



NORZAGARAY WATER DISTRICT

CITIZEN'S CHARTER 2022 (3rd Edition)



I. Mandate

The Norzagaray Water District (NorWD), by virtue of Sangguniang Bayan Resolution No. 86-10-48, was mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Norzagaray and nearby barangays where it is considered necessary.

The NorWD shall manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

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. Change of Classification

The concessionaire may request that the office change the classification of their accounts in the event that their water consumption decreases for any reason.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter Reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for reclassification at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for reclassification and ask for the contact number.	None	3 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for the schedule of inspection at the site.	2.1 Conduct inspection	None	1 Day	<i>Meter Reader</i> Commercial Division
	2.2 Inform the concessionaire of the inspection's findings.	None	3 Minutes	<i>Customer Service</i> Commercial Division



	<p>2.3 If approved, change the account's record in the database.</p> <p><i>* The new account classification will reflect on the next bill.</i></p>	None	1 Minute	<i>Billing Clerk Commercial Division</i>
Total		None	1 Day, 8 Minutes	

TABLE A: SUB-CLASSIFICATION OF COMMERCIAL CLASS

CLASSIFICATION	CONVERSION FACTOR	DEFINITION
BULK WATER	3	- User is buying or consuming at least 100cu.m./day, price is based on MOA as per BOD approval
FULL COMMERCIAL	2	<ul style="list-style-type: none"> - Business establishment directly using water as their major input in their day-to-day business operation such as: - Rest House, resort and boarding houses - Hotel, lodges and like - Hospitals, whether private or public - - Cafeterias managed by cooperatives, corporation, etc. - Beer houses, bars, night clubs and disco pads - CHB and concrete products manufacturers - Bus stations and/or terminals - Confectioneries and bakeries - - Billiard halls and other games and entertainment places - Ice plant, ice cream parlors or manufacturers - Restaurants, carenderias and other selling foods - Gasoline stations - Private Schools - Theaters



		<ul style="list-style-type: none"> - Boarding houses - Any residential users with backyard farm consuming more than 150 cu.m. of water monthly
COMMERCIAL A	1.75	<ul style="list-style-type: none"> - Business establishment directly using water as their major input in their day-to-day business operation such as: <ul style="list-style-type: none"> - Photo services - Dental and medical clinics - Warehouses - Offices including government banks - Fish and meat stalls in public markets with individual water meter - Groceries, gift shops and drug stores - Wholesale and retail outlets - Furniture shop - - Any residential users with backyard farm consuming more than 100-150 cu.m. of water monthly
COMMERCIAL B	1.5	<ul style="list-style-type: none"> - Small business establishment with/without permit legally with capitalization of not more than P10,000.00 such as: <ul style="list-style-type: none"> - Sari-sari stores - Vulcanizing and repair shop - Apartments whose owners assume payments of water bill using one central meter - Other premises for selling foods or services including - Any residential user with backyard farm consuming 50-100 cu.m. of water per month
COMMERCIAL C	1.25	<ul style="list-style-type: none"> - Apartments whose owners assume payments of water bill using one central meter - Residential houses consuming 30 cu.m. and above per month for at least three (3) months in a year - Any residential user with backyard farm consuming 31-50 cu.m. of water per month

Note:

1. Residential users with backyard farms consuming 30 cubic meters of water or less will be charged the residential rate.
2. To compute the corresponding water rates, multiply the conversion factor by the residential rate.
3. The basis for re-classification is the LWUA guideline dated August 14, 1990, and the existing commercial classification of several water districts in Bulacan.



2. Change Name

Concessionaires may request the office for a transfer or change of account name as long as they can provide all the necessary requirements and supporting documents showing their relationship 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
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)	Meter reader/Cashier - Commercial Division
Proof of Identification (Previous and Present Owner) (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Barangay Hall, Philsys
Proof of Ownership, any of the following: A. Notarized Deed of Sale B. Death Certificate (in case of death of previous owner) (1 photocopy) Birth Certificate/Marriage Contract of immediate family member (1 photocopy) C. Authorization to transfer ownership from any of the following (1 original copy): Previous owner (for sold property/voluntary transfer) Relatives/immediate family member (in case of death of the previous owner)	Notary Public Local Civil Registrar - Municipal Hall Local Civil Registrar - Municipal Hall Previous owner Relatives/immediate family member



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request a change of name at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for changing the account name and ask for the necessary requirements.	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of the name change fee at the cashier.	2.1 Check and verify the order of payment.	Change Name Fee - PHP 120.00	1 Minute	Cashier Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)	* There is no change name fee if the reason for the change of name is due to the death of the previous owner.	1 Minute	Cashier Commercial Division
3. Return to the public assistance and complaints desk and present the COR	3.1 Prepare a service request	None	1 Minute	Customer Service Commercial Division
	3.2 Change the account's record in the database * The new account name will reflect on the next bill	None	1 Minute	Billing Clerk Commercial Division
Total		Change Name Fee - PHP 120.00	7 Minutes	



3. Desludging Service

Norzagaray Water District is committed to improving health and economic conditions through a proper septage management system in the most cost effective and environmentally responsive manner that will cater to the municipality of Norzagaray, Bulacan.

Office or Division:		Commercial & Engineering Division– Norzagaray Water District		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		All qualified NorWD and non-NorWD concessionaires within the area		
Checklist of Requirements		Where To Secure		
Septage Survey Form		Customer Service - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request septage survey form at the public assistance and complaints desk.	1.1 Assess the qualification of the requestor.	None	10 Minutes	Customer Service Commercial Division
	1.2 Issue the septage survey form.	None	1 Minute	Customer Service Commercial Division
2. Fill out septage survey form at the public assistance and complaints desk.	2.1 Received the septage survey form, review and check all the information	None	2 Minutes	Customer Service Commercial Division
	2.2 Secure the proof of request and forward the request to the septage personnel.	None	1 Working Day	Customer Service Commercial Division



3. Wait for the schedule of census and checking of the septic tank at the site.	3.1 Scheduling of households for census per zone.	None	2 Working Days	Septage Personnel Engineering Division
	3.2 Conduct survey of household and perform the concrete coring of septic tank.	None	3 Hours	Septage Personnel Engineering Division
4. Wait for the schedule of desludging at the site.	4.1 Scheduling of households for desludging of septic tanks.	None	1 Working Day	Septage Personnel Engineering Division
	4.2 Perform the desludging of the septic tank.	None	1 Hour	Septage Personnel Engineering Division
5. Acknowledge desludging report at the site	5. Secure a copy to Commercial Division.	None	5 Minutes	Septage Personnel Engineering Division
6. Settle payment at the cashier.	6. Accept payment and issue Collector's Official Receipt (COR)	<p>A. Clean Out - PHP 300.00 -</p> <p>Note: Additional: PHP 100.00 (per additional coring of septic tank)</p> <p>B. Environmental fee - 7.34% of concessionaires water bill consumption (NorWD concessionaires) / PHP PHP 2,134.61 × 1.8 = 3,842.30/ cubic meter (Non-concessionaires)</p>	2 Minutes	Septage Personnel Engineering Division



		C. Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas) (see table below)		
	Total	Clean Out - PHP 300.00 - Additional: PHP 100.00 (per additional coring of septic tank) Environmental fee - 7.34% of concessionaires water bill consumption (NorWD concessionaires) / PHP 2,134.61 × 1.8 = 3,842.30/ cubic meter (Non-concessionaires) Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas)	4 Working Days, 4 Hours, 20 Minutes	

TABLE B: MOBILIZATION FEE FOR EARLY EXTRACTION OF SEPTIC TANKS

AMOUNT	DISTANCE (from Villarama Office)
PHP 500.00	4 kilometer
PHP 1,000.00	8 kilometer
PHP 1,500.00	12 kilometer
PHP 2,000.00	16 kilometer
PHP 2,500.00	20 kilometer



4. Elevation of Water Meter

Concessionaires may request to have their water meter elevated if it is currently submerged.

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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for water meter elevation at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for meter elevation and ask for the contact number.	None	3 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for schedule of meter elevation at the site	2. Elevate the water meter	None	2 Days	<i>Maintenance Team</i> Engineering Division
Total		None	2 Days, 4 Minutes	



5. High Consumption

Concessionaires may request the office to conduct an inspection, check up on their service connection, or confirm their meter reading due to high consumption. Billing adjustments will be made depending on 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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report high consumption at the public assistance and complaints desk.	1.1 Assess the consumption history and interview the concessionaire if there is a leakage. Ask for the number of a house member and get the contact number.	None	3 Minutes	<i>Customer Service Commercial Division</i>
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>



<p>2. Wait for the schedule of meter checking at the site.</p>	<p>2.1 Check if the meter is rotating even when not in use, double check the reading, or if there are any leaks in their water line, and advice the concessionaire regarding the result of their complaint</p>	None	2 Working Days	<i>Maintenance Team Engineering Division</i>
	<p>2.2 Perform necessary adjustments, if applicable</p> <p><i>* 50% discount on the water bill for leaks after the meter (once every 10 years)</i></p> <p><i>* Billing adjustment on wrong readings</i></p>	None	1 Minute	<i>Customer Service Commercial Division</i>
<p>Total</p>		None	2 Working Days, 5 Minutes	



6. Installation/Replacement of Ball valve

The ball valve that controls the water can be damaged due to the length of time or due to the frequency of turning it. If it happens that the ball valve is damaged, it can be requested at our office so that it can be replaced and will have to pay based on the present NorWD selling price. 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 Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request a ball valve replacement at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the exact location and ask for the contact number.	None	1 Minute	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the ball valve at the cashier.	2.1 Check and verify the order of payment.	Based on current market value of item	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)		1 Minute	<i>Cashier</i> Commercial Division



3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	3. Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
4. Wait for the schedule of installation or replacement of the ball valve at the site.	4. Installation or replacement of a ball valve	None	2 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Based on current market value of item	2 Working Days, 5 Minutes	



7. Leak Repair

Concessionaires may request the office to conduct an inspection or check-up of their water meter and service line due to leakage. If the 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 for repairing the leak. Materials used in leak repair will be charged to the 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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report leakage at the public assistance and complaints desk.	1.1 Interview the concessionaire about the leakage and ask for the exact location and get the contact number.	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for schedule of leak repair at the site	2. Repair of leak	None	A. Minor Leakage -1 Day B. Major Leakage - 5 Days	<i>Maintenance Team</i> Engineering Division



Total	None	A. Minor Leakage -1 Day, 3 Minutes B. Major Leakage - 5 Days, 3 Minutes	
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8. Meter Calibration

Concessionaires may request meter testing from the office due to a sudden increase in their water bill consumption, even if the meter reading is accurate and there is no leak in their service line. The concessionaire will be charged PHP 350.00 for the pull-out and restoration of their water meter. Billing adjustments will be made depending on 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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request meter testing at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for meter testing and get the contact number.	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the calibration fee at the cashier.	2.1 Check and verify the order of payment.	Calibration Fee - PHP 350.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)	* <i>There is no calibration fee for meters that have been installed for more than three (3) years</i>	1 Minute	<i>Cashier</i> Commercial Division



<p>3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)</p>	<p>3. Prepare a service request</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Customer Service Commercial Division</i></p>
<p>4. Wait for the schedule of meter calibration</p>	<p>4.1 Conduct site inspection</p> <p>4.2 Pull-out of the water meter</p> <p>4.3 Proceed to the calibration of the water meter.</p> <p>4.4 Return the water meter.</p> <p><i>* If good - old meter will be reinstalled and no billing adjustment will be made</i></p> <p><i>* If defective - old meter will be replaced with new meter and billing adjustment will be made</i></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Working Day</p> <p>4 Hours</p> <p>2 Hours</p> <p>2 Hours</p>	<p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p>



Total	Calibration Fee - PHP 350.00	2 Working Days, 6 Minutes	
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9. New Service Connection

All household owners within the service area of the Norzagaray Water District, Norzagaray, Bulacan, and adjacent municipalities can avail of the service. After the site has been inspected, all fees have been paid, and all requirements have been met, the new water service connection will be installed.

Office or Division:	Commercial Division – Norzagaray Water District
Classification:	Complex
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
Valid Identification Principal Government Issued Identification Card (1 photocopy) Representative Government Issued Identification Card of the person being represented (1 photocopy) Government Issued Identification Card of the representative (1 photocopy) Authorization letter from the applicant/ Special Power of Attorney (SPA) (1 original copy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Barangay Hall, Philsys LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Barangay Hall, Philsys LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Barangay Hall, Philsys Applicant being represented
Barangay Clearance	Barangay Hall
Proof of Ownership from any of the following: A. For private lot Land Title (1 photocopy) B. For private lot with pending application for Title Tax Declaration (1 photocopy)	Register of Deeds Assessor's Office - Municipal Hall



<p>Duly notarized Deed of Sale (1 photocopy) Contract to Sell Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property Entry Pass</p> <p>C. For Corporation or Business Establishment (any of the following)</p> <p>Land title (1 photocopy) Notarized leased contract (if rented) (1 photocopy)</p> <p>D. For customers with an old/existing account at the same location</p> <p>Old Statement of Account (SOA) (1 original copy)</p> <p>E. For customers applying from other adjacent municipality: (Sta. Maria/Angat/San Jose)</p> <p>Waiver from Water District (1 original copy)</p>		<p>Notary Public Land owner Developer National Housing Authority (NHA) Register of Deeds Land owner Applicant Water District</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>1. Inquire, fill out the application form, and submit the requirements at the public assistance and complaints desk..</p>	<p>1.1 Received requirements, reviewed and verify all information on the application form.</p>	None	7 Minutes	Customer Service Commercial Division
	<p>1.2 Prepare and issue the Order of Payment</p>	None	1 Minute	Customer Service Commercial Division



2. Pay the amount of the inspection fee at the cashier.	2.1 Check and verify the order of payment.	Inspection Fee: PHP 100.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)		1 Minute	<i>Cashier</i> Commercial Division
3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	3.1 Prepare a maintenance order	None	1 Minute	<i>Customer Service</i> Commercial Division
	3.2 Conduct orientation/ briefing of the Rules and Regulations of the district to the applicant	None	15 Minutes	<i>Customer Service</i> Commercial Division
4. Wait for inspection at the site.	4.1 Conduct inspection	None	2 Working Days	<i>Maintenance Team</i> Engineering Division
	4.2 Assess the amount of the new service connection fee.	None	1 Hour	<i>Billing Clerk</i> Commercial Division
	4.3 Review and check the application form, and sign upon approval.	None	1 Hour	<i>Division Manager</i> Commercial Division
	4.4 Advice to the applicant regarding the amount of the new service connection fee	None	1 Hour	<i>Customer Service</i> Commercial Division



5. Pay the amount of meter installation fee at the cashier	5.1 Create account number, prepare and issue the order of payment.	Fixed fee for the following: Registration Fee - PHP 100.00	3 Minutes	<i>Customer Service Commercial Division</i>
	5.2 Check and verify the order of payment.	Notarial Fee - PHP 75.00	1 Minute	<i>Cashier Commercial Division</i>
	5.3 Accept payment and issue Collector's Official Receipt (COR)	Tapping Fee - PHP 300 Concrete Base - PHP 200 *Price may vary for the following: A. Guarantee Deposit: PHP 500.00 <i>(refundable upon termination of contract)</i> B. Cost of materials <i>(please see attached sample estimate)</i> C. Boring fee - PHP 3,000- <i>(if opposite side)</i>	1 Minute	<i>Cashier Commercial Division</i>



6. Wait for the schedule of meter installation at the site.	6. Install the water service connection.	None	A. Line Side - 4 Working Days B. Opposite Side - 14 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Fixed Fee of PHP 1,275.00 plus Guarantee Deposit, Cost of Materials and Boring Fee (if opposite side)	A. Line Side - 6 Working Days, 3 Hours, 31 Minutes B. Opposite Side - 16 Working Days, 3 Hours, 31 Minutes	

TABLE C: GUARANTEE DEPOSIT

CONNECTION TYPE	RATE CODE	MINIMUM CHARGE	GUARANTEE DEPOSIT
Residential 1/2"	12	245.00	500.00
Residential 3/4"	13	392.00	800.00
Residential 1"	14	784.00	1,600.00
Residential 2"	17	4900.00	9,800.00
Government 1/2"	22	245.00	500.00
Government 1"	24	784.00	1,600.00
Commercial/Industrial 1/2"	32	490.00	1,000.00
Commercial/Industrial 1"	34	1568.00	3,200.00
Commercial/Industrial 2"	37	9800.00	19,600.00
Commercial/Industrial 3"	38	17640.00	35,400.00
Commercial/Industrial 4"	39	35280.00	70,600.00
Commercial A 1/2"	42	428.75	860.00
Commercial A 1"	44	1372.00	2,800.00
Commercial B 1/2"	52	367.50	740.00
Commercial B 1"	54	1176.00	2,400.00
Commercial C 1/2"	62	306.25	620.00
Commercial C 1"	64	980.00	2,000.00
Bulk Sales 3"	78	735.00	1,500.00
Residential B 1/2"	82	5.00	10.00



TABLE D: SERVICE APPLICATION ASSESSMENT

A. MATERIALS		Quantity	Unit	Unit Cost	Amount
1	Bronze Ball Valve 1/2"	1	pc.	397.80	397.80
2	P.E. Male Adaptor 1/2	1	pc.	104.00	104.85
3	Brass Coupling 1"		pc.		
4	Brass Gate Valve 1"		pc.		
5	Check Valve 1/2"	1	pc.	211.90	211.90
6	Elbow 1/2"	1	pc.	30.16	30.16
7	Elbow Reducer 3/4" x 1/2"	2	pc.	51.97	103.94
8	Nipple 2" x 1/2"	2	pc.	18.11	36.22
9	Nipple 8" x 1/2"	1	pc.	55.80	55.80
10	Nipple 12" x 1/2"	1	pc.	77.04	77.04
11	Nipple 6" x 1"	1	pc.	100.36	100.36
12	Nipple 6 x 1/2"		pc.		
13	P.E. Tube 1/2"		m.		
14	P.E. Tube 1"		m.		
15	P.E. Saddle Clamp 1" x 1/2"		pc.		
16	Saddle Clamp 1 x 1/2"		pc.		
17	Tee 1/2"		pc.		
18	Tee Reducer 1" x 1/2"	1	pc.	122.66	122.66
19	Teflon	4	roll	18.16	72.64
20	Water Meter 1/2"	1	pc.	1,920.00	1,920.00
CLUSTERING: (/4)					
	Brass Coupling 1"	2	pc.	472.42	236.21
	Bronze Gate Valve 1"	1	pc.	1,006.20	251.55
	Saddle Clamp 6 x 1"	1	pc.	756.04	189.01
	PE Tube 1"	2	m.	49.40	24.7
	Others (Additional Fittings)				
	LINE SIDE				
Total Material Cost				PHP	3,934.84
B. LABOR					
1	Ordinary Soil / Banday banda Excavation				
2	Mainline Preparation				
3	Horizontal Drilling				
4	Concrete Cutting				
5	Concrete/Asphalt Breaking (thickness=_____)				
	L _____ x W _____ x thickness price				
6	Restoration (Class _____)				
	L _____ x W _____ x thickness price				
7	Pipe laying Cost (applicable to sharing only)				
Total Material Cost				PHP	0.00
C. SUMMARY (Total of A and B Miscellaneous Charges)					
1	Guarantee Deposit	500.00			5,209.84
2	Registration Fee	100.00			
3	Notarial Fee	75.00			
4	Inspection Fee	100.00		O.R #: 1887671	
5	Tapping Fee	300.00			
6	Concrete Base	200.00		Date: 11/8/2022	
Total PHP		1275.00			

Note: Prices are subject to change without prior notice and for final assessment of Commercial Department.



10. Promissory Note

When a promissory note is appropriate and can be used, it is a signed document that contains a written commitment to pay a specified amount over a specified period of time.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for a promissory note at the public assistance and complaints desk.	1.1 Get the details of the concessionaire account and check the balance in the database to see if the promissory note can be granted.	None	3 Minutes	Customer Service Commercial Division
	1.2 If approved, record the account details and the promissory date in the logbook and have it signed with the concessionaire.	None	2 Minutes	Customer Service Commercial Division
Total		None	5 Minutes	



11. Purchase of Materials

Purchase of PE tubes, materials, and other fittings used for the repair of leaks are available in the office to both concessionaires and non-concessionaires.

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		
None		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide the list of materials to be purchased at the public assistance and complaints desk.	1.1 Check if the materials to be purchased are available in the warehouse.	None	3 Minutes	Customer Service Commercial Division
	1.2 Check the amount of the materials in the price list	None	3 Minutes	Customer Service Commercial Division
	1.3 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of materials to be purchased at the cashier	2. Accept payment and issue Collector's Official Receipt (COR)	Cost of materials (see table below) <i>* Prices are subject to change without prior notice</i>	1 Minute	Cashier Commercial Division



3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	3.1 Prepare Store Requisition Slip (SRS)	None	2 Minutes	<i>Customer Service Commercial Division</i>
	3.2 Submit SRS to division manager for signature	None	1 Minute	<i>Division Manager Commercial Division</i>
	3.3 Forward the SRS to warehouse personnel and prepare the purchased materials	None	5 Minutes	<i>Warehouse Personnel Admin. Division</i>
4. Signed the SRS upon receipt of purchased materials	4. Received the signed SRS	None	1 Minute	<i>Warehouse Personnel Admin. Division</i>
Total		Cost of materials (see table below) *Prices are subject to change without prior notice	17 Minutes	



TABLE E: PRICE LIST OF MATERIALS (as of March 15, 2023)

MATERIALS	SELLING PRICE	MATERIALS	SELLING PRICE
1. Ball Valve 1/2" (with lockwing)	303.54	34. PE Tube 1"	49.40
2. Ball Valve 1" (with lockwing)	637.30	35. P.E End Cap 1/2"	107.15
3. Ball Valve 2" (with lockwing)	6,465.88	36. P.E. End Cap 1"	200.85
4. Bronze Ball valve 1/2"	397.80	37. P.E. Female Elbow 1/2" x 45°	127.66
5. Bronze Ball valve 1"	1,006.20	38. P.E. Female Elbow 1/2" x 90°	110.50
6. Brass Angle Valve 1/2" x 3/4"	674.44	39. P.E. Female Elbow 1" x 45°	306.70
7. Brass Coupling 1/2"	267.74	40. P.E. Female Elbow 1" x 90°	167.14
8. Brass Coupling 1"	472.42	41. P.E. Male Adaptor 1/2"	104.85
9. Bushing Reducer 1" x 1/2" (GI)	55.91	42. P.E. Male Adaptor 1"	210.63
10. Bushing Reducer 1" x 3/4" (GI)	31.08	43. P.E. Tee Adaptor 1/2"	320.91
11. Bushing Reducer 3/4" x 1/2" (GI)	21.53	44. P.E. Tee Adaptor 1"	495.04
12. Swing Check Valve 1/2"	211.90	45. P.E. Union Coupling 1/2"	208.00
13. Swing Check Valve 1"	464.15	46. P.E. Union Coupling 1"	347.75
14. Swing Check Valve 2"	1,231.43	47. Saddle Clamp 1" x 1/2" (P.E.)	143.00
15. Coupling 1/2" (GI)	42.90	48. Saddle Clamp 2" x 1/2" D.I.	214.28
16. Coupling 1" (GI)	38.71	49. Saddle Clamp 3" x 1/2" C.I.	493.87
17. Elbow 1/2" (GI)	30.16	50. Saddle Clamp 4" x 1/2" D.I.	395.49
18. Elbow 1" (GI)	88.60	51. Saddle Clamp 2" x 1" D.I.	335.40
19. Elbow Reducer 3/4" x 1/2" (GI)	51.97	52. Saddle Clamp 3" x 1" C.I.	301.60
20. Elbow Reducer 1" x 1/2" (GI)	59.09	53. Saddle Clamp 4" x 1" D.I.	709.46
21. Nipple 1/2" x 2"	18.11	54. Saddle Clamp 6" x 1"	756.04
22. Nipple 1/2" x 4"	21.71	55. Saddle Clamp 8" x 1"	1,293.34
23. Nipple 1/2" x 6"	59.40	56. Tee 1/2" (GI)	58.20
24. Nipple 1/2" x 8"	55.80	57. Tee 1" (GI)	124.64
25. Nipple 1/2" x 10"	56.17	58. Tee Reducer 1" x 1/2" (GI)	122.66
26. Nipple 1/2" x 12"	77.04	59. Teflon Tape	18.16
27. Nipple 1" x 2"	35.35	60. Union Patente 1/2" (GI)	104.40
28. Nipple 1" x 6"	100.36	61. Water Meter 1/2"	1,920.00
29. Nipple 1" x 12"	124.80	62. Water Meter 1"	5,255.25
30. Plug 1/2" (GI)	19.64	63. STC 2" D.I.	2,238.60
31. Plug 3/4" (GI)	36.48	64. Clean Out 4"	113.74
32. Plug 1" (GI)	41.81	65. P.E. End Cap 1/2"	107.15
33. PE Tube 1/2"	18.20	66. Water Meter Insert 1/2"	903.50
Mainline Preparation		1m	200.00
Excavation (Ordinary Soil/Banday Banda)		1m	85.00
Concrete Cutting		1m	135.00
Restoration (W = 0.3 to 0.4) x (H = 0.1 to 0.15)		1m	280.00
Restoration		cu.m.	5,200.00
Horizontal Drilling - 1/2" Ø		lot	1,500.00
Horizontal Drilling - 1" Ø		lot	2,500.00

Note: Prices are subject to change without prior notice



12. Reconnection of Pulled-Out Meter

Concessionaires may request the office for the reconnection of a pulled-out meter provided that the concessionaires will pay all the outstanding or unpaid water bills and the reconnection fee, which amounts to PHP 600.00.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request reconnection at the public assistance and complaints desk.	1. Assess unpaid bills, prepare and issue the order of payment	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Pay the of water bills and other additional charges at the cashier	2.1 Check and verify the order of payment.	Amount of water bill + Reconnection Fee: PHP 600.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)	* <i>Additional PHP 500.00 to inactive accounts for more than 6 months with unpaid customer deposit</i>	1 Minute	<i>Cashier</i> Commercial Division



3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	3. Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
4. Wait for the schedule of meter installation at the site	4. Install the meter	None	2 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Amount of water bill + Reconnection Fee: PHP 600.00 + Ball valve (if needed)	2 Working Days, 6 Minutes	



13. Reconnection of Temporary Disconnection

Concessionaires may request the office for the reconnection of disconnected service lines provided that the concessionaires will pay all the outstanding or unpaid water bills and the reconnection fee, which amounts to PHP 120.00.

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 active connections			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request reconnection at the public assistance and complaints desk.	1. Assess unpaid bills, prepare and issue the order of payment	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Pay the water bills and other additional charges at the cashier	2.1 Check and verify the order of payment.	Amount of water bill + Reconnection Fee: Php120.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Collector's Official Receipt (COR)	* PHP 120.00 - <i>within six (6) months of temporary disconnection</i> *PHP 600.00 - <i>more than six (6) months of temporary disconnection</i>	1 Minute	<i>Cashier</i> Commercial Division



3. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	3. Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
4. Wait for the schedule of meter reconnection at the site	4. Reconnect the meter	None	1 Day	<i>Maintenance Team Engineering Division</i>
Total		Amount of water bill + Reconnection Fee: PHP 120.00	1 Day, 6 Minutes	



14. Relocation of Water Meter

Concessionaires may request meter relocation from the office, and if the meter needs to be moved or the tapping on the meter needs to be altered, they must pay a cost of PHP 600.00. Relocating the meter for rehabilitation purposes or for a minor relocation is free, while the cost of the materials will be covered by the 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:	All Concessionaires of Nor-WD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request meter relocation at the public assistance and complaints desk.	1.1 Conduct initial interview to gather information and details on why meter relocation is needed	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for the schedule of inspection at the site	2. Conduct inspection and relay the result to the concessionaire	None	1 Day	<i>Maintenance Team</i> Engineering Division



3. Pay the amount of relocation fee (if it needs to transfer or change the tapping of the meter) at the cashier	3. Accept payment and issue Collector's Official Receipt (COR)	Relocation Fee – PHP 600.00 <i>* There is no fee if the relocation is under rehabilitation.</i>	1 Minute	<i>Cashier Commercial Division</i>
4. Wait for schedule of meter relocation at the site	4. Relocate the water meter	None	5 Days	<i>Maintenance Team Engineering Division</i>
Total		Relocation Fee – PHP 600.00	6 Days, 4 Minutes	



15. Replacement of Damaged Meter

Concessionaires may request the office for the replacement of damage meter due to unnecessary circumstances

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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report damage meter at the public assistance and complaints desk.	1.1 Ask for the blotter report <i>* The second time the meter is stolen, the concessionaire will have to pay the amount of the meter.</i>	None PHP 1,920.00 <i>(Price of meter is subject to change without prior notice)</i>	2 Minutes	<i>Customer Service Commercial Division</i>
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
2. Wait for the schedule of meter replacement at the site	2.1 Replace the damage meter	None	2 Days	<i>Maintenance Team Engineering Division</i>
	2.2 Update the new meter number in customer profile	None	1 Minute	<i>Billing Clerk Commercial Division</i>



Total	None	2 Days, 4 Minutes	
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16. Replacement of Lost Meter

Concessionaires may request the office for the replacement of lost meter due to unnecessary circumstances

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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report lost meter at the public assistance and complaints desk.	1.1 Ask for the blotter report	None	2 Minutes	<i>Customer Service</i> Commercial Division
	* <i>The second time the meter is damage, the concessionaire will have to pay the amount of the meter.</i> 1.2 Prepare a service request	PHP 1,920.00 <i>(Price of meter is subject to change without prior notice)</i>	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for schedule of meter installation at the site	2.1 Install new meter	None	2 Days	<i>Maintenance Team</i> Engineering Division
	2.2 Update the new meter number in customer profile	None	1 Minute	<i>Billing Clerk</i> Commercial Division



Total	None	2 Days, 4 Minutes	
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17. Request for Waiver

New service applicants who wish to avail the services of another local water district whose water services are closer to their place of residence may request a waiver from the office.

Office or Division:	Commercial Division – Norzagaray Water District	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity	
Who may avail:	All Concessionaires of Nor-WD	
Checklist of Requirements	Where To Secure	
Proof of Identification (Previous and Present Owner) (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Barangay Hall, Philsys	
Proof of Ownership from any of the following:		
A. For private lot Land Title (1 photocopy)	Register of Deeds	
B. For private lot with pending application for Title Tax Declaration (1 photocopy)	Assessor's Office - Municipal Hall	
Duly notarized Deed of Sale (1 photocopy)	Notary Public	
Contract to Sell	Land owner	
Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property	Developer	
Entry Pass	National Housing Authority (NHA)	
C. For Corporation or Business Establishment (any of the following)		
Land title (1 photocopy)	Register of Deeds	
Notarized leased contract (if rented) (1 photocopy)	Land owner	



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request waiver at the public assistance and complaints desk.	1.1 Conduct initial interview to gather information and details on why waiver is needed	None	3 Minutes	<i>Customer Service Commercial Division</i>
	1.2 Prepare a maintenance order	None	1 Minute	<i>Customer Service Commercial Division</i>
2. Wait for schedule of inspection at the site	2. Conduct inspection	None	2 Days	<i>Maintenance Team Engineering Division</i>
3. Pay the amount of waiver fee at the cashier	3.1 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service Commercial Division</i>
	3.2 Accept payment and issue Collector's Official Receipt (COR)	Waiver Fee - PHP 360.00	1 Minute	<i>Cashier Commercial Division</i>
4. Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	4.1 Prepare waiver	None	2 Minutes	<i>Customer Service Commercial Division</i>
	4.2 Forward waiver to division manager for signature	None	1 Minute	<i>Division Manager Commercial Division</i>



5.Acknowledge the waiver and signed the receiving copy	5. Received the signed waiver and file	None	1 Minute	
Total		Waiver Fee - PHP 360.00	2 Working 10 Minutes	



18. 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, the district implemented a 5% discount on their water bills provided that the accounts are registered in the senior citizen concessionaire and their household consumes not more than 30 cubic meters of water in a month. Senior Citizen discount is renewable yearly.

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:	Senior citizen concessionaires (at least 1 year of being concessionaire)			
Checklist of Requirements		Where To Secure		
<u>Principal</u>				
Senior Citizen ID (1 photocopy)		Office for Senior Citizens Affairs (OSCA) - Municipal Hall		
<u>Representative</u>				
Senior Citizen ID (1 photocopy)		Office for Senior Citizens Affairs (OSCA) - Municipal Hall		
Printed picture of senior citizen holding a latest calendar/newspaper (1 original copy)		Senior Citizen Concessionaire		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for senior citizen discount form at the public assistance and complaints desk.	1. Prepare senior citizen discount form and ask for the photocopy of senior citizen ID and other documents	None	1 Minute	<i>Customer Service</i> Commercial Division



2. Fill out the form and present photocopy of senior citizen ID	2.1 Received and review the application form and the authenticity of the requirements	None	1 Minute	Customer Service Commercial Division
	2.2 Discuss the condition for the availment of senior citizen discount	None	2 Minutes	Customer Service Commercial Division
	2.3 Update the accounts name in the database upon approval <i>* The senior citizen discount will reflect on the next bill and it will be automatically deducted on their water bill</i>	None	1 Minute	
Total		None	5 Minutes	



19. Temporary Disconnection

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

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 active connections			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the water bill receipt at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason and assess any unpaid bills.	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service</i> Commercial Division
	1.3 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of water bill (balance or closing bill) at the cashier.	2. Accept payment and issue Collector's Official Receipt (COR)	Balance/ Closing Bill	1 Minute	<i>Cashier</i> Commercial Division



3. Wait for the schedule of meter disconnection at the site.	3.1 Disconnect the service connection.	None	1 Day	<i>Disconnection Team</i> Commercial Division
	3.2 Change the account status in the customer profile.	None	1 Minute	<i>Billing Clerk</i> Commercial Division
Total		None	1 Day, 6 Minutes	



21. Water Bill Payment

Every month after reading, the concessionaires will receive the Statement of Account (SOA). The water bill shall be payable on or before the grace period indicated in the bill. The district will charge a 10% penalty for unpaid water bills after the scheduled grace period.

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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the Statement of Account (SOA) or old COR at the cashier.	1. Received the required document and verified it on the computer.	None	1 Minute	<i>Cashier</i> Commercial Division
2. Pay the amount of water bill at the cashier. <i>* Make sure to secure an official receipt that will be issued upon payment.</i>	2. Accept payment and issue Collector's Official Receipt (COR)	As reflected on water bill	1 Minute	<i>Cashier</i> Commercial Division
Total		As reflected on water bill	2 Minutes	



TABLE F: WATER RATES

CONNECTION TYPE	RATE CODE	MINIMUM CHARGES	COMMODITY CHARGES				
			11 to 20 cu.m	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 and up cu.m
Residential 1/2"	12	245.00	25.30	27.10	29.50	32.45	35.75
Residential 3/4"	13	392.00	25.30	27.10	29.50	32.45	35.75
Residential 1"	14	784.00	25.30	27.10	29.50	32.45	35.75
Residential 2"	17	4,900.00	25.30	27.10	29.50	32.45	35.75
Government 1/2"	22	245.00	25.30	27.10	29.50	32.45	35.75
Government 1"	24	784.00	25.30	27.10	29.50	32.45	35.75
Commercial/Industrial 1/2"	32	490.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 1"	34	1,568.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 2"	37	9,800.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 3"	38	17,640.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 4"	39	35,280.00	50.60	54.20	59.00	64.90	71.50
Commercial A 1/2"	42	428.75	44.25	47.40	51.60	56.75	62.55
Commercial A 1"	44	1,372.00	44.25	47.40	51.60	56.75	62.55
Commercial B 1/2"	52	367.50	37.95	40.65	44.25	48.65	53.60
Commercial B 1"	54	1,176.00	37.95	40.65	44.25	48.65	53.60
Commercial C 1/2"	62	306.25	31.60	33.85	36.85	40.55	44.65
Commercial C 1"	64	980.00	31.60	33.85	36.85	40.55	44.65
Bulk Sales 3"	78	735.00	75.90	81.30	88.50	97.35	107.25
Residential B 1/2"	82	5.00	25.30	27.10	29.50	32.45	35.75



22. Water Interruption/Low Pressure/Supply

If a concessionaire experiences a water interruption or a sudden drop in pressure or supply, they may request that the office inspect or check their water meter and service line.

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		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report water interruptions or low pressure at the public assistance and complaints desk.	1.1 Inquire with the concessionaire about the exact location, when the interruption occurred, and if the neighbors are also affected, and get the contact number.	None	2 Minutes	<i>Customer Service Commercial Division</i>
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
2. Wait for the schedule for checking at the site.	2.1 Check or inspect the site if there is leakage, clogged pipe lines, if valves are open, or if there is low pressure given by the plant.	None	A. Normal Case - 1 Day (service line issues or leakages) B. Major Case - 5 Days (due to	<i>Maintenance Team Engineering Division</i>



			unforeseen leakages usually mainline)	
	2.2 Call the complainant, ask for the condition of their complaints, and inform them of our action.	None	3 Minutes	<i>Maintenance Team Engineering Division</i>
			A. Normal Case - 1 Day, 6 Minutes (service line issues or leakages)	
			B. Major Case - 5 Days, 6 Minutes (due to unforeseen leakages usually mainline)	
		Total	None	



Admin and Finance Division

Internal Services



1. Application for Leave

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

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Accomplished Leave Form (3 copies)		Admin/Finance Division		
Medical Certificate for Sick leave incurred for 5 days or more		Hospital and Clinic		
<u>For Maternity Leave Application</u>				
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		
<u>For Paternity Leave Application</u>				
PSA/NSO Authenticated Marriage Certificate		PSA or NSO		
Birth Certificate of Newly born child		Hospital and Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the leave form and submit to immediate superior, including the supporting documents.	1. Receive and approve the fully accomplished leave form	None	2 Minutes	<i>Division Manager/OIC</i> Admin/Finance Division



<p><i>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.</i></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>2.2 Endorse to final second level signatory for approval</p> <p>2.3 Retrieve the leave form from the Office of the General Manager</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>HRM Officer/ Admin. Assistant Admin/Finance Division</i></p> <p><i>General Manager Office of the General Manager</i></p> <p><i>HRM Officer/ Admin. Assistant Admin/Finance Division</i></p>



3. Receive the copy of approved/ disapproved leave application	3. Record and properly file the approved leave application	None	2 Minutes	<i>Employee, HRM Officer/ Admin. Assistant Admin/Finance Division</i>
Total		None	11 Minutes	



2. Communication

Effective and prompt handling of incoming and outgoing communication.

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All NorWD Employees and Job Orders/Contractual		
Checklist of Requirements		Where To Secure		
Letters		Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Transmit documents or letters to the agency	1.1 Receive documents and sort documents and whether for office or for employees' mail	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.2 Open documents intended for office only. Stamp the documents "received" indicated the date and time of receipt	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.3 Log/record received incoming documents in the incoming log sheet	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division



	<p>1.4 Forward received documents to the General Manager and to the respective recipients immediately</p> <p>1.5 File a copy or original received documents</p>	<p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 Minute</p>	<p><i>Document Control Officer</i> Admin/Finance Division</p> <p><i>Document Control Officer</i> Admin/Finance Division</p>
<p>2. Forward documents to Document Control Officer for recording</p>	<p>2.1 Retain/file a copy of outgoing documents including supporting documents</p> <p>2.2 Documents will be forwarded to the person-in-charge for mailing or transmittal</p>	<p>None</p> <p>None</p>	<p>2 Minutes</p> <p>3 Minutes</p>	<p><i>Employee/ Document Control Officer</i> Admin/Finance Division</p> <p><i>Document Control Officer</i> Admin/Finance Division</p>
	Total	None	10 Minutes	



3. Leave Balance Inquiry

For the processing of inquiries regarding leave balances of Norzagaray Water District's Employees

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All NorWD Employees		
Checklist of Requirements		Where To Secure		
Employee Number and Password to Access NorWD HR Portal		Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. (a) Verbal request of leave balance inquiry at HR Personnel (b) Scanning of QR Code or visit NorWD HR Portal (https://www.norwd.gov.ph/hr)	1.1 (a) Checking of monitoring and informing the employee regarding his/her update leave balance (b) Ask for employee's account for access	None	3 Minutes	<i>HR Section Admin/Finance Division</i>
2. (b) Provide and fill out Employee number and password	2. (b) Access to employee's record on updated total leave balance	None	2 Minutes	<i>HR Section Admin/Finance Division</i>
Total		None	5 Minutes	



4. Liquidation of Cash Advance

It shall be liquidated by the accountable officer within a specified period.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All NorWD Employees and Job Orders/Contractual			
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Liquidation of Cash Advance	1.1 Forward Official Receipt and other documents to the person in charge	None	2 Minutes	<i>Disbursing Officer</i>
	1.2 Preparation of Official Receipt for returned money	None	2 Minutes	<i>Disbursing Officer</i>
	1.3 Receive complete documents/OR from Disbursing Officer	None	5 Minutes	<i>Finance Division</i>
	1.4 Checking and evaluation of submitted documents from Disbursing Officer	None	2 Minutes	<i>Finance Division</i>
Total		None	11 Minutes	



5. Payroll

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

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All NorWD Employees and Job Orders/Contractual			
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	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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	10 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	10 Minutes	<i>HRM Officer</i> Admin/Finance Division



	1.4 Preparation and checking of Payroll Summary	None	6 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	3 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	3 Minutes	<i>Admin Assistant</i> Admin/Finance Division
	1.7 Forward to cashier for the issuance of check	None	3 Minutes	<i>Admin Assistant</i> Admin/Finance Division <i>Cashier</i> Admin/Finance Division
	1.8 Encashment of check thru Bank (LBP Sta. Maria Branch)	None	4 Hours	<i>Cashier</i> Admin/Finance Division
	1.9 Prepare encashed payroll per employee and distribute	None	45 Minutes	<i>Cashier</i> Admin/Finance Division
	Total	None	6 Hours, 30 Minutes	



6. Petty Cash Reimbursement/Refund

For processing of petty cash reimbursement and refund.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractual			
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	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Employee's reimbursement 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 value of Php300 or less, a Certification of	1. Receiving of PCV/RER and checking and validation of supporting documents	None	5 Minutes	<i>Requesting Unit/ Purchaser</i> Admin/Finance Division



<p>Expenses Not Requiring Receipt will suffice as replacement for Official/ Collection Receipt.</p> <p><i>Note: For purchases with value of Php300 or less, a Certification of Expenses Not Requiring Receipt will suffice as replacement for Official/ Collection Receipt (FOR Rephrasing, include signed forms by Imm.Sup.)</i></p>				
<p>2. Requesting employee to receive the amount and sign in the acknowledgment portion of the Petty Cash Voucher Form</p>	<p>2. Release of requested amount stated in RER/PCV</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Requesting Personnel</i></p>
<p style="text-align: right;">Total</p>		<p>None</p>	<p>7 Minutes</p>	



7. Procurement of Goods and Services (Amounting to Php 1 - Php 49,999)

For the procurement of goods and services amounting to Php 1 to Php 49,999.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser Admin/Finance Division</i>
	1.2 Request for at least three (3) quotations	None	4 Hours	<i>Purchaser Admin/Finance Division</i>
	1.3 Forward documents to BAC for the release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.4 Forward BAC Resolution with documents to Purchaser for the preparation of Purchase Order	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.5 Forward Purchase Order to supplier to process order and deliver goods/services	None	30 Minutes	<i>Purchaser/ Supplier/Storekeeper</i>



2. Receiving of goods/services	2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse	None	1 Hour	<i>End User/ Storekeeper Admin/Finance Division</i>
Total		None	7 Hours, 32 Minutes	



8. Procurement of Goods and Services (Amounting to Php 50,000 - Php 999,999)

For the procurement of goods and services amounting to Php 50,000 - Php 999,999.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser</i> Admin/Finance Division
	1.2 Seek confirmation and approval of Board of Directors	None	1 Day	<i>End User/ Purchaser</i> Admin/Finance Division
	1.3 Posting and publishing in PhilGEPS	None	1 Day	<i>End User/ Purchaser</i> Admin/Finance Division
	1.4 Request for at least three (3) quotations/proposals thru PhilGEPS	None	7 Days	<i>Purchaser</i> Admin/Finance Division
	1.5 Forward documents to BAC for the release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser</i> Admin/Finance Division



	<p>1.6 Forward BAC Resolution with documents to Purchaser for the preparation of Purchase Order</p> <p>1.7 Forward PO to supplier to process order and deliver goods/services</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>30 Minutes</p>	<p><i>BAC/ Purchaser Admin/Finance Division</i></p> <p><i>Purchaser/ Supplier/ Storekeeper</i></p>
<p>2. Receiving of goods/services</p>	<p>2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse</p>	<p>None</p>	<p>1 Hour</p>	<p><i>End User/ Storekeeper Admin/Finance Division</i></p>
<p>Total</p>		<p>None</p>	<p>9 Days, 3 Hours, 32 Minutes</p>	



9. Procurement of Goods and Services (Amounting to Php 1,000,000 and above)

For the procurement of goods and services amounting to Php 1,000,000 and above.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser Admin/Finance Division</i>
	1.2 Seek confirmation and approval of Board of Directors	None	1 Day	<i>End User/ Purchaser Admin/Finance Division</i>
	1.3 Posting and publishing in PhilGEPS and waiting period for the prospective bidders	None	13 Days	<i>End User/ Purchaser Admin/Finance Division</i>
	1.4 Pre-Bid Conference	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.5 Posting of additional documents or addendum in PhilGEPS and waiting schedule of opening of bids	None	7 Days	<i>Purchaser Admin/Finance Division</i>



	1.6 Opening of Bids and selection of Lowest Calculated Bidder	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.7 Post-Qualification Evaluation of the Lowest Calculated Bidder	None	7 Days	<i>Purchaser Admin/Finance Division</i>
	1.8 Preparation of BAC and TWG post-qualification report	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.9 Preparation and release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.10 Forward BAC Resolution with documents to BOD for the approval of Award of Contract	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.11 Issuance of Notice of Award and receiving of Performance Bond of LCRB	None	11 Days	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.12 Completion of contract, for signing and for notarize	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.13 Issuance of Notice to Proceed and preparation of Purchase Order	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>



2. Receiving of goods/services	2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse	None	30 Days	<i>End User/ Storekeeper Admin/Finance Division</i>
Total		None	75 days, 1 Hour, 2 Minutes	



10. Request for Certificate of Employment and Service Records

For the processing of request of Certificate of Employment and Service Records of Norzagaray Water District's Employees

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Letter of Request		Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Letter of Request	1.1 Received the Letter and review the employee's data	None	3 Minutes	<i>HR Section</i> Admin/Finance Division
	1.2 Prepare and print the Certificate of Employment/ Service Record	None	1 Day	<i>HR Section</i> Admin/Finance Division
2. Received the requested COE/Service Record	2. Endorse the COE/Service Records to requesting employee	None	10 Minutes	<i>HR Section</i> Admin/Finance Division
Total		None	1 Day, 12 Minutes	



Feedback and Complaints Mechanism

<p>How to send a feedback?</p>	<p>For walk-in customers: Accomplished our Feedback Form provided in front of the cashier or at Public Assistance and Complaint Desk Email: norzagaray_wd@yahoo.com</p> <p>Telephone: (044) 913-9210 ; (044) 815-3964</p> <p>Customer Service Hotline: Globe - 09175599260 Smart - 09989667416</p>
<p>How feedbacks are processed?</p>	<p>We assure that your feedback will be taken with utmost confidentiality for the purpose of improving our services.</p>
<p>How to file a complaint?</p>	<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>
<p>How complaints are processed?</p>	<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 addressed, the Commercial/Engineering Division shall give feedback to the concessionaire via telephone or email.</p>



<p>Contact information of ARTA, PCC, CCB</p>	<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>
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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 Division	1639 P. Dela Merced St., Poblacion, Norzagaray, Bulacan	044 815-3964
Engineering Office	Villarama Highway, Norzagaray Bulacan	0908-814-7984
NORWD NHV Sub Office	Phase 7 North Hills Village, Brgy. Tigbe, Norzagaray, Bulacan	0917-559-9457
NORWD FVR Sub Office	Phase 1 Friendship Village Resources, Norzagaray Bulacan	0919-67-8028