



**OTHER
EXTERNAL SERVICES**

I. ACCEPTANCE OF WRITTEN COMMUNICATIONS

Accommodate any official business communications concerning the Guagua Water District services or personnel such as notices, request, memorandums, complaints, proposals and other Letter of intent.

Office or Division:	OFFICE OF THE GENERAL MANAGER			
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		
NOT APPLICABLE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the written communication.	1. Verify the recipient and sender 1.1 Note the received time & date.	None	2-3 minutes	Executive Assistant Secretary
2. Get a receive copy	2. Record/log the communication to the address recipient.	None	1 minute	Executive Assistant Secretary
TOTAL		None	3-4 minutes	
<i>If the received communication requires necessary response, the client will continue the Step. 3</i>				

Cont. ACCEPTANCE OF WRITTEN COMMUNICATIONS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait the response If needed.	3. Follow up the response from the concern recipient within the period, if there's any.	None	If response is required: (1-15 working days)	Executive Assistant Secretary
TOTAL		None	1-15 working days & 3-4 minues	

II. RELEASE/COLLECTION OF PAYMENTS

Collect of payment for services rendered to Guagua Water District by any business entity such as, but not limited to suppliers, service providers or contractors.

Office or Division:	FINANCE SERVICES			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All - Registered and permitted business entity.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> a. Company Identification card. b. Authorization letter of collector 			Cashier's Records/file	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and authorization letter	1. Verify the authorize personnel from the concern company	None	3-5 minutes	Cashier
2. Sign the disbursement voucher including the attachments if any.	6. Prepare the disbursement voucher. 2.1 Review and check the disbursement voucher if completely signed. 2.2 Release the payment	None	5-10 minutes	Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive the payment Issue an Official Receipt Sign the cahier's log book.	3. Receive and attach OR on the voucher. 3.1 Log the collector's name with time and date.	None	1 minute	Customer Service Officer
TOTAL		None	9-16 minutes	