

SANTA MARIA WATER DISTRICT



2025 (1st Edition)



SANTA MARIA WATER DISTRICT

CITIZEN'S CHARTER

2025 (1st 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
- 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
----------	----------

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	11
5. Application of Overtime	12
6. Request for Updated Service Record	13
7a. Request for PAG-IBIG Loan Application	14
7b. Request for GSIS Loan Approval	15
7c. Request for Land Bank Loan Application	16
8. Request for Change of Name	17
9. Request for Replacement of the Employee ID	18
External Services	
1a. Application for New Water Service Connection	21
1b. Payment for Approved New Water Service Connection	23
2. Payment for Water Bill and Other Fees	24
3. Request for Temporary Disconnection of Water Service	25
4. Request for Permanent Disconnection of Water Service	26
5. Request for Reconnection of Water Service	27
6. Request for Change of Account Name	29
7. Request for Waiver	31
8a. Request for Transfer Meter of Tapping and Water Meter	32
8b. Request for Transfer of Water Meter (Meter Site Only)	33
8c. Payment of Approved Transfer of Tapping and Water Meter	35
9. Application for Senior Citizen Discount	36
10. Check the Accuracy of Water Meter	37
11. Complaints on Water Quality and Adequacy	38
12. Request for Leak Repair	39
Foodback and Complaints Mechanism	40
Feedback and Complaints Mechanism	41
List of Offices	41



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:		Administ	trative				
Classification:		Simple					
Type of Transaction:		G2C - G	Government to Client				
Who may avail:		All Empl	oyees of Santa M	aria Water District (Ex	isting and Separa	ated)	
CHECKLIST OF	REQUIREMENTS			WHERE TO	OSECURE		
1.One (1) copy of HRS-FR	-010 Employee Re	quest		Human Reso	urce Division		
	PROCE	DUREIN	REQUESTING	FOR CERTIFICATIO	N	Particular Particular Security	
CLIENT STEPS	AGENCYAC	TION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON	
1. Submit one (1) duly accomplished Employee Request Form (ERF) 1. Contact Management of the second	1.1. Check the completeness of information (Type Certification, purp signature of emple	ose, and	HRS-FR-010 Employee Request	Employee	1 day	Human Resource Personnel	
	1.2. Prepare the Certification for a of the Departmen Manager and Ger Manager	t				(Human Resource Division)	
	1.3. Approve and Certication	sign the	otify	Certification		1 day	Department Manager and General Manager
	1.4. Photocopy are the employee on a availability of the copy of Certification	the original			1 day	Human Resource Personnel (Human Resource Division)	
			TOTAL:	None	3 days		
		E	ND OF TRANSA	ACTION			



2a. Application for Leave

The Santa Maria Water District employees with appointment issued in the civil service whether career or non-career service 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, Rehabilitaion Leave, Ten Day Leave under RA 9262, Special Leave Benefits for Woman under RA 9710, Study Leave, and Terminal Leave.

Study Leave, and Termina	l Leave.					
Office or Division:		Administrative				
Classification:		Complex	(
Type of Transaction:	一种,对于是一种	G2C - G	overnment to Cli	ent		
Who may avail:		All Career and Non-Career Employees of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS				WHERE TO	OSECURE	
1. Two (2) copies of CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence		Human Resource Division				
* Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance.			Government or Private Physician			
	A	PPLICAT	TION FOR LEA	VE PROCEDURE		
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON

APPLICATION FOR LEAVE PROCEDURE					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.1. Recommendation of immediate supervisor				Immediate Supervisor
	1.2. Check the completeness of information (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)			1 day	Human Resource Personnel (Human Resource Division)
Submit two (2) duly accomplished Application for Leave of Absence	1.3. Receive Application for Leave of Absence	CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence	-001 I for None f		Human Resource Personnel (Human Resource Division)
	1.4. Certifiy and compute employee leave balance				Human Resource Personnel (Human Resource Division)
	1.5. General Manager or Authorized Representative act on the application of leave General Manager or Authorized Representative shall act within 5 working days after receipt otherwise deemed approved				5 days
	1.6. Release one (1) copy of application of leave to the concerned employee			1 day	Human Resource Personnel (Human Resource Division)
		TOTAL:	None	7 days	



2b. Application for Work Absence

The Santa Maria Water District employee with appointment under Project-Based, Job Order, or Contract of Service status may apply for work absence.

IOI WOIN ADSCINCE.					
Office or Division:	Administ	Administrative			
Classification:	Complex	Complex			
Type of Transaction:	G2C - G	G2C - Government to Client			
Who may avail:	Project-B District	Project-Based, Job Order, or Contract of Service Employees of Santa Maria Water District			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE			
Two (2) copies of HRS-FR-007 Application for Work Absence		Human Resource Division			
* Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance		Government or Private Physician			

application is filed in ad	vance.	OR WORK ARS	SENCE PROCEDURE		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.1.Recommendation of immediate supervisor				Immediate Supervisor
	1.2. Check the completeness of information (Name, Date Filed, Position, Daily Compensation, Reason for absence, Number of days applied, Date of absence, and Signature of employee)			1 day	Human Resource Personnel (Human Resource Division)
1.Submit two (2) duly	1.3. Receive Application for Work Absence	HRS-FR-007 - Application for Work Absence	oplication for None	,	Human Resource Personnel (Human Resource Division)
accomplished Application for Work Absence	1.4. Certify and verify employee work absence				Human Resource Personnel (Human Resource Division)
	1.5. Department Manager act on the Application for Work Absence Department Manager shall act within 5 working days after receipt otherwise deemed approved			5 days	Department Manage
	1.6. Release one (1) copy of Application for Work Absence			1 day	Human Resource Personnel (Human Resource Division)
		TOTAL:	None	7 days	
		ND OF TRANS	ACTION		



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 / HRS-FR-001 Application for Leave of Absence * HRS-FR-008 Waiver for Monetization (if the employee already availed the alloted 15days for the year) * Justification Letter with supporting documents for those who wished to avail of the special monetization.		Human Resource Division		

CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
1.Submit two (2) duly accomplished Application for Leave	1.1. Check the completeness of information (Office/Department, Name, Date of filing, Position, Salary, Details of Leave, Number of applied days, and Signature of employee) * if with Waiver for monetization, check and verify the qualification of employee to be waived 1.2. Receive Application for Leave of Absence 1.3. Certify and compute employee leave balance	CSC Form No. 6 / HRS-FR-001 Application for Leave of Absence and HRS-FR-008 Waiver for Monetization	None	1 day	Human Resource Personnel (Human Resource Division)
	1.4. General Manager or Authorized Representative act on the monetization	CSC Form No. 6 / HRS-FR-001		2 days	General Manager of Authorized Representative
	1.5. Provide one (1) copy of monetization to Finance Division	Application for	Application for		1 day



CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.6. Certify available budget and prepare Budget Utilization Request	FSD-FR-002 Budget Utilization Request		1 day	Senior Corporate Accounts Analyst (Accounting and Financial Management
	1.7. Prepare Bank Payroll Register	None		,,	Human Resource Personnel (Human Resource Division)
	1.8. Prepare Disbursement Voucher				Financial Planning Analyst (Accounting and Financial Management
1.Submit two (2) duly accomplished Application for Leave	1.9. Certify Disbursement Voucher	FIN 004 Disbursement Voucher	Disbursement	2 days	Department Manager (Admininstrative & General Services Department)
	1.10. Approve the Disbursement Voucher		,		General Manager
	1.11. Upload Bank Payroll Register file to Landbank weAccess				LBP WeAccess Maker
	1.12. Approve uploaded Bank Payroll Register at Landbank weAccess	None		1 day	LBP WeAccess Authorizer
	1.13. Notify employee on the availability of monetization thru Automated Teller Machine (ATM)				LBP WeAccess Authorizer
		TOTAL:	None	7 days	



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:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Employees of Santa Maria Water District			
CHECKLIST OF REQUIREME	NTS WHERE TO SECURE			

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
-	One (1) copy of HRS-FR-006 Request for Flexime/ Off-Setting	Human Resource Division

Time/ Off-Setting					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
	1.1.Recommendation of immediate supervisor 1.2. Check the				Immediate Supervisor
1.Submit one (1) duly accomplished Request for Flexi-time/Time off-setting	completeness of information (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) 1.3. Verify request on the approved work schedule	HRS-FR-006 Request for Flexi-Time/ Off- Setting	None	1 day	Human Resource Personnel (Human Resource Division)
	1.4. General Manager or Authorized Representative act on the request for flexi- time/time off-setting			2 days	General Manager or Authorized Representative
		TOTAL:	None	3 days	
	E	ND OF TRANS	ACTION		



5. Application of Overtime

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

The Santa Mana Water District e	mployees may req	dest to render overtime service.			
Office or Division:	Administrativ	е			
Classification:	Complex	Complex			
Type of Transaction:	G2C - Gover	G2C - Government to Client			
Who may avail:	All Employee	All Employees of Santa Maria Water District			
CHECKLIST OF REQUI	REMENTS	WHERE TO SECURE			
1. One (1) copy of HRS-FR-002	Authorization to				
Render Overtime Work		Human Resource Division			
2. One (1) copy of HRS-FR-003	Overtime	Human Resource Division			

One (1) copy of HRS-FR-003 Overtime Accomplishment Report			Human Reso	urce Division	
Accomplishment Repo	PROCEDURE IN F	REQUESTING	FOR OVERTIME	PROCESINO	DECENDIBLE
CLIENT STEPS	AGENCY ACTION	FORMS	EES TO BE PAIL	PROCESING TIME	RESPONSIBLE PERSON
	1.1.Recommendation of immediate supervisor				Immediate Supervisor
1.Submit one (1) duly accomplished Authorization to Render Overtime Work	1.2. Check the completeness of information (Date and Time Filed, Date and time of overtime, Employee Name, Initials of employee, Purpose/ Justification, and Signature of Immediate Supervisor) 1.3. Verify the request in the approved work schedule and the need for Overtime Services	HRS-FR-002 Authorization to Render Overtime Work		1 day	Human Resource Personnel (Human Resource Division)
	1.4 General Manager or Authorized Representative act on the Authorization to Render Overtime Work		None	2 days	General Manager or Authorized Representative
	2.1 Recommended by immediate supervisor			1 day	Immediate Supervisor
2. Submit one (1) duly accomplished Individual/Group Accomplishment Report after the Rendition of	2.2. 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, Signature of immediate supervisor) 2.3. Verify accomplishment	HRS-FR-003 Overtime Accomplishm ent Report		1 day	Human Resource Personnel (Human Resource Division)
Overtime Work	report in the previously approved Overtime Authorization and actual time logs				Donartmort
	2.4. Department Manager/General Manager approve the Accomplishment Report			2 days	Department Manager and General Manager
		TOTAL:	None	7 days	
	END	OF TRANSAC	TION		



6. Request for Updated Service RecordThe Santa Maria Water District employees may request an Updated Service Record for reference and other purposes it may be

Office or Division:	Administ	trative			
Classification:	assification: Simple				
Type of Transaction:	e of Transaction: G2C - Government to Client				
Who may avail:	Career a	and Non-Career e	mployees of Santa Ma	ria Water District	
CHECKLIST OF REQU	IREMENTS		WHERE TO	SECURE	
1. One (1) copy of HRS-FR-010 I	Employee Request		Human Reso	urce Division	
PRO	OCEDURE IN REQU	JESTING FOR U	DPATED SERVICE	A CONTRACTOR SECTION S	
CLIENT STEPS AC	GENCY ACTION	FORMS	FEES TO BE PAID	PROCESING TIME	RESPONSIBLE PERSON
comp inform Name updat	Check the bleteness of nation (Employee e, Date Filed, check ted Service Record, ose, and signature of oyee)	HRS-FR-010 Employee Request		1 day	Human Resource Personnel (Human Resource Division)
1. Submit one (1) duly accomplished Employee	Prepare the updated ce Record	CSC Form No. 67 Service Record	None		Division
any a repre-	General Manager or uthorized sentative approve sign the updated ce Record			1 day	General Manager o Authorized Representative
the av	Notify employee on vailability of the nal copy of Service and			1 day	Human Resource Personnel (Human Resource Division)
		TOTAL:	None	3 days	



7a. Request for PAG-IBIG Loan Application

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

Office or Division:	Services				
Classification:	Complex				
Type of Transaction:	G2C - Govern	ment to Client			
	G2G - Government to Government				
Who may avail:	Existing employees of Santa Maria Water District				
CHECKLIST OF REQUIREM	MENTS	WHERE TO SECURE			
1. One (1) copy of HRS-FR-010 Employee 2. One (1) photocopy of latest HRS-FR-022 Payroll Payment Slip 3. Signed one (1) Certification of Agreement		Human Resource Division			
4. One (1) Pag-IBIG Loan Application Form HQL-SLF-065 Multi-Purpose Loan Application Form HQL-SLF-066 Calamity Loan Application		Downloadable forms at www.pagibigfund.gov.ph			
5. One (1) photocopy of Pag-IBIG L	oyalty Card or	Pag-IBIG			
Payroll Account/Disbursement Card		Employee/Pag-IBIG			
6. One (1) photocopy of atleast one (1) valid ID		LTO, BIR, GSIS, SSS, DFA, POST OFFICE, COMELEC, PRC, PHILHEALTH & PSA			
7. Selfie photo holding the valid ID(s IBIG Lovalty Card	s) and Pag-	Employee			

	PROCEDURE IN REQUESTI	BURGOS CONTRACTOR CONTRACTOR CONTRACTOR	EXAMPLE REPORT OF THE PROPERTY OF	(PAG-IBIG) PROCESSIN	RESPONSIBLE			
CLIENT STEPS	AGENCY ACTION	FORMS	EES TO BE PAI	GTIME	PERSON			
1. Submit one (1) duly accomplished Employee Request Form (ERF) and one (1) duly accomplished PAGIBIG Loan Applciation Form	1.1. Check the completeness of informations in ERF (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and Pag-IBIG Loan Application Form and requirements	HRS-FR-010 Employee Request and HQL-SLF- 065 Multi- Purpose	None	1 day	Human Resource Personnel (Human Resource Division)			
(Multi-Purpose Loan Application Form or Calamity Loan Application Form)	Pag-IBIG Loan Application Form	Pag-IBIG Loan Application	Pag-IBIG Loan Application	Form A	orm Application Form / HQL-SLF-066		5 days	Manager (Office of the General Manager)
and requirements	1.3. Scanned the Pag-IBIG Loan Application and requirements and upload to * If not a Loyalty Card holder, submission will be made upon visit to the	Calamity Loan Application Form		1 day	Fund Coordinator (FC)			
	nearest Pag-IBIG Branch.	TOTAL:		7 days				



7b. Request for GSIS Loan Approval

SMWD Employees with appointment issued in the civil service whether career or non-career service may avail different loans offered by the Government Service Insurance System (GSIS).

different loans offered by the Gove	rnment Se	ervice Insurance System (GSIS).			
Office or Division:	Adminis	Administrative Services			
Classification:	Comple	X			
Type of Transaction:	G2C - G	Sovernment to Client			
	G2G - 0	Sovernment to Government			
Who may avail:	Career	Career and Non-Career employees of Santa Maria Water District			
CHECKLIST OF REQUIREME		WHERE TO SECURE			
1. One (1) copy of HRS-FR-010 En	nployee				
Request					
2. One (1) Photocopy of latest HRS-FR-022 Payroll Payment Slip		Human Resource Division			
3. Signed one (1) Certification of Ag	greement				

	ROCEDURE IN REQUE	STING FO	RI OAN APPLICA	TION (GSIS)		
NOTE: THE STATE OF STREET STATE OF STREET, SAFELY	BULLETING THE PROPERTY OF THE PARTY OF THE P			PROCESSIN	RESPONSIBLE	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	GTIME	PERSON	
1. Submit one (1) duly accomplished Employee Request Form (ERF)	1.1. Check the completeness of informations (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and 1.2. Computation of estimated loan balance/s, leave credits with monetary value, and GSIS Premium Payments		LIDO ED		1 day	Human Resource Personnel (Human Resource Division)
	1.3. General Manager or any authorized representative act on the request of loan application	HRS-FR- 010 Employee Request	None	1 day	General Manager or Authorized Representative	
	1.4. Notify Employee on the action on request			5 days	Human Resource Personnel (Human Resource Division)	
2. Apply Loans to GSIS Touch mobile application	2.1. Action to the Loan Application at www.cert.gsis.gov.ph (approval of AAO is within 7 calendar days upon filing of loan)				Agency Authorized Officer	
	TOTAL:		None	7 days		
	EN	D OF TRA	NSACTION			



7c. Request for LandBank Loan Application
SMWD Employees with Permanent appointment issued in the civil service may avail Salary Loan offered by the Landbank of the Philippines

Office or Division:	Administrative Services	
Classification:	Complex	
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. One (1) copy of HRS-FR-010 Employee Request	
2. One (1) Photocopy of latest HRS-FR-022 Payroll Payment Slip	Human Resource Division
One (1) Landbank Loan Application Form with Certification of Agreement	

	PROCEDURE IN REQUESTING FOR LOAN APPLICATION (PAG-IBIG)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Submit one (1) duly accomplished Employee Request	1.1. Check the completeness of information (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and attached requirements 1.2. Compute estimated loan balance/s, and leave credits with monetary value	HRS-FR- 010 Employee Request		1 day	Human Resource Personnel (Human Resource Division)	
Form (ERF)	1.3. General Manager or any authorized representative act on the request of loan application	Request		1 day	General Manager or Authorized Representative	
	1.4. Notify employee on the approval of loan application		None		Human Resource Personnel (Human Resrource Division)	
2. Submit one (1)duly accomplished LandBank Loan Application Form and Certification of Agreement	2.1. Check the completeness of information on the submitted Loan Application Form 2.2. Prepare the LBP -	LandBank Loan Application Form		1 day	Human Resource Personnel (Human Resource Division)	
	Electronic Salary Loan 2.3. General Manager approve the LBP - Electronic Salary Loan	electronic Salary Loan		3 days	General Manager (Office of the General Manager)	
	2.4. Submit Over-the- counter the signed Salary Loan Application Form to LBP Branch	BC List		1 day	SMWD Authorized Representative	
	TOTAL:		None	7 days		
		ND OF TRA	NSACTION			



8. Request for Change of Name

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

Administrative Services			
Complex	Complex		
G2C - Government to Client			
G2G - Government to Government			
Existing employees of Santa Maria Water District			
EQUIREMENTS	WHERE TO SECURE		
FR-010 Employee Request	Human Resource Division		
	Complex G2C - Government to Clier G2G - Government to Gov Existing employees of San	Complex G2C - Government to Client G2G - Government to Government Existing employees of Santa Maria Water District EQUIREMENTS WHERE TO SECURE	

2. One (1) original or authenticated copy of the following

documents: a. Birth Certificate

b. Marriage Contract

c. Court Decision/Order

d. any document that will support the request

3. One (1) PhilHealth Member's Request Form (PMRF)

4. One (1) Pag-IBIG Member's Data Request (MDR) form

5. Two (2) Authorization Letter

Downloadable forms at www.pagibigfund.gov.ph Downloadable forms at www.gsis.gov.ph

Philippine Statistical Authority (PSA) or Civil Registrar's Office

Human Resource Division

	PROCEDURE IN REQUES	TING FOR CHANG	E OF ACCOUNT	NAME	
CLIENT STEPS	AGENCY ACTION	FORMS	EES TO BE PAIL	DDOCESCIN	RESPONSIBLE PERSON
	1.1. Check the completeness of information (Employee Name, Date Filed, information to be updated, and signature of employee)	HRS-FR-010 Employee Request			Human Resource Personnel
	1.2. Verify the supporting document/s attached to the ERF Birth Certificate / Marriage Contract / Court Decision		1 day	(Human Resource Division)	
Submit one (1) duly accomplished Employee Request	General Manager or Authorized Representative approve the request	HRS-FR-010 Employee Request		1 day	General Manager or Authorized Representative
Form	1.4. Update employee's records on all database files	None			Human Resource Personnel (Human Resource Division)
	1.5. Request for replacement of ID	MIS-FR-002 Internal Data Request			Human Resource Personnel (Human Resource Division)
	1.6. Provide forms and list of requirements needed for updating of records	PhilHealth Member's Request Form	None		Human Resource Personnel (Human Resource Division)
	2.1. Check the completeness of information on the submitted form/s and requirements	(PMRF) and Pag- IBIG Member's Data Request (MDR) form		1 day	Human Resource Personnel (Human Resource Division)
	2.2. Prepare Agency Remittance Advise (ARA) Form E	GSIS ARA Form			Human Resource Personnel (Human Resource Division)
Submit duly accomplished forms	2.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS Membership	E		3 days	GSIS Agency Authorized Officer
and requirements	2.4. Submit the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office	PhilHealth Member's Request Form (PMRF)	mber's est Form	upon visit to their	Human Resource Personnel (Human Resource Division)
	2.5 Submit the signed Member's Data Request (MDR) form and the required attachment to Pag-IBIG Office	Member's Data Request (MDR) form		respective offices	Human Resource Personnel (Humar Resource Division)
	TOTAL:		None	7 days	



9. Request for replacement of the Employee IDEmployees of SMWD may request to replace their ID for the following reasons: Lost of ID

Faded ID

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

	xisting and new employees of Santa Maria Water District
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy of HRS-FR-010 Employee Requ	est Human Resource Division

* Affidavit of Lost		Law Office				
	EDURE IN REQUESTING	THE RESERVE OF THE PARTY OF THE		The same of the sa		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE	
	1.1. Check if with complete details (Others: replacement of ID, purpose/reason, and signature of employee)	HRS-FR-010 Employee		1 day	Human Resource Personnel (Human Resource Division)	
	1.2. Department Manager/General Manager approved the Employee Request Form	Request			General Manager or Authorized Representative	
	1.3. Prepare Internal Data Request for the replacement of ID	2 days	Human Resource Personnel (Human Resource Division)			
Submit one (1) duly accomplished Employee Request Form (ERF)	1.4. Recommend Internal Data Request	MIS-FR-002 Internal Data Request	nal Data	1 day	MIS Personnel (Office of the General Manager)	
	1.5. Approve Internal Data Request			2 days	Department Manager (Administrative & General Services Department)	
,	1.6. Printing of Identification Card (ID)	Identification Card (ID)		1 day	MIS Personnel (Office of the General Manager)	
	1.7. Notify employee on the availability of Identification Card (ID)			1 day	Human Resource Personnel (Human Resource Division)	
	TOTAL:		None	7 days		
	EN	D OF TRANS	ACTION			



Central/Head Office External Services



1a. Application for New Water Service Connection

SMWD may accept no	www.ater meter service connection application as well as payment of all fees and charges.	
Office or Division:	Customer Services, Engineering and Construction Divisions	

Classification: Classification: 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, Business CHECKLIST OF REQUIREMENTS For Individual 1. One (1) Photocopy of any Government issued ID of Concessionaire Concessionaire Customer Services, Engineering and Construction Divisions Simple 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, Businesses WHERE TO SECURE For Individual 1. One (1) Photocopy of any Government issued ID of Concessionaire LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARA PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS, PAGIBIG, P	ulacan.
Type of Transaction G2C - Government to Client G2B - Government to Business G2G - Government to Government This service may be availed by all residents and those with businesses in the Municipality of Santa Maria, Businesses CHECKLIST OF REQUIREMENTS For Individual 1. One (1) Photocopy of any Government issued ID of Concessionaire 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any	ulacan.
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, Businesses in the Municipality	ulacan.
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, Businesses i	ulacan.
CHECKLIST OF REQUIREMENTS For Individual 1. One (1) Photocopy of any Government issued ID of Concessionaire 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any	ulacan.
For Individual 1. One (1) Photocopy of any Government issued ID of Concessionaire 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any	
1. One (1) Photocopy of any Government issued ID of Concessionaire 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any	
Concessionaire PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS. 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any	NGAY HALL GSIS
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 Barangay Hall	
of the property applying for water connection 4. Payment of initial fees and charges	
Additional if through representative	
E. One (1) original and signed authorization letter with the agency's	
letter head issued by the head of the agency	
6. One (1) photocopy of any Government issued ID of authorized LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARA	
representative PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA	<u>A</u>
For Corporation, Foundation, Cooperative, Joint	
Venture, Partnership or Single Proprietorship	
Proof of Business Identification (Clear Photocopy of any of the following documents) Security and Exchange Commission (SEC)	
a. Certificate of Registration, Articles of Incorporation and By-Laws Cooperative Development Authority (CDA)	
duly registered Department of Trade and Indutry (DTI)	
b. Joint Venture Agreement and / or Contract Notary Public	
for Single Proprietorhip and Partnership	
2. Proof of Authorization	
a. Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation(Legal Department) / Notary Public	
Corporation, Foundation, Cooperative, Joint Venture or Partnership	
b. For Single Proprietorship, the owner may issue an authorization letter Business Owner	
to a representative to transact in his behalf.	
3. Proof of Identification Clear photocopy of any government issued ID cards of the Secretary LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARA	ANGAY HALL GSIS
of Corporation, Foundation, Cooperative, Joint Venture, Partnership or PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS.	SA
Single Proprietorship and the duly authorized representative	
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	
Proprietorship is not the lot owner **Additional Requirements: Notary Public	
* Original copy of Notarized Affidavit of Consent signed by the lot	
owner/s. Notary Public	
Note:Sample affidavit will come from the Customer Services Division.	
LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARA	
TAGISTO, COMELLEO, BIR, GOO, TRO, REGISTO	SA
5. Proof of Residency Original copy of Certificate of Residency indicating the exact Barangay Hall	
ong in a copy of contract of the copy of t	
address of the property applying for connection 6. Payment of Initial fees and charges	
For Government Agency	
1. Proof of Identification of the Head of the Agency (Clear photocopy LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARA	ANGAY HALL, GSIS,
of government issued ID cards) PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS	3A
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	
Notarized Deed of Donation	
to me of the West Founds (Original agent) isolated by the Hood of	
3. Proof of Availability of Funds (Original copy) issued by the Head of Government Agency	
the Agency	
the Agency 4. Payment of initial fees and charges	
the Agency	
the Agency 4. Payment of initial fees and charges Situational requirement Land Transportation Office (LTO) Barangay Hall for Barangay Road	
the Agency 4. Payment of initial fees and charges Situational requirement Land Transportation Office (LTO)	



	APPLICATION FOR NEW WAT	ER SERVICE CO	ONNECTION PROCEDURE		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON
1. Get queue number.	Call queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
Proceed to the customer services area and submit complete requirements for Application of Service Connection.	2.1 Check the completeness and accuracy of the requirements. 2.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active account. 2.3 Scan submitted documents. 2.4 Prepare the Order of Payment for Application Fee and Service Connection Charge.	Order of Payment	None	15 minutes	Customer Service Assistant (Customer Services Division)
	2.5 Transfer Queue number to bills payment counter	Queue Stub			
Proceed to Bills Payment Counter and present the Order of Payment for application fee and service connection charge.	3.1 Call Queue number 3.2 Check and verify the Order of Payment. 3.3 Accept payment and issue Service Invoice.	Queue Stub Order of Payment	Application Fee - PHP 150.00 Service Connection Charge - PHP 350.00	10 minutes	Utilities Service Assistant (Accounting and Financial
and service connection charge.	3.4 Advise applicant to present Service Invoice to the Customer Service Assistant.	Service Invoice	*Both are non-refundable		Management Division)
After payment, proceed to customer services area, present Service Invoice and sign the application form and contract.	4.1 Guide the applicant in the proper filling-out and signing of application form and contract.4.2 Prepare Pre-Installation Inspection	Service Application Form, Contract of Service, Pre-Installation Inspection Report & Orientation schedule slip	None	20 minutes	Customer Service Assistant (Customer Services Division)
		TOTAL:	PHP 500.00	1 hour & 5 minutes	
	END C	F TRANSACTION	ON		



1b. Payment of Approved New Water Service Connection
The SMWD Office accepts payment for approved new water service connection application.

The Sivivat Office accepts payment for	approved new water service connection application.
Office or Division:	Customer Services Division and Accounting and Financial Management Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
	G2B - Government to Business
	G2G - Government to Government
Who may avail:	Applicants with approved New Water Service Connection Application in Santa Maria Water District

Who may avail: Applicants with approved New Water Service Connection Application in Santa Maria Water District				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	非动脉	
Communication from SMWD Text message from SMWD informing the schedule of paym applicant with approved New Water Service Connection Applicant with approved New Water Service Connection Applications (New York).		Santa Maria Water District thru Customer Services Division		

的现在分词	PAYMENT OF APPROVED I	NEW WATER SE	RVICE CONNECTION PROCEDURE		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON
1. Get queue number.	Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to the customer services area and present the text message about the approved application for new water service connection.	2.1 Issue the Order of Payment and advise applicant to pay corresponding guarantee deposit, meter cost and fittings. 2.2 Transfer queue number to bills payment counter	Order of Payment		5 minutes	Customer Service Assistant (Customer Services Division)
	3.1 Call queue number		Guarantee Deposit:	20 minutes	
3. Proceed to Bills Payment Counter and pay the corresponding Guarantee Deposit, Meter Cost and Fittings.	3.2 Check and verify the Order of Payment 3.3 Accept payment and issue Service Invoice	Order of Payment	1. Residential - PHP 480.00 2. Government - PHP 480.00 3. Sub Commercial C - PHP 600.00 4. Sub Commercial B - PHP 720.00		Utilities Service Assistant (Accounting and
Fittings. Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment.	3.4 Advise applicant to present Service Invoice to the Customer Service Assistant.	Э	5. Sub-Commercial A- 6. Commercial -	10 minutes	Financial Manageme Division)
Return to the customer services area and present the Service Invoice.	4.1 Check and verify Service Invoice presented. Indicate the Service Invoice number, amount and date of payment on the application form. 4.2 Issue Service Order 4.3 Concessionaire will be advised with the possible date of water meter installation	None	(maximum of six (6) months) ***The installment basis applies to approved residential applications only *** 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 at the time of installation.	5 minutes	Customer Service Assistant (Customer Services Division)
		TOTAL:	TOTAL FEES: (per classification) Residential and Government: Sub-Commercial C - PHP 6,263.00 Sub-Commercial B - PHP 6383.00 Sub-Commercial A - PHP 6,503.00 Commercial - PHP 6,623.00	1 hour	



2. Payment of Water Bill and other fees

The SMWD Office accepts payment for the corresponding amount of water consumption and other fees. This is indicated in the Statement of Account delivered for the month by SMWD Meter Reader to the concessionaire after the actual reading of water meter.

Office or Division:		_	the state of the s	ncial Management Divisi		during or water meter	
Classification:		Simple	ing and i mai	g and i manoidi management bivision			
G2B - Go			overnment to overnment to		and the second s		
Who may avail: Existing				ires of Santa Maria Wat	er District		
CHECKLIST OF REQUIREMENTS				WHERE	TO SECURE	经企业产生的发展	
Current Statement of Active Acti	e of unavailability of concessionaire o	opted for			ssistant		
PROCEDURE IN PAYME			MENT OF WA	ATER BILL AND OTHE	R FEES		
CLIENT STEPS	AGENCY AC	TION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Get queue number.	1. Call queue num	ber.	Queue Stub	None	20 minutes		
2. Proceed to Bills Payment Counter and present the current Statement of Account or Order of Payment.	2.Check and verif Statement of Acco Order of Payment	ount or	Statement of Account, Order of Payment	Total amount of water bill and other charges indicated in	5 minutes	Utilities Service Assistant	
3. Pay the water bill and other fees indicated in the Statement of Account or Order of Payment and check the accuracy of the Service Invoice issued.	3. Accept paymer issue Service Invo		Service Invoice	the Statement of Account or Order of Payment.	5 minutes	(Accounting and Financial Management Division)	
			TOTAL:	Total amount of water bill and other charges indicated in the Statement of Account	30 minutes		
		EN	ND OF TRAN	ISACTION			



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 to vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

NAMES OF THE OWNER, AND ADDRESS OF THE OWNER, THE OWNER	acancy of residence, transfer of place of re						
Office or Division: Classification:	Simple	es and Customer Accounts Divisions					
Type of Transaction:	G2C - Government to C	lient		***************************************			
Type of Hallsacuoli.	G2B - Government to Bu						
	G2G - Government to G						
Who may avail:	Existing concessionaire		District				
CHECKIN	ST OF REQUIREMENTS	S of Garita Water		TOSECUPE			
For Individu			WHERE TO SECURE				
Full payment of outstanding Statement of Association (The second secon	Canta Maria Water Die	triet through Meter De	adore or Litilities S	Conico Traccuna		
 Statement of Account or \$ 3. One (1) photocopy of any 		Santa Maria Water Dis					
S. One (1) photocopy of any ID of concessionaire	valid Government issued	HALL, GSIS, PAGIBIG					
	f through representative	TWILE, GOID, TYIOIDIO	, 00,111220, 1114, 00	0,110,110,12			
	ed authorization letter from the account	A					
holder		Account Holder					
5. One (1) photocopy of any representative	Government issued ID of authorized	LTO, PHILHEALTH, OS COMELEC, BIR, SSS,			YHALL, GSIS, PAGIBIG,		
	dation, Cooperative, Joint Venture,						
	or Single Proprietorship						
1.Full payment of outstanding	g balance of the account.						
2. Statement of Account or S		Santa Maria Water Dis	trict through Meter Re	aders or Utilities S	Service Assistant - Treasury		
Proof of Authorization		The state of the s					
A. One (1) Clear Photocopy	of Notarized Secretary's Certificate Foundation, Cooperative, Joint Venture	Corporation(Legal Dep	partment) / Notary Pub	lic			
B. For Single Proprietorship as proof of ownership	o, the requestor must present DTI permit	DΤΙ					
from the owner and;	d signed authorization letter	Owner					
b. One (1) clear photo ID of the authorized re 4. Proof of Identification	copy of any valid Government issued presentative	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA					
One (1) Photocopy of any va of Corporation, Foundation	alid government issued ID of the Secretary , Cooperative, Joint Venture,Partnership d the duly authorized representative	/ LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA					
	overnment Agency						
1.Full payment of outstandir	ig balance of the account.						
2. Statement of Account or	Service Invoice.	Santa Maria Water Dis	strict through Meter Re	aders or Utilities S	Service Assistant - Treasury		
Proof of Identification One (1) Photocopy of any value	alid government issued ID and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA					
One (1) Photocopy of comp designation at the agency/c	any ID bearing the photo, signature, and ompany	Head of the Agency/Company					
	if through representative	ECSTATE BY					
	ned authorization letter with the agency's	Agency/Company					
letter head issued by the he							
5. One (1) photocopy of any	Government issued ID of authorized	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,					
representative		COMELEC, BIR, SSS					
	PROCEDURE IN REQUESTING F	OR TEMPORARY DISC	CONNECTION OF W				
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON		
1. Get queue number.	1. Call queue number.	Queue Stub		20 minutes			
					Customer Service Assistant		
Proceed to Customer	2.1 Check and verify the account and the submitted requirements. Advise concessionaire of possible Statement of Account to receive indicating the last consumption to settle, if any.	Complaints and Requests Form		10 minutes	(Customer Services Division)		
Proceed to Customer Services Area to request for temporary disconnection of service.	submitted requirements. Advise concessionaire of possible Statement of		None	10 minutes 30 minutes			
Services Area to request for temporary	submitted requirements. Advise concessionaire of possible Statement of Account to receive indicating the last consumption to settle, if any. 2.2 Issue disconnection order. 2.3 Execution of disconnection order on site. 2.4 Completion and uploading of		None		(Customer Services Division) Utilities Service Assistant (Customer Accounts Division) Customer Service Assistant - Field Services		
Services Area to request for temporary	submitted requirements. Advise concessionaire of possible Statement of Account to receive indicating the last consumption to settle, if any. 2.2 Issue disconnection order. 2.3 Execution of disconnection order on site.	Requests Form		30 minutes	(Customer Services Division) Utilities Service Assistant (Customer Accounts Division) Customer Service Assistant -		



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 permanent free idence of residence transfer of place of r

due to vacancy of residence	e, transfer of place			tly leaving from their	residency or any o	ther reasons.	
Office or Division:		Customer Service	es Division				
Classification:		Simple	nt to Client				
Type of Transaction:		G2C - Governmen G2B - Governmen					
		G2G - Governmen					
Who may avail:				orarily disconnected	water service wh	no wish to permanently disconnect their	
who may avail.						est for billing purposes prior disconnecting	
		permanently			, , , , , , , , , , , , , , , , , , , ,	3,	
CHECKLIST	OF REQUIREMEN	AND THE RESIDENCE OF THE PARTY			WHERE TO SECU	JRE	
For Individ							
1.Full payment of outstandir		ccount.					
2. Statement of Account			Santa Maria Wate	r District through Me	eter Readers		
3. One (1) photocopy of any	valid Government	issued	LTO, PHILHEALT	H, OSCA, DFA, PO	ST OFFICE, BARA	NGAY	
ID of concessionaire			HALL, GSIS, PAG	BIBIG, COMELEC, B	IR, SSS, PRC, NT	C, FEO & PSA	
Additional if the	rough represent	ative	经外外区外的股份			对自己的主义是是国际的主义的主义。	
 One (1) original, and sign account holder 	ned authorization le	tter from the	Account Holder				
5. One (1) Photocopy of any authorized representative	y Government issue	ed ID of		H, OSCA, DFA, POSSS, PRC, NTC, FE		ANGAY HALL, GSIS, PAGIBIG,	
For Corporation, Founda	tion. Cooperative	. Joint Venture					
Partnership or	Single Proprieto	rship					
1.Full payment of outstandir	ng balance of the a	ccount.	Conto Manie 144 :	a Diatrict there is but	tor Doctor		
2. Statement of Account	war		Santa Maria Wate	r District through Me	eter Readers		
Proof of Authorization One (1) Clear Photocopy	of Notorized Sec	retan/e					
Certificate authorizing the C			Corporation(Lega	I Department) / Nota	rv Public		
Cooperative, Joint Venture		auori,	Corporation(Loga	Doparation, 7 Trois	ny r dono		
B. For Single Proprietorship		st present DTI	DTI				
permit as proof of ownershi							
*Additional if processing	through represent	ative:					
a. One (1) original and	d signed authorizat	ion letter from	Owner				
the owner and;						AND ANALIS COID DA CIDIO	
b. One (1) clear photo		Bovernment	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA				
issued ID of the authorized	representative		CONELEC, BIR,	555, PRC, NTC, PE	U & P 3 A		
4. Proof of Identification	valid asymment	issued ID of the					
One (1) photocopy of any Secretary of Corporation			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
Venture, Partnership or S			COMELEC, BIR, SSS, PRC, NTC, FEO & PSA				
authorized representative	migio i ropirototo	inp cities are accept					
	ernment Agency					等于1000 000000000000000000000000000000000	
1.Full payment of outstanding	ng balance of the a	ccount.		And the second s			
2. Statement of Account				er District through Me			
3. Proof of Identification			LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG,				
One (1) Photocopy of any v	alid government is:	sued ID and;	COMELEC, BIR,	SSS, PRC, NTC, FE	0 & PSA		
			Head of the Agency/Company				
One (1) Photocopy of comp			Tread or the rigers	oy/ company			
signature, and designation	at the agency/com	pany					
	hrough represent						
4. One (1) original and sign	ed authorization le	tter with the	Agency/Company				
agency's letter head issued	by the head of the	agency					
5. One (1) photocopy of any	y Government issue	ed ID of				ANGAYHALL, GSIS, PAGIBIG,	
authorized representative				SSS, PRC, NTC, FE			
	PROCEDUR	E IN REQUESTIN	NG FOR PERMAN	ENT DISCONNEC	PROCESSING		
CLIENT STEPS	AGENCY	ACTION	FORMS	PAID	TIME	RESPONSIBLE PERSON	
1. Get Queue number	1. Call Queue nun	nber	Queue Stub		20 minutes	,	
			Complaints and				
	2.1 Check and ve		Requests Form				
	account and subn	nitted				0	
2. Proceed to Customer	requirements. 2.2. Issue Service	Order to	Conice Order	None		Customer Service Assistant	
Services Area to request	permanently disco		Service Order	.0.000.00	1 hour	(Customer Services Division)	
for permanent	account.	J. 1100t ti 10					
disconnection	2.3 Advise conce	ssionaire on the					
	possible date of						
	permanent discor	nnection					
					1 hour and 20		
			TOTAL	None	minutes		
CONTRACTOR OF THE PROPERTY OF		AND THE RESIDENCE OF THE PERSON OF THE PERSO	The state of the s				

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 submission of requirements and 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				
140		y disconnected water service who wish to reactivate their water service.			
Who may avail:		WHERE TO SECURE			
For Individual	REQUIREMENTS	WHERE TO SECURE			
1.Full payment of outstanding balance	e of the account				
Statement of Account or Service Ir		Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury			
() , , ,	vernment issued ID of concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
	ugh representative				
4. One (1) original and signed authorize	zation letter from the account holder	Account Holder			
5. One (1) photocopy of any Governn	nent issued ID of authorized	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY			
representative		HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
	perative, Joint Venture, Partnership				
1.Full payment of outstanding balance	Proprietorship				
1.Full payment of outstanding balance	e of the account.	Santa Maria Water District through Meter Readers or Utilities Service			
2. Statement of Account or Service In	nvoice	Assistant - Treasury			
3. Proof of Authorization					
A. One (1) Clear Photocopy of Notari:	zed Secretary's Certificate authorizing	Corporation(Legal Department) / Notary Public			
the Corporation, Foundation, Coopera					
	estor must present DTI permit as proof	DTI			
of ownership	4.0	0			
*Additional if processing through re		Owner			
	authorization letter from the owner and;	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG. COMELEC. BIR. SSS. PRC. NTC. FEO & PSA			
authorized representative	any valid Government issued ID of the	PAGIBIG, COMELEC, BIR, 555, PRO, NTC, FEO & FSA			
4. Proof of Identification					
	ernment issued ID of the Secretary of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS,			
	ve, Joint Venture, Partnership or Single	PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA			
Proprietorship and the duly authorized	a representative				



For Government Agency	
Full payment of outstanding balance of the account.	
2. Statement of Account or Service Invoice.	Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury
3. Proof of Identification One (1) Photocopy of any valid government issued ID 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 & PSA Head of the Agency/Company
Additional if through representative	。
One (1) original, and signed 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	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

*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 statement of account and full payment of the account is needed to present/comply if requesting to restore water service connection.

service connection.	PROCEDURE IN REQUESTING FOR	RECONNECT	ION OF WATER SERVICE	E	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSIN G TIME	RESPONSIBLE PERSON
Get queue number.	Call queue number.	Queue Stub	None	20 minutes	
2. Proceed to Customer Services Area to request for reconnection of service.	2.1 Check and verify the documents submitted. Check for the outstanding balance of the account. Inform concessionaire on possible date of restoration of water service connection. 2.2 Issue Order of Payment. 2.3 Transfer queue to Bills Payment Counter	Complaints and Requests Form Order of Payment	Reconnection fee -PHP 100.00 plus outstanding water bill balance and	20 minutes	Customer Service Assistant (Customer Services Division)
	3.1 Call queue number.	Queue Stub	other charges if there are any .	20 minutes	Utilities Service
3.1. Proceed to the	3.2 Check and verify the Order of Payment.	Order of Payment	Sourcelles of the Car	5 minutes	Assistant (Accounting and Financial Management Division)
	3.3 Accept payment and issue Service Invoice.	Service Invoice		5 minutes	
Bills Payment counter with the Order of Payment. 3.2. Check and verify	3.4 Issue Reconnection Order Note: Payments received with reconnection fee through online payment after 5:00PM will be processed on the next working day.			50 minutes	Customer Services Assistant (Customer Services Division)
the Service Invoice.	3.5 Reconnection on site. 3.6 Completion and uploading of reconnection order on the system.	Reconnection Order	None	6 hours upon receipt of Reconnection order	Customer Service Assistant - Field Services (Customer Services Division)
		TOTAL	Reconnection fee - PHP 100.00 plus outstanding water bill balance and other charges if there are any.	1 day	



6. Request for Change of Account Name

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

and acquiring or property.				
Office or Division:	Customer Services Division	on and Accounting and Financial Management Division		
Classification:	Simple			
Type of Transaction:	G2C - Government to Clie			
	G2B - Government to Busi			
Who may avail:	Existing concessionaires	of Santa Maria Water District		
CHECKLIST OF REQUIR	EMENTS	WHERE TO SECURE		
A. Deceased account holder to transfer to	surviving spouse			
One (1) Photocopy of any Government issuspouse	ued ID of the surviving	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
2. One (1) Photocopy of Death Certificate		PSA		
3. One (1) Photocopy of Marriage Certificate		PSA		
Additional if through repre	esentative			
4. One (1) original and signed authorization le		Account Holder		
One (1) Photocopy of any Government issurepresentative	ued ID of the authorized	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAYHALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
	- h - l			
Deceased account holder to transfer to One (1) Photocopy of any Government issue		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
2. One (1) Photocopy of Death Certificate of	both parents	PSA		
3. One (1) Photocopy of Birth Certificate		PSA		
o. One (1)1 hotocopy of Birar Certanoate		Notary Public		
One (1) Original copy of Affidavit of transfer of rights of the outgoing concessionaire Note:Sample affidavit will come from the Customer Services Division.		Trotally Fublic		
Proof of Lot Ownership One (1) Clear or Colored Photocopy of any or	f the following documents:	Posietry of Doods		
a. Land Title		Registry of Deeds		
b. Notarized Deed of Absolute Sale / Notarize	ed Contract to Sell	Notary Public		
 Proof of Residency One (1) Original copy of Certificate of Resi address of the property where the account of 		Barangay Hall		
Additional if through repr				
7. One (1) original and signed authorization le		Account Holder		
One (1) Photocopy of any Government issurepresentative		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAYHALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
C. Sold Property:				
One (1) Photocopy of any Government issurpresent lot owners	ued ID of previous and	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
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		
Proof of Residency One (1) Original copy of Certificate of Residence				
	dency indicating the exact	Barangay Hall		
address of the property where the account of 4. One (1) Original copy of Affidavit of transfer outgoing concessionaire	dency indicating the exact water meter is located or of rights of the	Barangay Hall Notary Public		
address of the property where the account of 4. One (1) Original copy of Affidavit of transfe outgoing concessionaire Note:Sample affidavit will come from the Co	dency indicating the exact water meter is located or of rights of the ustomer Services Division.			
address of the property where the account of 4. One (1) Original copy of Affidavit of transfe outgoing concessionaire Note:Sample affidavit will come from the Co Additional if through repr	dency indicating the exact water meter is located or of rights of the ustomer Services Division.	Notary Public		
address of the property where the account of 4. One (1) Original copy of Affidavit of transfe outgoing concessionaire Note:Sample affidavit will come from the Co	dency indicating the exact water meter is located or of rights of the sustomer Services Division.			



	PROCEDURE IN REQUESTIN				
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING	RESPONSIBLE PERSON
1. Get queue number.	Call queue number.	Queue Stub	None	20 minutes	Customer Service Assistan (Customer Services Division)
2. Submit the complete set of requirements Note: for the situation of transferring the rights of ownership to the surviving spouse, the transaction will end after submitting the requirements and signing the application form	2.1 Check the validity and completeness of requirements submitted and guide the concessionaire in filling out the new application form. For the surviving spouse, assist the concessionaire in signing the application form and contract and end the transaction. Otherwise, proceed to step 2.2 Prepare the Order of Payment for the change of account name fee and other necessary charges. 2.3 Transfer Queue number to the bills payment counter	Service Application Form Order of Payment Queue Stub	Change of account name fee - PHP 50.00 *Fee is waive if transferring to the	10 minutes	Customer Service Assistan (Customer Services Division)
	3.1 Call Queue Number		surviving spouse	20 minutes	
3. Proceed to Bills Payment counter and present the Order of Payment for the supersedure fee. Check the accuracy of the service invoice	3.2 Check and verify the Order of Payment. 3.3 Accept payment and issue service invoice 3.4 Advise the concessionaire to return to the customer service area and present the service invoice	Order of Payment		10 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
4.After payment, proceed to customer services area, present Service Invoice and sign the application form and contract.	4.1 Guide the applicant in the signing of application form and contract. 4.2 Issue Service Order for the change of account name 4.3 Advise the concessionaire to wait for the text message from SMWD once the request is approved	Service Invoice Service Order	None	15 minutes	Customer Service Assistan (Customer Services Division)
		TOTAL:	Change of account name fee - PHP 50.00	1 hour and 15 minutes	



7. Request for Waiver

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

Thay request for a warver to allow them.				
Office or Division:	Customer	r Services Division and Engineering Division		
Classification:	Simple			
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 issu	ed ID of	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS,		
the applicant		PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
2. Proof of Lot Ownership (One(1) Clear or Colored				
Photocopy of any of the following documents):		Registry of Deeds		
a. Land Title				

a. Land Title	owing documents).	Registry of Deeds			
	PROCEDUR	E IN REQUES	TING FOR WAIVER		
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get Queue	1. Call Queue number	Queue Stub	None	20 minutes	Customer Service Assistant (Customer Services Division)
2. Proceed to customer services area to request for waiver and sign the complaints and requests form.	2.1 Check the validity and completeness of requirements submitted. Issue complaints and requests form and pre-installation inspection report 2.2 Prepare the Order of Payment	Complaints and Requests Form & Pre- Installation Inspection Report Order of Payment	None	15 minutes	Customer Service Assistant (Customer Services Division)
	2.3 Transfer Queue number to the bills payment counter	Queue Stub			
	3.1 Call Queue number			20 minutes	2
2 Drawnd to Dillo	3.2 Check and verify the Order of Payment	Order of Payment		10 minutes	Utilities Service Assistant (Accounting and Financial Management Division)
Proceed to Bills Payment counter with the order of payment to settle.	3.3 Accept payment and issue service invoice 3.4 Advise to return to the customer services area and present the service invoice	Service Invoice	Waiver Fee - PHP 50.00		
4. Check the accuracy of service invoice and return to the Customer Services Area and present the service invoice	4.1 Indicate the service invoice number, amount and date of payment on the complaints and requests form 4.2 Advise concessionaire to wait for the text message from SMWD on the possible date to get waiver	Service Invoice	None	10 minutes	Customer Service Assistant (Customer Services Division)
		TOTAL	PHP 50.00	1 hour and 15 minutes	
	E	ND OF TRANS	SACTION		



8a. Request for Transfer of Tapping and Water Meter
Existing SMWD concessionaires may request for transfer meter and tapping to different location or different baranggay if the concessionaire wishes to use the same water meter or any other reason is subject to SMWD management approval.

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 with active account						
CHECKL	IST OF REQUIREMENTS	WHERE TO SECURE						
For Individual								
1. One (1) photocopy of any valid Gove	ernment issued ID of the concessionaire	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA						
	property applying for transfer of water meter all pages of any of the following documents:							
a. Land Title b. Notarized Deed of Absolute Sale / N	lotarized Contract to Sell	Registry of Deeds Notary Public						
applying for transfer of water meter	Residency indicating the exact address of the property	Barangay Hall						
	lif through representative	Assourt Halder						
 One (1) original and signed authorization One (1) photocopy of any valid Gove 		Account Holder LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA						
Situ	ational requirement							
a. Notarized affidavit of consent		Notary Public						
Note:Sample affidavit will come from								
b. One (1) photocopy of any valid Gove	emment issued ID of lot owner/s	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA						
**Death Certificate, Birth Certificate, property, and/or Excavation Permit sho	Marriage Certificate, Authorization to pass private buld be submitted if required	Lot Owner 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						
	ooperative, Joint Venture, Partnership or Single Proprietorship							
Foundation, Cooperative, Joint Venture B. For Single Proprietorship, the reque *Additional if processing through re a. One (1) original and signed au	estor must present DTI permit as proof of ownership	Corporation(Legal Department) / Notary Public DTI Owner LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA						
Foundation, Cooperative, Joint Ventual authorized representative	government issued ID of the Secretary of Corporation, ure, Partnership or Single Proprietorship and the duly	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA						
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 / No. c. Notarized Contract of Lease / No. Cooperative, Joint Venture, Partnershi 5. Proof of Residency	Notarized Contract to Sell Lease Agreement if the Corporation, Foundation, ip or Single Proprietorship is not the lot owner	Registry of Deeds Notary Public Notary Public						
One (1) original copy of Certificate of applying for transfer of water meter	Residency indicating the exact address of the property	Barangay Hall						



	Situational requirement					
a. Notarized affidavit of con		Notary Public				
Note: Sample affidavit will of b. One (1) photocopy of any	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA					
**Death Certificate, Birth	Certificate, Marriage Certificate, Authorization to pass private Permit should be submitted if required	PSA Lot Owner 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				
	For Government Agency					
	alid government issued ID and; mpany ID bearing the photo, signature, and designation at the		SS, PRC, NTC, FEO 8		SAYHALL, GSIS, PAGIBIG,	
a. Land Title b. Notarized Deed of Absol	otocopy of any of the following documents: ute Sale / Notarized Contract to Sell / Notarized Deed of Donation	Registry of Deeds Notary Public				
3. Proof of Availability of Fu	nds d by the Head of the Agency	Government Agency				
	Additional if through representative					
		Agency/Company				
5. One (1) photocopy of any signature)	Government issued ID of authorized representative (with photo &	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA				
	Situational requirement					
One (1) Original copy of Ex	cavation 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			ional Road	
	PROCEDURE IN REQUESTING FOR TRAN	SFER OF TAPPIN	GAND WATER MET			
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
Get queue number.	1. Call queue number.	Queue Stub		20 minutes		
Proceed to customer services area to request	Otatao of a cootain			20 minutes	Customer Service Assistant	
for transfer of Tapping and Water Meter, sign the complaints and requests form, and submit complete requirements.	2.2 Issue pre-inspection form and advise concessionaire of fees to be settled once request is checked and verified on site. 3.3 Advise concessionaire to wait for the text message from SMWD on the schedule of payment for transfer meter.	Pre-Installation Inspection Report			(Customer Services Division)	
		TOTAL:	None	1 hour		
	END OF TRA	NSACTION				



8b. Request for Transfer Of Water Meter (Meter Site only)

Existing concessionaires may request for transfer of meter site only due to leakage or for his convenience and any other reason subject to SMWD management approval.

Office or Division:	Customer Services, Engineering and Construction and Maintenance Divisions			
Classification:	Simple			
Type of Transaction:		Sovernment to Client		
		Sovernment to Business		
	G2G - G	Sovernment to Government		
Who may avail: Existing		concessionaires of Santa Maria Water District with active account/s.		
CHECKLIST OF REQUIREMEN	TS	WHERE TO SECURE		
For Individual				
1. One (1) photocopy of any valid		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY		
of concessionaire		HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PS		
Additional if through representa				
2. One (1) original and signed authoriz letter from the account holder	ation	Account Holder		
3. 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 & PSA		
Situational requirement				
A. Authorization to pass private property, and/or Excavation Permit		Lot Owner 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		
For Corporation, Foundation	١,			
Cooperative, Joint Venture, Partn	ership			
Proof of Authorization				
A. One (1) Clear Photocopy of Notariz	ed	Compared to a (Long I Domostos out) / Noton / Dublic		
Secretary's Certificate authorizing the	laint	Corporation(Legal Department) / Notary Public		
Corporation, Foundation, Cooperative Venture or Partnership	, Joint	DTI		
B. For Single Proprietorship, the requi	estor			
must present DTI permit as proof of	53101			
ownership		Owner		
*Additional if processing through representative: a. One (1) original and signed authorization letter from the owner and; b. One (1) clear photocopy of any valid Government issued ID of the authorized		LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA		
2. Proof of Identification One (1) clear photocopy of any valid government issued ID 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 & PSA		



Situational	requirement					
A. Authorization to pass priv		Lot Owner, Baranggay Hall				
For Government	ment Agency					
One (1) Photocopy of company ID hearing the photo		PAGIBIG, COME	LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC & FEO Head of the Agency/Company			
Additional if throu	igh representative					
One (1) original and sign the agency's letter head issu agency/company	ed authorization letter with	Agency/Compan	у			
One (1) Photocopy of any authorized representative	/ Government issued ID of		TH, OSCA, DFA, POS LEC, BIR, SSS, PRC,			
Situational	requirement					
A. Authorization to pass private property, and/or Excavation Permit		Lot Owner 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				
PROCEDUR	E IN REQUESTING FOR T	RANSFER OF TA	APPING AND WATE	R METER (METE	R SITE ONLY)	
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Get Queue number	1. Call Queue number	Queue Stub		20 minutes		
	2.1 Check the validity of request, the documents submitted, and status of account.	Complaints and Requests form		20 minutes		
2.2 Issue pre-inspection form and advise concessionaire of fees to be settled once request is checked and verified on site. 2.3 Advise concessionaire to wait for the text message from SMVVD on the schedule of payment for transfer meter		Pre-Installation Inspection Report	None	20 minutes	Customer Service Assistant (Customer Services Division)	
TOTAL: None 1 hour						
		TOTAL:	None	1 hour		



8c. Payment of Approved Transfer of Tapping and Water Meter

The SMWD Office accepts payment for approved requests for transfer of tapping and water meter

Office or Division:	Customer Services Division and Accounting and Financial Management 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 with approved request for transfer of tapping and					

CHECKLIST OF REQUIREMENTS WHERE TO SECURE

1. Communication from SMWD

Text message from SMWD informing the concessionaire of the

Santa Maria Water District through Customer Services Division

approved r	equest f	for trans	sfer of	tapping	and wa	ater mete	r

	r transfer of tapping and water meter		new and the second seco		
PA	YMENT OF APPROVED REQUEST FOR TRANS	FER OF TAPP	ING AND WATER	METER PROCI	EDURE
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Get Queue number	1. Call Queue number	Queue Stub	None	20 minutes	
2. Proceed to the customer services area and present the approved request for transfer	2.1 Advise concessionaire to pay necessary fees for the approved request of transfer tapping and water meter.2.2 Encoding of fittings to be billed.2.3 Prepare the Order of Payment.	Order of Payment		30 minutes	Customer Service Assistant (Customer Services Division)
of tapping and water meter text message.	2.4 Transfer queue number to Bills payment counter.	Queue Stub	Transfer Meter		Biviolony
3. Settle the	3.1 Call queue number		Fee -PHP	20 minutes	Utilities Service
necessary fees for the request for transfer of tapping and water meter	3.2 Accept payment and issue service invoice 3.3 Advise the concessionaire to return to the customer services area and present the service invoice	Service Invoice	350.00; plus the cost of fittings approved by the inspector	fittings d by the 5 minutes	Assistant (Accounting and Financial Managemen Division)
4.1 Check the accuracy of the service invoice and return to the customer services area	4.1 Check and verify the service invoice. Indicate the service invoice number, amount and date of payment on the complaints and requests form 4.2 Advise concessionaire on the possible date of transfer meter	None		10 minutes	Customer Service Assistant (Customer Services Division)
		TOTAL	Transfer Meter Fee - P350.00 + cost of fittings approved by the inspector	1 hour and 25 minutes	
	END OF T	RANSACTION		and the second s	
	END OF I	MINIONOTION			



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.

Simple G2C - Government to Client	exceed thirty (30) cable meters. The 370 biscount will only be applied for the lifet 30 cable meters.						
Vivo may avail: All qualified senior citizen concessionaires of Santa Maria Water District	Office or Division:		Customer Serv	ices Division			
Who may avail: CHECKLIST OF REQUIREMENTS Statement of Account Proof of Identification One (1) clear photocopy of any government issued ID with additional if through representative One (1) original and signed authorization letter from the authorized representative One (1) photocopy of any valid Government issued ID of authorized representative One (1) photocopy of any valid Government issued ID of authorized representative One (1) photocopy of any valid Government issued ID of authorized representative PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT CLIENT STEPS AGENCY ACTION PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT CLIENT STEPS AGENCY ACTION CE! Proceed to Customer Service Area to apply for Senior Citizen Discount availment form 3.1 Issue Senior Citizen Discount United Senior Citizen Discount Availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount count. Proceeding the possible date of on-site validation of senior citizen discount application TOTAL None Additional if through representative LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA Account holder LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA BROWN ACCOUNT AVAILMENT PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT CLIENT STEPS AGENCY ACTION FORMS FEES TO BE PAID PROCESSING TIME Customer Service Assistant (Customer Services Division) Citizen Discount Availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application TOTAL None 45 minutes	Classification:						
Statement of Account Statement of Account Statement of Account Service Area to apply for Senior Citizen Discount Availment form 3. Sign the Senior Citizen Discount Availment form 3. Check and verior service and service a	Type of Transaction:						
Santa Maria Water District through Meter Readers Proof of Identification Drue (1) clear photocopy of any government issued ID with Drue (1) clear photocopy of any government issued ID with Additional if through representative Account holder Account ho	Who may avail:		All qualified se	nior citizen con	cessionaires of Santa	Maria Water District	
LPoof of Identification One (1) clear photocopy of any government issued ID with Additional if through representative 3. One (1) original and signed authorization letter from the account holder 4. Cone (1) photocopy of any valid Government issued ID of Buthorized representative 4. Cone (1) photocopy of any valid Government issued ID of Buthorized representative 6. One (1) photocopy of any valid Government issued ID of Buthorized representative 7. One (1) photocopy of any valid Government issued ID of Buthorized representative 7. Cone (1) photocopy of any valid Government issued ID of Buthorized representative 7. Cone (1) photocopy of any valid Government issued ID of Buthorized representative 8. One (1) photocopy of any valid Government issued ID of Buthorized representative 8. Cone (1) photocopy of any valid Government issued ID of Buthorized Representative 9. PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT 9. CLIENT STEPS 9. Check and verify proof of Identification and statement of account. Check if with discount granted (if with multiple account) 9. Proceed to Customer Service Area to apply for Senior Citizen Discount Availment form 9. Senior Citizen Discount availment form 9. Sign the Senior Citizen 9. Advise the concessionaire on the possible date of on-site validation of senior citizen discount application 9. Advise the concessionaire on the possible date of on-site validation of senior citizen discount application 9. Account holder 1. Complaints and Request Form 1. One 1. Customer Service Assistant (Customer Services Division) 1. Senior Citizen Discount Availment form Account Availment form Account Availment form Accou	CHECKLIST C	F REQUIREMEN	TS				
One (1) clear photocopy of any government issued ID with Additional if through representative 3. One (1) original and signed authorization letter from the account holder 4. One (1) photocopy of any valid Government issued ID of authorized representative PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT CLIENT STEPS AGENCY ACTION 1. Call Queue number 2. Proceed to Customer Senior Citizen Discount Senior Citizen Discount 3. Sign the Senior Citizen Discount Availment form 3. Sign the Senior Citizen Discount Availment form 3. Sign the Senior Citizen Discount availment form TOTAL None Account holder Account	Statement of Account			Santa Maria V	later District through N	Meter Readers	
Account holder Account park on the passing contact of PSA Account holder Account holder Account holder Account PAGIBIS, PAGIBI	2. Proof of Identification One (1) clear photocopy of indicated date of birth	any government is:	sued ID with				
Account holder In One (1) photocopy of any valid Government issued ID of suthorized representative In One (1) photocopy of any valid Government issued ID of suthorized representative In One (1) photocopy of any valid Government issued ID of suthorized representative In One (1) photocopy of any valid Government issued ID of suthorized representative In One (1) photocopy of any valid Government issued ID of suthorized representative In One (1) photocopy of any valid Government issued ID of suthorized Representative In One (1) photocopy of any valid Government issued ID of suthorized Representative In One (1) photocopy of any valid Government issued ID of Senior Citizen Discount Availment form In One (1) photocopy of any valid Government issued ID of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of any valid Government issued ID of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of any valid Government issued ID of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of any valid Government issued ID of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of ASIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SS, PRC, NTC, FEO & PSA In One (1) photocopy of PAGIBIC, COMELEC, BIR, SS, PRC, NTC, FEO & PSA In One (1) photocopy of Pagible Pagible Pagible In One (1) photocopy of Pagible Pagible In	Additional if the	rough representa	tive				2010年1月1日 1月1日 1月1日 1日 1
PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA PROCEDURE IN APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT CLIENT STEPS AGENCY ACTION FORMS FEES TO BE PAID 1. Call Queue number 2. Proceed to Customer Service Area to apply for Senior Citizen Discount 3.1 Issue Senior Citizen Discount wailment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application TOTAL None PROCESSING TIME PROCESSING TIME PROCESSING TIME RESPONSIBLE PERSON Availment (Customer Service Assistant (Customer Services Division)) Customer Services Division) TOTAL None TOTAL None 45 minutes	One (1) original and sign account holder	ed authorization le	tter from the	Account holde	r		
CLIENT STEPS AGENCY ACTION FORMS FEES TO BE PAID PROCESSING TIME 2. Get Queue number 1. Call Queue number Queue Stub 2. Proceed to Customer Service Area to apply for Senior Citizen Discount 3.1 Issue Senior Citizen Discount availment form Discount Availment form Discount Availment form Discount application TOTAL None PROCESSING TIME PERSON RESPONSIBLE PERSON RESPONSIBLE PERSON RESPONSIBLE PERSON RESPONSIBLE PERSON RESPONSIBLE PERSON 10 minutes Customer Service Assistant (Customer Services Division) Listen Discount Availment form None TOTAL None 45 minutes	4. One (1) photocopy of any authorized representative			PAGIBIG, COM	MELEC, BIR, SSS, PF	RC, NTC, FEO & PS/	
CLIENT STEPS AGENCY ACTION FORMS FEES TO BE PAID TIME PERSON 1. Call Queue number Queue Stub 2. Proceed to Customer Service Area to apply for Senior Citizen Discount Senior Citizen Discount 3.1 Issue Senior Citizen Discount availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application TOTAL None TOTAL None PERSON TIME PERSON TIME PERSON 10 minutes Customer Service Assistant (Customer Service Discount (Customer Services Division) TOTAL None 45 minutes		PROCEDURE	IN APPLICATI	ON FOR SENI	OR CITIZEN DISCOL	JNT AVAILMENT	
2. Proceed to Customer Service Area to apply for Senior Citizen Discount 3. I Issue Senior Citizen Discount availment form 3. Sign the Senior Citizen Discount Availment form 3. 2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application TOTAL None 10 minutes Customer Service Assistant (Customer Services Division) 15 minutes TOTAL None 15 minutes	CLIENT STEPS	AGENCY	ACTION	FORMS	FEES TO BE PAID		
identification and statement of account. Check if with discount granted (if with multiple account) 3.1 Issue Senior Citizen Discount availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application TOTAL None 10 minutes Customer Service Assistant (Customer Services Division) 15 minutes TOTAL None 15 minutes	1. Get Queue number	1. Call Queue nun	nber	Queue Stub		20 minutes	
3.1 Issue Senior Citizen Discount availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen discount application None None (Customer Services Division) Availment form TOTAL None None None (Customer Services Division)	Proceed to Customer Service Area to apply for Senior Citizen Discount	identification and statement of account. Check if with discount granted (if with multiple account) 3.1 Issue Senior Citizen Discount availment form 3.2 Advise the concessionaire on the possible date of on-site validation of senior citizen		and Request		10 minutes	
	Sign the Senior Citizen Discount Availment form			Citizen Discount Availment	None	15 minutes	(Customer Services
END OF TRANSACTION				TOTAL	None	45 minutes	
mile et 118 119 119 119 119 119 119 119 119 119			E	ND OF TRAN	SACTION		



10. Check the Accuracy of Water Meter

SMWD conducts testing the accuracy 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	Customer Services Division				
Classification:	Simple	Simple				
Type of Transaction:	G2C - Government to Client					
	G2B - Government to Business	G2B - Government to Business				
	G2G - Government to Government					
Who may avail:	Existing concessionaires of Santa Maria Water Distric	Existing concessionaires of Santa Maria Water District				
CHECKLIST OF REQUIREMENTS WHERE		CURE				

Santa Maria Water District through Meter Readers

2. One (1) photocopy of any valid Government issued ID LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA

GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO & PSA								
NAME OF THE PARTY	REQUESTING FOR THE ACCURACY OF WATER METER PROCEDURE							
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON			
1. Get queue number.	1. Call queue number.	Queue Stub		20 minutes				
	2.1 Check the validity of request and status of account.	Complaints and Request Form	DUD400.00 /to	10 minutes	Customer			
Proceed to Customer Service Area to request for accuracy test	2.2 Issue Maintenance and Inspection Order 2.3 Advise the concessionaire to wait for the text message from SMWD on their schedule for accuracy testing	Maintenance and Inspection Order	PHP100.00 (to be billed) 10 minutes		Service Assistant (Customer Services Division)			
		TOTAL:	NONE	40 minutes				
	EN	ID OF TRANSACT	TION					



11. Complaints on Water Quality and Adequacy
SMWD Concessionaires with complaints on water quality and/or water adequacy may request for Production Inspection Order to verify and address water quality or quantity concern

Office or Division:		Custome	er Services Divi	sion		
Classification:		Simple				
Type of Transaction:		G2C - G	overnment to Cl	lient		
		G2B - G	overnment to Bu	usiness		
		G2G - G	overnment to G	overnment		
Who may avail:		Existing	concessionaire	s of Santa Maria Wat	er District	
CHECKLIST OF	REQUIREMENTS			WHE	RE TO SECURE	
Details of account			Santa Maria W			
《 》 《	COMPLAIN	ITS ON V	VATER QUALI	TY AND ADEQUACY	PROCEDUR	
CLIENT STEPS	AGENCY ACT	TION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Get Queue number	1. Call Queue num	ber	Queue Stub		20 minutes	
2. Proceed to Customer	2.1 Check the validity of request and status of account 2.2 Issue Production and Inspection Order		Complaints and Request Form	N	30 minutes	Customer Service
Service Area to request for checking of quality/supply			Production and	None		Assistant (Customer Services Division)
	2.3 Forward to Wa Resource Division		Inspection Order			
			TOTAL:	None	1 hour	
			END OF TRA	ANSACTION		



12. Request for Leak Repair

SMWD Concessionaires and all concerned citizens with reports on leaks (Main Line, Supply Line, Meter Stand) may request for Maintenance and Inspection Order. Leak repair is done when leak is before the concessionaire's water meter.

Office or Division:	Customer Services Divis	ion				
Classification:	Simple					
Type of Transaction:	G2C - Government to Cli	ent				
	G2B - Government to Bu	siness				
	G2G - Government to Go	vernment				
Who may avail:	All concerned citizens / S	MWD Concession	aires			
CHECKL	IST OF REQUIREMENTS		WHI	ERE TO SECURE		
1. Details of account		Santa Maria Wat	er District			
2. Location of Leak						
	PROCEDURE	FOR LEAK REPAIR	on the second			
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
Get queue number.	Call queue number.	Queue Stub		20 minutes		
	2.1 Check the validity of request and status of account.	Complaints and Request Form		20 minutes		
Proceed to Customer Service Area to request for leak repair.	2.2 Issue Maintenance and Inspection Order. 2.3 Forward to concerned division.	Maintenance and Inspection Order	None	10 minutes	Customer Service Assistant (Customer Services Division)	
	TOTAL None 50 minutes					
	E	ND OF TRANSAC	CTION			



Direct Message through FB Page https://www.facebook.com/santamariawaterdistrict	andline s before entation. cated to
Send e-mail through smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph Write letter addressed to Office of the General Manager (OGM) and will be endorsed to Records Assistant or Secretary for receipt Fill-up Feedback Form available Public Assistance and Complaints Desk (PACD); put the accomplished form in drop box located at PACD table. Contact our Official Hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and 1044)815-3363 Through Official FB Page: Dedicated Customer Service Assistant (CSA) checks and answers all FB message the day ends and will be endorsed to the Management or to the concerned Division. Through Fe-mail: CSA will collate feedbacks and will be forwarded to the Records Assistant's e-mail for docum The Records Assistant will endorse the e-mail to OGM. Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communiconcerned Division for implementation. Commendations are communicated to respective employees and division. 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 CSA who will document the concessionaire's stream to the Records Assistant or Secretary of the OGM. Verbal complaint through our official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-76 and landline (044)815-3363 1. Through FB Page: Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint on the concerned Division or Section. The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint. Through FE-mail: Through FE-mail:	andline s before entation. cated to
Write letter addressed to Office of the General Manager (OGM) and will be endorsed to Records Assistant or Secretary for receipt Fill-up Feedback Form available Public Assistance and Complaints Desk (PACD); put the accomplished form in drop box located at PACD table. Contact our Official Hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and located 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 document on the Records Assistant will endorse the e-mail to OGM. Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated power of the management of the Records Assistant's e-mail for document on the Records Assistant will endorse the e-mail to OGM. Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated power on the Records Assistant will endorse the e-mail to Communicated to respective employees and division. 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 CSA who will document the concessionaire's states and the Records Assistant or Secretary of the OGM. Verbal complaint through our official hotlines; 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-76 and landline (044)815-3363 1. Through FB Page: Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint concerned Division or Section. The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint. Through E-mail: Through E-mail:	andline s before entation. cated to
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General Manager (GM) endorses the complaint to the concerned division to conduct investigation and provide records.	esolution
and/or appropriate response to the OGM.	
The GM sends response through smwdbulacan@yahoo.com.	
3. Walk-in Complaints:	
 CSA prepares the Complaints and Request (CAR) Form which will be forwarded to the concerned Division or Se 	ction.
 The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the C 	AR form
How complaints are to be forwarded to the CSA. The CSA will then provide a response or relay the findings to the complainant.	
processed 4. Written Complaint/Letter:	
Written complaints will be received directly by the Records Assistant or the Secretary of OGM. CSA will	create
Complaints and Request Form to document the submission of the complaint.	tod and
Letter/Complaint will be endorsed to the Head of the concerned Division or Section. Investigation will be conduct	tea, and
provide the answer to the complaint. Findings will be forwarded to the Head of the concerned Division.	
 The Head of the concerned Division will forward the findings of the complaint to the OGM for approval. OGM will send the response through the Head of the concerned Division. 	
5. Verbal Complaint through our Official Hotlines:	
CSA will document the statement of the concessionaire accurately through Complaints and Request Form.	
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 C	AR form
to be forwarded to the CSA.	
 The CSA will then provide a response or relay the findings to the complainant. 	
Para sa mga reklamong ukol sa:	
Kotong/Suhol/Red Tape	
Pakikipagsabwatan sa fixer Tigil Serbisyo tuwing lunch break	
Walang tao sa Public Assistance & Complaints Desk (PACD)	
Walang Citizen's Charter and 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	
Maaring dumulog sa:	
Contact Center ng Bayan (CCB)	
Mag-text sa 0908-881-6565	
Tumawag sa 1-6565*	
Contact information of Mula 8am to 5pm, Lunes hanggang Biyernes	
CCB, PCC, ARTA Maari ring dumulog sa mga sumusunod na ahensya:	
Presidential Complaints Center (PCC)	
Magpadala ng sulat sa pamamagitan ng:	
E-mail pcc@malacanang.gov.ph Postal office PCC Offical 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	
Anti-Red Tape Authority (ARTA)	
Tumawag sa (02)-8478-5091	
(02)-8478-5093	
(02)-8478-5099	



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



This is to certify to that the processes on the Santa Maria Water District's 2025 Citizen's Charter (1st Edition) is reviewed and correct.

APPROVED BY:

SGD ENGR. CARLOS N. SANTOS JR. General Manager