



Santa Maria

WATER DISTRICT

“YOUR WATER, OUR OBLIGATION
YOUR CONVENIENCE, OUR SERVICE”

SANTA MARIA WATER DISTRICT



CITIZEN'S CHARTER
2019 (1st Edition)



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YOUR CONVENIENCE, OUR SERVICE”

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I. Vision

To be a world-class water supply and sewerage service provider.

II. Mission

1. To provide adequate, reliable and potable water supply and sewerage services
2. To provide excellent and responsive customer service with the highest degree of professionalism and competence
3. To protect and preserve the environment for sustainable community development

III. Core Values

Competence, Responsibility, Unity, Service, Accountability, Integrity, Dedication.

IV. Service Pledge

We, the official and employees of SANTA MARIA WATER DISTRICT commit to:

S – erve our concessionaires with the best of our abilities in providing adequate, reliable, potable and affordable water supply and sewerage services.

M – aintain responsiveness towards concessionaires' complaints and requests and provide the appropriate resolution at all times.

W – ork together with full commitment in the pursuance of our mission and vision.

D – eliver our highest level of professionalism with dignity at all times.

V. Mandate

The Santa Maria Water District (SMWD) is a government-owned and controlled corporation (GOCC) created by virtue of PD 198, also known as the Provincial Water Utilities Act of 1973, and was issued Certificate of Conformance (CCC) No. 310 by the Local Water Utilities Administration (LWUA) on September 26, 1986 is mandated to:

1. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of Santa Maria, Bulacan.
2. Conducting such other functions and operations incidental to water resource development, utilization and disposal within Santa Maria, as are necessary or incidental to said purpose.

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Central/Head Office

External Services

1. Application for New Service Connection

SMWD will install the water service connection upon approval of application and necessary requirements as well as payment of all fees and charges.

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government
Who may avail:	This service may be availed by all residents and those with businesses in the municipality of Santa Maria, Bulacan.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Individual	
1. Proof of Identification (One (1) clear photocopy of any government issued ID with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents):	
a. Land Title	Registry of Deeds
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Notary Public
3. Proof of Residency	
Original copy of Certificate of Residency indicating the exact address of the property applying for water connection	Barangay Hall
4. Payment of Initial fees and charges	
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship	
1. Proof of Business Identification (Clear Photocopy of any of the following documents)	
a. Business Name and Articles of Incorporation duly registered.	Security and Exchange Commission (SEC) Cooperative Development Authority (CDA) Department of Trade and Industry (DTI)
b. Joint Venture Agreement and / or Contract	Notary Public
2. Proof of Authorization	
a. Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation(Legal Department) / Notary Public
b. For Single Proprietorship, the owner may issue an authorization letter to a representative to transact in his behalf.	Business Owner
3. Proof of Identification	
Clear photocopy of any government issued ID cards bearing the photo and signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO

4. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents)	
a. Land Title	Registry of Deeds
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Notary Public
c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner	Notary Public
** Additional Requirements:	
* Original copy of Notarized Affidavit of Consent signed by the lot owner/s.	Notary Public
Note: Sample affidavit will come from the Customer Services Division.	
* Clear photocopy of any government issued ID cards of lot owner/s	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
5. Proof of Residency	
Original copy of Certificate of Residency indicating the exact address of the property applying for connection	Barangay Hall
6. Payment of Initial fees and charges	
For Government Agency	
1. Proof of Identification (Clear photocopy of government issued ID cards with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
2. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents)	
a. Land Title	Registry of Deeds
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Notary Public
3. Proof of Availability of Funds (Original copy) issued by the Head of the Agency	Government Agency
4. Payment of Initial fees and charges	
** OPTIONAL REQUIREMENTS	Land Transportation Office (LTO)
Original copy of Excavation Permit (when required)	Barangay Hall for Barangay Road
	Provincial Engineering Office (PEO) for Provincial Road
	Department of Public Works and Highways (DPWH) for National Road

APPLICATION FOR NEW SERVICE CONNECTION PROCEDURE					
FIRST VISIT: FILING OF APPLICATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete requirements for Application of Service Connection.	1.1 Check the completeness and accuracy of the requirements.		None	3 minutes	Customer Services Assistant (Customer Services Division)
	1.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active/inactive account.			2 minutes	
	1.3 Scan submitted documents			5 minutes	
2. Sign the application form and contract	2.1 Guide the applicant in the proper filling-up and signing of application form and contract	Service Application Form Contract of Service	None	5 minutes	Customer Services Assistant (Customer Services Division)
	2.2 Prepare the Order of Payment for Application	Order of Payment	Application Fee - PHP 150.00 Service Charge - PHP 350.00 Total: PHP 500.00 <i>*Both are non-refundable</i>	3 minutes	
3. Proceed to Bills Payment Counter and present the Order of Payment for application fee and service	3.1 Check and verify the Order of Payment	Order of Payment	None	1 minute	Customer Services Assistant - Teller (Customer Accounts Division)
	3.2 Accept payment and issue Official Receipt	Official Receipt	None	2 minutes	
4. After payment, proceed to customer services area and present Official Receipt including Order of Payment	4. Prepare Pre- Inspection form and schedule applicant for the New Service Connection Orientation	Pre-Inspection form & Orientation schedule slip	None	5 minutes	Customer Services Assistant (Customer Services Division)
TOTAL:			PHP 500.00	26 minutes	
END OF FIRST VISIT TRANSACTION					
PRE-INSTALLATION INSPECTION AND VERIFICATION OF APPROVED NEW APPLICATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Lay the service line based on the recommendation of SMWD Materials Inspector.	1.1 Verification and approval of service line and location of meter stand/cluster.	Pre-Installation Inspection Report	None	2 working days upon filing of application	Material and Supplies Inspector (General Services Division)
	1.2 Verify if applicant, lot owner or lot location has accounts with arrears (Disconnected and Written-off accounts)	Pre-Installation Inspection Report	Note: Applications with verified arrears will be asked to settle first the arrears to proceed with the processing of application.	1 working day upon receipt of pre-inspection report	Customer Services Assistant - Billing (Customer Accounts Division)
TOTAL:		The total cost of unsettled arrears that needs to be settled prior to processing of application		3 working days	
END OF PRE-INSTALLATION INSPECTION AND VERIFICATION OF ACCOUTS					

Second Visit of Applicant: New Service Connection Orientation Program					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Attend the "New Service Connection Orientation." Note: Attending the orientation is based on the applicant's availability. Orientation was conducted twice: 9:00-10:00 am and 2:30-3:30 pm.	1. Conduct New Service Connection Orientation. (Orientation is conducted every Saturday or by schedule during weekdays if Saturday is a holiday)	Attendance Sheet	None	1 hour	Customer Services Assistant (Customer Services Division)
TOTAL:			None	1 hour	
END OF SECOND VISIT TRANSACTION					
THIRD VISIT OF APPLICANT: PAYMENT OF GUARANTY DEPOSIT, METER COST AND FITTINGS					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Pay the corresponding Guarantee Deposit, meter cost and Fittings. Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment.	1.1 Advise applicant to pay corresponding guarantee deposit, meter cost and fittings. Note: All approved applications will be notified thru text message by Customer Services Assistants one day before their scheduled payment date.	Order of Payment	Note: The following fees will apply upon approval of customer's application and attendance to New Service Connection Orientation: Guarantee Deposit: 1. Residential - PHP 390 2. Govt. - PHP 390	3 minutes	Customer Services Assistant (Customer Services Division)
	1.2 Check and verify the Order of Payment			2 minutes	
	1.3 Accept payment and issue Official Receipt	Official Receipt	3. Sub-Commercial C - PHP 487.50 4. Sub-Commercial B - PHP 585 5. Sub-Commercial A - PHP 682.50 6. Commercial A - PHP 780	2 minutes	Customer Services Assistant-Teller (Customer Accounts Division)
	1.4 Prepare the Service Order for new installation of service connection and list of fittings to be used on the new installation for approval of the General Manager. Note: Concessionaire will be advised that the installation of their water meter is within seven working days (excluding Saturdays, Sundays and Holidays) after payment of guaranty deposit, meter cost and fittings.	Service Order	Meter Cost - PHP 1,897.50 Cost of Materials/Fittings: 1. Cash - PHP 2,698.50 2. Installment Basis - PHP 2,998.50 (maximum of four (4) months) *** Fees, charges and cost of materials are subject to change in case of inflation.	5 minutes	Customer Services Assistant (Customer Services Division)
TOTAL:			TOTAL FEES: (per classification) Residential and Government: Cash Basis - PHP Installment Basis - PHP Sub-Commercial C - PHP 5,583.50 Sub-Commercial B - PHP 5,681.00 Sub-Commercial A - PHP 5,778.50 Commercial - PHP	11 minutes	
END OF THIRD VISIT TRANSACTION					

INSTALLATION OF NEW SERVICE CONNECTION PROCEDURE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Approve the service order for new installation of service connection	Service Order	None	1 working day	<i>General Manager</i> (Office of the General Manager)
	2. Prepare the Request and Issue Slip (RIS) for fittings needed for the new service connection	Request and Issue Slip (RIS)	None	1 working day upon receipt of approved Service Order	<i>Financial and Planning Analyst</i> (Finance Division)
	3. Prepare and issue materials based on RIS to assigned personnel to install the water meter for new service connection.		None	1 working day upon receipt of approved Service Order with RIS	<i>Storekeeper</i> (General Services Division)
	4. Execute service order to install water meter and meter stand.	Service Order	None	4 working days upon receipt of approved Service Order and installation materials	<i>Construction Personnel</i> (Construction and Maintenance Division)
TOTAL:			Please see fees listed on Third Visit of applicant	7 working days (excluding Saturdays, Sundays and Holidays)	
END OF INSTALLATION OF NEW SERVICE CONNECTION PROCEDURE					

2. Payment of Water Bill

The SMWD Office accepts payment for the corresponding amount of water consumption for the month. This is indicated in the Billing Notice delivered for the month.

The SMWD also offers service where concessionaires can pay through Collecting Partners provided that the actual payment is done two (2) days prior to graceperiod and no installments and other arrears are due and payable.

Office or Division:	Customer Accounts Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
Who may avail:	Existing concessionaires of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Current Billing Notice ***Promissory Note (If opted for installment payment of meter cost and cost of materials/fittings)			Santa Maria Water District thru Meter Readers		
2. Payment for water consumption and other charges, if there are any					
PROCEDURE IN PAYMENT OF WATER BILL					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Proceed to Bills Payment Area and present the current Billing Notice	1. Check and verify the Billing Notice	Billing Notice	Total amount of water bill and other charges indicated in the Billing Notice	1 minute	Customer Services Assistant-Teller (Customer Accounts Division)
2. Pay the water bill and other fees indicated in the Billing Notice	2. Accept Payment and issue Official Receipt	Official Receipt		2 minutes	
3. Check the accuracy of the Official Receipt issued			None		
TOTAL:		Total amount of water bill and other charges indicated in the Billing Notice		3 minutes	
END OF TRANSACTION					

3. Request for Temporary Disconnection of Water Service

SMWD concessionaires may request for temporary disconnection or permanent disconnection of their water service to avoid monthly charges on water bill if they will not be using water from their service connection due vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

Office or Division:	Customer Services and Customer Accounts Divisions
Classification:	Simple
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government
Who may avail:	Existing concessionaires of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. One (1) Photocopy of any Government issued ID of Concessionaire (with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
4. Original and signed Authorization Letter from the account holder with authorized representative's valid ID(One (1) photocopy) if account holder cannot personally request for the disconnection.	Account holder

PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCCESING TIME	RESPONSIBLE PERSON
1. Proceed to Customer Services Area to request for disconnection	1.1 Check and verify the account. Advise concessionaire of possible water bill to received.	Complaints and Requests Form	None	1 minute	Customer Services Assistant (Customer Services Division)
	1.2 Issue disconnection order.	Disconnection Order	None	30 minutes upon receipt of request	Customer Services Assistant-Billing (Customer Accounts Division)
TOTAL:			None	31 minutes	

END OF TRANSACTION

PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Execution of disconnection order.	Disconnection Order	None	1 working day upon receipt of disconnection order.	Field Services Assistant (Customer Services Division)
	2. Bill additional consumption and disconnect account on system.	Disconnection Order and Billing Notice	None	1 working day upon receipt of completed disconnection order.	Customer Services Assistant-Teller (Customer Accounts Division)
TOTAL:			None	2 working days	

END OF TRANSACTION

4. Request for Permanent Disconnection of Water Service

SMWD concessionaires may request for temporary disconnection or permanent disconnection of their water service to avoid monthly charges on water bill if they will not be using water from their service connection due to vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

Office or Division:	Customer Services, Customer Accounts and Construction and Maintenance Divisions
Classification:	Simple
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government
Who may avail:	Existing concessionaires of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. One (1) Photocopy of any Government issued ID of Concessionaire (with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
4. Original and signed Authorization Letter from the account holder with authorized representative's valid ID (One(1) photocopy) if account holder cannot personally request for the disconnection.	Account holder

PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE

FIRST VISIT OF CONCESSIONAIRE: REQUESTING FOR PERMANENT DISCONNECTION

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Proceed to Customer Services Area to request for disconnection	1.1 Check and verify the account. Advise concessionaire that account will be temporarily disconnected. Once additional water bill has been settled, permanent disconnection will be processed.	Complaints and Requests Form	Outstanding water bill balance	1 minute	Customer Services Assistant (Customer Services Division)
	1.2 Issue disconnection order.	Disconnection Order	None	30 minutes upon receipt of request	Customer Services Assistant-Billing (Customer Accounts Division)
TOTAL:			Outstanding water bill balance	31 minutes	

END OF FIRST VISIT TRANSACTION

PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Execution of disconnection order.	Disconnection Order	None	1 working day upon receipt of disconnection order.	Field Services Assistant (Customer Services Division)
	2. Bill additional consumption and disconnect account on system.	Disconnection Order and Billing Notice	Cost of additional consumption read by Field Services Assistant	1 working day upon receipt of completed disconnection order.	Customer Services Assistant- Billing (Customer Accounts Division)
TOTAL:			Cost of additional consumption read by Field Services Assistant	2 working days	

END OF TRANSACTION

SECOND VISIT OF CONCESSIONAIRE: PAYMENT OF ADDITIONAL WATER BILL					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Proceed to Bills Payment Area and present the received Water Bill for additional consumption.	1. Accept Payment and issue Official Receipt	Official Receipt	Total amount due	2 minutes	<i>Customer Services Assistant-Teller</i> (Customer Accounts Division)
2. Proceed to Customer Services Area and present the Official Receipt as proof of full settlement of the account.	2. Verify if account has been fully settled. Issue Service Order to permanently disconnect the account.	Service Order - Permanent Disconnection	None	5 minutes	<i>Customer Services Assistant</i> (Customer Services Division)
TOTAL:			Total amount due	7 minutes	
END OF SECOND VISIT TRANSACTION					
PROCEDURE IN EXECUTION OF PERMANENT DISCONNECTION OF WATER SERVICE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Approve the Service Order to permanently disconnect the account.		None	1 working day upon submission of Service order for approval	<i>General Manager</i> (Office of the General Manager)
	2. Recover water meter and plug at tapping to permanently disconnect the account.	Service Order - Permanent Disconnection	None	4 working days upon receipt of approved Service order.	<i>Construction Personnel</i> (Construction and Maintenance Division)
TOTAL:			None	5 working days	
END OF TRANSACTION					

5. Request for Reconnection of Water Service

SMWD concessionaires with temporarily disconnected accounts may request the reconnection of their service upon settlement of arrears and reconnection fee if they were disconnected due to non-payment. Concessionaires who requested their account to be temporarily disconnected may also request its reconnection upon settlement of the reconnection fee.

Office or Division:		Customer Services and Customer Accounts Divisions				
Classification:		Simple				
Type of Transaction:		G2C - Government to Client G2B - Government to Business G2G - Government to Government				
Who may avail:		SMWD concessionaires with temporarily disconnected water service who wish to reactivate their water service.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. One (1) Photocopy of any Government issued ID of Concessionaire (with photo and signature)		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO				
2. Original and signed Authorization Letter from the account holder with authorized representative's valid ID (One (1) photocopy) if account holder cannot		Account holder				
3. Payment of reconnection fee and other charges, if there is any.						
PROCEDURE IN REQUESTING FOR RECONNECTION OF WATER SERVICE						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Proceed to Customer Services Area to request for reconnection	1.1 Check and verify account if fully settled.	Complaints and Requests Form	Outstanding water bill balance; Reconnection fee - PHP 100.00 and other charges if there are any	5 minutes	Customer Services Assistant (Customer Services Division)	
	1.2 Issue Order of Payment Notes: If account has arrears, amount to be settled includes the outstanding water bill, franchise tax, meter maintenance fee and reconnection fee. If account has no outstanding balance, only reconnection fee will be settled. If account has no outstanding balance, only reconnection fee will be settled.	Order of Payment		5 minutes		
2. Proceed to the Bills Payment Area (Teller) with the Order of Payment	2.1 Check and verify the Order of Payment	Order of Payment		1 minute		Customer Services Assistant - Teller (Customer Accounts Division)
	2.2 Accept payment and issue Official Receipt	Official Receipt		2 minutes		
3. Present the OR and the order of payment to the Customer Services Assistant in the Customer Services Area.	3.1 Indicate the OR, amount and date of payment on the Order of Payment.	Official Receipt		1 minute		Customer Services Assistant (Customer Services Division)
	3.2 Issue Reconnection Order	Complaints and Requests Form		5 minutes		
TOTAL:			Outstanding balance + Reconnection fee PHP 100.00	19 minutes		
END OF TRANSACTION						

PROCEDURE IN EXECUTION OF RECONNECTION OF WATER SERVICE

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Reconnect on Site. Note: Reconnection fees settled At 4:00 PM onwards is considered as transaction for the next working day to be reconnected on site until 12:00 noon.	Reconnection Order		8 hours upon receipt of Reconnection order	<i>Field Services Assistant</i> (Customer Services Division)
TOTAL:				8 hours upon receipt of Reconnection order	
END OF TRANSACTION					

6. Request for Change of Account Name

Concessionaires may update their records with SMWD through supersedure if there a change in ownership such as death of the account holder and acquiring of property.

Office or Division:	Customer Services Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
	G2B - Government to Business
Who may avail:	Existing concessionaires of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Photocopy of any Government issued ID of previous and present lot owners) present lot owners (with photo and signature).	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents): a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Registry of Deeds Notary Public
3. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for water connection	Barangay Hall
4. Original copy of Affidavit of transfer of rights of the outgoing concessionaire Note: Sample affidavit will come from the Customer Services Division.	Notary Public

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the complete set of requirements and sign the application form.	1.1 Check the validity and completeness of requirements submitted and guide the concessionaire in filling up the new application form.	Service Application Form		5 minutes	Customer Services Assistant (Customer Services Division)
	1.2 Prepare the Order of Payment for the change of account name fee and other necessary charges.	Order of Payment	Supersedure fee - PHP 50.00 and other charges if there's any.	3 minutes	
2. Proceed to the Teller Section with the order of payment to settle.	2.1 Check and verify the Order of Payment.				1 minute
	2.2 Accept payment and issue official receipt.			2 minutes	
3. Return to the Customer Services Area and present the OR and order of payment.	3.1 Indicate the OR Number, amount and date of payment on the order of payment.	Official Receipt		1 minute	Customer Services Assistant (Customer Services Division)
	3.2 Issue Service Order for General Manager's approval to effect the changes on the account.	Service Order		5 minutes	
TOTAL:			Supersedure fee - PHP 50.00 and other charges if there are any	17 minutes	
END OF TRANSACTION					

PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager approves request of change of ownership.	Service Order	None	1 working day upon receipt of Service Order	<i>General Manager</i> (Office of the General Manager)
	2. Updates records of SMWD of changes on ownership.		None	1 working day upon approval	<i>Customer Service Assistant</i> (Customer Services Division)
TOTAL:			None	2 working days	
END OF TRANSACTION					

7. Request for Waiver

New service applicants who wish to avail the services of another local water district who's water services to deemed nearer to his place may request for waiver to allow them.

Office or Division:		Customer Services and Engineering Divisions			
Classification:		Complex			
Type of Transaction:		G2G - Government to Government			
Who may avail:		Resident of Santa Maria who wants to avail the services of another water district.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. One (1) Photocopy of any Government issued ID of (with photo and signature)		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
2. Proof of Lot Ownership (One(1) Clear or Colored Photocopy of any of the following documents): a. Land Title		Registry of Deeds			
PROCEDURE IN REQUESTING FOR WAIVER					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Proceed to customer services area to request for waiver and sign the request form.	1.1 Check the validity and completeness of requirements submitted. Issue the request form and pre-inspection report form.	Complaints and Requests Form	None	5 minutes	<i>Customer Services Assistant</i> (Customer Services Division)
	1.2 Prepare the Order of Payment .	Order of Payment	Waiver Fee - PHP 50.00	5 minutes	
2. Proceed to the Teller Section with the order of payment to settle.	2.1 Check and verify the Order of Payment.	Official Receipt		1 minute	<i>Customer Services Assistant-Teller</i> (Customer Accounts Division)
	2.2 Accept payment and issue official receipt.			2 minutes	
3. Return to the Customer Services Area and present the OR and order of payment.	3.1 Indicate the OR Number, amount and date of payment on the order of payment.	Official Receipt	1 minute	<i>Customer Services Assistant</i> (Customer Services Division)	
TOTAL:			P50.00	14 minutes	
END OF TRANSACTION					
PROCEDURE IN PRE-INSPECTION, APPROVAL AND ISSUANCE OF WAIVER					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Visit the site and inspect if other water district's water service is nearer to the place of the requesting applicant.	Pre-Installation Inspection Report	None	3 working days upon receipt of request	<i>Materials and Supplies Inspector</i> (Engineering Division)
	2. Issue letter of waiver signed by the General Manager.	Letter of Waiver	None	1 working day upon receipt of inspection report. Note: Working days will not include Saturdays, Sundays and Holidays.	<i>Customer Service Assistant</i> (Customer Services Division)
TOTAL:			None	4 working days	
END OF TRANSACTION					

8. Request for Transfer Meter

Existing concessionaires may request for transfer meter and tapping to more convenient location when there is transfer to a different location and he wishes to use the same water meter or any other reason subject to SMWD management approval.

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions				
Classification:	Complex				
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
Who may avail:	Existing concessionaires of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. One (1) Photocopy of any Government issued ID of Concessionaire (with photo and signature)			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO		
2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents): a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell			Registry of Deeds Notary Public		
3. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for transfer meter			Barangay Hall		
4. Payment of Transfer Meter fee and fittings					
PROCEDURE IN REQUESTING FOR TRANSFER METER					
FIRST VISIT OF CONCESSIONAIRE: FILING OF REQUEST					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to customer services area to request for transfer of Tapping and Water Meter and sign the request form.	1.1 Check the validity of request and status of account.	Complaints and Requests form	None	5 minutes	Customer Services Assistant (Customer Services Division)
	1.2 Issue pre-inspection form and advise concessionaire of fees to be settled once request is checked and verified on site.	Pre-Installation Inspection Report	None	5 minutes	
TOTAL:			None	10 minutes	
END OF FIRST VISIT TRANSACTION					
PROCEDURE IN PRE-INSPECTION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Inspect possible location of transfer meter and recommend approval.	Pre-Installation Inspection Report	None	2 working days upon receipt of request	Materials and Supplies Inspector (Engineering Division)
	2. Advise concessionaire to pay necessary fees for requested transfer tapping and water meter.		Transfer Meter Fee - PHP 350.00; plus the cost of fittings approved by the inspector	1 working day upon receipt of approved inspection report. Note: Working days will not include Saturdays, Sundays and Holidays.	
TOTAL:			Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector	4 working days	
END OF TRANSACTION					

PROCEDURE IN PAYMENT OF APPROVED TRANSFER METER REQUEST

SECOND VISIT OF CONCESSIONAIRE: PAYMENT OF TRANSFER METER FEE AND FITTINGS

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Settle the necessary fees for the request for transfer of tapping and water meter.	1.1 Prepare the Order of Payment .	Order of Payment	Transfer Meter Fee - PHP 350.00; plus the cost of fittings approved by the inspector	5 minutes	<i>Customer Services Assistant</i> (Customer Services Division)
	1.2 Accept payment and issue official receipt.	Official Receipt		2 minutes	<i>Customer Services Assistant- Teller</i> (Customer Accounts Division)
	1.3 Issue Service Order for the transfer of Tapping and Water Meter based on approved pre-inspection form.	Pre-Installation Inspection Report and Service Order		5 minutes	<i>Customer Services Assistant</i> (Customer Services Division)
TOTAL:			Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector	12 minutes	

END OF SECOND VISIT TRANSACTION

PROCEDURE IN EXECUTION OF TRANSFER METER

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Sign Service Order for the transfer of Tapping and Water Meter to approve the request for transfer of tapping and water meter.	Service Order	None	1 working day upon issuance of service order	<i>General Manager</i> (Office of the General Manager)
	2. Prepare the Request and Issue Slip (RIS) for fittings needed for the transfer of tapping and water meter	Request and Issue Slip (RIS)	None	1 working day upon issuance of approved service order	<i>Financial and Planning Analyst</i> (Finance Division)
	3. Prepare and issue materials based on RIS to assigned personnel for the transfer of tapping and water meter.	Service Order with attached RIS	None	1 working day upon issuance RIS	<i>Storekeeper</i> (General Services Division)
	4. Execute service order to install water meter and meter stand.		None	2 working days upon receipt of approved service order and materials	<i>Construction Personnel</i> (Construction and Maintenance Division)
TOTAL:			No fee/s	5 working days	

END OF SECOND VISIT TRANSACTION

Central/Head Office

Internal Services

1. Request for Certification

The Santa Maria Water District employees may request for Certification such as Certificate of Employment, Travel Authority, among others, as needed by the SMWD officials and employees.

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	All Employees of Santa Maria Water District (<i>Existing and Separated</i>)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request			Human Resource Section		
PROCEDURE IN REQUESTING FOR CERTIFICATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF)	1.1. Check the completeness of informations (Type of Certification, purpose, and signature of employee)	ADM-HR 010 Employee Request	None	1 minute	Human Resource (Administrative Services Division)
	1.2. Prepare the Certification	Certification		5 minutes	
TOTAL:			None	6 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF CERTIFICATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager and/or authorized representative approve and sign the Certification	Certification	None	1 working day upon receipt of Employee Request Form	General Manager and/or Authorized Representative
	2. Photocopy and release the original copy of Certification			1 working day upon approval	Human Resource (Administrative Services Division)
1. Check the accuracy of the Certification and sign the ERF					
TOTAL:			None	2 working days	
END OF TRANSACTION					

2a. Application for Leave

The Santa Maria Water District employees may apply for leave of absence whether with pay or without pay.

Type of Leaves: Vacation Leave, Sick Leave, Forced Leave, Special Leave Privilege, Solo Parent Leave, Maternity Leave, Paternity Leave, Rehabilitation Leave, Ten Day Leave under RA 9262, Special Leave Benefits for Woman under RA 9710, Study Leave, and Terminal Leave.

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	All Career and Non-Career Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Two (2) copies of CSC Form No. 6 / ADM-HR 001 Application for Leave			Human Resource Section		
2. Medical certificate if leave of absence due to sickness is more than five (5) successive days or application is filed in advance.			Government or Private Physician		
PROCEDURE IN REQUESTING FOR LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished two (2) Application for Leave	1.1. Check the completeness of informations (Type of leave, Date of leave, Number of days applied, Signature of employee, and approval of immediate supervisor)	CSC Form No. 6 / ADM-HR 001 Application for Leave	None	1 minute	Human Resource (Administrative Services Division)
	1.2. Certify Leave credits			3 minutes	
TOTAL:			None	4 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or Authorized Representative act on the application of leave <i>General Manager or Authorized Representative shall act within 5 working days after receipt otherwise deemed approved</i>	Application for leave	None	1 working day upon receipt of Application of Leave	General Manager or Authorized Representative
	2. Release one (1) copy of application of leave			1 working day upon approval	Human Resource (Administrative Services Division)
TOTAL:			None	2 working days	
END OF TRANSACTION					

2b. Permission for Work Absence

The Santa Maria Water District Job Order employees may apply for work absence.

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Job Order Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Two (2) copies of ADM-HR 007 Permission for Work Absence			Human Resource Section		
PROCEDURE IN REQUESTING FOR LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished two (2) Permission for Work Absence	1.1. Check the completeness of informations (Reason for absence, Number of days applied, Date of absence, Signature of employee, and approval of immediate supervisor)	ADM-HR 007 Permission for Work Absence	None	1 minute	Human Resource (Administrative Division)
	1.2. Receive Permission for Work Absence			2 minute	
TOTAL:			None	3 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Department Manager act on the Permission for Work Absence <i>Department Manager shall act within 5 working days after receipt otherwise deemed approved</i>	ADM-HR 007 Permission for Work Absence	None	1 working day upon receipt of Permission for Work Absence	Department Manager
	2. Release one (1) copy of Permission for Work Absence			1 working day upon approval	Human Resource (Administrative Services Division)
TOTAL:			None	2 working days	
END OF TRANSACTION					

3. Request for Monetization

The Santa Maria Water District employees may request to monetize a maximum of thirty (30) days vacation leave/service credits

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Career and Non-career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Two (2) copies of CSC Form No. 6 / ADM-HR 001 Application for Leave 2. ADM-HR 008 Waiver for Monetization (if the employee already availed the allotted 15 days for the year) 3. Justification Letter with supporting documents for those who wished to avail of the special monetization. of up to 30 days			Human Resource Section		
PROCEDURE IN REQUESTING FOR MONETIZATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished two (2) Application for Leave <i>*if already used the allotted 15 days for the year, attached duly accomplished two (2) Waiver for Monetization</i>	1.1. Check the completeness of informations and accurate amount of salary (Number of days applied, and signature of employee) <i>* if with Waiver for monetization, check and verify the slot of employee to be waived</i> 1.2. Certify leave credits	CSC Form No. 6 / ADM-HR 001 Application for Leave and ADM-HR 008 Waiver for Monetization	None	5 minutes	<i>Human Resource (Administrative Services Division)</i>
				3 minutes	
TOTAL:			None	9 minutes	
END OF TRANSACTION					

PROCEDURE IN APPROVAL OF MONETIZATION						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
	1. General Manager or Authorized Representative act on the monetization	CSC Form No. 6 / ADM-HR 001 Application for Leave	None	1 working day upon receipt of Application for Leave	<i>General Manager or Authorized Representative</i>	
	2. Provide one (1) copy of monetization to Finance Division					<i>Human Resource (Administrative Services Division)</i>
	3. Certify available budget and prepare Budget Utilization Request	FIN 002 Budget Utilization Request		1 working day upon approval	<i>Corporate Budget Examiner (Finance Division)</i>	
	4. Prepare Disbursement Voucher	FIN 004 Disbursement Voucher			<i>Financial Planning Assistant B (Finance Division)</i>	
	5. Approve the Disbursement Voucher				4 hours upon receipt of DV	<i>Department Manager and General Manager</i>
	6. Prepare Check	Check			10 minutes upon approval of DV	<i>Cashier (Finance Division)</i>
	7. Sign the check				4 hours upon receipt of Check	<i>Cashier (Finance Division) and General Manager (Office of the General Manager)</i>
	8. Release of Check	Check				<i>Cashier (Finance Division)</i>
Acknowledge and Receive check of monetization		FIN 004 Disbursement Voucher and Check		1 working day	Payee	
TOTAL:			None	4 working days and 10 minutes		
END OF TRANSACTION						

4. Application for Flexi-time and Time Off-Setting

The Santa Maria Water District employees may request to change their time schedule within the day/month and offsetting of services rendered beyond the regular working hours.

Office or Division:		Administrative			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		All Employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting			Human Resource Section		
PROCEDURE IN REQUESTING FOR FLEXI-TIME/TIME OFF-SETTING					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Notice/Request for Flexi-time/Time off-setting	1.1. Check the completeness of informations (Date and time To Report on/Reported on, Date and time Not to Report on/Did Not Report on, Purpose/Justification, Signature of Employee, and Approval of Immediate Supervisor)	ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	1 minute	Human Resource (Administrative Services Division)
	1.2. Verify the request on the approved work schedule			3 minutes	
TOTAL:			None	4 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF FLEXI-TIME/TIME OFF-SETTING					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or Authorized Representative act on the request for flexi-time/time off-setting	ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	1 working day upon receipt of Notice/Request for Flexi-time/ Time off-setting	General Manager or Authorized Representative
TOTAL:			None	1 working day	
END OF TRANSACTION					

5. Application to Render Overtime Work

The Santa Maria Water District employees may be allowed to render overtime services. The rendition of overtime services shall be

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	All Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. ADM-HR 002 Authorization to Render Overtime Work 2. ADM-HR 003g Accomplishment Report (group) or ADM-HR 003i Accomplishment Report (Individual)			Human Resource Section		
PROCEDURE IN REQUESTING FOR OVERTIME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished Authorization to Render Overtime Work	1.1. Check the completeness of informations (Date and time of overtime, Purpose/ Justification, Signature of employee, and Approval of Immediate Supervisor)	ADM-HR 002 Authorization to Render Overtime Work	None	1 minute	Human Resource Administrative Services Division)
	1.2. Verify the request in the approved work schedule and the need for OT Services			3 minutes	
TOTAL:			None	4 minutes	
END OF TRANSACTION					

PROCEDURE IN FILING OF ACCOMPLISHMENT REPORT

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Individual/Group Accomplishment Report	1.1. Check if with complete details (Date and time of overtime, Actual hours rendered, Activities/Tasks Done, and Approval of Immediate Supervisor)	ADM-HR 003g Accomplishment Report (group) / ADM-HR 003i Accomplishment Report (Individual)	None	1 minute	<i>Human Resource (Administrative Services Division)</i>
	1.2. Verify accomplishment report in the previously approved OT Authorization and actual time log			3 minutes	
TOTAL:			None	4 minutes	

END OF TRANSACTION

PROCEDURE IN APPROVAL OF ACCOMPLISHMENT REPORT

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Department Manager/General Manager approve the Accomplishment Report	ADM-HR 003g Accomplishment Report (group) / ADM-HR 003i Accomplishment Report (Individual)	None	1 working day upon receipt of Accomplishment Report	<i>Department Manager and General Manager</i>
TOTAL:			None	1 working day	

END OF TRANSACTION

6. Request for an Updated Service Record

The Santa Maria Water District employees may request for an Updated Service Record.

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Career and Non-Career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request			Human Resource Section		
PROCEDURE IN REQUESTING FOR UPDATED SERVICE RECORD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF)	1.1. Check the completeness of informations (purpose, and signature of employee)	ADM-HR 010 Employee Request	None	1 minute	Human Resource (Administrative Services Division)
	1.2. Prepare the updated Service Record	CSC Form No. 67 Service Record		5 minutes	
TOTAL:			None	6 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF UPDATED SERVICE RECORD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or any authorized representative approve and sign the updated Service Record	CSC Form No. 67 Service Record	None	1 working day upon receipt of Employee Request Form	General Manager or Authorized Representative
	2. Provide a photocopy and released the original copy of updated Service Record			1 working day upon approval	Human Resource (Administrative Services Division)
1. Check the accuracy of the updated Service Record and sign to ERF					Requesting Employee
TOTAL:			None	2 working days	
END OF TRANSACTION					

7. Request for Change of Name

Employees of SMWD may request to update their records due to marriage, annulment, changes in their name (first, middle or last), and etc.

Office or Division:	Administrative Services
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2G - Government to Government
Who may avail:	Existing employees of Santa Maria Water District

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished one (1) ADM-HR 010 Employee Request Form	Administrative Services - Human Resource Section
2. Original and photocopy of the following documents: a. Birth Certificate b. Marriage Contract c. Court Decision/Order	Philippine Statistical Authority (PSA) / Civil Registrar's Office
3. PhilHealth Member's Request Form (PMRF)	Administrative Services - Human Resource Section Downloadable forms at www.pagibigfund.gov.ph
4. Pag-IBIG Member's Data Request (MDR) form	Downloadable forms at www.gsis.gov.ph
5. BIR 1905	Downloadable forms at www.bir.gov.ph
5. Two (2) Photocopy of any Government issued ID of Employee (with photo and signature)	PAGIBIG, GSIS, LTO, PHILHEALTH, DFA, POST OFFICE, BARANGAY HALL, COMELEC, BIR, SSS, PRC, & ETC.

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form	1.1. Check the information to be updated	ADM-HR 010 Employee Request	None	1 minute	Human Resource (Administrative Services Division)
	1.2. Verify the supporting documents attached to ERF	Birth Certificate / Marriage Contract / Court Decision		10 minutes	
TOTAL:				11 minutes	

END OF TRANSACTION

PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or Authorized Representative approve the request for Change of Name	ADM-HR 010	None	1 working day upon receipt of ERF	<i>General Manager or Authorized Representative</i>
	2. Update employee's record on all database files	Employee Request	None	1 working day upon approval of ERF	<i>Human Resource Administrative Services Division)</i>
1. Submit duly accomplished forms	1.1. Check the completeness of informations on the submitted form/s	PhilHealth Member's Request Form (PMRF) and Pag-IBIG Member's Data Request (MDR) form	None	10 minutes	<i>Human Resource (Administrative Services Division)</i>
	1.2. Prepare Agency Remittance Advise (ARA) Form E	GSIS ARA Form E	None	1 working day upon checking of ARA Form	<i>Human Resource (Administrative Services Division)</i>
	1.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS webmsp database		None	1 working day upon checking of ARA Form	<i>GSIS Agency Authorized Officer</i>
	1.4. Submit over-the-counter the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office	PhilHealth Member's Request Form (PMRF)	None	within 18 working days upon approval of ERF	<i>Human Resource (Administrative Services Division)</i>
	1.5 Submit the signed Member's Data Request (MDR) form and the required attachment to Pag-IBIG Office	Member's Data Request (MDR) form	None		<i>Human Resource (Administrative Services Division)</i>
	1.6. Update and submit to BIR office signed BIR Form 1905	BIR 1905 form	None		<i>Human Resource (Administrative Services Division)</i>
TOTAL:			None	22 working days and 10 minutes	
END OF TRANSACTION					

8a. Request for PAG-IBIG Loan Application

Employees of SMWD may avail loans offered by the Home Development Mutual Fund (HDMF) or Pag-IBIG.

Office or Division:		Administrative Services			
Classification:		Complex			
Type of Transaction:		G2C - Government to Client G2G - Government to Government			
Who may avail:		Existing employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished one (1) ADM-HR 010 Employee Request		Administrative Services Division - Human Resource Section			
2. One (1) month latest FIN 008 Payroll Payment Slip		Finance Division			
3. Two (2) Photocopy of any Government issued ID of Employee (with photo and signature)		PAGIBIG, GSIS, LTO, PHILHEALTH, DFA, POST OFFICE, BARANGAY HALL, COMELEC, BIR, SSS, PRC, & ETC.			
PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF)	1.1. Check the completeness of informations on ERF (Type of Loan (Multi-Purpose Loan/Calamity Loan), New/Renewal, purpose, and signature of employee)	ADM-HR 010 Employee Request	None	5 minutes	Human Resource (Administrative Services Division)
TOTAL:				5 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. General Manager or any authorized representative approve the request for loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
1. Submit duly accomplished one (1) PAGIBIG Multi-Purpose Loan Application Form or Calamity Loan Application Form with attached required documents	1.1. Check the completeness of informations on the submitted Loan Application Form	Multi-Purpose Loan Application Form / Calamity Loan Application Form	None	1 working day upon approval of ERF	Human Resource (Administrative Service Division)
	1.2. General Manager approve the Loan Application				General Manager (Office of the General Manager)
	1.3. Provide the signed Loan Application Form with attached required documents			1 working day upon approval of Loan Application Form	Human Resource (Administrative Service Division)
2. Sign the ERF and receive the Multi-Purpose Loan Application Form/Calamity Loan Application Form with attached required documents	2.1. Submit Over-the-counter the signed Loan Application Form with complete required documents to Pag-IBIG Branch				Fund Coordinator (FC) or Employee
TOTAL:			None	3 working days	
END OF TRANSACTION					

8b. Request for GSIS Loan Approval

Employees of SMWD may avail different loans offered by the Government Service Insurance System (GSIS).

Office or Division:		Administrative Services			
Classification:		Complex			
Type of Transaction:		G2C - Government to Client G2G - Government to Government			
Who may avail:		Career and Non-Career employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request		Administrative Services Division - Human Resource Section			
2. Unified Multi-Purpose Identification Card (UMID) of Employee (with photo and signature)		GSIS			
PROCEDURE IN REQUESTING FOR LOAN APPLICATION (GSIS)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Apply Loan to GSIS Kiosk using the UMID issued by the GSIS			None	10 minutes	Employee
2. Submit duly accomplished one (1) Employee Request Form (ERF)	2.1. Check the completeness of informations on ERF (Type of Loan, New/Renewal, purpose, and signature of employee)	ADM-HR 010 Employee Request	None	5 minutes	Human Resource (Administrative Services Division)
TOTAL:				15 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or any authorized representative approve the request for loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
	2. Act on Loan Application at www.cert.gsis.gov.ph		None	1 working day upon approval of ERF	Agency Authorized Officer
TOTAL:			None	2 working days	
END OF TRANSACTION					

8c. Request for Landbank Loan Application

Employees of SMWD may avail Salary Loan offered by the Landbank of the Philippines

Office or Division:		Administrative Services			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client G2G - Government to Government			
Who may avail:		Permanent employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request		Administrative Services Division - Human Resource Section			
2. One (1) month latest FIN 008 Payroll Payment Slip		Finance Division			
PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF)	1.1. Check the completeness of informations on ERF (Type of Loan, New/Renewal, purpose, E-mail Address, Contact No., Gross and Net Income, and signature of employee)	ADM-HR 010 Employee Request	None	5 minutes	Human Resource (Administrative Services Division)
TOTAL:				5 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager or any authorized representative approve the request of loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
	2. Prepare the Salary Loan Application Form	Landbank of the Philippines (LBP) Salary Loan Application Form	None	1 working day upon approval of ERF	Human Resource (Administrative Service Division)
	3. General Manager approve the Salary Loan Application Form			1 working day upon receipt of Loan Application Form	General Manager (Office of the General Manager)
	4. Submit Over-the-counter the signed Salary Loan Application Form to LBP Branch			1 working day upon approval	SMWD Authorized Representative
TOTAL:			None	4 working days	
END OF TRANSACTION					

9. Request for Manpower

Division/Department/General Manager may request for additional manpower for the following reason:

Additional Workload

To fill vacant plantilla position

Separation of other subordinates

and others

Office or Division:	Administrative Services				
Classification:	Complex				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Division/Department/General Manager of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 005 Manpower Request			Administrative Services - Human Resource Section		
PROCEDURE IN REQUESTING FOR MANPOWER					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Manpower Request Form	1.1. Check the completeness of informations on MPR (Division/Section and Date of request, Job position, Status/Tenure, Date Needed, Number of Requirements, required qualifications, Job Descripton, reason for the requirement and signature of immediate supervisor and Division or Department Head)	ADM-HR 005 Manpower Request	None	5 minutes	Human Resource (Administrative Services Division)
	1.2. Identify the minimum Qualification of the position or its equivalent based on the Qualification Standard Manual (Education, Experience, Training, and Eligibility)			1 minute	
	1.3. Certify if included in the present annual budget			5 minutes	Corporate Budget Examiner (Finance Division)
TOTAL:				11 minutes	
END OF TRANSACTION					

PROCEDURE IN APPROVAL OF MANPOWER REQUEST					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager act on the request for Manpower	ADM-HR 005 Manpower Request	None	1 working day upon receipt of MPR	<i>General Manager</i> (Office of the General Manager)
	2. Pool qualified Applicants for the requested Manpower	N/A	None	within 22 working days upon approval of MPR	<i>Human Resource</i> (Administrative Services Division)
	3. Schedule for interviews and examination	N/A	None		
	4. Recommend applicants for Final Interview	N/A	None		
	5. Recommends for hiring	N/A	None		<i>General Manager</i> (Office of the General Manager)
TOTAL:				23 working days	
END OF TRANSACTION					

10. Filing of Separation

Employees of SMWD may file their request for separation with the effectivity of at least 30 days from the date of submission of request. Modes of separation: Resignation, Retirement, Dropping from the rolls, Transfer, End of contract

Office or Division:	Administrative Services				
Classification:	Complex				
Type of Transaction:	G2C - Government to Client G2G - Government to Government				
Who may avail:	Existing employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Intention letter to separate from agency			Employee		
PROCEDURE IN FILLING OF SEPARATION					
EMPLOYEE STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit three (3) copies of intention letter to separate from the agency	1.1. Receive the copy of separation letter (reason, modes of separation and effectivity date must be indicated)		None	1 minute	<i>Immediate Supervisor</i> <i>Human Resource (Administrative Services Division)</i> <i>General Manager (Office of the General Manager)</i>
	1.2. Prepare two (2) copies of Letter of Acceptance	Letter of Acceptance from the office of the General Manager		2 minutes	<i>Human Resource (Administrative Services Division)</i>
TOTAL:			None	3 minutes	

PROCEDURE IN APPROVAL OF SEPARATION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. General Manager sign the Letter of Acceptance of the separating employee	Letter of Acceptance	None	1 working day upon receipt of Acceptance letter	General Manager <i>(Office of the General Manager)</i>
1. Endorse all files and documents and return the property accountability	1.1. Acknowledge the turned-over files and documents			1 working day	<i>Immediate Supervisor</i>
	1.2. Prepare Clearance for Property Accountability	GS-PS 001 Acknowledgement Receipt for Equipments and other supplies		1 working day	<i>Property and Supply Assistant (General Services Division)</i>
	1.3. Prepare two (2) copies of Acceptance Letter	CS Form No. 10		1 working day upon receipt of Clearance	<i>Human Resource (Administrative Services Division)</i>
	1.4. Conduct Exit Interview	Exit Interview Form			
	1.5. Prepare the Separating Personnel Checklist, Clearance Form and other documents for processing of claims	ADM-HR 009 Separating Personnel Checklist/ CS Form No. 10 Clearance Form		1 working day upon receipt of signed Acceptance letter	<i>Human Resource (Administrative Services Division)</i>
2. Submit duly accomplished clearance form and other documents for processing of claims	2.1 Check the completeness of informations in the documents submitted (Personal Information, contact numbers, email address, signature and etc.)	Terminal leave, GSIS and Pag-IBIG Forms		1 working day upon receipt of submitted documents	<i>Human Resource (Administrative Services Division)</i>

PROCEDURE IN APPROVAL OF SEPARATION						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
3. Surrender Agency issued ID and ATM cards	3.1 Routing of Separating Personnel Checklist and Clearance Form <i>* unless may require to submit additional requirements</i>	ADM-HR 009 Separating Personnel Checklist/ CS Form No. 10 Clearance Form	None	within 5 working days	Human Resource (Administrative Services Division)	
	3.2. Sign the Clearance Form and other documents for processing of Claims	CS Form No. 10 Clearance Form		1 working day upon receipt of Clearance Form	General Manager (Office of the General Manager)	
	3.3. Prepare Budget Utilization Request	FIN 002 Budget Utilization Request		1 working day upon receipt of Clearance Form	Corporate Budget Examiner (Finance Division)	
	3.4. Prepare Disbursement Voucher	FIN 004 Disbursement Voucher			Financial Planning Assistant B (Finance Division)	
	3.5. Approve Disbursement Voucher			Department Manager and General Manager		
	3.6. Prepare Check	Check		1 working day upon receipt of signed Clearance Form	Cashier (Finance Division)	
	3.7. Sign the check				Cashier (Finance Division) and General Manager (Office of the General Manager)	
4. Acknowledge and Receive of check for monetization	4.1. Release the Check	FIN 004 Disbursement Voucher and Check		1 working day	Cashier (Finance Division)	
	4.2. Submit documents for claims to GSIS and Pag-IBIG	GSIS and Pag-IBIG Forms			Human Resource (Administrative Services Division)	
5. Receive copies of Service Records and submitted documents to GSIS and Pag-IBIG	5.1. Release of copies of Service Records and submitted documents to GSIS and Pag-IBIG			1 working day	Human Resource (Administrative Services Division)	
TOTAL:					15 working days	
END OF TRANSACTION						

11. Payment of Salaries

Computation of employees salaries for the services rendered within the payroll period.

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Casual and Regular Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Time logs of Employees 2. Monthly Overtime Report			Human Resource Section		
PROCEDURE IN PAYMENT OF SALARIES					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1. Extract time logs of employees from HR timekeeping system	None			
	2. Consolidate overtime requests and compute OT services rendered	Monthly Overtime Report	None	4 hours	Human Resource Section (Administrative Division)
	3. Prepare schedule of Overtime Hours rendered				
	4. Prepare schedule of deductions				
	4. Prepare Schedule of Salaries (payroll)	Payroll Sheet (Form FIN 012c and FIN 012r)		1 day and 4 hours	Financial Planning Analyst (Finance Division)
	5. Prepare Authority for Fund Transfer	Authority for Fund Transfer			
	6. Approve Authority for Fund Transfer			1 day	Department Manager, Cashier (Finance Division) General Manager (Office of the General Manager)
1. Receive salaries through ATM		Payroll Payment Slip (FIN 011)		1 day	
TOTAL:			None	4 days	
END OF TRANSACTION					

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You can accomplish our Feedback Form available at the Santa Maria Water District Head Office - Teller Area; Then put it in the drop box also located at the Teller Area.																										
How feedbacks are processed	Feedbacks are reviewed by the Office of the General Manager. Necessary improvements are communicated to concerned Division for implementation. Commendations are communicated to employees and Division.																										
How to file a complaint	<p>You can personally file your complaint thru our Customer Service Assistant at the Santa Maria Water District Head Office - Customer Service Area; Or you can submit a letter addressed to the General Manager, Engr. Carlos Santos Jr., at the Admin Division, Second Floor.</p> <p>You can also contact us thru:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Hotline Numbers:</td> <td>0917-883-7693 (GLOBE)</td> </tr> <tr> <td></td> <td>0918-920-7693 (SMART)</td> </tr> <tr> <td></td> <td>0925-526-7693 (SUN)</td> </tr> <tr> <td></td> <td>(044) 815-3363 (PLDT)</td> </tr> <tr> <td>E-mail us at:</td> <td>smwdbulacan@yahoo.com</td> </tr> </table>	Hotline Numbers:	0917-883-7693 (GLOBE)		0918-920-7693 (SMART)		0925-526-7693 (SUN)		(044) 815-3363 (PLDT)	E-mail us at:	smwdbulacan@yahoo.com																
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E-mail us at:	smwdbulacan@yahoo.com																										
How complaints are processed	Orders will be issued to concerned division to investigate water service complaints. Result of investigation will be communicated to concessionaire by Customer Service personnel.																										
Contact information of CCB, PCC, ARTA	<p>Para sa mga reklamong ukol sa:</p> <ul style="list-style-type: none"> • Kotong/Suhol/Red Tape • Pakikipagsabwatan sa fixer • Tigil Serbisyo tuwing lunch break • Walang tao sa Public Assistance & Complaints Desk (PACD) • Walang Citizen's Charter ang Ahensya • Dagdag bayarin o requirements na wala sa Citizen's Charter • Hindi magalang sa kliyente • Walang special lane para sa senior citizen, buntis o may kapansanan • At iba pang sagabal sa mahusay na serbisyo <p>Maaring dumulog sa:</p> <p>Contact Center ng Bayan (CCB)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Mag-text sa</td> <td>0908-881-6565</td> </tr> <tr> <td>Tumawag sa</td> <td>1-6565*</td> </tr> </table> <p>Mula 8am to 5pm, Lunes hanggang Biyernes</p> <p>Maari ring dumulog sa mga sumusunod na ahensya:</p> <p>Presidential Complaints Center (PCC)</p> <p>Magpadala ng sulat sa pamamagitan ng:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">E-mail</td> <td>pcc@malacanang.gov.ph</td> </tr> <tr> <td>Postal office</td> <td>PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</td> </tr> <tr> <td>Fax</td> <td>(02)-8736-8621</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Tumawag sa</td> <td>(02)-8736-8645</td> </tr> <tr> <td></td> <td>(02)-8736-8603</td> </tr> <tr> <td></td> <td>(02)-8736-8629</td> </tr> <tr> <td></td> <td>(02)-8736-8621</td> </tr> <tr> <td></td> <td>8888</td> </tr> </table> <p>Anti-Red Tape Authority (ARTA)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Tumawag sa</td> <td>(02)-8478-5091</td> </tr> <tr> <td></td> <td>(02)-8478-5093</td> </tr> <tr> <td></td> <td>(02)-8478-5099</td> </tr> </table>	Mag-text sa	0908-881-6565	Tumawag sa	1-6565*	E-mail	pcc@malacanang.gov.ph	Postal office	PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila	Fax	(02)-8736-8621	Tumawag sa	(02)-8736-8645		(02)-8736-8603		(02)-8736-8629		(02)-8736-8621		8888	Tumawag sa	(02)-8478-5091		(02)-8478-5093		(02)-8478-5099
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Office	Address	Contact Information
Central/Head Office	#3 M. De Leon St., Poblacion, Santa Maria, Bulacan	0917-883-7693 (GLOBE) 0918-920-7693 (SMART) 0925-526-7693 (SUN) (044) 815-3363 (PLDT)
Extension Office	#115A J.P. Rizal St., Dulong Bayan, Poblacion, Santa Maria, Bulacan	(044) 798-8897 (PLDT)