



CITIZEN'S CHARTER HANDBOOK

2023 (1st Edition)



CITY OF SAN FERNANDO WATER DISTRICT

B. Mendoza St., Brgy. Sto. Rosario, City of San Fernando, Pampanga

CITIZEN'S CHARTER

2022 (1st Edition)

I. Mandate:

The City of San Fernando Water District (CSFWD) was formed on December 16, 1976 by virtue of Resolution No. 94 of the Sangguniang Bayan (Municipal Council) of San Fernando. In March 7, 1977, the ownership and management of the entire water system was turned over from the Municipal Government to the City of San Fernando Water District in accordance with Presidential Decree No. 198 (The Provincial Utilities Act of 1973).

The Conditional Certificate of Conformance # 040 was then issued on May 5, 1977 by the Local Water Utilities Administration (LWUA) to formalize the establishment of CSFWD.

The water district's mandate is contained in Presidential Decree (PD) No. 198 as amended by PD Nos. 768 and 1479, otherwise 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. Sec. 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:

The CSFWD envisions itself to become a pillar of sustainable development in the City of San Fernando, a globally competitive provider of safe and potable water including sanitation managed by highly competent people in the service of its stakeholders by 2028.

III. Mission:

We are committed to the efficient and effective development, utilization and disposal of water resource to make it available and accessible to the City's constituents.

IV. Service Pledge:

To achieve this mission, we uphold these core values:

- Professionalism - *creating and maintaining a culture where respect for work standards is paramount and where we help one another in striving for excellence*
- Selfless Service - *performing our work without any thought of reward or repayment*
- Integrity - *having upstanding character traits and work ethics including sound judgement, honesty, dependability, and loyalty*
- Competence - *performing our work effectively and efficiently to achieve excellence*
- Patriotism - *showing our love and devotion to our country*



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City of San Fernando Water District Main Office

Internal / External Services

1. Issuance of Personnel Records

Issuance of personnel records to authorized parties such as Service Record, Certificate of Employment, Certificate of Philhealth Premium Payments and Other Personnel Related Certifications

Office or Division:	CSFWD Main Office – Human Resource Division and Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	<ol style="list-style-type: none"> 1) Any requesting party as it pertains to his/her personal records 2) The head of the agency, the Human Resource Management Officer/Administrative Officer of the agency to which the employee concerned belongs 3) Such other officials or entities duly authorized by competent authorities 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Accomplished Request Form for Personnel Records • One (1) valid ID of the requesting party • For requests filed through a representative, an authorization letter and one (1) valid ID of the representative 		Human Resource Division Requesting party Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Form for Personnel Records and present one (1) valid ID or send through email address - csfwd@yahoo.com	1.1) Receive the accomplished form and process the evaluation and approval of the request	None	10 minutes	Office of the General Manager (OGM) Officer
2) Upon request approval, wait for the processing of the requested document	2.1) Prepare the requested document	None	30 minutes	Human Resource Management Officer
	2.2) Review and sign the document	None	5 minutes	General Manager or his Authorized Representative
3) Receive the document requested	3.1) Issue the document to the requesting party	None	5 minutes	Human Resource Management Officer
TOTAL :		None	50 minutes	

2. Issuance of Certified Copies of Official Documents

Issuance of certified copies of official documents to authorized parties such as appointments, clearances and other records/documents from 201 file.

Office or Division:	CSFWD Main Office – Human Resource Division & Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	1) Any requesting party as it pertains to his/her personal records 2) The head of the agency, the Human Resource Management Officer/Administrative Officer of the agency to which the employee concerned belongs 3) Such other officials or entities duly authorized by competent authorities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished Request Form for Personnel Records One (1) valid ID of the requesting party For requests filed through a representative, an authorization letter and one (1) valid ID of the representative 			Human Resource Division Requesting party Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the accomplished Request Form for Personnel Records and present one (1) valid ID or send through email address - csfwd@yahoo.com	1.1) Receive the accomplished form and process the evaluation and approval of the request	None	10 minutes	Office of the General Manager (OGM) Officer
2) Upon request approval, wait for the processing of the requested document	2.1) Retrieve the requested record/document from the 201 File	None	20 minutes	Human Resource Management Officer
	2.2) Prepare a certified photocopy of the retrieved record/document	None	5 minutes	
3) Receive the document requested	3.1) Release the certified photocopy of the record / document to the requesting party.	None	5 minutes	Human Resource Management Officer
TOTAL :		None	40 minutes	



City of San Fernando Water District Main Office

External Services

3. Processing of Payments for Terminal Leave Benefits

Processing of payments for terminal leave benefits of employees who retired / separated from service with accumulated leave credits subject to submission of required documents

Office or Division:	CSFWD Main Office – Human Resource Division & Finance Department	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Retired / separated employees of CSFWD	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Letter of Resignation/Retirement duly accepted by the General Manager (2 original copies) • Approved Terminal Leave Application (2 original copies) • Sworn Statement of Assets, Liabilities and Net Worth (SSALN) as of the last day in government service (2 original copies) • Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 – Anti-Graft and Corrupt Practices) (2 original copies) • Applicant’s authorization (in affidavit form) to deduct all financial obligations with the CSFWD and GSIS (2 original copies) • Clearance / Certificate of Loan Balance / Statement of Account from GSIS (2 photocopies) • Clearance from money, property and legal accountability from the CSFWD (1 original copy) • Employee’s leave card as of last date of service (2 certified copies) • Complete service record (2 original copies) • Appointment/Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the salary under the last appointment is not the highest (2 certified copies) 	<ul style="list-style-type: none"> Requesting Party Requesting Party Requesting Party Requesting Party Requesting Party GSIS CSFWD Human Resource Division Human Resource Division Human Resource Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit terminal leave application and all other required documents	1.1) Receive the application and all other required documents for processing.	None	10 minutes	Human Resource Management Officer
	1.2) Prepare all other necessary documents and check the accuracy and completion of all submitted requirements for approval of the General Manager	None	1 hour	Human Resource Management Officer
	1.3) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officer
	1.4) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
	1.5) Prepare the check for signature of authorized signatories	None	10 minutes	Treasury Officer
2) Receive the check payment	2.1) Issue the check payment to the retired/separated employee	None	5 minutes	Treasury Officer
TOTAL :		None	1 hour & 40 minutes	

4. Acceptance of Payments / Collections

Acceptance of payments / collections either in cash or check representing collection and / or refund of payments or receivables from contracts

Office or Division:	CSFWD Main Office – Finance Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	1) Former officers and employees of CSFWD 2) Business establishments 3) Government agencies 4) Such other officials, groups or entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Cash/Check Payment • Statement of Account (SOA) • Summary of collectibles 			Requesting Party Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit check/cash payment with related SOA	1.1) Check the related SOA submitted representing collection for check verification	None	4 minutes	Treasury Officer
	1.2) Accept the check / cash payment representing collection and / or refund of payments	None	1 minute	Treasury Officer
2) Receive the official receipt issued	2.1) Issue an official receipt to the client	None	5 minutes	Treasury Officer
TOTAL :		None	10 minutes	

5. Processing of Payment for Regular Transactions *WITH* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Disbursement for all obligations arising from procurement of goods and services

Office or Division:	CSFWD Main Office – Administrative and Finance Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	1) Suppliers 2) Government Offices / Agencies 3) Other Private Companies 4) Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • PR/PO • Quotations from suppliers • BAC/TWG Evaluation • Business documents (BIR 0605, Local & National Business Permits, Philgeps Certifications, if any) 			Requesting Party Requesting Party Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) After delivery of goods or services, submit invoice or billing statement	1.1) Receive the submitted invoice or billing statement, validate the charges and prepare supporting documents for attachment (i.e. PR/PO-Certificate of Inspection and Acceptance, JO-Certificate of Inspection and Conformance)	None	10 minutes	Administrative Officer
	1.2) Receive all the validated set of documents based on the required checklist including completion of necessary signatures/approval	None	10 minutes	Internal Control Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3) Prepare the BUS, DV, JEV and check including the applicable withholding tax certificates for signature of authorized signatories	None	5 minutes	Budget and Accounting Officer
	1.4) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
2) Receive check payment, sign applicable withholding tax certificates and issue an official receipt	2.1) Receive and check the correctness of the issued official receipt and withholding taxes	None	5 minutes	Treasury Officer
TOTAL :		None	35 minutes	

6. Processing of Payment for Regular Transactions *WITHOUT* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Disbursement for all obligations of the CSFWD other than procurement of goods/services

Office or Division:	CSFWD Main Office – Administrative and Finance Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	1) Suppliers 2) Government Offices / Agencies 3) Other Private Companies 4) Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request for Payment All applicable attachments 			Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit official billing statement or invoice and accomplishment reports and/or other required documents	1.1) Receive the billing statement or invoice and other requirements and validate the charges based on existing agreements	None	5 minutes	Administrative Officer
	1.2) Receive all the validated set of documents based on the required checklist including completion of necessary signatures/approval	None	5 minutes	Internal Control Officer
	1.3) Prepare the BUS, DV, JEV and check including the applicable withholding tax certificates for signature of authorized signatories	None	5 minutes	Budget and Accounting Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
2) Receive check payment, sign applicable withholding tax certificates and issue an official receipt	2.1) Receive and check the correctness of the issued official receipt and withholding taxes	None	5 minutes	Treasury Officer
TOTAL :		None	25 minutes	



**City of San Fernando Water District (CSFWD) Main Office
PrimeWater – City of San Fernando (PW-CSF) Main Office**

External Services

(CSFWD in partnership with PW-CSF)

7. New Service Application (CSFWD in partnership with PW-CSF)

Application of new water services for residential, commercial and government accounts. Tapping/Installation of service connection from the distribution line to the requesting customer's service meter line. Service is rendered upon completion of the documentary requirements and the necessary permit/s and payment of fees and charges.

Office or Division:	CSFWD - Commercial Service Department & PW-CSF - Commercial and Technical Departments	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
Who may avail:	All residential, commercial and government entities in the City of San Fernando and Sto. Tomas, Pampanga within the service coverage area of CSFWD and PW-CSF	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>A. Residential Application</p> <ol style="list-style-type: none"> 1. Duly filled-out Application Form for New Service Connection 2. Two (2) Valid Identification Cards <ol style="list-style-type: none"> a. If transacted by the applicant (1 photocopy) <ul style="list-style-type: none"> - Any two (2) of the following: Company ID, Driver's License, SSS ID, GSIS E-Card, Passport, PRC License, Senior Citizen's ID, Postal ID, Voter's ID, TIN Card, Barangay Clearance/Police Clearance b. If transacted by representative (1 photocopy) <ul style="list-style-type: none"> - Representative's one (1) valid ID card; - Two (2) valid ID card of applicant; and - Special Power of Attorney (SPA)/Notarized Authorization Letter (in the absence of the signatory such that the applicant cannot sign the application form and/or the Service Contract). 		<p>PW-CSF Customer Service Requesting Party</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Proof of Ownership</p> <ul style="list-style-type: none"> a. Private Lot (1 photocopy) <ul style="list-style-type: none"> - Any of the following: Lot Title, Certificate Transfer of Title, Deed of Donation, Deed of Sale, Certified copy of the building permit sufficiently describing therein the location of the lot (if it is still a vacant lot), or any other equivalent document. b. Leased Private Lot (1 photocopy) <ul style="list-style-type: none"> - Current and Duly Notarized Lease Contract; and - Photocopy of Proof of Ownership mentioned above. c. Informal Settlers Association with Accredited Association <ul style="list-style-type: none"> - Association Certification – signed and sealed by the Association President; and - Photocopy of Association President's Valid ID. d. Informal Settlers in Government Property <ul style="list-style-type: none"> - Barangay Certification Attesting that the lot is government owned; and - Affidavit of Undertaking allowing PW-CSF to summarily disconnect the waterline in case the government reclaims the property. e. Informal Settlers in Private Property <ul style="list-style-type: none"> - Barangay Certification Attesting that the Applicant is a resident of the specific lot owned by a particular private individual for a specified number of years; and - Affidavit of Undertaking allowing PW-CSF to summarily disconnect the waterline in case the government reclaims the property. 	<p>Requesting Party</p>
<p>B. Corporate/Business Establishment Application</p> <ol style="list-style-type: none"> 1. Duly filled-out Application Form for New Service Connection; 2. Any proof of ownership (if owned) or Current and Duly Notarized Lease Contract (if rented); 3. Secretary Certificate for authorized representative; and 4. Any of the following: Mayor's Permit, Business Permit, SEC/DTI Registration. 	<p>Requesting Party</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill-up of the application form, submit the requirements to the Customer Service Assistant (CSA)	1.1) Encode the application details in the Business One-Stop-Shop (BOSS) System and schedule for inspection	None	3 minutes	CSA
	1.2) Assess the amount to be paid by the applicant	See Table 1.A, 1.B,1.C for Application Fees and other Charges Plus Materials cost (subject to change without prior notice to current market value)	20 minutes	Inspector
	1.3) Encode assessment in the BOSS System	None	10 minutes	Team Leader, Customer Care and Marketing Section
2) Sign the Water Service Contract	2.1) Conduct brief orientation on the policies	None	2 minutes	CSA
3) Pay the assessed amount of application	3.1) Accept the payment	Based on assessment	3 minutes	Teller
	3.2) Transmit Paid Assessment to Maintenance and Engineering Division the Job Order for the tapping and connection of the new service connection	None	2 minutes	CSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Install the water service connection	None	7 working days upon payment (Actual Connection is implemented in 2hrs under normal working conditions)	Water Maintenance Man
TOTAL :		Applicable amount on application fee, material & labor costs	7 working days, 40 mins	

Table 1.A		Table 1.B		TABLE 1.C	
APPLICATION FEES AND CHARGES		TAPPING AND INSTALLATION		LABOR COSTS	
PARTICULAR	AMOUNT (PHP)	PARTICULARS	AMOUNT (PHP)	PARTICULARS	AMOUNT (PHP)
Residential / Government	400.00	½"Ø	600.00	BORING AND JETTING	600.00
Commercial	1,000.00	¾"Ø	600.00	¾"Ø	600.00
		1"Ø	600.00	1"Ø	600.00
		2"Ø	1,940.00	2"Ø	1,940.00
		3"Ø	2,410.00	3"Ø	2,410.00
		4"Ø	3,840.00	4"Ø	3,840.00
		6"Ø	6,280.00	6"Ø	6,280.00
		8"Ø	9,950.00	8"Ø	9,950.00

8. Acceptance of Water Bill Payments (CSFWD in partnership with PW-CSF)

Acceptance of payment of water bills at CSFWD / PW-CSF Main and Sub-Offices

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • CSFWD / PW-CSF Billing Notice • CSFWD / PW-CSF Customer Account Ledger • Cash / Check Payment 		PW-CSF Customer Service PW-CSF Customer Service Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present the Billing Notice / Account ledger and pay to the cashier	1.1) Accept payment and issue Official Receipt	None	2 minutes	Teller
2) Keep the OR for record purposes				
TOTAL :		None	2 minutes	

NOTE : PAYMENT OF WATER BILLS AT PAYMENT CENTERS

Payment centers have different processes for the receipt of payment depending on their company's own procedure. It is important that the concessionaires bring their current Billing Notice to be able to pay in any of our payment partners.

9. Voluntary Disconnection of Water Service Connection (CSFWD in partnership with PW-CSF)

Voluntary disconnection of service connection connotes cutting-off of water supply upon the request of the account owner. Full settlement of any outstanding obligations shall be required to avail of the requested disconnection.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial and Technical Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF with active service connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid ID of account owner requesting for disconnection (1 photocopy) If the requesting party is a representative of the account owner, a duly notarized Special Power of Attorney (SPA) from the account owner authoring the representative to transact in his behalf (1 original copy) Full payment of water bill and any other outstanding balance of account 			Requesting Party Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit the photocopy of valid ID and SPA, if applicable	1.1) Check the documents presented and verify the account being requested for disconnection particularly on any outstanding bill/other payables	None	2 minutes	CSA
2) Pay any outstanding bill/other payables	2.1) Accept the payment	None	2 minutes	Teller
3) Sign at the Voluntary Disconnection Log Sheet	3.1) Prepare the job order for disconnection of the account	None	2 minutes	CSA
	3.2) Disconnect the water service	None	3 working days	Water Maintenance Man
TOTAL :		None	3 working days, 6 minutes	

10. Reconnection of Accounts Disconnected **Within Twenty-Four (24) Hours (CSFWD in partnership with PW-CSF)**

Reconnection of service connection involves the restoration of water service of consumers whose service connections have been newly disconnected not exceeding 24 hours after disconnection due to delinquency of account.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial and Technical Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF with inactive/disconnected service connections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • CSFWD/PW-CSF Billing Notice • Payment of outstanding accounts, if any 			PW-CSF Customer Service Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Pay arrears/water bill	1.1) Accept the payment	None	2 minutes	Teller
	1.2) Prepare job order for reconnection of disconnected account	None	1 minute	CSA
	1.3) Dispatch personnel for implementation of job order	None	1 minute	Team Leader- Disconnection / Reconnection Section
	1.4) Implement the job order for reconnection	None	1 day upon payment	Water Maintenance Man
	1.5) Accomplish the reconnection of meter in the Business One-Stop Shop (BOSS) System	None	1 minute	Team Leader- Disconnection / Reconnection
TOTAL :		None	1 day and 5 minutes	

11. Reconnection of Accounts Disconnected After Twenty-Four (24) Hours (CSFWD in partnership with PW-CSF)

Reconnection of service connection involves the restoration of water service of consumers whose service connections have been previously disconnected either through voluntary disconnection or delinquency of account.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial and Technical Departments	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
Who may avail:	All concessionaires of CSFWD / PW-CSF with inactive/disconnected service connections	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • CSFWD/PW-CSF Billing Notice • CSFWD/PW-CSF Customer Account Ledger • Payment of reconnection fee; cost of materials, if additional materials/fittings are needed; and/or other outstanding accounts, if any. • If account is inactive for more than one year the following documents are required: <ul style="list-style-type: none"> - Valid ID of the account owner (1 photocopy) - Proof of ownership (TCT) (1 photocopy) • If the requesting party is a representative of the account owner, a duly notarized Special Power of Attorney (SPA) from the account owner authoring the representative to transact in his behalf (1 original copy) 		PW-CSF Customer Service PW-CSF Customer Service Requesting Party Requesting Party Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for reconnection of disconnected account	1.1) Check the account, verify and assess the total amount to be paid by the client	None	2 minutes	CSA
	1.2) Inspect the actual site of the account	None	2 working days upon request	Water Maintenance Man
	1.3) Assess the materials & labor cost needed for the reconnection	Cost of materials (subject to change without prior notice due to current market value)	10 minutes	Inspector
	1.4) Encode the assessment in the system	None	5 minutes	Team Leader-Marketing and Customer Care Section
2) Pay the reconnection fee assessment	2.1) Accept the payment	<ul style="list-style-type: none"> • P 300.00 if disconnected from service line • P500.00 if disconnected from main line 	2 minutes	Teller
	2.2) Prepare job order request for Recon-New and forward to Maintenance & Engineering Division	None	2 minutes	CSA
	2.3) Implement the job order for Recon-New	None	5 working days	Water Maintenance Man
TOTAL :		P300.00 or P500.00 plus cost of materials	7 working days, 21 minutes	

12. Various MAINTENANCE Services (CSFWD in partnership with PW-CSF)

Various maintenance services are continually provided to CSFWD / PW-CSF concessionaires to assure them of uninterrupted and potable water supply and quality service such as leak repairs, water pressure and quality concerns and water meter concerns.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial and Technical Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF with active service connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay blotter for the stolen water meter (1 original copy) 		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Report the concern to Customer Service	1.1) Validate the requirements and prepare the appropriate job order for the complaint and forward to concerned division	None	3 minutes	CSA
	1.2) Implement the job order	None	Depends on type of maintenance service	Water Maintenance Man
	<i>Different Types of Maintenance Services</i> <ul style="list-style-type: none"> ➤ Leak Repairs <ul style="list-style-type: none"> • Main line leak repair • Service line leak repair • Meter stand leak repair 	None	1 day upon report	Water Maintenance Man

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	➤ No water / Low pressure	None	1 day upon report	Water Maintenance Man
	➤ Water quality concerns	None	1 day upon report	Water Maintenance Man
	➤ Meter accuracy concerns <ul style="list-style-type: none"> • Check for high consumption • Check for low consumption 	None	5 working days	Water Maintenance Man
	➤ Replacement of water meter <ul style="list-style-type: none"> • Defective meter • Damaged meter • Stolen meter 	Cost of Water Meter, if the damage is done intentionally (Cost of Water Meter is subject to change without prior notice due to current market value)	5 working days	Water Maintenance Man
TOTAL :		None or Cost of Water Meter		

13. Senior Citizen Discount (CSFWD in partnership with PW-CSF)

A senior citizen's discount of five percent (5%) is granted to households with water service connection registered in the name of the senior citizen residing therein with monthly water consumption of 30 cu.m. and below.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF with active service connection registered in the name of the senior citizen residing therein.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Account ledger showing that it is an active service connection for at least a period of one (1) year Senior Citizen ID (1 photocopy) Current Billing Notice/Official Receipt/Account Ledger 		PW-CSF Customer Service Requesting Party PW-CSF Customer Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Senior Citizen – Fill-up the Application Form for Senior Citizen Discount and submit the requirements	1.1) Check the filled-up Application Form and forward it to Customer Accounts Division for processing	None	2 minutes	CSA
	1.2) Process the Discount Application	None	1 minute	Biller
TOTAL :		None	3 minutes	

14. Change of Account Name (CSFWD in partnership with PW-CSF)

A concessionaire may request for change of the registered account name subject to the submission of proof of ownership to the property and other required documents.

Office or Division:	CSFWD – Commercial Service Department & PW-CSF – Commercial Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
Who may avail:	All concessionaires of CSFWD / PW-CSF with active service connection			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly filled-up Change Name Form Proof of Ownership (1 photocopy) Two (2) valid IDs of the new owner (1 photocopy) Signed Water Service Contract 			PW-CSF Customer Service Requesting Party Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for Change of Account Name/Ownership Form to Customer Service	1.1) Check and validate on the correctness/ completeness of documents being submitted	None	2 minutes	CSA
2) Pay the change name/ownership fee	2.1) Accept the payment	P 500.00	2 minutes	Teller
3) Sign the Water Service Contract	3.1) File the Water Service Contract together with the requirements and forward the Change Name Form to Customer Accounts Division for adjustment in the system	None	2 minutes	CSA
	3.2) Processing of the change name request	None	1 minute	Billor
TOTAL :		P 500.00	7 minutes	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Informal Settlers Association with Accredited Association <ul style="list-style-type: none"> - Association Certification – signed and sealed by the Association President (1 original copy) - Association President’s Valid ID (1 photocopy) ➤ Informal Settlers in Government Property <ul style="list-style-type: none"> - Barangay Certification Attesting that the lot is government owned; and - Affidavit of Undertaking allowing PW-CSF to summarily disconnect the waterline in case the government reclaims the property (1 original copy) ➤ Informal Settlers in Private Property <ul style="list-style-type: none"> - Barangay Certification Attesting that the Applicant is a resident of the specific lot owned by a particular private individual for a specified number of years (1 original copy) - Affidavit of Undertaking allowing PW-CSF to summarily disconnect the waterline in case the government reclaims the property (1 original copy) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for transfer line/meter at the Customer Service	1.1) Check the account in the system and prepare job order for inspection	None	2 minutes	CSA
	1.2) Conduct actual site inspection of the account	None	2 minutes	Inspector

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3) Assessment of materials & labor costs needed for the transfer	P 600.00 and Cost of materials (subject to change without prior notice due to current market value)	2 working days upon request	Inspector
	1.4) Encode the assessment in the system	None	10 minutes	Team leader, Marketing and Customer Care Section
2) Pay the assessed amount for transfer line/meter	2.1) Accept the payment	None	5 minutes	Teller
	2.2) Prepare the job order and forward the job order for Transfer Line/Meter to Engineering Department	None	2 minutes	CSA
	2.3) Implement the job order for Transfer Line/Meter	None	5 working days	Water Maintenance Man
TOTAL :		P600 and cost of materials	7 working days, 21 minutes	



City of San Fernando Water District Main Office

Internal Services

16. Processing of Request for Monetization of Leave Credits

Processing of request for monetization of leave credits of employees subject to the provisions of the Civil Service Commission (CSC)

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division & Finance Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Permanent Employees of CSFWD			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter for Monetization of Leave Credits (2 original copies) Computation on the Total Amount of Requested Monetized Leave <i>(2 original copies)</i> Approved Leave Application – Civil Service Form No. 6, Series of 2020 <i>(2 original copies)</i> 			Requesting Party Human Resource Division Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Coordinate with the Human Resource Division regarding the total number of accumulated leave credits and the number of days allowed for monetization	1.1) Check the employee's leave record and provide him with information on the total number of accumulated leave credits allowed for monetization and the equivalent amount of such.	None	10 minutes	Human Resource Management Officer
2) Submit the application for monetization of leave credits together with all other required documents	2.1) Check the accuracy and completion of all submitted documents for approval of the General Manager	None	10 minutes	Human Resource Management Officer
	2.2) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officer
	2.3) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
	2.4) Prepare the check for signature of authorized signatories	None	10 minutes	Treasury Officer
3) Receive the check payment	3.1) Issue the check payment to the employee	None	5 minutes	Treasury Officer
TOTAL :		None	50 minutes	

17. Processing of Leave Applications

Processing of leave applications of employees subject to the provisions of the Civil Service Commission (CSC)

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Permanent Employees of CSFWD			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p><i>For Vacation / Forced / Special Privilege / Sick Leave application:</i></p> <ul style="list-style-type: none"> Accomplished Leave Application Form – Civil Service Form No. 6, Series of 2020 Medical Certificate for sick leave in excess of 5 days <p><i>For Maternity Leave application:</i></p> <ul style="list-style-type: none"> Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery <p><i>For Paternity Leave application:</i></p> <ul style="list-style-type: none"> Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract 			<p>Requesting Party – Printed copy through on-line application on the CSFWD Management Information System</p> <p>Hospital</p> <p>Hospital</p> <p>Hospital / PSA</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish the Application for Leave (CS Form No. 6) through the CSFWD Management Information System, print two (2) copies and submit to the Human Resource Management Officer	1.1) Verify the accuracy and completion of all submitted documents, check the employee's leave record and fill-out Certification of Leave Credit portion and sign	None	10 minutes	Human Resource Management Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2) Endorse the application to the Department Manager for recommending approval/disapproval		3 minutes	Human Resource Management Officer
	1.3) Submit the leave application to the General Manager for final approval/disapproval.		3 minutes	Human Resource Management Officer
2) Receive notice of approved/disapproved leave application from HR	2.1) Provide the employee with a copy of his approved/disapproved leave application		1 minute	Human Resource Management Officer
TOTAL :		None	17 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>a. For walk-in clients, accomplish the Client Feedback Form at the:</p> <ul style="list-style-type: none"> • CSFWD - Administrative/Finance Office • PrimeWater – Commercial Office <p>b. Send feedback by calling at telephone number (045) 961-3546 local 110, 108 or 202 or thru:</p> <ul style="list-style-type: none"> • CSFWD email - csfwd@yahoo.com • PrimeWater City of San Fernando Pampanga Facebook Page
How feedbacks are processed	<p>a. The representative from Administrative (CSFWD) / Customer Service (PrimeWater) Office compiles feedback via the Client Feedback Form while the Officers from the Office of the General Manager (CSFWD) / Customer Service Assistants (PrimeWater) check emails regularly and encode it in the feedback registry for recording and assessment.</p> <p>b. Feedback requiring answers will be endorsed to the appropriate office.</p> <p>c. Concerned office will send response to the client and furnishes a copy of such to the Office of the General/Branch Manager</p> <p>d. For follow-ups, clients may contact the CSFWD/PrimeWater Office at telephone number (045) 961-3546 local 110, 108 or 202.</p>

<p>How to file a complaint</p>	<p>c. For walk-in clients, accomplish the Client Feedback (Complaint) Form at the:</p> <ul style="list-style-type: none"> • CSFWD - Administrative/Finance Office • PrimeWater – Commercial Office <p>d. Call at telephone number (045) 961-3546 local 110, 108 or 202 or file complaints thru:</p> <ul style="list-style-type: none"> • CSFWD email - csfwd@yahoo.com • PrimeWater City of San Fernando Pampanga Facebook Page <p>Note : The complaint form or email letter should state the following:</p> <ol style="list-style-type: none"> (1) name and contact information of complainant; and (2) clear statement of complaint.
<p>How complaints are processed</p>	<p>Upon receipt of the complaint, the CSFWD/PrimeWater Management shall investigate and provide a reply to the client within three (3) working days from receipt of the complaint.</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>For inquiries, follow-ups, comments, suggestions and other concerns, clients may contact the following contact numbers:</p> <p>ANTI-RED TAPE AUTHORITY 8475-5091;8478-5099; www.arta.gov.ph; complaints@arta.gov.ph</p> <p>PRESIDENTIAL COMPLAINT CENTER 8888;8736-8645;8736-8603;8736-8629 pcc@malacanang.gov.ph</p> <p>CONTACT CENTER BAYAN 0908-8816565 (SMS) email@contactcenterngbayan@gov.ph</p>



Office	Address	Contact Information
City of San Fernando Water District – Main Office	B. Mendoza St., Brgy. Sto. Rosario, City of San Fernando, Pampanga	(045) 961-3546 local 202

JORGE P. GUMBA
General Manager



CUSTOMER FEEDBACK FORM

We want to serve you better and are committed to continually improving our service standards. To do this, let us know what you think.

Nais namin na mapaglingkuran kayo ng mas mabuti at kami ay nakatuon sa patuloy na pagpahasay ng kalidad ng aming serbisyo.

Personal Information *(Personal na Impormasyon)*

This is optional but we would like to get back to you with how we have addressed your feedback. You can be assured that this is confidential when filled-out.

Name <i>(Pangalan)</i> _____	Date <i>(Petsa)</i> _____
Address <i>(Tirahan)</i> _____	Contact No. <i>(Telepono)</i> _____
Signature <i>(Lagda)</i> _____	

Simply check the corresponding box with the comment you agree with.

Maaring i-tsek lamang ang naaayon na komento ayon sa inyong palagay.

	Highly Satisfied <i>Lubos na nasiyahan</i>	Satisfied <i>Nasiyahan</i>	Dissatisfied <i>Di Nasiyahan</i>	Highly Dissatisfied <i>Lubos na Hindi nasiyahan</i>
PERSONNEL <i>(Kawani)</i>				
Way we handled your request/need/concern <i>Paraan ng pagtugon sa inyong pangangailangan/suliranin</i>				
Promptness and Professionalism <i>Bilis at propesyonalismo</i>				
Ability to answer your questions <i>Kakayahang sagutin ang inyong mga tanong</i>				
SERVICE <i>(Serbisyo)</i>				
Timeliness of service delivery <i>Maagap na paghahatid ng serbisyo</i>				

COMMENTS/SUGGESTIONS/RECOMMENDATIONS (*Mga Mungkahi/Suhestyon/Rekomendasyon*)

Thank you. *Salamat po.*