



# ANGAT WATER DISTRICT CITIZEN'S CHARTER





## ANGAT WATER DISTRICT

## CITIZEN'S CHARTER 2025 (1<sup>ST</sup> Edition)



### I. Mandate

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Angat Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, and municipal uses for residents and lands within the boundaries of such districts:
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

### II. Vision

A stabilize Local Water District equipped with modern technology and competent officer and staff competitive to the LWD in the Philippines with enough supply of water and treatment of waste water able to fulfill the needs and expectations of the Concessionaires.

#### III. Mission

To sustain the development of more water sources and the treatment of waste water maintaining the highest level of operations to the concessionaires of Angat.

## IV. Service Pledge

The Angat Water District in its continued pursuit of excellence in the field of public service is committed to:

- Provide safe, affordable and adequate drinking water to the Municipality of Angat, Bulacan.
- Ensure services at a high standard; and to attend to applicants'/customers' request within the premises of the office prior to the end of official working hours and during lunch break.
- Efficient management of operations, complying with all pertinent regulatory and statutory requirements.



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## CUSTOMER ACCOUNTS AND SERVICES DIVISION

## **EXTERNAL SERVICES**



### 1. Request for Application of New Service Connection

Prior to any installation of a water service, customers are required to apply for a new water connection. The service connection will be made when all requirements have been accomplished. and all necessary fees and charges have been paid.

#### **TABLE OF APPLICATION FEE**

Mainline Size	Concessionaire Line	Water Meter Size	Fee
	1/2 - 3/4	15 mm (1/2)	P3,500.00
2" & 3"		15 mm (1/2)	P4,000.00
2 03	1"	25 mm (1)	P4,000.00 + water meter
		23 11111 (1)	cost
	1/2 - 3/4	15 mm	P4,000.00
4"		15 mm	P4,000.00
7	1"	25 mm	P4,000.00 + water meter
		23 111111	cost
	1/2 - 3/4	15 mm	P5,000.00
6"		15 mm	P5,000.00
	1" 25 mm	P5,000.00 + water meter cost	

#### Additional Fees after site inspection if needed:

#### Mainline is on the other side & need to Cross Road by:

<u>Jetting</u> – boring under paved surface (national highway) – Fees will be paid by the concessionaires directly to the outsourced contractor (Amount depends on their contract)

**Concrete Cutter** - cutting of paved surface (barangay roads)

Fee = minimum of P 500.00

#### **Amount of Materials = (Amount/pc x No. of pieces)**

Division:	Customer Accour	Customer Accounts and Services Division		
Classification:	Highly Technical			
Type of	G2C – Governm	nent to Citizen		
Transaction:	G2B – Governm	nent to Business		
	G2G – Government to Government			
Who may avail:	All Angat Residents within the service area of the Angat WD			
CHECKLIST OF R	HECKLIST OF REQUIREMENTS WHERE TO SECURE			
1. Government Issued ID of Applicant LTO, PRC, SSS/GSIS UMID Card, OSCA				
(1 original, 1 Photoco				
2.Proof of Billing (1 C	Original & 1	Credit Card Company., Insurance Co.,		



## Photocopy)

- 3. Municipal Permit for New Water Service Connection (1 Original)
- 4. Application Form for New Service Connection (2 Original)
- 5. Official Receipt (OR) (1 Original)
- 6. Residence Certificate (cedula)
- 7. Land Title (photo copy)

Telephone/Mobile Co., Bill & Other Utility Co. Municipal Treasurer, Treasurer's Office Municipal of Angat Officer of the Day - PACD, AWD Office Cashier D- Accounting, Cash Management & Budget Division (AWD Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
Fill out     Application form	1.0 Give Application Form to fill-up	None	10 Minutes	Officer of the Day - PACD, AWD Office
2. Submit duly filled out application form with requirements	2.0 Receive duly filled out application form	None	10 Minutes	Officer of the Day - PACD, AWD Office
·	2.1 Verifies requirements	None	10 Minutes	Officer of the Day - PACD, AWD Office
3. Pay application fee and get OR	3.0 Sign application form and inform the applicant to pay the application fee	Application Fee = Size of mainline Amount	10 Minutes	Cashier D- Accounting, Cash Management & Budget Division
4. Wait for site inspection & for additional fees to be paid	4.0 Inform the applicant to wait for the site inspection and other fees to be paid	None	3 Days	Officer of the Day - PACD, AWD Office
	4.1 Prepare service request form (SRF), write the SRF to the service connection log book	None	10 Minutes	Officer of the Day - PACD, AWD Office
	4.2 Endorse the SRF to the Construction & Maintenance Section	None	5 Minutes	Water Maintenance Head - Construction & Maintenance Section
	4.3 Schedule for inspection	None	1 Day	Water Maintenance Head - Construction &



				Maintenance
	4.4 Perform site inspection	None	1 Day	Section Water Maintenance Man - Construction & Maintenance Section
5. Get the Inspection Report; if there are additional fees to pay, go to Step 6, if not proceed to Step 7.	5.0 Inform applicants if there are additional fees to be paid and need to cross road	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
6. Go to office, pay the additional fee for materials to be used and for other services ( e.g. concrete cutting,)	6.0 Accept payment	Additional Fee= (P500+ (Amount of Materials = Amount/pc x No. of Pcs))	1 Day	Cashier D- Accounting, Cash Management & Budget Division
6A. If need to bore under a paved surface	6A.0 Wait for the jetting to finish	Amount = Amount depends on their contract	5 Days	Outside Contractor
7. Wait for the Installation of water meter	7.0 Install water meter	None	8 Days	Water Maintenance Man - Construction & Maintenance Section
	7.1 Prepare accomplishment report	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
8. Sign the accomplishment report	8.0 Ask the applicant to sign the accomplishment report	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
	TOTAL	AMOUNT =	19 Days 1 Hr. & 25 Minutes	



Application	
Application	
Fee =	
Concrete	
Cutter Fee +	
Amount of	
Materials	

### 2. Request for Transfer/Relocation of Meter

The concessionaires may request for transfer/ relocation of water meter to other serviceable areas of the Angat WD and the service will be done after paying all the necessary fees and charges.

#### Additional Fees after site inspection if needed:

#### Mainline is on the other side & need to Cross Road by:

<u>Jetting –</u> boring under a paved surface (national highway) – Fees will be paid by the concessionaires directly to the outsourced contractor (Amount depends on their contract)

**Concrete Cutter**- cutting of a paved surface (barangay roads)

Fee = minimum of P 500.00

**Amount of Materials = (Amount/pc x No. of pieces)** 

			<u></u>	
Division:	Customer Accounts and Services Division			
Classification:	Highly Technical			
Type of	G2C – Governm	ent to Citizen		
Transaction:	G2B – Governm	ent to Busines	SS	
	G2G – Governm			
Who may avail:	All AWD Supplier			
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECUI	RE
1. Service Request Fo	orm	Officer of the	Day - PACD, AW	D Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. Fill out the Service Request Form for transfer Meter	1.0 Give Service Request Form to fill-up	None	10 Minutes	Officer of the Day - PACD, AWD Office
2. Pay Transfer Meter Fee & get OR	2.0 Accept Transfer Meter Fee	P200.00	10 Minutes	Cashier D- Accounting, Cash Management & Budget Division
3. Wait for the site	3.0 Inform the	None	5 Minutes	Officer of the



additional fees to be paid  for the site inspection and other fees to be paid  3.1 Prepare Service Request Form (SRF), write the SRF to the Transfer Meter log book 3.2 Endorse the SRF to the Construction & Maintenance Section  3.3 Schedule for inspection  A. Wait for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Alf need to cross the national highway by jetting (provided by concessionaire)  6. Alf need to cross the national highway by jetting (provided by concessionaire)  7. AWD Office  10 Minutes  Water Maintenance Head — Construction & Man — Construction & Man — Construction & Man — Construction & Maintenance Man — Construction & Man — Construction & Maintenance Man — Construction & Man — Construction & Man — Construction & Man — Construction & Man — Construc		P 44 24		<u> </u>	D DAOD
inspection and other fees to be paid  3.1 Prepare Service Request Form (SRF), write the SRF to the Transfer Meter log book  3.2 Endorse the SRF to Construction & Maintenance Section  3.3 Schedule for inspection  3.3 Schedule for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Alf need to cross the national highway by jetting (provided by concessionaire)  6. Alf need to cross the national highway by jetting (provided by concessionaire)  7. Await for all need to cross the national highway by jetting (provided by concessionaire)  8. None 10 Minutes Water Maintenance Head - Construction & Man - Construction & Maintenance Section  8. None 10 Minutes Water Maintenance Man - Construction & Maintenance Section  9. None 10 Minutes Water Maintenance Man - Construction & Maintenance Ma	inspection & for	applicant to wait			Day - PACD,
other fees to be paid  3.1 Prepare Service Request Form (SRF), write the SRF to the Transfer Meter log book 3.2 Endorse the SRF to the Construction & Maintenance Section  3.3 Schedule for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees by jetting (provided by concessionaire)  6. A.I fined to cross the national highway by jetting (provided by concessionaire)  other fees to be paid  3.1 Prepare Service Request Form (SRF), write the Service Request Form (SRF), write the Sark to the Transfer Mean and Mone Service  None  10 Minutes  Water Maintenance Head — Construction & Maintenance Section  Water Maintenance Man — Construction & Maintenance Man — Construction & Maintenance Section  None  10 Minutes  Water Maintenance Man — Construction & Maintenance Man — Construction & Maintenance Section  None  11 Day Cashier D-Accounting, Cashier D-Accou					AWD Office
Daid   3.1 Prepare   Service   Request Form (SRF), write the SRF to the Transfer Meter log book   3.2 Endorse the SRF to Construction & Maintenance Section   Section   Maintenance Section   Mainte	be paid				
3.1 Prepare Service Request Form (SRF), write the SRF to the Transfer Meter log book   3.2 Endorse the SRF to Construction & Maintenance Section					
Service Request Form (SRF), write the SRF to the Transfer Meter log book 3.2 Endorse the SRF to Construction & Maintenance Section  3.3 Schedule for inspection  4.1 Inspect site and fill out the Inspection Report  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  6. Ga. If need to cross the national highway by jetting (provided by concessionaire)  A Water Anone  A Maintenance Section  None  S Minutes  None  S Minutes  Water Maintenance Head – Construction & Man – Construction & Maintenance Man – Construction & Ma			None	10 Minutes	Officer of the
Request Form (SRF), write the SRF to the Transfer Meter log book   3.2 Endorse the SRF to Construction & Maintenance Section   3.3 Schedule for inspection   3.3 Schedule for inspection   4.1 Inspect site and fill out the Inspection Report   5.0 Inform the Inspection   5.0 Inform the Inspection Report   5.0 Inform the Construction & Maintenance Section   5.0 Inform the Inspection Report   5.0 Inform the Construction & Maintenance Section   5.0 Inform the Inspection Report   5.0 Inform the Construction & Maintenance Section   5.0 Inform the Construction & Maintenance Section   6.0 Receive Payment   5.0 Inform the Construction & Maintenance Section   6.0 Receive Payment   5.0 Hore the Inspection Report   5.0 Inform the Construction & Maintenance Section   6.0 Receive Payment   5.0 Hore the Inspection Report   5.0 Inform the Construction & Maintenance Section   6.0 Receive Payment   5.0 Hore the Inspection Report   5.0 Inform the Construction & Maintenance Section   6.0 Receive Payment   5.0 Hore the Inspection   5.0 Hore the Inspection   6.0 Receive Payment   5.0 Hore the Inspection   5.0 Hore the Inspection   6.0 Receive Payment   5.0 Hore the Inspection   5.0 Hore the Inspection   6.0 Receive Payment   5.0 Hore the Inspection   5.0 Hore the Inspection   6.0 Receive Payment   6.0 Receive P		-			
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Transfer Meter log book 3.2 Endorse the SRF to Construction & Maintenance Head - Construction & Maintenance Section  3.3 Schedule for inspection  4. Wait for and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees the necessary fees  6. Go. Wait to finish the jetting by concessionalire in the finish the jetting by concessionalire in the finish the jetting by concessionalire in concessionalire in the finish the jetting by concessionalire in concessionalire in the finish the jetting by concessionalire in concessionalire in the finish the jetting by concessionalire in concessionalire in the finish the jetting by jetting (provided by concessionalire)  Transfer Meter Maintenance Water Maintenance Section  None  5 Minutes  Water Maintenance Man - Construction  & Maintenance Section  10 Minutes  Maintenance Man - Construction  & Maintenance Section  11 Day Cashier D-Accounting, Cash Management & Budget Division  6A. If need to cross the national highway by jetting (provided by concessionalire)  6A. Outsourced contractor and concressional re		, , ,			
log book   3.2 Endorse the SRF to Construction & Maintenance Section   SRF to Construction & Maintenance Section					
3.2 Endorse the SRF to Construction & Maintenance Section					
SRF to Construction & Maintenance Section  Section  3.3 Schedule for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees by concessionaire)  6. A.If need to cross the national highway by jetting (provided by concessionaire)  Section  None  10 Minutes  Maintenance Section  Maintenance Man - Construction &			None	5 Minutos	Motor
Construction & Maintenance Section			None	5 Milliares	
Maintenance Section   Section   Maintenance Section					
Maintenance Section   Mone   S Minutes   Water Maintenance Head - Construction & Maintenance Head - Construction & Maintenance Section					
3.3 Schedule for inspection  3.3 Schedule for inspection  4. Wait for 4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees for each of the necessary fees  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees for each of the national highway by jetting (provided by concessionaire)  6. An Owait to finish the jetting of the feel of the f		Section			&
3.3 Schedule for inspection  3.3 Schedule for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go. Wait to finish the jetting by concessionaire)  6. Amount = Amount = Amount = Amount = Amount = Amount = Amount on their deal/ contract  7. Mone Site Maintenance Section  8. Maintenance Man - Construction & Mai					
inspection    Maintenance   Head -   Construction & Maintenance   Head -   Construction & Maintenance   Section					
4. Wait for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees the necessary fees the national highway by jetting (provided by concessionaire)  6. A. Wait for and fill out the Inspection Report  4.1 Inspect site and fill out the Inspection Roman Section  None  10 Minutes  Water Maintenance Man – Construction Water Maintenance Man – Construction & Maintenance Man – Constr			None	5 Minutes	
4. Wait for inspection  4. Wait for inspection  4. Wait for inspection  4. Wait for inspection  4. Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees the necessary fees  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  6. A. Wait for inspect site and fill out the Inspection  6. A. Wait for inspect site and fill out the Inspection  8. Mone  10 Minutes  Water Maintenance Section  Water Maintenance Man – Construction & Maintenance Man – Construction & Maintenance Section  Water Maintenance Section  Valer Maintenance Man – Construction & Maintenance Section  Water Maintenance Man – Construction & Maintenance Section  Water Maintenance Man – Construction & Maintenance Section  Valer Maintenance Man – Construction & Maintenance Section  Valer Maintenance Man – Construction & Maintenance Man – Construction & Maintenance Section  Valer Maintenance Man – Construction & Maintenance Man – Constr		Inspection			
4. Wait for inspection  4.1 Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Go. Wait to finish the jetting by jetting (provided by concessionaire)  6. Waintenance Section  None  None  None  None  10 Minutes  Water  Maintenance Man – Construction & Maintenance Man – C					
4. Wait for inspection  4. Wait for inspection  4. Wait for inspection  4. Inspect site and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  6. Wait for inspection  4. Inspect site and fill out the Inspection  5. None  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. A. O Wait to finish the jetting by concessionaire)  6. A. If need to cross the national highway by jetting (provided by concessionaire)  6. Section  None  10 Minutes  Water  Maintenance  Man –  Construction  & Maintenance  Man –  Construction  & Maintenance  Section  1 Day  Cashier D-  Accounting,  Cash  Management  & Budget  Division  6. Days  Outsourced  contractor  and  concessionaire  re					
4. Wait for inspection       4.1 Inspect site and fill out the Inspection Report       None       3 Days       Water Maintenance Man – Construction & Maintenance Section         5. Receive Site Inspection Report       5.0 Inform the concessionaire if he/she need to pay for additional materials and need to cross road       None       10 Minutes       Water Maintenance Man – Construction & Maintenance Man – Construction & Maintenance Section         6. Go to office, pay the necessary fees       6.0 Receive payment       P500 + Amount of Materials       1 Day       Cashier D-Accounting, Cash Management & Budget Division         6A.If need to cross the national highway by jetting (provided by concessionaire)       6A.0 Wait to finish the jetting depends on their deal/contract       Amount depends on their deal/contract       5 Days       Outsourced contractor and concessionaire					Maintenance
inspection  and fill out the Inspection Report  5. Receive Site Inspection Report  6. Go to office, pay the necessary fees  6. Go to office, pay the necessary fees  6. Go. Wait to finish the jetting by concessionaire)  6. Go. Wait to finish the jetting by concessionaire)  6. Go. Wait to finish the jetting by concessionaire)  8. Maintenance Section  7. Mone  10 Minutes  Maintenance Man – Construction & Man –					Section
Inspection Report  Inspection Report  S. Receive Site Inspection Report  Solution the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  Inspection Report  Solution the concessionaire if he/she need to cross road  None  10 Minutes  Water Maintenance Man – Construction Maintenance Man – Construction & Maintenance Section  P500 + Amount of Materials  1 Day  Cashier D-Accounting, Cash Management & Budget Division  Amount = Amount depends on their deal/contract  Solution  Amount = Amount depends on their deal/contract  To Maintenance Man – Construction & Maintenance Man – Construction Man – Construction Maintenance Man – Construction			None	3 Days	
Report  Report  Report  Report  S. Receive Site Inspection Report  Solution the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  Report  Solution  None  None  10 Minutes  Water Maintenance Man – Construction & Maintenance Section  1 Day Cashier D- Accounting, Cash Management & Budget Division  Amount = Amount depends on their deal/contract  Solution  None  10 Minutes  Water Maintenance Man – Construction Amount of Materials  Solution  Amount = Amount depends on their deal/contract  Solution  None  10 Minutes  Vater Maintenance Man – Construction Amount of Materials  Solution  Amount = Amount depends on their deal/contract  Solution  None  Amount of Materials  Solution  Amount of Materials  Solution  Construction Amount of Maintenance Maintenance Man – Construction Amount of Maintenance Man – Construction Amount of Materials  Solution  Cash Management Amount depends on their deal/contract  Construction Amount of Maintenance Man – Construction Amount of Materials	inspection				
5. Receive Site Inspection Report Inspection Report  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. A.If need to cross the national highway by jetting (provided by concessionaire)  5. O Inform the concessionaire if he/she need to concessionaire if he/she need to pay for additional materials and need to cross road  6. O Receive payment  6. O Receive payment  6. O Receive payment  Amount of Materials  Amount = Amount = Amount = Amount depends on their deal/contract  5. Days  6. Days  Outsourced contractor and concessionaire		-			
5. Receive Site Inspection Report  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. A.If need to cross the national highway by jetting (provided by concessionaire)  5. O Inform the concessionaire if he/she need to cross road  8. None  10 Minutes  Water Maintenance Man – Construction & Maintenance Section  P500 + Amount of Materials  Amount = Amount = Amount = Amount depends on their deal/contract  Amount depends on their deal/contract		Report			
5. Receive Site Inspection Report  Inspection Report  Section  5. O Inform the concessionaire if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. A.If need to cross the national highway by jetting (provided by concessionaire)  Section  None  None  10 Minutes  Water  Maintenance  Man –  Construction  & Maintenance  Section  1 Day  Cashier D-  Accounting,  Cash  Management  & Budget  Division  Amount =  Amount =  Amount depends on their deal/ contract  Solution  Annount =  Amount depends on their deal/ contract					= :
5. Receive Site Inspection Report  Solution Report Inspection Repo					
if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. A.If need to cross the national highway by jetting (provided by concessionaire)  if he/she need to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees  6. Receive payment  6. Day  Cashier D-Accounting, Cash Management & Budget Division  Amount = Amount depends on their deal/contract  Amount depends on their deal/contract	5. Receive Site	5.0 Inform the	None	10 Minutes	
to pay for additional materials and need to cross road  6. Go to office, pay the necessary fees the national highway by jetting (provided by concessionaire)  to pay for additional materials and need to cross road  P500 + Amount of Materials  P500 + Amount of Materials  Amount = Amount = Amount depends on their deal/contract  Construction & Maintenance Section  Cashier D-Accounting, Cash Management & Budget Division  Amount depends on their deal/contract	Inspection Report				Maintenance
additional materials and need to cross road  6. Go to office, pay the necessary fees  6. If need to cross the national highway by jetting (provided by concessionaire)  additional materials and need to cross road  6. Receive payment  Amount of Materials  P500 + Amount of Materials  Amount = Amount = Amount = Amount depends on their deal/contract  Amount depends on their deal/contract					
materials and need to cross road  6. Go to office, pay the necessary fees  6. A.If need to cross the national highway by jetting (provided by concessionaire)  materials and need to cross road  6. Receive payment  Amount of Materials  Amount = Amount = Amount = Amount = Amount = Amount depends on their deal/contract  Amount depends on their deal/contract					
need to cross road  6. Go to office, pay the necessary fees  6.0 Receive payment  Amount of Materials  6.1 If need to cross the national highway by jetting (provided by concessionaire)  Anount = Amount depends on their deal/contract  Section  Cashier D-Accounting, Cash Management & Budget Division  Amount = Amount depends on their deal/contract					
6. Go to office, pay the necessary fees  6.0 Receive payment  6.0 Receive payment  Amount of Materials  6.1 In need to cross the national highway by jetting (provided by concessionaire)  6.0 Receive payment  Amount of Materials  Amount = Amount = 5 Days  Amount = Amount depends on their deal/contract  Amount = Amount depends on their deal/contract					
6. Go to office, pay the necessary fees Pounch Poun					
the necessary fees payment Amount of Materials Accounting, Cash Management & Budget Division  6A.If need to cross the national highway by jetting (provided by concessionaire)  Amount = Amount = 5 Days Outsourced contractor and concessionai re	6. Go to office, pay		P500 +	1 Day	Cashier D-
6A.If need to cross the national highway by jetting (provided by concessionaire)  Materials  Cash Management & Budget Division  Amount = 5 Days  Amount depends on their deal/ contract  Cash Management & Budget Division  Outsourced contractor and concessionai re		payment			
6A.If need to cross the national highway by jetting (provided by concessionaire)  6A.0 Wait to finish the jetting Amount Amount contract  Amount depends on their deal/contract			Materials		
6A.If need to cross the national highway by jetting (provided by concessionaire)  6A.0 Wait to finish the jetting  Amount = 5 Days  Amount = contractor and concessionai re					•
6A.If need to cross the national highway by jetting (provided by concessionaire)  6A.0 Wait to finish the jetting Amount depends on their deal/contract  Amount 5 Days  Outsourced contractor and concessionai re					•
the national highway by jetting (provided by concessionaire)  finish the jetting Amount depends on their deal/contract  Amount depends on their deal/contract	6A If need to cross	6A 0 Wait to	Amount -	5 Days	
by jetting (provided by concessionaire)  depends on their deal/contract  and concessionaire				Days	
by concessionaire) their deal/ contract concessionai					
contract			•		concessionai
					re
7. Wait for Transfer 7.0 Perform None 8 Days Water	7. Wait for Transfer	7.0 Perform	None	8 Days	Water



of Water Meter	Transfer Meter			Maintenance Man - Construction & Maintenance Section
	7.1 Prepare Accomplishment Report	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
8. Sign the Accomplishment Report	8.0 Tell applicant to sign the accomplishment report	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
	TOTAL	AMOUNT = P200 + Concrete Cutter Fee/ Jetting Fee + Amount of Materials	19 Days 1 Hr. & 25 Minutes	

## 3. Request for Paying Water Bill

Payment of Total Amount Due can be made on or before due date as indicated in the water bill.

A 10% penalty on current water bill is added to the Total Amount Due if payment is made after Due Date.

Complaints regarding the water bill will be entertained within 5 working days from delivery of the water bill notice.

#### **Table of Water Rates:**



	MINIMUM	11-20	21-30	31-40	41-50	51-UP
RESIDENTIA	L					
1/2	200.00	21.90	24.10	26.60	29.45	32.60
3/4	320.00	21.90	24.10	26.60	29.45	32.60
1	640.00	21.90	24.10	26.60	29.45	32.60
COMMERCI	AL					
1/2	400.00	43.80	48.20	53.20	58.90	65.20
3/4	640.00	43.80	48.20	53.20	58.90	65.20
1	1,280.00	43.80	48.20	53.20	58.90	65.20
SEMI-COM	M. A					
1/2	350.00	38.30	42.15	46.55	51.55	57.05
3/4	560.00	38.30	42.15	46.55	51.55	57.05
1	1,120.00	38.30	42.15	46.55	51.55	57.05
SEMI-COM	И. В					
1/2	300.00	32.85	36.15	39.90	44.15	48.90
3/4	480.00	32.85	36.15	39.90	44.15	48.90
1	960.00	32.85	36.15	39.90	44.15	48.90
SEMI-COM	м. с					
1/2	250.00	27.35	30.10	33.25	36.80	40.75
3/4	400.00	27.35	30.10	33.25	36.80	40.75
1	800.00	27.35	30.10	33.25	36.80	40.75

## 3.1 Office Payment

Division:	Customer Accounts and Services Division				
Classification:	Simple				
Type of	G2C – Governr	G2C – Government to Citizen			
Transaction:	G2B – Governr	ment to Busine	ess .		
	G2G – Government to Government				
Who may avail:	All AWD Conces	All AWD Concessionaires			
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECUI	RE	
Water Billing Not copy) or     Information of A		Teller - Customer Accounts and Services Div.  Concessionaire			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE	
Present billing notice or account name or account number	1.0 Search the information in the Billing & Collection System	None	10 Minutes	Customer Representati ve - Customer Accounts and Services Division	
2. Pay total amount due	2.0 Accept payment	Total Amount Due	10 Minutes	Customer Representati ve - Customer Accounts and Services Division	
3. Get bill receipt	3.0 Give bill receipt	None	5 Minutes	Customer Representati ve -	



			Customer Accounts and Services Division
TOTAL	Total Amount Due	25 Minutes	

## 3.2 Online Payment

Division:	Customer Accou	nts and Service	es Division		
Classification:	Simple				
Type of	G2C – Governr	G2C – Government to Citizen			
Transaction:	G2B – Government to Business				
	G2G – Governr	ment to Gover	nment		
Who may avail:	All AWD Conces	sionaires			
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SECUI	RE	
Water Billing No.	otice (Original		mer Accounts and	d Services	
copy)		Div.			
2. Information of A					
3. Electronic Payn		Concessionair		DEDOON	
CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSI BLE	
1. Input ID no.	1.0 ID numbers	None	5 Minutes	Customer	
2. and account	will be sent to	None	J WIII ICICS	Representati	
name in the	the E-payment			ve -	
	Provider for			Customer	
E-Payment	validation			Accounts	
platform				and Services	
				Division	
2. Input and pay	2.0 All	Total	5 Minutes	Customer	
total amount due	payments will	Amount Due		Representati	
	be reported			ve -	
	and posted on			Customer	
	the next			Accounts	
	working day			and Services	
	TOTAL	Total	10 Minutes	Division	
	TOTAL	Amount	10 Williates		
		Due			

## 4. Request for Disconnection of Service Connection

To temporarily or permanently disconnect the service connection.

Division:	Customer Accounts and Services Division (CASD)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	G2B – Government to Business
	G2G – Government to Government
Who may avail:	All AWD Concessionaires with Active Service Connection

13



CHECKLIST OF RE	OUIREMENTS	l w	HERE TO SECU	RF
1. 1. Service Reque		Officer of the Day - PACD, AWD Office		
·				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
Fill out Service     Request Form	1.0 Give Service Request Form		10 Minutes	Officer of the Day - PACD, AWD Office
	1.1 Check Account Details	None	10 Minutes	Officer of the Day - PACD, AWD Office
	1.2 Ask the CASD to verify account balance  If No Balance proceed to Step 4	None	10 Minutes	Customer Representati ve - Customer Accounts and Services Division
2. Pay total amount due of water bill, if any	2.0 Accept payment	Total Amount Due	10 Minutes	Customer Representati ve - Customer Accounts and Services Division
3. Get bill OR	3.0 Give bill OR	None	5 Minutes	Customer Representati ve - Customer Accounts and Services Division
4. Wait for the disconnection of service	4.0 Fill out service request form, check disconnection request and endorse to WMM – Customer Accounts & Services Division	None	10 Minutes	Officer of the Day - PACD, AWD Office
	4.1 Schedule Disconnection	None	5 Minutes	WMM – Customer Accounts & Services Division
	4.2 Go to site and disconnect	None	2 Days	WMM – Customer



	service connection			Accounts & Services Division
5. Sign the Accomplishment Report	5.0 Fill out accomplishment Report and ask the concessionaire to sign the accomplishment report	None	10 Minutes	WMM – Customer Accounts & Services Division
	TÓTAL	Total Amount Due if Any	2 Days 1 Hour & 15 Minutes	

## 5. Request for Reconnection of Service Connection

Reconnection of Service Connection will be done after paying the reconnection fee of P200.00 and Account Balance Total Amount Due if any.

Division:	Customer Accour	nts and Service	s Division (CASE	))	
Classification:	Simple				
Type of	G2C – Governm	nent to Citizen			
Transaction:	G2B – Governm				
	G2G – Governm				
Who may avail:	All AWD Concess			nnection	
CHECKLIST OF RE			HERE TO SECUE		
1.1. Service Reque			Day - PACD, AW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE	
Fill out Service     Request Form	1.0 Give Service Request Form		10 Minutes	Officer of the Day - PACD, AWD Office	
	1.1 Check Account Details	None	10 Minutes	Officer of the Day - PACD, AWD Office	
	1.2 Ask the CASD tellers to verify account balance If No Balance proceed to Step 4	None	10 Minutes	Customer Representa tive - Customer Accounts and Services Division	
2. Pay Total Amount due if any	2.0 Accept Payment	Total Amount Due	10 Minutes	Customer Representa tive -	



	T	T	T	T
				Customer Accounts and Services Division
3. Get OR	3.0 Give Billing Receipt	None	5 Minutes	Customer Representa tive - CASD
4. Pay Reconnection Fee	4.0 Give OR	P200.00	5 Minutes	Cashier D- Accounting Cash Manageme nt & Budget Division
5. Wait for the reconnection of service	5. Fill out service request form, check reconnection request and endorse to WMM – Customer Accounts & Services Division	None	10 Minutes	Officer of the Day - PACD, AWD Office
	5.1 Schedule Reconnection	None	5 Minutes	WMM – Customer Accounts & Services Division
	5.2 Go to site and reconnect service connection	None	2 Days	WMM – Customer Accounts & Services Division
6. Sign the accomplishment report	6.0 Fill out accomplishment report and ask the concessionaire to sign the accomplishment report	None	10 Minutes	WMM – Customer Accounts & Services Division
	TOTAL	P200 Plus Total Amount Due if Any	2 Days 1 Hour & 20 Minutes	



## 6. Request for Change Meter

Change Meter is done when meter is found to be defective and/or unserviceable.

Division:	Customer Accour	Customer Accounts and Services Division (CASD)				
Classification:	Simple		`	<u>,                                      </u>		
Type of	G2C – Government to Citizen					
Transaction:	G2B – Government to Business					
	G2G – Governm	nent to Gove	ernment			
Who may avail:	All AWD Concess	sionaires with	Active Service C	Connection		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE		
1.1. Service Requ	uest Form	Officer of th	ne Day - PACD, A	WD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out service	1.0 Give service		10 Minutes	Officer of the		
request form	request form			Day - PACD, AWD Office		
	1.1 Check	None	10 Minutes	Officer of the		
	Account Details			Day - PACD,		
0.107 17 7	0.0 5711	<b>.</b>	40.14	AWD Office		
2. Wait for the	2.0 Fill out	None	10 Minutes	Officer of the		
change meter	service request			Day - PACD, AWD Office		
	form, check change meter			AVVD Office		
	request and					
	endorse to					
	WMM –					
	Customer					
	Accounts &					
	Services					
	Division	Nisas	40 Min to a	\A/B 4B 4		
	2.0 Schedule	None	10 Minutes	WMM – Customer		
	for Inspection of change meter			Accounts &		
	change meter			Services		
				Division		
	2.2 Go to site,	None	2 Days	WMM –		
	Inspect and		-	Customer		
	Perform			Accounts &		
	Change Meter			Services		
				Division		
3. Sign the	3.0 Fill out	None	10 Minutes	WMM –		
accomplishment	accomplishment			Customer		
report	Report and ask the			Accounts & Services		
	concessionaire			Division		
	to sign the			211101011		
	accomplishment					
	report					



TOTAL	P200 Plus Total Amount Due if Any	2 days & 50 Minutes	
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## 7. Request for Leak Repair

Leak Repair is done when leak is before the concessionaire's water meter.

Division:	Customer Accour	nts and Service	s Division (CASD	)	
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2B – Government to Business				
	G2G – Governm	G2G – Government to Government			
Who may avail:	All AWD Concess	sionaires with A	ctive Service Cor	nection	
CHECKLIST OF RE	QUIREMENTS	WI	HERE TO SECUR	RE	
1.1. Service Reque	st Form	Officer of the	Day - PACD, AW	D Office	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSI	
				BLE	
1. Fill-up Service	1.0 Give		10 Minutes	Officer of	
Request Form	Service			the Day -	
	Request Form			PACD,	
	1.1 Check	None	10 Minutes	AWD Office Officer of	
	Account Details	None	TO Minutes		
	Account Details			the Day - PACD,	
				AWD Office	
2. Wait for the Leak	2.0 Fill out	None	10 Minutes	Officer of	
Repair	service request	110110	To minutes	the Day -	
rtopan	form, check			PACD,	
	leak repair			AWD Office	
	request and				
	endorse to				
	Construction &				
	Maintenance				
	Section	None	40 Min. : 4	WMM –	
	2.0 Schedule for Inspection of	inone	10 Minutes	Customer	
	Change Meter			Accounts &	
	- Change Meter			Services	
				Division	
	2.2 Go to site,	None	2 Days	WMM –	
	Inspect and			Customer	
	Perform Leak			Accounts &	
	Repair			Services	
				Division	



3. Sign the Accomplishment Report	3.0 Fill out accomplishment Report and ask the concessionaire to sign the accomplishment	None	10 Minutes	WMM – Customer Accounts & Services Division
	accomplishment report			
	TOTAL	None	2 days & 50 Minutes	

## 8. Request for Meter Calibration

Meter Calibration is done when the meter was found to have abnormal fluctuations and/or irregular reading.

Division:	Customer Accour	Customer Accounts and Services Division (CASD)				
Classification:	Complex	Complex				
Type of	G2C - Governm	G2C – Government to Citizen				
Transaction:	G2B – Governm	G2B – Government to Business				
	G2G – Governm	nent to Govern	nment			
Who may avail:	All AWD Concess			nection		
CHECKLIST OF RE			VHERE TO SECU			
1.1. Service Reque			Day - PACD, AW			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
Fill out service request form	1.0 Give service request form		10 Minutes	Officer of the Day - PACD, AWD Office		
	1.1 Check Account Details	None	10 Minutes	Officer of the Day - PACD, AWD Office		
2. Wait for the meter calibration	2.0 Fill out service request form, check meter calibration request and endorse to WMM – Customer Accounts & Services Division	None	10 Minutes	Officer of the Day - PACD, AWD Office		
	2.1 Schedule for calibration of meter	None	10 Minutes	WMM – Customer Accounts & Services Division		
	2.2 Go to site,	None	1 Day	WMM –		

A	
	,

			1	
	remove meter to be calibrated and put a temporary meter			Customer Accounts & Services Division
	2.3 Go back to office and calibrate meter	None	1 Day	WMM – Customer Accounts & Services Division
	2.4 If found defective, Inform the DM of CASD to make billing adjustment	None	10 Minutes	WMM – Customer Accounts & Services Division
	2.4A Adjust billing of concerned concessionaire		1 Day	DM - Customer Accounts & Services Division
	2.4B Go to concessionaire and properly install the temporary meter to be the final meter.		1 Day	WMM – Customer Accounts & Services Division
	2.5. If found not defective, go to site, remove the temporary meter and return the original meter of the concessionaire.	None	1 Day	WMM – Customer Accounts & Services Division
3. Get the result of calibration	3. Inform the concessionaire of the result of the calibration		1 Day	WMM – Customer Accounts & Services Division
4. Sign the Accomplishment Report	4. Fill-up accomplishment report and ask the concessionaire to sign the accomplishment report	None	10 Minutes	WMM – Customer Accounts & Services Division
	TOTAL	None	6 Days & 1 Hour	



## 9. Request for Senior Citizen's Discount

A Senior Citizen (SC) Client of the AWD may request for a Senior Citizen Discount on his/her water bill provided the following conditions:

- 1. The water bill is on his/her name.
- 2. His/Her water consumption will not exceed 30 cubic meters per month.

The 5% SC Discount will be reflected on his/her billing statement on the next billing cycle.

The SC Discount is renewable every 5 years and terminated upon the death of the senior citizen.

Division:	Customer Accounts and Services Division (CASD)					
Classification:	Simple					
Type of	G2C – Governr	ment to Citize	en			
Transaction:	G2B – Governr	ment to Busir	ness			
	G2G – Governi	ment to Gove	ernment			
Who may avail:			are 60 Years Old	l and above		
CHECKLIST OF RE			WHERE TO SEC			
1. Service Request Fo	ice Request Form for SC Officer of the Day - PACD, AWD Office					
Discount						
2. SC ID (Original & 1						
3. Water Billing State						
his/her name indicate	d on the	the Accounts & Services Division				
Account Name						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Fill out request	1.0 Give	None	10 Minutes	Officer of the		
form, present	service request			Day - PACD,		
water bill with the	form			AWD Office		
Senior Citizen's						
Name, original SC						
ID card and a						
photo copy of SC						
ID						
	1.1 Check	None	10 Minutes	Officer of the		
	account details			Day - PACD,		
	and verify SC			AWD Office		
	ID					
	1.2 Give the	None	10 Minutes	Officer of the Day - PACD,		



	to the CASD			AWD Office
	1.3 Endorse to the DM of CASD	None	1 Day	Officer of the Day - PACD, AWD Office
2. Go home and wait for the next billing cycle	2.0 Encode information to the billing system	None	10 Minutes	DM- Account & Services Division, Customer Service Assistant.
	TOTAL	None	1 Day & 40 Minutes	

### 10. Request for Septic Tank Desludging and Treatment

The desludging of the concessionaire's/non-concessionaire's septic tank will be done after the household survey. Coring will be done if manhole is not found.

The desludging of septic tank is scheduled every 5 years.

#### For AWD Concessionaire:

The AWD concessionaire will be billed a monthly septage fee of P2.21 per cubic meter of water consumed with a minimum charge of 22.10 per cubic meter for consumption from 0 to 10 cubic meters per month. Septage fee will be included in the monthly billing statement.

#### For Non-concessionaire:

The Septage fee (SF) per household is P2,578.55 per cubic meter of the septic tank

Division:	Customer Accounts and Services Division (CASD)				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:	G2B – Governm	nent to Business	3		
	G2G – Governn	nent to Governn	nent		
Who may avail:	All households in the serviceable area of Angat WD.				
CHECKLIST OF F	REQUIREMENTS	S WHERE TO SECURE			
1. Service request	form for septic	Officer of the Day - PACD, AWD Office			
tank desludging					
<ol><li>Billing statemen</li></ol>	it of AWD	AWD Concess	sionaire		
concessionaire (or	riginal)	Water Mainter	nance Head -Co	nstruction &	
3. Survey form		Maintenance S	Section		
		AWD Cashier - Accounting, Cash			
4. OR of Septage	Fee for Non-	Management & Budget Division			
concessionaire					
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSIN	PERSON	
	ACTION	PAID	G TIME	RESPONSIBL	



				_
				E
1. Fill out service request form for septic tank desludging & treatment	1.0 Give service request form	None	10 Minutes	Officer of the Day - PACD, AWD Office
2. Present billing statement if AWD concessionaire	2.0 Verify account of AWD concessionaire	None	10 Minutes	Customer Service Assistant- Customer Accounts & Services Division
2A If not a concessionaire, pay septage fee	2A.0 Accept payment from non-concessionaire	P2,578.55 per cubic meter of the septic tank	20 Minutes	WD Cashier - Accounting, Cash Management & Budget Division
3. If not a concessionaire, get OR	3.1 Fill out service request form, check septage desludging.	None	10 Minutes	Officer of the Day - PACD, AWD Office
	3.2 Endorse to Construction & Maintenance Section	None	10 Minutes	Officer of the Day - PACD, AWD Office
	3.3 Schedule Survey of Septic Tank	None	1 Day	WMH- Construction & maintenance Section
4. Wait for the Schedule of Desludging and Treatment of septage	4.0 Perform Survey	None	1 Day	WMM- Construction & maintenance Section
	4.1 For Septic Tank without manhole: AWD will make an hole using a coring equip- ment & will provide PVC cleanout	None	5 Days	WMM- Construction & maintenance Section
	4.2 Schedule septage desludging	None	1 Day	WMM- Construction & Maintenance Section



	4.3 Perform septage desludging & treatment	None	10 days	WMM- Construction & Maintenance Section & Baliwag WD Personnel
5. Sign accomplish- ment Report	5.0 Make accomplish- ment Report	None	10 Minutes	WMM- Construction & maintenance Section
	TOTAL	For Concessionair e = None SF for Non- Concessionair e = P2,578.55 per cubic meter of the septic tank	18 Days 1 Hour & 20 Minutes	

## 11. Request for Billing Verification and Other Billing Concerns

Billing Verification/Other Billing Concerns is requested when there is doubt in the billing statement issued. This is done by checking if the encoded meter reading in the billing system is correct as per the meter reading form.

Division:	Customer Accou	ınts and Ser	vices Division (CASD	)	
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2B – Government to Business				
	G2G – Govern	ment to Go	vernment		
Who may avail:	All AWD Conces	ssionaires			
<b>CHECKLIST OF R</b>	EQUIREMENTS		WHERE TO SECU	JRE	
1. AWD Billing Sta	tement	AWD Con	cessionaire		
(Original)		DM – Customer Accounts & Services			
2. Billing Adjustmer	nt Memo	Division			
(Original)					
3. Account ledger					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Go to teller	1.0 Verify	None	10 Minutes	Customer	
and ask for	account			Service	
verification of		Assistant-			
water bill				Customer	
				Accounts &	
				Services	
				Division	



	1.1 Check meter reading form for error in meter reading or in encoding in the billing system	None	10 Minutes	Customer Service Assistant- Customer Accounts & Services Division
	1.2 If found to be erroneous in encoding the correct reading: Make a Billing Adjustment Memo to correct error	None	30 Minutes	DM- Customer Accounts & Services Division
2. Request a copy of the Billing Adjustment memo / account ledger	2.0 Provide a copy of the Bill adjustment memo / account ledger	None	5 Minutes	Customer Service Assistant- Customer Accounts & Services Division
	TOTAL	None	55 Minutes	

## 12. Request for Change of Account Name

Change of Account Name may be allowed by the following conditions:

- 1. Death of concessionaire
- 2. Change of ownership of the property

Division:	Customer Accoun	its and Services Division (CASD)		
Classification:	Simple			
Type of	G2C – Governm	ent to Citizen		
Transaction:	G2B – Governm	ent to Business		
	G2G – Governm	nent to Government		
Who may avail:	All AWD Concessionaires			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			
CHECKLIST OF REQUIREMENTS  1. AWD Billing Statement (Original) 2. Valid ID (1 Original 1 Photocopy) 3. Proof of Ownership or 4. Authorization Letter of Previous owner and Valid ID (1 Original & 1 Photocopy)		AWD Concessionaire LTO, PRC, SSS/GSIS UMID Card, OSCA AWD Concessionaire Previous Owner		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Request Form and present all the required documents.	1.0 Verify required documents	None	10 Minutes	Customer Service Assistant- Customer Accounts & Services Division
	1.1 If request found to be valid: Fill out service request form, check change name & endorse to CASD  1.1A If not: Inform the concessionaire the reasons why his/her request is denied.	None	20 Minutes	Customer Service Assistant- Customer Accounts & Services Division
2. Wait for the next billing cycle to see the change of acccount name in the water bill	2.0 Encode information to the Billing System and inform the client	None	10 Minutes	Customer Service Assistant- Customer Accounts & Services Division
	TOTAL	None	40 Minutes	



## WATER RESOURCES, CONSTRUCTION AND MAINTENANCE DIVISION

## **INTERNAL SERVICES**



## 1. Response to Water Quality Complaints (Phone-in)

The flushing of pipelines is the action taken by the Water Resources Section as an answer to the water quality complaint of the customer as received by the AWD personnel. The activity entails opening and closing of isolation valves and flushing of dirty water from fire hydrants and blow-off valves.

Division:	Resources, Construction & Maintenance Division			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2B – Governm	ent to Busine	ess	
	G2G – Governm	nent to Gover	nment	
Who may avail:	All AWD Concess	sionaires		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
1. Complaints of po		AWD Conce	essionaire	
or Request for flushi	ng			
	4			
2. Name and addres	s of AWD	AWD Conce	essionaire	
Concessionaire	ACENCY	FFF6 TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Make a phone	1.0 Answer	None	10 Minutes	Customer
call to AWD office	phone; make a	None	10 Milliates	Service
and request for	service request			Assistant-
flushing in their	for flushing			Customer
area.	101 1140111119			Accounts &
				Services
				Division
	1.1 Forward	None	10 Minutes	Officer of the
	request to			Day- Customer
	Water			Accounts &
	Resources			Services
	Section			Division
	4.0 Cobodulo	Nama	40 Minutes	Motor
	1.2 Schedule	None	10 Minutes	Water Maintenance
	Flushing			Head –Water
				Resources
				Section
2. Wait for AWD	2.0 Go to the	None	1 Day	Water
personnel to go to	reported site			Resources
the site	and perform			Facilities
	flushing			Operator –
				Water
				Resources
				Section
3. Sign	3.0 Ask the	None	10 Minutes	Water
accomplishment	concessionaire			Resources
report form	to sign the			Facilities
	accomplishment			Operator –
	report form	<u> </u>		Water



			Resources Section
Total	None	1 Day and 40 Minutes	

## 2. Response to Water Quality Complaints (Walk-in)

The flushing of pipelines is the action taken by the Water Resources Section as an answer to the water quality complaint of the customer as received by the AWD through its Public Assistance Desk Officer. The activity entails opening and closing of isolation valves and flushing of dirty water from fire hydrants and blow-off valves.

Division:	Water Resources, Construction & Maintenance Division				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2B – Government to Business				
	G2G – Governm	nent to Gover	rnment		
Who may avail:	All AWD Concess	sionaires			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
Complaints of poor Request for flushi		AWD Conc	essionaire		
·					
2. Name and addres Concessionaire		AWD Conc			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to AWD office PACD and fill up request form	1.0 Fill out service request form, check flushing request  1.1 Forward request to Water Resources Section	None	10 Minutes  10 Minutes	Customer Service Assistant- Customer Accounts & Services Division Officer of the Day- Customer Accounts & Services Division	
	1.2 Schedule Flushing	None	10 Minutes	Water Maintenance Head –Water Resources Section	
2. Wait for AWD personnel to go to the site	2.0 Go to the reported site and perform flushing	None	1 Day	WRF Operator  – Water Resources Section	
3. Sign accomplishment report form	3.0 Ask the concessionaire to sign the	None	10 Minutes	WRF Operator  – Water Resources	



accomplishment report form			Section
Total	None	1 Day and 40 Minutes	



## WATER RESOURCES, CONSTRUCTION AND MAINTENANCE DIVISION

## **EXTERNAL SERVICES**



## 1. Collection of Water Samples for Microbiological Analysis

Random collection of water sample for Microbiological Analysis for the detection, identification or enumeration of microorganisms, is done monthly or upon request by AWD Concessionaire.

Division:	Water Resources, Construction & Maintenance Division				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:	G2B – Government to Business				
	G2G – Government to Government				
Who may avail:	All AWD Concess	ionaires			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE	
1. Water Sample		AWD Conce	essionaire		
		AWD Conce	WD Concessionaire		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Allow AWD	1.0 Collect	None	2 Hours	Water	
personnel to	water sample			resources	
collect water	•			Facilities	
sample from their				Operator –	
faucet				Water	
				Resources	
				Section	
	1.1 Submit the	None	1 hour	Water	
	collected			resources	
	samples to the			Facilities	
	Water			Operator –	
	Maintenance			Water	
	Head			Resources	
				Section	
	1.2 Place	None	20 Minutes	Water	
	water samples			Maintenance	
	in a cooler with			Head – Water	
	ice packs			Resources	
	-		4.5	Section	
	Transport	None	1 Day	Water	
	water samples			Maintenance	
	to DOH			Head – Water	
	accredited			Resources,	
	testing			Construction &	
	laboratory for			maintenance	
	microbiological			Division	
	Analysis				
	1 11.00. ) 5.0				
	Wait for the	None	7 days	Staff-	
	result thru			Accredited	
	1030IL LIII U		l		



	email/facsimile communication			Laboratory
2. Wait for the result	Inform the customer of the result	None	1 Day	Water Maintenance Head – Water Resources, Construction & maintenance Division
	Total	None	9 Days 3 Hours & 20 Minutes	



## ADMINISTRATIVE, HUMAN RESOURCE AND GENERAL SERVICES DIVISION

## **EXTERNAL SERVICES**



## 1. Request for Certification of Employment (COE) and/or Service Records (SR) (for Separated Employees)

Issuance of Certification of Employment and/or Service Records to separated employees (e.g. retirees, resigned etc.) for employment purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like the Government Service Insurance System (GSIS), PhilHealth, and PAG-IBIG Fund. This may include COEs with job descriptions/functions, salaries and benefits.

Division:		Administrative, Human Resource and General Services Division					
Classification:		Simple					
		nment to Citizen					
			rated employees				
CHECKLIST OF				WHERE TO SECURE			
1. Letter of Reque			Separated Emp	Separated Employee availing the service			
employee for issu							
2. Government Is		D (Original) NCY ACTION		LTO, PRC, SSS/GSIS UMID Card, OSCA			
CLIENT STEPS	AGE	INCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	1.0 Receive the request		None	5 Minutes	Administrative Aide – Admin., HR & General Services Division		
Service Records	1.1 Validate Request		None	5 Minutes	Administrative Aide – Admin., HR & General Services Division		
	sepa empl COE	nform the rated oyee when /SR is ready ck up	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division		
2. Wait for the release of COE/SR (to be picked up)	reque Admi Divis for	Endorse the est to the inistrative ion Manager mmendation of oval	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division		
	2.1 Cerr emp	Prepare tificate of bloyment, and forward ne Office of	None	10 Minutes	Division Manager B (DM B)- Admin., HR & General Services		

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	the GM for signing			Division
	2.2 Return the certificate to DM B after the GM's signature on the COE/SR	None	1 day	General Manager (GM) – Office of the GM
3. Pick up COE/SR	3.0 Inform the separated employee that his/her COE/SR is ready for pick up	None	1 day	Administrative Aide – Admin., HR & General Services Division
	3.1 Give the signed COE/SR to the separated employee	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	TOTAL	None	2 Days & 35 Minutes	

## 2. Request for Certification of Employment & Service Records (for Separated Employees by Representative)

Issuance of Certification of Employment and/or Service Records to separated employees (e.g. retirees, resigned etc.) by representative for employment purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like the Government Service Insurance System (GSIS), PhilHealth, and PAG-IBIG Fund. This may include COEs with job descriptions/functions, salaries and benefits.

Division:	Administrative, Human Resource and General Services Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All AWD separated employees				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			RE	
Letter of Request of separated     Employee for issuance of COE &/ SR		Separated Employee availing the service			
2. Government Issued ID (Original)		LTO, PRC, SSS/GSIS UMID Card, OSCA			
3. Authorization Letter of Separated		Separated Employee availing the service			
Employee					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
ACTION		BE PAID	TIME	RESPONSIB	
				LE	
1. Submit letter of	1.0 Receive the	None	5 Minutes	Administrativ	

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request for issuance of Certificate of Employment or Service Records and Authorization	request			e Aide – Admin., HR & General Services Division
Letter of Representative	1.1 Validate Request	None	5 Minutes	Administrativ e Aide – Admin., HR & General Services Division
	1.2 Inform the separated employee when COE/SR is ready for pick up	None	5 Minutes	Administrativ e Aide – Admin., HR & General Services Division
2. Wait for the release of COE/SR (to be picked up)	2.0 Endorse the request to the Administrative Division Manager for recommendation of approval	None	5 Minutes	Administrativ e Aide – Admin., HR & General Services Division
	2.1 Prepare Certificate of employment, sign and forward to the Office of the GM for signing	None	10 Minutes	Division Manager B (DM B)- Admin., HR & General Services Division
	2.2 Return the certificate to DM B after the GM's signature on the COE/SR	None	1 day	General Manager (GM) – Office of the GM
3. Pick up COE/SR	3.0 Inform the representative that the COE/SR of the separated employee is ready for pick up	None	1 day	Administrativ e Aide – Admin., HR & General Services Division
	3.1 Give the signed COE/SR to the representative	None	5 Minutes	Administrativ e Aide – Admin., HR & General Services Division



TOTAL	None	2 Days 35	
		Minutes	



# ADMINISTRATIVE, HUMAN RESOURCE AND GENERAL SERVICES DIVISION

### **INTERNAL SERVICES**



### 1. Request for Certification of Employment (COE) / Service Records (SR) (Employee In Active Service)

Certification of Employment and Service Record duly signed by the Administrative, Human Resource & General Services Division Manager and noted by the General Manager are issued when requested by employees who are still in service needing these documents for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for welfare, benefit and loan purposes as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth, and PAG-IBIG Fund. This includes COE with job descriptions/functions, salaries and benefits.

Administrative, Human Resource and General Services Division

**Division:** 

Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All AWD employe			
CHECKLIST OF RE			IERE TO SECUR	
1. Letter of Request of		All AWD Emplo	oyees in active se	rvice
issuance of COE and/o				
appearance of employ CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLILINI SILFS	ACTION	PAID	TIME	RESPONSI BLE
1. Submit letter of request or make a personal appearance to request for	1.0 Receive the request	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division
issuance of certificate of employment and/or Service Records	1.1 Validate request	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division
	1.2 Inform the employee when to pick the requested COE/SR	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division
2. Wait for the release of his/her COE/SR	2.0 Endorse the request to the Administrative Division Manager for recommendation of approval	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division
	2.1 Prepare Certificate of employment,	None	10 Minutes	Division Manager B (DM B)-

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	sign and forward to the Office of the GM for signing			Admin., HR & General Services Division
	2.2 The GM signs the COE/SR & return the certificate to DM B	None	1 day	General Manager (GM) – Office of the GM
3. Pick up COE/SR	3.0 Inform the separated employee that his/her COE/SR is ready for pick up	None	1 day	Administrati ve Aide – Admin., HR & General Services Division
	3.1 Give the signed COE/SR to the employee	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division
	TOTAL	None	2 Days & 35 Minutes	

#### 2. Application for Monetization of Leave Credits

Monetization of Leave credits by employees who have accumulated fifteen (15) days of Vacation Leave credits shall be allowed to monetize subject to CSC and COA Laws and Rules.

Computation of Money Value of the Monetized Leave =

Monthly Salary x No. of Leave to be monetized x CF (0.0481927)



Division:	Administrative, Human Resource and General Services				
Oloopifications	Division				
Classification:	Simple				
Transaction:	G2G – Government to Government				
Who may avail:	All incumbent AWD	emplovees with	n leave credits		
CHECKLIST OF R			ERE TO SECUR	E	
1. Two (2) Appli			e Aide – Admin., I		
Leave Monetiz		General Serv	ices Division		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPON	
4 5 1 (0)	4.0.0: " "	<b>A</b> 1	40.84	SIBLE	
1.Fill out two (2) application forms for leave monetization, sign and submit the duly filled out application form	1.0 Give application form	None	10 Minutes	Administr ative Aide – Admin., HR & General Services Division (AHRGS D)	
	1.1 Receive and stamp date of receipt	None	5 Minutes	Administr ative Aide – Admin., HR & General Services Division (AHRGS D)	
	1.2 Endorse Application form to the Division Manager of AHRGSD	None	10 Minutes	Administr ative Aide – Admin., HR & General Services Division (AHRGS D)	
	1.3 The DM B of AHRGSD verifies the application, put details of Action & Recommendation and signs the Application Form	None	10 Minutes	Division Manager B (DM B) - Admin., HR & General Services Division (AHRGS D)	
	1.4 Endorse	None	10 Minutes	Division	



Application form to the General Manager for signing			Manager B (DM B) - Admin., HR & General Services Division (AHRGS D)
1.5 The GM may approve and sign or disapprove the application form and return the form to AHRGSD	None	1 day	General Manager – Office of the GM
1.6 If APPROVED: Endorse the approve application form to the Accounting Section	None	5 Minutes	Division Manager B (DM B) - Admin., HR & General Services Division (AHRGS D)
1.7 Prepare check and voucher	None	30 Minutes	Accounti ng Processo r – Accounti ng, Cash Manage ment & Budget Division
1.8 Endorse check and voucher to the GM for signing	None	5 Minutes	Accounti ng Processo r – Accounti ng, Cash Manage ment & Budget Division
1.9 The GM signs the check and voucher and returns the check & voucher to the Accounting, Cash Management & Budget Division	None	1 day	General Manager – Office of the GM



	1.10 The Cashier signs the check	None	10 Minutes	Cashier D- Accounti ng, Cash Manage ment & Budget Division
2. Receive the check and sign voucher	1.11 The Cashier Release the check	None	10 Minutes	Cashier D- Accounti ng, Cash Manage ment & Budget Division
	TOTAL	None	2 days 1 hour & 45 Minutes	

#### 3. Application for Leave of Absence

Entitlement of employees for leave privileges.

Division:	Administrative, Human Resource and General Services Division				
Classification:	Simple				
Type of Transaction:	G2G – Governme	ent to Gove	rnment		
Who may avail:	All AWD employee				
CHÉCKLIST OF REC			<b>VHERE TO SECU</b>	IRE	
1. Application of Leave	Form		tive Aide – Admin ervices Division	., HR &	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE	
1. Fill out application form for Leave and check type of leave to be availed.	1.0 Give leave application form	None	5 Minutes	Administrati ve Aide – Admin., HR & General Services Division	
2.Submit duly filled out Leave Application Form	2.0 Receive duly filled out leave application form and stamp date of receipt	None	5 Minutes	Division Manager – Admin., HR & General Services Division	
	2.1 Put details of Action & Recommendation and sign the Application Form	None	10 Minutes	Division Manager – Admin., HR & General Services Division	



	2.2 Submit to the GM for Approval	None	10 Minutes	Division Manager – Admin., HR & General Services Division
	2.3 The GM signs and approves the leave application	None	1 day	General Manager – Office of the GM
3. Receive notice of approved/disapproved Leave	3.1 Inform the employee about the result of the leave application	None	10 Minutes	Division Manager – Admin., HR & General Services
	TOTAL	None	1 Day & 40 Minutes	

#### 4. Request for Issuance of Materials by the Requisitioning Division

The stock materials are issued to requisitioning division to be used for repair and maintenance, operations and projects.

Division:	Administrative, Human Resource and General Services				
	Division				
Classification:	Simple				
Type of Transaction:	G2G – Governn	nent to Gove	rnment		
Who may avail:	All AWD employ				
CHECKLIST OF REC	QUIREMENTS	W	HERE TO SI	ECURE	
1. Requisition Slip				Officer- Admin.,	
			al Services D		
CLIENT STEPS	AGENCY ACTION	FEES TO PROCES PERSON BE PAID SING RESPONSIE TIME			
Fill out requisition slip	1.0 Issue requisition slip	None	10 Minutes	Supply Officer – Admin., HR & General Services Division	
2. Submit duly filled out Requisition Slip	2.0 Receive duly filled out requisition slip and verifies availability of materials in the storage	None	10 Minutes	Supply Officer – Admin., HR & General Services Division	
	2.1 Prepare requested materials for release	None	10 Minutes	Supply Officer – Admin., HR & General Services Division	
3. Receive requested	3.1 Release	None	10	Supply Officer –	



materials	materials		Minutes	Admin., HR &
				General
				Services
				Division
	TOTAL	None	40	
			Minutes	



# ACCOUNTING, CASH MANAGEMENT AND BUDGET DIVISION

### **EXTERNAL SERVICES**



### 1. Disbursement and Releasing of Check Payment to a Supplier/Contractor

Releasing of Check Payment to a Supplier/Contractor

Division:	Accounting, Cash Management & Budget Division						
Classification:	Simple						
Type of	G2C – Government to Citizen						
Transaction:	G2B – Government to Business						
	G2G – Governme	nt to Go	vernment				
Who may	All AWD Suppliers/0	Contracto	ors				
avail:							
	REQUIREMENTS		WHERE TO				
	er (1 Original & 1			g, Cash Management			
Duplicate Copy			get Division				
	eipt (1 Original &	Supplie	er/Contractor				
1 Duplicate Cop	• /						
3. Supplier Office	cial Receipt (1	Supplie	er/Contractor				
Original Copy)	Original Copy)						
CLIENT	AGENCY	FEES	PROCESSING TIME	PERSON			
STEPS	ACTION	TO BE PAID	I IIVIE	RESPONSIBLE			
1. Go to PACD	1.0 Ask the	None	10 Minutes	Officer of the day –			
officer of the	cashier for the			Public			
day and	check payment of			Assistance/Complaints			
ask/inquire for	supplier/contractor			Desk (PACD)			
his/her check							
payment	1.1 Look for the	None	10 Minutes	Cashier D-			
	check voucher of	none	ioiviiriutes	Accounting, Cash			
	supplier/contractor			Management &			
	for disbursement			Budget Division			
2. Issue OR,	2.1 Give check &	None	10 Minutes	Cashier D-			
receive Check	voucher to be			Accounting, Cash			
and sign	signed by the			Management &			
voucher	supplier/contractor			Budget Division			
	TOTAL	None	30 Minutes				



## ACCOUNTING, CASH MANAGEMENT AND BUDGET DIVISION

### **INTERNAL SERVICES**



#### 1. Releasing of Reimbursement Check to Employees

For reimbursement of expenses incurred by AWD employees on official business.

Division:	Accounting, Cash Mana	gement &	Budget Divisio	n	
Classification:	Simple		igoment di Budget Biriolon		
Type of Transaction:	· · · · · · · · · · · · · · · · · · ·		ment		
Who may avail: All AWD Employees					
CHECKLIST OF REQUIREMENTS		<b>\</b>	WHERE TO SE	CURE	
Check Voucher (1 Original & 1 Duplicate Copy)     Copy)     Copy (1 Original Copy)		Cashier D – Accounting, Cash Management & Budget Division Restaurant, Toll fee, Parking Ticket & OR from expenses incurred in OB			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE	
Prepare Travel     Order/Accomplishment     Form and attach all     ORs	1.0 Ask for Travel Order/Accomplishment Form	None	10 Minutes	Accounting Processor B- Accounting, Cash Manageme nt & Budget Division	
	1.1 Check Attached ORs for reimbursement	None	15 Minutes	Accounting Processor B- Accounting, Cash Manageme nt & Budget Division	
	1.2 Prepare Check & Voucher for reimbursement and endorse to the DM of ACMBD	None	10 Minutes	Accounting Processor B- Accounting, Cash Manageme nt & Budget Division (ACMBD)	
	1.3 Verify ORs and sign Voucher & endorse to the GM for approval & signing	None	10 Minutes	DM- Accounting, Cash Manageme nt & Budget Division (ACMBD)	
	1.4 The GM signs & approves the check &	None	1 day	GM- Office of the GM	



	voucher and return it to ACMBD for signature of the Cashier			
	1.5 The Cashier signs the check	None	5 Minutes	Cashier D- Accounting, Cash Manageme nt & Budget Division
2. Receive Reimbursement Check and sign voucher	2.1 Release the check & voucher to be signed by the employee	None	10 Minutes	Cashier D- Accounting, Cash Manageme nt & Budget Division
	TOTAL	None	1 Day & 1 Hour	

#### 2. Issuance of Income Tax Return (ITR) and/or Pay Slip to Employees

For issuance of ITR

Division:	Accounting, Cash Management & Budget Division			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All AWD Employees			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
1. ITR or Pay Slip		Division Manager B – Accounting, Cash Management & Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for issuance of ITR and/or pay slip	1.0 Print or photocopy ITR and/or pay slip of employee 1.1 The DM will sign the ITR and/or pay slip	None	1 Day	Accounting Processor B- Accounting, Cash Management & Budget Division
2. Receive ITR and/or pay slip	2.0 Issue ITR and/or pay slip to the employee	None	10 Minutes	Division Manager B – Accounting, Cash Management & Budget Division
	TOTAL	None	1 Day 10	





FEEDBACK AND C	OMPLAINTS MECHANISM
How to send feedback?	Fill out Customer Feedback form and drop it at the designated drop box located at the Public Assistance & Complaint Desk (PACD)
	Monday-Friday 8:00 AM to 5:00PM excluding holidays
	Send feedback through email: angatwd@gmail.com 24/7
How feedback is processed?	PACD Officer of the day opens the drop box if there is any feed back submitted.
	Any feedback is forwarded to the Division/Officer concerned and required to answer within 3 days upon receipt of the feedback.
	Answer to feedback is relayed to the citizen if they wrote their name and/or contact number in the feedback form.
	For inquiries and follow-ups you may call Tel. Nos. 671-1204 or 769-1529 or email: <a href="mailto:angatwd@gmail.com">angatwd@gmail.com</a>
How to file a complaint?	Go to PACD and fill out Customer Feedback form and drop it in the designated drop box located at the Public Assistance & Complaint Desk (PACD) or
	Talk to our Customer Service Assistants
	Or you may call us at telephone numbers: 671-1204 & 769-1529 Monday-Friday 7:00 AM to 5:00PM excluding holidays
	Or email us 24/7 at angatwd@gmail.com
How to process complaint?	Written or verbal complaint(s)/request(s) shall be acted upon immediately by our



	Customer Services Assistant at the Public
	Assistance Desk (PACD).
	Answer to complaint/s is/are relayed to the citizen.
	Or you may call us at telephone numbers: 671-1204 & 769-1529
	Monday-Friday 8:00 AM to 5:00PM excluding holidays
	Or email us 24/7 at angatwd@gmail.com
Contact information of AWD	Tel. Nos. 671-1204 or 769-1529 or
	email: angatwd@gmail.com
	Write to:
	Customer Accounts & Services Division Angat Water District
	269 M. A. Fernando St., Sta. Cruz Angat, Bulacan 3012

#### LIST OF OFFICE

Office	Address	Contact Information
Main Office	269 M. A.	(044)671-1204
	Fernando St.,	(044)769-1529
	Sta. Cruz, Angat,	
	Bulacan 3012	Email: angatwd@gmail.com
		Website:
		https://www.angatwaterdistrict.com

For Strict Compliance:

ARTURO S. TORRES General Manager