





# **NORZAGARAY WATER DISTRICT**

## **CITIZEN'S CHARTER**

2023 (4th 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	All household owners within the service area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter Reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for 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><b>2.3</b> 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	Billing Clerk Commercial Division
<b>Total</b>		<b>None</b>	<b>1 Day, 8 Minutes</b>	

**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"> <li>- Business establishment directly using water as their major input in their day-to-day business operation such as:</li> <li>- Rest House, resort and boarding houses</li> <li>- Hotel, lodges and like</li> <li>- Hospitals, whether private or public</li> <li>-</li> <li>- Cafeterias managed by cooperatives, corporation, etc.</li> <li>- Beer houses, bars, night clubs and disco pads</li> <li>- CHB and concrete products manufacturers</li> <li>- Bus stations and/or terminals</li> <li>- Confectioneries and bakeries</li> <li>-</li> <li>- Billiard halls and other games and entertainment places</li> <li>- Ice plant, ice cream parlors or manufacturers</li> <li>- Restaurants, carenderias and other selling foods</li> <li>- Gasoline stations</li> <li>- Private Schools</li> <li>- Theaters</li> </ul>



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

*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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	All household owners within the service area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities	
	<b>Checklist of Requirements</b>	<b>Where To Secure</b>
	Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)	Meter reader/Cashier - Commercial Division
	Government Issued Identification Card (Previous and Present Owner) (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys
	Proof of Ownership, any of the following: <b>A.</b> Notarized Deed of Sale <b>B.</b> Death Certificate (in case of death of previous owner) (1 photocopy) Birth Certificate/Marriage Contract of immediate family member (1 photocopy) <b>C.</b> 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 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
<b>Total</b>		<b>Change Name Fee - PHP 120.00</b>	<b>7 Minutes</b>	



### 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.

<b>Office or Division:</b>	Commercial & Engineering Division – Norzagaray Water District			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All qualified NorWD and non-NorWD concessionaires within the area			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Septage Survey Form		Customer Service - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request septage survey form at the public assistance and complaints desk.	1.1 Assess the qualification of the requestor.	None	5 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)	<b>A.</b> Clean Out - PHP 300.00 - <b>Note :</b> Additional: PHP 100.00 (per additional coring of septic tank) <b>B.</b> Environmental fee - 7.34% (proposed - for approval of LWUA) of concessionaires water bill consumption (NorWD concessionaires) / PHP PHP $2,134.61 \times 1.8 = 3,842.30$ / cubic meter (Non-concessionaires)		Septage Personnel Engineering Division



		<b>C. Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas) (see table below)</b>		
	<b>Total</b>	<b>Clean Out - PHP 300.00 - Additional: PHP 100.00 (per additional coring of septic tank)</b> <b>Environmental fee - 7.34% of concessionaires water bill consumption (NonWD concessionaires) / PHP 2,134.61 × 1.8 = 3,842.30/ cubic meter (Non-concessionaires)</b> <b>Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas)</b>	<b>4 Working Days, 4 Hours, 15 Minutes</b>	

**TABLE B: MOBILIZATION FEE FOR EARLY EXTRACTION OF SEPTIC TANKS**

<b>AMOUNT</b>	<b>DISTANCE (from Villarama Office)</b>
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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All household owners within the service area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for 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
<b>Total</b>		<b>None</b>	<b>2 Days, 4 Minutes</b>	



## 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division



<p><b>2.</b> Wait for the schedule of meter checking at the site.</p>	<p><b>2.1</b> 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><b>2.2</b> 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>
<b>Total</b>		None	<b>2 Working Days, 5 Minutes</b>	





## 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request 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



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



## 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Concessionaires with complaints about leakages			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	<b>A.</b> Minor Leakage -1 Day  <b>B.</b> Major Leakage - 5 Days	<i>Maintenance Team</i> Engineering Division



<b>Total</b>	<b>None</b>	<b>A. Minor Leakage -1 Day, 3 Minutes</b>  <b>B. Major Leakage - 5 Days, 3 Minutes</b>	
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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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request 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



<b>3.</b> Return to the public assistance and complaints desk and present the Collector's Official Receipt (COR)	<b>3.</b> Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
<b>4.</b> Wait for the schedule of meter calibration	<b>4.1</b> Conduct site inspection	None	1 Working Day	<i>Maintenance Team Engineering Division</i>
	<b>4.2</b> Pull-out of the water meter	None	4 Hours	<i>Maintenance Team Engineering Division</i>
	<b>4.3</b> Proceed to the calibration of the water meter.	None	2 Hours	<i>Maintenance Team Engineering Division</i>
	<b>4.4</b> Return the water meter.  <i>* If passed - old meter will be reinstalled and no billing adjustment will be made</i>  <i>* If failed - old meter will be replaced with new meter and billing adjustment will be made</i>	None	2 Hours	<i>Maintenance Team Engineering Division</i>
<b>Total</b>		<b>Calibration Fee - PHP 350.00</b>	<b>2 Working Days, 6 Minutes</b>	



## 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government	
<b>Who may avail:</b>	All Concessionaires of Nor-WD	
	<b>Checklist of Requirements</b>	<b>Where To Secure</b>
	<b>Valid Identification</b>	
	<b><u>Principal</u></b>	
	Government Issued Identification Card (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys
	<b><u>Representative</u></b>	
	Government Issued Identification Card of the person being represented (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys
	Government Issued Identification Card of the representative (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys
	Authorization letter from the applicant/ Special Power of Attorney (SPA) (1 original copy)	Applicant being represented
	<b>Barangay Clearance</b> (1 original copy)	Barangay Hall
	<b>Proof of Ownership</b> from any of the following:	
	<b>A.</b> For private lot Land Title (1 photocopy)	Register of Deeds
	<b>B.</b> For private lot with pending application for Title	



<p>Tax Declaration (1 photocopy)</p> <p>Duly notarized Deed of Absolute Sale (1 photocopy)</p> <p>Notarized Contract to Sell (1 photocopy)</p> <p>Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property (1 photocopy)</p> <p>Entry Pass (1 photocopy)</p> <p>Proof of Residency (1 original copy)</p> <p>Memorandum of Agreement issued by Barangay (1 photocopy)</p> <p><b>C. For Corporation or Business Establishment (any of the following)</b></p> <p>Land title (1 photocopy)</p> <p>Notarized Lease contract/ Lease Agreement (if rented) (1 photocopy)</p> <p><b>D. For customers with an old/ existing account at the same location</b></p> <p>Old Statement of Account (SOA) (1 original copy)</p> <p><b>E. For customers applying from other adjacent municipality: (Sta. Maria/Angat/San Jose)</b></p> <p>Waiver from Water District (1 original copy)</p>	<p>Assessor's Office - Municipal Hall</p> <p>Notary Public</p> <p>Land owner</p> <p>Developer</p> <p>National Housing Authority (NHA)</p> <p>Barangay Hall</p> <p>Barangay Hall</p> <p>Register of Deeds</p> <p>Land owner</p> <p>Applicant</p> <p>Water District</p>
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<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inquire, fill out the application form, and submit the requirements at the public assistance and complaints desk..	1.1 Received requirements, reviewed and verify all information on the application form.	None	7 Minutes	<i>Customer Service Commercial Division</i>
	1.2 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service Commercial Division</i>
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 Commercial Division</i>
	2.2 Accept payment and issue Collector's Official Receipt (COR)		1 Minute	<i>Cashier Commercial Division</i>
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 Commercial Division</i>
	3.2 Conduct orientation/ briefing of the Rules and Regulations of the district to the applicant	None	15 Minutes	<i>Customer Service Commercial Division</i>
4. Wait for inspection at the site.	4.1 Conduct inspection	None	2 Working Days	<i>Maintenance Team Engineering Division</i>



	<p><b>4.2</b> Assess the amount of the new service connection fee.</p> <p><b>4.3</b> Review and check the application form, and sign upon approval.</p> <p><b>4.4</b> Advice to the applicant regarding the amount of the new service connection fee</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>1 Hour</p> <p>1 Hour</p>	<p><i>Billing Clerk</i> Commercial Division</p> <p><i>Division Manager</i> Commercial Division</p> <p><i>Customer Service</i> Commercial Division</p>
<p><b>5.</b> Pay the amount of meter installation fee at the cashier</p>	<p><b>5.1</b> Create account number, prepare and issue the order of payment.</p>	<p>Fixed fee for the following:</p> <p>Registration Fee - PHP 100.00</p> <p>Notarial Fee - PHP 75.00</p> <p>Tapping Fee - PHP 300</p> <p>Concrete Base - PHP 200</p>	<p>3 Minutes</p>	<p><i>Customer Service</i> Commercial Division</p>



		<p>*Price may vary for the following:</p> <p>A. Guarantee Deposit: PHP 500.00 (refundable upon termination of contract)</p> <p>B. Cost of materials (please see attached sample estimate)</p> <p>C. Boring fee - PHP 3,000- (if opposite side)</p>		
	<p><b>5.2</b> Check and verify the order of payment.</p> <p><b>5.3</b> Accept payment and issue Collector's Official Receipt (COR)</p>	<p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 Minute</p>	<p><i>Cashier</i> Commercial Division</p> <p><i>Cashier</i> Commercial Division</p>
<p><b>6.</b> Wait for the schedule of meter installation at the site.</p>	<p><b>6.</b> Install the water service connection.</p>	<p>None</p>	<p><b>A.</b> Line Side - 4 Working Days <b>B.</b> Opposite Side - 14 Working Days</p>	<p><i>Maintenance Team</i> Engineering Division</p>



<b>Total</b>	<b>Fixed Fee of PHP 1,275.00 plus Guarantee Deposit, Cost of Materials and Boring Fee (if opposite side)</b>	<b>A. Line Side - 6 Working Days, 3 Hours, 31 Minutes  B. Opposite Side - 16 Working Days, 3 Hours, 31 Minutes</b>	
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**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.	105.05	105.05
3	Brass Coupling 1"		pc.		
4	Brass Gate Valve 1"		pc.		
5	Check Valve 1/2"	1	pc.	252.27	252.27
6	Elbow 1/2"	1	pc.	34.59	34.59
7	Elbow Reducer 3/4" x 1/2"	2	pc.	51.97	103.94
8	Nipple 2" x 1/2"	2	pc.	18.06	36.12
9	Nipple 8" x 1/2"	1	pc.	55.54	55.54
10	Nipple 12" x 1/2"	1	pc.	74.98	74.98
11	Nipple 6" x 1"	1	pc.	109.04	109.04
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 8 x 1"		pc.		
17	Tee 1/2"		pc.		
18	Tee Reducer 1" x 1/2"	1	pc.	123.11	123.11
19	Teflon	4	roll	18.40	73.60
20	Water Meter 1/2"	1	pc.	1,911.12	1,911.12
	CLUSTERING FEE				595.86
	Others (Additional Fittings)				
	<b>LINE SIDE</b>				
<b>Total Material Cost</b>				<b>PHP</b>	<b>3,873.02</b>
<b>B. LABOR</b>					
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)				
<b>Total Material Cost</b>				<b>PHP</b>	<b>0.00</b>
<b>C. SUMMARY (Total of A and B Miscellaneous Charges)</b>					
1	Guarantee Deposit	500.00			<b>5,148.02</b>
2	Registration Fee	100.00			
3	Notarial Fee	75.00			
4	Inspection Fee	100.00			
5	Tapping Fee	300.00			
6	Concrete Base	200.00			
<b>Total PHP</b>		<b>1275.00</b>			
			O.R #:	2092666	
				PHP 100.00	
			Date:	2/21/2024	

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



## 10. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
None		N/A		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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



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



**TABLE E: PRICE LIST OF MATERIALS** (as of January 24, 2024)

MATERIALS	SELLING PRICE	MATERIALS	SELLING PRICE
1. Bronze Ballvalve 1/2"	397.80	35. P.E. Female Elbow 1/2" x 45°	124.03
2. Bronze Ballvalve 1"	1,006.20	36. P.E. Female Elbow 1/2" x 90°	112.91
3. Ball Valve 2" (with lockwing)	7,585.99	37. P.E. Female Elbow 1" x 45°	306.70
4. Brass Angle Valve 1/2" x 3/4"	674.44	38. P.E. Female Elbow 1" x 90°	187.27
5. Brass Coupling 1/2"	267.74	39. P.E. Male Adaptor 1/2"	105.05
6. Brass Coupling 1"	503.27	40. P.E. Male Adaptor 1"	200.82
7. Bushing Reducer 1" x 1/2" (GI)	55.91	41. P.E. Tee Adaptor 1/2"	321.58
8. Bushing Reducer 1" x 3/4" (GI)	31.08	42. P.E. Tee Adaptor 1"	495.04
9. Bushing Reducer 3/4" x 1/2" (GI)	49.97	43. P.E. Union Coupling 1/2"	212.00
10. Swing Check Valve 1/2"	252.27	44. P.E. Union Coupling 1"	347.75
11. Swing Check Valve 1"	464.15	45. Saddle Clamp 1" x 1/2" (P.E.)	143.00
12. Swing Check Valve 2"	1,231.43	46. Saddle Clamp 2" x 1/2" D.I.	214.28
13. Coupling 1/2" (GI)	36.96	47. Saddle Clamp 3" x 1/2" C.I.	493.87
14. Coupling 1" (GI)	54.86	48. Saddle Clamp 4" x 1/2" D.I.	395.49
15. Elbow 1/2" (GI)	34.59	49. Saddle Clamp 2" x 1" D.I.	335.40
16. Elbow 1" (GI)	80.02	50. Saddle Clamp 3" x 1" C.I.	301.60
17. Elbow Reducer 3/4" x 1/2" (GI)	51.97	51. Saddle Clamp 4" x 1" D.I.	574.35
18. Elbow Reducer 1" x 1/2" (GI)	59.09	52. Saddle Clamp 6" x 1"	733.60
19. Nipple 1/2" x 2"	18.06	53. Saddle Clamp 8" x 1"	1,252.47
20. Nipple 1/2" x 4"	21.71	54. Tee 1/2" (GI)	58.20
21. Nipple 1/2" x 6"	59.40	55. Tee 1" (GI)	124.64
22. Nipple 1/2" x 8"	55.54	56. Tee Reducer 1" x 1/2" (GI)	123.11
23. Nipple 1/2" x 10"	56.17	57. Teflon Tape	18.40
24. Nipple 1/2" x 12"	74.98	58. Union Patente 1/2" (GI)	104.40
25. Nipple 1" x 2"	36.14	59. Water Meter 1/2"	1,911.12
26. Nipple 1" x 6"	109.04	60. Water Meter 1"	5,255.25
27. Nipple 1" x 12"	184.22	61. STC 2" D.I.	2,242.24
28. Plug 1/2" (GI)	19.64	62. Clean Out 4"	113.74
29. Plug 3/4" (GI)	36.48	63. P.E. End Cap 1/2"	107.15
30. Plug 1" (GI)	41.81	64. Water Meter Insert 1/2"	903.50
31. PE Tube 1/2"	20.28	65. STC 6" D.I	5,127.46
32. PE Tube 1"	49.40	66. STC 8" D.I	9,810.19
33. P.E End Cap 1/2"	106.67	67. PE Pipe 2"	216.67
34. P.E. End Cap 1"	198.98		
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





## 11. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request 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



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



## 12. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Concessionaires with active connections			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request 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



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



### 13. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request 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



<b>3.</b> Pay the amount of relocation fee (if it needs to transfer or change the tapping of the meter) at the cashier	<b>3.</b> 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</i> Commercial Division
<b>4.</b> Wait for schedule of meter relocation at the site	<b>4.</b> Relocate the water meter	None	5 Days	<i>Maintenance Team</i> Engineering Division
<b>Total</b>		<b>Relocation Fee – PHP 600.00</b>	<b>6 Days, 4 Minutes</b>	



## 14. Replacement of Damaged Meter

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

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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 1,911.12 <i>(Price of meter is subject to change without prior notice)</i>	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 meter replacement at the site	2.1 Replace the damage 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
<b>Total</b>		<b>None</b>	<b>2 Days, 4 Minutes</b>	



## 15. Replacement of Lost Meter

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

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Report lost meter at the public assistance and complaints desk.	1.1 Ask for the blotter report <i>* The second time the meter is damage, the concessionaire will have to pay the amount of the meter.</i>	None  PHP 1,911.12 <i>(Price of meter is subject to change without prior notice)</i>	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 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
<b>Total</b>		<b>None</b>	<b>2 Days, 4 Minutes</b>	





## 16. 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.

<b>Office or Division:</b>		Commercial Division – Norzagaray Water District		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B – Government to Business Entity		
<b>Who may avail:</b>		All Concessionaires of Nor-WD		
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Government Issued Identification Card (1 photocopy)		LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	Customer Service Commercial Division
	1.2 Prepare a maintenance order	None	1 Minute	Customer Service Commercial Division
2. Wait for schedule of inspection at the site	2. Conduct inspection	None	2 Days	Maintenance Team Engineering Division
3. Pay the amount of waiver fee at the cashier	3.1 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
	3.2 Accept payment and issue Collector's Official Receipt (COR)	Waiver Fee - PHP 360.00	1 Minute	Cashier Commercial Division



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	<i>Customer Service Commercial Division</i>
<b>Total</b>		<b>Waiver Fee - PHP 360.00</b>	<b>2 Working 10 Minutes</b>	



## 17. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Senior citizen concessionaires (at least 1 year of being concessionaire)			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
<b><u>Principal</u></b>				
Senior Citizen ID (1 photocopy)		Office for Senior Citizens Affairs (OSCA) - Municipal Hall		
<b><u>Representative</u></b>				
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		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for 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



<b>2. Fill out the form and present photocopy of senior citizen ID</b>	<b>2.1</b> Received and review the application form and the authenticity of the requirements	None	1 Minute	<i>Customer Service Commercial Division</i>
	<b>2.2</b> Discuss the condition for the availment of senior citizen discount	None	2 Minutes	<i>Customer Service Commercial Division</i>
	<b>2.3</b> 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	<i>Billing Clerk Commercial Division</i>
<b>Total</b>		<b>None</b>	<b>5 Minutes</b>	



## 18. 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Concessionaires with active connections			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
	1.3 Prepare a service request	None	1 Minute	Customer Service 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	Cashier Commercial Division



3. Wait for the schedule of meter disconnection at the site.	3.1 Disconnect the service connection.	None	1 Working 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
<b>Total</b>		<b>None</b>	<b>1 Working Day, 6 Minutes</b>	



## 19 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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	Cashier 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	Cashier Commercial Division
<b>Total</b>		<b>As reflected on water bill</b>	<b>2 Minutes</b>	



**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





## 20. Water Interruption (No Waterflow/Low Pressure)

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.

<b>Office or Division:</b>	Commercial Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	All Concessionaires of Nor-WD			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Statement of Account (SOA)/ Collector's Official Receipt (COR) (1 original copy)		Meter reader/Cashier - Commercial Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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	<b>A. Normal Case - 1 Day</b> (service line issues or leakages)  <b>B. Major Case - 5 Days</b> (due to	<i>Maintenance Team Engineering Division</i>



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



**Admin and Finance Division**  
**Internal Services**



# 1. Application for Leave

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

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NorWD Employees			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
CSC Form No. 6 (2 copies)		Admin/Finance Division		
Medical Certificate if leave of absence is more than five (5) successive days		Hospital and Clinic		
<b><u>For Maternity Leave Application</u></b>				
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		
<b><u>For Paternity Leave Application</u></b>				
PSA/NSO Authenticated Marriage Certificate		Philippine Statistics Authority		
Birth Certificate of Newly born child		Hospital and Clinic		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out the leave form and submit to the 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 five (5) 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><b>2.</b> Submission of the accomplished leave form including the documentary requirements to the HRM Officer</p>	<p><b>2.1</b> Review completeness and authenticity of documents and certify leave balances</p> <p><b>2.2</b> Endorse to final second level signatory for approval</p> <p><b>2.3</b> 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>
<p><b>3.</b> Receive the copy of approved/disapproved leave application</p>	<p><b>3.</b> Record and properly file the approved leave application</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Employee, HRM Officer/ Admin. Assistant Admin/Finance Division</i></p>



<b>Total</b>	<b>None</b>	<b>11 Minutes</b>	
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## 2. Communication

Effective and prompt handling of incoming and outgoing communication.

<b>Office or Division:</b>		Admin and Finance Division – Norzagaray Water District		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All NorWD Employees and Job Orders/Contractual		
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Letters		Admin/Finance Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Transmit documents or letters to the agency	1.1 Receive and sort documents whether for office or for employee's mail	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.2 Open documents intended for office only. Stamp the documents "received" indicating 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
	1.4 Forward received documents to the General Manager and to the respective recipients immediately	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division



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





### 3. Leave Balance Inquiry

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

<b>Office or Division:</b>		Admin and Finance Division – Norzagaray Water District		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All NorWD Employees		
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
None		None		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Verbal request of leave balance inquiry at Human Resource Personnel	1. Check the leave balance monitoring report and inform the employee on his/her updated leave balance	None	3 Minutes	<i>HR Section</i> Admin/Finance Division
<b>Total</b>		<b>None</b>	<b>3 Minutes</b>	



#### 4. 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

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



## 5. Liquidation of Cash Advance

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

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All NorWD Employees and Job Orders/Contractual			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Purchase Request		Purchaser - Admin/Finance Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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>
<b>Total</b>		<b>None</b>	<b>11 Minutes</b>	



## 6. Payroll

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

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All NorWD Employees and Job Orders/Contractual			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Approved Daily Time Record (DTR)		Admin./Finance Division		
Signed Accomplishment Report		Admin./Finance Division		
Job Order Payroll		Different Division/Section		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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



	<b>1.4</b> Preparation and checking of Payroll Summary	None	6 Minutes	<i>HRM Officer</i> Admin/Finance Division
	<b>1.5</b> 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
	<b>1.6</b> Forward to respective signatories (Finance Officer/Specialist, Admin./Finance Division Manager, General Manager)	None	3 Minutes	<i>Admin Assistant</i> Admin/Finance Division
	<b>1.7</b> Forward to cashier for the preparation and issuance of check	None	3 Minutes	<i>Admin Assistant</i> Admin/Finance Division  <i>Cashier</i> Admin/Finance Division
	<b>1.8</b> Encashment of check thru Bank (LBP Sta. Maria Branch)	None	4 Hours	<i>Cashier</i> Admin/Finance Division
	<b>1.9</b> Prepare and distribute payroll per employee and distribute	None	45 Minutes	<i>Cashier</i> Admin/Finance Division
	<b>Total</b>	<b>None</b>	<b>6 Hours, 30 Minutes</b>	



## 7. Petty Cash Reimbursement/Refund

For processing of petty cash reimbursement and refund.

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NorWD Employees and Job Orders/Contractual			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
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		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit accomplished Petty Cash Voucher form and Official Receipt/ Collection Receipt from supplier of goods and services for small value purchases amounting to PHP 5,000.00 or less.  For Purchases with value of PHP 300.00 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



Expenses Not Requiring Receipt will suffice as replacement for Official/ Collection Receipt.				
2. Requesting employee to receive the amount and sign in the acknowledgement portion of the Petty Cash Voucher Form	2. Release of requested amount stated in RER/PCV	None	2 Minutes	<i>Requesting Personnel</i>
<b>Total</b>		<b>None</b>	<b>7 Minutes</b>	



## 8. 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.

<b>Office or Division:</b>		Admin and Finance Division – Norzagaray Water District		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government G2B – Government to Business Entity		
<b>Who may avail:</b>		All NorWD Employees		
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Purchase Request		Purchaser - Admin/Finance Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out 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/Storek eeper 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	1 Hour	<i>End User/ Storekeeper Admin/Finance Division</i>
<b>Total</b>		<b>None</b>	<b>7 Hours, 32 Minutes</b>	



## 9. 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.

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All NorWD Employees			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Purchase Request		Purchaser - Admin/Finance Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out 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><b>1.6</b> Forward BAC Resolution with documents to Purchaser for the preparation of Purchase Order</p> <p><b>1.7</b> 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>
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>
<b>Total</b>		<b>None</b>	<b>9 Days, 3 Hours, 32 Minutes</b>	



## 10. 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.

<b>Office or Division:</b>	Admin and Finance Division – Norzagaray Water District			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All NorWD Employees			
<b>Checklist of Requirements</b>		<b>Where To Secure</b>		
Purchase Request		Purchaser - Admin/Finance Division		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out 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>



	<b>1.6</b> Opening of Bids and selection of Lowest Calculated Bidder	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	<b>1.7</b> Post-Qualification Evaluation of the Lowest Calculated Bidder	None	7 Days	<i>Purchaser Admin/Finance Division</i>
	<b>1.8</b> Preparation of BAC and TWG post-qualification report	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	<b>1.9</b> Preparation and release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	<b>1.10</b> Forward BAC Resolution with documents to BOD for the approval of Award of Contract	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	<b>1.11</b> Issuance of Notice of Award and receiving of Performance Bond of LCRB	None	11 Days	<i>BAC/ Purchaser Admin/Finance Division</i>
	<b>1.12</b> Completion of contract, for signing and for notarize	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	<b>1.13</b> 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>
<b>Total</b>		<b>None</b>	<b>75 days, 1 Hour, 2 Minutes</b>	



## 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</p> <p>Email: norzagaray_wd@yahoo.com</p> <p>Telephone: (044) 240-0406</p> <p>Customer Service Hotline:          Globe: 0917-559-9260          Smart: 0998-966-7416</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);          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><b>ANTI-RED TAPE AUTHORITY (ARTA)</b> complaints@arta.gov.ph 8478 5093</p> <p><b>PRESIDENTIAL COMPLAINT CENTER (PCC)</b> pcc@malacanang.gov.ph 8888</p> <p><b>CONTACT CENTER BAYAN (CCB)</b> 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	0917-559-9260 0998-966-7416
Admin and Finance Division	Villarama Highway, Norzagaray Bulacan	(044) 240-0406
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	0919-067-8028