request Form 1.2 Inform the concessionaire of the amount to be paid. | None | 5 mins 1 min. | PACD Officer of the Day |
| 2. Proceed to Cashier for payment | 2.1 Issue Official Receipt 2.2 Inform the engineering unit that payment has been made | Cost of water meter and materials at the time of payment | 2 mins. 1 min. | Cashier |



| | | | | |
|---------------------------|--|----------|---------|-----------------------|
| | | plus 30% | | |
| | 3. Prepares maintenance job order form | None | 2 mins | Water Maintenance Man |
| | 4. Change of water meter | None | 30 mins | Maintenance Team |
| END OF TRANSACTION | | | | |

5. Inspection due to high reading

Concessionaire request of inspection due to high reading

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (No Noon Break)

| Office or Division: | Maintenance Section | | | |
|--|---|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide details of service connection | 1. Prepare maintenance job order form | None | 5 mins | PACD Officer of the Day |
| | 1.1 Inspection of water meter 1.2 Inform the concessionaire of the result of the inspection If wrong reading, inform the commercial section the correct reading | None | 20 mins | Maintenance Team |
| | Correct the | None | 15 mins | Sr. Water |



| | | | | |
|---------------------------|---|--|--|-----------------|
| | reading in the billing system and revise water bill of the concessionaire | | | Maintenance Man |
| END OF TRANSACTION | | | | |

6. Payment for Water Bill

The Water District, under the law, may sell water under its control, under schedules of rates and charges as may be determined by the Board, to any and all water users within the district. The district, as far as practicable, shall fix such rates and charges for water as will result in revenues which will defray the operating expenses of the district and the like. It is mandated by law to issue an official receipt as proof of obtaining the water services rendered by the district, materials used and receiving payments from the concessionaires.

| COLLECTION OFFICES | LOCATION | SCHEDULE OF AVAILABILITY OF SERVICE |
|------------------------------|---|--|
| 1. MWD annex office | Market site, Galicia II, Mendez, Cavite | 8:00 am to 5:00 pm Monday-Friday (No Noon Break) |
| 2. Online payment Partners | Gcash, Maya, | Online |
| 3. ECPAY collecting partners | MLhuiller, 7-Eleven | Store hours |
| 4. Online deposit | Landbank | Online |

6.1 Concessionaires with Water Bill

| Office or Division: | Commercial Services Division | | | |
|---|--|-------------------------------------|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| Water Bill | MWD - Commercial Services Division Staff | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the water bill which states the amount they have to pay. | 1. Accept the payment and issue an official receipt. | The equivalent amount of water used | 1 min. | Cashier |



| | | | | |
|---------------------------|--|---------------------------|--|--|
| | | within the covered month. | | |
| END OF TRANSACTION | | | | |

6.2 Concessionaires without Water Bill

| Office or Division: | Commercial Services Division | | | |
|---|--|---|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide the account name or account number | 1. Validate and provide the amount to be paid | The equivalent amount of water used within the covered month. | 2 mins. | Cashier |
| 2. Give the payment to the cashier | 2. Accept the payment and issue official receipt | | 1 min. | Cashier |
| END OF TRANSACTION | | | | |

7. Repair of Leak

Concessionaire request of repair of leak in service line

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (No Noon Break)

| | |
|----------------------------|---------------------|
| Office or Division: | Maintenance Section |
| Classification: | Simple |



| Type of Transaction: | Government-to-Citizens | | | |
|--|---|------------------------|-------------------|-------------------------|
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Provide details of service connection | 2. Prepare maintenance job order form | None | 5 mins | PACD Officer of the Day |
| | 2.1 Go to site and inform concessionaire if there are needed materials for the repair. 2.2 Repair leak | None | 15 mins 1 hour | Maintenance Team |
| END OF TRANSACTION | | | | |

8. Request for Reconnection

Request of concessionaires for reconnection of closed accounts

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am - 5:00 pm (*No Noon Break*)

| | | |
|--|---|------------------------|
| Office or Division: | Commercial and Maintenance sections | |
| Classification: | Simple | |
| Type of Transaction: | Government-to-Citizens | |
| Who may avail: | All concessionaires of Mendez Water District | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Service Request Form | MWD Office | |
| Government Issued ID of representative (1 photocopy) If through representative: -Authorization Letter from the owner (1 original) -Government Issued ID of representative (1 photocopy) | Registered Owner BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office | |



| -Government Issued ID of representative (1 photocopy) | | | | |
|--|--|---|--------------------------|-------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Service Request Form and other requirements if necessary | 1.1 Receive the Service Request Form 1.2. Checks the account and explain to the client necessary fees to be paid. | None | 1 min. 3 mins | PACD Officer of the Day |
| 2. Proceed to the Cashier | 2. Process payment and Issue Official Receipt (OR). | -If closed for 3 months and below, 100.00. -If closed for 3 months above, 300.00. -If closed for 5 years and above, cost of water meter and other fittings deemed necessary for replacement and 300.00 reconnection fee | 5 mins. | Cashier |
| | 3. Reconnect service connection -below 5 years -5 years and above | | 15 mins. 30 mins. | Maintenance Team |
| END OF TRANSACTION | | | | |

9. Request for Temporary Disconnection

Request for voluntary disconnection of service connection



SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am - 5:00 pm (*No Noon Break*)

| Office or Division: | Commercial and Maintenance section | | | |
|--|---|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Service Request Form | | MWD Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up and submit the Service Request Form | 1. Accept the Service Request Form 1.1 Check and inform the client if there are arrears to be paid | None | 2 mins. | PACD Officer of the Day |
| 2. Proceed to the Cashier for payment of arrears | 2. Issues Official Receipt | Amount of arrears | 2 mins. | Cashier |
| | 3. Prepares Maintenance Job Order Form and Submit to the Engineering unit | None | 3 mins. | PACD Officer of the Day |
| | 4. Disconnect the service connection | None | 15 mins. | Maintenance Team |
| END OF TRANSACTION | | | | |

10. Senior Citizen's Discount Application

It is an act to maximize the contribution of Senior Citizens to Nation Building, grant of a minimum of five percent (5%) and for other purposes. The grant of a minimum of five percent (5%) discount relative to the monthly utilization of water supplied by the public



utilities. That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing there in. provided, further, that the monthly consumption of water does not exceed thirty cubic meters (30 m³). – Republic Act No. 7432 Sec. 4 (c).

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm (*No Noon Break*)

| Office or Division: | Commercial Services Division | | | |
|--|---|------|------------|--------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All Senior Citizen concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| Conditions: | | | | |
| 1. Meter registration should be in the name of the senior citizen for a period of one year. 2. The Senior Citizen must be a resident of the household. 3. Consumption should not exceed 30 cubic meters 4. Discount is granted per household regardless of the number of senior citizens living therein 5. A senior citizen can only avail of one service connection discount 6. Water connection must be residential | MWD office | | | |
| Barangay Clearance specifying the purpose. | Barangay where the applicant resides | | | |
| Photo copy of Senior Citizen Identification Card. | Local Office of the Senior Citizen's Affairs | | | |
| Senior Citizen Discount Availment Form. | MWD - Commercial Services Section | | | |
| If through representative: | | | | |
| - Authorization Letter of the senior citizen (1 original) | Senior Citizen Concessionaire | | | |
| - 1 Government Issued ID of the representative (1 photocopy) | BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office | | | |
| CLIENT STEPS | AGENCY | FEES | PROCESSING | PERSON |



| | ACTIONS | TO BE PAID | TIME | RESPONSIBLE |
|--|---|------------|-------------------------|-----------------------------|
| 1. Secure and submit all the requirements needed and fill up the Senior Citizen Discount Availment form. | 2.1 Accept and check the Senior Citizen Discount Form and requirements submitted 2.2 Approve and update the Concessionaire's Account | None | 10 mins. 3 mins. | Customer Services Assistant |
| END OF TRANSACTION | | | | |

11. Service Application/Installation of Water Service Application

Application of new service connection within the service area of Mendez Water District

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

| Office or Division: | Engineering, Maintenance and Water Quality Division |
|---|---|
| Classification: | Highly Technical Transaction |
| Type of Transaction: | Government-to-Citizens |
| Who may avail: | All concessionaires of Mendez Water District |
| CHECKLIST OF REQUIREMENTS | |
| Barangay Clearance stating the residency in Mendez, Cavite, specifying the purpose “for water installation application” (1 original copy) | Barangay Hall where the applicant resides |
| Land Title / Tax Declaration/ Deed of Sale / Land Award or any proof of ownership/relationship to the land owner where the connection will be installed (1 photocopy) | Municipal Assessor’s Office, LGU |
| Government Issued ID (1 photocopy) | BIR, Post Office, DFA, PSA, LTO, SSS, GSIS, PHIC, |



| <p>Pag-IBIG, Comelec, PRC, OWWA, Local OSCA Office</p> | | | | |
|---|--|-----------------|-----------------|-----------------------------|
| Latest Community Tax Certificate (1 photocopy) | Local Government Office (Municipal Hall of Mendez) | | | |
| Service Application and Construction Order (1 original) | Public Assistance and Complaints Desk | | | |
| Acknowledgement form of "Mga Alituntunin sa Pagkkabit ng Tubig" (1 original) | Public Assistance and Complaints Desk | | | |
| <i>If through representative:</i> | | | | |
| - Authorization letter if through representative (1 original) | Owner/Concessionaire of the Existing Service Connection | | | |
| - Government Issued ID of the representative (1 photocopy) | BIR, Post Office, DFA, PSA, LTO, SSS, GSIS, PHIC, Pag-IBIG, Comelec, PRC, OWWA, Local OSCA Office | | | |
| Other documents, if applicable: | | | | |
| - Authorization Letter from the Owner of the Existing Service Connection where the new service connection will be tapped (1 original) | Owner/Concessionaire of the Existing Service Connection | | | |
| - Government Issued ID of the owner of the existing service connection (1 photocopy) | BIR, Post Office, DFA, PSA, LTO, SSS, GSIS, PHIC, Pag-IBIG, Comelec, PRC, OWWA, Local OSCA | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inform the location of the service connection | 1. Provide the list of requirements and inform the fees to be paid | None | 5 mins. | Water Maintenance Man |
| 2. The applicant submits all the requirements needed. | 2. Assess the submitted requirements and explain the succeeding procedures concerning the water service installation | None | 5 mins. | Customer Services Assistant |
| 3. Pay the registration fee | 3. Receive payment | | 2 mins. | |



| | | | | |
|---------------------------|---|------------------------|--------------------|-----------------------|
| | Size 1/2 Size 1 | P6,000.00 P9,000.00 | | |
| | 4. Record the name and location of the applicant in the record book of the | None | 2 mins. | Water Maintenance Man |
| | 5. Schedule of installation. | None | 2-15 days | Water Maintenance Man |
| | 6. Installation of the water service connection. -without excavation -with excavation | None | 30 mins 50 mins | Maintenance Team |
| END OF TRANSACTION | | | | |

12. Transfer of Water Meter or Service Line

Request of concessionaire to transfer his/her water meter to another location

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (No Noon Break)

| Office or Division: | Commercial Division | | | |
|----------------------------------|--|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens | | | |
| Who may avail: | All concessionaires of Mendez Water District | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| Service Request Form | MWD Office | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|------------------------------------|--|---|-----------------------|--|
| 1. Submit the Service Request Form | 1.1 Inform the engineering unit the concessionaire's service request. 1.2 Engineering unit receives the Service Request and explains the necessary information and the fees to be paid. | None | 4 mins. 5 mins | PACD Officer of the Day Water Maintenance Man |
| 2. Payment of Transfer Fee | 3. Process payment and issue Official Receipt (OR). | P 400.00 Plus amount of materials to be used | 1 min. | Cashier |
| | 4. Schedule the Transfer of Water Meter. | None | 1-3 days | Water Maintenance Man |
| | 5. Transfer the Water Meter | None | 2 hours | Maintenance Team |
| END OF TRANSACTION | | | | |



Internal Services



1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT/ AND SERVICE RECORD

The certificate of employment and Service Record contains information on current position, office assignment, salary, status of employment and length of service in the District. This is issued for whatever legal purpose it may serve the employee.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm

| Office or Division: | Administrative Division | | | |
|--|--|------------------------|----------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Government | | | |
| Who may avail: | Plantilla and Non Plantilla Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Inform the Administrative officer for the request for certificate of employment and/or service record | 1. Prepare the requested certificate of employment and /or Service Record (SR) 1.2 Review and sign the certificate/SR | None | 5 minutes 3 minutes | Administrative Officer General Manager |
| 2.Claim requested certificate/SR | 2. Release certificate/SR | None | 2 minutes | Administrative Officer |
| END OF TRANSACTION | | | | |

2. REQUEST FOR CASH ADVANCE FOR LOCAL TRAVEL

A regular employee may request for cash advance for local travels

All cash advances shall be subject for liquidation

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm



| Office or Division: | Finance Department | | | |
|---|--|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Officers and Staff of the Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Approved Request to Travel, Travel Order and Itinerary of Travel | Requesting Employee | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| • Submits Request to Travel, Travel Order and Itinerary of Travel to Accounting section | 1.Accept and Prepare Obligation Request and Budget Utilization Request, Disbursement Voucher and Journal Entry | None | 30 minutes | Accounting personnel |
| | 2.Review and sign the OR, BUR, DV and JEV | None | 5 minutes | Accounting head |
| | 3.Record and forward to the general manager | None | 2 minutes | Accounting personnel |
| | 4.Review and approve the documents | None | 5 minutes | General Manager |
| | 5.Credit to ATM payroll of requesting employee | None | 3 minutes | Disbursing Officer |
| END OF TRANSACTION | | | | |

3. REQUEST FOR CASH ADVANCE FOR SPECIFIC PURPOSE EXCEPT TRAVEL

An authorized regular employee may request for cash advance with a specific and authorized purpose and shall not exceed 15,000.00

All cash advances shall be subject for liquidation

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday



8:00 am – 5:00 pm

| Office or Division: | Finance Department | | | |
|----------------------------------|---|------------------------|--------------------------|---------------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Officers and Staff of the Agency *Permanent and Co-Terminous Officers/Staff for 15,000 above with no outstanding CAs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request Letter for CA | | Requesting Department | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits Request Letter for CA | 1. Accept and forward request to Accounting Officer | None | 1 minute | Accounting personnel |
| | 2. Review and approve grant of CA | None | 3 minutes | Accounting Head |
| | 3. Prepare Obligation Request and Budget Utilization Request, Disbursement Voucher and Journal Entry Voucher | None | 5 minutes | Accounting personnel |
| | 4. Sign OR, BUR, DV and JEV | None | 1 minute per signatory | Accounting personnel and head |
| | 5. Record and forward to General Manager | None | 2 minutes | Accounting personnel |
| | 6. Sign and approve documents 7. Credit to ATM payroll of requesting check | None | 10 minutes 10 minutes | General Manager Disbursing Officer |
| END OF TRANSACTION | | | | |



4. REQUEST FOR MONETIZATION OF LEAVE CREDITS

Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other expenses of the employee.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

| Office or Division: | Administrative Division | | | |
|--|--|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | Plantilla Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application for Leave of Absence Form (1 original) <i>if 50% or more:</i> Request letter for monetization (1 original) | Administrative Personnel Requestor | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly accomplished ALA form (for 10 to 30 days monetization) | 1.1 Verify and prepare necessary documents. 1.2. Endorse documents to the General Manager for the approval of monetization. | None | 5 minutes | Administrative Officer |
| | 2. Sign and approve the application | None | 10 mins. | General Manager |
| | 3. Prepare voucher and other attachments | None | 30 mins | Accounting Processor |
| | 4. Approve voucher and crediting to ATM Payroll | None | 2 minutes | General Manager |
| | 5. Credit to ATM Payroll of requesting employee | None | 5 minutes | Dibursing Officer |
| END OF TRANSACTION | | | | |



5. REQUEST FOR PETTY CASH PAYMENT

A regular employee/job order may request for payment from petty cash

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

| Office or Division: | Finance Department | | | |
|---|--|------------------------|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government | | | |
| Who may avail: | Officers and Staff of the Agency | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Petty Cash Voucher and/or Reimbursement Expense Receipt | | Requesting Employee | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit filled-up Petty Cash Voucher | 1. Accept, review and sign petty cash voucher | None | 2 minutes | Accounting personnel |
| | 2. Review and approve payment from petty cash fund | None | 2 minutes | Immediate Supervisor |
| | 3.1. Record to petty cash fund record 3.2. Release petty cash | None | 2 minutes | Petty Cash Custodian |
| 2. Sign and accept petty cash | | | | |
| END OF TRANSACTION | | | | |



| FEEDBACK AND COMPLAINTS MECHANISM | |
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| How to send feedback | Use a feedback form and inform the PACD Officer of the Day or send it to Mendez Water District's email address, mendezwd@yahoo.com or website |
| How to file a complaint | <ol style="list-style-type: none">1. A written complaint in relation to request or application shall be submitted by the clients of this office to the PACD Officer of the Day. Remember to put the client's complete identification and the responsible officer, employee or division to approach for redress.2. The responsible officer or person-in-charge will acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.3. The receiving officer or person-in-charge will perform a preliminary assessment of the request so as to promote a more expeditious action on requests, and will determine through a cursory evaluation the sufficiency of submitted requirements for a request or application, taking into consideration the determined response time for the transaction.4. The simple application and request will be acted within five (5) working days and complex transaction will be acted within ten (10) working days, both from the time the request or application were received. <p>If Unusual Circumstances occur.... Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed may be extended. The period for the delivery of frontline services with simple transactions is within five (5) working days, and within ten (10) working days for the delivery of frontline services with complex transactions. The office or agency concerned will</p> |



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| | <p>notify the requesting party in writing of the reason for the extension and the final date of release of frontline service/s required.</p> |
| How application or request are processed | <p>In case an application or request is disapproved, the officer or person-in-charge who rendered the decision shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval, including a list of specific requirement/s which the client failed to submit.</p> <p>Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.</p> |



| Office | Address | Contact Information |
|---|----------------------------------|---|
| Administrative, Commercial and Finance Division | Dimaranan St. | Email Address: mendezwd@yahoo.com |
| Engineering , Construction and Water Quality Division | Poblacion I Mendez, Cavite | Phone-in Inquiries & Complaints: (046) 4130245 / (046)8611461 |