

# HOW TO AVAIL THE SERVICES OF

## FINANCE SECTION SERVICES

### I. RECEIPT OF PAYMENTS & ISSUANCE OF OFFICIAL RECEIPTS

#### Schedule of availability of Services

- 7:00 A.M. to 5:00 P.M. without noon break, every Monday ( except on Holidays)  
**Note: 8:00 A.M. to 8:30 A.M. - 30 minute break for Mondays Convocation**
- 7:30 A.M. to 5:00 P.M. without noon break, Tuesdays to Fridays ( except on Holidays)
- Libungan Collection Office 9:00 A.M. to 11:30 A.M. from 2<sup>nd</sup> working day of the month up to the last due date.

#### Who May Avail of the Services

- Dropped, Disconnected and Active customers who have outstanding and current account with MMWD;
- New Service Connection applicants

#### What are the Requirements

- Proof of Billing
- Promissory Note
- Cash or company check equivalent to the total amount payable to MMWD

**Duration: 2 Minutes (Waiting time not included)**

No	APPLICANT/ CLIENT	SERVICE PROVIDER	PROCESSING TIME (Under normal circumstances per transaction)	PERSON IN-CHARGE	FEES	FORMS
1.	Gets Priority Service Number from the Guard-on-Duty	Gives client Priority Service Number <b>RED</b> for Senior Citizen/Pregnant Woman/Person with Disability/Gov't Employee/Children 12 yrs. old & below <b>BLUE</b> for Regular Customer <b>YELLOW</b> for Promissory Note/ Complaints	30 Seconds	Guard-on-Duty	None	Priority Service Number
2.	A. Pays his Proof of Billing to the Cashier with cash or company check B. Senior Citizen with Discounts should go first to Public Assistance Desk for the Computation of SC's Discount.	Receives client's Proof of Billing and the equivalent cash or company check	1 Minute	Glean Jeen Cuadrasal / Nico Canini / Cristine A. Dela Peña / Darwin Dispo / Jesiebelle Taroy	Amount on the Proof of Billing	Proof of Billing
3.	Receives the MMWD Official Receipt with the Proof of Billing	Issues & Gives the Official Receipt with the corresponding Proof of Billing	1 Minute	Glean Jeen Cuadrasal / Nico Canini / Cristine A. Dela Peña	None	Official Receipt

- END OF TRANSACTION -