



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE

CITIZEN'S CHARTER
(2023, 1st Edition)



I. Mandate

The MWSS Regulatory Office (RO) is mandated to monitor the Concession Agreement. Among its many functions, MWSS RO reviews, monitors and enforces rates and service standards; arranges and reports regular independent audits of the performance of the Concessionaires; and monitors the infrastructure assets. However, MWSS RO's functions may change over time for effective regulation of water and sewerage services.

II. Vision

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous, sustainable and accessible supply of safe and affordable drinking water and environmentally safe sewerage system.

III. Mission

To monitor, even during any emergency situation that the State may declare, Concessionaires' compliance with their contractual obligations, enforce Customers service standards and determine reasonable rates in the delivery of safe drinking water supply and environmentally-safe sewerage services.



IV. Service Pledge

We, the officials and employees of the MWSS RO, in the spirit of public service, affirm our sworn duties to serve the citizenry with utmost responsibility, integrity, loyalty, efficiency, act with patriotism and justice. With the guidance of the Almighty, we pledge to:

- Serve our stakeholders, especially you, our customers, promptly, efficiently and effectively with due courtesy.
- Observe set standards of service quality.
- Provide comfortable customer service areas and frontline personnel to attend immediately to customer's needs.
- Provide a feedback system to assess the quality of service rendered and make improvements, if necessary; and
- Assess our systems and procedures based on our stakeholders' feedback on our performance.

These, we pledge, with the goal and commitment of improving the MWSS-RO public service delivery in the name of transparency, accountability and quality service to our stakeholders.

V. Core Values

- Patriotism
- Integrity and Professionalism
- Participatory Governance
- Transparency and Accountability
- Gender Responsiveness



VI. List of Services

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Office of the Chief Regulator Central Records Office

External Services



Receiving of Incoming Documents

The Central Records Office receives external documents from external stakeholders, concessionaires, and other government agencies.

Office or Division	Office of the Chief Regulator - Central Records Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document		External stakeholders/concessionaires, and other government agencies to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the documents to Central Records Office.	1.1. The Records Officer/ Administrative Assistant will check the completeness of documents.	None	5 minutes	Records Officer / Administrative Assistant
	1.2 Receive the document and stamp "RECEIVED" the duplicate copy and return to the client, if personally			



	delivered. If documents are received from e-mail, acknowledged receipt; If post office or courier, affix the signature in the delivery receipts.			
	1.3 Scan the document to generate an electronic copy and encode in the Online Tracking System.		20 minutes	
	1.4 Forward to Head Technical Assistant for review.		5 minutes	
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	30 minutes	
End of Transaction				



Filing of Rate Adjustment Application

MWSS Regulatory Office (RO) accepts filing of Rate Adjustment Application from Concessionaires with required basic/minimum supporting documents as enumerated in the checklist of requirements.

This service covers the receipt of filing of Rate Adjustment Application and preliminary evaluation of the completeness of the submitted documents.

Office or Division	Office of the Chief Regulator - Central Records Office; Regulation Area-in-charge (e.g. OCR, FRA, TRA, CSR, ALA)	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Concessionaires: Manila Water Company, Inc. and Maynilad Water Services, Inc.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter for review/approval/endorsement of Rate Adjustment addressed to Chief Regulator		Applicant (Concessionaires)
2. Attachment/s as prescribed depending on type of Rate Adjustment Application (e.g. Adjustment of Standard Rates)		
<i>Submit One (1) printed and/or One (1) soft copy if necessary.</i>		
TYPES OF RATE ADJUSTMENT		
1. Adjustment of Standard Rates (ASR) (Annual)		Applicant (Concessionaires)



<p>a. Application Letter for review/ approval/ endorsement of Standard Rates addressed to Chief Regulator</p> <p>b. Attachment:</p> <p>i. Table of Standard Rates for Publication (“Tariff Table”)</p> <p>ii. Computation of the Weighted Average Rates Increase (WARI) to support that the WARI of the proposed Table of Standard Rates does not exceed Rates Adjustment Limit (RAL).</p> <p><i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter.</i></p>	
<p>2. Rate Rebasing Adjustment (every 5 years)</p> <p>a. Application Letter for review/ approval/ endorsement of Rate Rebasing Adjustment addressed to Chief Regulator</p> <p>b. Attachments:</p> <p>i. Business Plan</p> <p>ii. Financial Model</p> <p><i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter.</i></p>	Applicant (Concessionaires)
<p>3. Extraordinary Price Adjustment (as applicable/ necessary)</p> <p>a. Application Letter for review/ approval/ endorsement of EPA addressed to Chief Regulator</p>	Applicant (Concessionaires)



<p>b. Attachments:</p> <p>i. EPA calculation in accordance with the formula set out in Schedule 14 of the RCA that contains the Net Present Value (NPV) of the Cash Flows which would be caused by the Grounds for Extraordinary Price Adjustment (GEA) or GEAs, as at June 30 of the following Charging Year</p> <p>ii. Documents which support the application for EPA.</p> <p><i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter.</i></p>	
<p>4. Foreign Currency Differential Adjustment (FCDA) (quarterly)*</p> <p>a. Application Letter for review/ approval/ endorsement of FCDA addressed to Chief Regulator</p> <p>b. Attachments:</p> <p>i. FCDA calculation</p> <p>ii. Documentary Requirements as per Section 5 of the approved FCDA Guidelines</p> <p><i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter and approved Guidelines.</i></p> <p><i>*Subject to approval of FCDA Guidelines</i></p>	Applicant (Concessionaires)
<p>5. Modified Currency Differential Adjustment (MFCDA) (as</p>	Applicant (Concessionaires)



applicable/ necessary)* a. Application Letter for review/ approval/ endorsement of FCDA addressed to Chief Regulator b. Attachments: i. MFCDA calculation ii. Documentary Requirements as per Section 5 of the approved MFCDA Guidelines <i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter and approved Guidelines.</i> <i>*Subject to approval of MFCDA Guidelines</i>				
6. Other Application concerning Rate Adjustment a. Application Letter for review/ approval/ endorsement of other Application concerning Rate Adjustment addressed to Chief Regulator b. Attachment: i. Supporting documents <i>Note: The MWSS RO may require the submission of additional documents based on the proposal in the Application Letter.</i>		Applicant (Concessionaires)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Rate Adjustment Application to the Central Records Office (CRO)	1.1. Acknowledge the receipt of the application and forward the same to Regulation Area/ Department-in-charge	None	10 minutes	CRO: Records Officer/ Administrative Assistant
	1.2 Check the completeness of the basic documents submitted and provide feedback to CRO. List all the basic documents not submitted and forward the same to CRO.		45 minutes	OCR: Head Technical Assistant; CRO - Records Officer/ Administrative Assistant FRA: ODA- Technical Assistant; TCMD - Chief Economist/ Sr. PURO/SPURO/ Sec. B; FAAMD - Supvg. Mngt Specialist/ Finance Officer C/ Supvg. PURO/ SPURO/ Sec. B TRA: ODA - Technical Assistant; OMD - Supvg. PURO/



				<p>Sr. PURO/ Sec B; WQCD – Principal Chemist/ Sr. PURO/ Lab Tech A/ Sec B</p> <p>CSRA: ODA - Technical Assistant; CSMD – Supvg PURO/ Sr. PURO/ Sec B; MED - Supvg PURO/ Sr. PURO/ Sec B</p> <p>ALA: ODA - Technical Assistant; Legal – Chief Corporate Atty./ Sr. Corporate Atty./ Sec B.</p>
	1.3 If the result of the checking is complete, stamp “RECEIVED” the duplicate copy of the physical document and return the		10 minutes	<p>CRO: Records Officer/ Administrative Assistant</p>



	<p>same to the applicant.</p> <p>Otherwise, return all the documents to applicant together with List of all the basic documents not submitted.</p>			
2. Receive response on the Filing of the Rate Adjustment Application	<p>2.1 Convey to the applicant the acceptance or non-acceptance of the Filing of the Rate Adjustment Application.</p> <p>If incomplete, advice the applicant to submit/comply with the basic requirements.</p>		10 minutes	<p>CRO: Records Officer/ Administrative Assistant/</p> <p>OCR/ FRA/TRA/ CSRA/ ALA : Representative from the Department-in-charge (refer to Step 1.2)</p>
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			<p>CRO: Records Officer/ Administrative Assistant/</p>
Total		None	1 hour 15 minutes	



End of Transaction			



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Office of the Chief Regulator Central Records Office

Internal Services



Retrieval of Official Documents

It is a process of obtaining data from the Central Records Office based on the request of RO personnel or other authorized persons.

Office or Division	Office of the Chief Regulator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Regulation Areas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Records Request Form (RRF)		Central Records Office to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Records Request Form (RRF)	1.1 Check the documentary requirement.	None	1 working day	Records Officer/ Administrative Assistant
	1.2 Retrieves the requested document/s			
	1.3 Photocopy the requested document/s			
2. Receives the requested document and signs the Records Request Form	2.1 Release the request document.			



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for acknowledgement receipt.				
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
Total		None	1 working day	
End of Transaction				



Receiving of Incoming Documents - Internal

The Administrative Assistant receives internal documents from other Regulation Areas or within the organization, which may be intended for approval or for the information of the Chief Regulator.

Office or Division	Office of the Chief Regulator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Regulation Areas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document		Regulation Areas to provide		
2. Routing Slip		Secretary/ Administrative Assistant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to the Office of the Chief Regulator	1.1. The Administrative Assistant receives and records the document. Return the receiving copy with a stamp to the client.	None	5 minutes	Secretary / Administrative Assistant
	1.2 Scan the document to generate an electronic copy		20 minutes	



	and encode in the Online Tracking System. Then forward to Head Technical Assistant.			
	1.3 The Head Technical Assistant reviews the documents.		1 hour	Head Technical Assistant; Chief Regulator
	1.4 The Head Technical Assistant will discuss with the Chief Regulator the proper action to be taken.			
	1.5 The Chief Regulator will determine if the document merits approval or further instruction. The documents signed by the Chief Regulator and/or subject to the instruction of the Chief Regulator will be forwarded to the concerned regulation areas and encoded the instruction to the Online Tracking System.		Within the day	Chief Regulator; Secretary/ Administrative Assistant



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2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	1 working day	
End of Transaction				



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Office of the Chief Regulator Management Information Systems Unit

Internal Services



Request for ICT Infrastructure Corrective Maintenance

Employee's requests for ICT related concerns which are attended by the MIS Unit to ensure that the IT equipment of the MWSS RO is maintained in its functional integrity.

Office or Division	Office of the Chief Regulator - Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Personnel (Full-time Employees) and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. eService Request Form		Internal Client to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes eService Request Form (eSRF) at the MIS Portal	1.1 Checks submitted request from eSRF	None	1 day	MIS Unit Personnel
	1.2 Evaluates the ICT problem encountered by the client			
	1.3 Diagnoses and troubleshoots the ICT equipment			



	1.4 Checks if the problem still persists			
	1.5 Informs client the actions performed to resolve the problem			
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	1 day	
End of Transaction				



Request for Website Development and Maintenance

Employee's requests for Website updates which are maintained by the MIS Unit to ensure accurate and timely delivery of new information on the MWSS Regulatory Office website.

Office or Division	Office of the Chief Regulator – Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. eService Request Form		Internal Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes eService Request Form (eSRF) at the MIS Portal.	1.1 Evaluates submitted request from eSRF.	None	1 day	MIS Unit Personnel
	1.2 Checks if the materials comply with the requirements for posting.			
	1.3 Identifies the need to improve the current layout of the website based on the			



	requested content update.			
	1.4 Uploads the content using the website’s Content Management System.			
	1.5 Informs the client that the website content update has been performed.			
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	1 day	
End of Transaction				



Administration of GovMail Accounts - Request for New Email

New employee's requests for issuance of official government email of MWSS RO's permanent and contractual employees.

Office or Division	Office of the Chief Regulator - Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Personnel (Full-time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. eService Request Form		Internal Client to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up eService Request form and submits a letter requesting for creation of new GovMail Account.	1.1 Evaluates request for creation of new GovMail account.	None	1 day	MIS Unit Personnel
	1.2 Assigns a GovMail account to the client if a license is available. If there is no available license, proceed to the next step.			



	1.3 Requests additional accounts to DICT.		3-5 days depending on availability of account slots	
	1.4 Informs new user/s their GovMail credentials.		1 day	
	1.5 Orients new user/s to the functions and capabilities of their GovMail account.			
	1.6 Administers and maintains the GovMail account of the end user (username change, password reset, storage back-up, etc.).			
	1.7 Informs client the actions performed to complete the request.			
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	5-7 day	
End of Transaction				



Administration of GovMail Accounts - Request for Password Reset

Employee's requests for the reset of their official GovMail accounts which are maintained by the MIS unit.

Office or Division	Office of the Chief Regulator - Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	Currently Employed MWSS RO Personnel (Full-time Employees) and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. eService Request Form		Internal Client to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes eService Request Form (eSRF) at the MIS Portal.	1.1 Evaluates request for GovMail password reset.	None	1 hour	MIS Unit Personnel
	1.2 Resets the password of the account and creates a temporary password.			
	1.3 Informs user of their temporary password.			



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2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	1 hour	
End of Transaction				



Administration of GovMail Accounts - Request for GovMail Storage Increase

Employee's requests for the increase of storage in their official GovMail accounts which are requested to the Department of Information and Communications Technology (DICT) through the MIS Unit.

Office or Division	Office of the Chief Regulator – Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Internal Client to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter requesting for an increase in GovMail storage addressed to DICT.	1.1 Evaluates request for GovMail storage increase.	None	1 day	MIS Unit Personnel
	1.2 Submits the request letter to DICT.			
	1.3 Waits for DICT's response.		1 day	
	1.4 Informs user that the increase has been applied.		Within the day	



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2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	2 days	
End of Transaction				

**Timeline does not include DICT's response period*



**Administration and Legal Affairs
Administration Department - Finance Unit**

Internal / External Services



Processing of Payment of Claims (Complex Transactions)

This service involves the processing of payments pertaining to MWSS RO's personnel services, maintenance and other operating expenses and capital outlays through the use of checks and bank debits. It starts from the receipt of complete documentary requirements and ends with the release of checks and bank debits to the claimants.

Office or Division	Processing of Payment of Claims (Complex Transactions)	
Classification:	Complex	
Type of Transaction:	Government to Government Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated. (First Payment)		Bids and Award Committee (BAC) Secretariat
2. Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof. (First Payment)		Client to provide
3. Copy of the Terms of Reference or Contract (First Payment)		BAC Secretariat / End- User
4. Copy of Curriculum Vitae of the Consultant (First Payment)		BAC Secretariat / End- User



5. Approved consultancy Progress/Final Reports, and/or output required under the contract (Progress Billing)	End - User
6. Request for Payment (Progress Billing)	End - User
7. Letter request for payment from contractor/supplier Billing Statement no. _____ dated _____ (Progress Billing)	Supplier
8. Reports/ Deliverables/ output required under the contract: 8.1. Report/ Deliverables/Output a. _____ b. _____ c. _____ 8.2 Reimbursable Cost (if any)	End- User
9. Statement of Payments & Balances (Progress Billing)	End- User
10. Letter of Credit (advance payment)	Supplier
11. Certificate of Completion (Final Payment)	End - User
12. Performance Rating (Final Payment & QMS Compliance)	End- User
Goods/ Services	
<i>Payment common to all regardless of Mode of Procurement</i>	
1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated.	BAC Secretariat / End- User



2. Certified copy of the submitted Contract or Purchase Order stamped "Received" by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof.	BAC Secretariat / End- User
3. Letter request for payment from contractor/supplier	Supplier
<i>Supplies, Materials, Equipment and Motor Vehicles</i>	
1. Purchase Requisition (PR)	AD – Procurement Section / End – User
2. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative	Supplier
3. Results of Test Analysis, if applicable	End – User
4. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government	Supplier
5. Delivery receipt duly received.	AD – Property Section / End – User
6. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative	AD – Property Section / End – User
7. Property Acknowledgement Receipt (PAR), for equipment.	AD – Property Section



8. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	Supplier
9. Authority to purchase, in case of motor vehicles	Department of Budget and Management
<i>Additional Requirement for Procurement of drugs and medicines</i>	
1. Certificate of product registration from Food and Drug Administration (FDA)	FDA / Supplier
1. Certificate of good manufacturing practices from FDA	FDA / Supplier
2. Batch release certificate from FDA	FDA / Supplier
4. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items	Manufacturer / Supplier
5. License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor)	FDA / Supplier
6. Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition	
7. Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines	Supplier
<i>General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services)</i>	



1. Performance Appraisal Report	Supplier
2. Statement of Account or Contractor's Bill	Supplier
3. Record of Attendance/service	Supplier
4. Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/Pag-ibig/PhilHealth]	Supplier
<i>Rental Contracts for Property</i>	
1. List of prevailing comparable property within the vicinity (for first claim)	Supplier
2. Vicinity map (for first claim)	Supplier
3. Bills/Invoices	Supplier
3. Certificate of Occupancy (space/building) (for first claim)	Supplier
<i>Repair and Maintenance of Aircrafts, Watercrafts, Equipment and Motor Vehicles</i>	
1. Bills/Invoices	Supplier
2. Pre-Repair Inspection Report	AD – Property Section
1. Post-Repair Inspection Report	AD – Property Section
2. Repair History of Property	AD – Property Section
3. Waste Materials Report	AD – Property Section



4. Warranty Certificate	Supplier
5. Certificate of Acceptance	AD – Property Section
<i>Advertising Expenses</i>	
1. Job Order or Contract	Supplier / End –User
2. Bill/Statement of Account	Supplier
3. Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial	Supplier
4. Copy of Approved Agency Media Plan, if any	End – User
Infrastructure Projects	
<i>First Payment:</i>	
1. Certified copy of the page of the approved Annual Procurement Plan (APP) or Supplemental APP where the particular Goods, Consulting Services and/or Infrastructure Projects subject of payment is indicated.	BAC Secretariat / End – User
2. Certified copy of the submitted Contract or Purchase Order stamped “Received” by COA of the documentary requirements required by COA Circular No. 2009-001 dated February 12, 2009 and COA Memorandum No. 2005-027 dated February 28, 2005 (Annex A-T) and any future amendments thereof.	BAC Secretariat / End – User
3. Copy of the Terms of Reference or Contract	End – User



4. Copy of Curriculum Vitae of the Consultant	End – User
<i>Additional Requirement:</i>	
<i>Advance Payment for Mobilization Cost</i>	
1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Supplier
2. Notice of Award	BAC Secretariat / End – User
3. Notice to Proceed	BAC Secretariat / End – User
<i>Progress Payments</i>	
1. Statement of Work Accomplished (SWA)	End – User
2. Progress Billing Statement	Supplier
3. Inspection Report by the Agency's Authorized Engineer	End – User
4. Results of Test Analysis, if applicable	End – User
5. Contractor's Affidavit on payment of laborers and materials	Supplier
6. Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items	End – User
7. Certificate of Percentage of completion	End – User
<i>Final Payment</i>	



1. As-Built Plans	Supplier
2. Final SWA	Supplier
3. Warranty Security	Supplier
4. Certificate of Completion	End - User
5. Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency	Supplier / End - User / AD - Property Section
6. Certificate of Acceptance by the Agency	End - User
7. Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team	End - User
8. Statement of Time Elapsed	End - User
9. Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items	End - User
10. Performance Rating (Final Payment & QMS Compliance)	End - User
<i>Release of Retention Money</i>	
1. Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand	Supplier



2. Certification from the end-user that the project is completed, inspected and accepted.	End – User
Salary	
<i>First Salary</i>	
1. Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent	AD – Personnel Section
2. Assignment/Re-Assignment order, if applicable	AD – Personnel Section
3. Certified copy of Oath of Office	AD – Personnel Section
4. Certificate of Assumption	AD – Personnel Section
5. Statement of Assets, Liabilities and Net Worth	AD – Personnel Section
6. Approved Daily Time Record (DTR)	AD – Personnel Section
7. Bureau of Internal Revenue (BIR) withholding certificate	AD – Personnel Section
8. Payroll Information on New Employee (PINE) or any equivalent document	AD – Personnel Section
9. Authority from the claimant and identification documents, if claimed by person other than the payee	Claimant
<i>Additional Requirements for transferee (from one government agency to another)</i>	
1. Clearance from money, property and legal accountabilities from the previous office	AD – Personnel Section



2. Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office	AD – Finance Section
3. Certificate of leave credits	AD – Personnel Section
4. Service Records	AD – Personnel Section
5. BIR Certificate of Compensation Payment/Tax Withheld	AD – Personnel Section
6. Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms	AD – Personnel Section
<i>For Contract of Service and Job Order Workers</i>	
1. Approved Contract for Contract of Service and Job Order Workers Certificate of Assumption	AD – Personnel Section
2. Approved DTR	AD – Personnel Section
3. BIR withholding certificate	AD – Personnel Section
4. Approved Contract for Contract of Service and Job Order Workers Certificate of Assumption	AD – Personnel Section
<i>Salary (if Deleted from the Payroll)</i>	
1. Approved DTR	AD – Personnel Section
2. Notice of Assumption	AD – Personnel Section



3. Approved Application for Leave, and Medical Certificate if on sick leave for five days or more and clearance if on leave for 30 days or more	AD – Personnel Section
<i>Salary Differentials due to Promotion and/or Step Increment</i>	
1. Due to Promotion: <ul style="list-style-type: none">• Certified copy of Approved Appointment• Certificate of Assumption	AD – Personnel Section
2. Notice of Salary Adjustment (NOSA), for step increment/salary increase	AD – Personnel Section
3. Approved DTR or certification that the employee has not incurred leave without pay	AD – Personnel Section
4. Certification by the LCE, in case of LGUs, that the promotion/step increment is still within the PS limitation	Not Applicable
<i>Last Salary</i>	
1. Clearance from money, property and legal accountabilities	AD – Personnel Section
2. Approved DTR	AD – Personnel Section
3. Authority to deduct accountabilities, if any	AD – Personnel Section



4. Certification of available leave credits	AD – Personnel Section
<i>Salary due to Heirs of Deceased Employee</i>	
1. Death Certificate issued by the Philippine Statistics Authority (PSA) or Court Declaration in case of presumptive death or any evidence of circumstances of death, whichever is applicable.	PSA / AD – Personnel Section
2. Marriage Certificate issued by PSA, if applicable	PSA / AD – Personnel Section
3. Birth Certificate of surviving legal heirs issued by PSA	PSA / AD – Personnel Section
4. Waiver of right of children 18 years and above , if applicable	Claimant
5. Designation of next-of-kin –	Claimant
6. Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage	Claimant
<i>Salary during Maternity Leave</i>	
1. Certified copy of approved Application for Maternity Leave	AD – Personnel Section
2. Certified copy of Maternity Leave Clearance	AD – Personnel Section
3. Medical Certificate for Maternity Leave	AD – Personnel Section
4. Certification as Solo Parent (for additional 15 days paid leave)	AD – Personnel Section



5. Certificate of Assumption	AD – Personnel Section
<i>General claims through the Automated Teller Machine (ATM)</i>	
1. Approved Salary Payroll	AD – Finance Section
2. Approved Payroll Register (hard and soft copy)	AD – Finance Section
3. Letter to the bank to credit employees' account of their salaries or other claims stamped “Received” by the bank	AD – Finance Section
4. Validated deposits slips/LDDAP-ADA, if applicable	AD – Finance Section
Allowances, Honoraria and Other Forms of Compensations	
<i>Clothing/Uniform Allowance</i>	
<u>For Individual Claims</u> <ol style="list-style-type: none"> 1. Certificate of Assumption (for new employee and those on leave without pay) 2. Certificate of Non-payment from previous agency, for transferees 	AD – Personnel Section
<u>For General Claims</u> <ol style="list-style-type: none"> 1. Approved Clothing/Uniform 2. Allowance Payroll 3. Approved Payroll Register (hard and soft copy) 4. Letter to the bank to credit employees' account of their allowance 5. Validated deposit slips/LDDAP-ADA, if applicable 	AD – Personnel Section AD – Finance Section AD – Finance Section AD – Finance Section AD – Finance Section
<i>Collective Negotiation Agreement (CNA) Incentive</i>	



<ol style="list-style-type: none"> 1. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentive 2. Copy of CNA 3. Comparative statement of DBM approved level of operating expenses and actual operating expenses 4. Proof of remittance to the National Treasury of its 50 percent dividends share or percentage approved by the Department of Finance on the annual earnings for income generating GCs/GFIs 5. Certification issued by the Head of Agency on the total amount of unencumbered savings generated from the cost cutting measures identified in the CNA which resulted from the joint efforts of labor and management and systems/productivity/income improvement 6. Proof that the planned programs/activities/projects have been implemented and completed in accordance with targets for the year 	<p>Management / Union Officers</p> <p>Union Officers</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>Management</p>
<i>Honoraria</i>	
<i>Government Personnel Involved in Government Procurement</i>	
<ol style="list-style-type: none"> 1. Office Order creating and designating the BAC compositions and authorizing the members to collect honoraria 	BAC Secretariat
<ol style="list-style-type: none"> 2. Minutes of BAC meetings 	BAC Secretariat
<ol style="list-style-type: none"> 3. Notices of Award to the winning bidders of procurement activity being claimed 	BAC Secretariat



4. Certification that the procurement involves competitive bidding	BAC Secretariat
5. Attendance sheet listing the names of attendees to the BAC meetings	BAC Secretariat
6. Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed 25% of the annual basic salaries pursuant to DBM Budget Circular No. 2004-5A dated October 7, 2005 and any future amendments thereof	AD – Finance Section
<i>Resource Person/Coordinator/Facilitator</i>	
1. Office Order for their designation with authority to collect honorarium	AD – Personnel Section / End – User
2. Authority to Conduct the Training/Seminar and the participants	AD – Personnel Section / End – User
3. Course Outline/Program	AD – Personnel Section / End – User
4. Copy of the Letter/Invitation to Guest Resource Speaker/Persons (as accepted/conformed)	AD – Personnel Section / End – User
5. Certification issued by the Chief Accountant that the amounts received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated April 23, 2007 and any future amendments thereof	AD – Finance Section
<i>Longevity Pay</i>	



1. Service Record	AD – Personnel Section
2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay	AD – Personnel Section
<i>Loyalty Cash Award/Incentive/Service Recognition Award</i>	
<u>For Individual Claims</u> 1. Service Record 2. Certificate of non-payment from previous office (for transferee) 3. Certificate from HRO/U that the claimant has not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition	AD – Personnel Section Claimant AD – Personnel Section
<u>For General Claims</u> 1. Loyalty Cash Award/ Incentive/Service Recognition Award Payroll 2. Certificate from HRO/U that the claimants have not incurred more than 50 days leave without pay within the preceding 5-year period, as the case may be, or proof of eligibility to receive incentive/service recognition 3. Payroll Register (hard and soft copy) 4. Letter to the bank requesting to credit employees' account of their PIB claims 5. Validated Deposit Slips/LDDAP-ADA, if applicable	AD – Personnel Section AD – Personnel Section AD – Finance Section AD – Finance Section AD – Finance Section



<i>Mid-Year/Year-End Bonus (YEB) and Cash Gift (CG)</i>	
<u>For Individual Claims</u> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities (retiree) 2. Certificate of Assumption to Office (for new employee/transferee) 3. Certification of non-payment from previous agency (for transferee) 	<p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>AD – Personnel Section</p>
<u>For General Claims</u> <ol style="list-style-type: none"> 1. Bonus and/or CG Payroll 2. Payroll Register (Hard and soft copy) 3. Letter to the bank to credit employees account of their Bonus and/or CG claims 4. Validated Deposit slips/LDDAP-ADA, if applicable 	<p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p>
<i>Monetization of Leave Credits</i>	
1. Approved leave application with leave credit balance certified by the Human Resources Officer	AD – Personnel Section
2. Request for monetization of leave covering more than ten days duly approved by the Head of Agency	AD – Personnel Section
3. For monetization of 50 percent or more: <ul style="list-style-type: none"> • Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs • Barangay Certification in case of need for financial assistance brought by calamities, typhoons, fire, etc. 	AD – Personnel Section / Claimant



<ul style="list-style-type: none"> Justification on financial needs for the education of employee or children 	
<i>Overtime Pay</i>	
1. Overtime authority stating the necessity and urgency of the work to be done, names of personnel, the purpose of expected outputs, specific period of such services and the manner of compensating the same i.e. Compensatory Time Off or paid in cash	AD – Personnel Section
2. Overtime Work Program	AD – Personnel Section
3. Quantified Overtime Accomplishment duly signed by the employee and supervisor	AD – Personnel Section
<i>Personnel Economic Relief Allowance (PERA)</i> <ul style="list-style-type: none"> Same requirements as those for payment of salaries (4.1.1, 4.1.2, 4.1.5-7 & 4.2) 	AD – Personnel Section
<i>Program on Awards and Incentives for Service Excellence (PRAISE)</i>	
1. Proof of eligibility to receive PRAISE award in accordance with CSC Memorandum Circular (MC) No. 01-2001	AD – Personnel Section
2. Approved payroll	AD – Finance Section
<i>Productivity Incentive Bonus (PIB) or Productivity Enhancement Incentive (PEI)</i>	
<u>For Individual Claims</u>	



<ol style="list-style-type: none"> 1. Certification that the performance ratings for two semesters given to the personnel of the concerned division/office are at least satisfactory 2. Certification from the Legal Office that the employee has no administrative charge 	<p>AD – Personnel Section</p> <p>Legal Affairs</p>
<p><u>For General Claims</u></p> <ol style="list-style-type: none"> 1. PIB Payroll 2. List of personnel dismissed within the year 3. List of personnel on absent without official leave (AWOL) 4. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office are at least satisfactory 5. Payroll register (hard and soft copy) 6. Letter to the bank to credit employees' account of their PIB/PEI claims 7. Validated deposit slips/LDDAP-ADA, if applicable 	<p>AD – Finance Section</p> <p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p>
<i>Reimbursement of Hospital Expenses</i>	
1. Duly approved Order of Adjudication	AD – Personnel Section
2. Committee Report/Evaluation	AD – Personnel Section
3. Medical Abstract/Record	Hospital
4. Affidavit of the Applicant	Claimant
5. Affidavit of two (2) disinterested persons	Claimant



6. Summary of hospital expenses	Hospital
7. Statement of Account/Bill	Hospital
8. Official Receipts	Hospital
<i>Reimbursement of Pre-employment Medical Expenses</i>	
1. Copy of Approved Appointment	AD – Personnel Section
2. Copy of Certificate of Assumption to Office	AD – Personnel Section
3. Official Receipts/eOR/AR or equivalent	Supplier
<i>Representation and Transportation Allowance (RATA)</i>	
<u>For Individual Claims</u>	
1. Copy of Appointment/Office Order (1st payment) Certificate of Assumption (1st payment)	AD – Personnel Section
2. Certificate or evidence of service rendered or approved DTR	AD – Personnel Section
3. Certification that the official/employee did not use government vehicle	AD – Personnel Section
4. Certification by the LCE, in case of LGUs, that the revised RATA rates are still within the PS limitation	Not Applicable
5. Certification on the Actual Incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance)	Claimant
<u>For General Claims</u>	
1. Approved RATA payroll	AD – Finance Section



<ol style="list-style-type: none"> 2. Approved Payroll Register (hard and soft copy) 3. Letter to the bank to credit employees' account of their RATA claims, if applicable stamped "Received" by the bank 4. Validated Deposit Slip/LDDAP-ADA, if applicable 	<p>AD – Finance Section</p> <p>AD – Finance Section</p> <p>AD – Finance Section</p>
<i>Retirement Benefits</i>	
<ol style="list-style-type: none"> 1. Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Office/Unit (HRO/U) that the retiree did not incur any leave of absence without pay 2. Retirement application 3. Office clearance from money/property accountability & administrative/criminal liability 4. Statement of Assets, Liabilities and Net worth (SALN) 5. Retirement Gratuity Computation 6. Certificate from the Office of the Ombudsman indicating whether or not the retiree has a pending criminal or administrative case Affidavit of Undertaking with authority to deduct accountabilities 7. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her. 	<p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>AD – Personnel Section</p> <p>Ombudsman</p> <p>Claimant</p>
<p><i>Additional requirement in case of resignation</i></p> <ul style="list-style-type: none"> • Employee's letter of resignation duly accepted by the Agency Head <p><i>Additional requirements in case of death</i></p>	<p>AD – Personnel Section</p> <p>PSA / AD – Personnel Section</p>



<ul style="list-style-type: none"> • Death certificate issued by Philippine Statistics Authority (PSA) Marriage Certificate issued by PSA • Birth certificates of all surviving legal heirs issued by PSA • Waiver of rights of children 18 years old and above, if applicable Designation of next-of-kin • Affidavit of two disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage 	<p>PSA / AD – Personnel Section PSA / AD – Personnel Section</p> <p>Claimant</p>
<i>Terminal Leave Benefits</i>	
1. Agency Clearance from money, property and legal accountability from the Central Office and/or from the Regional Office of last assignment	AD – Personnel Section
2. Ombudsman Clearance	Ombudsman
3. Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Division/Unit/Office/Admin/ Human Resources Office/Unit (HRO/U)	AD – Personnel Section
4. Approved leave application	AD – Personnel Section
5. Complete service record	AD – Personnel Section
6. Certified photocopy of appointment/NOSA showing the highest salary received if the salary under the last appointment is not the highest.	AD – Personnel Section



7. Computation of terminal benefits duly signed certified by the Chief Accountant	AD - Finance Section
8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU	AD - Personnel Section
9. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency.	AD - Personnel Section
10. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency.	AD - Personnel Section
<u>Additional requirements in case of death</u> <ul style="list-style-type: none">• Death certificate issued by PSA• Marriage Certificate issued by PSA• Birth certificate of all surviving legal heirs issued by PSA Designation of next-of-kin• Waiver of rights of children 18 years old and above, if applicable	PSA / AD – Personnel Section PSA / AD – Personnel Section PSA / AD – Personnel Section Claimant



Other Expenditures	
<i>Utility Expenses</i>	
1. Statement of Account/Bill	Supplier
2. Invoice/Official Receipt or machine validated statement of account/bill	Supplier
<i>Telephone/Communication Expenses</i>	
1. Statement of Account/Bill	Supplier
2. Invoice/Official Receipt or machine validated statement of account/bill or collection and acknowledgement receipts.	Supplier
3. Certification by Head of Agency or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls.	Head of Agency or his/her representative
4. Authority from the Head of Agency for entitlement to Mobile phone allowance	Head of Agency
5. Certification from the Chief Accountant and Property Officer that the employee was not issued a postpaid plan for mobile phone.	AD – Finance Section
Extraordinary and Miscellaneous Expenses	
1. Certification executed by the official concerned that the amount claimed was spent for the purpose and in the	Claimant



amount not exceeding the limit indicated in the general provisions of the GAA	
2. Relevant Invoices/Receipts, if the amount claimed was spent for the purpose and in the amount exceeding the limit indicated in the general provisions of the GAA	Supplier
3. Minutes of the meeting if used for the purpose of meetings, seminars and conferences	Claimant
4. Attendance Sheet	Claimant
Cultural and Athletic Activities	
1. Budget estimates approved by the Head of Agency	Concerned Committee
2. Office Order	AD – Personnel Section / Record Section
3. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted	BAC Secretariat / AD – Procurement Section
Human Resource Development and Training Program	
1. Budget Estimates Approved by the Head of Agency	AD – Personnel Section
2. Schedule of Training Approved by the Head of Agency	AD – Personnel Section
3. Statements of Account/Bills/Invoices	Supplier
4. Official Receipts	Supplier
5. Office Order/Terms of Reference	AD – Personnel Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Claimant transmits to the Records Officer the complete, valid, proper, and legal supporting documentary requirements for evaluation.	1.1 The Records Officer receives from the claimant the complete, valid, proper, and legal supporting documentary requirements for evaluation.	None	15 minutes	Record Officer - ALA
	1.2 The Record Officer transmits to the Fiscal Examiner A the complete, valid, proper, and legal supporting documentary requirements for evaluation.			
	1.3 Fiscal Examiner A checks and verifies completeness, legality, and validity of data as against the supporting documentary requirements in accordance with existing auditing rules and regulations;		2 days	Fiscal Examiner A



	<ul style="list-style-type: none">• If documentary requirements are complete and accurate, proceed to 2.1;• If documentary requirements have deficiencies, the Fiscal Examiner A returns the document to the claimant for compliance and the process restarts to Step 1.			
2. Claimant receives the documents and does necessary actions to comply.	2.1 Fiscal Examiner A awaits the submission from the Claimant		1 day	Fiscal Examiner A
	2.2 Fiscal Examiner A prepares Disbursement Voucher (DV) with assigned DV number; compute and deduct applicable taxes, if necessary; records particulars of DV in the electronic logbook; and		2 hour	Fiscal Examiner A



	signs the reviewed portion of the DV			
	2.3 Fiscal Examiner A forwards Disbursement Voucher (DV) with complete supporting documentary requirements to the concerned Department Manager (DM) or Deputy Administrator (DA) to sign the Box A of DV		15 minutes	Fiscal Examiner A,
	2.4 Finance Officer B receives signed DV with complete supporting documentary requirements from concerned DM or DA, and extracts the tax withheld, if any.		1 day	Concerned DM or DA
	2.5 Finance Officer B forwards the DV and the supporting documentary requirements to the Chief Corporate Accountant for		1 hour	Finance Officer B
			15 minutes	Finance Officer B



	final review and signature of Box B of DV			
	2.6 Chief Corporate Accountant reviews the DV and the supporting documentary requirements, record the transaction in the accounting system, signs the Box B of the DV and forwards to the Office of the Chief Regulator (OCR) for approval of Box C of the DV.		2 hours	Chief Corporate Accountant
	2.7 Chief Regulator or his alternate approves and signs the Box C of the DV and return it back to ALA		1 day	Chief Regulator or his alternate
3. OCR forwards to the ALA the approved DV and the supporting documentary requirements	3.1 Records Officer receives the approved DV and the supporting documentary requirements, and forwards it to the Finance Officer B – Treasury for		15 minutes	Record Officer



	preparation of Check Voucher (CV) and Check			
	3.2 Finance Officer - Treasury receives the approved DV and the supporting documentary requirements, and prepares the CV, check, and BIR Form 2307, if necessary		30 minutes	Finance Officer - Treasury
	3.2 Finance Officer - Treasury records the transaction in the check register, signs the CV, and forwards it to the Chief Corporate Accountant		15 minutes	Finance Officer - Treasury
	3.4 Chief Corporate Accountant records the transaction in the Accounting System and forwards the CV and the check to DM for Administration or his alternate (up to 1.5M) and or DA for ALA or his/her		1 day	Chief Corporate Accountant



	alternate (over 1.5M) for the approval as to the accounting and financial requirements			
	3.5 DM for Administration or his alternate (up to 1.5M) and or DA for ALA or his/her alternate (over 1.5M) approves the CV as to the accounting and financial requirements and forwards the CV and Check to the signing authorities for approval.		1 day	DM for Administration or/and DA for ALA
	<p>Signing Authorities approve the check</p> <p>Principal Chief Regulator DA for ALA</p> <p>Alternate DA for Technical Regulation Area DA for Customer Service Regulation Area</p>		2 days	<p>Signing Authorities</p> <p>Principal Chief Regulator DA for ALA</p> <p>Alternate DA for Technical Regulation Area DA for Customer Service Regulation Area DA for Financial Regulation Area</p>



	DA for Financial Regulation Area			
4. Approved CV and Checks forwards to Finance Officer B - Treasury for releasing	Finance Officer B - Treasury receives the approved CV and Check, and coordinate to the claimant that the check is available for release.		1 day	Finance Officer B - Treasury
	Awaiting release, the approved checks shall be stored in the vault for safekeeping.		2 days	
5. Supplier of goods and services receive the payment, signs the check logbook, and issues Official Receipt, if applicable, for the goods delivered and services rendered	5.1 The Finance Officer B - Treasury releases the check to the claimant		30 minutes	Finance Officer B - Treasury
	5.2 Upon release, the Finance Officer B - Treasury shall stamp "paid" the CV, DV and all supporting documentary requirements, and transmit the documents to the Commission on Audit quarterly.		2 days	Finance Officer B - Treasury



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE



6. Accomplish Client Satisfaction Measurement (Feedback) form.	6.1 Request client to accomplish form.			
Total		None	14 Days 7 hours 15 minutes	
End of Transaction				



Administration and Legal Affairs Administration Department - Finance Unit

Internal Services



Reimbursement of Expenses from Petty Cash Fund

The Petty Cash Fund can be availed by MWSS RO employees for reimbursement of emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services and transportation of messengers to deliver documents within Metro Manila.

Office or Division	Administration and Legal Affairs – Administration	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	MWSS RO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Common to All		
1. Approved Petty Cash Voucher Form		Administration Department (AD) – Finance Unit
Cash Advance for Purchase of Supplies and Materials		
1. Approved Purchase Request (PR)		AD – Procurement Unit
2. Canvass or quotation from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel – upon issuance of petty cash		Supplier
3. Official Receipt (OR) / Sales Invoice (SI) / Certification of Expense Not Requiring Receipt (CERR) (for expenses amounting to P300 or less) / Reimbursement Expense Receipts (RER) (for		Supplier



expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future	
4. Inspection and Acceptance Report (IAR)	AD – Property Unit
5. Inventory Custodian Slip (ICS) for semi-expendable	AD – Property Unit
6. Pre-/Post-Repair Inspection Report (Vehicle Repair)	AD – Property Unit
7. Waste Materials Report (WMR) in case of replacement/repair Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)	AD – Property Unit
Meals and Snacks	
1. Notice of meeting with agenda/meeting's purpose	
2. Minutes of Meeting	
3. Attendance Sheet	
4. Official Receipt	Supplier
Traveling Expenses	
Toll Fees & Parking Fees	
1. Official Receipt	Supplier
2. Trip Ticket	AD – Property Unit



Travel Insurance				
1. Official Receipt		Supplier		
2. Approved Itinerary of travel		AD – Human Resources Section		
3. Copy of Office Order/ Travel Order		AD – Human Resources Section / Records Section		
Vehicle Registration to LTO				
1. Official Receipts (Registration Fee, Stencil Fee, Emission Testing Fee)		Supplier		
2. Old copy of Vehicle Registration		AD – Property Section		
Mailing & Courier Fees				
1. Official Receipt		Supplier / Service Provider		
2. Copy of Letter/Memorandum In case of Water Analysis Results, list of recipients		Concerned Area / Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Fiscal Examiner A at the Administration – Finance to request for a Petty Cash Voucher (PCV)	1.1 The Fiscal Examiner A provides the PCV and instructs the requesting employee to fill-out the form and have it approved. Signing Authority:	None	1 day	Fiscal Examiner A Administration – Finance



	<p>Recommending Approval - Deputy Administrator (DA) or Department Manager (DM) Concerned</p> <p>Approval - Chief Regulator or DA for Administration and Legal Affairs (ALA)</p>			<p>DA or DM Concerned</p> <p>Chief Regulator or DA for ALA</p>
<p>2. Proceed to Fiscal Examiner A at the Administration - Finance for request of Cash Advance (CA), and submits the approved PCV attaching all the documentary requirements for reimbursement.</p>	<p>2.1 The Fiscal Examiner A validates / reviews the submitted PCV and all the attached documentary requirements.</p>		<p>30 minutes</p>	<p>Fiscal Examiner A Administration - Finance</p>
	<p>2.2 If the PCV is properly accomplished and the documentary requirements are complete, proceed to step 3. If there is deficiency, return it to the requesting employee for compliance.</p>			
<p>3. Receive payment of reimbursement and sign the "received portion" of the PCV at the Administration - Finance</p>	<p>3.1 The Fiscal Examiner A pays reimbursement claims to the requesting employee.</p>		<p>10 minutes</p>	<p>Fiscal Examiner A Administration - Finance</p>



	3.2 The Fiscal Examiner A records the reimbursement and updates the cash book accordingly.			
4. Accomplish Client Satisfaction Measurement (Feedback) form.	4.1 Request client to accomplish form.			
Total		None	1 day and 40 minutes	
End of Transaction				



Request and Liquidation of Cash Advance through Petty Cash

The Petty Cash Fund can be availed by MWSS RO employees as cash advance for emergency purchase of supplies and materials, meals for meetings (with external stakeholders), transportation expenses incurred in attending official meetings, courier services and transportation of messengers to deliver documents within Metro Manila.

Office or Division	Administration and Legal Affairs – Administration Department - Finance Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Currently Employed MWSS RO Personnel (Full-time Employees)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Common to All		
1. Approved Petty Cash Voucher Form		Administration Department - Finance Unit
Cash Advance for Purchase of Supplies and Materials		
1. Approved Purchase Request (PR) – upon issuance of petty cash		Administration Department - Procurement Unit
4. Canvass or quotation from at least three suppliers for purchases as prescribed (involving PHP 2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel – upon issuance of petty cash		Supplier
3. Official Receipt (OR) / Sales Invoice (SI) / Certification of Expense Not Requiring Receipt (CERR) (for expenses amounting to PHP 300 or less) / Reimbursement Expense Receipts (RER) (for		Supplier



expenses amounting to more than PHP 300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future - within five days upon receipt of petty cash	
4. Inspection and Acceptance Report (IAR) - within five days upon receipt of petty cash	Administration Department - Property Unit
5. Inventory Custodian Slip (ICS) for semi-expendable items - within five days upon receipt of petty cash	Administration Department - Property Unit
6. Pre-/Post-Repair Inspection Report (Vehicle Repair) - within five days upon receipt of petty cash	Administration Department - Property Unit
7. Waste Materials Report (WMR) in case of replacement/repair Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only) - within five days upon receipt of petty cash	Administration Department - Property Unit
Meals and Snacks	
1. Notice of meeting with agenda/meeting's purpose - upon issuance of petty cash	Concerned Regulation Area / Committee
2. Minutes of Meeting - within five days upon receipt of petty cash	Concerned Regulation Area / Committee
3. Attendance Sheet - within five days upon receipt of petty cash	Concerned Regulation Area / Committee
4. Official Receipt - within five days upon receipt of petty cash	Supplier
Traveling Expenses: Toll Fees & Parking Fees	



1. Official Receipt - within five days upon receipt of petty cash		Supplier		
2. Trip Ticket - within five days upon receipt of petty cash		Administration Department – Property Unit		
Traveling Expenses: Travel Insurance				
1. Official Receipt - within five days upon receipt of petty cash		Supplier		
2. Approved Itinerary of travel – upon issuance of petty cash		Administration Department – Human Resources Unit		
3. Copy of Office Order/ Travel Order – upon issuance of petty cash		Administration Department – Human Resources Unit / Records		
Vehicle Registration to LTO				
1. Official Receipts (Registration Fee, Stencil Fee, Emission Testing Fee) - within five days upon receipt of petty cash		Supplier		
2. Old copy of Vehicle Registration – upon issuance of petty cash		Administration Department – Property Unit		
Mailing & Courier Fees				
1. Official Receipt - within five days upon receipt of petty cash		Supplier / Service Provider		
2. Copy of Letter/Memorandum - within five days upon receipt of petty cash (In case of Water Analysis Results, list of recipients)		Concerned Regulation Area / Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Fiscal Examiner A at the Administration – Finance to request for a Petty Cash Voucher (PCV)	1. The Fiscal Examiner A provides the PCV and instructs the requesting	None	1 day	Fiscal Examiner A Administration –



	<p>employee to fill-out the form and have it approved.</p> <p>Signing Authority:</p> <p>Recommending Approval - Deputy Administrator (DA) or Department Manager (DM) Concerned</p> <p>Approval - Chief Regulator or DA for Administration and Legal Affairs (ALA)</p>			Finance; DA or DM Concerned; Chief Regulator or DA for ALA
2. Proceed to Fiscal Examiner A at the Administration - Finance for request of Cash Advance (CA), and submits the approved PCV attaching all the documentary requirements	2.1 The Fiscal Examiner A validates / reviews the submitted PCV and all the attached documentary requirements.		30 minutes	Fiscal Examiner A
	2.2 If the PCV is properly accomplished and the documentary requirements are complete, proceed to step 3. If there is deficiency, return it to the requesting employee for compliance			



3. Receive requested CA to Fiscal Examiner A at Administration – Finance and sign the “received portion” of the PCV	3.1 The Fiscal Examiner A grants the CA to the requesting employee		30 minutes	Fiscal Examiner A
	3.2 The Fiscal Examiner records the grant of CA in the electronic cash book			
4. Submit to the Fiscal Examiner A the documentary requirements for Liquidation of CA within 5 days after the CA was granted	4.1 The Fiscal Examiner A follows up the requesting employee to complete documents for liquidation of cash advance granted		5 days	Fiscal Examiner A
	4.2 The Fiscal Examiner A validates and reviews the documentary requirements for Liquidation			
	4.3 If the documentary requirements for liquidation are complete, proceed to step 4.4. If there is deficiency, return it to the client for compliance			



	4.4 The Fiscal Examiner A retrieves the PCV for the particular CA granted and receive, refund, or pay reimbursement as per the proof of payments submitted by the requesting employee			
	4.5 The Fiscal Examiner A records the liquidation and updates the cash book accordingly			
5. Accomplish Client Satisfaction Measurement (Feedback) form.	5.1 Request client to accomplish form.			
Total		None	6 days and 40 minutes	
End of Transaction				



Liquidation of Cash Advance

This service involves the processing of liquidation of cash advances granted to MWSS RO employees, Petty Cash Custodians and Special Disbursing Officers (SDOs) or Accountable Officers (AOs).

Office or Division	Administration and Legal Affairs – Administration	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	MWSS RO Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Payroll Funds for Salaries, Allowances, Honoraria and Other Similar Expenses <ul style="list-style-type: none">• Report of Cash Disbursements (RCDisb) certified correct by the accountable officer• Approved payrolls/vouchers duly acknowledged/signed by the payee/s• Duly verified/approved accomplishment report, in case of payment of personnel under the “job order” status• Official Receipt (OR)/printed electronic Official Receipt (eOR) /Acknowledgement Receipt (AR) or equivalent in case of refund for unclaimed Salaries, Allowances, Honoraria and Other Similar Expenses• Authority from the claimant and identification documents, if claimed by a person other than the payee		SDOs / AOs Administration Department (AD)- Personnel Section AD – Finance Section SDOs/ AOs
Petty Cash Fund		



<ul style="list-style-type: none"> • Report on Paid Petty Cash Vouchers (RPPCV) • Petty Cash Vouchers (PCVs) duly accomplished, signed and approved • Approved purchase request with certificate of Emergency Purchase, if necessary • Bills, receipts, sales invoices • Certification of Expense Not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future • Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance • Pre-/Post-Repair Inspection Report • Waste Materials Report (WMR) in case of replacement/repair Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only) • Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel • Summary/Abstract of Canvass • OR/eOR/AR or equivalent in case of refund of PCF • Inventory Custodian Slip (ICS) for semi-expendable items • For meals and snacks charged to PCF: <ul style="list-style-type: none"> – Notice of meeting with agenda/meeting's purpose – Minutes of Meeting 	<p>Petty Cash Custodian Petty Cash Custodian</p> <p>AD – Procurement Section</p> <p>Supplier Claimant</p> <p>AD – Property Section</p> <p>AD – Property Section AD – Property Section</p> <p>Claimant</p> <p>Claimant Ad- Finance Section AD – Property Section</p>
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<p>– Attendance Sheet</p>	<p>Concerned Area / Committee Concerned Area / Committee Concerned Area / Committee</p>
<p>Field/Activity Current Operating Expenses</p> <ul style="list-style-type: none"> Same requirements as those for salaries, petty operating expenses, other personnel services, and maintenance and other operating expenses depending on the nature of expenses incurred. 	<p>SDOs / AOs</p>
<p>Traveling Expenses</p> <ul style="list-style-type: none"> Liquidation Report Approved Certificate of Travel Completed Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed Copy of previously approved Itinerary of travel Copy of Office Order and the Supplemental Office Order or any proof supporting the change of schedule Certificate of Appearance or Attendance or in the absence hereof, photocopy of the received copy of Memo Transmittal of Back to Office Report/Narrative Report on trip undertaken/Report on Participation addressed to the agency head. The report, duly noted by the agency head or his authorized representative, shall contain, among others, the following information: <ul style="list-style-type: none"> Highlights of the training/activity; Pictures preferably dated; Plan of action for knowledge sharing; and Recommendations OR/eOR /AR or equivalent in case of refund of excess cash advance 	<p>SDOs/ AOs SDOs/ AOs AD – Personnel Section AD – Personnel Section AD – Personnel Section / Record Section SDOs /AOs AD – Finance Section</p>



Additional Documentary Requirements

Local Travel

- Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company
- Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day (*certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts*)
- OR/eOR or CERR (for expenses amounting to P300 or less) or RER (for expenses amounting to more than P300 but not exceeding P1,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, as amended by COA Circular No. 2021-001 dated June 24, 2021, or other amount that may be prescribed in the future. In case of payment of toll fees,⁴ the CERR/RER shall be supported with the toll fee rates.
- Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by Metro Manila Area, if the travel allowances being claimed include hotel room/lodging

Foreign Travel

- Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company. In the absence thereof other documents such as, but not limited

Supplier

SDOs / AOs

SDOs / AOs

Supplier

Supplier



<p>to, a certified true copy of the passport showing the dates of entry and exit, duly stamped by the Immigration Office of the country of destination as indicated in the approved travel authority and itinerary of travel; or a passenger manifest certified by the concerned airline or shipping company</p> <ul style="list-style-type: none"> For reimbursement of actual travel expenses in excess of the prescribed rate: <ul style="list-style-type: none"> Approval by the President Certification from the Head of the Agency that it is absolutely necessary Hotel room with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required bills and receipts) Bills/receipts for non-commutable representation expenses approved by the President or authorized officials 		<p>Office of the President</p> <p>Supplier</p> <p>Supplier</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SDO / AO submits to Record Officer the Liquidation report and the documentary requirements for evaluation	1.1 Record Officer at the ALA to receive the Liquidation Report and the documentary requirements from the AO and forward it all to the Fiscal Examiner A		15 Minutes	SDO / AO; Record Officer - ALA
	1.2 Fiscal Examiner A reviews and verifies the completeness, legality, and validity of data		2 Days	Fiscal Examiner A - ALA



	<p>as against the documentary requirements received;</p> <ul style="list-style-type: none"> • If documentary requirements are complete and accurate, proceed to 2.1; • If documentary requirements have deficiencies, the Fiscal Examiner returns the document to the AO for compliance and the process restarts to Step 1. 			
	1.3 Upon verification, Fiscal Examiner A to instruct the SDO / AO to refund excess CA to the Finance Officer B - Treasury, if found necessary		15 minutes	Fiscal Examiner A - ALA
2. SDO / AO refund excess CA to the Finance Officer B - Treasury	2.1 Finance Officer B - Treasury receives the cash and issues Official Receipt (OR)		15 minutes	Finance Officer B - Treasury
3. SDO / AO receives OR and submit to the Fiscal Examiner A	3.1 Fiscal Examiner A receives the OR and attaches it to the Liquidation Report including		15 minutes	Fiscal Examiner A



	the other documentary requirements			
	3.2 Fiscal Examiner A forwards to the Chief Corporate Accountant the Liquidation Report including the other documentary requirements for final review and certify that the CA is accounted and supporting documentary requirements are complete and proper.			Fiscal Examiner A
	3.3 Chief Corporate Accountant reviews the documents, signs the Liquidation Report and certifies that the CA is accounted and supporting documentary requirements are complete and proper		2 days	Chief Corporate Accountant
	3.4 Chief Corporate Accountant routes the liquidation report including		15 minutes	Chief Corporate Accountant



	the supporting documentary requirements for approval		1 day	DA for ALA				
	<table><tr><td>Recommending Approval</td><td>Deputy Administrator (DA) for ALA</td></tr><tr><td>Approved</td><td>Chief Regulator or his authorized alternate</td></tr></table>		Recommending Approval	Deputy Administrator (DA) for ALA	Approved	Chief Regulator or his authorized alternate	1 day	Chief Regulator
	Recommending Approval		Deputy Administrator (DA) for ALA					
Approved	Chief Regulator or his authorized alternate							
3.5 Upon approval, Chief Accountant receives the approved Liquidation Report including supporting documentary requirements, prepares Journal Entry Voucher, and records it to the accounting system	2 days	Chief Corporate Accountant						
4. Accomplish Client Satisfaction Measurement (Feedback) form.	4.1 Request client to accomplish form.							
	TOTAL	None	8 days 1 Hour 15 Minutes					
End of Transaction								



Administration and Legal Affairs Administration Department - Human Resources Unit

External Services



Hiring of Plantilla Personnel

The Authority shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Sec. 24 of the Publication and Posting of Vacant Positions which states that, "Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places for a period of at least ten (10) calendar days for NGAs, SUCs and GOCCs with Original charters in accordance with the provisions of RA No. 7041 and its implementing guidelines..." and in Sec. 29, "The Publication of a particular vacant position shall be valid until filled but not extend beyond nine (9) months reckoned from the date the vacant position was published."

Office or Division	Administration and Legal Affairs - Administration Department - Human Resources Unit	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application		
1. Letter of intent (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		Applicant
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		Please download the PDS and Work Experience Sheet at www.csc.gov.ph
3. Performance rating in the last rating period (if with previous		Previous/current employer



government service) or any Performance Evaluation Tool for non-government employees and contract of service. (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	
4. Certified/authenticated eligibility/rating/license/membership in the Philippine Bar (whichever is applicable) (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Civil Service Commission (CSC)/Professional Regulation Commission (PRC)/Supreme Court
5. Certified/authenticated Transcript of Records, Diploma, and Certificate of units earned in MS/MA or equivalent if applicable (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	University/College
6. Copy of Training Certificates related to the applied position (1 Original Copy or 1 Photocopy or 1 Electronic Copy)	Applicant
Upon Appointment	
1. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (3 Original Copies)	Appointee Please download the PDS and Work Experience Sheet at www.csc.gov.ph
2. Authenticated Copy of Civil Service Eligibility/PRC Rating/license/Original Certificate of Membership in the Philippine Bar (whichever is applicable) (1 Original Copy)	Civil Service Commission (CSC)/Professional Regulation Commission (PRC)/Supreme Court
3. Certified/authenticated Transcript of Records, Diploma, and Certificate of units earned in MS/MA or equivalent if applicable (1 Original Copy)	University/College
4. Medical Certificate (CSC Form 211, revised 2018) (1 Original Copy with test results attached)	Appointee Please download the Medical Certificate at www.csc.gov.ph and have it signed by a government



	physician
5. PhilHealth Member Registration Form (1 ID Photocopy/ 1 Original Registration Form)	Any PhilHealth branch
6. Pag-IBIG Member's Data Form (1 ID Photocopy/ 1 Original Registration)	Any Pag-IBIG branch
7. Performance Rating from the previous Government office if applicable (1 Original Copy)	Previous/current employer
8. PSA-issued Birth Certificate (1 Original/authenticated Copy)	Philippine Statistics Authority (PSA)
9. PSA-issued Birth Certificate of dependent(s) if applicable (1 Original/authenticated copy)	
10. Marriage Contract/ Certificate if applicable (1 Original/authenticated copy)	
11. Valid NBI Clearance (1 Original Copy)	National Bureau of Investigation (NBI)
12. Statement of Assets and Liabilities and Net Worth (SALN) as of the date of assumption (4 Original Copy)	Appointee Please download the Statement of Assets and Liabilities and Net Worth (SALN) at www.csc.gov.ph
13. LandBank ATM application/number (1 Photocopy for ATM Card [Front])	LandBank (for LandBank ATM application form)
14. ID Request form for Issuance of RO ID (1 Original Copy)	Human Resource Unit (MWSS RO-HRU)
15. Landbank Endorsement Letter	
16. Copy of Training Certificates related to the applied position (1	Appointee



Photocopy)	
Upon Appointment (For Transferee - with prior Government Service)	
1. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (3 Original Copies)	Appointee Please download the PDS and Work Experience Sheet at www.csc.gov.ph
2. Authenticated Copy of Civil Service Eligibility/PRC Rating/license/Original Certificate of Membership in the Philippine Bar (whichever is applicable) (1 Original Copy)	Civil Service Commission (CSC)/Professional Regulation Commission (PRC)/Supreme Court
3. Certified/authenticated Transcript of Records, Diploma, and Certificate of units earned in MS/MA or equivalent if applicable (1 Original Copy)	University/College
4. Medical Certificate (CSC Form 211, revised 2018) (1 Original Copy with test results attached)	Appointee Please download the Medical Certificate at www.csc.gov.ph and have it signed by a government physician
5. Clearance from money, property, and legal accountabilities from the previous Government office (1 Original Copy)	Previous/current employer
6. Approved Authority to Transfer	
7. Certification by the Chief Accountant of last salary received from previous office (1 Original Copy)	
8. Certificate of Available Leave Credits (1 Original Copy)	



9. Government Service Record (1 Original Copy)	
10. PhilHealth Member Registration Form (1 ID Photocopy/ 1 Original registration form)	Any PhilHealth branch
11. Pag-IBIG Member's Data Form (1 ID Photocopy/ 1 Original registration)	Any Pag-IBIG branch
12. Performance Rating from the previous Government office if applicable (1 Original Copy)	Previous/current employer
13. PSA-issued Birth Certificate (1 Original/authenticated Copy)	Philippine Statistics Authority (PSA)
14. PSA-issued Birth Certificate of dependent(s) if applicable (1 Original/authenticated copy)	
15. Marriage Contract/ Certificate if applicable (1 Original/authenticated copy)	
16. Valid NBI Clearance (1 Original Copy)	National Bureau of Investigation (NBI)
17. Statement of Assets and Liabilities and Net Worth (SALN) as of the date of assumption (4 Original Copy)	Appointees Please download the Statement of Assets and Liabilities and Net Worth (SALN) at www.csc.gov.ph
18. LandBank ATM application/number (1 Photocopy for ATM Card [Front])	LandBank (for LandBank ATM application form)
19. BIR 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 Original Copy)	Previous/current employer



20. BIR withholding certificates (Forms 1905) (1 Original Copy)		Previous/current employer or Bureau of Internal Revenue (BIR)		
21. ID Request form for Issuance of RO ID (1 Original Copy)		Human Resource Unit (MWSS RO-HRU)		
22. Landbank Endorsement Letter				
23. Copy of Training Certificates related to the applied position (1 Photocopy)		Appointee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the MWSS RO’s website, Facebook page, bulletin board or CSC website for the list of job vacancies and submit the complete application requirements thru email or thru courier/ walk-in at registered office address.	1.1 Posts job vacancy/ies in conspicuous places: a) CSC Website, b) MWSS RO Website, c) MWSS RO bulletin boards, and d) Social Media accounts of MWSS RO	None	15 days	HRMPSB Secretariat Public Information Department
	1.2 Sends an acknowledgement email will be sent to the applicant in every successful submission of the applications within the application period Stamp received if the application was hand-carried		22 days	HRMPSB Secretariat



	1.3 Requests for additional requirements/ documents when needed			
	1.4 Prepares Longlist of applicants			
	1.5 Assessment/Evaluation of the Qualification Standards of the applicants The HRMPSB may extend the submission of applications for the following cases: 1. No application received; 2. No applicants met the CSC prescribed minimum QS; or 3. To widen the pool of applicants			HRMPSB
	1.6 Presents and approves the shortlisted applicants			
	1.7 Prepares HRMPSB Minutes of meeting approving the shortlisted applicants and			



	the schedule for the conduct of examination/s and panel interview			
	1.8 Sends application update for those who were not shortlisted			
	1.9 Conducts Background Check to the shortlisted applicants			
<p style="text-align: right;">TOTAL</p> <p>Note: Applicants who were not considered for the next process.</p>			37 days	
2. Confirm the attendance to examination/s (psychometric and/ or technical), and panel interview and attend the scheduled date at the MWSS Regulatory Office	2.1 Prepares and sends invitation via email of the shortlisted applicants for the examinations and panel interview	None	1 day	HRMPSB Secretariat
	2.2 Administers the examination/s to shortlisted applicants		4 days	Psychometrician



	2.3 Conducts panel interview to the shortlisted applicants			HRMPSB
	2.3 Evaluates the psychometric and/or technical examinations		5 days	Psychometrician and/or End-user
	2.4 Consolidates and tabulates the scores using Comparative Assessment Form of the applicants' examination and interview results		2 days	HRMPSB Secretariat
	2.5 Presents and approves of the Summary of Scores		1 day	HRMPSB
	2.6 Prepares the Placement List and HRMPSB Resolution and route to all members for signature		5 days	HRMPSB Secretariat
	2.7 Prepares and submits the HRMPSB Resolution Placement list to the Appointing Authority for consideration and		1 day	HRMPSB Secretariat



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE



	appointment			
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
TOTAL Note: Applicants will receive the status of their application after the endorsement to the Chief Regulator for the appointment and/or further instruction.		None	66 days	
End of Transaction				

**Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018.*



Hiring of Individual Contract of Service Provider

The Authority shall adhere to the Commission on Audit–Department of Budget and Management (COA–DBM) Joint Circular No. 2, series of 2022, re Amendment on the Rules and Regulations Governing Contract of Service and Job Order Workers in the Government Sec. 6.2 of Individual Contract of Service states that, *“Government agencies may enter into COS with individuals as consultants/contractors...”*

Office or Division	MWSS RO Administration Department- Human Resource Unit	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		Applicant
2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		Please download the PDS and Work Experience Sheet at www.csc.gov.ph
3. Certified/authenticated Copy of Transcript of Records and Diploma (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		University/College
4. Copy of Training Certificates related to the applied position. (1 Original Copy or 1 Photocopy or 1 Electronic Copy)		Applicant
Upon Hiring		



1. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (3 Original Copies)	Contracted Service Provider
2. Certified/authenticated Transcript of Records, Diploma, and Certificate of units earned in MS/MA or equivalent if applicable (1 Photocopy)	University/College
3. Fit to work clearance (1 Original/authenticated Copy)	Hospital/Clinic
4. Valid Drug Test Result (1 Original/authenticated Copy)	Accredited Drug Test Provider by DOH
5. PSA-issued Birth Certificate (1 Photocopy)	Philippine Statistics Authority (PSA)
6. Valid NBI Clearance (1 Original Copy)	National Bureau of Investigation (NBI)
7. BIR Requirements (1 Photocopy): a. BIR Form 1901 b. BIR Form 1905 (if applicable) c. Sworn Statement (Annex B RR-11-2018) d. Payment Form 0605 e. Registration Fee Receipt	Bureau of Internal Revenue (BIR)
8. PhilHealth Member Registration Form (1 ID Photocopy/ 1 Original registration form)	
9. ID Request form for Issuance of MWSS RO ID (1 Original Copy)	Any PhilHealth branch
10. Valid Identification Card (1 Photocopy)	Human Resource Unit (MWSS RO-HRU)
11. Notarized Contract (4 Original Copies)	Contracted Service Provider



12. Copy of Training Certificates related to the applied position (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the MWSS RO's website, Facebook page, bulletin board or CSC website for the list of job vacancies and submit the complete application requirements thru email or thru courier/walk-in at registered office address.	1.1 Posts job vacancy/ies in conspicuous places: a) CSC Website, b) MWSS RO Website, c) MWSS RO bulletin boards, and d) social media accounts of MWSS RO.	None	15 days	Selection Committee Secretariat Public Information Department
	1.2 Sends an acknowledgement email will be sent to the applicant in every successful submission of the applications within the application period. Stamp received if the application was hand carried.		22 days	Selection Committee Secretariat
	1.3 Requests for additional requirements/documents when needed.			



	1.4 Prepares Longlist of applicants.			
	1.5 Assessment/Evaluation of the Qualification Standards of the applicants. <i>The Selection Committee may extend the submission of applications for the following cases:</i> 1. No application received; 2. No applicants met the Selection Committee QS; or 3. To widen the pool of applicants			Selection Committee
	1.6 Presents and approves the shortlisted applicants.			
	1.7 Prepares Minutes of meeting approving the shortlisted applicants and the schedule for the conduct of examination/s and panel interview.			



	1.8 Conducts Background Check to the shortlisted applicants.			
	1.9 Sends application update for those who were not shortlisted.			
TOTAL <i>Note: Applicants who were not considered for the next process.</i>		None	37 Days	
2. Confirm the attendance to examination/s (psychometric and/ or technical), and panel interview and attend the scheduled date at the MWSS Regulatory Office	2.1 Prepares and sends invitations via email of the shortlisted applicants for the examinations and panel interview.		1 day	Selection Committee Secretariat
	2.2 Administers the examination/s to shortlisted applicants.		4 days	Psychometrician
	2.3 Conducts panel interviews to the shortlisted applicants.			Selection Committee Secretariat
	2.4 Evaluates the psychometric and/or technical examinations.		5 days	Psychometrician and/or End-user



	2.5 Consolidates and tabulates the scores using Comparative Assessment Form of the applicants' examination and interview results.		2 days	Selection Committee Secretariat
	2.6 Presents and approves of the Summary of Scores.		1 day	Selection Committee Secretariat
	2.7 Prepares the Memorandum to hire and route to all members for signature.		5 days	Selection Committee Members
	2.8 Prepares and submits the Memorandum to hire to the Chief Regulator for consideration and/or instruction.		1 day	Selection Committee Secretariat
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
TOTAL		None	56 Days	
<i>Note: Applicants will receive the status of their application after the endorsement to the Chief Regulator for selection and/or further instruction.</i>				



Administration and Legal Affairs
Administration Department - Human Resources Unit

Internal Services



Application for Leave

Vacation leaves refer to a leave of absence granted only to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service. Sick leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his immediate family.

The personnel are entitled to three (3) days Special Privilege Leave which are non-cumulative and non-convertible to cash. Special Privilege Leave includes Funeral/mourning leave, Hospitalization leave, Accident leave, Relocation leave, Government transaction leave, Calamity leave, Graduation leave, Enrolment leave, Wedding Anniversary leave, and Birthday leave.

Office or Division	MWSS RO Administration Department- Human Resource Unit	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Employees of the MWSS Regulatory Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Vacation Leave; Sick Leave; & Special Leave, Force/Mandatory Leave		
1. Accomplished Leave Form (Civil Service Form No. 6 Revised 2020) – 3 Original Copies (Personal copy, HR copy, & DTR attachment)		End-user
Additional Requirements for certain types of leave:		
For Sick Leave for filed in advance or exceeding five (5) days		
2. Medical Certificate / Affidavit (if medical consultation was not availed)		Attending Physician/ Clinic / End -User



For Maternity Leave* - 105 days	
3. Doctor's certificate on the expected date of delivery	Hospital / Clinic / Lying-in / Attending Physician
4. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a)	End-user
For Paternity Leave - 7 days	
4. Proof of child's delivery e.g., birth certificate, medical certificate	Hospital / Clinic / Lying-in / Civil Registry / PSA
6. Marriage Certificate / Contract (Photocopy)	Philippine Statistics Authority (PSA)
For Solo Parent Leave - 7 days	
7. Updated Solo Parent ID (Photocopy)	Local Government Unit - Social Welfare and Development Office (SWDO)
For Study Leave* - up to 6 months	
8. Approved Request for Study Leave	End-User / Office of the Chief Regulator
9. Proof of enrollment in an academic institution / review center	Academic institution / Review Center
10. Service Obligation Contract	Human Resource Unit
For VAWC Leave - 10 days	
11. Any of the following supporting documents: • Barangay Protection Order (BPO) • Temporary / Permanent Protection Order (TPO/PPO)	Punong Barangay / Barangay Office Court Punong Barangay/ Kagawad or Prosecutor or Clerk of Court



• Certification issued by the Punong Barangay/ Kagawad or Prosecutor or Clerk of Court for the application for BPO	
For Rehabilitation Leave* - up to 6 months (for injuries acquired in the performance of duties)	
12. Approved Letter Request	End-User / Office of the Chief Regulator
13. Police Report, if applicable	Police Station (PNP)
14. Medical Certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be.	Attending Physician
15. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.	Government Physician
For Special Leave benefits for Women* - up to 2 months	
16. Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.	Attending Physician / Hospital
For Special Emergency (Calamity) Leave - up to 5 days	
17. Declaration of State of Calamity	Local Government Unit



For Adoption Leave				
18. Authenticated copy of the Pre-Adoptive Placement Authority		Department of Social Welfare and Development (DSWD)		
For Leave of Absence for thirty (30) calendar days or more				
19. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished leave form including the documentary requirements to the IRM Officer A /Sr. IRM Officer Schedule in filing leave application: a. Vacation Leave; Mandatory /Force Leave; Special Privilege Leave; Solo Parent Leave; Adoption Leave – at least 5 days in advance before the scheduled leave. b. Sick Leave – immediately upon return of employee. c. Maternity Leave – 30 days in advance. d. Paternity Leave – 5 days in	1.1 Review completeness of documentary requirements.	None	30 minutes	IRM Officer A /Sr. IRM Officer A, Human Resource Unit
	1.2 Processing and certify the available leave credits.		3 hours	
	1.3 Endorse leave form to the immediate supervisor for recommendation.		30 minutes	
	1.4 Recommend or not recommend the approval of the applied leave		1 day	Department Managers/ Chief Regulator



<p>advance. e. Study Leave – 30 days in advance before the scheduled leave. f. VAWC leave – immediately upon return of employee or in-advance. g. Rehabilitation Leave – 1 week from the time of the accident except when a longer period is warranted. h. Special Leave benefits for Women – at least 5 days or upon return of employee but during confinement the agency must be notified. i. Special Emergency (Calamity) Leave – within 30 days from the actual occurrence of the natural calamity/disaster.</p>	1.5 Endorse to the approving authority the leave application form for approval.		1 day	Department Managers/
	1.6 Approve or disapprove leave application		1 day	Chief Regulator Department Managers/ Chief Regulator
	1.7 Retrieve the signed / approved leave application form.		2 hours	IRM Officer A /Sr. IRM Officer A, Human Resource Unit
	1.8 Record and file two (2) copies of the approved leave application form. Updating of leave credits balance on employee's leave ledger.		30 minutes	
2. Receive the copy of approved/disapproved leave application.	2.1 Release the employee's copy of the approved leave application form.		30 Minutes	
3. Accomplish Client Satisfaction	3.1 Request client to			



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM

REGULATORY OFFICE



Measurement (Feedback) form.	accomplish form.			
TOTAL		None	3 Days	
End of Transaction				



Processing and Payment of Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a maximum of ten (10) days; Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year. Processing of requests for the Monetization of Leave Credits is based on Department of Budget and Management (DBM) Circular letter No. 2022- 4, s. February 15, 2022.

Office or Division	Administration and Legal Affairs - Administration Department - Human Resources Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Personnel (Full-time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave Form (Civil Service Form No. 6 Revised 2020) – 3 Original Copies		Human Resources Unit		
2. Memorandum/ Letter Request to the Head of Agency stating the valid and justifiable reasons.		Employee-applicant to provide		
3. For Special Monetization (Sec. 23), Accomplished Form & Letter		Employee-applicant to provide		
4. Medical Certificate (1 Original Copy), if deemed necessary		Attending Physician of employee-applicant to provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the accomplished leave form including the documentary requirements to the Sr. IRM Officer A/ IRM Officer A.	1.1 Review completeness of documentary requirements. Secretariat shall also provide a contract number.	None	1 hour	Sr. IRM Officer A/ IRM Officer A , Human Resource Unit
	1.2 Certify the available leave credits.		3 hours	
	1.3 Preparation of summary of computation of the monetized value of requested leave credits.		1 hour	
	1.4 Updating of leave credits balances on the employee's leave ledger.		1 hour	
	1.5 Affix the signature of Sr. IRMO A & Department Manager on the summary of computation of monetization of leave credit.		1 day	Sr. IRM Officer A & Department Manager, Administration Department
	1.6 Endorse to accounting unit the monetization of leave application and other required		15 minutes	Sr. IRM Officer A/ IRM Officer



	documents.			A , Human Resource Unit
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
Total		None	2 days	
End of Transaction				
Next Step: Please refer to the Processing of Payment Process				



Processing and Payment of Terminal Leave Benefits

Processing of application for terminal leave benefits of employees who retired / separated from service with accumulated leave credits subject to submission of required documents.

Office or Division	Administration Department	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Employees of the MWSS Regulatory Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Resignation / Retirement duly accepted by the head of office (1 Original Copy & 1 Photocopy)		Employee–applicant
2. Letter of Resignation / Retirement duly accepted by the head of office (1 Original Copy & 1 Photocopy)		Employee–applicant
3. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original Copies)		
4. Certificate of Leave Credits as of last date of service (1 Original Copy)		
5. Updated Service Record (2 Original Copies)		
6. Sworn Statement of Assets, Liabilities and Net Worth (SALN) as of the last day in government service (2 Original Copies)		



7. Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the salary under the last appointment is not the highest (2 Certified True Copy)				
8. Applicant's authorization (in affidavit form) to deduct all financial obligations (2 Original Copies)		Employee-applicant		
9. Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 - Anti-Graft and Corrupt Practices) (2 Original Copies)		Employee-applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit terminal leave application and all other required documents.	1.1 Receive the application and all other required documents for processing	None	10 Minutes	Sr. IRM Officer/ IRM Officer
	1.2 Prepare all other necessary documents and check the accuracy and completion of all submitted requirements.		3 hours	
	1.3 Endorse to the accounting unit the terminal leave application and all other requirements for the preparation of certificate of		3 hours	IRM Officer



	computation of terminal leave benefits.			
	1.4 Please refer to the processing of payment procedures			
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
	Total	None	6 hrs and 10 mins	
End of Transaction				



Processing of Employment Records

Employees may request for their personnel records such as Certified True Copy of 201 Records, Certificate of Employment, Service Records, Leave Credits, and Certificate of Performance Rating, from the HR Unit

Office or Division	Administration Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of the MWSS Regulatory Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Employee Records Form (1 original copy or soft copy)		HR Google Form HR Email		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely furnish the Request for Employee Records and submit to HRDD or Requesting through Email sent to HRDD staff and furnish the Chief Administrative Officer with a copy.	1.1 HRMO accepts the properly filled out Request for Employee Records or Acknowledging receipt of email.	None	1 Hour	Sr. IRM Officer/ IRM Officer
	1.2 HRMO retrieves the requested record(s) from 201 files or employee data from Human Resource Database		3 hours	



	1.4 HR prints or photocopies the original record(s), stamps it with CTC		2 hours	
	1.5 HRMO certifies the authenticity by signing the document		30 minutes	
2. Employee claims the requested CTC records from HR	2.1 HRMO endorses the receiving logbook for employee signature		30 minutes	
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
	Total	None	7 hours 30 Minutes.	
End of Transaction				



Administration and Legal Affairs
Administration Department - Procurement Unit

Internal Services



Procurement of Goods through Competitive Bidding

Procurement Request of Goods and/or Services received by the Procurement Unit of MWSS Regulatory Office from end-users. All procurement shall be done through competitive bidding except as provided in Republic Act (RA) No. 9184 and its 2016 Revised Implementing Rules and Regulations (IRR). Resort to any of the alternative methods shall be made only: 1) in highly exceptional cases; 2) to promote economy and efficiency; and 3) if justified by conditions specified in R.A. No. 9184 and its 2016 Revised IRR.

Office or Division	MWSS RO Bids and Awards Committee (BAC)			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Employees of the MWSS Regulatory Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Memorandum from the Chief Regulator for the approval of the procurement request (1 Original Copy)		BAC Secretariat		
2. Approved APP or Supplemental APP if item is not included in the Original APP				
3. Technical Specification for procurement of goods; Scope of Work for procurement of services; or Terms of Reference (TOR) for procurement of consulting services (1 original copy)		End-user / Implementing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user shall submit all documents needed for the conduct of	1.1 The BAC Secretariat shall validate the consistency of the	None	30 minutes	End-user / implementing



procurement through competitive bidding to the BAC Secretariat.	procurement request with the approved APP. The BAC Secretariat shall also provide a contract number.			unit; BAC Secretariat
	<p>1.2 The BAC Secretariat shall review the completeness of supporting documents of the procurement request and ensure that the following are present:</p> <ul style="list-style-type: none">a. HoPE approval of the Approved Budget for the Contract;b. HoPE approval of Technical Specifications /TOR/Scope of Work;c. Certificate of Availability of Funds;d. Draft timeline of procurement activities;e. Draft bidding documents; and/orf. Clearances if required. <p>Otherwise the PR shall be returned to the end-user/implementing unit</p>		30 minutes	BAC Secretariat



	for completion.			
	1.3 The BAC Secretariat shall set the schedules for procurement activities. (From Pre-procurement Conference to approval of Notice of Award (NOA))		119 days**	
	1.4 The HoPE shall issue a NOA to the winning bidder and request a Performance Security from the winning bidder.		1 day	BAC Secretariat; BAC; HoPE
	1.5. The BAC Secretariat shall forward the draft contract to OGCC, and other relevant documents, for their review.		7 days	BAC Secretariat; OGCC
	1.6 Upon receipt of the contract review from the OGCC and the performance security from the winning bidder, the BAC Secretariat shall facilitate the contract signing between the HoPE and the winning bidder.		1 day	BAC Secretariat HoPE



	1.7 The HoPE shall issue a Notice to Proceed (NTP) to the winning bidder.		3 days	
	1.8 The BAC Secretariat shall transmit the contracts, and other relevant documents, to the following: a. Admin. Department – for submission of contract to COA; b. End-user – for contract implementation; and c. Winning bidder – for their copy		3 days	BAC Secretariat
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.		134 days and 1 hour	
	TOTAL			
End of Transaction				

**Service is covered under R.A. No. 9184, or the Government Procurement Reform Act, and its Revised IRR*

***Based on Annex "C" of the 2016 IRR of R.A. No. 9184*



Purchase Request through Alternative Methods of Procurement

Procurement Request of Goods and/or Services received by the Procurement Unit of MWSS Regulatory Office from end-users. All procurement shall be done through competitive except as provided in Republic Act (RA) No. 9184 and its 2016 Revised Implementing Rules and Regulations (IRR). Resort to any of the alternative methods shall be made only: 1) in highly exceptional cases; 2) to promote economy and efficiency; and 3) if justified by conditions specified in R.A. No. 9184 and its 2016 Revised IRR.

Office or Division	Administration Department - Procurement Unit			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Employees of the MWSS Regulatory Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Purchase Request (PR)		Admin. – Procurement Unit		
2. Copy of APP or Supplemental APP if item is not included in the Original APP				
3. Technical Specification for procurement of goods; Scope of Work for procurement of services; or Terms of Reference (TOR) for procurement of consulting services (1 original copy)		End-user / Implementing Unit		
4. Market Study and/or Justification		End-user / Implementing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user shall submit approved	1.1 The Administrative Officer	None	30 minutes	End-user /



Purchase Request (PR) with complete attachments to Procurement Unit	(AO) II/III shall validate the consistency of the approved PR with the approved APP. The AO II/III shall also provide a control number and record it in the electronic logbook.			implementing unit; AO II/ AO III
	<p>1.2 The AO II/III shall review the completeness of supporting documents of the approved PR and ensure that the following are present:</p> <ul style="list-style-type: none">a. Purchase Request;b. Certificate of Availability of Funds signed by the Chief Corporate Accountant;c. Technical Specifications or TOR;d. Market study conducted by the End-user; and/ore. Justifications (if required under R.A. No. 9184). <p>Otherwise the PR shall be returned to the end-user/implementing unit for completion.</p>		30 minutes	AO II/ AO II



	1.3 The AO II/III shall prepare the BAC Requisition Form and recommend the mode of procurement pursuant to RA 9184. The BAC shall approve the applicable mode of procurement. The same shall be approved by the Chief Regulator.		12 days	AO II/ AO III; BAC
	1.4 The BAC Requisition Form shall be forwarded to Chief Regulator for approval.		2 days	AO II/ AO III; Chief Regulator
	1.5 The AO II/III shall prepare the Request for Quotation (RFQ). The AO II/III shall determine necessary additional terms and conditions of the procurement to be indicated in the dorsal portion of the RFQ. The same shall be signed by the Department Manager (DM) of Admin.		2 days	AO II/ AO III; DM Admin.



	<p>1.6 The AOII/III shall post the RFQ on the PhilGEPS if valued more than P50,000.00. The same may be posted on the RO website if required by the RA 9184.</p> <p>The Admin. Assistant may also send out the RFQ directly to reputable suppliers.</p>		4 days	AO II/ AO III; Admin. Assistant
	<p>1.7 The AOII/III shall receive, consolidate and review the quotations from the suppliers.</p>		2 days	AO II/ AO III
	<p>1.8 The AO II/III shall evaluate the submitted quotations vis-à-vis to the required technical specifications or terms of reference.</p> <p>However, in case of procurements that require technical expertise of end-user, the AOII/III shall endorse it to the End-User to conduct further evaluation.</p>		3 days	



	The end-user shall submit its evaluation report to AOII/III.			
	1.9 The AOII/III shall prepare the Abstract of Quotation (AOQ) for approval of BAC and recommend award of contract to the Lowest Complying Price Quotation.		12 days	
	1.10 The AOII/III shall prepare the Purchase Order (PO) or Contract for the awarded procurements of goods or services.		2 days	
	1.11 The PO/Contract shall be forwarded to Chief Regulator for approval.		2 days	AO II/ AO III; Chief Regulator
	1.12 The signed PO/Contract shall be forwarded to the winning supplier for their acceptance.		3 days	AO II/ AO III
	1.13 The Admin. Assistant		1 day	AO II/ AO III;



	shall transmit the conformed P.O./Contract to the End-user through routing slip and logbook for contract implementation.			End-user / implementing unit
2. Accomplish Client Satisfaction Measurement (Feedback) form.	2.1 Request client to accomplish form.			
	Total	None	45 days and 1 hour	
End of Transaction				

**Service is covered under R.A. No. 9184, or the Government Procurement Reform Act, and its Revised IRR*



Administration and Legal Affairs
Administration Department - Property / General Service Unit
Internal Services



Issuance of Trip Ticket

Office or Division	Administration and Legal Affairs - Administration Department - Property /General Service Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of the MWSS Regulatory Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Driver's Trip Ticket		Sr. Property Officer, Administrative Assistant, Property - GSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplish Driver's Trip Ticket in two (2) copies, originally signed and approved by the DM/DA to Sr. Property Officer/ Admin Assistant.	1.1. Sr. Property Officer or Admin Assistant reviews if the submitted RIS is properly accomplished and approved.	None	15 Minutes	End-user/Requisitioning Unit, Sr. Property Officer, Admin Assistant, Property - GSD
	1.2. If properly accomplished and with complete information, Sr. Property Officer or Administrative Assistant checks the		15 Minutes	Sr. Property Officer, Administrative Assistant, Property - GSD



	availability of a driver and vehicle			
	1.3. If a driver is available, the Sr. Property Officer or Administrative Assistant assigns a control number and records the trip in the Dispatch Database		15 Minutes	Sr. Property Officer, Administrative Assistant, Property - GSD
2. Submit the Driver's Trip Ticket to the Assigned Driver	2.1. The assigned driver receives the completed Driver's Trip Ticket from the End-user/Requisitioning unit and notes down the odometer witnessed by the entrance & exit guard.		15 Minutes	End-user/Requisitioning Unit, Driver, Security Guard
3. Receive Driver's Trip Ticket if request has been served	3.1. File receiving copy of Driver's Trip Ticket and records the full detail in the Vehicle Trip Ticket Masterfile		30 Minutes	Sr. Property Officer, Administrative Assistant, Property - GSD
4. Accomplish Client Satisfaction Measurement (Feedback) form.	4.1 Request client to accomplish form.			
TOTAL		None	1 Hour 30 Minutes	
End of Transaction				



Issuance of Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS)

Office or Division	Administration and Legal Affairs - Administration Department - Property / General Service Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Currently Employed MWSS RO Talents (Full Time Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection and Acceptance Report 2. Purchase Order 3. Purchase Request 4. Sales Invoice/Delivery Receipt 5. Warranty Certificate		Bids and Awards Committee (BAC), Administration Department - Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Property Acknowledgment Receipt (PAR) and Inventory Custodian Slip (ICS)	1.1. Receive and review documents based on checklist	None	15 minutes	Property Unit Personnel
	1.2. Check the property/equipment against the specifications indicated in the documents (description, brand, model no, serial no,		30 minutes	



	etc)			
	1.3. Prepare three (3) copies of PAR/ICS, assigning the series number and encodes to the Database to monitor and control the accountability of the End User		20 minutes	
2. Signing of PAR/ICS	2.1. Forward the PAR/ICS to the accountable person for signature		15 minutes	Requisitioning Unit; Property Unit Personnel
	2.2. Place printed sticker of the property for proper tagging		30 minutes	Property Unit Personnel
	2.3. Provide a copy of PAR/ICS to the Accountable officer, a copy to the Procurement Officer, and one copy for filing		5 minutes	
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.		5 minutes	
Total		None	2 Hours	
End of Transaction				



Administration and Legal Affairs

Legal Affairs

External Services



Request for Contract Review and Issuance of Legal Opinion and Position Paper (External)

Contract Review: Review, revise or modify, as the case may be, all draft contracts, referred by the Concessionaires, different government agencies, and private individuals or entities, as required by law, to ensure that they conform with existing laws and applicable government rules and regulations, and/or to prepare such when so requested in appropriate cases.

Legal Opinion and Position Paper: Render legal opinions and position papers, as required by law, on all important legal questions referred by the Concessionaires, different government agencies, and private individuals or entities.

Office or Division	Legal Affairs (LA)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Contract Review: 1. Request for Contract Review; 2. Attachments. For Legal Opinion and Position Paper: 1. Request for Legal Opinion or Position Paper; 2. Attachments.		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request with the complete attachments to the MWSS Regulatory Office.	1.1 Stamps "RECEIVED" the request letter of the requesting party indicating therein the receiver's name, time and date of receipt. Record the necessary particulars on the database.	None	30 minutes	Administrative Assistant, Central Records Office (CRO)
	1.2 Transmits the documents to the Office of the Chief Regulator (OCR).			
	1.3 OCR assigns to which Regulation Area the document should be routed to for appropriate action. Record and release documents to the Concerned Regulation Area.			OCR
	1.4 Stamps "RECEIVED" the request letter transmitted by OCR indicating therein the receiver's name, time and date of receipt. Record the necessary particulars on the database.			Secretary B, LA
	1.5 Submit to the Department			



	Manager (DM) for LA for task assignment.			
	1.6 Evaluate request if within the jurisdiction of the LA.		15 minutes	DM, LA
	1.7 Study, research, review, and prepare initial draft. Submit the draft to Chief Corporate Attorney (CCA) for first level review.		10 days	Senior Corporate Attorney (SCA)
	1.8 First level review of the draft.		3 days	CCA
	1.9 Second level review of the draft.		1 day	DM, LA
2. The Client receives the Contract Review, Legal Opinion, or Position Paper.	2.1 Third level review of the draft.		1 day	Deputy Administrator (DA), Administration and Legal Affairs (ALA)



	2.2 Submit the draft to the OCR for the final review of the Chief Regulator.		15 minutes	Secretary B, LA/ Technical Assistant (TA), ALA
	2.3 Final review and approval of the draft.		1 day	OCR
	2.4 Finalization of draft.		15 minutes	SCA/ Secretary B, LA
	2.5 Send a copy of the approved Contract, Legal Opinion, or Position Paper to the Client through E-Mail and/or Physical Mail.		15 minutes	Administrative Assistant, CRO
	2.6 Record action taken on the request and tag as completed on the database.		15 minutes	Administrative Assistant, CRO/ Secretary B, LA
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
Total		None	16 days, 1 hour and 45 minutes	



Administration and Legal Affairs

Legal Affairs

Internal Services



Request for Contract Review and Issuance of Legal Opinion and Position Paper (Internal)

Contract Review: Review, revise or modify, as the case may be, all draft contracts, referred by the concerned Regulation Area and Committees, as required by law, to ensure that they conform with existing laws and applicable government rules and regulations, and/or to prepare such when so requested in appropriate cases. Legal Opinion and Position Paper: Render legal opinions and position papers, as required by law, on all important legal questions referred by the concerned Regulation Areas and Committees.

Office or Division	Legal Affairs (LA)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Concerned Regulation Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Contract Review: 1. Request for Contract Review; 2. Attachments. 3. For Legal Opinion and Position Paper: 1. Request for Legal Opinion or Position Paper; 2. Attachments. Routing Slip		From the concerned Regulation Area and Committees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request with the complete attachments and the accomplished standard Routing Slip form.	1.1 Stamps "RECEIVED" the request letter from the requesting Regulation Area indicating therein the receiver's name, time and date of receipt. Record the necessary particulars on the database.	None	30 minutes	Secretary B, LA
	1.2 Submit to the Department Manager (DM) for LA for task assignment.		30 minutes	Secretary B, LA
	1.3 Evaluate request if within the jurisdiction of the LA.		15 minutes	DM, LA
	1.4 Study, research, review, and prepare initial draft. Submit the draft to Chief Corporate Attorney (CCA) for first level review.		7 days	Senior Corporate Attorney (SCA)
	1.5 First level review of the draft.		2 days	CCA
	1.6 Second level review of the		1 day	DM, LA



	draft.			
	1.7 Final level and approval review of the draft.		1 day	Deputy Administrator (DA), Administration and Legal Affairs (ALA)
	1.8 Finalization of draft.		15 minutes	SCA/ Secretary B, LA
	1.9 Send a copy of the approved Contract Review, Legal Opinion, or Position Paper to the requesting Regulation Area.		15 minutes	Secretary B, LA
2. The Regulation Area receives the Contract Review, Legal Opinion, or Position Paper.	2.0 Record action taken on the request and tag as completed on the database.		15 minutes	Secretary B, LA
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			



METROPOLITAN WATERWORKS & SEWERAGE SYSTEM
REGULATORY OFFICE



Total	None	11 days, 1 hour and 30 minutes	
End of Transaction			



Customer Service Regulation Area Complaints Services Monitoring Department

External Services



Filing of Customer Complaints – Walk In

Complaints filed by Customers against Manila Water and Maynilad pertaining to the provision of water, sewer and sanitation services are being received and handled by the Customer Service Regulation Area (CSRA). This, however, excludes the following cases:

- Intra-association and inter-association disputes under the exclusive jurisdiction of the Department of Human Settlement and Urban Development (DHSUD) or the Cooperative Development Authority (CDA);
- Issues within the exclusive jurisdiction of the National Water Resources Board (NWRB) such as those relating to the issuance of Certificate of Public Convenience (CPC) and the setting of tariff by private water providers; and,
- Other disputes falling under the exclusive jurisdiction of other agencies and/or the courts of justice.

In accordance with MWSS RO policy, Customer is advised to lodge the complaint first with Manila Water or Maynilad to encourage concerned parties to try to settle the complaint amicably.

Office or Division	Customer Services Regulation Area	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen	
Who may avail:	Customers of the Concessionaires, Manila Water and Maynilad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Customer Complaint Form (1 Original Copy), if there is no complaint letter		Central Records Office (CRO), Customer Service Regulation Area
2. Complaint letter with the following basic information: <ul style="list-style-type: none">• Contract Account Number		Complainant



<ul style="list-style-type: none"> • Account Name • Address • Contact Details <p>3. Other supporting documents depending on the nature of complaint (e.g Statement of Account for billing complaint)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter including supporting documents to the CRO or accomplish Customer Complaint Form (CCF)	1.1 Receive and record complaint letter or accomplished CCF including supporting documents. Provide a copy of complaint letter or accomplished CCF to CSRA.	None	15 minutes	CRO
2. Proceed to the Customer Service Regulation Area (CSRA)	2.1 Verify completeness of information and supporting documents provided by the Customer.		10 minutes	Secretary
3. Provide requested additional information / supporting documents	3.1 Gather further details of the complaint from the Complainant such as background, initial action taken by the Concessionaires, etc.			



	3.2 Assess and evaluate complaint details to determine whether a Conciliation Meeting (CM) is needed.		30 minutes	Supervising PURO, Senior PURO
	3.3 Inform Complainant about MWSS RO's Complaint Resolution Process.			
	3.4 Advice Complainant to wait for feedback regarding the status of their complaint and schedule of CM if there is any, within 72 hours.			
4. Accomplish Client Satisfaction Measurement (Feedback) form.	4.1 Request client to accomplish form.		5 minutes	Secretary
Total		None	60 minutes	
End of Transaction				



Filing of Customer Complaints - Through Emails, Registered mails, etc.

Complaints filed by Customers against Manila Water and Maynilad pertaining to the provision of water, sewer and sanitation services are being received and handled by the Customer Service Regulation Area (CSRA). This, however, excludes the following cases:

- Intra-association and inter-association disputes under the exclusive jurisdiction of the Department of Human Settlement and Urban Development (DHSUD) or the Cooperative Development Authority (CDA);
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- Other disputes falling under the exclusive jurisdiction of other agencies and/or the courts of justice.

In accordance with MWSS RO policy, Customer is advised to lodge the complaint first with Manila Water or Maynilad to encourage concerned parties to try to settle the complaint amicably.

Office or Division	Customer Services Regulation Area	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizen	
Who may avail:	Customers of the Concessionaires, Manila Water and Maynilad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">• Complaint letter with the following basic information:<ul style="list-style-type: none">a. Contract Account Numberb. Account Namec. Addressd. Contact Details		Complainant



<ul style="list-style-type: none"> Other supporting documents depending on the nature of complaint (e.g Statement of Account for billing complaint) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complaint letter including supporting documents to: email csr@ro.mwss.gov.ph or The Chief Regulator MWSS Regulatory Office H. Ventura St. Corner Katipunan Ave. Balara, QC	1.1. Receive, record and acknowledge receipt of complaint letter including supporting documents. Provide CRO with copy of the complaint letter and supporting documents	None	4 hours	Secretary
	1.2 Encode complaint details into the Customer Complaint Database for the assignment of Reference No.			
	1.3 Verify completeness of information and supporting documents provided by the Customer.			



2. Submit requested information/ supporting documents within 48 hours from date of receipt of the request from RO.	2.1 If incomplete, request Customer to provide additional information/ supporting documents within 48 hours from date of receipt of the request from RO.			
	2.2 Evaluate and assess complaint details upon submission of complete information/ supporting documents by the Complainant.		64 hours (including waiting time for the completion of required information/ documents	Supervising PURO, Senior PURO
	2.3 Prepare and send endorsement letter to the Concessionaire and concerned Regulation Area, if needed.		2 hours	
3. Accomplish CSM/Feedback form and send to RO within 3 days.	3.1 Prepare and send feedback to the complainant which shall include the following:		2 hours	Secretary



	<ul style="list-style-type: none">• Information about MWSS RO's Complaint Resolution Process;• Copy of the endorsement letter;• Request for the Complainant to accomplish the CSM/Feedback Form (link to the online form shall be provided) and send to RO within 3 days.			
Total		None	72 hours	
End of Transaction				



Technical Regulation Area Water Quality Control Department

External Services



Request for Water Sampling

Office or Division	Technical Regulation Area - Water Quality Control Department			
Classification:	Technical			
Type of Transaction:	G2C: Government to Citizen			
Who may avail:	Customer's of Maynilad and Manila Water within the Concession Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document		Customer to provide		
2. Routing Slip		Central Records Office Personnel to provide upon receipt of document/ request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits their request for water sampling via email or hardcopy to Central Records Office	1.1 The Administrative Assistant will stamp "received" and forward the said request/ document via routing slip to Office of the Chief Regulator (OCR) for review and request for instruction	None	30 minutes	Records Officer OCR
	1.2 OCR will review the request/ document and route		1-6 hours (depends on the	OCR Personnel



	the same to TRA for appropriate action		type and bulk of documents)	
	1.3 TRA stamps “received” with actual time and date of receipt and record to the database for necessary documentation and scan to generate an electronic copy			Secretary B- TRA
	1.4 Submit to Office of the Deputy Administrator (ODA) for review and evaluation			
	1.5 ODA to route the same to the Water Quality Control Department (WQCD) for appropriate action. Department Manager of WQCD to review and evaluate the same and assign the task to responsible staff for appropriate action. Staff to check and evaluate request if the customer’s location is part of the Concessionaire’s Regulatory Sampling Point (RSP)		1 hour 3 hours (depends on the bulk of documents receive within the day)	Deputy Administrator/ Technical Assistant



	1.6 Department Manager of WQCD to review and evaluate the same and assign the task to responsible staff for appropriate action		1 day	Department Manager
	1.7 Staff to check and evaluate request if the customer's location is part of the Concessionaire's Regulatory Sampling Point (RSP)			Lab Tech/ SPURO
	1.8 If yes, and there was no sampling conducted, the customer's request will be scheduled for Water Sampling within the month *			
	1.9 If not, send an email reply advising the client to contact their water service provider to accommodate their request for Water Sampling.			
2. The client receives response of their	2.0 Record action taken on the		1 day	Secretary B



request via email.	request and tag as closed on the database logbook.			
3. Accomplish Client Satisfaction Measurement (Feedback) form.	3.1 Request client to accomplish form.			
Total		None	N/A	
End of Transaction				

*except for emergency cases/complaints



VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>For walk-ins: Clients may answer the feedback form in the office lobby and submit it to the Central Records Office.</p> <p>For online: Survey form link can be access through https://tinyurl.com/MWSSROClientSurvey or you may email at CRO@ro.mwss.gov.ph</p>
How feedbacks are processed	<p>For walk-ins: The Administrative Staff compiles and records all feedback submitted. The feedback form will be endorsed to the concerned Regulation Area.</p> <p>For emails/calls: The Administrative Staff verifies the nature of the feedback and shall endorse to the concerned Regulation Area.</p>
How to file a complaint	<p>To file a complaint, accomplish the Stakeholder Complaint Form to indicate the information needed and the cause of complaint.</p> <ul style="list-style-type: none">- Name- Address- Contact Number- Email Address- Report Details/Details of Complaint <p>You may send all complaints against MWSS RO to ocr@ro.mwss.gov.ph and cro@ro.mwss.gov.ph</p>



	<p>Or you may course them through:</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
How complaints are processed	<ol style="list-style-type: none">1. The Administrative Assistant will manually record the received complaints in the logbook.2. The Head Technical Assistant will review the complaint and will forward it to the Chief Regulator.3. The Chief Regulator will take appropriate action and provide further instructions.4. The Head Technical Assistant and Chief Regulator discuss immediate actions to take and designates complaint/s to concerned Regulation Areas for appropriate action, to investigate and address the root cause of the complaint.5. Stakeholder complaint response must be acted upon within 15 days from the date and time of receipt.



List of Offices

Office	Address	Contact Information
Office of the Chief Regulator	3rd floor, MWSS RO building H. Ventura corner Katipunan Brgy. Pansol, Quezon City	E-mail: ocr@ro.mwss.gov.ph
Central Records Office	Ground floor MWSS RO building H. Ventura corner Katipunan Brgy. Pansol, Quezon City	E-mail: cro@ro.mwss.gov.ph
Administration Department - Human Resources Unit	3rd floor, MWSS RO building H. Ventura corner Katipunan Brgy. Pansol, Quezon City	E-mail: admin.dept@ro.mwss.gov.ph