



**Santa Maria**  
WATER DISTRICT  
"YOUR WATER, OUR OBLIGATION  
YOUR CONVENIENCE, OUR SERVICE"

## **SANTA MARIA WATER DISTRICT**

**CITIZEN'S CHARTER**  
2023 (3<sup>rd</sup> Edition)



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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**

## **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.

| <b>Office or Division:</b>                                      | Administrative  |                             |                        |   |   |
|---|---|-----------------------------|------------------------|---|---|
| <b>Classification:</b>  | Simple  |                             |                        |   |   |
| <b>Type of Transaction:</b>                                     | G2C - Government to Client  |                             |                        |   |   |
| <b>Who may avail:</b>   | All Employees of Santa Maria Water District ( <i>Existing and Separated</i> )                           |                             |                        |   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                |   |                             | <b>WHERE TO SECURE</b> |   |   |
| 1. Accomplished one (1) ADM-HR 010 Employee Request             |   |                             | Human Resource Section |   |   |
| <b>PROCEDURE IN REQUESTING FOR CERTIFICATION</b>                |   |                             |                        |   |   |
| 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 Personnel (Administrative Services Division) |
|   | 1.2. Prepare the Certification for approval of the Department Manager and General Manager               | Certification               |                        | 5 minutes   |   |
| <b>TOTAL:</b>   |   |                             | <b>None</b>            | <b>6 minutes</b>                                    |   |
| <b>END OF TRANSACTION</b>                                       |   |                             |                        |   |   |
| <b>PROCEDURE IN APPROVAL OF CERTIFICATION</b>                   |   |                             |                        |   |   |
| CLIENT STEPS  | AGENCY ACTION   | FORMS                       | FEES TO BE PAID        | PROCESING TIME                                      | RESPONSIBLE PERSON  |
|   | 1. Department Manager and General Manager approved and sign the Certification                           | Certification               | None                   | 1 working day upon receipt of Employee Request Form | Department Manager and General Manager                      |
|   | 2. Photocopy and notify employees on the availability of the original copy of Certification             |                             |                        | 1 working day upon approval                         | Human Resource Personnel (Administrative Services Division) |
| 1. Check the accuracy of the Certification and sign to ERF      |   |                             |                        |   |   |
| <b>TOTAL:</b>   |   |                             | <b>None</b>            | <b>2 working days</b>                               |   |
| <b>END OF TRANSACTION</b>                                       |   |                             |                        |   |   |

## 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.

| <b>Office or Division:</b>   | Administrative   |   |                                 |  |   |
|--|--|---|---------------------------------|--|---|
| <b>Classification:</b>   | Simple   |   |                                 |  |   |
| <b>Type of Transaction:</b>  | G2C - Government to Client   |   |                                 |  |   |
| <b>Who may avail:</b>  | 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 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, Details of Leave, Number of applied days, and Signature of employee)  | CSC Form No. 6 / ADM-HR 001 Application for Leave | None                            | 2 minutes  | Human Resource Personnel (Administrative Services Division) |
|  | 1.2. Certify Leave credits   |   |                                 | 5 minutes  |   |
|  | 1.3. Approval of immediate supervisor  |   |                                 | 3 minutes  | Immediate Supervisor  |
| <b>TOTAL:</b>  |  |   | <b>None</b>                     | <b>10 minutes</b>                                  |   |
| 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<br><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. Released one (1) copy of application of leave   |   |                                 | 1 working day upon approval                        | Human Resource Personnel (Administrative Services Division) |
| <b>TOTAL:</b>  |  |   | <b>None</b>                     | <b>2 working days</b>                              |   |
| END OF TRANSACTION   |  |   |                                 |  |   |

**2b. Permission for Work Absence**

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

| <b>Office or Division:</b>                                      |   | Administrative                                    |                        |  |  |
|---|---|---|------------------------|--|--|
| <b>Classification:</b>  |   | Simple  |                        |  |  |
| <b>Type of Transaction:</b>                                     |   | G2C - Government to Client                        |                        |  |  |
| <b>Who may avail:</b>   |   | Job Order Employees of Santa Maria Water District |                        |  |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                                |   |   | <b>WHERE TO SECURE</b> |  |  |
| 1. Two (2) copies of ADM-HR 007 Permission for Work Absence     |   |   | Human Resource Section |  |  |
| <b>PROCEDURE IN REQUESTING FOR LEAVE OF ABSENCE</b>             |   |   |                        |  |  |
| 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<br>Permission for Work Absence         | None                   | 1 minute   | Human Resource Personnel (Administrative Division) |
|   | 1.2. Receive Permission for Work Absence  |   |                        | 2 minutes  |  |
| <b>TOTAL:</b>   |   |   | <b>None</b>            | <b>3 minutes</b>                                   |  |
| <b>END OF TRANSACTION</b>                                       |   |   |                        |  |  |
| <b>PROCEDURE IN APPROVAL OF LEAVE OF ABSENCE</b>                |   |   |                        |  |  |
| CLIENT STEPS  | AGENCY ACTION   | FORMS   | FEES TO BE PAID        | PROCESING TIME                                     | RESPONSIBLE PERSON                                 |
|   | 1. Department Manager act on the Permission for Work Absence<br><i>Department Manager shall act within 5 working days after receipt otherwise deemed approved</i>     | ADM-HR 007<br>Permission for Work Absence         | None                   | 1 working day upon receipt of Application of Leave | Department Manager                                 |
|   | 2. Released one (1) copy of Permission for Work Absence   |   |                        | 1 working day upon approval                        |  |
| <b>TOTAL:</b>   |   |   | <b>None</b>            | <b>2 working</b>                                   |  |
| <b>END OF TRANSACTION</b>                                       |   |   |                        |  |  |



### 3. Request for Monetization

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

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | Administrative  |
| <b>Classification:</b>      | Complex   |
| <b>Type of Transaction:</b> | G2C - Government to Client                                    |
| <b>Who may avail:</b>       | 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<br>2. ADM-HR 008 Waiver for Monetization (if the employee already availed th allotted 15days for the year)<br>3. Justification Letter with supporting documents for those who wished to avail of the special monetization. | 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) <i>*if already used the allotted 15 days for the year, attached duly accomplished two (2)</i> | 1.1. Check the completeness of informations and accurate amount of salary (Number of applied days, and Signature of employee) <i>* if with Waiver for monetization, check and verify the slot of employee</i> | CSC Form No. 6 / ADM-HR 001 Application for Leave and ADM-HR 008 Waiver for Monetization | None            | 3 minutes        | Human Resource Personnel (Administrative Services Division) |
|   | 1.2. Certify of Leave credits   |  |                 | 5 minutes        |   |
| <b>TOTAL:</b>   |   |  | <b>None</b>     | <b>8 minutes</b> |   |

#### 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                     |                 | 1 working day upon receipt of Application of Leave | General Manager or Authorized Representative                                   |
|  | 2. Provide one (1) copy of monetization to Finance Division             |   |                 | 1 working day upon approval of Leave Application   | Human Resource Personnel (Administrative Services Division)                    |
|  | 3. Certify available budget and prepare Budget Utilization Request      | FIN 002 Budget Utilization Request                                    | None            | 1 working day upon approval                        | Corporate Budget Examiner (Finance Division)                                   |
|  | 4. Prepare Disbursement Voucher   | FIN 004 Disbursement Voucher  |                 |  | Financial Planning Assistant B (Finance Division)                              |
|  | 8. Certify Disbursement Voucher   |   |                 |  | Department Manager (Administrative, Finance & General Services Department)     |
|  | 5. Approve the Disbursement Voucher                                     |   |                 | General Manager                                    |  |
|  | 6. Prepare Check  | Check   |                 | 1 working day upon approval                        | Cashier (Finance Division)   |
|  | 7. Sign the check   |   |                 |  | Cashier (Finance Division) and General Manager (Office of the General Manager) |
|  | 8. Release of Check   | Check   |                 | 1 working day upon signing of check                | Cashier (Finance Division)   |
| 1. Acknowledge and Receive check of monetization |   | FIN 004 Disbursement Voucher, Check acknowledgement receipt and Check |                 |  |  |
| <b>TOTAL:</b>                                    |   |   | <b>None</b>     | <b>5 working days</b>                              |  |

#### END OF TRANSACTION

**4. Application of 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.

| <b>Office or Division:</b>   |  | Administrative  |                        |   |   |
|--|--|---|------------------------|---|---|
| <b>Classification:</b>   |  | Simple  |                        |   |   |
| <b>Type of Transaction:</b>  |  | G2C - Government to Client                            |                        |   |   |
| <b>Who may avail:</b>  |  | All Employees of Santa Maria Water District           |                        |   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |   | <b>WHERE TO SECURE</b> |   |   |
| 1. ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting                           |  |   | Human Resource Section |   |   |
| <b>PROCEDURE IN REQUESTING FOR FLEXI-TIME/TIME OFF-SETTING</b>                     |  |   |                        |   |   |
| 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 Personnel (Administrative Services Division) |
|  | 1.2. Verify request on the approved work schedule  |   |                        | 3 minutes   |   |
| <b>TOTAL:</b>  |  |   | <b>None</b>            | <b>4 minutes</b>  |   |
| <b>END OF TRANSACTION</b>  |  |   |                        |   |   |
| <b>PROCEDURE IN APPROVAL OF FLEXI-TIME/TIME OFF-SETTING</b>                        |  |   |                        |   |   |
| 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                |
| <b>TOTAL:</b>  |  |   | <b>None</b>            | <b>1 working day</b>  |   |
| <b>END OF TRANSACTION</b>  |  |   |                        |   |   |

### 5. Application of Overtime

The Santa Maria Water District employees may request to render overtime service.

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | Administrative                              |
| <b>Classification:</b>      | Simple                                      |
| <b>Type of Transaction:</b> | G2C - Government to Client                  |
| <b>Who may avail:</b>       | All Employees of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE        |
|---|------------------------|
| 1. ADM-HR 002 Authorization to Render Overtime Work<br>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, Initials of employee, and Approval of Immediate Supervisor)<br>1.2. Verify the request in the approved work schedule and the need for Overtime Services | ADM-HR 002 Authorization to Render Overtime Work | None            | 1 minute<br>3 minutes | Human Resource Administrative Services Division) |
| <b>TOTAL:</b>   |  |  | <b>None</b>     | <b>4 minutes</b>      |  |

#### END OF TRANSACTION

#### PROCEDURE IN APPROVAL OF OVERTIME

| CLIENT STEPS  | AGENCY ACTION  | FORMS  | FEES TO BE PAID | PROCESING TIME  | RESPONSIBLE PERSON                           |
|---------------|--|--|-----------------|---|--|
|               | 1. General Manager or Authorized Representative act on the Authorization to Render Overtime Work | ADM-HR 002 Authorization to Render Overtime Work | None            | 1 working day upon receipt of Authorization to Render Overtime Work | General Manager or Authorized Representative |
| <b>TOTAL:</b> |  |  | <b>None</b>     | <b>1 working day</b>  |  |

#### 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)<br>1.2. Verify accomplishment report in the previously approved Overtime Authorization and actual time log | ADM-HR 003g Accomplishment Report (group) / ADM-HR 003i Accomplishment Report (Individual) | None            | 1 minute<br>3 minutes | Human Resource Personnel (Administrative Services Division) |
| <b>TOTAL:</b>  |  |  | <b>None</b>     | <b>4 minutes</b>      |   |

#### 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 | Department Manager and General Manager |
| <b>TOTAL:</b> |   |  | <b>None</b>     | <b>1 working day</b>                                |  |

#### END OF TRANSACTION

### 6. Request for Updated Service Record

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

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | Administrative  |
| <b>Classification:</b>      | Simple  |
| <b>Type of Transaction:</b> | G2C - Government to Client                                    |
| <b>Who may avail:</b>       | 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 (updated Service Record, purpose, and signature of employee) | ADM-HR 010 Employee Request    | None            | 1 minute         | <i>Human Resource Personnel<br/>(Administrative Services Division)</i> |
|   | 1.2. Prepare the updated Service Records   | CSC Form No. 67 Service Record |                 | 5 minutes        |  |
| <b>TOTAL:</b>   |  |                                | <b>None</b>     | <b>6 minutes</b> |  |

#### 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 | <i>General Manager or<br/>Authorized Representative</i>                |
|   | 2. Notify employees on the availability of the original copy of Service Record                  |                                |                 | 1 working day upon approval                         | <i>Human Resource Personnel<br/>(Administrative Services Division)</i> |
| 1. Check the accuracy of the updated Service Record and sign to ERF |   |                                |                 |   |  |
| <b>TOTAL:</b>   |   |                                | <b>None</b>     | <b>2 working days</b>                               |  |

#### END OF TRANSACTION

### 7a. Request for PAG-IBIG Loan Application

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

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Administrative Services                                      |
| <b>Classification:</b>      | Complex  |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2G - Government to Government |
| <b>Who may avail:</b>       | 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        | <i>Human Resource (Administrative Services Division)</i> |
| <b>TOTAL:</b>   |   |                             |                 | <b>5 minutes</b> |  |

#### 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                    | <i>General Manager or Authorized Representative</i>               |
| 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                   | <i>Human Resource Personnel (Administrative Service Division)</i> |
|  | 1.2. General Manager approve the Loan Application Form  |  |                 |  | <i>General Manager (Office of the General Manager)</i>            |
|  | 1.3. Upload the signed Loan Application Form with attached required documents to Virtual Pag-IBIG |  |                 | 1 working day upon approval of Loan Application Form | <i>Human Resource Personnel (Administrative Service Division)</i> |
| <b>TOTAL:</b>  |   |  | <b>None</b>     | <b>3 working days</b>                                |   |

#### END OF TRANSACTION

### 7b. Request for GSIS Loan Approval

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

| <b>Office or Division:</b>   | Administrative Services  |                             |   |                                    |  |
|--|--|-----------------------------|---|------------------------------------|--|
| <b>Classification:</b>   | Complex  |                             |   |                                    |  |
| <b>Type of Transaction:</b>  | G2C - Government to Client<br>G2G - Government to Government   |                             |   |                                    |  |
| <b>Who may avail:</b>  | Career and Non-Career employees of Santa Maria Water District  |                             |   |                                    |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                             | <b>WHERE TO SECURE</b>                                    |                                    |  |
| 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  |                                    |  |
| <b>PROCEDURE IN REQUESTING FOR LOAN APPLICATION (GSIS)</b>                                 |  |                             |   |                                    |  |
| CLIENT STEPS   | AGENCY ACTION  | FORMS                       | FEES TO BE PAID   | PROCESSING TIME                    | RESPONSIBLE PERSON                                       |
| 1. Apply Loans to GSIS Kiosk using the UMID issued by the GSIS                             |  |                             | None  | 10 minutes                         | <i>Employee</i>  |
| 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                          | <i>Human Resource (Administrative Services Division)</i> |
| <b>TOTAL:</b>  |  |                             |   | <b>15 minutes</b>                  |  |
| <b>END OF TRANSACTION</b>  |  |                             |   |                                    |  |
| <b>PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)</b>                                |  |                             |   |                                    |  |
| 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  | <i>General Manager or Authorized Representative</i>      |
|  | 2. Action to the Loan Application at <a href="http://www.cert.gsis.gov.ph">www.cert.gsis.gov.ph</a>                |                             | None  | 1 working day upon approval of ERF | <i>Agency Authorized Officer</i>                         |
| <b>TOTAL:</b>  |  |                             | <b>None</b>   | <b>2 working days</b>              |  |
| <b>END OF TRANSACTION</b>  |  |                             |   |                                    |  |

### 7c. Request for LandBank Loan Application

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

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Administrative Services                                      |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2G - Government to Government |
| <b>Who may avail:</b>       | 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) |
| <b>TOTAL:</b>   |   |                             |                 | <b>5 minutes</b> |   |

#### 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            |  |                 |   | SMWD Authorized Representative                   |
| <b>TOTAL:</b> |   |  | <b>None</b>     | <b>3 working days</b>                               |  |

#### END OF TRANSACTION



### 8. Working hours and overtime rendered Process

To pay an obligation to SMWD employees for the working hours and overtime rendered.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Administrative   |
| <b>Classification:</b>      | Complex  |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2G - Government to Government |
| <b>Who may avail:</b>       | Casual Employees of Santa Maria Water District               |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE        |
|---|------------------------|
| 1. Time logs of Employees<br>2. Working Hours Report<br>3. Monthly Overtime Report<br><i>* for new Employees, scanned copy of their contracts or Appointment signed by the Head of Agency</i> | Human Resource Section |

#### PROCEDURE IN PROCESSING WORKING HOURS AND OVERTIME RENDERED

| CLIENT STEPS   | AGENCY ACTION  | FORMS  | FEES TO BE PAID | PROCESING TIME  | RESPONSIBLE PERSON  |
|--|--|--|-----------------|---|---|
| 1. Daily Time-In and Time-Out on Biometrics                  | 1. Extract time logs of employees from HR timekeeping system                               | None   | None            | 1 working day and 4 hours   | <i>Human Resource Personnel (Administrative Division)</i> |
|  | 2. Consolidate overtime requests and compute Overtime services rendered                    | Working Hours Report and Monthly Overtime Report                           |                 |   |   |
|  | 3. Prepare working hours report and monthly overtime report                                |  |                 | FIN 009 Payroll sheet   |   |
|  | 4. Prepare schedule of deductions  | FIN 002 Budget Utilization Request   |                 |   |   |
|  | 5. Prepare Schedule of Salaries (Payroll) and Payroll register                             | FIN 004 Disbursement Voucher   |                 | <i>Corporate Budget Examiner (Finance Division)</i>                                   |   |
|  | 6. Prepare Budget Utilization Request (BUR)  | FIN 009 Payroll Sheet, Bank Payroll Register, FIN 004 Disbursement Voucher |                 |   |   |
|  | 7. Prepare Disbursement voucher  | FIN 009 Payroll Sheet, Bank Payroll Register, FIN 004 Disbursement Voucher |                 | <i>Department Manager (Administrative, Finance &amp; General Services Department)</i> |   |
|  | 8. Certify Schedule of Salaries (Payroll), Bank Payroll Register, and Disbursement Voucher | FIN 009 Payroll Sheet, Bank Payroll Register, FIN 004 Disbursement Voucher |                 |   |   |
|  | 8. Approve Payroll Sheet, Bank Payroll register and Disbursement Voucher                   | N/A  |                 | 1 working day   |   |
|  | 9. Upload Bank Payroll Register file to Landbank weAccess                                  | N/A  |                 |   |   |
|  | 10. Approve uploaded Bank Payroll Register at Landbank weAccess                            | None   | None            | <i>LBP WeAccess Authorizer</i>  |   |
| 2. Receiving of Salaries thru Automated Teller Machine (ATM) |  |  | None            |   | Employees   |
| <b>TOTAL:</b>  |  |  | <b>None</b>     | <b>5 working days</b>   |   |
| <b>END OF TRANSACTION</b>                                    |  |  |                 |   |   |



**9. Request for replacement of the Employee ID**

Employees of SMWD may request to replace their ID for the following reasons:

*Lost of ID*

*Faded ID*

*Broken ID Lace and Case*

| <b>Office or Division:</b>  |  | Administrative Services                                  |                        |   |  |
|---|--|--|------------------------|---|--|
| <b>Classification:</b>  |  | Simple   |                        |   |  |
| <b>Type of Transaction:</b>   |  | G2C - Government to Client                               |                        |   |  |
| <b>Who may avail:</b>   |  | Existing and new employees of Santa Maria Water District |                        |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  |  | <b>WHERE TO SECURE</b> |   |  |
| 1. Accomplished one (1) Employee Request Form (ERF) with signature              |  | Administrative Services - Human Resource Section         |                        |   |  |
| 2. Affidavit of Lost  |  | Law Office   |                        |   |  |
| <b>PROCEDURE IN REQUESTING FOR REPLACEMENT OF IDENTIFICATION CARD</b>           |  |  |                        |   |  |
| CLIENT STEPS  | AGENCY ACTION  | FORMS  | FEES TO BE PAID        | PROCESSING TIME                                     | RESPONSIBLE PERSON   |
| 1. Submit duly accomplished Employee Request Form with signature                | 1. Check if with complete details (Others: replacement of ID, purpose/reason, and signature of employee) | ADM-HR 010<br>Employee Request                           | None                   | 1 minute  | <i>Human Resource Personnel</i><br>(Administrative Services Division)                |
| <b>TOTAL:</b>   |  |  | <b>None</b>            | <b>1 minute</b>                                     |  |
| <b>END OF TRANSACTION</b>   |  |  |                        |   |  |
| <b>PROCEDURE IN APPROVAL OF REPLACEMENT OF IDENTIFICATION CARD</b>              |  |  |                        |   |  |
| CLIENT STEPS  | AGENCY ACTION  | FORMS  | FEES TO BE PAID        | PROCESSING TIME                                     | RESPONSIBLE PERSON   |
|   | 1. Department Manager/General Manager approved the Employee Request Form                                 | ADM-HR 010<br>Employee Request                           | None                   | 1 working day upon receipt of Employee Request Form | <i>Department Manager</i><br>(Administrative, Finance & General Services Department) |
|   | 2. Prepare IT Request for the replacement of ID  | ADM-MIS 001<br>IT Request                                | None                   | 1 working day upon receipt of approved ERF          | <i>Human Resource Personnel</i><br>(Administrative Services Division)                |
|   | 3. Recommended IT Request  | ADM-MIS 001<br>IT Request                                | None                   |   | <i>MIS Personnel</i><br>(Administrative Services Division)                           |
|   | 4. Approve IT Request  | ADM-MIS 001<br>IT Request                                | None                   |   | <i>Department Manager</i><br>(Administrative, Finance & General Services Department) |
|   | 5. Prepare the replacement of ID   | Identification Card                                      | None                   | 1 working day upon receipt of approved IT Request   | <i>MIS Personnel</i><br>(Administrative Services Division)                           |
|   | 6. Release the replacement of ID   |  |                        |   | <i>Human Resource Section</i>  |
| 1. Check the accuracy of the released ID and received the Employee Request Form |  |  |                        |   | <i>Employee</i>  |
| <b>TOTAL:</b>   |  |  |                        | <b>3 working days</b>                               |  |
| <b>END OF TRANSACTION</b>   |  |  |                        |   |  |

# **Extension Office – Commercial Service**

## **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.

|  |  |
|--|--|
| <b>Office or Division:</b>   | Customer Services, Engineering and Construction and Maintenance Divisions  |
| <b>Classification:</b>   | Complex  |
| <b>Type of Transaction:</b>  | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government   |
| <b>Who may avail:</b>  | This service may be availed by all residents and those with businesses in the municipality of Santa Maria, Bulacan.  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |
| <b>WHERE TO SECURE</b>   |  |
| <b>For Individual</b>  |  |
| 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):<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell  | Registry of Deeds<br>Notary Public   |
| 3. Proof of Residency<br>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   |  |
| <b>Venture, Partnership or Single Proprietorship</b>   |  |
| 1. Proof of Business Identification<br>(Clear Photocopy of any of the following documents)<br>a. Business Name and Articles of Incorporation duly registered.<br>b. Joint Venture Agreement and / or Contract for Single Proprietorship and Partnership  | Security and Exchange Commission (SEC)<br>Cooperative Development Authority (CDA)<br>Department of Trade and Industry (DTI)<br>Notary Public   |
| 2. Proof of Authorization<br>a. Clear Photocopy of Notarized Secretary's Certificate<br>b. For Single Proprietorship, the owner may issue an authorization letter to a representative to transact in his behalf.   | Corporation(Legal Department) / Notary Public<br>Business Owner  |
| 3. Proof of Identification<br>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)<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell<br>c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner<br><b>**Additional Requirements:</b><br>*Original copy of Notarized Affidavit of Consent signed by the lot owner/s.<br>Note: Sample affidavit will come from the Customer Services Division.<br><br>*Clear photopy of any government issued ID cards of lot owner/s | Registry of Deeds<br>Notary Public<br>Notary Public<br><br>Notary Public<br><br>LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO           |
| 5. Proof of Residency<br>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   |  |
| <b>For Government Agency</b>   |  |
| 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)<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation  | Registry of Deeds<br>Notary Public   |
| 3. Proof of Availability of Funds (Original copy) issued by the Head of the Agency<br>4. Payment of Initial fees and charges   | Government Agency  |
| <b>Situational requirement</b>   |  |
| Original copy of Excavation Permit (when required)   | Land Transportation Office (LTO)<br>Barangay Hall for Barangay Road<br>Provincial Engineering Office (PEO) for Provincial Road<br>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.<br>1.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active/inactive account.<br>1.3 Scan submitted documents. | None  | None  | 10 minutes        | Customer Services Assistant (Customer Services Division)           |
| 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  | 8 minutes         | Customer Services Assistant (Customer Services Division)           |
|  | 2.2 Prepare the Order of Payment for Application fee and Service Charge.   | Order of Payment                                | Application Fee - PHP 150.00<br>Service Charge - PHP 350.00<br><b>Total: PHP 500.00</b><br><i>*Both are non-refundable</i>  |                   |  |
| 3. Proceed to Bills Payment Counter and present the Order of Payment for application fee and service charge.   | 3.1 Check and verify the Order of Payment  | Order of Payment                                | None  | 3 minutes         | Customer Services Assistant- Teller (Customer Accounts Division)   |
|  | 3.2 Accept payment and issue Official Receipt  | Official Receipt                                |   |                   |  |
| 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)           |
| <b>TOTAL:</b>  |  |   | <b>PHP 500.00</b>   | <b>26 minutes</b> |  |
| 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 days            | Materials and Supplies Inspector (Engineering Division)            |
|  | 1.2 Verify if applicant, lot owner or lot location has accounts with arrears (Disconnected and Written-off accounts)   |   | <b>Note:</b> Applications with verified arrears will be asked to settle first the arrears to proceed with the processing of application.<br><br><i>(May take additional five (5) working days to verify location if not included in blocklisted locations?)</i> | 1 day             | Customer Services Assistant - Billing (Customer Accounts Division) |
| <b>TOTAL:</b>  |  |   | <b>The total cost of unsettled arrears that needs to be settled prior to processing of application</b>  | <b>3 days</b>     |  |
| END OF PRE-INSTALLATION INSPECTION AND VERIFICATION OF ACCOUNTS  |  |   |   |                   |  |
| 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."<br><br><b>Note:</b> 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)           |
| <b>TOTAL:</b>  |  |   | <b>None</b>   | <b>1 hour</b>     |  |
| END OF SECOND VISIT TRANSACTION  |  |   |   |                   |  |

| APPLICATION FOR NEW SERVICE CONNECTION PROCEDURE   |  |                              |  |                 |  |
|--|--|------------------------------|--|-----------------|--|
| 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   |
| <p>1. Pay the corresponding Guarantee Deposit, meter cost and Fittings.</p> <p><b>Note:</b> Follow up requirements must be presented to Customer Service Assistant before processing of payment.</p> | <p>1.1 Advise applicant to pay corresponding guarantee deposit, meter cost and fittings.<br/><b>Note:</b> All approved applications will be notified thru text message by Customer Services Assistants one day before their scheduled payment date.</p>  | Order of Payment             | <p>Note: The following fees will apply upon approval of customer's application and attendance to New Service Connection Orientation:</p> <p>Guarantee Deposit:</p> <p>1. Residential - PHP 390</p>   | 5 minutes       | Customer Services Assistant (Customer Services Division)         |
|  | <p>1.2 Check and verify the Order of Payment</p>   | Official Receipt             | <p>2. Govt - PHP 390</p> <p>3. Sub Commercial C - PHP 487.50</p> <p>4. Sub Commercial C - PHP 585</p> <p>5. Sub-Commercial A- PHP 682.50</p> <p>6. Commercial A - PHP 780</p> <p>Meter Cost - PHP 1955</p> <p>Cost of Materials/Fittings:</p> <p>1. Cash - PHP 3248</p> <p>2. Installment PHP 3248</p> | 5 minutes       | Customer Services Assistant- Teller (Customer Accounts Division) |
|  | <p>1.3 Accept payment and issue Official Receipt</p>   |                              | <p>(maximum of four (4) months)</p> <p>*** Fees, charges and cost of materials are subject to change in case of inflation.</p>   | 5 minutes       | Customer Services Assistant (Customer Services Division)         |
|  | <p>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.<br/><b>Note:</b> 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.</p> | Service Order                |  |                 |  |
| <b>TOTAL:</b>  |  |                              | <p><b>TOTAL FEES:</b><br/>(per classification)</p> <p><b>Residential and Government: PHP 6093.00</b></p> <p><b>Sub-Commercial C - PHP 5,583.50</b></p> <p><b>Sub-Commercial B - PHP 6190.50</b></p> <p><b>Sub-Commercial A - PHP 6288.00</b></p> <p><b>Commercial - PHP 6385.50</b></p>                | 15 minutes      |  |
| END OF THIRD VISIT TRANSACTION   |  |                              |  |                 |  |
| INSTALLATION OF NEW SERVICE CONNECTION PROCEDURE   |  |                              |  |                 |  |
| CLIENT STEPS   | AGENCY ACTION  | FORMS                        | FEES TO BE PAID  | PROCESSING TIME | RESPONSIBLE PERSON   |
|  | <p>1. Approve the service order for new installation of service connection.</p>  | Service Order                | None   | 1 day           | General Manager (Office of the General Manager)                  |
|  | <p>2. Prepare the Request and Issue Slip (RIS) for fittings needed for the new service connection.</p>   | Request and Issue Slip (RIS) |  | 1 day           | Financial and Planning Analyst (Finance Division)                |
|  | <p>3. Prepare and issue materials based on RIS to assigned personnel to install the water meter for new service connection.</p>  |                              |  | 1 day           | Storekeeper (General Services Division)                          |
|  | <p>4. Execute service order to install water meter and meter stand.</p>  | Service Order                |  | 4 days          | Construction Personnel (Construction and Maintenance Division)   |
| <b>TOTAL:</b>  |  |                              | Please see fees listed on Third Visit of applicant   | 7 days          |  |
| 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 by SMWD Meter Reader to the concessionaire immediately after the actual reading of water meter in the Billing Notice delivered for the month.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Accounts Division   |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |
| <b>Who may avail:</b>       | Existing concessionaires of Santa Maria Water District                                       |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE                               |
|---|---|
| 1. Current Billing Notice<br>***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   | PROCESSING 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        | 3 minutes        | 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  |                  |   |
| <b>TOTAL:</b>   |  |                  | <b>Total amount of water bill and other charges indicated in the Billing Notice</b> | <b>5 minutes</b> |   |
| <b>END OF TRANSACTION</b>   |  |                  |   |                  |   |

### 3. Request for Temporary Disconnection of Water Service

SMWD concessionaires may request for temporary 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.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services and Customer Accounts Divisions  |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |
| <b>Who may avail:</b>       | 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 |
| <b>Additional if through representative</b>   |  |
| 4. Original and signed Authorization Letter from the account holder                           | Account Holder   |
| 5. One (1) Photocopy of any Government issued ID of representative (with photo & signature)   | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO |

| PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION 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 disconnection    | 1.1 Check and verify the account and submitted requirements. Advise concessionaire of possible water bill to received. | Complaints and Requests Form | None            | 10 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division)         |
|  | 1.2 Issue disconnection order.   | Disconnection Order          |                 | 30 minutes        | <i>Customer Services Assistant-Billing</i><br>(Customer Accounts Division) |
| <b>TOTAL:</b>  |  |                              | <b>None</b>     | <b>40 minutes</b> |  |

| 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 day           | <i>Field Services Assistant</i><br>(Customer Services Division)    |
|  | 2. Completion and uploading of disconnection order.              |  |                 |                 |  |
|  | 3. Bill additional consumption and disconnect account on system. | Disconnection Order and Billing Notice |                 | 1 day           | <i>Customer Services Assistant</i><br>(Customer Accounts Division) |
| <b>TOTAL:</b>  |  |  | <b>None</b>     | <b>2 days</b>   |  |
| END OF TRANSACTION   |  |  |                 |                 |  |



#### 4. Request for Permanent Disconnection of Water Service

SMWD concessionaires may request for permanent disconnection of their water service if they will no longer need water service connection on a permanent basis due to vacancy of residence, transfer of place of residency, temporary or permanently leaving from their residency or any other reasons.

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | Customer Services, Customer Accounts, and Construction and Maintenance Divisions  |
| <b>Classification:</b>      | Complex   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government  |
| <b>Who may avail:</b>       | SMWD concessionaires with temporarily disconnected water service who wish to permanently disconnect their account. Active accounts should be requested to disconnect temporarily first for billing purposes prior disconnecting permanently |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE  |
|---|--|
| 1. Full payment of outstanding balance of the account.  |  |
| 2. Proof of Billing   | Santa Maria Water District   |
| 4. 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 |
| Additional if through representative  |  |
| 4. Original and signed Authorization Letter from the account holder                           | Account Holder   |
| 5. One (1) Photocopy of any Government issued ID of representative (with photo & signature)   | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO |

#### PROCEDURE IN REQUESTING FOR PERMANENT DISCONNECTION 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 disconnection | 1. Check and verify the account and submitted requirements.   | Complaints and Requests Form            | None            | 15 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division) |
|   | 2. Issue Service Order to permanently disconnect the account. | Service Order - Permanent Disconnection |                 | 10 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division) |
| <b>TOTAL:</b>   |   |   | <b>None</b>     | <b>25 minutes</b> |  |

#### END OF TRANSACTION

#### PROCEDURE IN EXECUTION OF PERMANENT DISCONNECTION OF WATER SERVICE

| CLIENT STEPS  | AGENCY ACTION   | FORMS                                   | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON   |
|---------------|---|---|-----------------|-----------------|--|
|               | 1. Approve the Service Order to permanently disconnect the account.               | Service Order - Permanent Disconnection | None            | 1 day           | <i>General Manager</i><br>(Office of the General Manager)                |
|               | 2. Recover water meter and plug at tapping to permanently disconnect the account. |   |                 | 4 days          | <i>Construction Personnel</i><br>(Construction and Maintenance Division) |
|               | 3. Encode Service Order- Permanent Disconnection                                  |   |                 | 15 minutes      | <i>Customer Services Assistant</i><br>(Customer Services Division)       |
| <b>TOTAL:</b> |   |   | <b>None</b>     | <b>5 days</b>   |  |

#### 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.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services and Customer Accounts Divisions  |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government                 |
| <b>Who may avail:</b>       | 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 |
| <b>Additional if through representative</b>   |  |
| 2. Original and signed Authorization Letter from  | Account Holder   |
| 3. One (1) Photocopy of any Government issued   | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS,  |
| 4. Payment of reconnection fee and other charges, if there is any.                            | Santa Maria Water District   |

#### 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 | Reconnection fee - PHP 100.00 plus outstanding water bill balance and other charges if there are any.       | 15 minutes        | Customer Services Assistant<br>(Customer Services Division)          |
|   | 1.2 Issue Order of Payment                     | 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             |   | 5 minutes         | Customer Services Assistant - Teller<br>(Customer Accounts Division) |
|   | 2.2 Accept payment and issue Official Receipt  | Official Receipt             |   | 5 minutes         |  |
| <b>TOTAL:</b>   |  |                              | <b>Reconnection fee -PHP 100.00 plus outstanding water bill balance and other charges if there are any.</b> | <b>30 minutes</b> |  |

#### 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. Issue Reconnection Order   | Reconnection Order | None            | 30 minutes                                 | Customer Services Assistant<br>(Customer Services Division) |
|               | 2. Reconnect on Site.<br><b>Note:</b> 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. (Collection of payment starts at 7:30am) |                    |                 | 8 hours upon receipt of Reconnection order | Field Services Assistant<br>(Customer Services Division)    |
|               | 3. Completion and uploading of reconnection order   |                    |                 |  |   |
| <b>TOTAL:</b> |   |                    | <b>None</b>     | <b>8 hours &amp; 30 minutes</b>            |   |

#### 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.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services Division                             |
| <b>Classification:</b>      | Complex  |
| <b>Type of Transaction:</b> | G2C - Government to Client                             |
|                             | G2B - Government to Business                           |
| <b>Who may avail:</b>       | 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):<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell | Registry of Deeds<br>Notary Public   |
| 3. Proof of Residency<br>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<br><b>Note:</b> 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 | Supersedure fee - PHP 50.00 and other charges if there's any.         | 8 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         |   | 3 minutes         |  |
| 2. Proceed to the Teller Section with the order of payment to settle.            | 2.1 Check and verify the Order of Payment.<br>2.2 Accept payment and issue official receipt.  | Official Receipt         |   | 6 minutes         | Customer Services Assistant (Customer Services Division) |
| 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.<br>3.2 Issue Service Order for General Manager's approval to effect the changes on the account. | Service Order            |   |                   |  |
| <b>TOTAL:</b>  |   |                          | <b>Supersedure fee - PHP 50.00 and other charges if there are any</b> | <b>17 minutes</b> |  |

#### END OF TRANSACTION

#### PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME

| CLIENT STEPS  | AGENCY ACTION   | FORMS         | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON                                       |
|---------------|---|---------------|-----------------|-----------------|--|
|               | 1. General Manager approves request of change of ownership. | Service Order | None            | 1 day           | General Manager (Office of the General Manager)          |
|               | 2. Updates records of SMWD of changes on ownership.         |               |                 | 1 day           | Customer Services Assistant (Customer Services Division) |
| <b>TOTAL:</b> |   |               | <b>None</b>     | <b>2 days</b>   |  |

#### 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.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services and Engineering Divisions  |
| <b>Classification:</b>      | Complex  |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |
| <b>Who may avail:</b>       | 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 (with photo and signature) | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO |
| Colored Photocopy of any of the following<br>a. Land Title        | Registry of Deeds  |

| PROCEDURE IN REQUESTING FOR WAIVER  |   |                              |                        |   |  |
|---|---|------------------------------|------------------------|---|--|
| CLIENT STEPS  | AGENCY ACTION   | FORMS                        | FEES TO BE PAID        | PROCESSING 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 | Waiver Fee - PHP 50.00 | 10 minutes  | Customer Services Assistant<br>(Customer Services Division)        |
|   | 1.2 Prepare the Order of Payment.   | Order of Payment             |                        |   |  |
| 2. Proceed to the Teller Section with the order of payment to settle.                 | 2.1 Check and verify the Order of Payment.  | Order of Payment             |                        | 3 minutes   | Customer Services Assistant-Teller<br>(Customer Accounts Division) |
|   | 2.2 Accept payment and issue official receipt.  |                              |                        |   |  |
| 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<br>(Customer Services Division) |  |
| <b>TOTAL:</b>   |   |                              | <b>PHP 50.00</b>       | <b>14 minutes</b>   |  |

**END OF TRANSACTION**

| PROCEDURE IN PRE-INSPECTION, APPROVAL AND ISSUANCE OF WAIVER |   |                                    |                 |                 |   |
|--|---|------------------------------------|-----------------|-----------------|---|
| CLIENT STEPS   | AGENCY ACTION   | FORMS                              | FEES TO BE PAID | PROCESSING 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 days          | Materials and Supplies Inspector<br>(Engineering Division)  |
|  | 2. Issue letter of waiver signed by the General Manager.  | Letter of Waiver                   | None            | 1 day           | Customer Services Assistant<br>(Customer Services Division) |
| <b>TOTAL:</b>  |   |                                    | <b>None</b>     | <b>4 days</b>   |   |

**END OF TRANSACTION**

## 8. Request for Transfer Meter

Existing concessionaires may request for transfer meter and tapping to different location or different baranggay if he wishes to use the same water meter or any other reason subject to SMWD management approval.

|   |  |                                    |   |                        |  |
|---|--|------------------------------------|---|------------------------|--|
| <b>Office or Division:</b>  | Customer Services, Engineering and Construction and Maintenance Divisions  |                                    |   |                        |  |
| <b>Classification:</b>  | Highly Technical   |                                    |   |                        |  |
| <b>Type of Transaction:</b>   | G2C - Government to Client   |                                    |   |                        |  |
|   | G2B - Government to Business   |                                    |   |                        |  |
|   | G2G - Government to Government   |                                    |   |                        |  |
| <b>Who may avail:</b>   | Existing concessionaires of Santa Maria Water District   |                                    |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  |                                    | <b>WHERE TO SECURE</b>  |                        |  |
| 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 all pages of any of the following documents):<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell | Registry of Deeds<br>Notary Public   |                                    |   |                        |  |
| 3. Proof of Residency<br>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   | Teller's Booth   |                                    |   |                        |  |
| <b>Additional if through representative</b>   |  |                                    |   |                        |  |
| 5. Original and signed Authorization Letter from the account holder   | Account Holder   |                                    |   |                        |  |
| 6. One (1) Photocopy of any Government issued ID of representative (with photo & signature)   | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO   |                                    |   |                        |  |
| <b>Situational requirement</b>  |  |                                    |   |                        |  |
| a. .Notarized affidavit of consent<br><b>Note:</b> Sample affidavit will come from the Customer Services Division.  | Notary Public  |                                    |   |                        |  |
| b. One (1) Photocopy of any Government issued ID (with photo & signature)   | Lot Owner  |                                    |   |                        |  |
| **Death Certificate, Birth Certificate, Marriage Certificate, Authorization to pass private property, and/or Excavation Permit should be submitted if required                                    | Lot Owner, Baranggay Hall  |                                    |   |                        |  |
| <b>PROCEDURE IN REQUESTING FOR TRANSFER METER</b>   |  |                                    |   |                        |  |
| <b>FIRST VISIT OF CONCESSIONAIRE: FILING OF REQUEST</b>   |  |                                    |   |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FORMS</b>                       | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>RESPONSIBLE PERSON</b>  |
| 1. Proceed to customer services area to request for transfer of Tapping and Water Meter, sign the request form, and submit requirements.  | 1.1 Check the validity of request and status of account.   | Complaints and Requests form       | None  | 20 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.<br>1.3 Scanning and uploading of requirements. | Pre-Installation Inspection Report |   | 20 minutes             |  |
| <b>TOTAL:</b>   |  |                                    | <b>None</b>   | <b>40 minutes</b>      |  |
| <b>END OF FIRST VISIT TRANSACTION</b>   |  |                                    |   |                        |  |
| <b>PROCEDURE IN PRE-INSPECTION AND VERIFICATION OF DOCUMENTS</b>  |  |                                    |   |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FORMS</b>                       | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>RESPONSIBLE PERSON</b>  |
| 1.1 Lay the service line based on the recommendation of SMWD Materials Inspector.   | 1. Inspect possible location of transfer meter and recommend approval.   | Pre-Installation Inspection Report | None  | 2 days                 | Materials and Supplies Inspector (Engineering Division)            |
| 1.2 Sign inspection form.   | 2. Verification of customer's account and submitted documents.<br>**For submission of situational requirements if necessary.   |                                    | <b>Note:</b> Accounts with verified arrears will be requested to settle the arrears | 2 days                 | Customer Services Assistant - Billing (Customer Accounts Division) |
| <b>TOTAL:</b>   |  |                                    | <b>Accounts with verified arrears will be requested to settle the arrears</b>       | <b>4 days</b>          |  |
| <b>END OF TRANSACTION</b>   |  |                                    |   |                        |  |

| 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. Advise concessionaire to pay necessary fees for requested transfer tapping and water meter.   | None   | Transfer Meter Fee - PHP 350.00; plus the cost of fittings approved by the inspector | 10 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division)           |
|   | 2.1 Encoding of fittings to be billed.<br>2.2 Prepare the Order of Payment.  | Order of Payment                                     |  | 20 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division)           |
|   | 3. Accept payment and issue official receipt.  | Official Receipt                                     |  | 5 minutes         | <i>Customer Services Assistant- Teller</i><br>(Customer Accounts Division)   |
|   | 4. Issue Service Order for the transfer of Tapping and Water Meter based on approved pre-inspection form.  | Pre-Installation Inspection Report and Service Order |  | 10 minutes        | <i>Customer Services Assistant</i><br>(Customer Services Division)           |
| <b>TOTAL:</b>   |  |  | <b>Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector</b>     | <b>45 minutes</b> |  |
| END OF SECOND VISIT TRANSACTION   |  |  |  |                   |  |
| PROCEDURE IN EXECUTION OF TRANSFER METER  |  |  |  |                   |  |
| CLIENT STEPS  | AGENCY ACTION  | FORMS  | FEES TO BE PAID  | PROCESSING TIME   | RESPONSIBLE PERSON   |
|   | 1. Sign Service Order for the transfer of Tapping and Water Meter for recommendation to approve the request for transfer of tapping and water meter. | Service Order  | None   | 1 day             | <i>Utilities/Customer Services Officer A</i><br>(Customer Accounts Division) |
|   | 2. Sign Service Order for the transfer of Tapping and Water Meter to approve the request for transfer of tapping and water meter.                    | Service Order  |  | 1 day             | <i>General Manager</i><br>(Office of the General Manager)                    |
|   | 3. Prepare the Transmittal of the Service Order for the transfer of tapping and water meter.   | Transmittal  |  | 1 day             | <i>Customer Services Assistant</i><br>(Customer Services Division)           |
|   | 4. Prepare the Request and Issue Slip (RIS) for fittings needed for the transfer of tapping and water meter.   | Request and Issue Slip (RIS)                         |  | 1 day             | <i>Financial and Planning Analyst</i><br>(Finance Division)                  |
|   | 5. Prepare and issue materials based on RIS to assigned personnel for the transfer of tapping and water meter.                                       | Service Order with attached RIS                      |  | 1 day             | <i>Storekeeper</i><br>(General Services Division)                            |
|   | 6. Execute service order to install water meter and meter stand.   |  |  | 4 days            | <i>Construction Personnel</i><br>(Construction and Maintenance Division)     |
| <b>TOTAL:</b>   |  |  | <b>None</b>  | <b>9 days</b>     |  |
| END OF SECOND VISIT TRANSACTION   |  |  |  |                   |  |



### 9. Application for Senior Citizen Discount

SMWD provides Senior Citizen Discount if the water meter is registered under the name of the applicant residing therein for at least one (1) year. The privilege is granted per household, regardless of the number of Senior Citizen residing therein, and the monthly water consumption does not exceed thirty (30) cubic meters. Five 5% Discount will only be applied for the first 30 cubic meters.

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services Division   |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C - Government to Client   |
| <b>Who may avail:</b>       | All qualified senior citizen concessionaires of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE  |
|--|--|
| 1. Billing Notice or Official Receipt  | Santa Maria Water District   |
| 2. Valid Proof of Identification (One (1) clear photocopy of any government issued ID with photo, signature, and birthday) | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO |
| <b>Additional if through representative</b>  |  |
| 1. Original and signed Authorization Letter from the account holder  | Account holder   |
| 2. One (1) Photocopy of any Government issued ID of representative (with photo & signature)                                | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO |

#### PROCEDURE IN APPLICATION AND VERIFICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT

| CLIENT STEPS   | AGENCY ACTION   | FORMS                                  | FEES TO BE PAID | PROCESSING TIME               | RESPONSIBLE PERSON  |
|--|---|--|-----------------|-------------------------------|---|
| 1. Proceed to Customer Service Area to apply for Senior Citizen Discount | 1. Check and verify proof of identification and billing notice or official receipt. Check if with discount granted (if with multiple account)                   | Complaints and Request Form            | None            | 10 minutes                    | <i>Utilities/Customer Services Assistant (Customer Services Division)</i> |
| 2. Fill out Senior Citizen Discount Availment form                       | 2.1 Issue Senior Citizen Discount availment form<br>2.2 Sign Senior Citizen Discount availment form<br>2.3 Forward to assigned Field Services Assistant on-site | Senior Citizen Discount Availment form |                 | 15 minutes                    |   |
|  | 3. Visit the site to check if the applicant for the Senior Citizen Discount availment is the user of water service connection.                                  |  |                 | 1 day                         | <i>Utilities/Customer Services Assistant (Customer Services Division)</i> |
|  | 4. Complete verification details  |  |                 |                               |   |
| <b>TOTAL:</b>  |   |  |                 | <b>1 day &amp; 25 minutes</b> |   |

#### END OF TRANSACTION

#### PROCEDURE IN APPROVAL OF VERIFIED SENIOR CITIZEN DISCOUNT APPLICATION

| CLIENT STEPS  | AGENCY ACTION   | FORMS                                  | FEES TO BE PAID | PROCESSING TIME                         | RESPONSIBLE PERSON  |
|---------------|---|--|-----------------|---|---|
|               | 1.1 Check completeness of Verified Senior Citizen Discount Availment Form<br>1.2 Submit Senior Citizen Discount Availment Form for recommendation of Approval | Senior Citizen Discount Availment form | None            | 1 hour                                  | <i>Utilities/Customer Services Assistant (Customer Services Division)</i> |
|               | 2. Sign recommended and verified Senior Citizen Discount Availment Form and submit for Approval   |  |                 | 1 hour                                  | <i>Utilities/Customer Services Officer (Customer Services Division)</i>   |
|               | 3. Approve recommended Senior Citizen Discount Availment Form   |  |                 | 1 day                                   | <i>General Manager (Office of the General Manager)</i>                    |
|               | 4. Encode Approved Senior Citizen Discount Availment Form   |  |                 | 15 minutes                              | <i>Utilities/Customer Services Assistant (Customer Services Division)</i> |
| <b>TOTAL:</b> |   |  | <b>None</b>     | <b>1 day, 2 hours, &amp; 15 minutes</b> |   |

#### END OF TRANSACTION

### 10. Check the Accuracy of Water Meter

SMWD conducts accuracy testing of water meter to check and test the precision of the water meter. It is conducted for accounts with complaints on water meter, if the account is due for reconnection and is disconnected for more than 6 months, and/or with company initiated requests.

| <b>Office or Division:</b>                                       | Customer Services Division   |                                  |                              |                   |  |
|--|--|----------------------------------|------------------------------|-------------------|--|
| <b>Classification:</b>   | Simple   |                                  |                              |                   |  |
| <b>Type of Transaction:</b>                                      | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |                                  |                              |                   |  |
| <b>Who may avail:</b>  | Existing concessionaires of Santa Maria Water District                                       |                                  |                              |                   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                                 |  |                                  | <b>WHERE TO SECURE</b>       |                   |  |
| 1. Details of account  |  |                                  | Santa Maria Water District   |                   |  |
| <b>PROCEDURE IN REQUESTING FOR THE ACCURACY OF WATER METER</b>   |  |                                  |                              |                   |  |
| CLIENT STEPS   | AGENCY ACTION  | FORMS                            | FEES TO BE PAID              | PROCESSING TIME   | RESPONSIBLE PERSON   |
| 1. Proceed to Customer Service Area to request for accuracy test | 1. Check the validity of request and status of account.                                      | Complaints and Request Form      | None                         | 10 minutes        | Utilities/Customer Services Assistant (Customer Services Division) |
|  | 2. Issue Maintenance and Inspection Order  | Maintenance and Inspection Order |                              | 10 minutes        | Utilities/Customer Services Assistant (Customer Services Division) |
| <b>TOTAL:</b>  |  |                                  | <b>None</b>                  | <b>20 minutes</b> |  |
| <b>END OF TRANSACTION</b>  |  |                                  |                              |                   |  |
| <b>PROCEDURE IN EXECUTION OF WATER METER ACCURACY TEST</b>       |  |                                  |                              |                   |  |
| CLIENT STEPS   | AGENCY ACTION  | FORMS                            | FEES TO BE PAID              | PROCESSING TIME   | RESPONSIBLE PERSON   |
|  | 1. Pull out of water meter on site   | Maintenance and Inspection Order | None                         | 3 hours           | Senior Engineer (Engineering Division)                             |
|  | 2. Set up of Water Meter in Calibration Center   | Maintenance and Inspection Order |                              | 10 minutes        |  |
|  | 3. Accuracy Testing  | Maintenance and Inspection Order |                              | 40 minutes        |  |
|  | 4. Encoding of Result  | Maintenance and Inspection Order |                              | 10 minutes        |  |
|  | 5. Installing back of water meter on site  | Maintenance and Inspection Order |                              | 3 hours           |  |
| <b>TOTAL:</b>  |  |                                  | <b>None</b>                  | <b>7 hours</b>    |  |
| <b>END OF TRANSACTION</b>  |  |                                  |                              |                   |  |
| <b>PROCEDURE IN COMPLETION OF ACCURACY TEST</b>                  |  |                                  |                              |                   |  |
| CLIENT STEPS   | AGENCY ACTION  | FORMS                            | FEES TO BE PAID              | PROCESSING TIME   | RESPONSIBLE PERSON   |
|  | 1. Encoding of Result.   | Maintenance and Inspection Order | 100.00 (To be billed)        | 10 minutes        | Utilities/Customer Services Assistant (Customer Services Division) |
|  | 2. Inform concessionaire the result.   | Complaints and Request Form      |                              | 10 minutes        | Utilities/Customer Services Assistant (Customer Services Division) |
| <b>TOTAL:</b>  |  |                                  | <b>100.00 (To be billed)</b> | <b>20 minutes</b> |  |
| <b>END OF TRANSACTION</b>  |  |                                  |                              |                   |  |

### 11. Request for Production Inspection Order

SMWD Concessionaires with complaints on water quality and/or water supply may request for Production Inspection Order

|                             |  |
|-----------------------------|--|
| <b>Office or Division:</b>  | Customer Services Division   |
| <b>Classification:</b>      | Highly Technical   |
| <b>Type of Transaction:</b> | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |
| <b>Who may avail:</b>       | Existing concessionaires of Santa Maria Water District                                       |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE            |
|---------------------------|----------------------------|
| 1. Details of account     | Santa Maria Water District |

| PROCEDURE IN REQUESTING FOR PRODUCTION AND INSPECTION ORDER                   |   |                                 |                 |                   |  |
|---|---|---------------------------------|-----------------|-------------------|--|
| CLIENT STEPS  | AGENCY ACTION   | FORMS                           | FEES TO BE PAID | PROCESSING TIME   | RESPONSIBLE PERSON   |
| 1. Proceed to Customer Service Area to request for checking of quality/supply | 1.1 Check the validity of request and status of account | Complaints and Request Form     | None            | 30 minutes        | <i>Utilities/Customer Services Assistant</i><br>(Customer Services Division) |
|   | 1.2 Issue Production and Inspection Order               | Production and Inspection Order |                 | 10 minutes        |  |
| <b>TOTAL:</b>   |   |                                 | <b>None</b>     | <b>40 minutes</b> |  |

**END OF TRANSACTION**

| PROCEDURE IN EXECUTION OF PRODUCTION AND INSPECTION ORDER |   |                                 |                 |   |  |
|---|---|---------------------------------|-----------------|---|--|
| CLIENT STEPS  | AGENCY ACTION   | FORMS                           | FEES TO BE PAID | PROCESSING TIME                         | RESPONSIBLE PERSON   |
|   | 1. Proceed to concerned water meter.  | Production and Inspection Order | None            | 1 day                                   | <i>Water Resources Facilities Operator A</i><br>(Water Resource Division)    |
|   | 2. Inspect and verify the validity of complaint.  |                                 |                 | 40 minutes                              | <i>Water Resources Facilities Operator A</i><br>(Water Resource Division)    |
|   | 3. Verify and record accomplished order and make necessary adjustment base on the findings. |                                 |                 | 13 days                                 | <i>Senior Engineer A</i><br>(Water Resource Division)                        |
|   | 4. Inform the owner or authorized representative of the findings and action done.           |                                 |                 | 10 minutes                              | <i>Water Resources Facilities Operator A</i><br>(Water Resource Division)    |
|   | 5. Record accomplished order.   |                                 |                 | 20 minutes                              | <i>Administrative Assistant</i><br>(Water Resource Division)                 |
|   | 6. Encode completed Production and Inspection Order   |                                 |                 | 10 minutes                              | <i>Utilities/Customer Services Assistant</i><br>(Customer Services Division) |
| <b>TOTAL:</b>   |   |                                 | <b>None</b>     | <b>14 days, 1 hour &amp; 20 minutes</b> |  |

**END OF TRANSACTION**



## 12. Request for Maintenance and Inspection Order

SMWD Concessionaires and all concerned citizens with reports on leaks (Main Line, Supply Line, Service Line, Meter Stand) may request for Maintenance and Inspection Order.

| <b>Office or Division:</b>  | Customer Services Division  |                                  |                            |   |   |            |
|---|---|----------------------------------|----------------------------|---|---|------------|
| <b>Classification:</b>  | Highly Technical  |                                  |                            |   |   |            |
| <b>Type of Transaction:</b>   | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government  |                                  |                            |   |   |            |
| <b>Who may avail:</b>   | All concerned citizens / SMWD Concessionaires   |                                  |                            |   |   |            |
| <b>CHECKLIST OF REQUIREMENTS</b>                                    |   |                                  | <b>WHERE TO SECURE</b>     |   |   |            |
| 1. Details of account   |   |                                  | Santa Maria Water District |   |   |            |
| 2. Location of Leak   |   |                                  |                            |   |   |            |
| <b>PROCEDURE IN REQUESTING FOR MAINTENANCE AND INSPECTION ORDER</b> |   |                                  |                            |   |   |            |
| CLIENT STEPS  | AGENCY ACTION   | FORMS                            | FEES TO BE PAID            | PROCESSING TIME   | RESPONSIBLE PERSON  |            |
| 1. Proceed to Customer Service Area to request for leak repair      | 1.1 Check the validity of request and status of account   | Complaints and Request Form      | None                       | 20 minutes  | <i>Utilities/Customer Services Assistant (Customer Services Division)</i>       |            |
|   | 1.2 Issue Maintenance and Inspection Order  | Maintenance and Inspection Order |                            | 10 minutes  |   |            |
|   | 1.3 Forward to Construction and Maintenance Division  |                                  |                            |   |   |            |
| <b>TOTAL:</b>   |   |                                  | <b>None</b>                | <b>30 minutes</b>   |   |            |
| <b>END OF TRANSACTION</b>   |   |                                  |                            |   |   |            |
| <b>PROCEDURE IN EXECUTION OF MAINTENANCE AND INSPECTION ORDER</b>   |   |                                  |                            |   |   |            |
| CLIENT STEPS  | AGENCY ACTION   | FORMS                            | FEES TO BE PAID            | PROCESSING TIME   | RESPONSIBLE PERSON  |            |
|   | 1. Proceed to the location of reported leak.  | Maintenance and Inspection Order | None                       | 30 minutes  | <i>Water/Sewerage Maintenance Man A (Construction and Maintenance Division)</i> |            |
|   | 2.1 Check and verify the validity of complaint, actual field condition and the reported leak.   |                                  |                            | 40 minutes  |   |            |
|   | 2.2 Assessment on exact manifestation of reported leak (main line, supply line, meter stand, service line)<br><i>2.2.a If unseen before the water meter suspected leakages, coordination with Water Resource Division is necessary for checking thru conduction of valve isolations and chlorine residual test</i><br><i>2.2.b If damaged by contractors or other entity, immediate action will be taken, emergency repair will be done.</i><br><i>2.2.c If the leak is situated underneath the concrete pavement, coordination to respective Barangay offices or to DPWH will be done. Leak will be arrested on emergency or scheduled manner depending on the site situations and volume of leakages.</i> |                                  |                            |   |   |            |
|   | 3. Once verified, locate and inform the owner or authorized representative prior to the conduction of leak repair.  |                                  |                            |   |   | 10 minutes |
|   | 4. Conduct leak repair with concrete breaking, excavation and back filling.<br><i>*All materials and fittings shall be in accordance with the SMWD's standards and approved by the Engineer</i>   |                                  |                            |   |   | 7 hours    |
|   | 5. Inform the owner or authorized representative of the repair done and the materials that may be billed to the account.  |                                  |                            | 10 minutes  |   |            |
| 6. Encode completed Maintenance and Inspection Order.               |   |                                  | 10 minutes                 | <i>Utilities/Customer Services Assistant (Customer Services Division)</i> |   |            |
| <b>TOTAL:</b>   |   |                                  | <b>None</b>                | <b>9 hours &amp; 10 minutes</b>   |   |            |
| <b>END OF TRANSACTION</b>   |   |                                  |                            |   |   |            |

**FEEDBACK AND COMPLAINTS MECHANISM**

|                                       |  |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
|---------------------------------------|--|-------------|---------------|------------|---------|--------|--|---------------|--|-----|----------------|------------|----------------|----------------|----------------|----------------|------|------------|----------------|----------------|----------------|
| How to send feedback                  | <ul style="list-style-type: none"> <li>• Direct Message through FB Page <a href="https://www.facebook.com/santamariawaterdistrict">https://www.facebook.com/santamariawaterdistrict</a></li> <li>• Send e-mail through <a href="mailto:smwdbulacan@yahoo.com">smwdbulacan@yahoo.com</a> or <a href="mailto:smwdcustomercare@smwdbulacan.gov.ph">smwdcustomercare@smwdbulacan.gov.ph</a></li> <li>• Write letter addressed to OGM and will be endorsed to Record Assistant or OGM's Secretary for receipt</li> <li>• Fill-up Feedback Form available on Head Office Teller area; put the accomplished form inside the drop box located at the Teller Area.</li> <li>• Contact our Official Hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363</li> </ul>   |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| How feedbacks are processed           | <ul style="list-style-type: none"> <li>• Through Official FB Page: Dedicated CSA checks and answers all FB messages before the day ends and will be endorsed to the Management or to the concerned Division.</li> <li>• Through E-mail: CSA will collate feedbacks and will be forwarded to the Records Assistant's e-mail for documentation. The Records Assistant will endorse the e-mail to OGM.</li> <li>• Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated to concerned Division for implementation. Commendations are communicated to respective employees and division.</li> </ul>  |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| How to file a complaint               | <ul style="list-style-type: none"> <li>• Direct message through FB Page <a href="https://www.facebook.com/santamariawaterdistrict">https://www.facebook.com/santamariawaterdistrict</a></li> <li>• Send e-mail through <a href="mailto:smwdbulacan@yahoo.com">smwdbulacan@yahoo.com</a> or <a href="mailto:smwdcustomercare@smwdbulacan.gov.ph">smwdcustomercare@smwdbulacan.gov.ph</a></li> <li>• Walk-in concessionaires may file complaint personally to the Customer Service Assistant who will document the concessionaire's statement. CSA will then print and let the concessionaire sign the Customer Assistance Report.</li> <li>• Submit written complaints to CSA addressed to the General Manager, Engr. Carlos N. Santos Jr. which will be endorsed to the Records Assistant or Secretary of the OGM.</li> <li>• Verbal complaint through our official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363</li> </ul>   |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| How complaints are processed          | <ol style="list-style-type: none"> <li>1. Through FB Page: <ul style="list-style-type: none"> <li>• Customer Service Assistant checks all FB messages of the district daily, and endorses the complaint to the concerned Division or Section.</li> <li>• The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint.</li> <li>• The CSA will then update/respond to the complaint of the concessionaire.</li> </ul> </li> <li>2. Through E-mail: <ul style="list-style-type: none"> <li>• Records Assistant daily checks the email and endorses the complaint to the OGM</li> <li>• GM endorses the complaint to Commercial Department Manager or to the concerned division to conduct investigation and provide resolution and/or appropriate response to the OGM.</li> <li>• The GM sends response thru Commercial Department Manager or through Records Assistant's email.</li> </ul> </li> <li>3. Walk-in Complaints: <ul style="list-style-type: none"> <li>• CSA prepares the Customer Assistance Form (CAR) which will be forwarded to the concerned Division or Section.</li> <li>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA. The CSA will then provide a response or relay the findings to the complainant.</li> </ul> </li> <li>4. Written Complaint/Letter: <ul style="list-style-type: none"> <li>• Written complaints will be received directly by the Records Assistant or the Secretary of OGM. CSA will create Customer Assistance Report to document the submission of the complaint.</li> <li>• Letter/Complaint will be endorsed to the Department Manager of the concerned Division or Section. Investigation will be conducted, and provide the answer to the complaint. Findings will be forwarded to the Department Manager.</li> <li>• Department Manager will forward the findings of the complaint to OGM for approval.</li> <li>• OGM will send the response through the Commercial Department Manager.</li> </ul> </li> <li>5. Verbal Complaint through our Official Hotlines: <ul style="list-style-type: none"> <li>• CSA will document the statement of the concessionaire accurately thru Customer Assistance Report.</li> <li>• Complaint will be forwarded to the concerned Division/Section.</li> <li>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA.</li> <li>• The CSA will then provide a response or relay the findings to the complainant.</li> </ul> </li> </ol> |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| Contact information of CCB, PCC, ARTA | <p>Para sa mga reklamong ukol sa:</p> <ul style="list-style-type: none"> <li>• Kotong/Suhol/Red Tape</li> <li>• Pakikipagsabwatan sa fixer</li> <li>• Tigil Serbisyo tuwing lunch break</li> <li>• Walang tao sa Public Assistance &amp; Complaints Desk (PACD)</li> <li>• Walang Citizen's Charter ang Ahensya</li> <li>• Dagdag bayarin o requirements na wala sa Citizen's Charter</li> <li>• Hindi magalang sa kliyente</li> <li>• Walang special lane para sa senior citizen, buntis o may kapansanan</li> <li>• At iba pang sagabal sa mahusay na serbisyo</li> </ul> <p>Maaring dumulog sa:</p> <p><b>Contact Center ng Bayan (CCB)</b></p> <table border="1" data-bbox="423 1806 803 1864"> <tr> <td>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<br/>Maari ring dumulog sa mga sumusunod na ahensya:</p> <p><b>Presidential Complaints Center (PCC)</b></p> <p>Magpadala ng sulat sa pamamagitan ng:</p> <table border="1" data-bbox="423 1971 1388 2212"> <tr> <td>E-mail</td> <td><a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></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> <tr> <td rowspan="5">Tumawag sa</td> <td>(02)-8736-8645</td> </tr> <tr> <td>(02)-8736-8603</td> </tr> <tr> <td>(02)-8736-8629</td> </tr> <tr> <td>(02)-8736-8621</td> </tr> <tr> <td>8888</td> </tr> </table> <p><b>Anti-Red Tape Authority (ARTA)</b></p> <table border="1" data-bbox="423 2237 803 2312"> <tr> <td rowspan="3">Tumawag sa</td> <td>(02)-8478-5091</td> </tr> <tr> <td>(02)-8478-5093</td> </tr> <tr> <td>(02)-8478-5099</td> </tr> </table>   | Mag-text sa | 0908-881-6565 | Tumawag sa | 1-6565* | E-mail | <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> | 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 |
| Mag-text sa                           | 0908-881-6565  |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| Tumawag sa                            | 1-6565*  |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| E-mail                                | <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>   |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |
| 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   |             |               |            |         |        |  |               |  |     |                |            |                |                |                |                |      |            |                |                |                |

| Office                                 | Address  | Contact Information  |
|--|--|--|
| Central/Head Office                    | #302 J.P. Rizal St., Poblacion, Santa Maria, Bulacan | (044) 815-3238 (PLDT)  |
| Extension Office - Commercial Services | #3 M. De Leon St., Poblacion, Santa Maria, Bulacan   | 0917-883-7693 (Globe)<br>0918-920-7693 (Smart)<br>0918-920-7693 (Smart)<br>(044) 815-3363 (PLDT) |