



Santa Maria

WATER DISTRICT

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

SANTA MARIA WATER DISTRICT

CITIZEN’S CHARTER

2024 (4th Edition)



Santa Maria
WATER DISTRICT
“YOUR WATER, OUR OBLIGATION
YOUR CONVENIENCE, OUR SERVICE”

SANTA MARIA WATER DISTRICT

CITIZEN’S CHARTER
2024 (4th Edition)

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.

LIST OF SERVICES

Central/Head Office

Internal Services

1. Request for Certification	6
2a. Application for Leave	7
2b. Permission for Work Absence	8
3. Request for Monetization	9
4. Application of Flexi-time and Time Off-Setting	10
5. Application to Render Overtime Services	11
6. Request for Updated Service Record	12
7a. Request for PAG-IBIG Loan Application	13
7b. Request for GSIS Loan Approval	14
7c. Request for Land Bank Loan Application	15
8. Working Hours and Overtime Rendered Process	16
9. Request for Replacement of the Employee ID	17

External Services

1. Application for New Service Connection	19
2. Payment for Water Bill	22
3. Request for Temporary Disconnection of Water Service	23
4. Request for Permanent Disconnection of Water Service	24
5. Request for Reconnection of Water Service	25
6. Request for Change of Account Name	26
7. Request for Waiver	27
8. Request for Transfer Meter	28
9. Application for Senior Citizen Discount	30
10. Check the Accuracy of Water Meter	31
11. Request for Production Inspection Order	32
12. Request for Maintenance and Inspection Order	33

Feedback and Complaints Mechanism	34
--	-----------

List of Offices	35
------------------------	-----------

Central/Head Office Internal Services

1. Request for Certification

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

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

2a. Application for Leave

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

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

Office or Division:		Administrative			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		All Career and Non-Career Employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Two (2) copies of CSC Form No. 6 / ADM-HR 001 Application for Leave			Human Resource Section		
2. Medical certificate if leave of absence 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 (Office/Department, Name, Date of filing, Position, Salary, Type of leave, Details of Leave, Number of applied days, Date of leave, 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. Recommendation of immediate supervisor			3 minutes	Immediate Supervisor
TOTAL:			None	10 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.4. General Manager or Authorized Representative act on the application of leave <i>General Manager or Authorized Representative shall act within 5 working days after receipt otherwise deemed approved</i>	Application for leave	None	1 working day upon receipt of Application of Leave	General Manager or Authorized Representative
	1.5. Released one (1) copy of application of leave			1 working day upon approval	Human Resource Personnel (Administrative Services Division)
TOTAL:			None	2 working days	
END OF TRANSACTION					

2b. Permission for Work Absence

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

Office or Division:		Administrative			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		Job Order Employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Two (2) copies of ADM-HR 007 Permission for Work Absence			Human Resource Section		
PROCEDURE IN REQUESTING FOR LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished two (2) Permission for Work Absence	1.1. Check the completeness of informations (Name, Date Filed, Position, Daily Compensation, Reason for absence, Number of days applied, Date of absence, and Signature of employee)	ADM-HR 007 Permission for Work Absence	None	2 minutes	Human Resource Personnel (Administrative Division)
	1.2. Receive Permission for Work Absence			5 minutes	
	1.3. Recommendation of immediate supervisor			3 minutes	Immediate Supervisor
TOTAL:			None	10 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LEAVE OF ABSENCE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.4. Department Manager act on the Permission for Work Absence <i>Department Manager shall act within 5 working days after receipt otherwise deemed approved</i>	ADM-HR 007 Permission for Work Absence	None	1 working day upon receipt of Application of Leave	Department Manager
	1.5. Released one (1) copy of Permission for Work Absence			1 working day upon approval	Human Resource (Administrative Services Division)
TOTAL:			None	2 working days	
END OF TRANSACTION					

3. Request for Monetization

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

Office or Division:	Administrative					
Classification:	Complex					
Type of Transaction:	G2C - Government to Client					
Who may avail:	Career and Non-career employees of Santa Maria Water District					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Two (2) copies of CSC Form No. 6 / ADM-HR 001 Application for Leave 2. ADM-HR 008 Waiver for Monetization (if the employee already availed th allotted 15days for the year) 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) Application for Leave <i>*if already used the allotted 15 days for the year, attached duly accomplished two (2) Waiver for monetization</i>	1.1. Check the completeness of informations (Office/Department, Name, Date of filing, Position, Salary, Details of Leave, Number of applied days, and Signature of employee)	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		
TOTAL:			None	8 minutes		
END OF TRANSACTION						
PROCEDURE IN APPROVAL OF MONETIZATION						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
	1.3. General Manager or Authorized Representative act on the monetization	CSC Form No. 6 / ADM-HR 001 Application for Leave	None	1 working day upon receipt of Application of Leave	General Manager or Authorized Representative	
	1.4. Provide one (1) copy of monetization to Finance Division			1 working day upon approval of Leave Application	Human Resource Personnel (Administrative Services Division)	
	1.5. Certify available budget and prepare Budget Utilization Request	FIN 002 Budget Utilization Request	None	1 working day	Corporate Budget Examiner (Finance Division)	
	1.6. Prepare Disbursement Voucher	FIN 004 Disbursement Voucher			Financial Planning Assistant B (Finance Division)	
	1.7. Certify Disbursement Voucher					Department Manager (Administrative, Finance & General Services Department)
	1.8. Approve the Disbursement Voucher					General Manager
	1.9. Upload Bank Payroll Register file to Landbank weAccess	N/A	None	1 working day upon approval	LBP WeAccess Maker	
	1.10. Approve uploaded Bank Payroll Register at Landbank weAccess				LBP WeAccess Authorizer	
2. Receive monetization thru Automated Teller Machine (ATM)					Employee	
TOTAL:			None	4 working days		
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.

Office or Division:		Administrative			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		All Employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting			Human Resource Section		
PROCEDURE IN REQUESTING FOR FLEXI-TIME/TIME OFF-SETTING					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Notice/Request for Flexi-time/Time off-setting	1.1. Check the completeness of informations (Date and Time Filed, Employee Name, 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 Signature Immediate Supervisor)	ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	2 minutes	Human Resource Personnel (Administrative Services Division)
	1.2. Verify request on the approved work schedule			3 minutes	
TOTAL:			None	5 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF FLEXI-TIME/TIME OFF-SETTING					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.3. General Manager or Authorized Representative act on the request for flexi-time/time off-setting	ADM-HR 006 Notice/Request for Flexi-Time/ Off-Setting	None	1 working day upon receipt of Notice/Request for Flexi-time/ Time off-setting	General Manager or Authorized Representative
TOTAL:			None	1 working day	
END OF TRANSACTION					

5. Application to Render Overtime Services

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

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	All Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. ADM-HR 002 Authorization to Render Overtime Work 2. ADM-HR 003g Accomplishment Report (group) OR ADM-HR 003i Accomplishment Report (Individual)			Human Resource Section		
PROCEDURE IN REQUESTING FOR OVERTIME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished Authorization to Render Overtime Work	1.1. Check the completeness of informations (Date and Time Filed, Date and time of overtime, Employee Name, Initials of employee, Purpose/ Justification, and Signature of Immediate Supervisor)	ADM-HR 002 Authorization to Render Overtime Work	None	2 minutes	Human Resource Administrative Services Division)
	1.2. Verify the request in the approved work schedule and the need for Overtime Services			3 minutes	
TOTAL:			None	5 minutes	
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
TOTAL:			None	1 working day	
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 (Employee Name, Position, Department/ Division/Section, Date of Filing, Date and time of overtime, Actual hours rendered, Activities/Tasks Done, and Signature of employee)	ADM-HR 003g Accomplishment Report (group) / ADM-HR 003i Accomplishment Report (Individual)	None	2 minutes	Human Resource Personnel (Administrative Services Division)
	1.2. Verify accomplishment report in the previously approved Overtime Authorization and actual time log			3 minutes	
	1.3. Noted by immediate supervisor			2 minutes	
TOTAL:			None	7 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF ACCOMPLISHMENT REPORT					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.4. 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
TOTAL:			None	1 working day	
END OF TRANSACTION					

6. Request for Updated Service Record

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

Office or Division:	Administrative				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Career and Non-Career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request			Human Resource Section		
PROCEDURE IN REQUESTING FOR UPDATED SERVICE RECORD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF)	1.1. Check the completeness of informations (Employee Name, Date Filed, check updated Service Record, purpose, and signature of employee)	ADM-HR 010 Employee Request	None	2 minutes	<i>Human Resource Personnel (Administrative Services Division)</i>
	1.2. Prepare the updated Service Records	CSC Form No. 67 Service Record		5 minutes	
TOTAL:			None	7 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF UPDATED SERVICE RECORD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.3. 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 Authorized Representative</i>
	1.4. Notify employees on the availability of the original copy of Service Record			1 working day upon approval	<i>Human Resource Personnel (Administrative Services Division)</i>
2. Check the accuracy of the updated Service Record and sign to ERF					
TOTAL:			None	2 working days	
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.

Office or Division:	Administrative Services				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client G2G - Government to Government				
Who may avail:	Existing employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request	Administrative Services Division - Human Resource Section				
2. Signed Certification of Agreement	Administrative Services Division - Human Resource Section				
3. Photocopy of latest FIN 008 Payroll Payment Slip	Administrative Services Division - Human Resource Section				
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 (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	ADM-HR 010 Employee Request	None	10 minutes	Human Resource (Administrative Services Division)
	1.2. Computation of estimated loan balance/s, and leave credits with monetary value		None	within 4 hours	Human Resource (Administrative Services Division)
TOTAL:				4 hours and 10 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.3. General Manager or any authorized representative act on the request of loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
2. Submit duly accomplished one (1) PAGIBIG Multi-Purpose Loan Application Form or Calamity Loan Application Form with attached required documents	2.1. Check the completeness of informations on the submitted Loan Application Form and requirements	Multi-Purpose Loan Application Form / Calamity Loan Application Form	None	1 working day upon approval of ERF	Human Resource Personnel (Administrative Service Division)
	2.2. General Manager approve the Loan Application Form				General Manager (Office of the General Manager)
	2.3. Upload the signed Loan Application Form with attached required documents to Virtual Pag-IBIG				Human Resource Personnel (Administrative Service Division)
TOTAL:			None	3 working days	
END OF TRANSACTION					

7b. Request for GSIS Loan Approval

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

Office or Division:	Administrative Services				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client G2G - Government to Government				
Who may avail:	Career and Non-Career employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request			Administrative Services Division - Human Resource Section		
2. Signed Certification of Agreement			Administrative Services Division - Human Resource Section		
3. Photocopy of latest FIN 008 Payroll Payment Slip			Administrative Services Division - Human Resource Section		
PROCEDURE IN REQUESTING FOR LOAN APPLICATION (GSIS)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form (ERF) with attached requirements	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	ADM-HR 010 Employee Request	None	10 minutes	Human Resource (Administrative Services Division)
	1.2. Computation of estimated loan balance/s, leave credits with monetary value, and GSIS Premium Payments		None	within 4 hours	Human Resource (Administrative Services Division)
TOTAL:				4 hours and 10 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.3. General Manager or any authorized representative act on the request of loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
2. Apply Loans to GSIS Kiosk using the UMID issued by the GSIS or to GSIS Touch mobile application			None		Employee
	2.1. Action to the Loan Application at www.cert.gsis.gov.ph (approval of AAO is within 7 days upon filing of loan)		None	1 working day upon notification of employee on the filing of loan application	Agency Authorized Officer
TOTAL:			None	2 working days	
END OF TRANSACTION					

7c. Request for LandBank Loan Application

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

Office or Division:		Administrative Services			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client G2G - Government to Government			
Who may avail:		Permanent employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request			Administrative Services Division - Human Resource Section		
2. Loan Application Form for LandBank with Certification of Agreement			Administrative Services Division - Human Resource Section		
3. Photocopy of latest FIN 008 Payroll Payment Slip			Administrative Services Division - Human Resource Section		
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 (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements	ADM-HR 010 Employee Request	None	10 minutes	Human Resource (Administrative Services Division)
	1.2. Computation of estimated loan balance/s, and leave credits with monetary value		None	within 4 hours	Human Resource (Administrative Services Division)
TOTAL:				4 hours and 10 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.3. General Manager or any authorized representative act on the request of loan application	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
2. Submit duly accomplished one (1) Loan Application Form for LandBank with attached required documents	2.1. Check the completeness of informations on the submitted Loan Application Form	Loan Application Form for LandBank	None	1 working day upon approval of ERF	Human Resource (Administrative Service Division)
	2.2. Prepare the LBP - Electronic Salary Loan	Landbank of the Philippines (LBP) Salary Loan Application Form			General Manager (Office of the General Manager)
	2.3. General Manager approve the LBP - Electronic Salary Loan				
	2.4. Submit Over-the-counter the signed Salary Loan Application Form to LBP Branch			1 working day upon approval	SMWD Authorized Representative
TOTAL:			None	3 working days	
END OF TRANSACTION					

8. Request for Change of Name

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

Office or Division:	Administrative Services				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Client G2G - Government to Government				
Who may avail:	Existing employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) ADM-HR 010 Employee Request 2. Original and photocopy of the following documents: a. Birth Certificate b. Marriage Contract c. Court Decision/Order d. any document that will support the request			Administrative Services - Human Resource Section Philippine Statistical Authority (PSA) / Civil Registrar's Office		
PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished one (1) Employee Request Form	1.1. Check the completeness of informations (Employee Name, Date Filed, information to be updated, and signature of employee)	ADM-HR 010 Employee Request	None	2 minutes	Human Resource Personnel (Administrative Services Division)
	1.2. Verify the supporting document/s attached to ERF	Birth Certificate / Marriage Contract / Court Decision		10 minutes	
TOTAL:				12 minutes	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF CHANGE OF ACCOUNT NAME					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.3. General Manager or Authorized Representative approve the request	ADM-HR 010 Employee Request	None	1 working day upon receipt of ERF	General Manager or Authorized Representative
	1.4. Updates employee's records on all database files		None	1 working day upon approval of ERF	Human Resource Administrative Services Division)
	1.5. Provide forms and list of requirements needed for updating of records	PhilHealth Member's Request Form (PMRF) and Pag-IBIG Member's Data Request (MDR) form	None	1 working day upon submission of forms and requirements	Human Resource Administrative Services Division)
	2.1. Check the completeness of informations on the submitted form/s and requirements		None		withing 17 working days upon subsubmission of forms and requirements
2. Submit duly accomplished forms	2.2. Preparation of Agency Remittance Advise (ARA) Form E	GSIS ARA Form E	None	withing 17 working days upon subsubmission of forms and requirements	
	2.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS Membership		None		GSIS Agency Authorized Officer
	2.4. Submit Over-the-counter the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office	PhilHealth Member's Request Form (PMRF)	None	withing 17 working days upon subsubmission of forms and requirements	Human Resource (Administrative Services Division)
	2.5 Submit Over-the-counter the signed Member's Data Request (MDR) form and the required attachment to Pag-IBIG Office	Member's Data Request (MDR) form	None		Human Resource (Administrative Services Division)
TOTAL:			None	20 working days	
END OF TRANSACTION					

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

Office or Division:		Administrative Services			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client			
Who may avail:		Existing and new employees of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Accomplished one (1) Employee Request Form (ERF) with signature		Administrative Services - Human Resource Section			
2. Affidavit of Lost		Law Office			
PROCEDURE IN REQUESTING FOR REPLACEMENT OF IDENTIFICATION CARD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit duly accomplished Employee Request Form with signature	1.1. Check if with complete details (Others: replacement of ID, purpose/reason, and signature of employee)	ADM-HR 010 Employee Request	None	1 minute	Human Resource Personnel (Administrative Services Division)
TOTAL:			None	1 minute	
END OF TRANSACTION					
PROCEDURE IN APPROVAL OF REPLACEMENT OF IDENTIFICATION CARD					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.2. Department Manager/General Manager approved the Employee Request Form	ADM-HR 010 Employee Request	None	1 working day upon receipt of Employee Request Form	Department Manager (Administrative, Finance & General Services Department)
	1.3. Prepare Internal Data Request for the replacement of ID	ADM-MS 002 Internal Data Request	None	1 working day upon receipt of approved ERF	Human Resource Personnel (Administrative Services Division)
	1.4. Recommend Internal Data Request	ADM-MS 002 Internal Data Request	None		MIS Personnel (Administrative Services Division)
	1.5. Approve Internal Data Request	ADM-MS 002 Internal Data Request	None		Department Manager (Administrative, Finance & General Services Department)
	1.6. Prepare the replacement of ID	Identification Card	None	1 working day upon receipt of approved Internal Data Request	MIS Personnel (Administrative Services Division)
	1.7. Release the replacement of ID				Human Resource Section (Administrative Services Division)
2. Check the accuracy of the released ID and received the Employee Request Form					Employee
TOTAL:				3 working days	
END OF TRANSACTION					

Central/Head Office External Services

1. Application for New Service Connection

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

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions	
Classification:	Complex	
Type of Transaction:	G2C - Government to Client	
	G2B - Government to Business	
	G2G - Government to Government	
Who may avail:	This service may be availed by all residents and those with businesses in the municipality of Santa Maria, Bulacan.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Individual		
1. One (1) Photocopy of any Government issued ID of Concessionaire (with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents):		
a. Land Title	Registry of Deeds	
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Notary Public	
3. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for water connection	Barangay Hall	
4. Payment of Initial fees and charges		
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship		
1. Proof of Business Identification (Clear Photocopy of any of the following documents)	Security and Exchange Commission (SEC) Cooperative Development Authority (CDA) Department of Trade and Industry (DTI)	
a. Business Name and Articles of Incorporation duly registered.		
b. Joint Venture Agreement and / or Contract for Single Proprietorship and Partnership	Notary Public	
2. Proof of Authorization		
a. Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation(Legal Department) / Notary Public	
b. For Single Proprietorship, the owner may issue an authorization letter to a representative to transact in his behalf.	Business Owner	
3. Proof of Identification Clear photocopy of any government issued ID cards bearing the photo and signature of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
4. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents)		
a. Land Title	Registry of Deeds	
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Notary Public	
c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner	Notary Public	
**Additional Requirements: * Original copy of Notarized Affidavit of Consent signed by the lot owner/s. Note: Sample affidavit will come from the Customer Services Division. *Clear photocopy of any government issued ID cards of lot owner/s	Notary Public LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
5. Proof of Residency Original copy of Certificate of Residency indicating the exact address of the property applying for connection	Barangay Hall	
6. Payment of Initial fees and charges		
For Government Agency		
1. Proof of Identification of the Head of the Agency (Clear photocopy of government issued ID cards with photo and signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
2. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents)		
a. Land Title	Registry of Deeds	
b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Notary Public	
3. Proof of Availability of Funds (Original copy) issued by the Head of the Agency	Government Agency	
4. Payment of Initial fees and charges		
Situational requirement		
Original copy of Excavation Permit (when required)	Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road	

APPLICATION FOR NEW SERVICE CONNECTION PROCEDURE

FIRST VISIT: FILING OF APPLICATION

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit complete requirements for Application of Service Connection.	1.1 Check the completeness and accuracy of the requirements. 1.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active/inactive account. 1.3 Scan submitted documents.	None	None	15 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	15 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 Service Charge - PHP 350.00 *Both are non-refundable		
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		10 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)
SUBTOTAL: (FILING OF APPLICATION)			PHP 500.00	45 minutes	

END OF FIRST VISIT TRANSACTION

PRE-INSTALLATION INSPECTION AND VERIFICATION OF APPROVED NEW APPLICATION

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Lay the service line based on the recommendation of SMWD Materials Inspector.	1.1 Verification and approval of service line and location of meter stand/cluster.	Pre-Installation Inspection Report	None	15 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)		Note: Applications with verified arrears will be asked to settle first the arrears to proceed with the processing of application.	2 days	Customer Services Assistant - Billing (Customer Accounts Division)
SUBTOTAL: (PRE-INSTALLATION INSPECTION AND VERIFICATION OF APPROVED NEW APPLICATION)			The total cost of unsettled arrears that needs to be settled prior to processing of application	17 days	

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." Note: Attending the orientation is based on the applicant's availability. Orientation is conducted every Wednesday in two (2) batches. First (1st) batch 9:00-10:00 AM and second (2nd) batch at 2:00-3:00 PM.	1. Conduct New Service Connection Orientation. (Orientation is conducted twice a week)	Attendance Sheet	None	1 hour	Customer Services Assistant (Customer Services Division)
SUBTOTAL: (New Service Connection Orientation Program)			None	1 hour	

END OF SECOND VISIT TRANSACTION

THIRD VISIT OF APPLICANT: PAYMENT OF GUARANTY DEPOSIT, METER COST, AND FITTINGS

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Pay the corresponding Guarantee Deposit, meter cost and Fittings. Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment.	1.1 Advise applicant to pay corresponding guarantee deposit, meter cost and fittings. Note: All approved applications will be notified thru text message by Customer Services Assistants one day before their scheduled payment date.	Order of Payment	Note: The following fees will apply upon approval of customer's application and attendance to New Service Connection Orientation: Guarantee Deposit: 1. Residential - PHP 420.00 2. Govt - PHP 420.00 3. Sub Commercial C - PHP 525.00 4. Sub Commercial B - PHP 630.00 5. Sub-Commercial A- PHP 735.00 6. Commercial - PHP 840.00 Meter Cost - PHP 1,955.00 Cost of Materials/Fittings: 1. Cash - PHP 3,248.00 2. Installment Basis - PHP 3,248.00	5 minutes	Customer Services Assistant (Customer Services Division)
	1.2 Check and verify the Order of Payment				
	1.3 Accept payment and issue Official Receipt	Official Receipt		10 minutes	Customer Services Assistant- Teller (Customer Accounts Division)
	1.4 Prepare the Service Order for new installation of service connection and list of fittings to be used on the new installation for approval of the General Manager. Note: Concessionaire will be advised that the installation of their water meter is within seven working days (excluding Saturdays, Sundays and Holidays) after payment of guaranty deposit, meter cost and fittings.	Service Order	(maximum of four (4) months) *** Fees, charges and cost of materials are subject to change in case of inflation. *** Additional fittings may be billed depending on the need of the installer	5 minutes	Customer Services Assistant (Customer Services Division)
SUBTOTAL: (PAYMENT OF GUARANTY DEPOSIT, METER COST, AND FITTINGS)			TOTAL FEES: (per classification) Residential and Government: PHP 6,123.00 Sub-Commercial C - PHP 6,228.00 Sub-Commercial B - PHP 6333.00 Sub-Commercial A - PHP 6,438.00 Commercial - PHP 6,543.00	20 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
	1. Sign Service Order for installation of New service connection for recommendation to approve the request for installation of New service connection.	Service Order	None	1 day	Utilities/Customer Services Officer A (Customer Services Division)
	2. Sign Service Order for installation of New service connection for recommendation to approve the request for installation of New service connection.	Service Order		1 day	General Manager (Office of the General Manager)
	3. Prepare the Transmittal of the Service Order for the installation of New service connection.	Transmittal		1 day	Customer Services Assistant (Customer Services Division)
	4. Prepare the Request and Issue Slip (RIS) for fittings needed for the installation of New service connection.	Request and Issue Slip (RIS)		1 day	Financial and Planning Analyst (Finance Division)
	5. Prepare and issue materials based on RIS to assigned personnel for the installation of New service connection.	Service Order with attached RIS		1 day	Storekeeper (General Services Division)
	6. Execute service order to install water meter and meter stand.			10 days	Construction Personnel (Construction and Maintenance Division)
SUB TOTAL: (EXECUTION)			None	15 days	
TOTAL:			None	32 days, 2 hours and 5 minutes	

END OF INSTALLATION OF NEW SERVICE CONNECTION PROCEDURE

2. Payment of Water Bill

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

Office or Division:		Customer Accounts Division			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client G2B - Government to Business G2G - Government to Government			
Who may avail:		Existing concessionaires of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Current Billing Notice ***Promissory Note (If opted for installment payment of meter cost and cost of materials/fittings)			Santa Maria Water District thru Meter Readers		
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	5 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		5 minutes	
3. Check the accuracy of the Official Receipt issued			None		
TOTAL:			Total amount of water bill and other charges indicated in the Billing Notice	10 minutes	
END OF TRANSACTION					

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.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For Individual					
1.Full payment of outstanding balance of the account.					
2. Proof of Billing		Santa Maria Water District			
3. One (1) photocopy of any valid 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. One (1) original, signed, and printed authorization letter from the account holder		Account Holder			
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship					
1.Full payment of outstanding balance of the account.					
2. Proof of Billing		Santa Maria Water District			
3. Proof of Authorization					
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership		Corporation(Legal Department) / Notary Public			
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership		DTI			
*Additional if processing through representative:					
a. One (1) original, signed, and printed authorization letter from the owner and;		Owner			
b. One (1) clear photocopy of any valid Government issued ID (with photo & signature) of the authorized representative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
4. Proof of Identification					
One (1) Photocopy of any valid government issued ID 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			
For Government Agency					
1.Full payment of outstanding balance of the account.					
2. Proof of Billing		Santa Maria Water District			
3. Proof of Identification					
One (1) Photocopy of any valid government issued ID bearing the photo, and signature and;		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company		Head of the Agency/Company			
Additional if through representative					
4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency		Agency/Company			
5. One (1) photocopy of any Government issued ID of authorized 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	Customer Services Assistant (Customer Services Division)
	1.2 Issue disconnection order.	Disconnection Order		30 minutes	Customer Services Assistant-Billing (Customer Accounts Division)
SUB TOTAL: (FILING OF REQUEST)			None	40 minutes	
END OF TRANSACTION					
PROCEDURE IN EXECUTION OF TEMPORARY DISCONNECTION OF WATER SERVICE AND BILLING OF ADDITIONAL CONSUMPTION					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. Execution of disconnection order.	Disconnection Order	None	1 day	Field Services Assistant (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	Customer Services Assistant-Teller (Customer Accounts Division)
SUB TOTAL: (EXECUTION)			None	2 days	
TOTAL:			None	2 days and 40 minutes	
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.

Office or Division:	Customer Services, Customer Accounts, and Construction and Maintenance Divisions
Classification:	Complex
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government
Who may avail:	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
For Individual	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. One (1) photocopy of any valid 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. One (1) original, signed, and printed authorization letter from the account holder	Account Holder
5. One (1) Photocopy of any Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. Proof of Authorization	
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation (Legal Department) / Notary Public
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership	DTI
*Additional if processing through representative:	
a. One (1) original, signed, and printed authorization letter from the owner and;	Owner
b. One (1) clear photocopy of any valid Government issued ID (with photo & signature) of the authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
4. Proof of Identification	
One (1) photocopy of any valid government issued ID 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
For Government Agency	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. Proof of Identification	
One (1) Photocopy of any valid government issued ID bearing the photo, and signature and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	Head of the Agency/Company
Additional if through representative	
4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company
5. One (1) photocopy of any Government issued ID of authorized 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	Customer Services Assistant (Customer Services Division)
	2. Issue Service Order to permanently disconnect the account.	Service Order - Permanent Disconnection		10 minutes	Customer Services Assistant (Customer Services Division)
SUBTOTAL: (FILING OF REQUEST)			None	25 minutes	

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. Sign Service Order for permanent disconnection	Service Order - Permanent Disconnection	None	1 day	Utilities/Customer Services Officer A (Customer Accounts Division)
	2. Approve the Service Order to permanently disconnect the account.			1 day	General Manager (Office of the General Manager)
	3. Recover water meter and plug at tapping to permanently disconnect the account.			4 days	Construction Personnel (Construction and Maintenance Division)
	4. Encode Service Order - Permanent Disconnection			15 minutes	Customer Services Assistant (Customer Services Division)
SUB TOTAL: (EXECUTION)			None	6 days	
TOTAL			None	6 days and 40 minutes	

END OF TRANSACTION

5. Request for Reconnection of Water Service

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

Office or Division:	Customer Services and Customer Accounts Divisions
Classification:	Simple
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government
Who may avail:	SMWD concessionaires with temporarily disconnected water service who wish to reactivate their water service.

CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
For Individual	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. One (1) photocopy of any valid 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. One (1) original, signed, and printed authorization letter from the account holder	Account Holder
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. Proof of Authorization	
A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership	Corporation(Legal Department) / Notary Public
B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership	DTI
*Additional if processing through representative:	
a. One (1) original, signed, and printed authorization letter from the owner and;	Owner
b. One (1) clear photocopy of any valid Government issued ID (with photo & signature) of the authorized representative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
4. Proof of Identification	
One (1) Photocopy of any valid government issued ID 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
For Government Agency	
1. Full payment of outstanding balance of the account.	
2. Proof of Billing	Santa Maria Water District
3. Proof of Identification	
One (1) Photocopy of any valid government issued ID bearing the photo, and signature and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO
One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	Head of the Agency/Company
Additional if through representative	
4. One (1) original, signed, and printed Authorization letter with the agency's letter head issued by the head of the agency	Agency/Company
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO

*Applicable only for accounts with concessionaires request for temporary disconnection and/or for accounts with more than 60 days temporary disconnected due to non-payment. Otherwise, only the proof of billing and full payment of the account is needed to present/comply if requesting for reconnection of water service connection

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 (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 (Customer Accounts Division)
	2.2 Accept payment and issue Official Receipt	Official Receipt		5 minutes	
SUB TOTAL: (FILING OF REQUEST AND PAYMENT)			Reconnection fee -PHP 100.00 plus outstanding water bill balance and other charges if there are any .	30 minutes	

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 Note: Payments received with reconnection fee through online payment after 5:00PM will be processed on the next working day. 2. Reconnect on Site. 3. Completion and uploading of reconnection order		Reconnection Order	None	30 minutes	Customer Services Assistant (Customer Services Division)
				8 hours upon receipt of Reconnection order	Field Services Assistant (Customer Services Division)
SUB TOTAL: (EXECUTION)			None	8 hours & 30 minutes	
TOTAL			None	9 hours	

END OF TRANSACTION

6. Request for Change of Account Name

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

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

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

PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the complete set of requirements and sign the application form.	1.1 Check the validity and completeness of requirements submitted and guide the concessionaire in filling up the new application form.	Service Application Form	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			
2. Proceed to the Teller Section with the order of payment to settle.	2.1 Check and verify the Order of Payment.	Official Receipt		Supersedure fee - PHP 50.00 and other charges if there's any.	10 minutes
	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.	Service Order	Supersedure fee - PHP 50.00 and other charges if there are any		6 minutes
	3.2 Issue Service Order for General Manager's approval to effect the changes on the account.				
SUBTOTAL: (REQUESTING FOR CHANGE OF ACCOUNT NAME)					24 minutes

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. Sign Service Order for the change of account name for recommendation to approve the request for the change of account name.	Service Order	None	1 day	Utilities/Customer Services Officer A (Customer Services Division)
	2. Sign Service Order for the change of account name for recommendation to approve the request for the change of account name.	Service Order		1 day	General Manager (Office of the General Manager)
	3. Update and encode approved Service Order for the change of account name.	Service Order		1 day	Customer Services Assistant (Customer Services Division)
SUB TOTAL: (APPROVAL AND COMPLETION OF ORDER)			None	3 days	
TOTAL:			None	3 days and 24 minutes	

END OF SECOND VISIT TRANSACTION

7. Request for Waiver

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

Office or Division:	Customer Services and Engineering Divisions					
Classification:	Complex					
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government					
Who may avail:	Resident of Santa Maria who wants to avail the services of another water district.					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. One (1) Photocopy of any Government issued ID of (with photo and signature)			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO			
2. Proof of Lot Ownership (One(1) Clear or Colored Photocopy of any of the following documents): a. Land Title			Registry of Deeds			
PROCEDURE IN REQUESTING FOR WAIVER						
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	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 (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		Waiver Fee - PHP 50.00	10 minutes	Customer Services Assistant-Teller (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	Waiver Fee - PHP 50.00		5 minute	Customer Services Assistant (Customer Services Division)
SUBTOTAL: (REQUESTING FOR WAIVER)				PHP 50.00	25 minutes	
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 (Engineering Division)	
	2. Issue letter of waiver signed by the General Manager.	Letter of Waiver	None	3 days	Customer Services Assistant (Customer Services Division)	
SUBTOTAL (PRE-INSPECTION, APPROVAL AND ISSUANCE OF WAIVER)			None	6 days		
TOTAL:			None	6 days and 25 minutes		
END OF TRANSACTION						

8. Request for Transfer of Water 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.

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government	
Who may avail:	Existing concessionaires of Santa Maria Water District with active account	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Individual		
1. One (1) photocopy of any valid 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 on the exact property applying for transfer of water meter One (1) clear or colored photocopy of all pages of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell	Registry of Deeds Notary Public	
3. Proof of Residency One (1) original copy of Certificate of Residency indicating the exact address of the property applying for transfer of water meter	Barangay Hall	
Additional if through representative		
4. One (1) original, signed, and printed authorization letter from the account holder	Account Holder	
5. One (1) photocopy of any valid Government issued ID of representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
Situational requirement		
a. Notarized affidavit of consent Note: Sample affidavit will come from the Customer Services Division.	Notary Public	
b. One (1) photocopy of any valid Government issued ID of lot owner/s (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	
For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship		
1. Proof of Authorization A. One (1) Clear photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership *Additional if processing through representative: a. One (1) original, signed, and printed authorization letter from the owner and b. One (1) clear photocopy of any valid Government issued ID (with photo & signature) of the authorized representative	Corporation(Legal Department) / Notary Public DTI Owner LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
2. Proof of Identification One (1) clear photocopy of any valid government issued ID 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	
3. Proof of Lot Ownership One (1) clear or colored photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner	Registry of Deeds Notary Public Notary Public	
5. Proof of Residency One (1) original copy of Certificate of Residency indicating the exact address of the property applying for transfer of water meter	Barangay Hall	
Situational requirement		
a. Notarized affidavit of consent Note: Sample affidavit will come from the Customer Services Division.	Notary Public	
b. One (1) photocopy of any valid Government issued ID of lot owner/s (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	
For Government Agency		
1. Proof of Identification One (1) Photocopy of any valid government issued ID bearing the photo, and signature and; One (1) Photocopy of company ID bearing the photo, signature, and designation at the agency/company	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO Head of the Agency/Company	
2. Proof of Lot Ownership One (1) clear or colored photocopy of any of the following documents: a. Land Title b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Registry of Deeds Notary Public	
3. Proof of Availability of Funds One (1) Original copy issued by the Head of the Agency	Government Agency	
Additional if through representative		
4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency	Agency/Company	
5. One (1) photocopy of any Government issued ID of authorized representative (with photo & signature)	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO	
Situational requirement		
One (1) Original copy of Excavation Permit and/or Authorization to pass private property	Land Transportation Office (LTO) Barangay Hall for Barangay Road Provincial Engineering Office (PEO) for Provincial Road Department of Public Works and Highways (DPWH) for National Road	

PROCEDURE IN REQUESTING FOR TRANSFER METER					
FIRST VISIT OF CONCESSIONAIRE: FILING OF REQUEST					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to customer services area to request for transfer of Tapping and Water Meter, 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.	Pre-Installation Inspection Report		20 minutes	
	1.3 Scanning and uploading of requirements.				
SUB TOTAL: (FILING OF REQUEST)			None	40 minutes	
END OF FIRST VISIT TRANSACTION					
PROCEDURE IN PRE-INSPECTION AND VERIFICATION OF DOCUMENTS					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
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. **For submission of situational requirements if necessary.			Note: Accounts with verified arrears will be requested to settle the arrears	2 days
SUB TOTAL: (PRE-INSPECTION OF SERVICE LINE AND VERIFICATION OF DOCUMENTS)			Accounts with verified arrears will be requested to settle the arrears	4 days	
END OF TRANSACTION					
PROCEDURE IN PAYMENT OF APPROVED TRANSFER OF WATER METER REQUEST					
SECOND VISIT OF CONCESSIONAIRE: PAYMENT OF TRANSFER OF WATER 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	Customer Services Assistant (Customer Services Division)
	2.1 Encoding of fittings to be billed.	Order of Payment		20 minutes	Customer Services Assistant (Customer Services Division)
	2.2 Prepare the Order of Payment.			5 minutes	Customer Services Assistant-Teller (Customer Accounts Division)
	3. Accept payment and issue official receipt.	Official Receipt		10 minutes	Customer Services Assistant (Customer Services 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			
SUB TOTAL: (PAYMENT OF TRANSFER OF WATER METER FEE AND FITTINGS)			Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector	45 minutes	
END OF SECOND VISIT TRANSACTION					
PROCEDURE IN EXECUTION OF TRANSFER OF WATER 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	Utilities/Customer Services Officer A (Customer Services 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	General Manager (Office of the General Manager)
	3. Prepare the Transmittal of the Service Order for the transfer of tapping and water meter.	Transmittal		1 day	Customer Services Assistant (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	Financial and Planning Analyst (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	Storekeeper (General Services Division)
	6. Execute service order to install water meter and meter stand.			10 days	Construction Personnel (Construction and Maintenance Division)
SUB TOTAL: (EXECUTION)			None	15 days	
TOTAL:			None	19 days, 1 hour and 25 minutes	
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 atleast 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.

Office or Division:	Customer Services Division						
Classification:	Simple						
Type of Transaction:	G2C - Government to Client						
Who may avail:	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. 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						
Additional if through representative							
3. One (1) original, signed, and printed authorization letter from the account holder	Account holder						
4. One (1) photocopy of any valid Government issued ID of authorized 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	Utilities/Customer Services Assistant (Customer Services Division)		
2. Fill out Senior Citizen Discount Availment form	2.1 Issue Senior Citizen Discount availment form 2.2 Sign Senior Citizen Discount availment form 2.3 Forward to assigned Field Services Assistant on-site	Senior Citizen Discount Availment form		15 minutes			
SUB TOTAL: (FILING OF REQUEST)				None		25 minutes	
END OF TRANSACTION							
PROCEDURE IN VERIFICATION AND APPROVAL OF VERIFIED SENIOR CITIZEN DISCOUNT APPLICATION							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
	1. Visit the site to check if the applicant for the Senior Citizen Discount availment is the user of water service connection.	Senior Citizen Discount Availment form	None	1 day	Utilities/Customer Services Assistant (Customer Services Division)		
	2. Complete verification details			1 hour	Utilities/Customer Services Assistant (Customer Services Division)		
	3.1 Check completeness of Verified Senior Citizen Discount Availment Form						
	3.2 Submit Senior Citizen Discount Availment Form for recommendation of Approval						
	4. Sign recommended and verified Senior Citizen Discount Availment Form and submit for Approval					1 hour	Utilities/Customer Services Officer (Customer Services Division)
	5. Approve recommended Senior Citizen Discount Availment Form					1 day	General Manager (Office of the General Manager)
6. Encode Approved Senior Citizen Discount Availment Form	15 minutes	Utilities/Customer Services Assistant (Customer Services Division)					
SUBTOTAL: (VERIFICATION AND APPROVAL)			None	2 days, 2 hours, & 15 minutes			
TOTAL			None	2 days, 2 hours, & 40 minutes			
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.

Office or Division:		Customer Services Division			
Classification:		Simple			
Type of Transaction:		G2C - Government to Client G2B - Government to Business G2G - Government to Government			
Who may avail:		Existing concessionaires of Santa Maria Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Details of account			Santa Maria Water District		
PROCEDURE IN REQUESTING FOR THE ACCURACY OF WATER METER					
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	<i>Utilities/Customer Services Assistant</i> (Customer Services Division)
	2. Issue Maintenance and Inspection Order	Maintenance and Inspection Order		10 minutes	<i>Utilities/Customer Services Assistant</i> (Customer Services Division)
SUB TOTAL: (FILING OF REQUEST)			None	20 minutes	
END OF TRANSACTION					
PROCEDURE IN EXECUTION OF WATER METER ACCURACY TEST					
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	<i>Senior Engineer</i> (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		4 hours	
SUB TOTAL:(EXECUTION)			None	8 hours	
END OF TRANSACTION					
PROCEDURE IN COMPLETION OF ACCURACY TEST					
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	<i>Utilities/Customer Services Assistant</i> (Customer Services Division)
	2. Inform concessionaire the result.	Complaints and Request Form		10 minutes	<i>Utilities/Customer Services Assistant</i> (Customer Services Division)
TOTAL: (COMPLETION OF ORDER)			100.00 (To be billed)	20 minutes	
TOTAL:			NONE	8 hours and 40 minutes	
END OF TRANSACTION					

11. Request for Production Inspection Order

SMWD Concessionaires with complaints on water quality and/or water supply may request for Production Inspection Order to verify and address water quality or quantity concern

Office or Division:	Customer Services Division				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Client G2B - Government to Business G2G - Government to Government				
Who may avail:	Existing concessionaires of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. 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
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 (Customer Services Division)</i>
	1.2 Issue Production and Inspection Order	Production and Inspection Order		10 minutes	
	1.3 Forward to Water Resource Division				
SUB TOTAL: (FILING OF REQUEST)			None	40 minutes	
END OF TRANSACTION					
PROCEDURE IN EXECUTION AND COMPLETION 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 (Water Resource Division)</i>
	2. Inspect and verify the validity of complaint.			40 minutes	<i>Water Resources Facilities Operator A (Water Resource Division)</i>
	3. Verify and record accomplished order and make necessary adjustment base on the findings.			13 days	<i>Senior Engineer A (Water Resource Division)</i>
	4. Inform the owner or authorized representative of the findings and action done.			10 minutes	<i>Water Resources Facilities Operator A (Water Resource Division)</i>
	5. Record accomplished order.			20 minutes	<i>Administrative Assistant (Water Resource Division)</i>
	6. Encode completed Production and Inspection Order			10 minutes	<i>Utilities/Customer Services Assistant (Customer Services Division)</i>
SUB TOTAL:(EXECUTION AND COMPLETION OF ORDER)			None	14 days, 1 hour & 20 minutes	
TOTAL:			None	15 days, 2 hour	
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.

Office or Division:		Customer Services Division			
Classification:		Highly Technical			
Type of Transaction:		G2C - Government to Client G2B - Government to Business G2G - Government to Government			
Who may avail:		All concerned citizens / SMWD Concessionaires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Details of account		Santa Maria Water District			
2. Location of Leak					
PROCEDURE IN REQUESTING FOR MAINTENANCE 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 leak repair	1.1 Check the validity of request and status of account	Complaints and Request Form	None	20 minutes	Utilities/Customer Services Assistant (Customer Services Division)
	1.2 Issue Maintenance and Inspection Order	Maintenance and Inspection Order		10 minutes	
	1.3 Forward to Construction and Maintenance Division				
SUB TOTAL: (FILING OF REQUEST)			None	30 minutes	
END OF TRANSACTION					
PROCEDURE IN EXECUTION OF MAINTENANCE AND INSPECTION ORDER					
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	Water/Sewerage Maintenance Man A (Construction and Maintenance Division)
	2.1 Check and verify the validity of complaint, actual field condition and the reported leak.				
	2.2 Assessment on exact manifestation of reported leak (main line, supply line, meter stand, service line) <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> <i>2.2.b If damaged by contractors or other entity, immediate action will be taken, emergency repair will be done.</i> <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>			40 minutes	
	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. <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	Utilities/Customer Services Assistant (Customer Services Division)
SUB TOTAL: (EXECUTION AND COMPLETION OF ORDER)			None	9 hours & 10 minutes	
TOTAL			None	9 hours &	
END OF TRANSACTION					

FEEDBACK AND COMPLAINTS MECHANISM																							
How to send feedback	<ul style="list-style-type: none"> • Direct Message through FB Page https://www.facebook.com/santamariawaterdistrict • Send e-mail through smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph • Write letter addressed to OGM and will be endorsed to Record Assistant or OGM's Secretary for receipt • Fill-up Feedback Form available Public Assistance and Complaints Desk; put the accomplished form inside the drop box located at PACD table. • Contact our Official Hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363 																						
How feedbacks are processed	<ul style="list-style-type: none"> • 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. • 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. • 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. 																						
How to file a complaint	<ul style="list-style-type: none"> • Direct message through FB Page https://www.facebook.com/santamariawaterdistrict • Send e-mail through smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph • 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. • 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. • Verbal complaint through our official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363 																						
How complaints are processed	<ol style="list-style-type: none"> 1. Through FB Page: <ul style="list-style-type: none"> • Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint to the concerned Division or Section. • The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint. • The CSA will then update/respond to the complaint of the concessionaire. 2. Through E-mail: <ul style="list-style-type: none"> • Records Assistant daily checks the email and endorses the complaint to the OGM • 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. • The GM sends response thru Commercial Department Manager or through Records Assistant's email. 3. Walk-in Complaints: <ul style="list-style-type: none"> • CSA prepares the Customer Assistance Form (CAR) which will be forwarded to the concerned Division or Section. • 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. 4. Written Complaint/Letter: <ul style="list-style-type: none"> • 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. • 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. • Department Manager will forward the findings of the complaint to OGM for approval. • OGM will send the response through the Commercial Department Manager. 5. Verbal Complaint through our Official Hotlines: <ul style="list-style-type: none"> • CSA will document the statement of the concessionaire accurately thru Customer Assistance Report. • Complaint will be forwarded to the concerned Division/Section. • 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. 																						
Contact information of CCB, PCC, ARTA	<p>Para sa mga reklamang ukol sa:</p> <ul style="list-style-type: none"> • Kotong/Suhol/Red Tape • Pakikipagsabwatan sa fixer • Tigil Serbisyo tuwing lunch break • Walang tao sa Public Assistance & Complaints Desk (PACD) • Walang Citizen's Charter ang Ahensya • Dagdag bayarin o requirements na wala sa Citizen's Charter • Hindi magalang sa kliyente • Walang special lane para sa senior citizen, buntis o may kapansanan • At iba pang sagabal sa mahusay na serbisyo <p>Maaring dumulog sa:</p> <p>Contact Center ng Bayan (CCB)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Mag-text sa</td> <td>0908-881-6565</td> </tr> <tr> <td>Tumawag sa</td> <td>1-6565*</td> </tr> </table> <p>Mula 8am to 5pm, Lunes hanggang Biyernes</p> <p>Maari ring dumulog sa mga sumusunod na ahensya:</p> <p>Presidential Complaints Center (PCC)</p> <p>Magpadala ng sulat sa pamamagitan ng:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">E-mail</td> <td>pcc@malacanang.gov.ph</td> </tr> <tr> <td>Postal office</td> <td>PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</td> </tr> <tr> <td>Fax</td> <td>(02)-8736-8621</td> </tr> <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>Anti-Red Tape Authority (ARTA)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Tumawag sa</td> <td>(02)-8478-5091</td> </tr> <tr> <td></td> <td>(02)-8478-5093</td> </tr> <tr> <td></td> <td>(02)-8478-5099</td> </tr> </table>	Mag-text sa	0908-881-6565	Tumawag sa	1-6565*	E-mail	pcc@malacanang.gov.ph	Postal office	PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila	Fax	(02)-8736-8621	Tumawag sa	(02)-8736-8645	(02)-8736-8603	(02)-8736-8629	(02)-8736-8621	8888	Tumawag sa	(02)-8478-5091		(02)-8478-5093		(02)-8478-5099
Mag-text sa	0908-881-6565																						
Tumawag sa	1-6565*																						
E-mail	pcc@malacanang.gov.ph																						
Postal office	PCC Official address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila																						
Fax	(02)-8736-8621																						
Tumawag sa	(02)-8736-8645																						
	(02)-8736-8603																						
	(02)-8736-8629																						
	(02)-8736-8621																						
	8888																						
Tumawag sa	(02)-8478-5091																						
	(02)-8478-5093																						
	(02)-8478-5099																						

Office	Address	Contact Information
Central/Head Office	#302 J.P. Rizal St., Poblacion, Santa Maria, Bulacan	(044) 815-3238 (PLDT) (044) 815-3363 (PLDT) 0917-883-7693 (Globe)