



CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate

The LIANGA WATER DISTRICT, by virtue of Presidential Decree No. 198, CHAPTER II-Purpose and Formation SECTION 5:

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

II. Vision:

LIANGA WATER DISTRICT envisions itself to be of utmost reliable, adequate, safe, and potable water service provider, environmental-oriented and financially viable utility.

III. Mission:

LIANGA WATER DISTRICT is committed to provide efficient water service with dependable workforce abreast-resiliency, sustainable water supply and a good steward of our natural resources.

IV. Service Pledge

LIANGA WATER DISTRICT Board of Directors, Management and Employees commit to provide and deliver services promptly, efficiently, effectively and with strict compliance to the rules, regulations, and policies of our standard set forth.



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COMMERCIAL SECTION

External Services



1. Process for Reconnection of Water Service

Service Information

Office/ Section:	Commercial Section, Finance Section, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
	G2B – Government to Businesses			
Who may avail:	Old Concessionaire/s or Disconnected Concessionaire/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment of Unpaid Water Bills		Finance Section		
Payment of Reconnection Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personal query	Verification of total unpaid water bills or outstanding accounts	None	10 Minutes	<i>Customer Service Officer, Commercial Section</i>
Payment of outstanding accounts and reconnection fee	Issuance of official receipt	RF - ₱50.00 + arrears, if any	3 Minutes	<i>Cashier, Finance Section</i>
	Preparation of reconnection order	None	3 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
	Investigation (if necessary)	None	30 Minutes	<i>Investigator/ Plumber, Commercial Section</i>
	Approval of reconnection order	None	1 Minute	<i>General Manager, Office of the GM</i>
	Reconnection	None	30 Minutes	<i>Investigator/ Plumber, Commercial Section</i>
TOTAL		₱50.00 + arrears, if any	1 Hour & 17 Minutes	



2. Process for Water Bill Adjustment

Service Information

Office/ Section:	Commercial Section, Finance Section, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
	G2B – Government to Businesses			
Who may avail:	Concessionaire/s with high water consumption			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Commercial Section		
Service Request Form		Commercial Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Service Request Form	Preliminary Investigation	None	3 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
	Investigation for validity of complaint	None	30 Minutes	<i>Investigator/ Plumber, Commercial Section</i>
	Preparation of result of investigation	None	5 Minutes	<i>Investigator/Customer Service Assistant, Commercial Section</i>
	Recommendation	None	5 Minutes	<i>Customer Service Officer, Commercial Section</i>
	Approval/ disapproval	None	3 Minutes	<i>General Manager, Office of the GM</i>
TOTAL		None	46 Minutes	



3. Process of Billing and Payment of Water Bill

Service Information

Office/ Section:	Commercial Section, Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
	G2B – Government to Businesses			
Who may avail:	Concessionaire/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Water Bill and/ or Statement of Accounts			Commercial Section	
Payment of Water Bill/ Account			Finance Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Read and bill & delivery of water consumption	None	5 Minutes/ SC	<i>Meter Reader, Commercial Section</i>
	Uploading/ downloading the reading and computation of cubic consumption and billing	None	30 Seconds/ SC	<i>Customer Service Officer, Commercial Section</i>
	Printing of notice of billing and statement of accounts (offices)	None	30 Seconds/ SC	<i>Customer Service Officer, Commercial Section</i>
Get notice of billing	Delivery of water bill/ statement of account to offices with complete information as to due date and date of disconnection if water bill remain unpaid after the grace period	None	30 Seconds/ SC	<i>Meter Reader, Commercial Section</i>
Payment of water bill	Issuance of official receipt	Actual Billing*	3 Minutes	<i>Cashier/ Designated Collection Clerk, Finance Section</i>
		Actual Bill	9 Min. & 30 Sec.	

*Refer to Table 1 (Page 16)



4. Process for Disconnection of Water Service

Service Information

Office/ Section:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
Who may avail:	Delinquent Concessionaire/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unpaid Water Bill/s		Commercial Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of list of concessionaires due for disconnection	None	15 Minutes	<i>Customer Service Officer, Commercial Section</i>
	Follow-up the concessionaires, if possible accept collection in the field	None	3 Minutes	<i>Meter Reader/Plumber, Commercial Section</i>
	Accommodation of concessionaires request to defer the disconnection within limited grace period	None	2 Minutes	<i>Customer Service Officer, Commercial Section</i>
	Implementation of disconnection policy	None	30 Minutes	<i>Customer Service Officer, Meter Reader/Plumber, Commercial Section</i>
TOTAL		None	50 Minutes	



5. Process of Application for New Water Service Connection

Service Information

Office/ Section:	Commercial Section, Finance Section, Administrative Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
	G2G – Government to Government			
	G2B – Government to Businesses			
Who may avail:	Concessionaire/s with high water consumption			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form & Contract		Commercial Section		
Payment of Service Connection Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out & submit application form	Orientation/ briefing and preparation of Application Form	None	20 Minutes	<i>Customer Service Officer (CSO), Commercial Section</i>
	Investigates and estimates the proposed service connection line and the corresponding charges of materials and fittings	None	1 Hour	<i>Investigator and Plumber, Commercial Section</i>
	Encoding of new service connection	None	2 Minutes	<i>CSO, Commercial Section</i>
Payment of installation fees, materials & fittings	Issuance of official receipt	SCF - ₱2,000.00 + Additional materials*	3 Minutes	<i>Cashier, Finance Section</i>
Signing of service connection contract	Preparation of Contract	None	2 Minutes	<i>CSO, Commercial Section</i>
	Issuance of materials & fittings	None	15 Minutes	<i>Storekeeper, Administrative Section</i>
	Installation of new service connection	None	1 Hour	<i>Plumber, Commercial Section</i>
	TOTAL	₱2,000.00 + Additional materials*	2 Hours & 42 Minutes	

*Refer to Table 2 (Page 17)



6. Process of Filing Complaint

Service Information

Office/ Section:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaire/s with high water consumption			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Commercial Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Service Request Form	Preliminary Investigation	None	3 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
	Determination of nature of the complaint	None	30 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
	On-site Investigation	None	30 Minutes	<i>Investigator and Plumber, Commercial Section</i>
	Issuance of Job-Order	None	3 Minutes	<i>Maintenance and Plumber, Commercial Section</i>
	Preparation of Accomplishment Report	None	5 Minutes	<i>Meter Reader/Plumber Commercial Section</i>
TOTAL		None	1 Hour & 11 Minutes	



7.1 Customer Service Request (Transfer of Water Meter)

Service Information

Office/ Section:	Commercial Section, Finance Section, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaire/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Commercial Section		
Payment of Transfer Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Service Request Form	Preliminary Investigation	None	2 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
Payment of transfer fee	Issuance of official receipt	TF - ₱50.00	3 Minutes	<i>Cashier, Finance Section</i>
	On-site Investigation	None	30 Minutes	<i>Investigator/ Plumber, Commercial Section</i>
	Approval/ disapproval of transfer	None	3 Minutes	<i>General Manager, Office of the GM</i>
TOTAL		₱50.00	38 Minutes	



7.2 Customer Service Request (Calibration of Water Meter)

Service Information

Office/ Division/ Section:	Commercial Section, Finance Section, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaire/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Commercial Section		
Payment of Calibration Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Service Request Form	Preliminary Investigation	None	2 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
Payment of calibration fee	Issuance of official receipt	CF - ₱50.00	3 Minutes	<i>Cashier, Finance Section</i>
	Check concessionaire water meter and calibrate. If defective, change meter	None	30 Minutes	<i>Meter Reader, Commercial Section</i>
	Replacement and possible adjustment of water meter	None	3 Minutes	<i>Customer Service Officer/ Meter Reader, Commercial Section</i>
TOTAL		₱50.00	38 Minutes	



7.3 Customer Service Request(Change of Name)

Service Information

Office/ Division/ Section:	Commercial Section, Finance Section, Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Concessionaire/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Information Sheet		Commercial Section		
Payment of Change of Name Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Customer Information Sheet	Preliminary Investigation	None	15 Minutes	<i>Customer Service Officer/ Customer Service Assistant, Commercial Section</i>
Payment of change of name fee	Issuance of official receipt	CNF – LIWAD Policy No. 2013-001*	3 Minutes	<i>Cashier, Finance Section</i>
	Encoding the new name of concessionaire	None	3 Minutes	<i>Customer Service Officer/ Meter Reader, Commercial Section</i>
TOTAL		LIWAD Policy No. 2013-001*	21 Minutes	

*Refer to Table 2 (Page 18)



COMMERCIAL SECTION

Internal Services



1. Classification of Water Service Accounts

Office/Section:	Commercial Section				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Concessionaire/s (Govt. Agencies, private organizations or business)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Customer Information Sheet		Commercial Section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill-out Customer Information Sheet	1. Evaluate service connections account or conduct field survey whether Residential, Commercial or Government.	None	15 Minutes	<i>Investigator/ Meter Reader, Commercial Section</i>	
	2. Check and evaluate field findings.		3 Minutes		<i>Customer Service Officer, Commercial Section</i>
	3. Send notification letter to customer pertaining the classification of water service connection		2 Minutes		
	4. Updating the database record of the concessionaire for proper classification in our Billing & Collection System		2 Minutes		
TOTAL		None	22 Minutes		



2. Response to Customer's Feedback Survey (Data and Information is Readily Available)

The Response to Customer's Feedback Survey is a document prepared by the Commercial Section as answer to the queries/ remarks/ complaints of the customer as received by the LIWAD through its Public Assistance Desk. This document will detail the relevant data and information that the customer wishes to be informed/ assisted with.

Office/ Section:	Commercial Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Concessionaire/s (Govt. Agencies, private organizations or business)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Information Sheet		Public Assistance Desk Officer - Designate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Customer Feedback Survey Form to the Public Assistance Desk Officer-Designate	1. Accept the accomplished form and check the details of the feedback.	None	1 Day	Public Assistance Desk Officer – Designate, Commercial Section
	2. Identify which section should address the feedback of the customer.			Customer Service Assistant, Commercial Section
	3. Transmit the verified Customer Feedback Survey Form to Commercial Section.		2 Days	Customer Service Assistant, Commercial Section
	4. Receive the transmittal and forward to the concerned section for appropriate action.			



3. Response to No Water/ Low Water Pressure Complaints (Walk-in)

The Response to no water/ low water pressure complaints is the action taken by the Commercial Section as answer to the complaints of the customer as received by LIWAD through its Public Assistance Desk Officer-Designate. The complaints that are classified as **Simple** are those that have smaller affected area or that involved only the water supply of the complainant and its immediate environ. This response does not include the action taken to answer the complaints that arose from scheduled or emergency water service interruption.

Office/ Section:	Commercial Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Concessionaire/s (Govt. Agencies, private organizations or business)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Account Name and Number 2. Location of the Complaint 3. Contact Details		Public Assistance Desk Officer - Designate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the Public Assistance Desk Officer	1. Accept the accomplished form and check the details of the feedback.	None	1 Day	Public Assistance Desk Officer – Designate, Commercial Section
	TOTAL	None	3 Days	



ADMINISTRATIVE SECTION

Internal Services



to the Administrative Section.	3. Have the COE checked by the General Manager and approved.			Administrative Services Officer, Administrative Section
2. Receive requested document (sign logbook/ Request Form)	4. Inform the client that the requested document is already available.			Administrative Services Officer, Administrative Section
TOTAL		None	1 Hour	

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

Employee Service Record duly signed by the Administrative Services Officer is issued to employee/s (active roll) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and benefit as required social insurance programs and other agencies like Government Service insurance Systems (GSIS), PhilHealth, and PAG-IBIG Fund.

Office/ Section:	Administrative Section (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished Human Resource Unit Job Request Form (1 copy) For Claiming of Service Record: None		201/ Administrative Section (Human Resource Unit) file For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • Contact no. (086) 616-0020 • Email: liwad1979@yahoo.com.ph 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRU Job Request Form to the Administrative	1. Accept accomplished form and check the completeness of details. Note	None	1 Hour	Administrative Services Assistant, Administrative Section



<p>Officer through any of the following:</p> <ul style="list-style-type: none"> • Call or email LIWAD through the contact details provided • Present accomplished form to the Administrative Section. <p>2. Receive requested document (sign logbook/ Request Form)</p>	<p>date of release of document in the claim stub.</p> <p>2. Validate data with existing 201 database/ records and documents if there are entries that need verification. Service Record</p> <p>3. Have the Service Record checked by the General Manager and approved.</p> <p>4. Inform the client that the requested document is already available.</p>			<p>Administrative Services Officer, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p>
TOTAL		None	1 Hour	

3. Request for Certified True Copy of 201 Documents

Employees may request for certified true copy of their 201 Documents, which include Appointment/s, Birth/ Marriage Certificates, Notices and Other Documents on File. These will be certified true copy from 201 file the Administrative Services Officer.

Office/ Section:	Administrative Section (Human Resource Unit)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	
For Processing of Request: 1. Duly Accomplished Human	WHERE TO SECURE 201/ Administrative Section (Human Resource Unit) file



Resource Unit Job Request Form (1 copy)		For contactless transactions, clients may submit request through:		
For Claiming Document: None		<ul style="list-style-type: none"> Contact no. (086) 616-0020 Email: liwad1979@yahoo.com.ph 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRU Job Request Form to the Administrative Officer through any of the following: <ul style="list-style-type: none"> Call or email LIWAD through the contact details provided Present accomplished form to the Administrative Section. 2. Receive requested document (sign logbook/ Request Form)	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub.	None	1 Hour	Administrative Services Assistant, Administrative Section
	2. Check entries of employee details in the 201 file.			Administrative Services Officer, Administrative Section
	3. Once validated, print or photocopy the Documents and stamp, "Certified True Copy from 201 file" and sign.			Administrative Services Officer, Administrative Section
	4. Have the document check by the General Manager.			Administrative Services Officer, Administrative Section
	5. Inform the client that the requested document is already available			Administrative Services Officer, Administrative Section
TOTAL		None	1 Hour	



4. Work-related injury or Accident involving LIWAD employees while in the performance of duty

Benefit given to employees anchored on Joint Circular No. 1, s. 2006 of the Civil Service Commission and the Department of Budget and Management, which provides the Guidelines for Availing of the Rehabilitation Privilege for employees involved in the work-related accident or in duty while in the performance of duty.

Office/ Section:	Administrative Section (Human Resource Unit)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance to Hospital: 1. Employment Identification Card 2. Medical Guarantee/ Referral		Administrative Section (Human Resource Unit)		
For Assessment and processing of WRI 1. Work Related Accident/ Illness Report Form 2. Signed Incident Report 3. Medical Certificate 4. Police Report (if there's any) 5. Daily Accomplishment Report 6. Transmittal Letter addressed to Administrative Section		Administrative Section (Human Resource Unit) Form from HR Unit: To be signed by employee, witness, Section Head and General Manager Doctor who attended the injury/accident Police Station Section where employee is assigned Immediate head of employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Medical Assistance 1. Report injury or accident to HR Unit via verbal or phone call information	1. HR personnel to advise injured employee to proceed to hospital for confinement 2. HR personnel to prepare Medical Referral addressed to Hospital to accommodate	None	1 day	Administrative Services Officer, Administrative Section



<p>2. Secure WRI forms and other requirements for submission to HR Unit within one (1) week</p>	<p>employee.</p> <p>3. Provide WRI forms and other requirements to employee/ section head/ family which will be submitted to HR Unit within one (1) week.</p>	<p>None</p>		<p>Administrative Services Officer, Administrative Section</p>
<p>For Assessment and Processing of WRI:</p> <p>1. Within one (1) week period from the date of the accident, client must submit WRI requirements to HR Unit.</p>	<p>1. Check details in the requirements if they are in order.</p> <p>2. Proceed with the assessment of WRI. Medical guarantee/ referral for WRI shall be approved by designated authorities based on the cost of hospital bill incurred during the course of the treatment of the WRI, whether it is confinement or out-patient cases shall be strictly followed with the authorized signatories, viz:</p> <ul style="list-style-type: none"> • Less than ₱10,000.00 – Administrative Services Officer 		<p>1 day</p> <p>2 days</p>	<p>Administrative Services Officer, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p>



	<ul style="list-style-type: none"> • ₱10,000.00 and above – General Manager 			
	3. Advise the employee of the result of evaluation		1 day	Administrative Services Officer, Administrative Section
TOTAL		None	5 days	

5. Issuance of Materials to Requisitioner (employee)

The stock materials are issued to employee/s to be used for repair and maintenance, operations and projects.

Office/ Section:	Administrative Section (Storekeeper-Designate)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioners (Employee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly signed and approved Requisition and Issue Slip (RIS) (1 original copy and 3 duplicate copies)		Administrative Section (Storekeeper-Designate)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Requisition & Issue Slip (RIS) to the Storekeeper-Designate.	1. Check and accept the Requisition & Issue Slip (RIS) from the requisitioner.	None	20 minutes	Storekeeper-Designate, Administrative Section
	2. Check the gathered stock items before issuance.			Storekeeper-Designate, Administrative Section
	3. Affix the signatures on			Storekeeper-Designate,



	the Requisition & Issue Slip (RIS).			Administrative Section
	4. Release the requested stock materials Requisition & Issue Slip (RIS) to requisitioners.			Storekeeper-Designate, Administrative Section
TOTAL		None	20 minutes	

6. Processing of Employee's Clearance of Accountabilities

The employees' clearance of accountabilities is processed and issued to employees who are resigning or retiring from the LIWAD service.

Office/ Section:	Administrative Section (Storekeeper-Designate)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LIWAD employees and officials who will resign or retire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Clearance Form (4 original copies) 2. Duly accomplished Request Slip of Acknowledgement Receipt of Equipment (ARE) (1 copy) 3. Duly conformed and signed Acknowledgement Receipt of Equipment (ARE) (2 original copies)		Administrative Section (Storekeeper-Designate)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following requirements: a. Clearance Form endorsed by Human Resource Unit;	1. Accept the Clearance Form, Acknowledgement Receipt of Equipment (ARE) Request Slip. 2. Verify and check the list of accountabilities in the Fixed Assets Management System (FAMS) and	None	} 1 day	Storekeeper-Designate, Administrative Section Storekeeper-Designate, Administrative Section



<p>b. Duly accomplished Acknowledgement Receipt of Equipment (ARE);</p> <p>c. Duly conformed and signed Acknowledgement Receipt of Equipment (ARE)</p>	<p>Acknowledgement Receipt of Equipment (ARE).</p> <p>3. Inform employees of accountabilities which are for transfer, return and for deduction.</p> <p>4. Process the transferred, returned and deductible accountabilities.</p> <p>5. Follow-up the accountable employees</p> <p>6. Post and print the final Summary of Accountabilities. Affixed the signatures on the Clearance Form and attached the duly accomplished Acknowledgement Receipt of Equipment (ARE) with signatures of the accountable employee, Storekeeper-Designate and Administrative Section Head. Issue the clearance to requisitioning accountable employee.</p>		<p>6 days</p>	<p>Storekeeper-Designate, Administrative Section</p> <p>Storekeeper-Designate, Administrative Section</p>
TOTAL		None	7 days	



ADMINISTRATIVE SECTION

External Services



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

Certification duly signed by the General Manager is issued to separated employee/s (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 Systems (GSIS), PhilHealth, and PAG-IBIG Fund. This includes COEs with job descriptions/ functions, salaries and benefits.

Office/ Section:	Administrative Section (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Separated employees; government agencies/ offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Processing of Request:</p> <p>1. Duly Accomplished Human Resource Unit Job Request Form (1 copy only)</p> <p>For Verification of Data:</p> <p>1. Employee Clearance (Cleared from accountabilities and has no pending case)</p> <p>For Claiming of COE:</p> <p>1. Identification card/ Authorization Letter/ Claim Stub</p>		<p>201/ Administrative Section (Human Resource Unit) file</p> <p>For contactless transactions, clients may submit request through:</p> <ul style="list-style-type: none"> Contact no. (086) 616-0020 Email: liwad1979@yahoo.com.ph 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit accomplished HRU Job Request Form to the Administrative Officer through any of the following:</p> <ul style="list-style-type: none"> Call or email LIWAD through the contact details provided 	<p>1. Accept accomplished form and check the completeness of details.</p> <p>2. Validate data with existing 201 database/ records and documents if there are entries that need verification. Prepare Certification.</p>	None	1 day	<p>Administrative Services Assistant, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p>



<ul style="list-style-type: none"> Present accomplished form to the Administrative Section. <p>2. Receive requested document (sign logbook/ Request Form)</p>	<p>3. Have the COE checked by the General Manager and approved.</p> <p>4. Inform the client that the requested document is already available.</p>			<p>Administrative Services Officer, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p>
TOTAL		None	1 day	

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

Certification on clearance from accountabilities and good moral character duly signed by the General Manager is issued for separated employee/s 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 Systems (GSIS), PhilHealth, and PAG-IBIG Fund. This only given to employees without pending cases and cleared from any accountabilities.

Office/ Section:	Administrative Section (Human Resource Unit)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Separated employees; government agencies/ offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Processing of Request:</p> <p>1. Duly Accomplished Human Resource Unit Job Request Form (1 copy only)</p> <p>For Verification of Data:</p> <p>1. Employee Clearance (Cleared from accountabilities and has no pending case)</p>	<p>201/ Administrative Section (Human Resource Unit) file</p> <p>For contactless transactions, clients may submit request through:</p> <ul style="list-style-type: none"> Contact no. (086) 616-0020 Email: liwad1979@yahoo.com.ph



For Claiming of COE: 1. Identification card/ Authorization Letter/ Claim Stub				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRU Job Request Form to the Administrative Officer through any of the following: <ul style="list-style-type: none"> • Call or email LIWAD through the contact details provided • Present accomplished form to the Administrative Section. 2. Receive requested document (sign logbook/ Request Form)	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub (date and time/ email). 2. Validate data with existing 201 database/ 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. 3. Have the COE checked by the General Manager and approved. 4. Inform the client that the requested document is already available.	None	1 day	Administrative Services Assistant, Administrative Section Administrative Services Officer (ASO), Administrative Section ASO, Administrative Section ASO, Administrative Section
TOTAL		None	1 day	



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

Employee Service Record duly signed by the Administrative Services Officer is issued to separated employee/s (e.g. retirees) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and benefit as required social insurance programs and other agencies like Government Service insurance Systems (GSIS), PhilHealth, and PAG-IBIG Fund.

Office/ Section:	Administrative Section (Human Resource Unit)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Separated employees; government agencies/ offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly Accomplished Human Resource Unit Job Request Form (1 copy only) For Verification of Data: 1. Employee Clearance (Cleared from accountabilities and has no pending case) For Claiming of COE: 1. Identification card/ Authorization Letter/ Claim Stub		201/ Administrative Section (Human Resource Unit) file For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • Contact no. (086) 616-0020 • Email: liwad1979@yahoo.com.ph 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRU Job Request Form to the Administrative Officer through any of the following: <ul style="list-style-type: none"> • Call or email LIWAD through the contact details 	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub. 2. Validate data with existing 201 database/ records and documents if there are entries that	None	1 day 1 day	Administrative Services Assistant, Administrative Section Administrative Services Officer, Administrative Section



<p>provided</p> <ul style="list-style-type: none"> Present accomplished form to the Administrative Section. <p>2. Receive requested document (sign logbook/ Request Form)</p>	<p>need verification, including salary increase / adjustments. This includes clearance from accountabilities and pending cases. Prepare Service Record</p> <p>3. Have the Service Record checked by the General Manager and approved.</p> <p>4. Inform the client that the requested document is already available.</p>		1 day	<p>Administrative Services Officer, Administrative Section</p> <p>Administrative Services Officer, Administrative Section</p>
TOTAL		None	3 days	

4. Request for Certified True Copy of 201 Documents

Separated employees may request for certified true copy of their 201 Documents, which include Appointment/s, Birth/ Marriage Certificates, Notices and Other Documents on File. These will be certified true copy from 201 file the Administrative Services Officer.

Office/ Section:	Administrative Section (Human Resource Unit)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>For Processing of Request:</i> Separated Employees with complete documents on file:</p> <p>1. Duly Accomplished Human Resource Unit Job Request Form (1 copy)</p> <p>*For separated employees whose 201</p>	<p>201/ Administrative Section (Human Resource Unit) file</p> <p>For contactless transactions, clients may submit request through:</p> <ul style="list-style-type: none"> Contact no. (086) 616-0020 Email: liwad1979@yahoo.com.ph



files which can no longer be retrieved: LIWAD-HR Unit will inform the client through writing on the status of 201 folders. <i>For claiming:</i> ID/ authorization letter for representative/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished HRU Job Request Form to the Administrative Officer through any of the following: <ul style="list-style-type: none"> • Call or email LIWAD through the contact details provided • Present accomplished form to the Administrative Section. 2. Receive requested document (sign logbook/ Request Form)	1. Accept accomplished form and check the completeness of details. Note date of release of document in the claim stub. 2. Check entries of employee details in the 201 file. 3. Once validated, print or photocopy the Documents and stamp, "Certified True Copy from 201 file" and sign. 4. Have the document check by the General Manager. 5. Inform the client that the requested document is already available	None	1 day	Administrative Services Assistant, Administrative Section Administrative Services Officer, Administrative Section Administrative Services Officer, Administrative Section Administrative Services Officer, Administrative Section Administrative Services Officer, Administrative Section
TOTAL		None	1 day	



FINANCE SECTION

Internal Services



1. Processing of Disbursement Voucher (Payment to Suppliers)

This procedure will start the receipt of Budget Utilization Request (BUR) from the requisitioning section attached with complete required documents and ends with the endorsement of the duly certified Disbursement Voucher (DV) to Accounting Unit (AU) for check issuance and payment.

Section / Unit	Accounting Unit
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 Request (BUR) 2. Purchase Requisition (PR) 3. Purchase Order (PO) 4. Journal Entry Voucher (JEV) 5. Sales Invoice 6. Delivery Receipt 7. Certificate of Acceptance/Receiving Report/Inspection Report 8. Abstract of Bids 9. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) 10. Annual Procurement Plan (APP) 11. Project Procurement Management Plan (PPMP) 12. Quotation [at least three (3) copies] 13. BAC Resolution <p>For Projects and Other Services</p>	<ul style="list-style-type: none"> • Requisitioning Departments • Accounting Department



<ol style="list-style-type: none"> 1. Budget Utilization Request (BUR) 2. Job Order (JR) 3. Journal Entry Voucher (JEV) 4. Annual Procurement Plan (APP) 5. Project Procurement Management Plan (PPMP) 6. Quotation [at least three (3) copies] for services 7. BAC resolution 8. Sales Invoice 9. Delivery Receipt 10. Approved Work Order/Detailed Estimates/ Variation Order 11. Certificate of Acceptance/Inspection Report 12. Board Resolution 13. Notice to Award/Notice to Proceed 14. Project Completion and Inspection Report (PCIR) 15. Progress Billing report 16. Contract, Memorandum of Agreement (MOA), Memorandum of Understanding (MOU). 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Responsible department submits BUR form to Accounting Unit. 	<ol style="list-style-type: none"> 1. Validate completeness and accuracy of the attached required documents before acceptance for processing. 	None	Process 1-4 1 Day	Sr. Accounting Processor A



	<ol style="list-style-type: none"> 2. Record the request for payment in the monitoring report and stamp the BUR with "availability of funds." 3. Process/prepare DV related to complete, appropriate and valid transactions. 4. Include in the attachment the accomplished BIR Forms 2306 and 2307. 5. Section Heads/General Manager affix signature on the box "funds available" of the BUR and the "authorized withholding agent" portion of BIR Forms 2306 and 2307. 6. Forwards 		<p style="text-align: center;">Process 5-6 1 Day</p>	<p style="text-align: center;">Section Head/General Manager</p>
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	the signed DV with attached BIR Forms 2306 and 2307 to Teller(Casher-B) for issuance of check.			
	Total	None	2 days	



FINANCE SECTION

Internal Services



1. Disbursement of Approved Checks Releasing of Approved Checks to Suppliers

Customer in Office Transaction Payment to Suppliers of 30 days payment terms – with incomplete attachments

Section / Unit	Accounting/Finance Section			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail	LIWAD Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of Check: 1. Original Purchase Order 2. Original Official Receipt/Collection Receipt 3. Original Charge/Sales Invoice 4. Original Delivery Receipt		LIWAD, Storekeeper Designate Supplier Supplier Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to teller 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	Disbursement Officer
	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.		3 minutes	Disbursement Officer
2. Submit Required documents to the Disbursement Officer	2.1 Upon return to Tellers Both, Disbursement Officer shall check if there are lacking attachments on the	None	5 minutes	



	<p>voucher such as the following:</p> <ul style="list-style-type: none">a.) Original Purchase Order Form/Original Job Order Form.b.) Original Charge/Sales Invoice.c.) Original Delivery Receipt. <p>If found to be lacking, direct customer to submit the above stated documents.</p> <p>Note: (In the event, that supplier brought only the Original Counter Receipt Form instead of the original forms, the disbursement officer shall then coordinate with the procurement division. The Counter Receipt Forms connotes that above stated documents were already in the file custody of the procurement division. Said division will be the one to submit the documents to Disbursement Officer.)</p> <p>2.2 receive required documents from the</p>			
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<p>3. Check the written details in the logbook and affix signature.</p>	<p>supplier and attach it in the disbursement voucher/s. Ensure same control numbers prior attachment to the voucher.</p> <p>2.3 Check the attached BIR Form 2306 and Form 2307 details versus the amount written in the disbursement voucher (withholding taxes payable).</p> <p>3.1 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>3.2 Direct supplier to sign in the logbook's received portion.</p>		<p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>1 minute</p>	
<p>4. Receive</p>	<p>4.1 Guide the supplier in signing</p>			



Disbursement Voucher and affix required signatures. Issue Official receipt per approved check with precise amount indicated therein. 5. Tender Issued Receipt along with the Disbursement Voucher to the Disbursement Officer.	the Box E of the Disbursement voucher and in the BIR Form received by portion.		1 minute	
	4.2 Direct customer to issue an Official Receipt.		3 minutes	
	5.1 Accept Issued Official Receipts and check if all entries are complete and correct. Attach OR in the Disbursement Voucher.		2 minutes	
TOTAL		None	20 minutes	

2. Disbursement of Petty Cash to Suppliers Releasing of Petty Cash to Suppliers

Customer in Office Transaction

Payment to Suppliers of 30 days payment terms – with incomplete attachments

Section / Unit	Finance Section, Accounting Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail	LIWAD Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of Check: 5. Original Purchase Order 1. Original Official Receipt/Collection Receipt 2. Original Charge/Sales Invoice 3. Original Delivery Receipt		LIWAD, Storekeeper Designate Supplier Supplier Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the petty cash	1.1 Check the Petty	None	1 minute	Petty Cash



<p>custodian and check if Petty Cash is available for release.</p>	<p>Cash Report if Supplier's name is included therein.</p>			<p>Custodian</p>
<p>2. Proceed to the Petty Cash-in-charge.</p>	<p>2.1 If available, endorse customer to the Petty Cash-in-Charge.</p>	<p>None</p>	<p>1 minute</p>	<p>Petty Cash Custodian</p>
<p>3. Submit pertinent documents to Petty Cash-in-Charge.</p>	<p>3.1 Upon receipt of the request, the Petty Cash-in-Charge shall get the petty cash voucher from the file.</p>	<p>None</p>	<p>3 minutes</p>	<p>Petty Cash-in-charge</p>
	<p>3.2 Check the attachments on the voucher such as the following:</p> <ul style="list-style-type: none"> a. Original Purchase Order Form/Original Job Order Form b. Original Charge/Sales Invoice. <p>If Found to be lacking, direct customer to submit the above stated documents.</p>			
<p>4. Issue Official Receipt per petty cash voucher.</p>	<p>3.3 Receive require documents and duly attach into the petty cash voucher.</p>		<p>2 minutes</p>	<p>Petty Cash-in-charge</p>
<p>5. Tender Issued Official Receipt to</p>	<p>4.1 Request</p>	<p>None</p>	<p>1 minute</p>	<p>Petty Cash-in-</p>



the Petty Cash-in-Charge.	customer to issue official receipt per petty cash voucher.			charge
	5.1 Accept issued Official Receipt and endorse Petty Cash documents to the Petty Cash Custodian.	None	4 minutes	Petty Cash-in-charge
	5.2 Petty Custodian receives and checks completeness of the document.		1 minute	Petty Cash-in-charge
	5.3 Cash out the amount indicated in the Receipt.		1 minute	Petty Cash-in-charge
6. Receive disbursed amount from the Petty Cash-in-Charge.	5.4 Endorse amount to the Petty Cash-in-Charge.		1 minute	Petty Cash-in-charge
7. Affix signature on the Petty Cash Voucher	6.1 Receive the total amount from the Petty Cash Custodian. Disburse to the supplier.	None	2 minutes	Petty Cash-in-charge
	7.1 Direct supplier to affix signature into the payment received portion.	None	1 minute	Petty Cash-in-charge
TOTAL		None	20 minutes	



3. Acceptance of Payment Paid Through LBP, LDDAP ADA Online Collection: Issuance of Official Receipts for LBP LDDAP-ADA Payments of Government Agencies

Customer on-Office Transaction – 1st Visit (Submission of Requirements)

Section / Unit	Teller or Cashier-B			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail	Government Agencies, Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Claiming of Check: 1. Original Purchase Order 2. Original Official Receipt/Collection Receipt 3. Original Charge/Sales Invoice 4. Original Delivery Receipt		LIWAD, Storekeeper Designate Supplier Supplier Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the petty cash custodian and check if Petty Cash is available for release.	1.1 Check the Petty Cash Report if Supplier's name is included therein.	None	1 minute	Petty Cash Custodian
2. Proceed to the Petty Cash-in-charge.	2.1 If available, endorse customer to the Petty Cash-in-Charge.	None	1 minute	Petty Cash Custodian
3. Submit pertinent documents to Petty Cash-in-Charge.	3.1 Upon receipt of the request, the Petty Cash-in-Charge shall get the petty cash voucher from the file. 3.2 Check the attachments on the	None	3 minutes	Petty Cash-in-charge



	<p>voucher such as the following:</p> <p>c. Original Purchase Order Form/Original Job Order Form</p> <p>d. Original Charge/Sales Invoice.</p> <p>If Found to be lacking, direct customer to submit the above stated documents.</p>			
4. Issue Official Receipt per petty cash voucher.	3.3 Receive require documents and duly attach into the petty cash voucher.		2 minutes	Petty Cash-in-charge
5. Tender Issued Official Receipt to the Petty Cash-in-Charge.	4.1 Request customer to issue official receipt per petty cash voucher.	None	1 minute	Petty Cash-in-charge
	5.1 Accept issued Official Receipt and endorse Petty Cash documents to the Petty Cash Custodian.	None	4 minutes	Petty Cash-in-charge
	5.2 Petty Custodian receives and checks completeness of the document.		1 minute	Petty Cash-in-charge
6. Receive disbursed amount from the	5.3 Cash out the amount indicated in the Receipt.		1 minute	Petty Cash-in-charge



Petty Cash-in-Charge. 7. Affix signature on the Petty Cash Voucher	5.4 Endorse amount to the Petty Cash-in-Charge.		1 minute	Petty Cash-in-charge
	6.1 Receive the total amount from the Petty Cash Custodian. Disburse to the supplier.	None	2 minutes	Petty Cash-in-charge
	7.1 Direct supplier to affix signature into the payment received portion.	None	1 minute	Petty Cash-in-charge
TOTAL		None	20 minutes	



OPERATION/ TECHNICAL SECTION

External Services



1. Realignment of Pipelines (uPVC/ PE) due to Road Infrastructure Projects

Service Information

Office/ Section:	Operation/ Technical Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For processing of Request 1. Letter from the DPWH/ CEO 2. Location map of the concerned pipeline		<ul style="list-style-type: none"> • DPWH, or • CEO 		
Payment of Reconnection Fee		Finance Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter and location map to LIWAD	1. Receive the letter and forward to O/T Section for appropriate action. 2. Forward the letter the Office of the General Manager 3. Coordinate with the DPWH/ CEO inspect the location and prepare a reply letter and inspection Report 4. Transmit the reply letter and Inspection Report	None	3 days	Engineering Aide, Operation/ Technical Section Administrative Assistant of the GM Water Utilities Development Officer B, Operation/ Technical Section Administrative Assistant of the GM
	Total	None	3 days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish our Feedback Form available in the office and put in the drop box located at the LIWAD office lobby.
How feedbacks are processed	Send your feedback through our: E-mail: liwad1979@yahoo.com.ph
How to file a complaint	Fill-up Service Request form found at Commercial Section frontline services
How complaints are processed	Talk to our Customer Service Assistant
Contact Information of CCB, PCC, ARTA	Text Mobile # 0908-881-6565 Call Hotline # 1-6565* Log-on to: www.contactcenterngbayan.gov.ph



Office	Address	Contact Information
Lianga Water District (LIWAD) Office	Annex-A Market Mall, Rizal Street, Poblacion, Lianga, Surigao del Sur	(086) 616 - 0020



Table 1 Schedule of Water Rates

EFFECTIVE JANUARY 2007

Classification	Size	Minimum Charge	Commodity Charges			
			11 - 20	21 - 30	31 - 40	41 - Up
Residential/Government	½"	265.00	30.65	35.25	41.50	48.75
	¾"	424.00	30.65	35.25	41.50	48.75
	1"	848.00	30.65	35.25	41.50	48.75
	1 ½"	2,120.00	30.65	35.25	41.50	48.75
	2"	5,300.00	30.65	35.25	41.50	48.75
	3"	9,540.00	30.65	35.25	41.50	48.75
	4"	19,080.00	30.65	35.25	41.50	48.75
Commercial/Industrial	½"	530.00	61.30	70.50	83.00	97.50
	¾"	848.00	61.30	70.50	83.00	97.50
	1"	1,696.00	61.30	70.50	83.00	97.50
	1 ½"	4,240.00	61.30	70.50	83.00	97.50
	2"	10,600.00	61.30	70.50	83.00	97.50
	3"	19,080.00	61.30	70.50	83.00	97.50
	4"	38,160.00	61.30	70.50	83.00	97.50
Commercial - A	½"	463.75	53.60	61.65	72.60	85.30
	¾"	742.00	53.60	61.65	72.60	85.30
	1"	1,484.00	53.60	61.65	72.60	85.30
	1 ½"	3,710.00	53.60	61.65	72.60	85.30
	2"	9,275.00	53.60	61.65	72.60	85.30
	3"	16,695.00	53.60	61.65	72.60	85.30
	4"	33,390.00	53.60	61.65	72.60	85.30
Commercial - B	½"	397.50	45.95	52.85	62.25	73.10
	¾"	636.00	45.95	52.85	62.25	73.10
	1"	1,272.00	45.95	52.85	62.25	73.10
	1 ½"	3,180.00	45.95	52.85	62.25	73.10
	2"	7,950.00	45.95	52.85	62.25	73.10
	3"	14,310.00	45.95	52.85	62.25	73.10
	4"	28,620.00	45.95	52.85	62.25	73.10
Commercial - C	½"	331.25	38.30	44.05	51.85	60.90
	¾"	530.00	38.30	44.05	51.85	60.90
	1"	1,060.00	38.30	44.05	51.85	60.90
	1 ½"	2,650.00	38.30	44.05	51.85	60.90
	2"	6,625.00	38.30	44.05	51.85	60.90
	3"	11,925.00	38.30	44.05	51.85	60.90
	4"	23,850.00	38.30	44.05	51.85	60.90
Bulk/Wholesale	½"	795.00	91.95	105.75	124.50	146.25
	¾"	1,272.00	91.95	105.75	124.50	146.25
	1"	2,544.00	91.95	105.75	124.50	146.25
	1 ½"	6,360.00	91.95	105.75	124.50	146.25
	2"	15,900.00	91.95	105.75	124.50	146.25
	3"	28,620.00	91.95	105.75	124.50	146.25
	4"	57,240.00	91.95	105.75	124.50	146.25



Table2 Prices of Materials and Fittings (As of January 2020)

Materials/ fittings & sizes	Price in Pesos (₱)
High Density Polyethylene (HDPE) pipe ¾" Φ	₱28.00/ meter
Nipple ¾" x 6"	₱60.00/ pc.
G.I. Tee ¾" x 6"	₱44.00/ pc.
G.I. Tee ¾" x 4"	₱40.00/ pc.
G.I. Tee ½" x 6"	₱50.00/ pc.
G.I. Tee ½" x 4"	₱42.00/ pc.
Cross Tee	₱167.00/ pc.
Faucet (Brass)	₱200/ pc.
Brass Coupling ¾"	₱285.00/ pc.



**LIWAD POLICY NO. 2013 -001
POLICY ON CHANGE OF CONCESSIONAIRE**

Section 1. Purpose

To provide a guidelines in the implementation and adoption of new status of the applicant for service connection.
To remedy the confusion and for a uniform decision on the status whether it is Change of Concessionaire or New Connection.

Section 2 . Scope & Coverage

Change of Concessionaire shall be considered only to the following conditions:

- a) Existing connection registered under the name of the deceased husband, the name of connection will be automatically change to his wife or if the connection was registered under the name of the wife, the same will apply and no payment of change of concessionaires fee.
- b) Connection under the name of the parents, then both husband & wife died, Interested Children wanted to change under his/her name will be allowed, but it is only limited to a children living in the said premise and a payment of FIVE HUNDRED PESOS (P 500.00) as change of concessionaires fee.
- c) Any person who purchased the building and wanted to change under his/her name will be allowed , provided that he/she dwell in the said building/house prior to the purchased and a payment of FIVE HUNDRED PESOS (P 500.00) as change of concessionaire fee.
- d) Those disconnected connection who requested for re-connection and the applicant wants to register under his/her name, it will be allowed only, if the applicant is covered under Section 2.b. & Section 2.c, and full payment of arrears, provided that the said connection was in-active within SIX (6) months period, if the said service connection was in-active more than SIX (6) MONTHS it will be classified as NEW CONNECTION, therefore, service connection policy for new connection will apply.

Section 3. Forms of Coverage.

The customer and/or concessionaire who requested to avail this POLICY is hereby required to comply the following:

- a. Fill up the application for service connection;
- b. Payment of the required fees & arrearages ;
- c. Undergo the briefing to be given by the Commercial Section Chief or any authorized representative ; and
- d. Approval of service connection application.

Section 4. Implementation.

The General Manager and/ or the Officer In-charge are held responsible in the implementation of this policy.

Section 5. Repealing Clause

All other resolutions, policies as a part thereof that are inconsistent within this Policy are hereby superceded, repealed, amended or modified accordingly.


Section 6. Effectivity.

This policy will be effective upon the approval of the Board of Directors.

*Adopted on April 25, 2013
at LIWAD Board Room
Rizal St., LiangaSurigaodel Sur*

Approved by:


MENELEO O. DOLLANO
Secretary


SABAS E. BELARMINO
Member


CECILIA G. DE GRACIA
Treasurer


EDITHA C. MOSQUERA, M.D.
Acting Chairman, Board of Directors