



# **PEÑARANDA WATER DISTRICT**

## **CITIZEN'S CHARTER**

**2025(1<sup>st</sup> Edition)**



# **PEÑARANDA WATER DISTRICT**

## **CITIZEN'S CHARTER**

**2025(1<sup>st</sup> Edition)**





## **I. Mandate:**

The Peñaranda Water District is a local water district created by virtue of Resolution No. 033 dated August 1987 of the Municipal Council of Peñaranda, Nueva Ecija. On September 1987, the Certificate of Conditional Conformance No. 306 was issued by Local Water Utilities Administration to formalize the establishment of Peñaranda Water District. The operation of the local water district started on September 18, 1995 pursuant to the provisions of Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973". Its primary objective is to acquire, install, improve, provide, maintain and operate the water supply and distribution system for domestic, commercial, and industrial consumption of residents within the boundaries of the District.

## **II. Vision:**

Operate and maintain water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of Peñaranda.

## **III. Mission:**

- A. Sustain a viable, and self-supporting water utility that will provide safe & adequate water needs of the residents of the District;
  - B. Expand its areas of operation in phases so as to keep in steps with growth in demand as the community progresses;
  - C. Provide periodic training of staff and personnel in all aspects of operations to attain efficiency and morality in the service;
  - D. Adopt a government prescribed operating and accounting procedures to keep its service revenue generation to its optimum;
- and



E. Maintain at all times good public relation by dealing with the public fairly and sincerely to win their support and goodwill especially the water consumers whose patronage is indispensable.

#### **IV. Service Pledge:**

We deliver a safe and viable drinking water to our concessionaire 24 hours a day, and maintain at all-time good public relation by dealing with the public fairly and sincerely to win their support and goodwill. Our office is open to serve the public Monday to Friday from 8:00 am to 5:00 pm except holidays. (no noon break)

We serve them with utmost responsibility, integrity, loyalty and efficiency.

***“Since we are a public entity, customer satisfaction is our index of success”.***





## LIST OF SERVICES

<b>External Services (Frontline Services)</b>	<b>Page No.</b>
Application and Installation of Service Connection	6-8
Online Application and Installation of Service Connection	9-12
Office Collection	13
Online Collection	14
Reconnection	15-16
Disconnection	17
Request for Service (Complaints, etc.)	18-20
Request for Repair of Services	21-22
Request for Senior Citizen's Discount	23-24
<b>Internal Services</b>	
Payroll	26-27
Leave Application	28
Document Request	29
Travel Authority	30



## 1. Application and Installation of New Service Connection (Walk-in)

Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

About the service

This new service connection will not be installed until it is approved, and fees are paid. The cost of materials to be paid is based on 1/2" Ø water meter. First come first serve shall be established.

# PEÑARANDA WATER DISTRICT

## Frontline Services

Office or Division:	Administrative and Production Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	Anyone within the service area			
<h1>PEÑARANDA WATER DISTRICT</h1> <h2>Frontline Services</h2>				
<h3>CHECKLIST OF REQUIREMENTS</h3>		<h3>WHERE TO SECURE</h3>		
1 copy of Valid ID		National & Local Authorized Agencies/ to be provided by the client		
1 copy Proof of ownership/right to occupy lot where service is to be connected		National & Local Authorized Agencies/ to be provided by the client		
1 copy other papers as the situation warrants (barangay permits, authorization letter, SPA etc.)		Provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the requirements needed at Public Assistant and Complaints Desk	1. Verify the identity and requirements of applicants	None	20 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
2. Check and sign the application form at the Customer Service	2. Interview and orient the applicant and fill-up application form	None	10 minutes	Customer Service Assistant D/





				Administrative, Finance & Commercial Division
3. Pay the amount indicated in the order of payment at the cashier	3.1. Accept payment and issue official receipt	Inspection fee – PHP. 100.00	2 minutes	Cashier C and D/ Administrative, Finance & Commercial Division
	3.2. Conduct Onsite inspection and accomplish checklist of materials	None	3 days	Utilities Services Assistant A/ Construction, Maintenance & Production Division
	3.3. Prepare inspection report and assign account number			
	3.4. Verify application and inspection report			Division Manager C/ Construction, Maintenance & Production Division
4. Applicant receives text message that they can now pay for the corresponding service connection fee and materials	4. Sends text message to applicant that they can now visit the district and pay	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
5. Present the issued copy of checklist of materials at Customer Service	5. Prepares order of payment for service connection fee, materials to be used and horizontal boring if applicable	*Service connection fee – 1,400.00 PHP + cost of materials to be used +1,200.00 PHP for horizontal boring tapping	10 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
6. Pay all fees at the cashier	6.1. Accept payment and issue official receipt	As indicated in the order of payment	5 minutes	Cashier C and D/ Administrative, Finance & Commercial Division



7. Wait for the application to be signed	7.1 Check and sign application form	None	5 minutes	General Manager
	7.2. Assign the Job Order to the Maintenance team	None	5 minutes	Customer Service Assistant C/ Utilities Services Assistant A/ Construction, Maintenance & Production Division
8. Applicant signs Contract of application upon installed	8. Onsite Installation	None	3 working days – normal service line tapping  7 working days – horizontal boring	Sr. Water Maintenance Man A and Water Maintenance Man / Construction, Maintenance & Production Division
TOTAL		*Normal Service Line Tapping - <b>1,500.00 + actual cost of materials to be used</b>  *Horizontal boring tapping = <b>2,700.00+ cost of materials to be used</b>	Normal Service Line Tapping = <b>6 days ,1 hr. and 2 mins.</b>  Horizontal boring tapping = <b>10 days ,1 hr. and 2 mins.</b>	
END OF TRANSACTION				

- a. Cost of materials and the length of pipe will depend on the location where the water meter will be installed.  
Checklist and cost of materials will be given upon site inspection.
- b. Horizontal boring tapping method of New Service connection takes 3-7 days depending on the road structure.





## 2. Application and Installation of New Service Connection (Online)

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

### About the service

The new service connection will not be installed until it is approved, and fees are paid. The cost of materials to be paid is based on ½" Ø water meter. First come first serve shall be established.

<b>Office or Division:</b>	Administrative, Finance & Commercial/ Construction & Maintenance & Production Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	Anyone within the service area without water connection			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1 copy of Valid ID			National & Local Authorized Agencies/ to be provided by the client	
1 copy Proof of ownership/right to occupy lot where service is to be connected			National & Local Authorized Agencies/ to be provided by the client	
1 copy other papers as the situation warrants (barangay permits etc.)			Provided by the applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Peñaranda Water District website: <a href="https://www.pw.gov.ph/online-application">https://www.pw.gov.ph/online-application</a> , download and fill out the application form. Send out the filled out application form and required documents to PWD email ( <a href="mailto:pwdcustomerservice1987@gmail.com">pwdcustomerservice1987@gmail.com</a> )	1.1 Send acknowledgement e-mail to the applicant	None	10 minutes	Customer Service Assistant E & C Administrative, Finance & Commercial Division





	1.2 Verify the identity of the applicant and evaluate the requirements	None	10 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
	1.3 Notify the applicant regarding the status of application <ul style="list-style-type: none"> <li>• <i>If verified compliant, proceed to the next step</i></li> <li>• <i>If verified non-compliant, the customer service will inform the applicant the reason of noncompliance and may require to submit the documents needed</i></li> </ul>	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
2. Attends Orientation via phone call	2.1 Orientation / Discussion of the contract or the Kasunduan sa Kahilingan ng Serbisyo ng Tubig via phone call.	None	10 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
	2.2. Conduct Onsite inspection and accomplish checklist of materials	None	3 days	Utilities Services Assistant A/





	2.3. Prepare inspection report and assign account number			Construction, Maintenance & Production Division
	2.4. Verify application and inspection report			Division Manager C/ Construction, Maintenance & Production Division
3. Applicant receives text message that they can now pay for the corresponding service connection fee and materials	3. Sends text message to applicant that they can now visit the district and pay	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
4. Appearance at the office and submit the original/hard copy of the filled-up application together with the requirements sent thru e-mail	4. Receive the application form and requirements submitted	None	2 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
5. Present the issued copy of checklist of materials at Customer Service	5. Prepares order of payment for service connection fee, materials to be used and horizontal boring if applicable	Service connection fee – 1,500.00 PHP + cost of materials to be used 1,200.00 PHP for horizontal boring tapping	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
6. Pay all fees at the cashier	6. Accept payment and issue official receipt	As indicated in the order of payment	5 minutes	Cashier C and D/ Administrative, Finance & Commercial Division
7. Wait for the application to be signed	7. Check and sign application form	None	5 minutes	General Manager



8. Pay all fees at the cashier	8.1 Accept payment and issue official receipt	As indicated in the order of payment	5 minutes	Cashier C and D/ Administrative, Finance & Commercial Division
	8.2. Assign the Job Order to the Maintenance team	None	5 minutes	Utilities Services Assistant A/ Construction, Maintenance & Production Division
9. Applicant signs Contract of application upon installed	9. Onsite Installation	None	3 working days – normal service line tapping  7 working days – horizontal boring	Sr. Water Maintenance Man B and Water Maintenance Man / Construction, Maintenance & Production Division
TOTAL		*Normal Service Line Tapping – <b>Php 1,500.00 + actual cost of materials to be used</b>  *Horizontal boring tapping = <b>Php 2,700.00+ cost of materials to be used</b>	Normal Service Line Tapping = <b>6 days ,1 hr. and 2 mins.</b>  Horizontal boring tapping = <b>10 days ,1 hr. and 2 mins.</b>	
END OF TRANSACTION				

- a. Cost of materials and the length of pipe will depend on the location where the water meter will be installed.  
Checklist and cost of materials will be given upon site inspection.
- b. Horizontal boring tapping method of New Service connection takes 3-7 days depending on the road structure





### 3. Office Collection

#### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

#### About the Service

Payment of water bill should be made on or before 14<sup>th</sup> day after billing. The bill will be charged with 5% penalty after the due date. None payment after due date will result in disconnection after three (3) working days. If the Concessionaire pays Disconnection Stoppage Fee, he will be given a grace period until the day before the start of the next billing cycle to settle his account, otherwise, the service will still be disconnected.

<b>Office or Division:</b>	Administrative ,Finance & Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	Anyone within the service area with water connection			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1 copy of Water bill			Peñaranda Water District	
1 copy Promissory note duly executed (installment payment)			Peñaranda Water District	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present billing statement notice to the Cashier	1. Verify amount due (account) or refer client to Customer Service Area if necessary	Monthly billing  Disconnection Stoppage Fee – 50.00 PHP	5 minutes	Cashier D/ Administrative, Finance & Commercial Division
Total		<b>Monthly billing stated in the billing notice + *P 50.00</b>	<b>5 minutes</b>	
<b>END OF TRANSACTION</b>				

*\*If client opted to avail of the Disconnection Stoppage fee*





## 4. Online Collection

Schedule of availability of service 24 hours

### About the Service

Payment of water bill should be made on or before 14<sup>th</sup> day after billing. The bill will be charged with 5% penalty after the due date. Non-payment after due date will result in disconnection after three (3) working days. If the Concessionaire pays Disconnection Stoppage Fee, he will be given a grace period until the day before the start of the next billing cycle to settle his account, otherwise, the service will still be disconnected.

Payment on Friday, no-Working Holidays, will be posted on the next working day.

<b>Office or Division:</b>		Administrative, Finance & Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government		
<b>Who may avail:</b>		Anyone within the service area with water connection		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1 copy of Water bill		Peñaranda Water District		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client pays thru online platform (ECPay via G Cash, Pay Maya) 1.1 Log-in to mobile application 1.2 Go to Bills Payment Service and select Water Utility Services 1.3 Search and select Peñaranda Water District. 1.4 Input the required fields (Acct. No., Acct. Name and exact amount to be paid) 1.5 Click "Next "and "Confirm" if check correct	1.1 Wait for the collection report from ECpay on the following day and issue official receipt	Monthly billing  Disconnection Stoppage Fee – 50.00 PHP	2 minutes	Cashier D/ Administrative, Finance & Commercial Division
Total		Monthly billing + *Php 50.00	2 minutes	
<b>END OF TRANSACTION</b>				

\*If client opted to avail of the Disconnection Stoppage fee

\*\*payment posting will be on the next business day





## 5. Reconnection

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

### About the Service

Reconnection fee must be settled before reconnection of disconnected service connection.

### Fees and Charges:

- |  |               |
|--|---------------|
| a. Disconnected for 3 billing period                             | Php 50.00     |
| b. Disconnected for at least 4 billing periods                   | Php 100.00    |
| c. Service Connection fee if Temporary Disconnected for 3 months | Php. 1,500.00 |
| d. Service Connection fee if Disconnected for 6 months           | Php. 1,500.00 |
| e. Administrative Fine if charged with anti-pilferage law:       |               |
| First Offense – Php 2,000.00                                     |               |
| Second Offense – Php 4,000.00                                    |               |
| Third Offense – Php 6,000.00                                     |               |

<b>Office or Division:</b>		Administrative, Finance & Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government		
<b>Who may avail:</b>		All concessionaire of Peñaranda Water District with disconnected service connection		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1 copy of billing statement		Peñaranda Water District		
Order of Payment		Peñaranda Water District		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request service reconnection at Public Assistance & Complaints Desk	1. Check/verify status of concessionaire account and fill up Service Request Form	None	10 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
2. Proceed to Customer Service Desk for Order of	2.1. Prepare order of payment if verified disconnected	None	5 minutes	Customer Service Assistant D/ Administrative, Finance & Commercial Division



Payment for the amount to be paid	2.2. Verify Order of Payment		3 minutes	Division Manager C/ Administrative, Finance & Commercial Division
3. Bring Order of payment to pay to Cashier	3.1 Accept payment and issue Official Receipt	As indicated in the Order of Payment (water bill + reconnection fee)  Disconnected for 3 billing period = P 50.00  Disconnected for at least 4 billing periods= P100.00  *Service Connection Fee =1,500.00	2 minutes	Cashier C and D Administrative, Finance & Commercial Division
	3.2. Onsite reconnection	None	2 hours	Customer Service Assistant C Engineering Assistant B/ Administrative, Finance & Commercial Division
	3.3. Accomplish Maintenance Order and Action Slip	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
<b>Total</b>	<b>Disconnected for 3 billing period</b>  <b>Disconnected for at least 4 billing periods</b>  <b>*Disconnected for 6 months, Temporary Disconnected for 3 months</b>	<b>Water bill +P50.00</b> <b>Water bill +P100.00</b>  <b>Water bill +P50.00 or P100.00+1500.00</b>	<b>2 hrs. and 25 mins.</b>	
END OF TRANSACTION				





## 6. Disconnection

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

<b>Office or Division:</b>	Administrative, Finance & Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	All concessionaire of Peñaranda Water District with delinquent accounts			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
None				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client is given three (3) days to settle account or pay disconnection stoppage fee	1.1 Prepare list of accounts scheduled for disconnection	None	5 minutes	Senior Data Encoder Controller/ Administrative, Finance & Commercial Division
	1.2. Disconnect delinquent accounts, otherwise, Stoppage fee will be charged if opted not to be disconnected	None	2 hours (depending on zone size)	Customer Services Assistant C /Engineering Assistant B/ Administrative, Finance & Commercial Division
	1.3 Prepare Naputol na Serbisyo Form	None		Engineering Assistant B/ Administrative, Finance & Commercial Division
	1.4. Prepare daily disconnection report	None	5 minutes	Customer Services Assistant C /Administrative, Finance & Commercial Division
	<b>Total</b>		<b>2 hours &amp; 20 mins.</b>	
<b>END OF TRANSACTION</b>				





## 7. Request for Relocation

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

### About the service

Any concessionaire may request for the assistance of the Office regarding the service. Relocation fee and cost of materials must be paid before the transfer of service connection to another place by the water district. Schedule of relocation may take 2 – 3 working days depending on the volume of service request. First come first serve basis.

Fees and Charges:

- a. Relocation in the same premises – Relocation fee                      Php 100.00 plus cost of materials
- b. Relocation to different zone – Registration Fee                      Php 350.00 plus cost of materials

<b>Office or Division:</b>	Administrative, Finance & Commercial/ Construction & Maintenance & Production Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	All concessionaire of Peñaranda Water District			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1 copy of Valid ID			National & Local Authorized Agencies	
1 copy Proof of ownership/right to occupy lot where service is to be connected			National & Local Authorized Agencies	
1 copy Other papers as the situation warrants (barangay permits, authorization letter, SPA etc.)			Provided by the Client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform service requests to Public Assistance and Complaints Desk	1. Verifies the name of concessionaire, nature of complaint, and/or the service request	Relocation – PHP 100.00+ Cost of materials Installation PHP 350.00	10 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division





2. Sign the Service Request Form	2.1. Prepare necessary forms for the particular service request	None	10 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
	2.2. Receive the service request form and assign to responsible person	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
3. Receives the checklist of materials	3. Conduct Onsite inspection and accomplish checklist of materials	None	1 hour	Utilities Services Assistant A/ Construction, Maintenance & Production Division
	3.1. Prepare inspection report and assign account number	None	30 mins	Utilities Services Assistant A/ Construction, Maintenance & Production Division
4. Applicant receives text message that they can now pay for the corresponding service connection fee and materials	4. Sends text message to applicant that they can now visit the district and pay	None	5 minutes	Customer Service Assistant C/ Administrative, Finance & Commercial Division
5. Pay all fees at the cashier	5.1 Accept payment and issue official receipt	As indicated in the order of payment Relocation fee– PHP 100.00+ Cost of materials	5 minutes	Cashier C and D/ Administrative, Finance & Commercial Division



		Installation fee PHP 350.00		
	5.2. Assign the Job Order to the Maintenance team	None	5 minutes	Utilities Services Assistant A/Customer Services Assistant C
6. Applicant signs Maintenance Order and Action Slip	6. Onsite relocation	None	1 hour	Sr. Water Maintenance Man A and Water Maintenance Man / Construction, Maintenance & Production Division
<b>Total</b>	<b>Relocation of meter</b>	<b>P100.00 + cost of materials*</b>	<b>3 hours and 10 minutes</b>	
	<b>Installation Fee</b>	<b>P350.00</b>		
END OF TRANSACTION				

*\*Checklist of materials are given during onsite inspection*





## 8. Request for Repair of Services

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

### About the service

Any concessionaire may request for the assistance of the Office regarding the service repair. No labor fees to be collected. Client will shoulder the materials to be used. First come first serve basis.

<b>Office or Division:</b>	Administrative, Finance & Commercial/ Construction & Maintenance & Production Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	All concessionaire of Peñaranda Water District			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1 copy of Service Request			Peñaranda Water District	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform service requests to Public Assistance and Complaints Desk	1. Verifies the name of concessionaire and the nature of service request	None	5 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
2. Sign the Service Request Form	2.1. Prepare necessary forms for the particular service request	None	10 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
	2.2. Receive the service request form and assign to responsible person	None	5 minutes	Customer Service Assistant D/ Administrative, Finance & Commercial Division



	2.3. Attend the requested service, or make recommendations on action to be taken	None	2 hours (case to case basis)	Sr. Water Maintenance Man B/Water Maintenance Man B &C /Construction, Maintenance & Production Division
<b>Total</b>			<b>2 hours and 20 minutes</b>	
END OF TRANSACTION				





## 9. Request for Senior Citizen's Discount

### Monday to Friday

Schedule of availability of service 8:00 am to 5:00 pm

### About the service

To avail of five percent (5%) senior citizen discount, the Senior Citizen must be a resident of the household. Consumption should not exceed 30 cubic meters. This is granted by household regardless of the number of Senior Citizens living therein. Meter registration must be in the name of the senior citizen for a period of one (1) year. Renewable yearly.

<b>Office or Division:</b>	Administrative, Finance & Commercial/ Construction & Maintenance & Production Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	All Senior Citizen concessionaire of Peñaranda Water District			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. One (1) original copy of Proof of residence / Barangay Clearance			Barangay Hall	
2. One (1) photocopy of Senior Citizen ID			Provided by the client	
3. One (1) photocopy of Government Issued ID indicating date of birth			Provided by the client	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform service requests to Public Assistance and Complaints Desk	1. Verifies the name and account details of the concessionaire	None	5 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division





2. Sign the Application for Senior Citizen's Form	2.1. Prepare necessary forms for the particular service request	None	10 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
	2.2. Conduct orientation on availment of citizen discount.	None	5 minutes	Customer Service Assistant E/ Administrative, Finance & Commercial Division
3.Wait for customer copy of Application for senior citizen discount availment.	3. 1Recommend approval	None	3 minutes	Division Manager C Construction, Maintenance & Production Division
	3.2 Approval by the General Manager	None	5 minutes	General Manager C
	3.3 Encode to Billing & Collection System and implement the discount.	None	5 minutes	Senior Data Encoder Controller
<b>Total</b>		<b>None</b>	<b>33 minutes</b>	
END OF TRANSACTION				





# **PEÑARANDA WATER DISTRICT**

## **Internal Services**



## 1. Payroll

This service refers to the task of managing salaries by an agency to its employees.

Salaries are paid bi – monthly.

<b>Office or Division:</b>	Administrative, Finance & Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All employees of Peñaranda Water District			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Daily Time Record/ Daily Timesheet				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit DTRs to Human Resource Personnel	1.1 Review the Individual DTR, Daily Timesheet	None	30 minutes	IRMO C/ Administrative, Finance & Commercial Division
	1.2. Prepare summary of attendance	None	20 minutes	IRMO C/ Administrative, Finance & Commercial Division
	1.3. Receive Summary of attendance & verified	None	20 minutes	Division Manager C/ Administrative, Finance & Commercial Division; Production, Maintenance
	1.4 Approves and Sign the Summary of Attendance	None	5 minutes	General Manager C
	1.5 Receive the Summary of Attendance and Prepare	None	2 hours	Sr. Corporate Accounts Analyst/ Administrative,





	payroll sheet & budget utilization registry			Finance & Commercial Division
	1.6 Approve Payroll	None	5 minutes	General Manager C
	1.7 Prepare Payroll register and Disbursement Voucher	None	5 minutes	Sr. Corporate Accounts Analyst/ Administrative, Finance & Commercial Division
	1.8 Approve Disbursement Voucher	None	5 minutes	General Manager C
	1.9 Sign Automatic Debit Advice	None	3 minutes	Cashier C, General Manager C
2. Receive salary Online ( ATM -Payroll Account) and sign the payroll sheet	2.1 Auto Debiting of Salaries to employees	None	2 hours	Landbank
<b>Total</b>		<b>None</b>	<b>5 hours and 33 minutes</b>	
END OF TRANSACTION				



## 2. Leave Application

This service refers to application of vacation leave, sick leave, special leave, or other kinds of leave benefits of employees.

This service is available 24 hours daily. Must be filed online at least 5 days prior to date of leave applied.

<b>Office or Division:</b>	Administrative, Finance & Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All employees of Peñaranda Water District			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Online Filing		HRIS		
Physician's request for scheduled sick leave Medical Certificate		Physician		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Accomplish Leave application form thru HRIS ( <i>at least 5 days before the date of VL &amp; SLP; immediate filing upon return to work for SL</i> )	1.1 Accept and review the application for leave	None	5 minutes	IRMO C/ Administrative, Finance & Commercial Division
	1.2. Process leave application and recommend approval or disapproval of the leave	None	Within 2 days	Division Manager C/ Administrative, Finance & Commercial Division;
	1.3 Approves/Disapprove Leave	None	Within 3 days	General Manager C
2. Receives notification of the approval/disapproval of leave application registered email address	1.5 Sends email message to employee of the approval / disapproval of the leave application	None	5 minutes	HRIS
<b>Total</b>		<b>None</b>	<b>Within 5 days &amp; 10 minutes</b>	
<b>END OF TRANSACTION</b>				





### 3. Document Requests

This service refers to employees' request for documents such as Certificate of Employment; Certified True Copy of Service Record, SALN, ITR and other similar documents

This service is available Monday to Friday from 8:00am to 5:00 pm

<b>Office or Division:</b>		Administrative, Finance & Commercial Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All employees of Peñaranda Water District		
Checklist of Requirements		Where to Secure		
Employee Request form		HR		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplish Employee Request form and submit to HR	1.1 Accept and review the employee request form	None	2 minutes	IRMO C/ Administrative, Finance & Commercial Division
	1.2. Recommend approval	None	5 minutes	Division Manager C/ Administrative, Finance & Commercial Division
	1.3. Approval of the General Manager	None	1 hour	General Manager C
	1.4. Process / Prepare the requested Document	None	1 hour	IRMO C/ Administrative, Finance & Commercial Division
	1.5. Sign the document Requested	None	30 minutes	General Manager C
2. Receives the document requested	2.1 Issue the document requested	None	3 minutes	IRMO C/ Administrative, Finance & Commercial Division, Finance & Commercial Division
<b>Total</b>		<b>None</b>	<b>2 hours &amp; 40 minutes</b>	
<b>END OF TRANSACTION</b>				





#### 4. Authority to Travel

This service refers to employees' request to travel for official business transaction.

This service is available daily from 8:00am to 5:00 pm

<b>Office or Division:</b>	Administrative, Finance & Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All employees of Peñaranda Water District			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Travel Order Form Invitation for seminars, Convention, Meetings, and the like			HR	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Accomplish Travel Order Form and submit to HR	1.1 Accept and review Travel Order and attachments	None	5 minutes	IRMO C/ Administrative, Finance & Commercial Division
	1.2. Approve/Disapprove request	None	1 hour	General Manager C
2. Receives the approved/disapproved request	2.1 Release Authority to travel	None	5 minutes	IRMO C/ Administrative, Finance & Commercial Division, Finance & Commercial Division
<b>Total</b>		<b>None</b>	<b>1 hour &amp; 10 minutes</b>	
END OF TRANSACTION				





## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>- Write your comment/ suggestions on "Suggestion box" of the Action Report which will be given to you after every maintenance work were done and checked by our field inspector/investigation.</li> <li>- Accomplish our Feedback Form available in the office and put it in the suggestion box to be found at the waiting area of our office.</li> <li>- Talk to our Officer of the Day.</li> <li>- Or you can write/ or see in person the General Manager</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>- Sort out the accomplished feedback form if it is a compliment, complaint or a suggestion.</li> <li>- If compliment, disseminate the information to the employees to boost their morale</li> <li>- If complaint, verify if it is a valid or not valid complaint. For Valid complaints, identify the required action to be done and forward to the concerned personnel for immediate action.</li> <li>- If suggestion, the management will evaluate if the district can do the suggested action.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>- Report or write your complaint/s.</li> <li>- Accomplish our Complaint Slip available in the office.</li> <li>- Talk to our Officer of the Day.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>- Verify the name of concessionaire, and the nature of complaints.</li> <li>- Prepare necessary forms for the complaint.</li> <li>- Receive the complaint request form and assign to responsible person.</li> <li>- Attend the requested service, or make recommendation on action to be taken.</li> <li>- Or you can write to the General Manager</li> </ul>
Contact Information of CCB, PCC ARTA	<ul style="list-style-type: none"> <li>- 09088816565, 1-6565*</li> <li>- 8888</li> <li>- 0284785091</li> </ul>

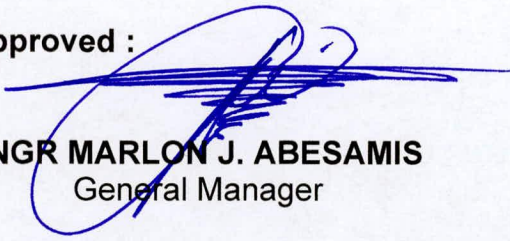


If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Customer Service Desk. You can also send feedback in case you are contented with the service we provide.

Thank you very much for helping us to improve and always be of service to you.

Office	Address	Contact Information
Peñaranda Water District	Gomez St., Poblacion II, Peñaranda, Nueva Ecija	044-940-4049; 044-6047491

Approved :

  
**ENGR MARLON J. ABESAMIS**  
General Manager





## FEEDBACK FORM

( PANANAW o PUNA )

Please let us know how we served you.

*Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran*

You may use this form for compliments, complaints, or suggestions.

*Maaaring gamitin ito para sa papuri, reklamo, o mungkahi*

Simply check the corresponding box.

*Mangyaring i-tsek lamang ang kahong naaayon.*

☐

Compliment  
(Papuri)

☐

Complaint  
(Reklamo)

☐

Suggestion  
(Mungkahi)

Person(s)/ Unit/ Office Concerned or Involved:

*(Mga) Tao/ pangkat/ tanggapan na may kinalaman sa papuri, reklamo, o mungkahi*

Facts or Details Surrounding the Incident:

*(Kaganapan o detalyeng bumabalot sa pangyayari)*

( Please use additional sheets/ if necessary )

*( Mangyaring gumamit ng karagdagang papel kung kinakailangan )*

Concerned Citizen

*( Mamamayang Nagmamalasakit )*

Name ( OPTIONAL ):

*( Pangalan )*

*( Pwedeng hindi isulat )*

Office / Agency:

*( Tanggapan/ Ahensya )*

Address:

E-mail Address ( if any )

Contact Number(s) (if any )

*(Telepono )*

Signature:

*( Lagda )*

Date:

*( Petsa )*