



ALAMINOS CITY WATER DISTRICT

Alaminos City Pangasinan

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

Presidential Decree 198 or “The Provincial Water Utilities Act of 1973” (PD 198) According to Sec. 5 of Title II of PD 198, the purpose of forming a local water district include the following:

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

II. Vision:

“By 2024, we will be the Premier Water Utility in Pangasinan that provides quality water and services in compliance with International Standards.”

III. Mission:

“To distribute best quality, sustainable and affordable water and services without compromising our natural resources.”

IV. Service Pledge:

“We commit to consistently distribute adequate, safe and potable water to our concessionaires through the provision of affordable and cost-effective services.

“We commit to comply with all statutory requirements and ensure continual improvement of all our operating processes.”

V. Core Values

ACWD ay TAPAT

A – Accountability

C - Customer Oriented

W – Worthiness

D – Dedication

T – Transparency

A – Adaptability

P – Professionalism

A – Awareness

T – Teamwork



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Commercial Services Department External Services



1. Application for New Connection for Residential

These guidelines shall apply to all customers applying for new water service for residential connection within the areas covered by the ACWD. Residential Connection is a Water Service Classification where water is for domestic sanitary use of a person, family or a group of families living in one structure, compound apartment, multi-storey building or subdivision which are clearly designed built and used only as domicile as well as charitable institution which use water for domestic use only:

Office or Division:	Commercial /Customer Accounts Division		
Classification:	Highly Technical		
Type of Transaction:	G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government		
Who may avail:	All residents of Alaminos City Land owners of Alaminos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Orientation Attendance (every Tuesdays or Thursdays)	ACWD Main Office, Poblacion Alaminos City Pangasinan		
Original & Photocopy of Land Tax Dec. (latest)	Owner's Copy / City Assessor's Office (LGU Alaminos)		
Photocopy of 1 Valid Id with picture (present original)	Land Owner / Spouse / Heirs / Applicants / Representatives		
Sketch or Drawing of location including 2 Nearest neighbors with Water Connection (Borrow 2 Water Bill Receipts)	Applicant		
Authorization Letter (in case of representative)	Land Owner / Spouse / Heirs / Applicants		
Original Building Permit (for new/ongoing construction) – if applicable	Owner's Copy / Engineering Office Copy		
Other documents Required			
<p>If Applicant is Not the declared Land Owner:</p> <ul style="list-style-type: none"> • Copy of Marriage Contract/Certificate, if the declared owner is the spouse • Notarized Deed of Absolute Sale, if Not Yet transferred (present original) • Authorization from the land owner & a copy of his/her Valid ID & Brgy. Certificate • In case the declared owner is deceased, attach a copy of Death Certificate. • Copy of Lease Contract/Rental Agreement 	<p>If Applicant is Not the declared Land Owner:</p> <ul style="list-style-type: none"> • Owner's Copy / PSA / Registrar (LGU) • Owners Copy • Land Owners / Spouse / Heirs / Applicants / Representative; Barangay Hall • Owner's Copy / PSA / Registrar (LGU) • Owner's Copy / Lessor's Copy 		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about New Connection Application and Receive a Copy of Checklist of New Water Service Connection Application	1. Respond to the query and Hand the client a Checklist for New Water Service Connection and Provide an Information about the needed requirements for New Connection. Advise the Client to Attend an Orientation which happens every Tuesdays or Thursdays, 9:00 AM at the ACWD Head Office.	None	2 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
2. Attend Orientation.	2. Conduct Orientation	None	45 Minutes	Customer Accounts Division Personnel
3. Submit required documents to Complaints Desk – Customer Service (PACD-CA) for initial assessment & verification.	3. Received the required documents and check for completeness. Assist and inform customer for any requirement lacking.	None	5 Minutes	Public Assistance and Complaints Desk Personnel/Customer Accounts Division Personnel
4. Receive and Fill Out the Application and Contract for Water Service Form	4. Issue Application & Contract for Water Service Form to be filled up by the applicant.	None	3 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
5. Submit filled-out Application and Contract for Water Service Form for encoding.	5. Advise the client to wait for the Verification/ Inspection Team to visit the actual site of the New Connection. Encode the applicant details to the Total Customer Management System (TCMS).	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
6. Wait for the Verifier to visit site for Verification and Estimation of Materials.	6. Site Verification and Estimate of Materials. Prepare Verification Report.	None	15th Day after Date of Application	Plumber/Verifier



7. Proceed to Paying Section for the full payment of the water service connection application.	7. Accept payment; 7.1 Issue Official Receipt	₱ 2,500.00 + Cost of Materials needed	3 minutes	
8. Fill-out the Feedback Form and Sign the Service Request	8. Issue a Feedback Form and have the Client sign the Service Request.	None	3 minutes	Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel
TOTAL:		₱ 2,500.00 + Cost of Materials Needed	15 Days, 6 Minutes	



2. Application for New Connection for Commercial

These guidelines shall apply to all customers applying for new water service commercial connection within the areas covered by the ACWD. Commercial Connection is a Water Service Classification where water is used by any person, establishment and institution engaged in non-domestic / economic activities.

Office or Division:	Commercial /Customer Accounts Division		
Classification:	Highly Technical		
Type of Transaction:	G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government		
Who may avail:	All residents or Land owners of Alaminos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Orientation Attendance (every Tuesdays or Thursdays)	ACWD Main Office, Poblacion Alaminos City Pangasinan		
Original & Photocopy of Land Tax Dec. (latest)	Owner's Copy / City Assessor's Office (LGU Alaminos)		
Photocopy of 1 Valid Id with picture (present original)	Land Owner / Spouse / Heirs / Applicants / Representatives		
Sketch or Drawing of location including 2 Nearest neighbors with Water Connection (Borrow 2 Water Bill Receipts)	Applicant		
Authorization Letter (in case of representative)	Land Owner / Spouse / Heirs / Applicants		
Original Building Permit (for new/ongoing construction) – if applicable	Owner's Copy / Engineering Office Copy		
Other documents Required			
<p>If Applicant is Not the declared Land Owner:</p> <ul style="list-style-type: none"> • Copy of Marriage Contract/Certificate, if the declared owner is the spouse • Notarized Deed of Absolute Sale, if Not Yet transferred (present original) • Authorization from the land owner & a copy of his/her Valid ID & Brgy. Certificate • In case the declared owner is deceased, attach a copy of Death Certificate. • Copy of Lease Contract/Rental Agreement 	<p>If Applicant is Not the declared Land Owner:</p> <ul style="list-style-type: none"> • Owner's Copy / PSA / Registrar (LGU) • Owners Copy • Land Owners / Spouse / Heirs / Applicants / Representative; Barangay Hall • Owner's Copy / PSA / Registrar (LGU) • Owner's Copy / Lessor's Copy 		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Inquire about New Connection Application and Receive a Copy of Checklist of New Water Service Connection Application	1. Respond to the query and Hand the client a Checklist for New Water Service Connection and Provide an Information about the needed requirements for New Connection. Advise the Client to Attend an Orientation which happens every Tuesdays or Thursdays, 9:00 AM at the ACWD Head Office.	None	2 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
2. Attend Orientation.	2. Conduct Orientation	None	45 Minutes	Customer Accounts Division Personnel
3. Submit required documents to Complaints Desk – Customer Service (PACD-CA) for initial assessment & verification.	3. Received the required documents and check for completeness. Assist and inform customer for any requirement lacking.	None	5 Minutes (up to 15 minutes for complicated cases)	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
4. Receive and Fill Out the Application and Contract for Water Service Form	4. Issue Application & Contract for Water Service Form to be filled up by the applicant.	None	3 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
5. Submit filled-out Application and Contract for Water Service Form for encoding.	5. Advise the client to wait for the Verification/ Inspection Team to visit the actual site of the New Connection. Encode the applicant details to the Total Customer Management System (TCMS).	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel



6. Wait for the Verifier to visit site for Verification and Estimation of Materials.	6. Site Verification and Estimate of Materials. Prepare Verification Report.	None	15th Day after Date of Application	Plumber/Verifier
7. Proceed to Paying Section for the full payment of the water service connection application.	7. Accept payment; 7.1 Issue Official Receipt	₱ 6,600.00 + Cost of Materials	3 minutes	
8. Fill-out the Feedback Form and Sign the Service Request	8. Issue a Feedback Form and have the Client sign the Service Request.	None	3 minutes	Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel
TOTAL:		₱6,600.00 + Cost of Materials	15 Days, 6 Minutes	



3. Application for Reconnection of Water Services for Residential.

These guidelines shall apply to all customers requesting for reconnection of water services within the areas covered by the ACWD. The Agency reconnects the consumer's water meter for Residential establishments upon verifying the account of consumers, calibrates the disconnected water meter, and finalizes the list of fees for payment.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen / G2B Government to Business Entity / G2G Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist for the Application of Reconnection of Water Service Connection <ul style="list-style-type: none"> • One (1) Valid ID • Water Bill receipt • Application for Reconnection Form 		<ul style="list-style-type: none"> • Owner's Copy • ACWD Teller • ACWD Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and Inquire about reconnection process. Mention the details of the Reconnection Requests: <ul style="list-style-type: none"> • Name • Address • Location of the Water Meter for Reconnection 	1. Receive inquiry on how to apply for reconnection. Takes note of the details of the disconnected account, search client's data from the system and verifies the outstanding balance, if any, and the date of disconnection.	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
2. Receive and fill out a Reconnection Form	2. Issue a Reconnection Form and advice the client to pay remaining balance and reconnection fee.	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel



<p>3. Proceeds to the Teller to Pay the remaining balance or unpaid dues plus the reconnection fee.</p>	<p>3. Accept the payment of reconnection fee and outstanding balance, if any and issue an Official Receipt for the payment of reconnection fees received and Water Bill Receipt for the outstanding balance, if any. Forward Reconnection application to the Customer Service Division for the scheduling of reconnection, verification or estimate of materials needed.</p>	<p>₱500 – Plus Outstanding balance/ Arrears, if any</p> <p>For accounts that has been disconnected for more than six (6) months: ₱2,500 – Plus Outstanding balance/ Arrears, if any</p>	<p>5 minutes</p>	<p>Utilities/Customer Service Asst./Teller</p>
<p>4. Proceed to the Customer Service Desk for the Schedule of Site Visit, Materials Estimation (if any) and Reconnection of Water Services.</p>	<p>4. Advise the client about the Schedule of Site Visit, Materials Estimation (if any) and Reconnection of Water Services.</p>	<p>None</p>	<p>2 minutes</p>	<p>Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel</p>
<p>5. Fill-out the Feedback Form and Sign the Service Request</p>	<p>5. Issue a Feedback Form and have the Client sign the Service Request.</p>	<p>None</p>	<p>3 minutes</p>	<p>Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel</p>
		<p>₱500 –Plus Outstanding balance/ Arrears, if any</p> <p>For accounts that has been disconnected for more than six (6) months: ₱2,500 – Plus Outstanding balance/ Arrears, if any</p>	<p>20 minutes</p>	



4. Application for Reconnection of Water Services for Commercial.

These guidelines shall apply to all customers requesting for reconnection of water services within the areas covered by the ACWD. The Agency reconnects the consumer's water meter for Commercial establishments upon verifying the account of consumers, calibrates the disconnected water meter, and finalizes the list of fees for payment.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen / G2B Government to Business Entity / G2G Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist for the Application of Reconnection of Water Service Connection <ul style="list-style-type: none"> • One (1) Valid ID • Water Bill receipt • Application for Reconnection Form 		<ul style="list-style-type: none"> • Owner's Copy • ACWD Teller • ACWD Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and Inquire about reconnection process. Mention the details of the Reconnection Requests: <ul style="list-style-type: none"> • Name • Address • Location of the Water Meter for Reconnection 	1. Receive inquiry on how to apply for reconnection. Takes note of the details of the disconnected account, search client's data from the system and verifies the outstanding balance, if any, and the date of disconnection.	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel
2. Receive and fill out a Reconnection Form	2. Issue a Reconnection Form and advise the client to pay remaining balance and reconnection fee.	None	5 Minutes	Public Assistance and Complaints Desk Personnel /Customer Accounts Division Personnel



<p>3. Proceed to the Teller to Pay the remaining balance or unpaid dues plus the reconnection fee.</p>	<p>3. Accept the payment of reconnection fee and outstanding balance, if any and issue an Official Receipt for the payment of reconnection fees received and Water Bill Receipt for the outstanding balance, if any. Forward Reconnection application to the Customer Service Division for the scheduling of reconnection, verification or estimate of materials needed.</p>	<p>₱1,000 – Plus Outstanding balance/ Arrears, if any</p> <p>For accounts that has been disconnected for more than six (6) months: ₱6,600 – Plus Outstanding balance/ Arrears, if any</p>	<p>5 minutes</p>	<p>Utilities/Customer Service Asst./Teller</p>
<p>4. Proceed to the Customer Service Desk for the Schedule of Site Visit, Materials Estimation (if any) and Reconnection of Water Services.</p>	<p>4. Advise the client about the Schedule of Site Visit, Materials Estimation (if any) and Reconnection of Water Services.</p>	<p>None</p>	<p>2 minutes</p>	<p>Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel</p>
<p>5. Fill-out the Feedback Form and Sign the Service Request</p>	<p>5. Issue a Feedback Form and have the Client sign the Service Request.</p>	<p>None</p>	<p>3 minutes</p>	<p>Public Assistance and Complaints Desk Personnel /Customer Service Division Personnel</p>
		<p>₱1,000 –Plus Outstanding balance/ Arrears, if any</p> <p>For accounts that has been disconnected for more than six (6) months: ₱6,600 – Plus Outstanding balance/ Arrears, if any</p>	<p>20 minutes</p>	



5. Water Bill Payment

These guidelines shall apply to all customers paying for water services consumed in a month within the areas covered by the ACWD. The consumer may pay their water bill thru office tellers-Main and Pogo Office. Failure to receive a bill does not relieve the consumer of a liability. Any amount due shall be deemed a debt to the District. Non-payment of bill for one (1) month will result to disconnection of water supply services to be conducted by the authorized ACWD representative.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government			
Who may avail:	Consumer with water connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement		<ul style="list-style-type: none"> Owner's Copy/Paying Customer 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance and Complaints Desk Personnel / Commercial Services Dept. Personnel, present your Water Bill Statement, ask for a Queue Number, then proceed to the Customer's Waiting Lounge. Wait for your Queue number to be called.	1. Issue a Queue number to the Client	None	1 Minute	Public Assistance and Complaints Desk Personnel / Commercial Services Dept. Personnel
2. Once Queue Number is called, proceed to either Teller 1 for Payment.	2. Call out the queue number for payment	None	1 Minute	Public Assistance and Complaints Desk Personnel / Commercial Services Dept. Personnel
3. Hand over the Water Bill Statement to the Teller. Confirm and Pay the Water Bill as stated in the Billing Statement.	3. Receive the Water Bill Statement, pull up the Client's Account. Receive the Payment from the client and Issue a Water Bill Receipt	MIN. CHARGE + 2% FRANCHISE TAX	2 Minutes	Utilities/Customer Service Asst. / Teller
4. Fill-out the Feedback Form. Submit back the Filled out Feedback form	4. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Commercial Services Dept. Personnel
TOTAL:		MIN. CHARGE + 2% FRANCHISE TAX	7 Minutes	



6. Application for Senior Citizen Discount.

These guidelines shall apply to senior citizen customers who are requesting for Senior Citizen Discount on water services within the areas covered by the ACWD. They will need to submit an application for it to their utility provider personally, or through a representative.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Senior Citizen ID • Barangay Residency Certificate • Latest Water Bill Receipt 		<ul style="list-style-type: none"> • Office of the Senior Citizen • Barangay Hall • Applicant's proof of payment 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and Inquire on how to avail the Senior Citizen Discount	1. Receive inquiry on how to apply for the 5% Senior Citizen Discount. Advise the Client (Senior Citizen) to secure the following documents: a. Senior Citizen ID b. Barangay Residency Certificate c. Latest Water Bill Receipt	None	3 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
2.Fill-out the Application for Senior Citizen Discount Form	2.Issue an Application for Senior Citizen Discount Form	None	5 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
3.Hand-over the required documents and the filled-out Senior Citizen Discount Form	3. Receive and Verify the Completeness of the Senior Citizen Discount Request: a. Check if all required documents are present and if the Application Form is properly filled-out and signed	None	5 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel Department Manager Utilities/Customer Service Asst. (U/CSA) / Office Assistant
4.Receive an advice that the Senior Citizen Discount has been applied to the account.	4. Advise the Client (Senior Citizen) that Discount has been applied and will be reflected in the next billing.	None	2 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel



6. Fill-out the Feedback Form. Submit back the Filled out Feedback form	6. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
TOTAL:		None	18 Minutes	



7. Application for the 10% Discount on Water Bill (One-Time Availment)

These guidelines shall apply to all customers requesting for a Water Bill Discount due to unreported and undetected leaks (after the meter leakage) which resulted to high water consumption/bill. The Alaminos City water district offer a means to support customers who cannot afford their water bills.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Billing Statement 		<ul style="list-style-type: none"> Owner's/Concessionaire's copy 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and report the details where there is high water consumption and request for the availment of 10% discount: <ul style="list-style-type: none"> Account Name Address Location of the Water Meter 	1. Receives inquiry and takes note of the details of the account, search the client's file on the Billing System and verifies the outstanding balance and history of water consumption.	None	3 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
2. Receive an advice that the availment of 10% Discount due to high consumption (unreported and undetected leaks) is subject for site inspection and investigation to confirm if the high consumption is caused by after-the-meter leakage.	2. Inform the customer that the request is subject for site inspection and investigation to identify if the high consumption is caused by after-the-meter leakage. Prepares Service Request.	None	5 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
3. Advised to wait for a day or 24 hours for the identification of the cause of leak. Receives a notification (call/text or inform the client directly) about the result of the site inspection and leak investigation.	3. Conduct site inspection and investigation of the leakage to confirm the after-the-meter leakage. 3. 1 Report to the Client the result of the site inspection and leak investigation.	None	1 Day	Plumber C/Plumber Assistant Public Assistance and Complaints Desk Personnel / Customer Service Personnel



4. Receive a notification on the total adjusted billing and prepare the payment.	4. Forward the Accomplished Service Request to the Department Manager for the necessary billing adjustment.	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel Department Manager
5. Proceed to Teller. Provide the account number and pay the Adjusted Water Bill (with 10% Discount).	5. Receive the payment for the Adjusted Water Bill. Issue a Water Bill Receipt.	Adjusted Water Bill (with 10% Discount)	2 minutes	Utilities/Customer Service Asst./Teller
6. Fill-out the Feedback Form. Submit back the Filled out Feedback form	6. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
TOTAL:		None	1 Day, 16 Minutes	



8. Request for Change of Account Name

These guidelines shall apply to all customers requesting for Change of Account Name. The Agency will change the name of account owner upon request with complete requirements presented to the District.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government			
Who may avail:	Consumers with water connection			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID of New Owner and Previous Owner			Applicant's ID	
Authorization Letter/Deed of Sale			Previous Owner/Applicant's Copy	
Death Certificate (if the Account Owner is Deceased)			Applicant's Copy, PSA / Registrar (LGU)	
Water Bill Receipt			Applicant's Copy	
Barangay Certificate			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and Inquire about Change of Account Name. Secure the documents.	1. Receive inquiry on Change of Account Name. Advise the Client to secure the documents and fees.	None	3 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
2. Hand the Required documents and Prepare the Change Name Fee	2. Receive the Documents & check for the completeness	None	5 minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
3. Proceed to Teller 1 and Pay the Change Name Fee. Note: Ensure that a copy of the Official Receipt is issued.	3. Receive the Change Name Fee and Issue an Official Receipt.	₱200.00	3 Minutes	Utilities/Customer Service/Teller
4. Receive an advice that the account name has already been changed and updated.	4. Inform the Client about the Account Name change.	None	2 Minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
5. Fill-out the Feedback Form. Submit back the Filled out Feedback form	5. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Accounts Personnel
	TOTAL:	₱200.00	16 Minutes	



9. Request for Transfer of Water Meter Tapping Location.

These guidelines shall apply to all customers requesting for Transfer of Water Meter Tapping Point Location. The Agency transfer the water meter of the consumer upon request then inspect the location and checks the installed water meter lines.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Complex			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Service Request 		<ul style="list-style-type: none"> Public Assistance and Complaints Desk Customer Service 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Approach the Customer Service Desk at the ACWD Head Office and Request for Transfer of Water Meter Location or Transfer Tapping. Provide the details of the request.</p> <p>Advised that the request will be endorsed for Site Inspection and Estimation of Cost of Materials needed which normally takes 1 – 7 days</p>	<p>1. Receive inquiry on Transfer of Water Meter Location / Tapping. Takes the details of the requested transfer of location.</p> <p>Issue a Service Request and Advise the Client that his/her request is being processed and will be endorsed for Site Inspection and Estimation of Cost of Materials to be used for request.</p>	None	5 Minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
<p>2. Monitor and Observe the Site Inspection and Cost of Materials Estimation Process. Advised to Pay at the ACWD Main Office for the Transfer of Tapping/ Location Fees plus Materials to be used.</p>	<p>2. Site Inspection and Cost Materials Estimation. Advise the Client to Pay at the ACWD Main Office for the Transfer of Tapping/Location Fees plus Materials to be used.</p>	None	7 th Day after the Issuance of Service Request and 5 Minutes	Plumber / Verifier
<p>3. Pay the Transfer of Water Meter Location Tapping Fee including the Cost of Materials to be used</p>	<p>3. Receive the Payment for Transfer of Water Meter Location Tapping Fee and Cost of Materials to be used and Issue an Official Receipt.</p>	₱750.00 Plus Materials & Fittings Needed	5 Minutes	Utilities/Customer Service B or Teller



4. Fill-out the Feedback Form. Submit back the Filled out Feedback form	4. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
TOTAL:		₱750.00 Plus Materials & Fittings Needed	7 Days and 18 Minutes	



10. Transfer of Location (T-Connection or Cluster)

These guidelines shall apply to all customers requesting for Transfer of Water Meter Location, T-Connection, Cluster. The Agency transfer the water meter of the consumer upon request then inspect the location and checks the installed water meter lines.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Complex			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request		Public Assistance and Complaints Desk Customer Service (PACD-CS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Approach the Customer Service Desk at the ACWD Head Office and Request for Transfer of Water Meter Location, T-Connection, Cluster Provide the details of the request.</p> <p>Advised that the request will be endorsed for Site Inspection and Estimation of Cost of Materials needed which normally takes 1 – 7 days</p>	<p>1. Receive inquiry on Transfer of Water Meter Location, T-Connection, Cluster Takes the details of the requested transfer of location.</p> <p>Issue a Service Request and Advise the Client that his/her request is being processed and will be endorsed for Site Inspection and Estimation of Cost of Materials to be used for request.</p>	None	5 Minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
<p>2. Monitor and Observe the Site Inspection and Cost of Materials Estimation Process. Advised to Pay at the ACWD Main Office for the Transfer of Water Meter Location, T-Connection, Cluster Fees plus Materials to be used.</p>	<p>2. Site Inspection and Cost Materials Estimation. Advise the Client to Pay at the ACWD Main Office for the Transfer of T-Connection/Cluster/ Location Fees plus Materials to be used.</p>	None	7 th Day after the Issuance of Service Request and 5 Minutes	Plumber / Verifier
<p>3. Pay the Transfer of Water Meter Location, T-Connection, Cluster Fee including the Cost of Materials to be used</p>	<p>3. Receive the Payment for Transfer of Water Meter Location, T-Connection, Cluster Fee and Cost of Materials to be used and Issue an Official Receipt.</p>	₱ 350.00 Plus Materials & Fittings Needed	5 Minutes	Utilities/Customer Service B or Teller



4. Fill-out the Feedback Form. Submit back the Filled out Feedback form	4. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
TOTAL:		₱350.00 plus Cost of Materials to be used	18 Minutes	



11. Transfer of Location with Tapping

These guidelines shall apply to all customers requesting for Transfer of Water Meter Location with Tapping. The Agency transfer the water meter of the consumer upon request then inspect the location and checks the installed water meter lines.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request		Public Assistance and Complaints Desk Customer Service (PACD-CS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Customer Service Desk at the ACWD Head Office and Request for Transfer of Water Meter Location with Tapping. Provide the details of the request.	1. Receive inquiry on Transfer of Water Meter Location, with Tapping. Takes the details of the requested transfer of location. Issue a Service Request and Advise the Client that the request is being processed and endorsed for Site Inspection and Estimation of Materials needed	None	5 Minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
2. Monitor and Observe the Site Inspection and Cost of Materials Estimation Process. Advised to Pay for the Transfer of Tapping/ Location Fee plus Materials needed	2. Site Inspection and Cost Materials Estimation. Advise the Client to Pay for the Transfer of Water Meter Location with Tapping Fee plus Materials needed	None	7 th Day after the Issuance of Service Request and 5 Minutes	Plumber / Verifier
3. Pay the Fee including the Cost of Materials to be used	3. Receive the Payment and Issue an Official Receipt.	₱ 750.00 Plus Materials Needed	5 Minutes	Utilities/Customer Service B or Teller
4. Fill-out the Feedback Form. Submit back the Filled out Feedback form	4. Issue a Feedback Form. Receive the Filled out Feedback form	None	3 minutes	Public Assistance and Complaints Desk Personnel / Customer Service Personnel
	TOTAL:	₱ 750.00 Plus Materials & Fittings Needed	7 Days and 18 Minutes	



12. Report Main Line Leakages, Service Line Repair, Broken Pipelines, etc.

These guidelines shall apply to all customers who reports Main Line Leaks, Service Line Repair and Broken Pipelines. The Alaminos City Water District will repair the service line from main line up to the water meter of the consumer as reported. The repair lines after meter should be done by a private plumber known to the consumer.

Office or Division:	Commercial /Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government			
Who may avail:	Consumer with water connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Service Request 		<ul style="list-style-type: none"> Public Assistance and Complaints Desk Customer Service (PACD-CS) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Approach the Public Assistance and Complaints Desk – Customer Service (PACD-CS) at the ACWD Head Office and Report Leaks, Service Line Repair or Broken Pipelines.</p> <p>Report the Location of the Incident (Specific Address or Barangay, Nearest landmark), when did the leak happen or how long has it been leaking. Provide Contact Details.</p>	<p>1. Receive a report on Leaks, Service Line Repair or Broken Pipelines.</p> <p>Ask the Client the Location of the Incident (Specific Address or Barangay, Nearest landmark), when did the leak happen or how long has it been leaking. Name and Contact Details.</p> <p>Prepare Service Request.</p>	None	5 Minutes	Public Assistance and Complaints Desk Personnel – Customer Service Division
<p>2. Advised that the Report has been forwarded to the Construction and Maintenance Division who will act on the report.</p> <p>Advised that the repair might take 1 – 3 days.</p>	<p>2. Inform the Client that the Repair will take 1-3 days.</p> <p>Service Request will be forwarded to the Water/ Sewerage Maintenance Men - Engineering Division.</p>	None	2 Minutes	Public Assistance and Complaints Desk Personnel – Customer Service Division
<p>3. Fill-out the Feedback Form. Submit back the Filled out Feedback form</p>	<p>3. Issue a Feedback Form. Receive the Filled-out Feedback form</p>	None	3 minutes	Public Assistance and Complaints Desk Personnel – Customer Service Division
	TOTAL:	None	10 Minutes	



13. Check/Calibrate Water Meter Due to High/Zero Consumption

The Alaminos City Water District will calibrate the water meter of the consumer upon request, after checking water lines and with no possible leakage but with consumption. On zero consumption however, the agency has the right to check or calibrate the water meter of the consumer for possible replacement of such. The consumer then is advised to purchase water meter if found out to be defective.

Office or Division:		Commercial /Customer Accounts Division		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen/ G2B Government to Business Entity / G2G Government to Government		
Who may avail:		Consumer with water connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Service Request 		<ul style="list-style-type: none"> Public Assistance and Complaints Desk Customer Service (PACD-CS) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk (PACD) for verification of account. Request calibration.	1. Interview consumer (number of household members, consumption pattern, visible leakage, etc.) 1.1 Upon verification, prepare Job Order for calibration of water meter. 1.2 Forward the same to employee concern.	None	5 Minutes	Public Assistance and Complaints Desk Personnel Commercial Division
2. Wait for the employee-in-charge in the location.	2. Inspect service line/water meter for possible leakage.	None	2 Days	Water/Sewerage Maintenance Men Engineering Division
3. Turn-off all faucets connected to water meter.	3. Check water meter – if it is working although faucets connected are already closed, there is a leakage. Advise consumer to hire a private plumber to repair leakage. But if water meter is not running, there is no leakage.	None	3 Minutes	Water/Sewerage Maintenance Men Engineering Division



4. Witness calibration.	4. Calibrate water meter.	None	3 Minutes	Water/Sewerage Maintenance Men Engineering Division
5. Sign the Job Order form for acknowledgement of the service; Give feedback to the District for services rendered.	5. Prepare and submit accomplishment report together with the responded CSS form to PACD Personnel	None	5 Minutes	Water/Sewerage Maintenance Men Engineering Division
TOTAL:		None	3 Days	



Engineering Services Department EXTERNAL SERVICE



1. Request for Certificate of Potability for Preceding Months

These guidelines shall apply to all customers requesting for copy of ACWD's Certificate of Potability covering the month/s prior to the requisition date. The Alaminos City Water District maintain a Certificate of Potability to certify that the water is safe to consume.

Office or Division:	Water Resource/Production Division and Customer Accounts Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Checklist for the Request of Certificate of Potability for Preceding Months 		<ul style="list-style-type: none"> Information Desk – Head Office Lobby 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Desk at the ACWD Head Office Lobby and submit request letter for copy of Certificate of Potability.	1. Write down the name, address, and contact details of the Client in the Logbook of Request for Certificate of Potability.	None	5 Minutes	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
2. Proceed to Teller 1 or 2 for the payment of necessary fee. Secure an Official Receipt indicating the requested document upon payment, then return to Information Desk.	2. Receive the payment and issue an Official Receipt.	₱200.00	5 Minutes	Utilities/Customer Service B or Teller
3. Provide information on the concerned location and state the specific month/s requested.	3. Coordinate with the Water Resource /Production Division and relay details on concerned location and specific month/s requested.	None	5 minutes	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
TOTAL:		₱ 200.00	55 Minutes	



2. Request for Certificate of Potability for Ensuing Months

These guidelines shall apply to all customers requesting for a copy of ACWD's Certificate of Potability covering the month/s subsequent to the requisition date. The Alaminos City Water District maintain a Certificate of Potability to certify that the water is safe to consume.

Office or Division:	Water Resource/Production Division and Customer Accounts Division			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist for the Request of Certificate of Potability for Ensuing Months		Information Desk – Head Office Lobby		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Desk at the ACWD Head Office Lobby and submit request letter for copy of Certificate of Potability.	1. Write down the name, address, and contact details of the Client in the Logbook of Request for Certificate of Potability.	None	5 Minutes	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
2. Proceed to Teller 1 or 2 for the payment of necessary fee. Secure an Official Receipt indicating the requested document upon payment, then return to Information Desk.	2. Receive the payment and issue an Official Receipt.	₱200.00	5 Minutes	Utilities/Customer Service B or Teller
3. Provide information on the concerned location and state the specific month/s requested.	3. Coordinate with the Water Resource/ Production Division and relay details on concerned location and specific month/s requested.	None	5 minutes	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
4. Accept tentative schedule of issuance of requested documents.	4. Discuss tentative schedule of releasing the requested documents with the Client and inform the Client to wait for further updates thru text/call.	None	5 minutes	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
5. Wait for further instruction and/or issuance of the requested document.	5. Conduct bacteriological test and submit water samples to laboratory for testing.	None	14 Days	Senior Water Resource Facilities Operator A (SWRFO A) / Plant Electrician/Mechanic C (PEM C)



	<p>Acquire bacteriological test results and Certificate of Potability from the laboratory after 1 to 2 weeks.</p> <p>Upon receipt of results, identify water source of concerned location (particular pump house that distributes water to the location), and search for the bacteriological test results for the said pump house.</p> <p>Photocopy bacteriological test results and Certificate of Potability for the month/s requested. Forward documents to ACWD Head Office.</p>			/ Water Resource/Production Office Assistant
6. Return to ACWD Head Office and receive requested documents.	<p>6. Contact the Client thru text/call and inform the Client of the availability of the requested documents.</p> <p>Release documents to Client and instruct Client to sign under the "Received" column in the Logbook of Request for Certificate of Potability as proof of the successful transaction.</p>	None	1 day	Utilities/Customer Service Asst. (U/CSA) / Customer Accounts Office Assistant
7. Fill-out the Feedback Form. Submit back the Filled out Feedback form	7. Issue a Feedback Form. Receive the Filled out Feedback form	None	5 minutes	Utilities/Customer Service Asst. (U/CSA) / Office Assistant
	TOTAL:	₱ 200.00	15 Days, 25 Minutes	



Admin and Human Resource Department EXTERNAL SERVICES



1. APPLYING FOR JOB VACANCY AND PROMOTION

Application for work at the Alaminos City Water District is open to anyone who meet the qualifications required for the job. Job openings are posted at ACWD Main building and Pogo bulletin boards and in the ACWD website. Applications should be submitted to the HRO.

SCREENING OF APPLICANTS

Office or Division:	Admin and Human Resource Department – Human Resource Office			
Classification:	Highly Technical			
Type of Transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter				
2. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)		HRO		
3. Performance rating of the last rating period (if applicable)		Last employer		
4. Photocopy of certificates of eligibility/license		PRC, CSC, TESDA		
5. Photocopy of Transcript of Records		School last attended		
6. Other supporting documents, if any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit the application letter specifying the position applied for, together with the requirements	1. Give the logbook to the client.	None	1 Minute	Administrative Aide (HRO)
	1.1 Receive the application, record it in the logbook and forward to the HRO for pre-screening	None	1 Minute	Administrative Aide (HRO)
2. Applicant applies for the published vacancy and shall receive notification if he/she is shortlisted.	2. Review the application and notify the applicant if he/she is qualified and shortlisted.	None	10 Days	Executive Assistant/Industrial Relations Development Officer A/Clerk Processor C
	2.1 For qualified HRO will send the date of written examination/aptitude test and interview.	None		Executive Assistant/Industrial Relations Development Officer A/Clerk Processor C
3. Undergo written examination/aptitude test.	3. Coordinate with Alaminos City Water District for the test.	None	1 Day	Executive Assistant/HRMPSB Secretariat



4. Undergo Behavioral Event Interview.	4. Conduct BEI with HRMPSB 4.1 Prepares BEI Result and comparative assessment for deliberation of HRMPSB.	None	1 Day	Human Resource Merit Promotion and Selection Board(HRMPSB)
		None	1 Day	HRMPSB Secretariat
5. Applicant shall wait for the result of the deliberation and final selection.	5. HRMPSB will conduct deliberation and the Head of Agency/Appointing Authority makes the final selection of the best fit for the position. 5.1 Inform the applicant if he/she has been selected to the position.	None	1 Day	Human Resource Merit Promotion and Selection Board(HRMPSB)
		None	2 Days	HRMPSB Secretariat
6. Selected applicant shall wait for the issuance of the appointment papers.	6. HRO will prepare the appointment papers to be signed by the General Manager	None	3 Days	Executive Assistant/HRMPSB Secretariat
6.1 Newly hired employee shall receive the appointment papers and assume into office within 30 days	6.1 HRO will issue the appointment papers to newly hired employee.	None	1 Day	Executive Assistant/HRMPSB Secretariat
TOTAL	None	20 Days, 2 Minutes		



**ADMINISTRATIVE AND HUMAN RESOURCE
DEPARTMENT
INTERNAL SERVICES**



1. FILING AN APPLICATION FOR LEAVE

Permanent casual employees of the Alaminos City Water District are entitled to vacation and sick leave. Employees earn leave credits of 1.25 days for vacation and sick leave every month. Actual leaves are deducted from the accrued leave credits. Employees whose leave period goes beyond the accrued leave credits will not be entitled to pay for the excess leave. Application for vacation leave must be filed at least 5 days before the leave. For sick leave, the application must be filed immediately after an employee returns to work.

Office or Division:	Admin and Human Resource Department - Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	Officials and Employees of Alaminos City Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Human Resource Office		
2. Request for Leave Application		Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Request Slip	1. Provide a Logbook to be sign by the client and issues Request Slip	None	1 Minute	Administrative Aide (HRO Staff)
2. Fill out the Request Slip Form and then forward the form to HRO Staff. •Application for Leave(Sick or Vacation) Inclusive Dates	2. Receive, check and process filled up Request Slip Form (ACWD-FM-HRO-043)	None	1 Minute	Administrative Aide (HRO Staff)
	2.1 Download the Application for Leave form and fills out the form with the following applicant details (based on the submitted RS Form)	None	2 Minutes	
3. Receive, check, review and sign the Application for Leave form then forward the document to his/her immediate supervisor's recommending approval	3. Hand over the process of application for Leave form (ACWD-FM-HRO-002)	None	2 Minutes	Administrative Aide (HRO Staff) Immediate Supervisor
4. Submit application for Leave	4.1 Approval of Leave Application	None	1 Day	General Manager B
5. Return to HRO to claim the printed leave application	5. Released the printed leave application	None	1 Minute	Administrative Aide (HRO Staff)
	TOTAL:	None	1 Day, 7 Minutes	



2. PRINTING OF DAILY TIME RECORD (DTR)

The Human Resource Office (HRO) printout the DTR as an attachment for the processing of salary payroll. The Alaminos City Water District have this way the Daily Time Record (DTR) system using the Biometric Device to allow an effectively manage its employees by providing adequate data.

Office or Division:	Admin and Human Resource Department - Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	Officials and Employees of Alaminos City Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Use of Biometric Device for Record all time logs every morning and every afternoon	1. Printing of DTR	None	1 Minute	Administrative Aide (HRO Staff)
2. Wait and claim the printed DTR	2. Issue/release the printed DTR	None	1 Minute	Administrative Aide (HRO Staff)
3. Point Person per Department/Division check, review and sign it and to the immediate supervisor.	3. Receive and review the DTR before the deadline set for processing of payroll	None	2 Minutes	Administrative Aide (HRO Staff)
TOTAL:		None	4 Minutes	



3. REQUEST FOR CERTIFICATES & HR RECORDS

Employees of the Alaminos City Water District may request the Human Resource Office for copies of HR Records and Certifications.

Certifications:

- Certificate of Employment
- Certificate of Leave Credits
- Certificate of No-Pending Administrative Cases
- Certificate of Completion for OJTs & Immersion Students
- Other HR Certifications

HR Records:

- Service Record & Certified True Copy
- Performance Rating & Certified True Copy
- Certified True Copy of Individual Performance Commitment and Review (IPCR)
- Certified True Copy of Personal Data Sheet (PDS)
- Certified True Copy of Statement of Assets, Liabilities & Net Worth (SALN)
- Other HR Records

Office or Division:	Admin and Human Resource Department - Human Resource Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s fill out the request slip form logbook for request of record/s and submit the request form	1. Give the Request Slip Form Logbook to the client	None	1 Minute	Administrative Aide (HRO Staff)
	1.1 Receive the request slip form and forwarded to the personnel concerned	None	1 Minute	Administrative Aide (HRO Staff)
	1.2 Processing/printing of the requested record	None	10 Minutes	Executive Assistant A Immediate Supervisor Head of Agency
2. Wait for the copy of the requested personnel record	2. Issue/release the requested record	None	1 Minute	Administrative Aide (HRO Staff)
TOTAL		None	13 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Consumers are enjoined to give their suggestions to improve the services ACWD provides filling out the Customer Satisfaction Survey Form.</p> <p>Answer the Customer Satisfaction Survey form in the office lobby/PACD and put it in the feedback and complaints drop box.</p> <p>Office of the General Manager, Commercial Services Department and Admin and HR Department Contact Info.:</p> <p>Landline: (075) 654 0011 / (075) 205 8036 Text/SMS: 09088698566 / 09178564992 Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com Facebook Messenger: Alaminos City Water District</p>
<p>How feedback is processed</p>	<p>The OGM/Commercial Services Department and AHRD verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call</p> <p>For follow-ups or queries, the contact information are as follows: Landline: (075) 654 0011/(075) 205 8036 Text/SMS: 09088698566/09178564992 Facebook Messenger: Alaminos City Water District</p>
<p>How to file a complaint</p>	<p>To file a complaint against Alaminos City Water District, kindly provide the following details via the following; Electronic Mail:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints against Alaminos City Water District to these email addresses; acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com</p> <p>Text Message/SMS:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained



	<p>Send all complaints against Alaminos City Water District to these mobile numbers: Text/SMS: 09088698566/09178564992</p> <p>Social Networking Site (e.g: Facebook Messenger)</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send all complaints against Alaminos City Water District to this FB Account/Page: Alaminos City Water District Facebook Page</p> <p>For follow-ups or queries, the contact information are as follows: Landline: (075) 654 0011/(075) 205 8036 Text/SMS: 09088698566/09178564992 Facebook Messenger: Alaminos City Water District</p>
<p>How complaints are processed</p>	<p>All complaints received against the Alaminos City Water District will be processed by the Office of the General Manager (OGM) /Commercial Services Department (CSD) and Admin and Human Resources Department (AHRD).</p> <p>The OGM/CSCDAHRD browses, evaluates, and determines the complaints received on a daily basis. The OGM/CSD/AHRD shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the OGM/CSD/AHRD shall create an incident report for the Head of Agency, for appropriate action.</p> <p>The OGM/CSD/AHRD shall give the feedback to the clients via email/SMS/Facebook Messenger.</p> <p>For follow-ups or queries, the contact information are as follows: Landline: (075) 654 0011/(075) 205 8036 Text/SMS: 09088698566/09178564992 Facebook Messenger: Alaminos City Water District</p>
<p>Contact Information of ARTA:</p> <p>Contact Information of PCC</p> <p>Contact Information of CCB:</p>	<p>ARTA: 8-478-5093 complaints@arta.gov.ph or 1-ARTA (2782)</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)</p>



I. LIST OF OFFICES

Office	Address	Contact Information
Office of the Board of Directors	1 st Floor Alaminos City Water District Building Branch Office Barangay Pogo Alaminos City Pangasinan, 2404	Text/SMS: 09199127510 (SMART) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com
Office of the General Manager	2 nd Floor Alaminos City Water District Building Main Office F. Reinoso Street Poblacion Alaminos City Pangasinan, 2404	Landline: (075) 654 0011 / (075) 205 8036 Text/SMS: 09088698566 (SMART) 09178564992 (GLOBE) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com
Commercial Services Department	1 st Floor Alaminos City Water District Building Main Office F. Reinoso Street Poblacion Alaminos City Pangasinan, 2404	Landline: (075) 654 0011 / (075) 205 8036 Text/SMS: 09088698566 (SMART) 09178564992 (GLOBE) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com
Admin and Human Resource Department	1 st Floor Alaminos City Water District Building Branch Office Barangay Pogo Alaminos City Pangasinan, 2404	Text/SMS: 09199127510 (SMART) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com
Finance Services Department	1 st Floor Alaminos City Water District Building Branch Office Barangay Pogo Alaminos City Pangasinan, 2404	Text/SMS: 09199127510 (SMART) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com
Engineering & Operations Department	2 nd Floor Alaminos City Water District Building Branch Office, Barangay Pogo Alaminos City Pangasinan, 2404	Text/SMS: 09199127510 (SMART) Email Address: acwd_alaminos@yahoo.com alaminoscitywaterdistrict@gmail.com

Approved by:

ATTY. NAPOLEON F. SEGUNDERA, JR.
General Manager
Alaminos City Water District