



# **ANGAT WATER DISTRICT CITIZEN'S CHARTER**



# **ANGAT WATER DISTRICT**

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

One Hundred Percent Area Coverage and consumers' satisfaction.

## **III. Mission**

To develop more water sources and maintain highest level of operations.

## **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 (depends on Mainline (ML) Size

Mainline Size	Amount
2" – 4"	P3,500.00
6"	P5,000.00
8"	P6,000.00

### Additional Fees after site inspection if needed:

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

**Jetting** – 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)

<b>Division:</b>	Customer Accounts and Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All Angat Residents within the service area of the Angat WD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government Issued ID of Applicant (1 original, 1 Photocopy) 2. Proof of Billing (1 Original & 1 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)		LTO, PRC, SSS/GSIS UMID Card, OSCA  Credit Card Company., Insurance Co., 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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Section
	4.4 Perform site inspection	None	1 Day	Water Maintenance Man - Construction & Maintenance Section
5. Get the Inspection Report; if there are additional fees to pay, go to	5.0 Inform applicants if there are additional fees to be paid and need to cross	None	10 Minutes	Water Maintenance Man - Construction & Maintenance



Step 6, if not proceed to Step 7.	road			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 = Application Fee = Concrete Cutter Fee + Amount of Materials	19 Days 1 Hr. & 25 Minutes	





## 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:**

**Jetting –** 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)

<b>Division:</b>	Customer Accounts and Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Suppliers/Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form		Officer of the Day - PACD, AWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 inspection & for additional fees to be paid	3.0 Inform the applicant to wait for the site inspection and other fees to be paid	None	5 Minutes	Officer of the Day - PACD, AWD Office
	3.1 Prepare Service Request Form (SRF), write the SRF to the Transfer Meter	None	10 Minutes	Officer of the Day - PACD, AWD Office



	log book			
	3.2 Endorse the SRF to Construction & Maintenance Section	None	5 Minutes	Water Maintenance Head – Construction & Maintenance Section
	3.3 Schedule for inspection	None	5 Minutes	Water Maintenance Head – Construction & Maintenance Section
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 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	Amount = Amount depends on their deal/ contract	5 Days	Outsourced contractor and concessionaire
7. Wait for Transfer of Water Meter	7.0 Perform Transfer 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 Tell applicant to sign the accomplishment report	None	10 Minutes	Water Maintenance Man - Construction & Maintenance Section
	<b>TOTAL</b>	<b>AMOUNT = P200 + Concrete Cutter Fee/ Jetting Fee + Amount of Materials</b>	<b>19 Days 1 Hr. &amp; 25 Minutes</b>	

### 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
<b>RESIDENTIAL</b>						
½	200.00	21.90	24.10	26.60	29.45	32.60
¾	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
<b>COMMERCIAL</b>						
½	400.00	43.80	48.20	53.20	58.90	65.20
¾	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
<b>SEMI-COMM. A</b>						
½	350.00	38.30	42.15	46.55	51.55	57.05
¾	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
<b>SEMI-COMM. B</b>						
½	300.00	32.85	36.15	39.90	44.15	48.90
¾	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
<b>SEMI-COMM. C</b>						
½	250.00	27.35	30.10	33.25	36.80	40.75
¾	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

<b>Division:</b>	Customer Accounts and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Billing Notice (Original copy) or 2. Information of Account		Teller - Customer Accounts and Services Div.  Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present billing notice or account name or account number	1.0 Search the information in the Billing & Collection System	None	10 Minutes	Customer Representative - Customer Accounts and Services Division
2. Pay total amount due	2.0 Accept payment	Total Amount Due	10 Minutes	Customer Representative - Customer Accounts and Services Division
3. Get bill receipt	3.0 Give bill receipt	None	5 Minutes	Customer Representative - Customer Accounts and Services Division
	<b>TOTAL</b>	Total Amount Due	25 Minutes	

### 3.2 Online Payment

<b>Division:</b>	Customer Accounts and Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Billing Notice (Original copy)		Teller - Customer Accounts and Services Div.		



2. Information of Account 3. Electronic Payment Platform		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input ID no. 2. and account name in the E-Payment platform	1.0 ID numbers will be sent to the E-payment Provider for validation	None	5 Minutes	Customer Representative - Customer Accounts and Services Division
2. Input and pay total amount due	2.0 All payments will be reported and posted on the next working day	Total Amount Due	10 Minutes	Customer Representative - Customer Accounts and Services Division

#### 4. Request for Disconnection of Service Connection

To temporarily or permanently disconnect the service connection.

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires with Active Service Connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1. Service Request Form		Officer of the Day - PACD, AWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Representative - 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 Representative - Customer Accounts and Services Division
3. Get bill OR	3.0 Give bill OR	None	5 Minutes	Customer Representative - 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 service connection	None	2 Days	WMM – Customer 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
	<b>TOTAL</b>	<b>Total Amount Due if Any</b>	<b>2 Days 1 Hour &amp; 15 Minutes</b>	



## 5. Request for Reconnection of Service Connection

Reconnection of Service Connection will be done after paying the reconnection fee of P140.00 and Account Balance Total Amount Due if any.

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires with Active Service Connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1. Service Request Form		Officer of the Day - PACD, AWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Representative - Customer Accounts and Services Division
2. Pay Total Amount due if any	2.0 Accept Payment	Total Amount Due	10 Minutes	Customer Representative - Customer Accounts and Services Division
3. Get OR	3.0 Give Billing Receipt	None	5 Minutes	Customer Representative - CASD
4. Pay Reconnection Fee	4.0 Give OR	P140.00	5 Minutes	Cashier D-Accounting Cash Management & Budget Division
5. Wait for the reconnection of	5. Fill out service request	None	10 Minutes	Officer of the Day -



service	form, check reconnection request and endorse to WMM – Customer Accounts & Services Division			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
	<b>TOTAL</b>	P140 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.

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires with Active Service Connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1. Service Request Form	Officer of the Day - PACD, AWD Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 change meter	2.0 Fill out service request form, check change meter request and endorse to WMM – Customer Accounts & Services Division	None	10 Minutes	Officer of the Day - PACD, AWD Office
	2.0 Schedule for Inspection of change meter	None	10 Minutes	WMM – Customer Accounts & Services Division
	2.2 Go to site, Inspect and Perform Change Meter	None	2 Days	WMM – Customer Accounts & Services Division
3. Sign the accomplishment report	3.0 Fill out accomplishment Report and ask the concessionaire to sign the accomplishment report	None	10 Minutes	WMM – Customer Accounts & Services Division
	<b>TOTAL</b>	P140 Plus Total Amount Due if Any	2 days & 50 Minutes	

## 7. Request for Leak Repair

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

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1. Service Request Form		Officer of the Day - PACD, AWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up 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 Leak Repair	2.0 Fill out service request form, check leak repair request and endorse to Construction & Maintenance Section	None	10 Minutes	Officer of the Day - PACD, AWD Office
	2.0 Schedule for Inspection of Change Meter	None	10 Minutes	WMM – Customer Accounts & Services Division
	2.2 Go to site, Inspect and Perform Leak Repair	None	2 Days	WMM – Customer Accounts & Services Division
3. Sign the Accomplishment Report	3.0 Fill out accomplishment Report and ask the concessionaire to sign the accomplishment report	None	10 Minutes	WMM – Customer Accounts & Services Division
	<b>TOTAL</b>	None	<b>2 days &amp; 50 Minutes</b>	



## 8. Request for Meter Calibration

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

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires with Active Service Connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1. Service Request Form		Officer of the Day - PACD, AWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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, remove meter to be calibrated and put a temporary meter	None	1 Day	WMM – 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
	<b>TOTAL</b>	None	<b>6 Days &amp; 1 Hour</b>	



## 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.

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires who are 60 Years Old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form for SC Discount 2. SC ID (Original & 1 photocopy) 3. Water Billing Statement with his/her name indicated on the Account Name		Officer of the Day - PACD, AWD Office  Senior Citizen applying for the service Customer Services Assistant - Customer Accounts & Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form, present water bill with the Senior Citizen's Name, original SC ID card and a photo copy of SC ID	1.0 Give service request form	None	10 Minutes	Officer of the Day - PACD, AWD Office
	1.1 Check account details and verify SC ID	None	10 Minutes	Officer of the Day - PACD, AWD Office
	1.2 Give the request form to the CASD	None	10 Minutes	Officer of the Day - PACD, AWD Office
	1.3 Endorse to	None	1 Day	Officer of the



	the DM of CASD			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.
	<b>TOTAL</b>	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 P3.00 (maximum) per cubic meter of water consumed per month and septage fee will be included in the monthly billing statement.

### For Non-concessionaire:

The Septage fee (SF) per household is P5,400.00

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All households in the serviceable area of Angat WD.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service request form for septic tank desludging 2. Billing statement of AWD concessionaire (original) 3. Survey form  4. OR of Septage Fee for Non-concessionaire		Officer of the Day - PACD, AWD Office  AWD Concessionaire Water Maintenance Head -Construction & Maintenance Section AWD Cashier - Accounting, Cash Management & Budget Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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	SF=P5400	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 equipment & 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 accomplishment Report	5.0 Make accomplishment Report	None	10 Minutes	WMM-Construction & maintenance Section
	<b>TOTAL</b>	For Concessionaire = None  SF for Non-Concessionaire = P5400	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.

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. AWD Billing Statement (Original) 2. Billing Adjustment Memo (Original) 3. Account ledger		AWD Concessionaire DM – Customer Accounts & Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to teller and ask for verification of water bill	1.0 Verify account	None	10 Minutes	Customer Service Assistant-Customer Accounts & Services Division
	1.1 Check meter reading form for error	None	10 Minutes	Customer Service Assistant-





	in meter reading or in encoding in the billing system			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
	<b>TOTAL</b>	None	<b>55 Minutes</b>	

## 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

<b>Division:</b>	Customer Accounts and Services Division (CASD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out Request	1.0 Verify	None	10 Minutes	Customer



Form and present all the required documents.	required documents			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 account 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
	<b>TOTAL</b>	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.

<b>Division:</b>	Resources, Construction & Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaints of poor water quality or Request for flushing		AWD Concessionaire		
2. Name and address of AWD Concessionaire		AWD Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a phone call to AWD office and request for flushing in their area.	1.0 Answer phone; make a service request for flushing	None	10 Minutes	Customer Service Assistant- Customer Accounts & Services Division
	1.1 Forward request to Water Resources Section	None	10 Minutes	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	Water Resources Facilities Operator – Water Resources Section
3. Sign accomplishment report form	3.0 Ask the concessionaire to sign the accomplishment report form	None	10 Minutes	Water Resources Facilities Operator – 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.

<b>Division:</b>	Water Resources, Construction & Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaints of poor water quality or Request for flushing		AWD Concessionaire		
2. Name and address of AWD Concessionaire		AWD Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to AWD office PACD and fill up request form	1.0 Fill out service request form, check flushing request	None	10 Minutes	Customer Service Assistant-Customer Accounts & Services Division
	1.1 Forward request to Water Resources Section	None	10 Minutes	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.

<b>Division:</b>	Water Resources, Construction & Maintenance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Sample		AWD Concessionaire		
		AWD Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Allow AWD personnel to collect water sample from their faucet	1.0 Collect water sample	None	2 Hours	Water resources Facilities Operator – Water Resources Section
	1.1 Submit the collected samples to the Water Maintenance Head	None	1 hour	Water resources Facilities Operator – Water Resources Section
	1.2 Place water samples in a cooler with ice packs	None	20 Minutes	Water Maintenance Head – Water Resources Section
	Transport water samples to DOH accredited testing laboratory for microbiological Analysis	None	1 Day	Water Maintenance Head – Water Resources, Construction & maintenance Division
	Wait for the result thru	None	7 days	Staff-Accredited





	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.

<b>Division:</b>	Administrative, Human Resource and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All AWD separated employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for issuance of Certificate of employment or Service Records	1.0 Receive the request	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	1.1 Validate Request	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	1.2 Inform the separated employee when COE/SR is ready for pick up	None	5 Minutes	Administrative 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	Administrative 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 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
	<b>TOTAL</b>	None	<b>2 Days &amp; 35 Minutes</b>	

## 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.

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



and Authorization Letter of Representative	1.1 Validate Request	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	1.2 Inform the separated employee when COE/SR is ready for pick up	None	5 Minutes	Administrative 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	Administrative 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	Administrative Aide – Admin., HR & General Services Division
	3.1 Give the signed COE/SR to the representative	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	<b>TOTAL</b>	None	<b>2 Days 35 Minutes</b>	



# **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.

<b>Division:</b>	Administrative, Human Resource and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All AWD employees in active service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request of employee for issuance of COE and/or SR or personal appearance of employee		All AWD Employees in active service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request or make a personal appearance to request for issuance of certificate of employment and/or Service Records	1.0 Receive the request	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	1.1 Validate request	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	1.2 Inform the employee when to pick the requested COE/SR	None	5 Minutes	Administrative 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	Administrative Aide – Admin., HR & General Services Division
	2.1 Prepare Certificate of employment,	None	10 Minutes	Division Manager B (DM B)-



	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	Administrative Aide – Admin., HR & General Services Division
	3.1 Give the signed COE/SR to the employee	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division
	<b>TOTAL</b>	None	<b>2 Days &amp; 35 Minutes</b>	

## 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)**

<b>Division:</b>	Administrative, Human Resource and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All incumbent AWD employees with leave credits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) Application Forms For Leave Monetization		Administrative Aide – Admin., HR & General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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	Administrative Aide – Admin., HR & General Services Division (AHRGSD)
	1.1 Receive and stamp date of receipt	None	5 Minutes	Administrative Aide – Admin., HR & General Services Division (AHRGSD)
	1.2 Endorse Application form to the Division Manager of AHRGSD	None	10 Minutes	Administrative Aide – Admin., HR & General Services Division (AHRGSD)
	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 (AHRGSD)
	1.4 Endorse Application form to the General Manager for signing	None	10 Minutes	Division Manager B (DM B) - Admin., HR & General Services Division (AHRGSD)
	1.5 The GM may approve and sign or disapprove the	None	1 day	General Manager – Office



	application form and return the form to AHRGSD			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 (AHRGSD)
	1.7 Prepare check and voucher	None	30 Minutes	Accounting Processor – Accounting, Cash Management & Budget Division
	1.8 Endorse check and voucher to the GM for signing	None	5 Minutes	Accounting Processor – Accounting, Cash Management & 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- Accounting, Cash Management & Budget Division
2. Receive the check and sign voucher	1.11 The Cashier Release the check	None	10 Minutes	Cashier D- Accounting, Cash



				Management & Budget Division
	TOTAL	None	2 days 1 hour & 45 Minutes	

### 3. Application for Leave of Absence

Entitlement of employees for leave privileges.

<b>Division:</b>	Administrative, Human Resource and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All AWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application of Leave Form		Administrative Aide – Admin., HR & General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out application form for Leave and check type of leave to be availed.	1.0 Give leave application form	None	5 Minutes	Administrative 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	3.1 Inform the	None	10 Minutes	Division



approved/disapproved Leave	employee about the result of the leave application			Manager – Admin., HR & General Services
	<b>TOTAL</b>	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.

<b>Division:</b>	Administrative, Human Resource and General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All AWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip		AWD Property Supply Officer– Admin., HR & General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 materials	3.1 Release materials	None	10 Minutes	Supply Officer – Admin., HR & General Services Division
	<b>TOTAL</b>	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

<b>Division:</b>	Accounting, Cash Management & Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All AWD Suppliers/Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Check Voucher (1 Original & 1 Duplicate Copy)		Cashier D – Accounting, Cash Management & Budget Division		
2. Delivery Receipt (1 Original & 1 Duplicate Copy)		Supplier/Contractor		
3. Supplier Official Receipt ( 1 Original Copy)		Supplier/Contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to PACD officer of the day and ask/inquire for his/her check payment	1.0 Ask the cashier for the check payment of supplier/contractor	None	10 Minutes	Officer of the day – Public Assistance/Complaints Desk (PACD)
	1.1 Look for the check voucher of supplier/contractor for disbursement	None	10 Minutes	Cashier D- Accounting, Cash Management & Budget Division
2. Issue OR, receive Check and sign voucher	2.1 Give check & voucher to be signed by the supplier/contractor	None	10 Minutes	Cashier D- Accounting, Cash Management & Budget Division
	<b>TOTAL</b>	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.

<b>Division:</b>	Accounting, Cash Management & Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All AWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Check Voucher (1 Original & 1 Duplicate Copy) 2. Official Receipt(s) ( 1 Original Copy)		Cashier D – Accounting, Cash Management & Budget Division Restaurant, Toll fee, Parking Ticket & OR from expenses incurred in OB		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Management & Budget Division
	1.1 Check Attached ORs for reimbursement	None	15 Minutes	Accounting Processor B- Accounting, Cash Management & Budget Division
	1.2 Prepare Check & Voucher for reimbursement and endorse to the DM of ACMBD	None	10 Minutes	Accounting Processor B- Accounting, Cash Management & Budget Division (ACMBD)
	1.3 Verify ORs and sign Voucher & endorse to the GM for approval & signing	None	10 Minutes	DM- Accounting, Cash Management & 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 Management & 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 Management & Budget Division
<b>TOTAL</b>		<b>None</b>	<b>1 Day &amp; 1 Hour</b>	

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

For issuance of ITR

<b>Division:</b>	Accounting, Cash Management & Budget Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All AWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ITR or Pay Slip		Division Manager B – Accounting, Cash Management & Budget Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		<b>None</b>	<b>1 Day 10 Minutes</b>	



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



	671-1204 & 769-1529 Monday-Friday 8:00 AM to 5:00PM excluding holidays  Or email us 24/7 at <a href="mailto:angatwd@gmail.com">angatwd@gmail.com</a>
Contact information of AWD	Tel. Nos. 671-1204 or 769-1529 or email: <a href="mailto:angatwd@gmail.com">angatwd@gmail.com</a>  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. Fernando St., Sta. Cruz, Angat, Bulacan 3012	(044)671-1204 (044)769-1529  Email: <a href="mailto:angatwd@gmail.com">angatwd@gmail.com</a>  Website: <a href="https://www.angatwaterdistrict.com">https://www.angatwaterdistrict.com</a>

For Strict Compliance:

**ARTURO S. TORRES**  
General Manager