



NORZAGARAY WATER DISTRICT

CITIZEN'S CHARTER



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I. Mandate

The Norzagaray Water District (NorWD) was formally organized and formed on October 1, 1986 by virtue of the Sangguniang Bayan Resolution No. 86-10-48, through the initiative of then Mayor Jorge Esguerra and members of the town's Sangguniang Bayan. Subsequently, the Conditional Certificate of Conformance (CCC) No. 261 was issued on October 24, 1986 by the Local Water Utilities Administration (LWUA). The CCC is the accreditation of LWUA to a newly formed water district to operate under the standards specification.

The Water District's mandate is contained in Presidential Decree No. 198, also known as the "Provincial Water Utilities Act of 1973, declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water District and providing for the government and administration of such districts. Section 5 of Title II of PD 198, the purpose of forming local water district include the following:

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

II. Vision

"To be the best in the water and sanitation industry while caring for the environment and its community"

III. Mission

"Norzagaray Water District is committed to provide safe, sustainable and affordable water and sanitation with excellent service while protecting the environment through community involvement."



IV. Service Pledge

We, the officers and employees of NORZAGARAY WATER DISTRICT commit to provide and serve all citizenry with integrity and courtesy, to disseminate adequate and accurate information and be considerate in implementation of Water District's Rules and Regulation.



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Commercial Division

External Services



1. Application for New Service Connection

Installation of New Water Service Connection will be made after site inspection, payment of all applicable fees and completion of all requirements needed by the office.

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All Household Owners within the Service Area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities
Checklist of Requirements	Where to Secure
Principal	
Community Tax Certificate (cedula of current year) (1 photocopy)	Municipal Hall – Treasurer's Office/Barangay Hall
Valid and acceptable identification card (1 photocopy):	
• Philippine Passport	Department of Foreign Affairs (DFA)
• Driver's License	Land Transportation Office (LTO)
• SSS UMID Card	SSS
• Government Service Insurance System (GSIS) Card	GSIS
• PhilHealth ID	PhilHealth Local Insurance Office (LHIO)
• TIN Card	Bureau of Internal Revenue (BIR) office
• Postal ID	PHLPost
• Voter's ID	Commission on Elections (COMELEC)
• Professional Regulation • Commission ID (PRC)	Professional Regulation Commission Central Office
• Senior Citizen ID	Office for Senior Citizens Affairs
• OFW ID Card	POEA or POLO office in the country of employment



<ul style="list-style-type: none"> For minor applicants, School ID (current school year) 		School		
<ul style="list-style-type: none"> Company ID 		Company where the applicant is currently employed		
Tax Declaration/Deed of Absolute Sale/Land Title/ Lease or Rental Contract		Municipal Assessor's Office, Land Owner		
Barangay Clearance (1 photocopy)		Barangay Hall		
Representative				
Authorization Letter of the applicant (1 original)		Applicant being represented		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inquire and fill out application form and submit the required documents at public assistance desk or customer service area	1. Received the required documents, review and check all the information	Inspection Fee - PHP 100	10 Minutes	<i>Costumer Service & Cashier</i> Commercial Division
2. Wait for inspection at the site	2. Conduct inspection	None	2 Days	<i>Maintenance Team</i> Engineering Division
3. Pay the amount of installation fee at the cashier	3. Accept payment and issue official receipt (OR)	Variable	10 Minutes	<i>Costumer Service</i> Commercial Division
4. Wait for schedule of meter installation at the site	4. Install water service connection	None	Within 5 Days upon payment and after completion of all requirements	<i>Maintenance Team</i> Engineering Division
Total		Variable	7 Days, 20 Minutes	



2. Payment of Water bill

Every month after reading, the concessionaires will received the Statement of Account (SOA). Water bill shall be payable on or before the grace period indicated in the bill. The district will charged a 10% penalty for unpaid water bills after the scheduled grace period. None payment of water bill will subject to disconnection.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Active/Regular Concessionaires			
Checklist of Requirements		Where to Secure		
Water Bill Receipt/Statement of Account		Norzagaray Water District – Commercial Division		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present water bill or statement of account to counter	1. Received water bill receipt and verify from the computer	None	1 Minute	<i>Cashier</i> Commercial Division
2. Pay the amount of water bill at the cashier	2. Accept payment and issue official receipt (OR)	Amount of water bill	2 Minutes	<i>Cashier</i> Commercial Division
Total		Amount of water bill	3 Minutes	



3. Request for Reconnection of Disconnected Service Line

Concessionaires may request the office for reconnection of disconnected service line provided that the concessionaires will pay all the outstanding or unpaid water bill and the reconnection fee amounting to PHP 120.00.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Concessionaires with inactive connections			
Checklist of Requirements		Where to Secure		
Water Bill Receipt/Statement of Account		Norzagaray Water District – Commercial Division		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for reconnection at public assistance desk or customer service area	1. Assess unpaid bills and prepare service request	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Payment of water bills and other additional charges at the cashier	2. Accept payment and issue official receipt (OR)	Amount of water bill + Reconnection Fee – PHP 120	2 Minutes	<i>Cashier</i> Commercial Division
3. Wait for schedule of meter reconnection at the site	3. Reconnect the meter	None	1 Day	<i>Maintenance Team</i> Engineering Division
Total		Amount of water bill + Reconnection Fee – PHP 120	1 Day, 5 Minutes	



4. Request for Voluntary Disconnection

Concessionaires may request the office for temporary disconnection of their water service to avoid monthly charges on water bill if they will not be using water from their service connection due to vacancy of residence, transfer of place of residency, temporary leaving from their residency or any other reasons.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		Concessionaire with active connections		
Checklist of Requirements		Where To Secure		
Water Bill Receipt/Statement of Account		Norzagaray Water District – Commercial Division		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present water bill receipt to public assistance desk or customer service area	1. Fill-out request form for voluntary disconnection	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Pay the amount of water bill (balance/closing bill) at the cashier	2. Accept payment and issue official receipt (OR)	Balance/ Closing Bill	2 Minutes	<i>Cashier</i> Commercial Division
3. Wait for schedule of meter disconnection at the site	3. Disconnect service connection	None	1 Day	<i>Maintenance Team</i> Engineering Division
Total		Balance/ Closing Bill	1 Day, 5 Minutes	



5. Request for High Consumption

Concessionaires may request the office for inspection or check-up of their service connection or confirmation of meter reading due to high consumption. Billing adjustments will be made depending upon the results.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Report high consumption to public assistance desk or customer service area	1. Assess consumption history and interview concessionaire if there is a leakage, ask for number of house member then prepare service request and get concessionaire's contact number	None	2 Minutes	Costumer Service Commercial Division



2. Wait for schedule of meter checking at the site	2. Check if the meter is running even not in use or there is a presence of leakages in their waterline and personally advice the concessionaire about the findings of maintenance team	None	2 Days	<i>Maintenance Team Engineering Division</i>
	3. Resort to meter testing if found out that no leakage occur in their water line			
Total		None	2 Days, 2 Minutes	



6. Request for Relocation of Water Meter

Concessionaires may request the office for meter relocation and will have to pay an amount of PHP 600.00 if it needs to transfer or change the tapping of the meter. If the meter relocation is due to rehab or minimal relocation, it is free of charge. But if more than five (5) meters, the concessionaire will shoulder the expense for materials.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request meter relocation at public assistance desk or customer service area	1. Conduct initial interview to gather information and details on why meter relocation is needed and prepare service request	Rehab Fee – PHP 0 Relocation Fee – PHP 600	3 Minutes	Costumer Service Commercial Division
2. Wait for schedule of meter relocation at the site	2. Inspect the area of possible relocation of the water meter	None	7 Working Days	Maintenance Team Engineering Division



	3. Relocate the water meter			
Total		Rehab Fee – PHP 0 Relocation Fee – PHP 600	7 Working Days, 3 Minutes	



7. Request for Restoration

Concessionaires may request the office for restoration of any unfinished work site due to installation of new meter, repairing of leaks, rehab and any other maintenance activity.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		All Concessionaires of Nor-WD		
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Report the unfinished work for restoration to public assistance desk or customer service area	1. Prepare service request	None	3 Minutes	<i>Costumer Service</i> Commercial Division
2. Wait for schedule of restoration at the site	2. Conduct initial investigation, estimate materials needed and scheduled time of restoration	None	5 Working Days	<i>Maintenance Team</i> Engineering Division



	3. Conduct standard restoration procedure			
TOTAL		None	5 Working Days, 3 Minutes	



8. Report on Water Interruption (Low Pressure/Supply)

Concessionaires may request the office for inspection or check-up of their water meter and service line if they experienced water interruption or sudden low pressure/supply.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Report water interruption or low pressure at public assistance desk or customer service area	1. Interview concessionaire regarding the exact location, since when does the interruption happen and if the neighbors are also affected. Prepare service request and get contact number	None	3 Minutes	Costumer Service Commercial Division



2. Wait for schedule of checking at the site	2. Check/inspect the site if there is leakage, clogged pipe lines, if valve are open or due to low pressure given by the plant.	None	24 Hours (service line issues or leakages) 3-5 Days (due to unforeseen leakages usually mainline)	Maintenance Team Engineering Division
3. Feedback/ Follow-up	3. Call the complainant, ask for the condition of their complaints & inform them of our action	None	3 Minutes	
Total		None	24 Hours (Service line Leak) 3 to 5 Days (Mainline Leak), 6 Minutes	



9. Complaints on Leakages

Concessionaires may request the office for inspection or check-up of their water meter and service line due to leakage. If leak reported is before the meter, service line and mainline, labor for repair will be provided by the district. If the leak is after the meter, the concessionaire is the one who is responsible in repairing their leak. Materials used in leak repair will be charged to concessionaire.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Concessionaires with complaints about leakages			
Checklist of Requirements		Where To Secure		
Water Bill Receipt/Statement of Account		Norzagaray Water District – Commercial Division		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Report leakage at public assistance desk or customer service are	1. Interview about the leakage and ask for the exact location. Prepare service request and get concessionaire's contact number	None	3 Minutes	<i>Costumer Service</i> Commercial Division
2. Wait for schedule of leak repair at the site	2. Repair of leak	None	1 Day	<i>Maintenance Team</i> Engineering Division
Total		None	1 Day, 3 Minutes	



10. Request for Meter Testing

Concessionaires may request the office for meter testing to verify the accuracy of their water meter due to sudden increase in their water bill consumption even if the meter reading is accurate and there is no presence leak in their service line. The concessionaire will have to pay an amount of PHP 350.00 for pull-out and restoration of their water meter. Billing adjustments will be made depending upon the results.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Household Owners within the Service Area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities			
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for meter testing at public assistance desk or customer service area	1. Interview concessionaire regarding the exact location. Prepare service request and get concessionaire's contact number	None	3 Minutes	Customer Service Commercial Division



2. Pay the amount of calibration fee at the cashier	2. Accept payment and issue official receipt (OR)	Calibration Fee - PHP 350	3 Minutes	Cashier Commercial Division
3. Wait for schedule of meter calibration	3. Dispatch service request report to Engineering Department and wait for schedule	None	2 to 3 Days (for site checking and scheduling) / 24 Hours (pullout & re-install meter)	Costumer Service Commercial Division Maintenance Team Engineering Division
Total		Calibration Fee - PHP 350	2 to 3 Days (for site checking and scheduling) / 24 Hours (pull out & re-install meter), 6 Minutes	



11. Request for Change Ball Valve

Concessionaires may request the office for change of defective ball valve and will have to pay an amount of PHP365.09 (*fees are subject to change*). Installation of ball valve is free of charge.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Household Owners within the Service Area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities			
Checklist of Requirements		Where To Secure		
Account Name or Number		Concessionaire (Statement of Account)		
Address		Concessionaire (Statement of Account)		
Contact Number		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for change ball valve at public assistance desk or customer service area	1. Interview concessionaire regarding the exact location. Prepare service request and get concessionaire's contact number	None	3 Minutes	Customer Service Commercial Division
2. Pay the amount of ball valve at the cashier	2. Accept payment and issue official receipt (OR)	Ball valve – PHP 365.09 * Fees are subject to change	3 Minutes	Cashier Commercial Division



3. Wait for schedule of installation/ replacement of ball valve at the site	3. Installation/ replacement of ball valve	None	2 Days	<i>Maintenance Team Engineering Division</i>
Total		Ball valve – PHP 365.09 * Fees are subject to change	2 Days, 6 Minutes	



12. Application of Senior Citizen

The district implemented Senior Citizen discount in compliance with Republic Act No. 9994 also known as the “Expanded Senior Citizens Act of 2010”, granting additional benefits and privileges to Senior Citizens further amending Republic Act No. 7432 of 1992 as amended by Republic Act No. 9237 of 2003.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior citizen concessionaires (at least 1 year of being concessionaire)			
Checklist of Requirements		Where To Secure		
Principal				
Photocopy of Senior Citizen ID (1 photocopy)		Concessionaire		
Representative				
Photocopy of Senior Citizen ID (1 photocopy)		Concessionaire		
Printed picture of senior citizen holding a latest calendar (1 copy)		Concessionaire		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for senior citizen discount form at public assistance desk or customer service area	1. Prepare senior citizen discount form and request for photocopy of senior citizen ID	None	2 Minutes	<i>Costumer Service</i> Commercial Division
2. Fill up form and present photocopy of senior citizen ID	2. Giving form to fill up by the senior citizen concessionaire	None	2 Minutes	<i>Cashier</i> Commercial Division
Total		None	4 Minutes	



13. Request for Change Name

Concessionaires may request the office for transfer or change of account name as long as they can provide all the necessary requirements and supporting documents showing the relationship of the requestor to the previous owner.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Household Owners within the Service Area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities			
Checklist of Requirements		Where To Secure		
Proof of Identification (Previous and Present Lot Owners) (1 photocopy)		BIR, DFA, SSS, GSIS, Pag-IBIG, PhilHealth		
Proof Ownership (1 photocopy)		Municipal Assessor's Office, Land Owner		
Authorization Letter (1 original)		Concessionaire being represented		
Death Certificate (if deceased) (1 photocopy)		Local Civil Registrar - Municipal Hall		
Birth Certificate/Marriage Contract of immediate family member (1 photocopy)		Local Civil Registrar - Municipal Hall		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for change name at public assistance desk or customer service area	1. Interview concessionaire regarding the reason of changing the account name and request for additional documents	None	3 Minutes	Costumer Service Commercial Division



2. Pay the amount of change name fee at the cashier	2. Accept payment and issue official receipt (OR)	Change Name Fee - PHP 120	3 Minutes	Cashier Commercial Division
3. Wait for processing of change name	3. Prepare service request and update change name in database	None	2 Minutes	Costumer Service Commercial Division
Total		Change Name Fee - PHP 120	8 Minutes	



Admin and Finance Division

Internal Services



1. Processing of Payroll

For the processing of weekly salary of Norzagaray Water District's Employees and Job Orders/Contractual

Office or Division:	Admin./Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractuals			
Checklist of Requirements		Where To Secure		
Daily Time Record (DTR)		Admin./Finance Division		
Signed Accomplishment Report		Admin./Finance Division		
Job Order Payroll		Different Division/Section		
CLIENT STEPS	Client Steps	Agency Action	Fees To Be Paid	Processing Time
1. Submission of complete and signed requirements every cut-off period (1 day before payroll)	1.1 Receive complete requirements of employees from different divisions	None	1 Hour	<i>HRM Officer</i> Admin./Finance Division <i>Division Manager</i> Commercial Division
	1.2 Checking and evaluation of submitted documents	None	30 Minutes	<i>HRM Officer</i> Admin./Finance Division <i>Division Manager</i> Commercial Division
	1.3 Man-hour computation of rendered service of Job Orders/ Contractual	None	30 Minutes	<i>HRM Officer</i> Admin./Finance Division



	1.4 Preparation and checking of Payroll Summary	None	15 Minutes	<i>HRM Officer</i> Admin./Finance Division
	1.5 Forward Payroll summary to Admin./Finance Division Manager for the approval of issuance of Disbursement Voucher	None	15 Minutes	<i>HRM Officer</i> Admin./Finance Division <i>Division Manager</i> Commercial Division
	1.6 Forward to respective signatories (Finance Officer/Specialist, Admin./Finance Division Manager, General Manager)	None	15 Minutes	<i>Admin Assistant</i> Admin./Finance Division
	1.7 Forward to cashier for the issuance of check	None	15 Minutes	<i>Admin Assistant</i> Admin./Finance Division <i>Cashier</i> Commercial Division
	1.8 Encashment of check thru Bank	None	30 Minutes	<i>Cashier</i> Commercial Division
	1.9 Prepare encashed payroll per employee and distribute	None	1 Hour	<i>Cashier</i> Commercial Division
	Total	None	4 Hours, 30 Minutes	



2. Communication

Effective and prompt handling of incoming and outgoing communication.

Office or Division:	Admin./Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractuals			
Checklist of Requirements		Where To Secure		
Letters		Admin./Finance Division		
CLIENT STEPS	Client Steps	Agency Action	Fees To Be Paid	Processing Time
1. Incoming Communication	1.1 Receive the incoming emails, mailed letters and faxed documents	None	1 Hour	<i>Document Control Officer</i> Admin./Finance Division
	1.2 Sort documents and whether for office or for employees' mail	None		<i>Document Control Officer</i> Admin./Finance Division
	1.3 Open documents intended for office only	None		<i>Document Control Officer</i> Admin./Finance Division
	1.4 Stamp the documents "received" indicated the date and time of receipt	None		<i>Document Control Officer</i> Admin./Finance Division



	1.5 Log/record received incoming documents in the incoming log sheet	None		<i>Document Control Officer</i> Admin./Finance Division
	1.6 Forward received documents to the General Manager and to the respective recipients immediately	None		<i>Document Control Officer</i> Admin./Finance Division
	1.7 File a copy or original received documents	None		<i>Document Control Officer</i> Admin./Finance Division
2. Outgoing Documents	2.1 Forward documents to Document Control Officer for recording	None		<i>Employee/ Document Control Officer</i> Admin./Finance Division
	2.2 Retain/file a copy of outgoing documents	None	30 Minutes	<i>Document Control Officer</i> Admin./Finance Division
	2.3 Documents will be forwarded to the person-in-charge for mailing or transmittal	None		<i>Driver/ Courier</i> Admin./Finance Admin./Finance Division
Total		None	1 Hour, 30 Minutes	



3. Application for Leave

Proper filing of leave of absence using different types of leave.

Office or Division:	Admin./Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractuals			
Checklist of Requirements		Where To Secure		
Accomplished Leave Form		Admin./Finance Division		
Medical Certificate for Sick leave incurred for 5 days or more		Hospital and Clinic		
For Maternity Leave Application				
Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery		Hospital and Clinic		
Accomplished clearance form (CSC Form No. 7)		Admin./Finance Division		
Solo Parent ID for solo parents who want to avail the additional maternity leave for 15 days		DSWD and Development Municipal Social Welfare and Development		
For Paternity Leave Application				
PSA/NSO Authenticated Marriage Certificate		PSA or NSO		
Birth Certificate of Newly born child		Hospital and Clinic		
CLIENT STEPS	Client Steps	Agency Action	Fees To Be Paid	Processing Time
1. Fill out the leave form. Secure immediate superior's recommendation	1. Provide fully accomplished leave form	None	1 day	<i>Employee, HRM Officer/ Admin. Assistant Admin./Finance Division</i>



<p>Note: for vacation leave, filing should be at least seven (7) calendar days before actual leave. For emergency sick leave, filing should be done the day after. For maternity leave, filing should be at least thirty (30) calendar days in advance.</p>				
<p>2. Submission of the accomplished leave form including the documentary requirements to the HRM Officer</p>	<p>2.1 Review completeness and authenticity of documents and certify leave balances</p>	<p>None</p>		<p><i>HRM Officer/ Admin. Assistant Admin./Finance Division</i></p>
	<p>2.2 Endorse to initial first-level signatory for approval</p>	<p>None</p>		<p><i>HRM Officer/ Admin. Assistant Admin./Finance Division</i></p>
	<p>2.3 First-level signatory will decide whether to recommend or not the leave</p>	<p>None</p>		<p><i>HRM Officer/ Admin. Assistant Admin./Finance Division</i></p>
	<p>2.4 Endorse to final second level signatory for approval</p>	<p>None</p>		<p><i>HRM Officer/ Admin. Assistant Admin./Finance Division</i></p>



	2.5 Second-level signatory will decide whether the recommendation is acceptable or not and sign the leave form	None		<i>General Manager</i>
	2.6 Retrieve the signed leave form	None		<i>HRM Officer/ Admin. Assistant Admin./Finance Division</i>
3. Receive the copy of approved/disapproved leave application	3.1 Record and properly file the approved leave application	None		<i>HRM Officer/ Admin. Assistant Admin./Finance Division</i>
Total		None	1 Day	



4. Disbursements

Procedure for purchase of goods and services from procurement to disbursement.

Office or Division:	Admin./Finance Division – Norzagaray Water District			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All NorWD Employees and Job Orders/Contractuals			
Checklist of Requirements		Where To Secure		
Purchase Request		Requesting unit/Purchase - Admin./Finance Division		
Bid docs/Posting in Philgeps (as applicable)		BAC		
Quotation		Purchaser - Admin./Finance Division		
BAC Resolution (if applicable)		BAC Secretariat		
Purchase Order		Purchaser - Admin./Finance Division		
Delivery Receipt (for goods)		Requesting unit/Purchaser - Admin./Finance Division		
Sales Invoice / Statement of Account		Supplier to Requesting unit/ Purchaser/Accounting		
Preparation of Budget Utilization Slip and Check Voucher		Disbursement Personnel		
Withholding Tax Certificate (BIR Form 2306/2307)		Tax Assistant		
Official Receipt		Supplier of goods and services		
CLIENT STEPS	Client Steps	Agency Action	Fees To Be Paid	Processing Time
	1. Identify the specifications needed for the required goods and services	None	1 Hour	<i>Requesting unit/Purchaser</i> Admin./Finance Division



	2. Request for preparation of Purchase Request according to the desired specifications	None	30 Minutes	<i>Requesting unit/Purchaser Admin./Finance Division</i>
	3. Prepare request for Quotation	None	1 Day	<i>Requesting unit/Purchaser Admin./Finance Division</i>
	4. Preparation of bid docs and posting at Philgeps	None	2 – 3 Days	<i>BAC</i>
1. Interested seller to submit quotation	1. Purchaser to review submitted quotation and forward to BAC to form BAC Resolution	None	3 – 7 Days	<i>BAC/TWG</i>
2. Interested bidder to comply with bid requirements	2. BAC to conduct bidding and review documents to award for the winning bidder	Bid docs - Php500 to Php75,000	30-80 days	<i>Document Control Officer Admin./Finance Division</i>
	2.1 Purchaser to prepare Purchase Order	None	5 Minutes	<i>Purchaser Admin./Finance Division</i>
3. Supplier to deliver goods and issue Delivery Receipt	3. Warehouse personnel/Requesting Unit to inspect the goods and receive/sign the Delivery Receipt	None	15 – 30 Minutes	<i>Warehouse Personnel/ Requesting Unit</i>



4. Supplier to deliver the required service	4.1 Requesting Unit to review the work completed as per contract	None	(will depend on type of service rendered)	<i>Requesting Unit</i>
5. Supplier to issue Sales Invoice(SI) for goods or Statement of Account(SOA) for Services	5.1 Disbursement personnel to review the SI or SOA and complete all required attachments (PR, PO, Quotation, BAC Resolution, SI/SOA, Delivery Receipt, etc.)	None	1 – 7 Days	<i>Disbursement Personnel</i>
	5.2 Disbursement personnel to check availability of Cash before check preparation	None	5 - 10 Minutes	<i>Disbursement Personnel</i>
	5.3 Disbursement personnel to prepare Check, Budget Utilization Slip and Disbursement Voucher	None	5 Minutes	<i>Disbursement Personnel</i>
	5.4 Preparation of Withholding Tax Certificate (BIR Form 2306/2307)	None	5 - 10 Minutes	<i>Tax Assistant</i>
	5.5 Disbursement personnel to obtain the required signatories from check and tax certificate signatories	None	5 - 10 Minutes	<i>Disbursement Personnel</i>



6. Supplier to schedule pick up of check, issue Official/Collection Receipt and sign voucher and receipt of tax certificate	6.1 Disbursement personnel to check complete and correct details of Official/Collection receipt and required signatures	None	5 Minutes	<i>Disbursement Personnel</i>
Total		Bid docs - Php500 to Php75,000	36 Days, 2 Hours, 15 Minutes – 97 Days, 2 Hours, 45 Minutes	



5. Petty Cash Reimbursement/Refund

For processing of petty cash reimbursement and refund.

Office or Division:	Admin./Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractuals			
Checklist of Requirements		Where To Secure		
Official Receipt/Collection Receipt/Certification of Expenses Not Requiring Receipt for Reimbursement/ Duly approved refund endorsement form/letter for refund		Supplier of goods and services		
Petty Cash Voucher		Petty Cash Custodian - Admin./Finance Division		
CLIENT STEPS	Client Steps	Agency Action	Fees To Be Paid	Processing Time
1. Employee who makes advance payment for small value purchases with amount of PHP 5,000.00 or less should submit accomplished Petty Cash Voucher form and the Official Receipt/Collection Receipt from supplier of goods and services. For purchases with		None	5 Minutes	<i>Requesting Personnel</i> Admin./Finance Division



value of Php300 or less, a Certification of Expenses Not Requiring Receipt will suffice as replacement for Official/Collection Receipt				
2. For instances of employee refund with value of Php5,000 or less, accomplished Petty Cash Voucher Form and duly approved endorsement letter for refund is required		None	5 Minutes	<i>Requesting Personnel</i> Admin./Finance Division
	3.1 Petty Cash Custodian shall review the Petty Cash Voucher form for correctness and completeness	None	3 Minutes	<i>Petty Cash Custodian</i> Admin./Finance Division
	3.2 Petty Cash Custodian to release amount of reimbursement or refund to the requesting employee	None	2 Minutes	<i>Petty Cash Custodian</i> Admin./Finance Division



4. Requesting employee to receive the amount and sign in the acknowledgement portion of the Petty Cash Voucher Form		None	1 Minute	Requesting Personnel
Total		None	11 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>For walk-in customers: Accomplished our Feedback Form provided in front of the cashier or at Public Assistance and Complaint Desk</p> <p>Email: norzagaray_wd@yahoo.com</p> <p>Telephone: 044 913-9210 ; 044 815-3964</p> <p>Customer Service Hotline: Globe - 09175599260 Smart - 09989667416</p>
How feedbacks are processed?	<p>We assure that your feedback will be taken with utmost confidentiality for the purpose of improving our services.</p>
How to file a complaint?	<p>For complaints and queries:</p> <p>You may call our Customer Service Hotlines or Telephone/Fax numbers printed on your monthly Statement of Account (SOA);</p> <p>You may personally come to our office and proceed to Public Assistance and Complaint Desk (PACD) and Customer Service Area;</p> <p>Or you may write to GM Aimer B. Cruz</p>
How complaints are processed?	<p>All negative complaints received by water district will be processed by the Commercial Division. The Commercial Division will evaluate and determine the complaints received and shall coordinate with the concerned division to respond the complaint and shall investigate, if necessary. After the concern has been</p>



	addressed, the Commercial/Engineering Division shall give feedback to the concessionaire via telephone or email.
Contact information of ARTA, PCC, CCB	<p>ANTI-RED TAPE AUTHORITY (ARTA) complaints@arta.gov.ph 8478 5093</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) pcc@malacanang.gov.ph 8888</p> <p>CONTACT CENTER BAYAN (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>



List of Offices

Office	Address	Contact Information
Commercial Division	1639 P. Dela Merced St., Poblacion, Norzagaray, Bulacan	044 913-9210 0917-559-9260 0998-966-7416
Admin and Finance	1639 P. Dela Merced St., Poblacion, Norzagaray, Bulacan	044 815-3964
Engineering Division	1639 P. Dela Merced St., Poblacion, Norzagaray, Bulacan	0919-067-8025
NORWD NHV Sub Office	Phase 7 NHV, Tigbe Norzagaray, Bulacan	0917-559-9457
NORWD FVR Sub Office	Phase 1 FVR, Norzagaray Bulacan	0919-067-8036