



ANGAT WATER DISTRICT

Citizen's Charter
2020 (1st 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.

(Presidential Decree No. 198, Chapter II, Sec. 5)

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. Application for 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 has been accomplished. and all necessary charges has been paid.

Division/Section:		Customer Accounts & Services Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Permit & Community Tax Certificate		Treasurer's Office, Municipality of Angat Sta. Cruz, Angat, Bulacan		
One Valid Identification Card (Philippine Government Issued ID)		Offices of: GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
Fully accomplished Application Form for New Service Connection		AWD PACD		
Application Fee (depends on Mainline (ML) Size)				
Mainline Size	Amount			
2" – 4"	P2600			
6"	P4000			
8	P5000			
Official Receipt (OR) of Application Fee plus Additional Fee for Crossing Road by: Concrete Cutter – P 500.00 and payment of additional materials if any after site inspection		AWD Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Mayor's permit for service connection	Interview client & Fill-out Service Connection Form and contract.	None	5 minutes	PACD Officer of the day
Check Information	Ask clients to	None	2 Minutes	PACD Officer of



and if found all correct will sign the Application Form	check information and sign the application form.			the day
Pay application fee and get the OR	Accept Payment and issue Official Receipt	ML Size : 2" – 4" P2600.00 ML Size: 6" P4000.00 ML Size: 8" P5000.00	5 Minutes	AWD Cashier
Get a copy of the Application Form, Leave AWD Office and wait for the Installation of water meter	Counter Sign the Application Form Give one copy to client. Fill out Job Order form, write a Job Order, Log Book and Give JO form to the Construction & Maintenance Section	None	1 Minute	PACD Officer of the day
Wait for tapping of water	Inspect site/location of service connection and make an Inspection Report and inform the client of additional materials needed to pay	None	1-3 days	WMM
Go to office Pay the additional fee for materials to be used	Accept Payment	Amount of Materials		AWD Cashier



Wait for installation of meter	Install Water Meter	None		WMM
Sign the Accomplishment Form	Fill-up accomplishment form and ask the client to sign the accomplishment report	None		WMM
End of Transaction	TOTAL PROCESSING TIME		1-3 DAYS	



2. Paying of 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 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.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill Notice or Account Name/ Number		AWD Customer Service Assistant/Teller of the day		
Payment		Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Billing Notice or any old water bill or give name and address to collection officer	Verify Account & Inform the client of Total Amount Due.	None	5 Minutes	PACD Officer of the day
Pay Total Amount Due	Accept payment and Issue Official Receipt.	Total Amount Due	10 Minutes	AWD Cashier
End of Transaction	TOTAL PROCESSING TIME		15 Minutes	



3. Request for Disconnection

Request for Voluntary Temporary/Permanent disconnection of water service of AWD concessionaires is done when no one will use the service connection at the moment.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Old Water Bill or Account Number		AWD Customer Service Assistant/Teller of the day		
Fully Accomplished Request Form		AWD PACD		
OR of Full payment of water bill balance if any		AWD Customer Service Assistant/Teller of the day		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Request Form.	Verify account and inform the client of his/her Statement of Account.	None	5 minutes	PACD Officer of the Day
Pay disconnection fee and water bill balances (if any) and leave office.	Accept Payment & Issue Official receipt	Total Amount Due	5 minutes	Customer Service Assistant
	Make Job Order and log to Book and give JO Form to Construction & Maintenance Section		5 minutes	PACD Officer of the day
	Schedule the disconnection		1 – 3 days	Water Maintenance Head
Wait for Disconnection	Go to site and disconnect service connection	None	1-3 days	WMM
Sign Accomplishment	Fill-up accomplishmen	None	15 Minutes	WMM



form	t Form and ask client to sign			
End of Transaction	Total Processing time	1-3 days		



4. Request for Service Reconnection

Request for re-connection of water service can be done after paying the reconnection fee and settle all the unpaid water bill of the account.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Accomplished Request Form.		AWD PACD		
OR of Reconnection Fee of P140 plus Full payment of water bill balance if any .		AWD Cashier/ AWD Customer Service Assistant/Teller of the day		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out request form water service reconnection.	Accept Request Form Verify account and inform client of his/her statement of accounts.	None	5 minutes	PACD Officer of the Day
Pay reconnection fee plus water bill balance if any and leave office	Accept Payment & issue OR Make Job Order and log to Book and give JO Form to Construction & Maintenance Section	P140 plus Water Bill amount (if any)	5 minutes	Cashier
	Schedule reconnection	None		WMM Head
Wait at home	WMM reconnects water meter	None	1-3 days	WMM
Sign the	WMM ask the		5 Minutes	WMM



accomplishment form	concessionaire to sign the accomplishment report			
End of Transaction	Total Processing time		1-3 days	



5. Request for Transfer of Meter

Transfer of Meter is allowed on the following reasons:

- a. The location is within the service area of AWD.
- b. The water meter will be affected/damaged due to lot improvement of owner.

A transfer meter fee of P200.00 must be paid upon request.

Cost of materials (if any)

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill / Account Number & Meter Number		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
Payment of Transfer Meter Fee of P200 plus cost of materials if any		AWD Cashier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Request Form.	Accept Request Form Verify account	None	5 minutes	PACD Officer of the Day
Pay Transfer meter fee plus cost of materials (if any)	Accept Payment & Issue Official Receipt Make Job Order and log to Book and give JO Form to Construction & Maintenance Section	P200.00 plus cost of materials (if any)	5 minutes	Cashier PACD Officer of the day
Wait at home	Inspect Site and inform the concessionaire to pay for additional materials to be used	None	1-3 days	WMM



<p>Go to office to Pay additional fee for materials used if any, get OR and go home</p> <p>Sign Accomplishment form</p>	<p>Accepts payment</p> <p>Make Job Order and log to Book and give JO Form to Construction & Maintenance Section</p> <p>Schedule transfer meter</p> <p>Perform transfer meter</p> <p>Ask concessionaire to sign accomplishment report</p>	<p>Amount of Materials used if any</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>		<p>Cashier</p> <p>PACD Officer of the day</p> <p>WMM Head</p> <p>WMM</p> <p>WMM</p> <p>WMM</p>
<p>End of Transaction</p>	<p>Total Processing time</p>		<p>1-3 days</p>	



6. Request for Repair of Leaks

The service is done when the leaks are before water meter of clients.

After meter leaks can be done if no other leaks before meter are scheduled to be repaired.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill or Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Request Form. & Submit to the officer of the day Go Home	Accept Request Form and schedule Inspection/ Repair of Leak	None	5 minutes	PACD Officer of the Day
Wait for the inspection of site Go to AWD office if there are materials to be paid and pay	. Inspect Site and inform concessionaire if there are materials needed to be paid Accept Payment of materials Make Job Order and log to Book and give JO Form to Construction & Maintenance Section	None Total Amount of materials	5 minutes 10 minutes	WMM AWD Cashier PACD Officer of the Day



Wait for schedule	Schedule repair of leak	None	1 day	WMM Head
	Perform repair of leak	None		WMM
Sign Accomplishment Report	Ask concessionaire to sign accomplishment report	None		WMM
End of Transaction	Total Processing time		1 day	



7. Request for Change Meter

Change Meter is done when:

- a. The water meter is stocked up.
- b. The water meter did not register the right amount of water during calibration of meter.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill/ Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Request Form. & Submit to the officer of the day	Accept Request Form and schedule Inspection of Water Meter	None	5 minutes	PACD Officer of the Day
Go home	. Make Job Order and log to Book and give JO Form to Construction & Maintenance Section	None	5 minutes	Customer Service Assistant
Wait for schedule	Schedule Site Inspection	None	1-3 days	WMM Head
	Inspect site and make recommendation and inform the concessionaire if there are materials needed to be paid	None		WMM
				WMM



<p>Go to AWD office and pay if there are materials to be used</p> <p>Sign Accomplishment Report</p>	<p>Accept Payment and give OR</p> <p>Return to office and give recommendation to WMM Head for approval</p> <p>Approves recommendation</p> <p>Go to site and do recommendation</p> <p>Ask concessionaire to sign accomplishment report</p>	<p>Amount of materials</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p>	<p>AWD Cashier</p> <p>WMM Head</p> <p>WMM</p> <p>WMM</p> <p>WMM</p>
<p>End of Transaction</p>	<p>Total Processing time</p>		<p>1-3 days</p>	



8. Request for Calibration of Water Meter

Calibration of Meter is done when:

The water meter has abnormal fluctuations or spikes in reading.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill/ Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out Request Form. & Submit to the officer of the day	Accept Request Form	None	5 minutes	PACD Officer of the Day
Go home	Make Job Order and log to Book and give JO Form to Construction & Maintenance Section	None	5 minutes	Customer Service Assistant
Wait for schedule	Schedule Calibration of Meter	None	1-3 days	WMM Head
Sign Job order for calibration of meter	Go to site get the water meter and replace by a temporary water meter.	None		WMM
Wait for the result of the calibration	Go back to office and Perform Calibration of meter	None		WMM
	Write a report	None		WMM



	<p>of the calibration and make recommendation to the WMM Head</p> <p>Approves recommendation</p> <p>If recommendation is:</p> <p>a. the water meter is in order, go back to site and remove the temporary meter and install the re-calibrated meter</p> <p>b. if found to be defective meter, the temporary meter will become permanent and recorded as change meter.</p>	<p>None</p> <p>None</p> <p>None</p>		<p>WMM Head</p> <p>WMM</p> <p>WMM Head</p> <p>WMM</p>
Sign accomplishment report	Ask concessionaire to sign accomplishment report	None		WMM
End of Transaction	Total Processing time		1-3 days	



9. Request for Billing Verification and Other Billing Concern

Billing Verification & Other Billing Concern is done when there is doubt in the billing statement issued by checking the encoded meter reading in the billing system is correct based on what is written on the meter reading form.

Division/Section:		Customer Accounts & Services Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Billing Notice/Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
Billing Adjustment Memo		DM, Customer Accounts & Services Division		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to PACD and Fill up Request Form	Accept Request Form & log to logbook and make a job order	None	10 minutes	PACD Officer of the Day
Go home and wait for the Result Get the Billing adjustment memo	Inspect Water Meter if reading is correct Inform concessionaire of the findings a. If there is an error in reading: 1. Inform the DM of Customer Accounts & Services Section 2. DM will	None	1-3 days	Customer Service Assistant



	correct the posted meter reading and do the necessary billing adjustment			
	b. If correct reading no billing adjustment will be made			
End of Transaction	Total Processing time		1-3 days	



10. Requests for Change of Account Name

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

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

Division/Section:		Customer Accounts & Services Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill /Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
Valid Identification Card		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
Death Certificate of the concessionaire		Philippine Statistics Administration (PSA)		
Marriage contract of spouse/Birth Certificate of child		PSA		
Deed of Sale of the property/Land Title		Property Owner/ Registry of Deeds		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Request Form and present all the required documents.	Accept Application Form and verify required documents	None	10 minutes	PACD Officer of the day
	Make Job Order and log to Book and give JO Form to Customer Accounts & Services Division	None	10 minutes	PACD Officer of the day
Leave AWD Office	Encode	None	10 minutes	Customer Service



	Information to the Billing System and inform the client			Assistant
End of Transaction	Total Processing time	30 minutes		



11. Requests for Senior Citizen's Discount

Senior Citizen (SC) Client of AWD may file a maximum of 5% SC Discount of 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.

SC Discount will be terminated upon death of the Senior Citizen.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Bill with the Senior Citizen's Name		AWD Customer Service Assistant/Teller of the day		
Fully accomplished Request Form		AWD PACD		
Original & Photocopy Senior Citizen's ID Card		Office of the DSWD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Request Form, present Water Bill with the Senior Citizen's Name, original SC ID Card and give photo copy of Senior's Citizen ID	Accept Application Form and verify required documents submitted by client	None	10 minutes	PACD Officer of the Day
Leave AWD Office	Record to log book and give the request form to Customer Accounts & Services Division (CASD)	None	5 Minutes	PACD Officer of the Day
	Customer Accounts & Services Division approved the	None	1-2 days	CAS Division Manager



	request			
Wait for the next billing cycle for the effectivity of SC Discount.	Encode Information to the Billing System	None		Customer Service Assistant
End of Transaction	Total Processing time		1-2 days	



CUSTOMER ACCOUNTS AND SERVICES

INTERNAL SERVICES



1. Response to customer service feedback survey (Site Investigation if necessary)

The response to customer's complaints/feedback survey in an answer to the queries / remarks / complaints of the customer as received by the AWD through its Public Assistance & Complaints Desk.

Division/Section:		Customer Accounts & Services Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Account Number/Name		AWD Customer Service Assistant/Teller of the day		
Feedback Form		AWD PACD		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished Customer Feedback Survey Form to the Public Assistance Desk Officer	1. Accept the accomplished form and check the details of the feedback.	None	10 minutes	Customer Accounts & Services Division
	2. Identify which Division should address the feedback of the customer.	None	5 Minutes	PACD Officer of the day
	3. Transmit the verified Customer Feedback Survey Form to concerned Division	None	1-3 days	PACD Officer of the day
	4. Receive the transmittal	None		Concerned Division
	5. Forward the feedback to the concerned section for	None		DM of Concerned Division
				WMM



	appropriate action.			
	6. Conduct field investigation, do appropriate action and make a report	None		DM of Concerned Division
	7. Prepare response	None		PACD Officer of the day
	8. Inform the customer on the result.	None		
End of Transaction	Total Processing time		1-3 days	



**ACCOUNTING, CASH MANAGEMENT AND
BUDGET DIVISION
EXTERNAL SERVICES**



Disbursement and Releasing of Payment Checks to Suppliers

Releasing of Payment Checks to Supplier/Contractor

Division/Section:		Accounting, Cash Management & Budget Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All AWD Suppliers		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Check Voucher		AWD Cashier		
Delivery Receipt		AWD Supplier		
Supplier Official Receipt		AWD Supplier		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to PACD Officer of the day and ask/inquire for his check payment	Ask the cashier for the availability of Check Payment for the said supplier	None	5 minutes	PACD Officer of the day
	AWD Cashier will check if available for payment		10 minutes	
a. If not available request for follow-up and leave office.	Log to Book for follow-up	None	5 minutes	PACD
b. If available for payment : Get Check, make OR and sign the voucher	Give the check payment and let the supplier sign the voucher	None	5 minutes	AWD Cashier
End of Transaction	Total Processing time		20 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 Water Resources Section in an answer to the water quality complaint of the customer as received by the AWD through its Public Assistance Desk Officer. The activity entails opening and closing of isolation valves and flushing of dirty water from fire hydrants and blow-off valves.

Division/Section:		Water Resources, Construction & Maintenance Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Complaints of poor water quality or Request for flushing		AWD Concessionaire		
Name and address of AWD Concessionaire		AWD Concessionaire		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make a phone call to AWD office and request for flushing in their area.	Answer phone make a Job Order for the request and record the request to log book.	None	5 minutes	Customer Service Assistant assigned in PACD
	Schedule Flushing	None	1 day	WMM Head
Wait for AWD personnel to go to the site	Go to the nearest fire hydrant or blow off to the concern AWD concessionaire	None		WRFO
End of Transaction	Total Processing time		1 day	



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

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

Division/Section:		Water Resources Section		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All AWD Concessionaires		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Complaints of poor water quality or Request for flushing		AWD Concessionaire		
Name and address of AWD Concessionaire		AWD Concessionaire		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to AWD office PACD and fill up request form	Make a Job Order for the request and record the request to log book.	None	5 minutes	Customer Service Assistant assigned in PACD
Go home/ Wait for AWD personnel to go to the site	Schedule Flushing	None	1 day	WMM Head
	Go to the nearest fire hydrant or blow off to the concern AWD concessionaire	None		WRFO
End of Transaction	Total Processing time		1 day	



WATER RESOURCES, CONSTRUCTION AND MAINTENANCE DIVISION

EXTERNAL SERVICES



1. Collection of Water Samples for Microbiological Analysis

Random Collection of water sample for Microbiological Analysis is done monthly or upon request of AWD Concessionaire that includes Total Coliform, Thermotolerant coliform (E. Coli) and Heterothropic Plate count (HPC).

Division/Section:		Water Resources, Construction & Maintenance Division		
Classification:		Simple to Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail of the service:		All clients of Angat Water District		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Water Sample		AWD Concessionaires faucet		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Allow AWD personnel to get water sample from their faucet	Collect water sample		5 minutes	WRFO
Wait for the result of the analysis	Bring Water sample to DOH accredited testing laboratory for microbiological Analysis		1 day	WMM Head
	Go back to office and wait for the result through email/fax communication		3-7 days	WMM Head
	Inform the customer of the result			
End of Transaction	Total Processing time		3-7 days	



ADMINISTRATIVE, HUMAN RESOURCE AND GENERAL SERVICES DIVISION

EXTERNAL SERVICES



1. Issuance of Certification of Employment & Service Records (For Separated Employees)

Certification duly signed by the Administrative, Human Resource & General Services Division Manager and noted by the General Manager is issued to separated employees (e.g. retirees, resigned etc.) needing this document for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth, and PAG-IBIG Fund. This includes COEs with job descriptions/functions, salaries and benefits.

Division/Section:		Administrative, Human Resource and General Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail of the service:		All AWD separated employees & their authorized representatives		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Personal appearance of the separated employee or his/her representative.		Administrative, Human Resource & General Services Division		
Separated Employee: Valid Identification Card		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
If by representative: Authorization Letter of the separated employee		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
Valid ID of the separated Employee and representative		PSA		
If separation is due to death of employee: Death Certificate of the deceased employee		PSA		
Marriage Contract of Spouse Birth Certificate of Children		PSA		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to Administrative,	1. Accommodate request	None	10 minutes	DM, AHRGSD



<p>Human Resource & General Services Division and make a request for issuance of Certificate of employees</p> <p>Get the COE if the GM is available to sign the COE or Go home and go back after for 3 days.</p>	<p>of the separated employee or his/her representative</p> <p>Prepare Certificate of employment sign and forward to the Office of the GM for signing</p> <p>Sign the certificate of employment and return to DM of AHRGSD</p> <p>Release COE</p>	<p>None</p>	<p>1-2 days</p>	<p>DM, AHRGSD</p> <p>DM AHRGSD</p> <p>GM</p> <p>DM AHRGSD</p>
<p>End of Transaction</p>	<p>Total Processing time</p>		<p>1-2 days</p>	



ADMINISTRATIVE, HUMAN RESOURCE AND GENERAL SERVICES DIVISION

INTERNAL SERVICES



1. Issuance of Certification of Employment (COE) / Service Records (SR) (Employee In Active Service)

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

Division/Section:		Administrative, Human Resource & General Services Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail of the service:		ALL AWD employees in active service and their authorized representative		
CHE CKLIST OF REQUIREMENTS		WHERE TO SECURE;		
Personal appearance of the employee		Administrative, Human Resource & General Services Division		
If by representative: Authorization Letter of the AWD Employee		AWD Employee		
Valid ID of AWD Employee and his/her Representative		GSIS, SSS, LTO, PRC, BIR, OWWA, OFW, Phil Health, Post Office, OSCA, Barangay, COMELEC, PAG-IBIG, PNP Fire Arms License		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to Administrative, Human Resource & General Services Division and make a request for issuance of COE/SR	Accommodate request of the AWD employee or his/her representative	None	10 minutes	DM, AHRGSD
	Prepare COE/SR sign and forward to the Office of the GM for signing	None	1-2 days	DM, AHRGSD



Get the COE/SR if the GM is available to sign the COE/SR or Go home and go back after for 3 days.	Sign the COE/SR and return to DM of AHRGSD	None		GM
	Release COE/SR	None		DM, AHRGSD
End of Transaction	Total Processing time		1-2 days	



Get the materials	system Release materials	None		
End of Transaction	Total Processing time		25 Minutes	



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



	Monday-Friday 8:00 AM to 5:00PM excluding holidays Or email us 24/7 at angatwd@gmail.com
Contact information of AWD	Tel. Nos. 671-1204 or 769-1529 or email: angatwd@gmail.com Write to: Customer Accounts & Services Division Angat Water District 269 M. A. Fernando St., Sta. Cruz Angat, Bulacan 3012

LIST OF OFFICE

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

For Strict Compliance:

ARTURO S. TORRES
General Manager