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

SANTA MARIA WATER DISTRICT

# CITIZEN'S CHARTER

2026 (2nd Edition)

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## I. Vision

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

## II. Mission

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

## III. Core Values

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

## IV. Service Pledge

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

**S** – erve our concessionaires with the best of our abilities in providing adequate, reliable, potable, and affordable water supply and sewerage services.
**M** – aintain responsiveness towards concessionaires' complaints and requests and provide the appropriate resolution at all times.
**W** – ork together with full commitment in the pursuance of our mission and vision.
**D** – eliver our highest level of professionalism with dignity at all times.

## V. Mandate

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

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

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## Central/Head Office

# Internal Services – Human Resource Division

## 1. Request for Certification

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

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | All Employees of Santa Maria Water District *(Existing and Separated)* |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1.One (1) copy of Employee Request | Human Resource Division |

**PROCEDURE FOR REQUESTING FOR CERTIFICATION**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form | 1.1. Check the completeness of information (Type of Certification, purpose, and signature of employee) | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Prepare the Certification for approval of the Department Manager and General Manager | | | | *Administrative Services Chief C* (Human Resource Division) |
| | 1.3. Approve and sign the Certification | | | 1 day | *Department Manager and General Manager* |
| | 1.4. Photocopy and notify the employee on the availability of the original copy of Certification | | | 1 day | *Personnel Assistant* (Human Resource Division) |
| **TOTAL** | | | **None** | **3 days** | |

**END OF TRANSACTION**

## 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, Rehabilitation Leave, Ten-Day Leave under RA 9262, Special Leave Benefits for Woman under RA 9710, Study Leave, and Terminal Leave.

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | All Career and Non-Career Employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. Two (2) copies of Application for Leave of Absence<br><br>** Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance* | Human Resource Division<br><br>*Government or Private Physician* |
| 2. Recommendation and signature of immediate supervisor | Immediate Supervisor |

**PROCEDURE FOR APPLICATION FOR LEAVE OF ABSENCE**

| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
|---|---|---|---|---|---|
| 1. Submit two (2) duly accomplished Application for Leave of Absence with recommendation and signature of immediate supervisor | 1.1. 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)<br><br>1.2. Receive Application for Leave of Absence<br><br>1.3. Certify and compute employee leave balance | Application for Leave of Absence | None | 1 day | *Administrative Services Assistant A* (Human Resource Division)<br><br>*Personnel Assistant* (Human Resource Division) |
| | 1.4. Act on the application for leave<br><br>*General Manager or Authorized Representative shall act within 5 working days after receipt otherwise deemed approved* | | | 5 days | *General Manager or Authorized Representative* |
| | 1.5. Release one (1) copy of application of leave to the concerned employee | | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 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.

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Project-Based, Job Order, or Contract of Service Employees of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Two (2) copies of Application for Work Absence<br><br>** Medical certificate as attachment if leave of absence is more than five (5) successive days or application is filed in advance.* | Human Resource Division<br><br>*Government or Private Physician* |
| 2. Recommendation and signature of immediate supervisor | Immediate Supervisor |

**PROCEDURE FOR WORK ABSENCE APPLICATION**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1.Submit two (2) duly accomplished Application for Work Absence | 1.1. 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)<br><br>1.2. Receive Application for Work Absence<br><br>1.3. Certify and verify employee work absence | Application for Work Absence | None | 1 day | *Administrative Services Assistant A (Human Resource Division)* |
| | 1.4. Act on the Application for Work Absence<br><br>*Department Manager shall act within 5 working days after receipt otherwise deemed approved* | | | 5 days | *Department Manager* |
| | 1.5. Release one (1) copy of Application for Work Absence | | | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 3. Request for Leave Monetization

The Santa Maria Water District employees may request to monetize a maximum of 30-day 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 Application for Leave of Absence<br><br>*Waiver for Monetization (if the employee already availed the allotted 15 days for the year)*<br><br>* Justification Letter with supporting documents for those who wished to avail of the special monetization | Human Resource Division |

**PROCEDURE FOR LEAVE MONETIZATION**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING 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)<br><br>** if with Waiver for monetization, check and verify the qualification of employee to be waived*<br><br>1.2. Receive Application for Leave of Absence<br><br>1.3. Certify and compute employee leave balance<br><br>1.4. Compute existing loan balances<br>** If the computation meets the required 25% and 35% value of leave credits (Office Memorandum No. 2024-012), the application will be forwarded for approval. Otherwise, request will be disapproved.* | Application for Leave of Absence and Waiver for Monetization | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | | | | 5 days | *Administrative Services Chief C* (Human Resource Division) |

| PROCEDURE FOR LEAVE MONETIZATION | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 1.5. Act on the request for monetization | | | 5 days | *General Manager or Authorized Representative* |
| | 1.6. Provide one (1) copy of approved monetization to Corporate Planning Section for Budget Utilization Request | | | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 4. Application of Flexi-time and Time Off-Setting

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

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | All Employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1.One (1) copy of Request for Flexi-Time/ Off-Setting | Human Resource Division |

**PROCEDURE FOR FLEXI-TIME/TIME OFF-SETTING**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1.Submit one (1) duly accomplished Request for Flexi-time/Time off-setting | 1.1. Check the 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) | Request for Flexi-Time/ Off-Setting | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Verify request on the approved work schedule | | | | *Personnel Assistant* (Human Resource Division) |
| | 1.3. Act on the request for flexi-time/time off-setting | | | 2 days | *General Manager or Authorized Representative* |
| **TOTAL** | | | **None** | **3 days** | |
| **END OF TRANSACTION** | | | | | |

## 5. Application of Overtime

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

| | |
|---|---|
| **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 REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One (1) copy of Authorization to Render Overtime Work | Human Resource Division |
| 2. One (1) copy of Overtime Accomplishment Report | |

| PROCEDURE FOR RENDERING OVERTIME WORK | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 1.Submit one (1) duly accomplished Authorization to Render Overtime Work | 1.1. 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)<br><br>1.2. Verify the request in the approved work schedule and the need for Overtime Services | Authorization to Render Overtime Work | None | 1 day | *Administrative Services Assistant A* (Human Resource Division)<br><br>*Personnel Assistant* (Human Resource Division) |
| | 1.3. Act on the Authorization to Render Overtime Work | | | 2 days | *General Manager or Authorized Representative* |
| ***After rendering overtime*** | | | | | |
| 2. Submit one (1) duly accomplished Overtime Accomplishment Report after the Rendition of Overtime Work | 2.1. Check if with complete details (Employee Name, Position, Department/ Division/Section, Date of Filing, Date and time of overtime, Actual hours rendered, Activities/Tasks Done, Signature of immediate supervisor) | Overtime Accomplishment Report | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |

| PROCEDURE FOR RENDERING OVERTIME WORK | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 2.2. Verify accomplishment report in the previously approved Overtime Authorization and actual time logs | | | | *Personnel Assistant* (Human Resource Division) |
| | 2.3. Act on the Overtime Accomplishment Report | | | 2 days | *General Manager or Authorized Representative* |
| **TOTAL** | | | **None** | **6 days** | |
| **END OF TRANSACTION** | | | | | |

## 6. Request for Updated Service Record

The Santa Maria Water District employees may request an Updated Service Record for reference and other purposes it may be used.

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Career and non-career employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |

**PROCEDURE IN REQUESTING FOR UDPATED SERVICE RECORD**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form | 1.1. Check the completeness of information (Employee Name, Date Filed, check updated Service Record, purpose, and signature of employee) | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Prepare the updated Service Record | Service Record | | | *Personnel Assistant* (Human Resource Division) |
| | 1.3. Approve and sign the updated Service Record | | | 1 day | *General Manager or Authorized Representative* |
| | 1.4. Notify employee on the availability of the original copy of Service Record | | | 1 day | *Personnel Assistant* (Human Resource Division) |
| **TOTAL** | | | **None** | **3 days** | |

**END OF TRANSACTION**

## 7a. Request for PAG-IBIG Loan Application through Pag-IBIG website

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

*For renewal of Pag-IBIG loan applications, requests must be filed from the 16th day up to the last day of the month to allow sufficient time for the posting of remittance payments and to avoid any discrepancies.*

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client<br>G2G - Government to Government |
| **Who may avail:** | Existing employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |
| 2. One (1) photocopy of latest Payroll Payment Slip | |
| 3. Signed one (1) Certification of Agreement | |
| 4. One (1) Pag-IBIG Loan Application Form<br>*HQL-SLF-065 Multi-Purpose Loan Application Form*<br>*HQL-SLF-066 Calamity Loan Application Form* | Downloadable forms at www.pagibigfund.gov.ph |
| 5. One (1) photocopy of Pag-IBIG Loyalty Card or Payroll Account/Disbursement Card | Pag-IBIG |
| 6. One (1) photocopy of one (1) valid ID | LTO, BIR, GSIS, SSS, DFA, POST OFFICE, COMELEC, PRC, PHILHEALTH & PSA |
| 7. Selfie photo holding the valid ID(s) and Pag-IBIG Loyalty Card | Employee |

**PROCEDURE FOR PAG-IBIG LOAN APPLICATION**

| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form and one (1) duly accomplished PAGIBIG Loan Application Form *(Multi-Purpose Loan Application Form or Calamity Loan Application Form)* and requirements | 1.1. Check the completeness of information 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<br><br>1.2. Approve the ERF and Pag-IBIG Loan Application Form<br><br>1.3. Scan the Pag-IBIG Loan Application and requirements and upload to Pag-IBIG website: *https://www.pagibigfundservices.com/virtualpagibig/STLReminder.aspx* | Employee Request<br><br>and<br><br>HQL-SLF-065 Multi-Purpose Loan Application Form / HQL-SLF-066 Calamity Loan Application Form | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | | | | 5 days | *General Manager* (Office of the General Manager) |
| | | | | 1 day | *Employee or Fund Coordinator (FC* |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 7b. Request for PAG-IBIG Loan Application through Virtual Pag-IBIG application

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

*For renewal of Pag-IBIG loan applications, requests must be filed from the 16th day up to the last day of the month to allow sufficient time for the posting of remittance payments and to avoid any discrepancies.*

| | |
|---|---|
| **Office or Division:** | Administrative |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client<br>G2G - Government to Government |
| **Who may avail:** | Existing employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |
| 2. One (1) photocopy of latest Payroll Payment Slip | |
| 3. Signed one (1) Certification of Agreement | |

**PROCEDURE FOR PAG-IBIG LOAN APPLICATION THRU VIRTUAL PAG-IBIG**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form (ERF) and requirements | 1.1. Check the completeness of information in ERF (Employee Name, Date Filed, Types of Loan Application, New/Renewal, purpose, and signature of employee) and requirements | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Act on the loan application request | | | 2 days | *General Manager* (Office of the General Manager) |
| | 1.3. Notify Employee on the action on request | | | 1 day | *Fund Coordinator (FC)* |
| 2. Apply Loan to Virtual Pag-IBIG mobile application | 2.1. Action to the Loan Application at *www.pagibigfundservices.com/vpagibigforemployers/* | None | | 3 days | *Agency Authorized Officer* |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 7c. 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).

*For renewal of GSIS loan applications, requests must be filed from the 11th day up to the last day of the month to allow sufficient time for the posting of remittance payments and to avoid any discrepancies.*

| | |
|---|---|
| **Office or Division:** | Administrative Services |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C - Government to Client<br>G2G - Government to Government |
| **Who may avail:** | Career and non-career employees of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |
| 2. One (1) photocopy of latest Payroll Payment Slip | |
| 3. Signed one (1) Certification of Agreement | |

**PROCEDURE FOR GSIS LOAN APPLICATION**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| Submit one (1) duly accomplished Employee Request Form | 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 | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Computation of estimated loan balance/s, leave credits with monetary value, and GSIS Premium Payments | | | | *Administrative Services Chief C* (Human Resource Division) |
| | 1.3. Act on the loan application request | | | 1 day | *General Manager or Authorized Representative* |
| | 1.4. Notify Employee on the action on request | | | 7 days | *Administrative Services Chief C* (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** | **9 days** | |
| **END OF TRANSACTION** | | | | | |

## 7d. 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

*For renewal of LandBank loan applications, requests must be filed from the 1st day up to 15th day of the month to allow sufficient time for the posting of remittance payments and to avoid any discrepancies.*

| | |
|---|---|
| **Office or Division:** | Administrative Services |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C - Government to Client<br>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 Employee Request | Human Resource Division |
| 2. One (1) photocopy of latest Payroll Payment Slip | |
| 3. One (1) Landbank Loan Application Form | |
| 4. Signed one (1) Certification of Agreement | |

**PROCEDURE FOR LANDBANK LOAN APPLICATION**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form and requirements | 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 | Employee Request and LandBank Application Form | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Compute estimated loan balance/s, and leave credits with monetary value | | | | *Administrative Services Chief C* (Human Resource Division) |
| | 1.3. General Manager or any authorized representative act on the request of loan application | | | 2 days | *General Manager or Authorized Representative* |
| | 1.4. Prepare the LBP - Electronic Salary Loan | | | 1 day | *Administrative Services Chief C* (Human Resource Division) |
| | 1.5. Approval of the LBP - Electronic Salary Loan | | | 2 days | *General Manager* (Office of the General Manager) |
| | 1.6. Submit Over-the-counter the signed Salary Loan Application Form to LBP Branch | | | 1 day | *SMWD Authorized Representative* |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 8. Request for Change of Name

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

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

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |
| 2. One (1) original or authenticated copy of the following documents:<br>a. Birth Certificate<br>b. Marriage Contract<br>c. Court Decision/Order<br>d. any document that will support the request | Philippine Statistical Authority (PSA) or Civil Registrar's Office |
| 3. One (1) PhilHealth Member's Request Form (PMRF) | Downloadable forms at www.philhealth.gov.ph |
| 4. One (1) Pag-IBIG Member's Data Request (MDR) form | Downloadable forms at www.pagibigfund.gov.ph |
| 5. Two (2) photocopies of valid IDs with three (3) signature specimen | LTO, BIR, GSIS, SSS, DFA, POST OFFICE, COMELEC, PRC, PHILHEALTH & PSA |
| 6. Two (2) Authorization Letter | Human Resource Division |

**PROCEDURE FOR CHANGE OF ACCOUNT NAME**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form and requirements | 1.1. Check the completeness of information (Employee Name, Date Filed, information to be updated, and signature of employee) | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Verify the supporting document/s attached to the ERF | | | | |
| | 1.3. Approval of Request | | | 1 day | *General Manager or Authorized Representative* |
| | 1.4. Update employee's records on all database files | None | | 1 day | *Administrative Services Chief C* (Human Resource Division) |

| PROCEDURE FOR CHANGE OF ACCOUNT NAME | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 1.5. Request for replacement on IT Request System | | | | |
| | 1.6. Provide forms and list of requirements needed for updating of records | PhilHealth Member's Request Form (PMRF) and Pag-IBIG Member's Data Request (MDR) form | | | *Human Resource Personnel (Human Resource Division)* |
| 2. Submit duly accomplished forms and requirements | 2.1. Check the completeness of information on the submitted form/s and requirements | | | 1 day | *Human Resource Personnel (Human Resource Division)* |
| | 2.2. Prepare Agency Remittance Advise (ARA) Form E | GSIS ARA Form E | | | *Administrative Services Chief C* (Human Resource Division) |
| | 2.3. Upload the Agency Remittance Advise (ARA) Form E to GSIS Membership | | | 3 days | *GSIS Agency Authorized Officer* |
| | 2.4. Submit the signed PhilHealth Member's Request Form (PMRF) and the required attachment to PHIC Office | PhilHealth Member's Request Form (PMRF) | | upon visit to their respective offices | *Administrative Services Chief C* (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 | | | |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 9. Request for replacement of the Employee ID

Employees of SMWD may request to replace their ID for the following reasons:
1. Loss of ID
2. Damaged or Defective ID

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

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) copy of Employee Request | Human Resource Division |
| *2. **For a lost ID, an Affidavit of Loss must be submitted.*<br><br>*** For a damaged or defective ID, the existing ID must be surrendered upon issuance of the replacement ID.* | *Law Office* |

**PROCEDURE IN REQUESTING FOR REPLACEMENT OF IDENTIFICATION CARD**

| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
|---|---|---|---|---|---|
| 1. Submit one (1) duly accomplished Employee Request Form | 1.1. Check if with complete details (Others: replacement of ID, purpose/reason, and signature of employee) | Employee Request | None | 1 day | *Administrative Services Assistant A* (Human Resource Division) |
| | 1.2. Approval of the Employee Request Form | | | 1 day | *General Manager or Authorized Representative* |
| | 1.3. Request for ID replacement on IT Request System | None | | 1 day | *Administrative Services Chief C* (Human Resource Division) |
| | 1.4. Printing of Identification Card (ID) | | | 1 day | *Artist-Illustrator A* (Management Information Services Section) |
| | 1.5. Notify employee on the availability of Identification Card (ID) | | | 1 day | *Administrative Services Chief C* (Human Resource Division) |
| **TOTAL** | | | **None** | **5 days** | |
| **END OF TRANSACTION** | | | | | |

## Central/Head Office

# Internal Services – Accounting and Financial Management Division

## 1. Disbursement for RATA and Communication Allowance

Monthly representation, transportation, and communication allowances granted to Santa Maria Water District employees.

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Entitled employee of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Verified and signed daily time record (DTR) or attendance of the employee | Personnel Welfare Section |
| 2. Employee's Self Certification that the communication expenses incurred were official in nature and necessary to the performance of official duties and responsibilities | Employee |
| 3. Certified Availability of Funds in Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN ALLOWANCE DISBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit Employee's Self-certification | 1.1. Check self-certification and prepare attendance of employee | None | None | 1 working day upon receipt of Self certification | Personnel Assistant (Personnel Welfare Section) |
| | 1.2. Submit verified self-certification and attendance of employee for BUR to Corporate Planning Section | Budget Utilization Request | | | |
| | 1.3. Check budget availability and prepare Budget Utilization Request and Status and submit to Accounting and Financial Management Division | | | 1 working day upon receipt of Request for BUR | *Senior Corporate Planning Analyst* (Corporate Planning Section) |
| | 1.4. Prepare and check the Disbursement Voucher | Disburse-ment Voucher | | 1 working day upon receipt of Request for BUR | Financial Planning Analyst / Acting Division Manager *(General Accounting Section Division)* |
| | 1.5 Certify Disbursement Voucher | | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.6 Approve the Disbursement Voucher | | | 1 working day upon receipt of DV | *General Manager* |

| PROCEDURE IN ALLOWANCE DISBURSEMENT | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 1.7 Prepare payroll register file for uploading | None | | 1 working day upon receipt of approved DV | Personnel Assistant (Personnel Welfare Section) |
| | 1.8 Upload Bank Payroll Register file to Landbank weAccess / Check Preparation | | | 1 working day upon approval of DV | *LBP WeAccess Maker / Cashier C* |
| | 1.9 Approve uploaded Bank Payroll Register at Landbank weAccess / Signing of Check | | | | *LBP WeAccess Authorizer / General Manager* |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 2. Disbursement for Meter Reader Allowance

The Santa Maria Water District provides a monthly subsidy of ₱2,450.00 to cover the meter reader's fuel (₱1,800.00), non-fuel expenses (₱150.00), and maintenance costs (₱500.00).

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Entitled employee of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Verified report of Meter Reader Transportation Subsidy/Allowance (Computation of Subsidy) | Customer Accounts Division |
| 2. Copy of Meter readers' attendance | Customer Accounts Division |
| 3. Certified Availability of Funds in Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN ALLOWANCE DISBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit verified report of Meter Reader Transportation Subsidy/Allo-wance and copy of Meter readers' Attendance | 1.1 Check budget availability and prepare Budget Utilization Request and Status | Budget Utilization Request | None | 1 working day upon receipt of Request for BUR | *Senior Corporate Planning Analyst* (Corporate Planning Section) |
| | 1.2 Check the completeness and validity of documents (Signatures) | None | | 1 working day upon receipt of Request for BUR | *Financial Planning Analyst / Acting Division Manager* (General Accounting Section Division) |
| | 1.3 Prepare and check the Disbursement Voucher | Disburse ment Voucher | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.4 Certify Disbursement Voucher | | | 2 working days upon receipt of DV | *General Manager* |
| | 1.5 Approve the Disbursement Voucher | | | 1 working day upon receipt of approved DV | *Personnel Assistant* (Personnel Welfare Section) |
| | 1.6 Prepare payroll register file for uploading | None | | 1 working day upon approval of DV | *LBP WeAccess Maker* |
| | 1.7 Upload Bank Payroll Register file to Landbank weAccess | None | | | *LBP WeAccess Authorizer* |
| | 1.8 Approve uploaded Bank Payroll Register at Landbank weAccess | None | | | |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 3. Reimbursement of Expenses

Reimbursement for approved expenses.

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Entitled employee of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Approved Summary of Expenses | General Accounting Section |
| 2. Proof of Expenses (Original Sales Invoice, Reimbursement Expense Receipt (RER), Certificate of Expenses not Requiring Receipts (CERR) | |
| *3. If applicable: Inter-Office Memorandum of Notification of activity, pictures during activity, Attendance sheet, Minutes of the meeting (Meetings, Trainings and Seminars)* | Issuing Section/Division |
| *4. If applicable: Certified Liquidation report for Cash Advances with excess expenses* | General Accounting Section |
| *5. If applicable: Self-Certification that the communication expenses incurred were official in nature and necessary to the performance of official duties and responsibilities* | |
| 6. Certified Availability of Funds in Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN REIMBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit the complete documentary requirements | 1.1 Check budget availability and prepare Budget Utilization Request and Status | Budget Utilization Request | None | 1 working day upon receipt of Request for BUR | *Senior Corporate Planning Analyst* (Corporate Planning Section) |
| | 1.2 Check the completeness and validity of documents (Signatures) | None | | 1 working day upon receipt of Request for BUR | *Financial Planning Analyst / Acting Division Manager* (General Accounting Section Division) |
| | 1.3 Prepare and check the Disbursement Voucher | Disburse-ment Voucher | | | |
| | 1.4 Certify Disbursement Voucher | | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.5 Approve the Disbursement Voucher | | | 2 working days upon receipt of DV | *General Manager* |
| | 1.6 Prepare payroll register file for uploading | None | | 1 working day upon receipt of approved DV | *Personnel Assistant* (Personnel Welfare Section) |

| PROCEDURE IN REIMBURSEMENT | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 1.7 Upload Bank Payroll Register file to Landbank weAccess / Check Preparation | None | | 1 working day upon approval of DV | *LBP WeAccess Maker / Cashier C* |
| | 1.8 Approve uploaded Bank Payroll Register at Landbank weAccess / Signing of Check | None | | | *LBP WeAccess Authorizer / General Manager* |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 4. Cash Advance to Employees and Board of Directors

Cash Advances for activities, seminars, trainings, events and travel allowance.

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Entitled employee and Board of Director of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Applicable documentary requirements in Annex B | General Accounting Section *(COA CIRCULAR NO. 2012-001 – June 14, 2012)* |
| *2. If applicable: Disbursement Request (For transactions without Billing, Statement of Accounts and proof of expenses)* | General Accounting Section |
| *3. If applicable: Inter-Office Memorandum of Notification of activity, Invitations for seminars and trainings* | Issuing Section/Division |
| 4. Certified Availability of Funds in Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN CASH ADVANCE**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit the complete documentary requirements | 1.1 Check budget availability and prepare Budget Utilization Request and Status | Budget Utilization Request | None | 1 working day upon receipt of Request for BUR | Senior Corporate Planning Analyst *(Corporate Planning Section)* |
| | 1.2 Check the completeness and validity of documents (Signatures) | None | | 1 working day upon receipt of Request for BUR | *Financial Planning Analyst / Acting Division* Manager (General Accounting Section Division) |
| | 1.3 Prepare and check the Disbursement Voucher<br>1.4 Certify Disbursement Voucher | Disburse-ment Voucher | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.5 Approve the Disbursement Voucher | | | 2 working days upon receipt of DV | *General Manager* |
| | 1.6 Prepare payroll register file for uploading | None | | 1 working day upon receipt of approved DV | *Personnel Assistant* (Personnel Welfare Section) |
| | 1.7 Upload Bank Payroll Register file to Landbank weAccess / Check Preparation | None | | 1 working day upon approval of Disbursement Voucher | *LBP WeAccess Maker / Cashier C* |
| | 1.8 Approve uploaded Bank Payroll Register at Landbank weAccess / Signing of Check | None | | | *LBP WeAccess Authorizer / General Manager* |
| **TOTAL** | | | **None** | **7 days** | |

**END OF TRANSACTION**

## 5. Disbursement to Employees

Processing and payment of Santa Maria Water District's Expenses

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| **Who may avail:** | Entitled employee of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Certified Service Record | Personnel Welfare Section |
| 2. Disbursement Request | General Accounting Section |
| 3. Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN ALLOWANCE DISBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit the complete documentary requirements | 1.1 Check budget availability and prepare Budget Utilization Request and Status | Budget Utilization Request | None | 1 working day upon receipt of Request for BUR | Senior Corporate Planning Analyst (Corporate Planning Section) |
| | 1.2 Check the completeness and validity of documents (Signatures) | None | | 1 working day upon receipt of Request for BUR | *Financial Planning Analyst / Acting Division* Manager (General Accounting Section Division) |
| | 1.3 Prepare and check the Disbursement Voucher | Disburse-ment Voucher | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.4 Certify Disbursement Voucher | | | 2 working days upon receipt of DV | *General Manager* |
| | 1.5 Approve the Disbursement Voucher | | | 1 working day upon approval of DV | *LBP WeAccess Maker / Cashier C* |
| | 1.6 Check Preparation | None | | | *LBP WeAccess Authorizer / General Manager* |
| | 1.7 Signing of Check | None | | 1 working day | *Cashier* |
| | 1.8 Notify end-user or procurement of check availability | None | | | *End-User/Procurement Personnel* |
| | 1.9 Notify client of check availability | None | | | |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## Central/Head Office

# External Services – Accounting and Financial Management Division

## 1. Disbursement to Suppliers and Contractors

Processing and payment of Santa Maria Water District's Expenses

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| | G2G - Government to Government |
| **Who may avail:** | Eligible Suppliers and Contractors of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Applicable documentary requirements in Annex A | |
| *2. If applicable: Original documents (if duplicate copy, the original document must be presented/submitted before the check payment can be released)* | |
| *3. If applicable: Disbursement Request (For transactions without Billing, Statement of Accounts and proof of expenses)* | General Accounting Section |
| 4. Certified Availability of Funds in Budget Utilization Request and Status (BUR) | Corporate Planning Section |

**PROCEDURE IN ALLOWANCE DISBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit the complete documentary requirements | 1.1 Check budget availability and prepare Budget Utilization Request and Status | Budget Utilization Request | None | 1 working day upon receipt of Request for BUR | Senior Corporate Planning Analyst (Corporate Planning Section) |
| | 1.2 Check the completeness and validity of documents (Signatures) | None | | 1 working day upon receipt of Request for BUR | *Financial Planning Analyst / Acting Division* Manager (General Accounting Section Division) |
| | 1.3 Prepare and check the Disbursement Voucher | Disburse-ment Voucher | | 1 working day upon receipt of Disbursement Voucher (DV) | *Department Manager* (Administrative and General Services Department) |
| | 1.4 Certify Disbursement Voucher | | | 2 working days upon receipt of DV | *General Manager* |
| | 1.5 Approve the Disbursement Voucher | | | 1 working day upon approval of DV | *LBP WeAccess Maker / Cashier C* |
| | 1.6 Check Preparation | None | | | *LBP WeAccess Authorizer / General Manager* |
| | 1.7 Signing of Check | None | | 1 working day | *Cashier* |
| | 1.8 Notify end-user or procurement of check availability | None | | | *End-User/Procurement Personnel* |
| | 1.9 Notify client of check availability | None | | | |
| **TOTAL** | | | **None** | **7 days** | |
| **END OF TRANSACTION** | | | | | |

## 2. Claiming/Release of Check

Release of checks to employees (including separated and retired), suppliers and contractors

| | |
|---|---|
| **Office or Division:** | Accounting and Financial Management |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| | G2G - Government to Government |
| **Who may avail:** | Entitled employee of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Valid company Identification (ID) of Collector/Authorized representative: Original and photocopy with three (3) specimen signatures | |
| 2. If claimed by a representative or with no valid company ID<br>2.1 Authorization Letter<br>2.2 Any valid Government IDs of both parties e.g. Philippine National ID (PhilID), Passport, Driver's License, UMID (GSIS/SSS), Voter's ID) | Employee / Supplier / Contractor |
| *3. If applicable: Original copy of documentary requirements (e.g. original copy of Sales Invoice if only duplicate copy was submitted for processing of Disbursement Voucher (DV))* | General Accounting Section |

**PROCEDURE IN ALLOWANCE DISBURSEMENT**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Submit applicable requirements | 1.1 Check validity of company ID and authority to collect check | None | None | 15 minutes | Cashier C |
| | *1.2. If applicable: Secure Original copy of Sales Invoice or other requirements to follow during the DV processing* | None | | | |
| | 1.3. Check and validate all required documents are submitted | None | | 30 minutes | Financial Planning Analyst |
| 2. Affix signature in Box C. Received payment | 2.1. Check and confirm if Box C. Received payment in Disbursement Voucher was duly signed | Disbursement Voucher | | 15 minutes | Cashier C |
| 3. Affix signature in Acknowledgement Receipt for 2307 | 3.1. Check and confirm if Acknowledgement receipt for 2307 was duly signed | Acknowledgement Receipt | | | |
| | 3.2. Release Check payment | None | | | |
| | 3.3. Record in Report of Checks Issued (RCI) | None | | | |
| **TOTAL** | | | **None** | **1 hour** | |
| **END OF TRANSACTION** | | | | | |

## Central/Head Office

# External Services – Customer Services Division

## 1. Application for New Water Service Connection

SMWD may accept new water meter service connection application as well as payment of all fees and charges.

| | |
|---|---|
| **Office or Division:** | Customer Services, Engineering and Construction Divisions |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client |
| | G2B - Government to Business |
| | G2G - Government to Government |
| **Who may avail:** | This service may be availed of by all residents and duly registered business establishments within the municipality of Santa Maria, Bulacan, provided that the applicant is not included in the agency's list of blacklisted accounts/properties.<br><br>*** Blacklisted Account / Property - refers to an account/property that has been barred from availing of new water service connections due to unpaid balances, unsettled illegal connections, tampering, or other violations, in accordance with the agency's approved policies and guidelines* |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **For Individual** | |
| 1. One (1) Photocopy of any Government issued ID of Concessionaire with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents):<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell<br>****Please note that combination of requirements may vary* | <br><br>Registry of Deeds<br>Notary Public |
| 3. Proof of Residency<br>Original copy of Certificate of Residency indicating the exact address of the property applying for water connection | Barangay Hall |
| 4. Payment of initial fees and charges | |
| **For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship** | |
| 1. Proof of Business Identification<br>Clear Photocopy of *any* of the following documents:<br><br>a. Certificate of Registration, Articles of Incorporation and By-Laws duly registered<br>b. Joint Venture Agreement and / or Contract for Single Proprietorship and Partnership | Securities and Exchange Commission (SEC)<br>Cooperative Development Authority (CDA)<br><br>Department of Trade and Industry (DTI)<br><br>Notary Public |
| 2. Proof of Authorization<br>a. Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership<br>b. For Single Proprietorship, the owner may issue an authorization letter to a representative to transact in his behalf | <br>Corporation (Legal Department) / Notary Public<br><br>Business Owner |
| 3. Proof of Identification<br>Clear photocopy of any government issued ID cards of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship and the duly authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

| For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship | WHERE TO SECURE |
|---|---|
| 4. Proof of Lot Ownership<br>Clear or Colored Photocopy of *any* of the following documents:<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell<br>c. Notarized Contract of Lease / Lease Agreement if the Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship is not the lot owner | <br><br><br><br>Registry of Deeds<br>Notary Public<br><br>Notary Public |
| 5. Proof of Residency<br>Original copy of Certificate of Residency indicating the exact address of the property applying for connection | Barangay Hall |
| 6. Payment of Initial fees and charges | |
| **For Government Agency** | |
| 1. Proof of Identification of the Head of the Agency (Clear photocopy of government issued ID cards) | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 2. Proof of Lot Ownership (Clear or Colored Photocopy of any of the following documents)<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell / Notarized Deed of Donation | <br><br>Registry of Deeds<br>Notary Public |
| 3. Proof of Availability of Funds (Original copy) issued by the Head of the Agency | Government Agency |
| 4. Payment of initial fees and charges | |
| **Situational requirements** | |
| Original copy of Excavation Permit | Land Transportation Office (LTO)<br>Barangay Hall for Barangay Road<br>Provincial Engineering Office (PEO) for Provincial Road<br>Department of Public Works and Highways (DPWH) for National Road |
| Authority to Pass Private Property | Lot Owner and Notary Public |
| Relevant Affidavit/s to the specific circumstances of the application shall be required, in accordance with applicable laws, rules, and regulations<br><br>*Note: Customer Service Division shall provide the standard template of affidavit* | Notary Public<br><br>SMWD Customer Service Division |
| Clear photocopy of any government issued ID cards of lot owner/s with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| Death Certificate/s | PSA & Civil Registry |
| Birth Certificate/s | |
| Marriage Contract/s | |

| Situational requirements | WHERE TO SECURE |
|---|---|
| *For Fully Turned-Over Subdivisions: (with Memorandum of Agreement with the agency)* | |
| Certificate of Homeowners' Association & Certificate of No Objection | Home Owner's Association & Subdivision Administrative Office (Amaia Scapes) |
| HOA Certification | Home Owner's Association (Dolmar - Golden Hills) |
| Clearance | Solar Resources Inc. (Las Palmas)<br><br>Freedom to Build, Inc. (H. Dela Costa Homes VI) |

| APPLICATION FOR NEW WATER SERVICE CONNECTION PROCEDURE | | | | | |
|---|---|---|---|---|---|
| **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 | *Customer Service Assistant* (Customer Services Division) |
| 2. 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<br>2.2 Verify if the applicant has an existing disconnected account and/or if the applicant has an existing active account<br>*2.2.1 If with existing disconnected account due to non-payment of outstanding balance, advise applicant that this should be settled prior to approval of the application*<br>2.3. Prepare the Order of Payment for the Outstanding Balance<br>2.4 Prepare the Order of Payment for Application Fee and Service Connection Charge<br>2.5 Scan submitted documents<br>2.6 Transfer Queue number to bills payment counter | Order of Payment<br><br>Queue Stub | | 15 minutes | *Customer Service Assistant* (Customer Services Division) |

| APPLICATION FOR NEW WATER SERVICE CONNECTION PROCEDURE | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 3. Proceed to Bills Payment Counter and present the Order of Payment for application fee, service connection charge, and outstanding balance, should there be any | 3.1 Call Queue number<br>3.2 Check and verify the Order of Payment<br>3.3 Accept payment and issue Official Receipt<br>3.4 Advise applicant to present Official Receipt to the Customer Service Assistant<br>3.5 Advise applicant to present Official Receipt to the Customer Service Assistant | Queue Stub<br>Order of Payment<br>Official Receipt | Application Fee - PHP 150.00<br>Service Connection Charge - PHP 350.00<br>*Both are non-refundable<br><br>Outstanding Balance: if any | 10 minutes | *Utilities Service Assistant-Treasury* (Accounting and Financial Management Division) |
| 4. After payment, proceed to customer services area, present Official Receipt and sign the application form and contract. | 4.1 Guide the applicant in the proper filling-out and signing of application form and contract. | Service Application Form & Contract of Service | None | 20 minutes | *Utilities Service Assistant-Treasury* (Accounting and Financial Management Division) |
| | 4.2 Prepare Pre-Installation Inspection Report form and schedule applicant for the New Service Connection Orientation. | Pre-Installation Inspection Report & Orientation | | | |
| **TOTAL** | | | **PHP 500.00 + Outstanding Balance (if any)** | **1 hour & 5 minutes** | |
| **END OF TRANSACTION** | | | | | |

## 2. Payment of New Water Service Connection

The SMWD 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<br>G2B - Government to Business<br>G2G - Government to Government |
| **Who may avail:** | 1. Applicant with an approved New Water Service Connection Application in Santa Maria Water District, who have completely complied with the required New Service Connection Orientation Program<br>2. Applicant with an approved New Water Service Connection Application in Santa Maria Water District, who have completely complied with the required New Service Connection Orientation Program, and have fully-settled all outstanding arrears, including those arising from previously blacklisted accounts and/or properties.<br>*** Settlement of arrears shall include all obligations associated with the applicant, the property, or any related account, regardless of ownership, registration status, or change in account name, and shall cover liabilities arising from unpaid balances, illegal connections, tampering, or other violations.*<br><br>*** Blacklisted Account / Property - refers to an account/property that has been barred from availing of new water service connections due to unpaid balances, unsettled previous illegal connections, tampering, or other violations, in accordance with the agency's approved policies and guidelines* |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Communication from SMWD<br>Text message from SMWD informing the schedule of payment of the applicant with approved New Water Service Connection Application | Santa Maria Water District thru Customer Services Division |

**PAYMENT OF NEW WATER SERVICE CONNECTION PROCEDURE**

| 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 | *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 Service Invoice and advise applicant to pay corresponding guarantee deposit, meter cost and fittings.<br><br>2.2 Transfer queue number to bills payment counter | Service Invoice<br><br>Queue Stub | **Guarantee Deposit:**<br>1. Residential - PHP 480.00<br>2. Government - PHP 480.00<br>3. Sub-Commercial C – PHP 600.00<br>4. Sub-Commercial B - PHP 720.00<br>5. Sub-Commercial A - PHP 840.00<br>6. Commercial - PHP 960.00 | 5 minutes | *Customer Service Assistant* (Customer Services Division) |

| PAYMENT OF NEW WATER SERVICE CONNECTION PROCEDURE | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 3. Proceed to Bills Payment Counter and pay the corresponding Guarantee Deposit, Meter Cost and Fittings<br><br>*Note: Follow up requirements must be presented to Customer Service Assistant before processing of payment* | 3.1 Call Queue number<br><br>3.2 Check and verify the Service Invoice<br><br>3.3 Accept payment and issue Official Receipt<br><br>3.4 Advise applicant to present Official Receipt to the Customer Service Assistant | Queue Stub<br><br>Service Invoice<br><br>Official Receipt | **Meter Cost -** PHP 1,955.00<br><br>**Fittings -** PHP 3,708.00<br><br>**** The installment basis applies to approved residential applications only (maximum of six (6) months)* | 20 minutes<br><br>10 minutes | *Utilities Service Assistant-Treasury* (Accounting and Financial Management Division) |
| 4. Return to the customer services area and present the Official Receipt | 4. Check and verify Official Receipt presented. Concessionaire will be advised with the possible date of water meter installation. Indicate the Official Receipt number, amount and date of payment on the application form | None | **** Approved applicants without proof of lot ownership and with only a self-affidavit shall pay three (3) times of the Guarantee Deposit in cash*<br><br>**** Fees, charges and cost of materials are subject to change in case of inflation*<br><br>**** 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)**<br>**Residential and Government- PHP 6,143.00**<br>**Sub-Commercial C - PHP 6,263.00**<br>**Sub-Commercial B - PHP 6383.00**<br>**Sub-Commercial A - PHP 6,503.00**<br>**Commercial - PHP 6,623.00** | **1 hour** | |
| **END OF TRANSACTION** | | | | | |

## 3a. Payment of Water Bill and Other Fees in the SMWD Office

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:** | 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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Current Statement of Account<br><br>****Order of Payment in case of unavailability of Statement of Account and if concessionaire opted for installment payment of meter cost and cost of materials/fittings* | Santa Maria Water District thru Meter Readers and SMWD Website<br><br>****Santa Maria Water District thru Customer Service Assistant* |

**PROCEDURE IN PAYMENT OF WATER BILL AND OTHER FEES IN THE SMWD OFFICE**

| 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 | *Utilities Service Assistant (Accounting and Financial Management Division)* |
| 2. Proceed to Bills Payment Counter and present the current Statement of Account or Order of Payment | 2.Check and verify the Statement of Account or Order of Payment. | Statement of Account/ Order of Payment | Total amount of water bill and other charges indicated in the Statement of Account or Order of Payment. | 5 minutes | |
| 3. Pay the water bill and other fees indicated in the Statement of Account and check the accuracy of the Official Receipt issued | 3. Accept payment and issue Official Receipt | Official Receipt | | 5 minutes | |
| | **TOTAL** | | **Total amount of water bill and other charges indicated in the Statement of Account/Order of Payment** | **30 minutes** | |
| **END OF TRANSACTION** | | | | | |

## 3b. Online Payment of Water Bill and Other Fees

The SMWD accepts payment through authorized collecting partners 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:** | 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 |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. Current Statement of Account | Santa Maria Water District thru Meter Readers and SMWD Website |

**PROCEDURE IN ONLINE PAYMENT OF WATER BILL AND OTHER FEES**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Pay the water bill and other fees indicated in the Statement of Account through SMWD authorized collecting partners and check the accuracy of the account details before confirming of the payment | None | None | Total amount of water bill and other charges indicated in the Statement of Account | | |
| 2. Screenshot proof of payment for verification purposes | None | None | None | | |
| | | **TOTAL** | **Total amount of water bill and other charges indicated in the Statement of Account** | | |

**END OF TRANSACTION**

## 3c. Over-The-Counter (OTC) Payment of Water Bill and Other Fees through SMWD Collecting Partners

The SMWD accepts payment through authorized collecting partners 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:** | 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 |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. Current Statement of Account | Santa Maria Water District thru Meter Readers and SMWD Website |

**PROCEDURE IN ONLINE PAYMENT OF WATER BILL AND OTHER FEES**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Go to the SMWD authorized collecting partners and pay the water bill and other fees indicated in the Statement of Account. Check the accuracy of the account details before confirming of the payment | None | None | Total amount of water bill and other charges indicated in the Statement of Account | | |
| 2. Get receipt or proof of payment and check the accuracy of the receipt issued | None | None | None | | |
| | | **TOTAL** | **Total amount of water bill and other charges indicated in the Statement of Account** | | |
| **END OF TRANSACTION** | | | | | |

## 4. 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.

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

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **For Individual** | |
| 1. Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service - Treasury Assistant – Treasury and SMWD Website |
| 3. One (1) photocopy of any valid Government issued ID of concessionaire with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **Additional if through representative** | |
| 4. One (1) original, signed, and authorization letter from the account holder | Account Holder |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship** | |
| 1.Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |
| 3. Proof of Authorization<br><br>a. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership<br><br>b. For Single Proprietorship, the requestor must present DTI permit as proof of ownership<br><br>**Additional if processing through representative:*<br>a. One (1) original, signed, and authorization letter from the owner and;<br><br>b. One (1) clear photocopy of any valid Government issued ID of the authorized representative with three (3) specimen signatures | Corporation (Legal Department) / Notary Public<br><br>DTI<br><br>Owner<br><br>LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 4. Proof of Identification<br>One (1) Photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

| For Government Agency | WHERE TO SECURE |
|---|---|
| 1.Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |
| 3. Proof of Identification<br>One (1) Photocopy of any valid government issued ID with three (3) specimen signatures and;<br><br>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, AND LGU Head of the Agency/Company |
| **Additional if through representative** | |
| 4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency | Agency/Company |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

**PROCEDURE IN REQUESTING FOR TEMPORARY DISCONNECTION OF WATER SERVICE**

| 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 | *Customer Service Assistant* (Customer Services Division) |
| 2. Proceed to Customer Services Area to request for temporary disconnection of service | 2.1 Check and verify the account and the submitted requirements. | Complaints and Requests Form | None | 10 minutes | |
| | Advise concessionaire of possible Statement of Account to receive indicating the last consumption to settle, if any<br><br>2.2 Issue disconnection order<br><br>2.3 Execution of disconnection order on site<br><br>2.4 Completion and uploading of disconnection order on the system | Disconnection Order | | 30 minutes | *Utilities Service Assistant* (Customer Accounts Division) |
| | | | | 7 hours | *Customer Service Assistant - Field Services* (Customer Services Division) |
| | | **TOTAL** | **None** | **1 day** | |
| **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 |
| **Who may avail:** | SMWD concessionaires with temporarily disconnected water service who wish to reactivate their water service |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **For Individual** | |
| 1. Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant – Treasury and SMWD Website |
| 3. One (1) photocopy of any valid Government issued ID of concessionaire with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **Additional if through representative** | |
| 4. One (1) original, signed, and authorization letter from the account holder | Account Holder |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship** | |
| 1.Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |

| For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship | WHERE TO SECURE |
|---|---|
| 3. Proof of Authorization<br><br>A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership<br><br>B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership<br><br>**Additional if processing through representative:*<br>a. One (1) original, signed, and authorization letter from the owner and;<br><br>b. One (1) clear photocopy of any valid Government issued ID of the authorized representative with three (3) specimen signatures | Corporation (Legal Department) / Notary Public<br><br>DTI<br><br>Owner<br><br>LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **For Government Agency** | |
| 1.Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |
| 3. Proof of Identification<br><br>One (1) Photocopy of any valid government issued ID with three (3) specimen signatures and;<br><br>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, AND LGU<br><br>Head of the Agency/Company |
| **Additional if through representative** | |
| 4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency | Agency/Company |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| ****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* | |

| PROCEDURE IN REQUESTING FOR RECONNECTION OF WATER SERVICE | | | | | |
|---|---|---|---|---|---|
| **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 | *Customer Service Assistant (Customer Services Division)* |
| 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 | Complaints and Requests Form | Reconnection fee - PHP 100.00 + outstanding water bill balance and other charges if there are any | 20 minutes | |

| PROCEDURE IN REQUESTING FOR RECONNECTION OF WATER SERVICE | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 2.2 Issue Order of Payment | Order of Payment | | | |
| | 2.3 Transfer queue to Bills Payment Counter | Queue Stub | | | |
| 3. Proceed to the Bills Payment counter with the Order of Payment<br>3. Proceed to the Bills Payment counter with the Order of Payment | 3.1 Call queue number | Queue Stub | None | 20 minutes | Utilities Service Assistant (Accounting and Financial Management Division) |
| | 3.2 Check and verify the Order of Payment | Order of Payment | | 5 minutes | |
| | 3.3 Accept payment and issue Official Receipt | Official Receipt | | 5 minutes | |
| | 3.4 Issue Reconnection Order<br>Note: Payments received with reconnection fee through online payment after 5:00 PM will be processed on the next working day. | Reconnection Order | | 50 minutes | *Customer Services Assistant* (Customer Services Division) |
| | 3.5 Reconnection on site<br>3.6 Completion and uploading of reconnection order on the system | | | 6 hours upon receipt of Reconnection | *Customer Service Assistant - Field Services* (Customer Services Division) |
| 4. Check and verify the Official Receipt | | | None | | |
| | | **TOTAL** | **Reconnection fee - PHP 100.00 + outstanding water bill balance and other charges if there are any** | **1 day** | |
| **END OF TRANSACTION** | | | | | |

## 6. Request for Permanent Disconnection of Water Service

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

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

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **For Individual** | |
| 1. Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant – Treasury and SMWD Website |
| 3. One (1) photocopy of any valid Government issued ID of concessionaire with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **Additional if through representative** | |
| 4. One (1) original, signed, and authorization letter from the account holder | Account Holder |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **For Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship** | |
| 1. Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |
| 3. Proof of Authorization<br><br>A. One (1) Clear Photocopy of Notarized Secretary's Certificate authorizing the Corporation, Foundation, Cooperative, Joint Venture or Partnership<br><br>B. For Single Proprietorship, the requestor must present DTI permit as proof of ownership<br><br>**Additional if processing through representative:*<br>a. One (1) original, signed, and authorization letter from the owner and;<br><br>b. One (1) clear photocopy of any valid Government issued ID of the authorized representative with three (3) specimen signatures | Corporation (Legal Department) / Notary Public<br><br>DTI<br><br>Owner<br><br>LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 4. Proof of Identification<br>One (1) photocopy of any valid government issued ID of the Secretary of Corporation, Foundation, Cooperative, Joint Venture, Partnership or Single Proprietorship with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

| For Government Agency | WHERE TO SECURE |
|---|---|
| 1.Full payment of outstanding balance of the account | |
| 2. Statement of Account or Official Receipt | Santa Maria Water District through Meter Readers or Utilities Service Assistant - Treasury |
| 3. Proof of Identification<br>One (1) Photocopy of any valid government issued ID with three (3) specimen signatures and;<br><br>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, AND LGU Head of the Agency/Company |
| **Additional if through representative** | |
| 4. One (1) original, signed, and printed authorization letter with the agency's letter head issued by the head of the agency | Agency/Company |
| 5. One (1) photocopy of any Government issued ID of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

**PROCEDURE IN REQUESTING FOR PERMANENT DISCONNECTION OF WATER SERVICE**

| 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 | *Customer Service Assistant (Customer Services Division)* |
| 2. Proceed to Customer Services Area to request for permanent disconnection | 2.1 Check and verify the documents submitted.<br><br>2.2. Issue Complaints and Requests Form and Service Order to permanently disconnect the account<br><br>2.3 Advise concessionaire on the possible date of execution of permanent disconnection | Complaints and Requests Form<br><br>Service Order | | 1 hour | |
| | | **TOTAL** | **None** | **1 hour and 20 minutes** | |
| **END OF TRANSACTION** | | | | | |

## 7. 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.

| | |
|---|---|
| **Office or Division:** | Customer Services Division and Accounting and Financial Management Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client<br>G2B - Government to Business |
| **Who may avail:** | Existing concessionaires of Santa Maria Water District |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **A. Deceased account holder to transfer to surviving spouse** | |
| 1. One (1) Photocopy of any Government issued ID of the surviving spouse with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 2. One (1) Photocopy of Death Certificate | PSA & Civil Registry |
| 3. One (1) Photocopy of Marriage Certificate | PSA & Civil Registry |
| **Additional if through representative** | |
| 4. One (1) original, signed, and authorization letter | Account Holder |
| 5. One (1) Photocopy of any Government issued ID of the authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **B. Deceased account holder to transfer to heir** | |
| 1. One (1) Photocopy of any Government issued ID of the heir with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 2. One (1) Photocopy of Death Certificate of both parents | PSA & Civil Registry |
| 3. One (1) Photocopy of Birth Certificate | PSA & Civil Registry |
| 4. One (1) Original copy of Affidavit of transfer of rights of the outgoing concessionaire<br>*Note: Customer Service Division shall provide the standard template of affidavit* | Notary Public |
| 5. Proof of Lot Ownership<br>One (1) Clear or Colored Photocopy of any of the following documents:<br>a. Land Title<br>b. Notarized Deed of Absolute Sale / Notarized Contract to Sell | <br><br><br>Registry of Deeds<br><br>Notary Public |
| 6. Proof of Residency<br>One (1) Original copy of Certificate of Residency indicating the exact address of the property where the account of water meter is located | Barangay Hall |
| **Additional if through representative** | |
| 7. One (1) original, signed, and authorization letter | Account Holder |
| 8. One (1) Photocopy of any Government issued ID of the authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

**PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME**

| 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 | *Customer Service Assistant* (Customer Services Division) |

| PROCEDURE IN REQUESTING FOR CHANGE OF ACCOUNT NAME | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| 2. Submit the complete set of requirements<br><br>*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<br>2.2 Prepare the Order of Payment for the change of account name fee and other necessary charges<br>2.3 Transfer Queue number to the bill's payment counter | Service Application Form<br>Order of Payment<br>Queue Stub | Change of account name fee - PHP 50.00<br><br>*Fee is waived if transferring to the surviving spouse | 10 minutes | *Customer Service Assistant* (Customer Services Division) |
| 3. Proceed to Bills Payment counter and present the Order of Payment for the supersedure fee. Check the accuracy of the Official Receipt | 3.1 Call Queue Number<br>3.2 Check and verify the Order of Payment<br>3.3 Accept payment and issue Official Receipt<br>3.4 Advise the concessionaire to return to the customer service area and present the Official Receipt | Queue Stub<br>Order of Payment<br>Official Receipt<br>Official Receipt | | 20 minutes<br>10 minutes | *Utilities Service Assistant* (Accounting and Financial Management Division) |
| 4. After payment, proceed to customer services area, present Official Receipt and sign the application form and contract. | 4.1 Guide the applicant in the signing of application form and contract<br>4.2 Issue Service Order for the change of account name | Official Receipt<br>Service Order | None | 15 minutes | *Customer Service Assistant* (Customer Services Division) |
| | **TOTAL** | | **Change of account name fee - PHP 50.00 *Fee is waived if transferring to the surviving spouse** | **1 hour and 15 minutes** | |
| **END OF TRANSACTION** | | | | | |

## 8. Request for Waiver

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

| | |
|---|---|
| **Office or Division:** | Customer Services Division and Accounting and Financial Management Division |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C - Government to Client<br>G2B - Government to Business |
| **Who may avail:** | Existing concessionaires of Santa Maria Water District |

| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** |
|---|---|
| 1. One (1) Photocopy of any Government issued ID of the applicant with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| 2. Proof of Lot Ownership (One (1) Clear or Colored Photocopy of any of the following documents):<br>a. Land Title | Registry of Deeds |

**PROCEDURE IN REQUESTING FOR WAIVER**

| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
|---|---|---|---|---|---|
| 1. Get queue number | 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 | Complaints and Requests Form & Pre-Installation Inspection Report | | 15 minutes | |
| | 2.2 Prepare the Order of Payment | Order of Payment | | | |
| | 2.3 Transfer Queue number to bills payment counter | Queue Stub | | | |
| 3. Proceed to Bills Payment counter with the order of payment to settle | 3.1 Call Queue Number | Queue Stub | Waiver Fee - PHP 50.00 | 20 minutes | *Utilities Service Assistant* (Accounting and Financial Management Division) |
| | 3.2 Check and verify the Order of Payment | Order of Payment | | 10 minutes | |
| | 3.3 Accept payment and issue Official Receipt | Official Receipt | | | |
| | 3.4 Advise the concessionaire to return to the customer service area and present the Official Receipt | Official Receipt | | | |
| 4. Check the accuracy of Official Receipt and return to the Customer Services Area and present the Official Receipt | 4.1 Indicate the Official Receipt number, amount and date of payment on the complaints and requests form | Official Receipt | None | 10 minutes | *Customer Service Assistant* (Customer Services Division) |
| | 4.2 Advise concessionaire on the possible date to get waiver | | | | |
| | **TOTAL** | | **PHP 50.00** | **1 hour and 15 minutes** | |

**END OF TRANSACTION**

## 9. Request for Microbiological Water Test

Concessionaires who need to get a Microbiological Water Test Certification

| | |
|---|---|
| **Office or Division:** | Customer Services and Water Resource Division |
| **Classification:** | Highly-Technical |
| **Type of Transaction:** | G2C - Government to Client<br>G2B - Government to Business<br>G2G - Government to Government |
| **Who may avail:** | Residents of Santa Maria, Bulacan, business establishments, institutions, and government offices who need to get a microbiological water test certification. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Statement of Account | Santa Maria Water District and SMWD Website |
| 2. One (1) photocopy of any valid Government issued with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |
| **ADDITIONAL IF PROCESSING THROUGH REPRESENTATIVE:** | |
| 3. One (1) original, signed, and printed authorization letter from the account holder | Account Holder |
| 4. One (1) Photocopy of any Government issued ID (with photo & signature) of authorized representative with three (3) specimen signatures | LTO, PHILHEALTH, OSCA, DFA, POST OFFICE, BARANGAY HALL, GSIS, PAGIBIG, COMELEC, BIR, SSS, PRC, NTC, FEO, PSA, AND LGU |

**PROCEDURE IN REQUESTING FOR MICROBIOLOGICAL WATER TEST**

| CLIENT STEPS | AGENCY ACTION | FORMS | FEES TO BE PAID | PROCESSING TIME | RESPONSIBLE PERSON |
|---|---|---|---|---|---|
| 1. Proceed to Customer Services to submit request for Microbiological Water Testing and sign the Complaints and Requests Form | 1.1 Check the validity and completeness of requirements submitted | Complaints and Requests Form | Microbiological Water Test Fee + Service Fee (100.00)<br><br>(To Be Billed) | 15 minutes | *Customer Service Assistant* (Customer Services Division) |
| | 1.2 Inform of the test fee *(in excess of 1 free Microbiological Test per year)*<br><br>*****1 free Microbiological Test per year is for SMWD Concessionaires ONLY*** | | | | |
| | 1.3 Advise that the agency will inform them as soon as the results are received | | | | |
| | 1.4 Record the transaction and include account on the Monthly Chain of Custody | | | | |
| | 1.5 Print the Complaints & Requests Form and have it signed for requestor's acknowledgement | | | | |
| | 1.6 Prepare the Chain of Custody and forward to Water Resource Division | None | None | 1 day | *Customer Service Assistant* (Customer Services Division) |
| | 1.7 Sample Collection and Forwarding to Laboratory for Testing | | | 3 days | *Supervising Chemist* (Water Resource Division) |
| | 1.8. Microbiological Water Testing | | | 7 days | *Laboratory Analyst* (Third-Party) |
| | 1.9 Microbiological Water Test Results Assessment | | | 1 day | *Supervising Chemist* (Water Resource Division) |

| PROCEDURE IN REQUESTING FOR MICROBIOLOGICAL WATER TEST | | | | | |
|---|---|---|---|---|---|
| **CLIENT STEPS** | **AGENCY ACTION** | **FORMS** | **FEES TO BE PAID** | **PROCESSING TIME** | **RESPONSIBLE PERSON** |
| | 1.10 Forward Microbiological Water Test Results to Customer Services Division | None | None | 1 day | *Supervising Chemist* (Water Resource Division) |
| | 1.11 Create the Certification of Microbiological Water Test and attach the actual test results | None | | 1 day | *Customer Service Assistant* (Customer Services Division) |
| | 1.12 Review the details and affix initials as recommendation for the OGM | None | | 1 day | *Supervising Chemist* (Water Resource Division) |
| | 1.13 Final assessment of the Certification and attached test results. Affix signature, indicating approval for the release of results | None | | 2 days | *General Manager* (Office of the General Manager) |
| | 1.14 Forward signed Certification to Corporate Planning Section | None | | 1 day | *Secretary* (Office of the General Manager) |
| | 1.15 Receive signed Certification, affix the Release Stamp and process mode of release accordingly.<br><br>*a. If for e-mail, send e-mail via official e-mail of the agency to the given e-mail address of the requestor*<br><br>*b. If for pick-up, forward signed Certification to the Customer Services Division* | None | | | *Records Officer* (Corporate Planning Section) |
| | 1.16 Contact and inform requestor that the Certification of Microbiological Water Testing is already available for pick-up | None | | 15 minutes | *Customer Service Assistant* (Customer Services Division) |
| | | **TOTAL** | **Microbiological Water Test Fee + PHP 100.00 Service Fee** | **18 days + 30 minutes (without re-testing)** | |
| **END OF TRANSACTION** | | | | | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| **How to send feedback** | • Direct Message through FB Page **https://www.facebook.com/santamariawaterdistrict**<br>• Send e-mail through **smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph**<br><br>• Write letter addressed to Office of the General Manager (OGM) and will be endorsed to Records Personnel or OGM's Secretary for receipt<br><br>• Fill-out Feedback Form available at the Public Assistance and Complaints Desk (PACD); put the accomplished form inside the drop box located at PACD table.<br><br>• Contact our Official Hotlines: **0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363** |
| **How feedbacks are processed** | • Through Official FB Page: Dedicated Customer Service Assistant (CSA) checks and answers all FB messages before the day ends and will be endorsed to the Management or to the concerned Division.<br><br>• Through E-mail: CSA will collate feedbacks and will be forwarded to the Records Personnel's e-mail for documentation. The Records Personnel will endorse the e-mail to OGM.<br><br>• Through Feedback Form: Feedback forms are reviewed by the OGM. Necessary improvements are communicated to concerned Division for implementation. Commendations are communicated to respective employees and division. |
| **How to file a complaint** | • Direct message through FB Page **https://www.facebook.com/santamariawaterdistrict**<br><br>• Send e-mail through **smwdbulacan@yahoo.com or smwdcustomercare@smwdbulacan.gov.ph**<br><br>• Walk-in concessionaires may file complaint personally to the CSA who will document the concessionaire's statement. CSA will then print and let the concessionaire sign the Complaints and Request Form.<br><br>• Submit written complaints to CSA addressed to the General Manager, Engr. Carlos N. Santos Jr. which will be endorsed to the Records Personnel or Secretary of the OGM.<br><br>• Verbal complaint through our **official hotlines: 0917-883-7693 (Globe), 0918-920-7693 (Smart), 0925-526-7693(Sun) and landline (044)815-3363** |
| **How complaints are processed** | *1. Through FB Page:*<br>• Customer Service Assistant checks all FB messages of the district every working day, and endorses the complaint to the concerned Division or Section.<br><br>• The concerned Division or Section will conduct investigation, and provide appropriate response to the complaint.<br><br>• The CSA will then update/respond to the complaint of the concessionaire.<br><br>*2. Through E-mail:*<br>• Records Personnel daily checks the email and endorses the complaint to the OGM.<br><br>• General Manager (GM) endorses the complaint to the concerned division to conduct investigation and provide resolution and/or appropriate response to the OGM.<br><br>• The GM sends response through smwdbulacan@yahoo.com<br><br>*3. Walk-in Complaints:*<br>• CSA prepares the Complaints and Request Form which will be forwarded to the concerned Division or Section.<br><br>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA. The CSA will then provide a response or relay the findings to the complainant. |

<table>
<tr><th colspan="3">FEEDBACK AND COMPLAINTS MECHANISM</th></tr>
<tr><td></td><td colspan="2">4. Written Complaint/Letter:<br>• Written complaints will be received directly by the Records Personnel or the Secretary of OGM. CSA will create Complaints and Request Form to document the submission of the complaint.<br><br>• Letter/Complaint will be endorsed to the Head of the concerned Division or Section. Investigation will be conducted, and provide the answer to the complaint. Findings will be forwarded to the Head of the concerned Division.<br><br>• The Head of the concerned Division will forward the findings of the complaint to the OGM for approval.<br><br>• OGM will send the response through the Head of the concerned Division.<br><br>5. Verbal Complaint through our Official Hotlines:<br>• CSA will document the statement of the concessionaire accurately through Complaints and Request Form.<br><br>• Complaint will be forwarded to the concerned Division/Section.<br><br>• The concerned Division/Section conducts investigation, issue orders then indicate or attach the findings in the CAR form to be forwarded to the CSA.<br><br>• The CSA will then provide a response or relay the findings to the complainant.</td></tr>
<tr><td>Contact information of CCB, PCC, ARTA</td><td colspan="2">Para sa mga reklamong ukol sa:<br>• Kotong/Suhol/Red Tape<br>• Pakikipagsabwatan sa fixer<br>• Tigil Serbisyo tuwing lunch break<br>• Walang tao sa Public Assistance & Complaints Desk (PACD)<br>• Walang Citizen's Charter ang Ahensya<br>• Dagdag bayarin o requirements na wala sa Citizen's Charter<br>• Hindi magalang sa kliyente<br>• Walang special lane para sa senior citizen, buntis o may kapansanan<br>• At iba pang sagabal sa mahusay na serbisyo<br><br>Maaring dumulog sa:<br>Contact Center ng Bayan (CCB)
<table>
<tr><td>Mag-text sa</td><td>0908-881-6565</td></tr>
<tr><td>Tumawag sa</td><td>1-6565*</td></tr>
</table>
Mula 8am to 5pm, Lunes hanggang Biyernes<br>Maari ring dumulog sa mga sumusunod na ahensya:<br><br>Presidential Complaints Center (PCC)<br>Magpadala ng sulat sa pamamagitan ng:
<table>
<tr><td>E-mail</td><td>pcc@malacanang.gov.ph</td></tr>
<tr><td>Postal office</td><td>PCC Offical address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</td></tr>
<tr><td>Fax</td><td>(02)-8736-8621</td></tr>
<tr><td rowspan="5">Tumawag sa</td><td>(02)-8736-8645</td></tr>
<tr><td>(02)-8736-8603</td></tr>
<tr><td>(02)-8736-8629</td></tr>
<tr><td>(02)-8736-8621</td></tr>
<tr><td>8888</td></tr>
<tr><td colspan="2">Anti-Red Tape Authority (ARTA)</td></tr>
<tr><td rowspan="3">Tumawag sa</td><td>(02)-8478-5091</td></tr>
<tr><td>(02)-8478-5093</td></tr>
<tr><td>(02)-8478-5099</td></tr>
</table></td></tr>
</table>

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

## *ANNEX A*

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Procurement – Public Bidding** | |
| 1 | Approved Annual Procurement Plan |
| 2 | Purchase or Work Request and Program of Work *(if infrastructure projects including repairs)* |
| 3 | Invitation to Apply for Eligibility to Bid |
| 4 | Letter of Intent |
| 5 | Results of Eligibility Check/Screening |
| 6 | Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods, and rental and repair contracts, and Terms of Reference (TOR) for consultancy services |
| 7 | Minutes of Pre-Bid Conference, [Approved Budget for Contract (ABC) R1.0 million and above] |
| 8 | Agenda and/or Supplemental Bulletins, if any |
| 9 | Bidders Technical and Financial Proposals |
| 10 | Minutes of Bid Opening |
| 11 | Abstract of Bids |
| 12 | Post-Qualification Report of Technical Working Group |
| 13 | Notice of Post Qualification |
| 14 | BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract |
| 15 | Notice of Award and Notice to Proceed |
| 16 | BAC Resolution recommending award for the project |
| 17 | Performance Security |
| 18 | Contract Agreement |
| 19 | Detailed Breakdown of the ABC |
| 20 | Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time |
| 21 | Detailed Breakdown of the Contract Cost |
| 22 | Proof of posting of Invitation to Bid/ Bid Notice Abstract to PhilGEPS |
| 23 | Minutes of Pre-procurement Conference for projects costing above P5.0 million for infrastructure, P2.0 million and above for goods, and P1.0 million and above for consulting services |
| 24 | Bid Evaluation Report |
| 25 | Ranking of short-listed bidders for consulting services |
| 26 | Post Qualification Evaluation Report |
| 27 | Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184 |
| 28 | Mayor's Permit, COR, Sample Invoice, PhilGEPS Registration, ITR for ABCs above 500k, Tax Clearance |
| 29 | Inspection and Acceptance Report/ Certificate of Completion |
| 30 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 31 | Purchase or Work Order |
| 32 | Warranty (if applicable) |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Procurement – Small Value Procurement** | |
| 1 | Purchase or Work Request and Program of Work (if infrastructure projects including repairs) |
| 2 | Approved Annual Procurement Plan |
| 3 | BAC Resolution recommending mode of procurement and approved by Head of Procuring Entity |
| 4 | BAC Resolution recommending award for the project (above P200,000) |
| 5 | Proof of posting of Invitation to Bid/ Bid Notice Abstract to Philgeps (above P200,000 as required by PhilGEPS) |
| 6 | Proof of posting of NOA, NTP and Contract (above P200,000 as required by PhilGEPS) |
| 7 | Mayor's Permit, COR (BIR 2303), Sample Invoice, Philgeps Registration, ITR for ABCs above 500k |
| 8 | Omnibus Sworn Statement that supplier/contractor is not blacklisted/barred from bidding and not related to the Head of Procuring Entity up to the 3rd civil degree for ABCs above 50k |
| 9 | Letter/invitation to submit proposals |
| 10 | At least three price quotations (P1,000 and above) |
| 11 | Abstract of quotations |
| 12 | Inspection and Acceptance Report/ Certificate of Completion |
| 13 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 14 | Purchase or Work Order |
| 15 | Warranty (if applicable) |
| **Procurement – Direct Contracting** | |
| 1 | Purchase or Work Request and Program of Work (if infrastructure projects including repairs) |
| 2 | Approved Annual Procurement Plan |
| 3 | BAC Resolution recommending mode of procurement and approved by Head of Procuring Entity |
| 4 | Letter/invitation to selected supplier/ distributor to submit price quotation |
| 5 | Certificate of exclusive distributorship |
| 6 | Certification that there are no sub-dealers/ substitute |
| 7 | Certification of BAC in case of procurement of good and services to maintain certain standards |
| 8 | Survey to determine that there are no sub-dealers/substitute |
| 9 | Mayor's Permit, COR (BIR 2303), Sample Invoice, PhilGEPS Registration, ITR for ABCs above 500k |
| 11 | Inspection and Acceptance Report/ Certificate of Completion |
| 10 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 12 | Purchase or Work Order |
| 13 | Warranty (if applicable) |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Procurement – Two Failed Biddings** | |
| 1 | Purchase or Work Request and Program of Work (if infrastructure projects including repairs) |
| 2 | Approved Annual Procurement Plan |
| 3 | BAC Resolution recommending mode of procurement and approved by Head of Procuring Entity |
| 4 | BAC Resolution recommending award for the project (above P200,000) |
| 5 | Proof of posting of Invitation to Bid/ Bid Notice Abstract to PhilGEPS (above P200,000 as required by PhilGEPS) |
| 6 | Proof of posting of NOA, NTP and Contract (above P200,000 as required by PhilGEPS) |
| 7 | Agency's offer for negotiations |
| 8 | BAC Certification on failure of bidding for the second time |
| 9 | BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) |
| 10 | Evidence of invitation of observers |
| 11 | Eligibility documents in case of infrastructure projects |
| 12 | Mayor's Permit, COR (BIR 2303), Sample Invoice, PhilGEPS Registration |
| 13 | At least three price quotations (P1,000 and above) |
| 14 | Abstract of quotations |
| 15 | Inspection and Acceptance Report/ Certificate of Completion |
| 16 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 17 | Purchase or Work Order |
| 18 | Warranty (if applicable) |
| **Procurement – Emergency Cases** | |
| 1 | Purchase or Work Request and Program of Work (if infrastructure projects including repairs) |
| 2 | Approved Annual Procurement Plan |
| 3 | BAC Resolution recommending mode of procurement and approved by Head of Procuring Entity |
| 4 | BAC Resolution recommending award for the project (above P200,000) |
| 5 | Proof of posting of NOA, NTP and Contract (above P200,000 as required by PhilGEPS) |
| 6 | Justification as to the necessity of purchase |
| 7 | Mayor's Permit, COR (BIR 2303), Sample Invoice, ITR for ABCs above 500k |
| 8 | Omnibus Sworn Statement that supplier/contractor is not blacklisted/barred from bidding and not related to the Head of Procuring Entity up to the 3rd civil degree for ABCs above 500k |
| 9 | At least one price quotation |
| 10 | Inspection and Acceptance Report/ Certificate of Completion |
| 11 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 12 | Purchase or Work Order |
| 13 | Warranty (if applicable) |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Procurement – Take-over of contracts** | |
| 1 | Purchase or Work Request and Program of Work (if infrastructure projects including repairs) |
| 2 | Approved Annual Procurement Plan |
| 3 | BAC Resolution recommending mode of procurement and approved by Head of Procuring Entity |
| 4 | BAC Resolution recommending award for the project (above P200,000) |
| 5 | Proof of posting of Invitation to Bid/ Bid Notice Abstract to Philgeps (above P200,000 as required by PhilGEPS) |
| 6 | Proof of posting of NOA, NTP and Contract (above P200,000 as required by PhilGEPS) |
| 7 | Copy of terminated contract |
| 8 | Reasons for the termination |
| 9 | Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors |
| 10 | Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases |
| 11 | Mayor's Permit, COR (BIR 2303), Sample Invoice, PhilGEPS Registration |
| 12 | Inspection and Acceptance Report/ Certificate of Completion |
| 13 | Original copy of delivery receipt/sales invoice signed by supplier and received by Property Officer & OR (if reimbursement) |
| 14 | Purchase or Work Order |
| 16 | Warranty (if applicable) |
| **Additional documentary requirements for Repeat Order** | |
| 1 | Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding |
| 2 | Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract |
| **Additional documentary requirements common to all infrastructure transactions** | |
| 1 | Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money |
| 2 | Statement of Work Accomplished/Progress Billing |
| 3 | Inspection Report by the Agency's Authorized Engineer |
| 4 | Results of Test Analysis, if applicable |
| 5 | Statement of Time Elapsed |
| 6 | Monthly Certificate of Payment |
| 7 | Contractor's Affidavit on payment of laborers and materials |
| 8 | Pictures, before, during and after construction of items of work especially the embedded items |
| 9 | Photocopy of vouchers of all previous payments |
| 10 | Certificate of completion |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Additional documentary requirements common to all infrastructure transactions** | |
| 1 | Copy of Approved Change Order/Extra Work Order |
| 2 | Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded |
| 3 | Copy of the agency's report establishing the necessity/justification(s) for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot |
| 4 | Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order |
| 5 | Copy of the approved detailed breakdown of contract cost for the variation order |
| 6 | Copy of the COA Technical Evaluation Report for the original contract |
| 7 | If the Variation Order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders |
| 8 | Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost |
| 9 | Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof |
| **Progress Payments** | |
| 1 | Statement of Work Accomplished (SWA) |
| 2 | Progress Billing Statement |
| 3 | Inspection Report by the Agency's Authorized Engineer |
| 4 | Results of Test Analysis, if applicable Contractor's Affidavit on payment of laborers and materials |
| 5 | Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items |
| 6 | Certificate of Percentage of completion |
| **Final Payment** | |
| 1 | As-Built Plans |
| 2 | Final SWA |
| 3 | Warranty Security |
| 4 | Certificate of Completion |
| 5 | Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency |
| 6 | Certificate of Acceptance by the Agency |
| 7 | Final Inspection Report of the Agency's authorized Engineers and/or Inspectorate Team |
| 8 | Statement of Time Elapsed |
| 9 | Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Release of Retention Money and Performance Security** | |
| 1 | Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand |
| 2 | Certification from the end-user that the project is completed and inspected |
| 3 | Certification of Final Acceptance from the end-user |
| 4 | Billing/Request letter from the supplier for the release of retention |
| 5 | Original copy of Official Receipt from the District (In case of refund of performance security) |
| **Additional documentary requirements in case of supplier's change of business name, management or retirement** | |
| 1 | Notification letter informing the district regarding the business changes. |
| 2 | BAC resolution recognizing the retirement of previous supplier and recommending the creation of a new contract with the new company |
| 3 | Business Retirement from Business Permits & Licensing Office (if applicable) |
| 4 | Secretary Certificate (if applicable) |
| 5 | Reprinted attachments from Procurement with conforme of new supplier |
| 6 | Updated COR (BIR 2303), Invoice, Mayor's Permit, PhilGEPS Registration |
| **Additional Requirements in case of Lost of Sales Invoice/Billing/Delivery Receipt** | |
| 1 | Certified True Copy of Sales Invoice from supplier |
| 2 | Affidavit of Loss |

## *ANNEX B*

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Grant of All Cash Advances except for Travels** | |
| 1 | Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance) |
| 2 | Certification from Accountant that previous cash advance has been liquidated |
| 3 | Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more |
| **Grant of Cash Advance – Local Travel** | |
| 1 | Travel Order |
| 2 | Itinerary of Travel |
| 3 | Certification from Accountant that previous cash advance has been liquidated |
| 4 | Invitation letter |
| 5 | Nomination Form |
| **Grant of Cash Advance – Foreign Travel** | |
| 1 | Travel Order |
| 2 | Itinerary of Travel |
| 3 | Invitation letter |
| 4 | Three (3) quotations of travel agencies/equivalent (for plane fare) |
| 5 | Flight itinerary issued by the airline/ticketing office/travel agency |
| 6 | UNDP rate for daily subsistence allowance (if applicable) |
| 7 | Dollar to peso exchange rate at the date of grant of cash advance |
| 8 | In case of seminars/trainings |
| | - *Invitation addressed to the agency inviting participants (issued by foreign country)* |
| | - *Acceptance of nominees as participants (issued by foreign country)* |
| | - *Program Agenda and Logistics Information* |
| 9 | Certification from Accountant that previous cash advance has been liquidated |
| 10 | Nomination Form |
| **Grant of Cash Advance – Petty Cash Fund** | |
| 1 | Approved estimates of petty expenses for one month |
| **Cash Advances for Salaries, Wages, Allowances, Honoraria, and Other Similar Expenses** | |
| 1 | Approved Appointment or Contract of Employment (for initial payment). |
| 2 | Approved Payroll or list of payees with their net payments. |
| 3 | Approval/Authority or legal basis to pay any allowances/salaries/and other benefits. |
| 4 | Daily Time Record or Schedule of No. of Days Worked for the period certified by the Human Resources Officer |
| **Liquidation of Cash Advance – Local Travel** | |
| 1 | Liquidation Report |
| 2 | Certificate of Appearance/Attendance |
| 3 | Copy of previously approved Itinerary of Travel |
| 4 | Revised/supplemental Office Order or any proof supporting change of schedule |
| 5 | Revised Itinerary of Travel if previous approved IT was not followed |
| 6 | Certification by the Head of the Agency as to the absolute necessity of the expenses if expenses incurred exceeded the prescribed rate per day |
| 7 | Reimbursement Expense Receipt |
| 8 | OR in case of refund of excess cash advance |
| 9 | Certificate of Travel Completed |
| 10 | Hotel room/lodging bills with official receipts |
| 11 | OR for registration |
| 12 | Trip tickets: Toll receipts, paper/electronic plane, boat or bus tickets, boarding pass, terminal fee |
| 13 | Nomination Form |
| 14 | Invitation Letter |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Liquidation of Cash Advance – Local Travel** | |
| 1 | Liquidation Report |
| 2 | Certificate of Appearance/Attendance |
| 3 | Copy of previously approved Itinerary of Travel |
| 4 | Revised/supplemental Office Order or any proof supporting change of schedule |
| 5 | Revised Itinerary of Travel if previous approved IT was not followed |
| 6 | Certification by the Head of the Agency as to the absolute necessity of the expenses if expenses incurred exceeded the prescribed rate per day |
| 7 | Reimbursement Expense Receipt |
| 8 | OR in case of refund of excess cash advance |
| 9 | Certificate of Travel Completed |
| 10 | Hotel room/lodging bills with official receipts |
| 11 | OR for registration |
| 12 | Trip tickets: Toll receipts, paper/electronic plane, boat or bus tickets, boarding pass, terminal fee |
| 13 | Nomination Form |
| 14 | Invitation Letter |
| **Liquidation of Cash Advance – Foreign Travel** | |
| 1 | Liquidation Report |
| 2 | Certificate of Appearance/Attendance |
| 3 | Bills/receipts for non-commutable representation expenses incurred, if authorized. |
| 4 | Copy of previously approved Itinerary of Travel |
| 5 | Revised/supplemental Office Order or any proof supporting change of schedule |
| 6 | Revised Itinerary of Travel if previous approved IT was not followed |
| 7 | Certification by the Head of the Agency as to the absolute necessity of the expenses if expenses incurred exceeded the prescribed rate per day |
| 8 | Narrative report on trip undertaken/ report on participation |
| 9 | OR in case of refund of excess cash advance |
| 10 | Certificate of Travel Completed |
| 11 | Hotel room/lodging bills with official receipts |
| 12 | OR for registration |
| 13 | Trip tickets: Toll receipts, paper/electronic plane, boat or bus tickets, boarding pass, terminal fee |
| 14 | Nomination Form |
| 15 | Invitation Letter |
| **Liquidation of Cash Advance – Petty Cash Fund** | |
| 1 | Summary of Petty Cash Vouchers |
| 2 | Report of Disbursements |
| 3 | Petty Cash Replenishment Report |
| 4 | Petty Cash Vouchers duly accomplished and signed |
| 5 | Approved Purchase Request with Certificate of emergency purchase, if necessary |
| 6 | Approved Purchase Order or Work Order |
| 7 | Bills, receipts, sales invoices |
| 8 | Inspection and Acceptance Report |
| 9 | Report of Waste Materials in case of replacement/repair |
| 10 | Approved trip ticket for gasoline expenses |
| 11 | At least three canvasses for purchases involving P1,000 and above |
| 12 | Abstract of canvass |
| 13 | OR in case of refund |
| 14 | Toll Receipts / Trip tickets |

**DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-001 (June 14, 2012)**

| Item No. | Documentary Requirement |
|---|---|
| **Liquidation of Cash Advance for Salaries, Wages, Allowances, Honoraria and other similar payments** | |
| *(shall be liquidated within 5 calendar days after the end of the pay period)* | |
| 1 | Report of Disbursements certified correct by the accountable officer |
| 2 | Approved payrolls duly acknowledged/signed by the payees (employees) |
| 3 | Approved Daily Time Recorder or Schedule of No of Days Worked certified by the Personnel Officer |
| 4 | Approved application for leave |
| 5 | In case of payment of personnel under the “job order” status, duly verified/accepted accomplishment report |
| 6 | Official Receipt (OR) in case of refund for unclaimed salaries |
| 7 | Authority from the claimant and identification documents, if claimed by person other than the payee |
| 8 | Other pertinent documents as are required by the nature of expense |

## *ANNEX C*

| LIST OF AUTHORIZED COLLECTING PARTNERS | |
|---|---|
| **PARTNERS LOCATION:** | |
| **Branch Name** | **Address** |
| 7-ELEVEN POBLACION 1 | 49 JOSE CORAZON DE JESUS ST., SANTA MARIA, BULACAN |
| 7-ELEVEN POBLACION 2 | F. SANTIAGO ST., POBLACION, SANTA MARIA, BULACAN PROVINCE, PHILIPPINES |
| 7-ELEVEN PULONG BUHANGIN | NATIONAL HI-WAY, BRGY PULONG BUHANGIN, SANTA MARIA BULACAN |
| 7-ELEVEN CAYPOMBO | 21 BRGY. CAYPOMBO, SANTA MARIA, BULACAN |
| 7-ELEVEN STA. CLARA | BYPASS ROAD, STA CLARA, STA MARIA, BULACAN |
| 7-ELEVEN SAN JOSE PATAG | SANTA MARIA-SAN JOSE ROAD, BRGY. SAN JOSE PATAG, SANTA MARIA, BULACAN |
| 7-ELEVEN CAMELLA | DIKO SQUARE, PULONG BUHANGIN, SANTA MARIA, BULACAN |
| 7-ELEVEN CATMON 1 | BRGY. CATMON, SANTA MARIA, BULACAN PROVINCE, PHILIPPINES |
| 7-ELEVEN CATMON 2 | BRGY CATMON STA MARIA BULACAN |
| 7-ELEVEN LAS PALMAS | PULONG BUHANGIN, SANTA MARIA, BULACAN PROVINCE, PHILIPPINES |
| 7-ELEVEN SAN GABRIEL | F. HALILI COR. NEW BYPASS SAN GABRIEL, SANTA MARIA, BULACAN |
| 7-ELEVEN PARADA | GOV. FURTUNATO HALILI RD., PARADA, SANTA MARIA, BULACAN |
| 7-ELEVEN GULOD, PULONG BUHANGIN | GULOD, BRGY.PULONG BUHANGIN, STA MARIA BULACAN |
| 7-ELEVEN BULAC JUNCTION | 69 LUWASAN BRGY. BULAC SANTA MARIA BULACAN |
| 7-ELEVEN GUYONG JUNCTION | 90 CENTRO STREET., CORNER CONCEPTION ST., GUYONG, STA.MARIA, BULACAN |
| 7-ELEVEN DELA COSTA HOMES | BRGY. SAN VICENTE SANTA MARIA BULACAN |
| JAT-CENTRAL HOLDING (TAMBUNTING) | CAPITALGOLD PAWNSHOP - NARRA ST., SANTA MARIA, BULACAN (IN FRONT OF WALTERMART) |
| JPT CENTRAL CORPORATE HOLDINGS & MGT | # 23 MERCADO STREET, POBLACION SANTA MARIA BULACAN |
| PRODUCERS SAVINGS BANK CORPORATION | NSCI ANNEX BLDG., PULONG BUHANGIN, SANTA MARIA, BU |
| PUREMART PULONG BUHANGIN | LOT 984-I-9-E, BRGY. PULONG BUHANGIN, SANTA MARIA |
| PUREMART CAYPOMBO 1 | LOT 5341A-2 CAYPOMBO SANTA MARIA, BULACAN |
| PUREMART CAYPOMBO 2 | LOT 1399-D-3 BRGY. CAYPOMBO, SANTA MARIA BULACAN |
| PUREMART BALASING | LOT 626-C-2 BRGY. BALASING, SANTA MARIA BULACAN |
| ALFAMART SAN GABRIEL | GOV. F HALILI AVE., SAN GABRIEL, SANTA MARIA, BULACAN |
| ALFAMART CATMON | BRGY. CATMON SANTA MARIA BULACAN |
| ALFAMART CAYSIO | BRGY. CASIO, SANTA MARIA, BULACAN |
| ALFAMART BULAC | BRGY BULAC SANTA MARIA BULACAN |
| ALFAMART BALASING | BALASING SANTA MARIA BULACAN |
| ALFAMART MAG ASAWANG SAPA | ALFAMART MAG ASAWANG SAPA SANTA MARIA BULACAN |
| ALFAMART STA. CLARA | ALFAMART STA. CLARA, SANTA MARIA, BULACAN |
| ALFAMART MANGGAHAN | LOTS 2193-G, 2194-A, BRGY. MANGGAHAN, SANTA MARIA |
| PUREGOLD | BRGY. BAGBAGUIN, SANTA MARIA, BULACAN |
| SM PAYMENT CENTER | |
| GPRS | |
| BAYAD CENTER | |

| DIGITAL PLATFORMS: | |
|---|---|
| **Group** | **Digital Type** |
| TOGETECH INC | Mobile Application |
| G-XCHANGE INC (MYNT) / GCASH | E-Money Application |
| BANK OF THE PHILIPPINE ISLANDS-QUICKPAY | Bank Application |
| BANK OF THE PHILIPPINE ISLANDS | Bank Application |
| ZYBI TECH INC | Mobile Application |
| LOADMANNA INC | Mobile Application |
| BACKEND SOLUTIONS AND TECHNOLOGIES INC | Mobile Application |
| HC CONSUMER FINANCE INC. PHILIPPINES | Lending Application |
| HC CONSUMER FINANCE INC. PHILIPPINES | Lending Application |
| TRAXION TECH INC. | Mobile Application |
| MAYBANK PHILIPPINES INC | Bank Application |
| FORTUNE PAY FINTECH INC. | Mobile Application |
| LULU MONEY | E-Money Application |
| SHOPEE PHILIPPINES INC. | Mobile Application |
| GLOBE TELECOM INC. (GLOBEONE) | Mobile Application |
| GROWSARI ENTERPRISE, INC | Mobile Application |
| ISYNERGIES, INC. | Mobile Application |
| PAYMAYA PHILIPPINES INC. | E-Money Application |
| MALAYAN BANK SAVINGS_MOBAPP | Bank Application |
| I-REMIT, INC. | Mobile Application |
| PETNET, INC. | Mobile Application |
| GLOBAL PAYMENT SERVICES | Mobile Application |
| TAYOCASH, INC. | Mobile Application |
| NEXTBANK | Bank Application |
| NEXTBANK | Bank Application |
| TELLY SYSTEMS, INC. | Mobile Application |
| ALLEASY | E-Money Application |
| ROBINSONS BANK CORPORATION | Bank Application |
| BDO UNIBANK, INC. (BDO UNIBANK) | Bank Application |
| ICORE_TECHNOLOGIES | Mobile Application |
| TALA FINANCING PHILIPPINES INC. | Lending Application |
| LAZADA E-SERVICES PHILIPPINES, INC. | Mobile Application |
| MARCOPAY | Mobile Application |
| MARIBANK PHILIPPINES INC | Bank Application |
| BANK OF COMMERCE | Bank Application |
| CREATIVE RETIA SOLUTIONS, INC. | Mobile Application |
| ABICOM SOFTWARE CORP. | Mobile Application |
| PEDDLR PHILIPPINES INC. | Mobile Application |
| PERPETUAL HELP COMMUNITY COOPERATIVE | Mobile Application |
| SWAK SOFTWARE CORPORATION | Mobile Application |
| BANK OF THE PHILIPPINE ISLANDS-VYBE | E-Money Application |
| COMWORKS | Mobile Application |
| TOP BANK PHILIPPINES INC. (A RURAL BANK) | Bank Application |
| POUCH | E-Money Application |
| KREDIVO PH | Lending Application |
| BAYAD PH | E-Money Application |

This is to certify that the processes outlined in the Santa Maria Water District's 2026 Citizen's Charter (2nd Edition) have been thoroughly reviewed and found to be accurate and correct.

Prepared by:

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