



Republic of the Philippines

## SILAY CITY WATER DISTRICT

Jose C. Locsin Avenue, Fortuna Subdivision, Silay City, Negros Occidental, 6116

Telephone Nos. (034) 495-5011/495-0163, Fax No. 495-4125



# Citizen's Charter

## 2023 (1<sup>st</sup> Edition)



REPUBLIC OF THE PHILIPPINES  
**SILAY CITY WATER DISTRICT**  
JOSE LOCSIN AVE., FORTUNA SUBD., BRGY. V SILAY CITY, NEG. OCC.



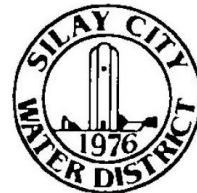
*Stalesma*  
JOSE LUIS G. LEDESMA, JR.  
General Manager



# **SILAY CITY WATER DISTRICT**

## **CITIZEN'S CHARTER**

2023 (1<sup>st</sup> Edition)



## I. Mandate:

The main mandate of Local Water Districts is to manage efficiently water resources for the effective delivery of water services to the Filipinos in rural areas. LWDs aim to provide safe, affordable and adequate water to their concessionaires in the countryside.

## II. Mission:

We pledge to provide water services to the whole city of Silay, striving to upgrade our facilities to be attuned to the future needs of the city and having the best employees to deliver excellent services to the concessionaires and the community as a whole.

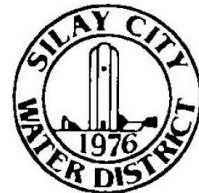
## III. Vision:

The best Water District in Negros Island contributing to the quality of life of the people of Silay by providing them safe, potable, adequate and sustainable water supply.

## IV. Service Pledge:

SERVICES	PROCESSING TIME	CCOUNTABLE STAFF	FEES
Installation of New Water Service Connection	17 days 1 hour & 51 minutes	Customer Serv. Assistant / Engineer A	Php 3,100.00
Reconnection of the disconnected Service Connection within 24hours	2 days & 9 minutes	Customer Serv. Assistant / Water Maintenance Man	None
Reconnection of the disconnected Service Connection after 24hours but not more than 60 days	2 days & 9 minutes	Customer Serv. Assistant / Water Maintenance Man	Php 100.00
Reconnection of the disconnected Service Connection after 60 days	2 days & 9 minutes	Customer Serv. Assistant / Water Maintenance Man	Php 560.00

- Our office is open from 08:00am to 05:00pm, Monday through Friday.
- You may approach the Customer Service Assistant at the Public Assistance and Complaints Desk (PACD) of the Commercial Division.
- Please pay directly to the Cashier. We do not charge any fees other than those stated above.



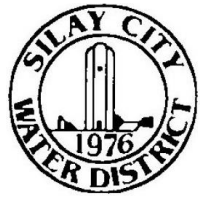
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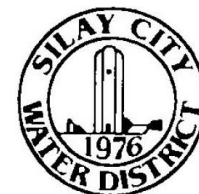
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# **Silay City Water District Office**

## **Water Utility**

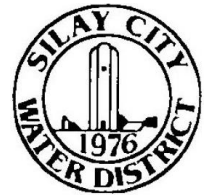
### **EXTERNAL SERVICES**



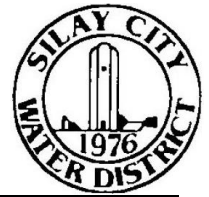
## 1. Processing of Application for New Water Service Connection

The water district is responsible for the new service connections to provide adequate and potable water to its concessionaires.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All household and establishment within the Service Area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of lot title in the name of the applicant		Seller of the Property/Register of Deeds of the applicant		
2. Special Power of Attorney for applicant other than the owner of the property		Notary Public/Law Firm		
3. 2 x 2 ID picture		Photo Shop / Photo Studio		
4. Photocopy of any Government issued identification card		GSIS,SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC		
5. Signed Water Connections Contract		Public Assistance and Complaints Desk (PACD) SICIWA Office (Commercial Division\)		
6. Conformity of lot owner in the contract if applicant is a tenant of the property		Lessor		
7. Barangay Clearance		Barangay Hall		
8. Vicinity Map		Developer of the Applicant's Property		
9. Excavation Permit (when needed)		City Hall-City Engineers Office		
10. Building Permit		City Hall-City Engineers Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer proceeds to the Public Assistance and Complaints Desk (PACD)	1.1 Gives list of requirements to clients for compliance	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
<b>After Completion of Requirements</b>				
2. Proceeds to cashier for payment of Inspection Fee at the Admin and General Services Division	2.1 Receives payment and issues Official Receipts	P110.00 (Inspection Fee)	5 Minutes	<i>Cashier/ Cashiering Assistant</i>  Admin & General

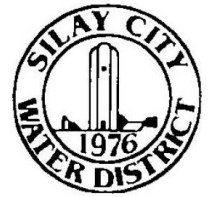


				Services Division
3. Presents Official Receipt of inspection to Customer Service Assistant (PACD)	3.1 Present request for inspection to the Operations Division	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
4. Waits for result of inspection. Make follow up of result	4.1 Receives request and schedules inspection estimate	None	5 Minutes	<i>Engineer A</i>  Operations Division
5.	5.1 Forwards to Plumber for inspection estimates	None	1 Minutes	<i>Engineer A</i>  Operations Division
6.	6.1 Conducts inspection of estimates	None	1 Day	<i>Water Maintenance Man</i>  Operations Division
7.	7.1 Forwards results to Customer Service Assistant (PACD)	None	1 Day	<i>Engineer A</i>  Operations Division
8. Receives estimates and amount to be paid from the Commercial Services Division	8.1 Informs client of the results and amount to be paid	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
9. Proceeds to Cashier for payment at the Admin & General Services Division	9.1 Receives payment and issues Official Receipts	P2990.00 (100.00-Notarial Fee and 2,890.00-Cost of Materials)	3 Minutes	<i>Cashier/ Cashiering Assistant</i>  Admin & General Services
10. Presents Official Receipts to Customer Service Assistant (PACD)	10.1 Checks Official Receipts and prepares documents of new	None	5 Minutes	<i>Customer Service Assistant</i>



	connection for signature of client			Commercial Services Division
11. Waits for Action	11.1 Forwards documents for signature of the authorized signatories and forwards documents to Operations Division	None	2 Minutes	<i>Customer Service Assistant</i> Commercial Services Division
12.	12.1 Forwards to plumber for installation of service connections	None	5 Minutes	<i>Engineer A</i> Operations Division
13. Acceptance of the Work done at the billing address where the Service Connection installed	13.1 Conducts installation of service connection	None	15 Days	<i>Water Maintenance Man</i> Operations Division
14.	14.1 Final inspection of work	None	1 hour	<i>Engineer A</i> Operations Division
15.	15.1 Files installation of application form and forwards service connections contracts	None	5 minutes	<i>Engineer A</i> Operations Division
16.	16.1 Receives service contract and forwards to legal counsel for notarization and files the office copy	None	5 minutes	<i>Customer Service Assistant</i> Commercial Services Division
<b>TOTAL</b>		<b>3,100.00 PHP</b>	<b>17 DAYS 1 HOUR &amp; 51 MINUTES</b>	

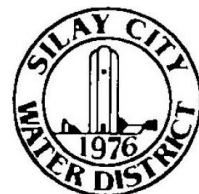




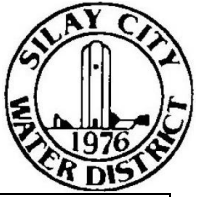
## 2. Processing of Application for Water Service Reconnection

The water district is responsible for the reconnection of service lines, disconnected due to delinquent account or through the request of the concessionaire.

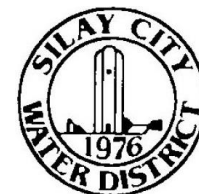
<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All concessionaires with inactive service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest water bill paid in full		SICIWA Office (Commercial Division)		
2. Copy of the OR for reconnection fee paid		SICIWA Office (Admin Division)		
3. Signed Application for Reconnection		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer proceeds to the Public Assistance and Complaints Desk (PACD)	1.1 Provides the customer with the necessary form to fill up	None	2 minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2.	2.1 Verifies the application and the account of the customer  2.2 Informs the customer to pay his/her arrears if there are any and the Reconnection Fee	None	2 minutes	<i>Customer Service Assistant</i>  Commercial Services Division
3. Proceeds to cashier for payment of the Reconnection Fee at the Admin & General Services Division	3.1 Receives payment and issues Official Receipts  -Reconnection applied within 24 hours from disconnection	None	3 minutes	<i>Cashier/ Cashiering Assistant</i>  Admin & General Services Division



	-Reconnection applied after 24 hours but not more than 60 days from disconnection	P100.00 (Re-opening Fee)		
	-Reconnection applied after 60 days from disconnection	P560.00 (110-Inspection Fee; 450.00-Re-Opening Fee)		
4. Presents Official Receipts of Reconnection Fee to Customer Service Assistant at PACD	4.1 Attaches the Official Receipts to the Reconnection Form	None	1 Minute	<i>Customer Service Assistant</i>  Commercial Services Division
5.	5.1 Conducts inspection for Reconnection applied after 2 months to determine if there are materials needed	None	1 Day	<i>Disconnection Team</i>  Operations Division
6.	6.1 Reconnects the water service connection	None	1 Day	<i>Disconnection Team</i>  Operations Division
7. Acceptance of Work Done at the billing address where the Service Connection is reconnected	7.1 Submits the reconnection document signed by Customer upon return to the office	None	1 Minute	<i>Clerk Processor</i>  Operations Division
<b>TOTAL</b>		<b>VARIABLE DEPENDING ON THE NUMBER OF DAYS</b>	<b>2 DAYS &amp; 9 MINUTES</b>	



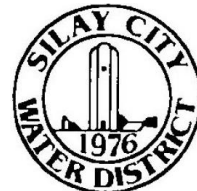
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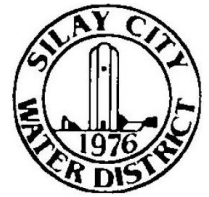
### 3. Processing of Application for Disconnection of Water Service

The water district shall undertake disconnection of service lines with delinquent account or upon the request of the concessionaire.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest water bill paid in full		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer proceeds to the Public Assistance and Complaints Desk (PACD)	1.1 Provides the Customer with the necessary form to fill up	None	2 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2.	2.1 Verifies the application and the account of the customer  2.2 Informs the Customer to pay his/her arrears if there are any	None	2 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
3. Presents Official Receipt of final bill to Customer Service Assistant at the Commercial Services Division	3.1 Attaches the Official Receipts to the Disconnection Form	None	1 Minute	<i>Customer Service Assistant</i>  Commercial Services Division
4.	4.1 Disconnects the water service connection	None	1 Day	<i>Disconnection Team</i>  Operations Division
5. Acceptance of work done at the billing address where water	5.1 Submits the disconnection document signed	None	5 Minutes	<i>Disconnection Team</i>



service is disconnected	by Customer upon return to the office			Operations Division
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY &amp; 10 MINUTES</b>	



#### 4. Processing of Action on Complaints

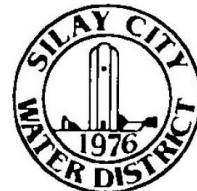
High Consumption - refers to the abrupt increase in water consumption compared to previous month readings

Leakages - refers to the water that escapes through an unintentional hole or crack in the service line or meter stand

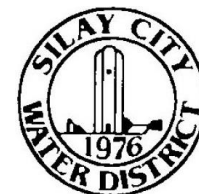
Low Pressure/No Water – refers to the decrease or absence of water that flow through the pipeline leading to the water meter of the concessionaires

Dirty Water/Bad Odor Water – refers to tainted water caused by excessive minerals and water flow disturbance which results to murkiness and/or foul odor

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	Residents of Silay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest Water Bill or Official Receipt		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer files complaints to the Public Assistance and Complaints Desk (PACD)	1.1 Interviews Customer to determine the nature of complaint	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2. Waits for Action	2.1 Prepares service request form indicating the complaint	None	1 Minute	<i>Customer Service Assistant</i>  Commercial Services Division



3.	3.1 Records complaints and forwards to Operations Division/Commercial Division Manager for the schedule of date of action	None	2 Minutes	Customer Service Assistant  Commercial Services Division
4. Acceptance of Work Done at the billing address where the complaints acted	4.1 Acts on the complaint and requests client to sign the maintenance order form after the work done	None	1 Day	Operations Division Personnel  Operations Division
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY &amp; 8 MINUTES</b>	

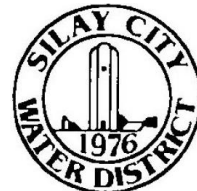


## 5. Processing of Transfer of Service Connection

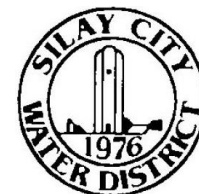
This refers to transfer of location of the service line or water meter upon the request of the concessionaire.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest water bill or Official Receipt		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer approaches the Public Assistance and Complaints Desk (PACD)	1.1 Interviews Customer to determine the nature of request	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2. Wait for Action	2.1 Prepares service request form indicating the complaint	None	2 Minute	<i>Customer Service Assistant</i>  Commercial Services Division
3.	3.1 Records complaints and forwards to Operations Division for the execution of service request	None	2 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
4. Acceptance of Work Done at the billing address where the service connection transferred	4.1 Acts on the service request and return the customer sign document after the work done	None	1 Day	<i>Water Maintenance Man</i>  Operations Division
5.	5.1 Encodes the new account	None	1 Minute	<i>Computer Operator</i>





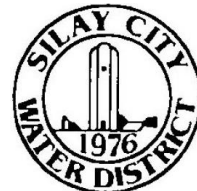
	number based on the new location			Commercial Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY 10 MINUTES</b>	



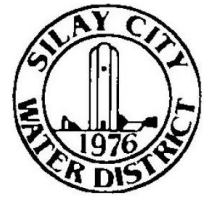
## 6. Processing of Billing Complaints

This refers to possible erroneous readings conducted in the water meter of the concessionaire.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. A copy of the latest Water Bill or Official Receipt		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer reports the problem to the public assistance and complaints desk (PACD)	1.1 Interviews customer to determine the nature of complaint	None	15 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2. Wait for action at the Commercial Services Division	2.1 Prepares service request form indicating the complaint	None	1 Minute	<i>Customer Service Assistant</i>  Commercial Services Division
3.	3.1 Records complaints and forwards to commercial division manager for the execution of service request	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
4. Acceptance of Work Done at the Commercial Division	4.1 Acts on the complaint and requests client to sign the maintenance order form after the work done	None	3 Minutes	<i>Computer Operator</i>  Commercial Services Division
5.	5.1 Makes adjustments based	None	5 Minutes	<i>Computer Operator</i>



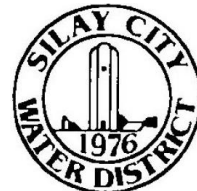
	on the erroneous reading			Commercial Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>29 MINUTES</b>	



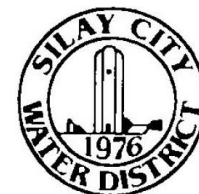
## 7. Processing of Request for Change of Account Name

This refers to the alteration in the name of the concessionaire water account due to change of ownership on the property of the service connection or upon the signed waiver of the previous concessionaire.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest water bill or official receipt		SICIWA Office (Commercial Division)		
2. Deed of sale or waiver of previous concessionaires		Seller / Previous Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer approaches the public assistance and complaints desk (PACD)	1.1 Interviews customer and informs him/her of the requirements and provides necessary form of change of ownership and/name	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2. Pay to the cashier at the Admin and General Services Division	2.1 Receives payment and issues official receipt upon payment	P50.00	3 Minutes	<i>Cashier/ Cashiering Assistant</i>  Admin and General Services Division
3.	3.1 Forwards request to the Commercial Division Manager for approval	None	5 minutes	<i>Commercial Division Manager</i>  Commercial Services Division



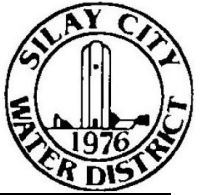
4.	4.1 Records request and forwards to computer operator for the execution of service request	None	5 Minutes	Customer Service Assistant  Commercial Services Division
5.	5.1 Edits the name at billing and collection system, changing the name of the previous owner in favor or the new owner	None	5 Minutes	Computer Operator  Commercial Services Division
<b>TOTAL</b>		<b>50.00 PHP</b>	<b>23 MINUTES</b>	



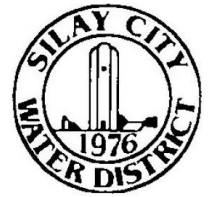
### 8. Processing of Request for Reclassification of Service Connections

This refers to the request of the concessionaire to reclassify their service connections from commercial to residential classification due to closing down of their business.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of the latest water bill or official receipt		SICIWA Office (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Customer approaches the public assistance and complaints desk (PACD)	1.1 Interviews customer and informs him/her of the requirements	None	5 Minutes	<i>Customer Service Assistant</i>  Commercial Services Division
2.	2.1 Inspection/ Investigation of service connection	None	1 Day	<i>Customer Service Assistant</i>  Commercial Services Division
3.	3.1 Forwards the findings to the Commercial Division Manager for approval of the re-classification	None	5 Minutes	<i>Commercial Division Manager</i>  Operations Division
4. Waits for Action at the Commercial Services Division	4.1 Edits the classification of water service connection at billing and collection system	None	2 Minutes	<i>Computer Operator</i>  Commercial Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY &amp;</b>	



		<b>12 MINUTES</b>	
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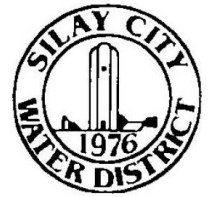


### 9. Processing of Billing

This refers to the reading of Water Meter monthly.

<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1.	1.1 Conducts Meter reading of water consumption and encodes to the Read and Bill device	None	5 Minutes	<i>Meter Reader</i>  Commercial Services Division
2. Concessionaires receives the water bill at their billing address	1.2 Prints Billing Statement and distribute to concessionaires	None	5 Minutes	<i>Meter Reader</i>  Commercial Services Division
3.	1.3 Notifies the concessionaires to pay the Water Bill after 24 hours upon receipt of Billing Statement. If there is complaint on high consumption advise concessionaires to verify in the office	None	1 Minute	<i>Meter Reader</i>  Commercial Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>11 MINUTES</b>	

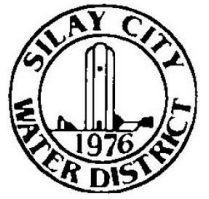




### 10. Processing of Water Bill Payment

The Water District shall receive payments of the water bills of the concessionaires.

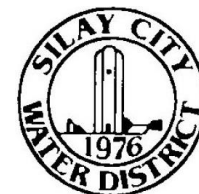
<b>Office or Division:</b>	Silay City Water District			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	All Concessionaires of SICIWA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of water bill		Meter Reader/Bill Collector (Commercial Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Customer gets Priority Number from Queuing Machine / Security Guard as they enter the Office	1.1 Issues the Number	None	1 Minute	<i>Security Guard</i>
2. Presents water bill and Priority Number to the bill collector at the Commercial Services Division	1.2 Retrieves the water bill and informs concessionaires of the amount to be paid	None	2 Minutes	<i>Bill Collector</i> Commercial Division
3. Payment of Water Bill at the Commercial Services Division	1.3 Issues the official receipt	None	2 Minutes	<i>Bill Collector</i> Commercial Division
<b>TOTAL</b>		<b>NONE</b>	<b>5 MINUTES</b>	



# **Silay City Water District Office**

## **Water Utility**

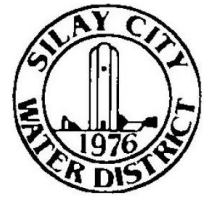
### **INTERNAL SERVICES**



### 1. Receiving of Incoming Communication

This refers to the receiving, recording and disseminating of Incoming Communication.

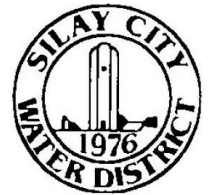
<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
<b>Who may avail:</b>	Any Individual or Concerned Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written or Printed Document, Electronic Mail, etc.		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Client submits / emails document	1.1 Receives / Prints document(s) if thru email and forwards the same to the GM for appropriate actions	None	5 minutes	<i>Secretary</i>  Office of the General Manager
2.	2.1 Reviews document(s) and directs action to be taken	None	10 minutes	<i>General Manager</i>  Office of the General Manager
3.	3.1 Deliver documents to concerned Head of Division	None	5 minutes	<i>Secretary</i>  Office of the General Manager
<b>TOTAL</b>		<b>NONE</b>	<b>20 MINUTES</b>	



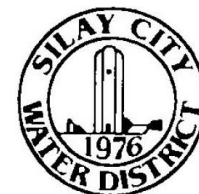
## 2. Processing of Employee Leave Form

This refers to the processing of an employee's vacation leave, sick leave, privilege leave, Compensatory time off (CTO), maternity and terminal leave.

<b>Office or Division:</b>	Admin & General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Government (G2G)			
<b>Who may avail:</b>	Permanent and Casual Employee of the agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employee Leave Form		Admin & General Services Division		
2. Medical Certificate (if applicable)		Attending Physicians		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Employee inquires for available leave to be applied; requests for blank Leave Form	1.1 Verifies if employee has available leave credit balance;  1.2 If employee has adequate leave credit balance, Leave Form is given for processing	None	5 minutes	<i>HR Personnel</i>  Admin & General Services Division
2. Employee fills out required data on the Leave Form		None	5 minutes	<i>HR Personnel</i>  Admin & General Services Division
3. Employee submits accomplished Leave Form to Division Manager	3.1 Assesses Leave application and signs for recommending approval	None	10 minutes	<i>Division Manager</i>  Admin & General Services Division  Commercial Services Division  Operations Division



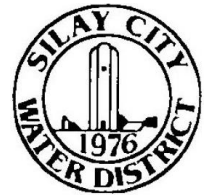
4.	4.1 Forwards leave application to IRMO for notification of leave availment	None	5 minutes	<i>Industrial Relation Management Officer (IRMO)</i>  Admin & General Services Division
5.	5.1 Submits Leave Form to General Manager with duly recommended approval by the Division Manager, noted by the IRMO	None	2 minutes	<i>Secretary</i>  Office of the General Manager
6.	6.1 Reviews Leave Form and decides whether to approve or disapprove request	None	10 minutes	<i>General Manager</i>  Office of the General Manager
7.	7.1 Forwards approved Leave Form to HR Personnel	None	2 minutes	<i>Secretary</i>  Office of the General Manager
8.	8.1 Inform employee of the status of the leave application	None	2 minutes	<i>HR Personnel</i>  Admin & General Services Division
9.	9.1 Records request in TAAPS system and files Leave Form	None	10 minutes	<i>HR Personnel</i>  Admin & General Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>51 MINUTES</b>	



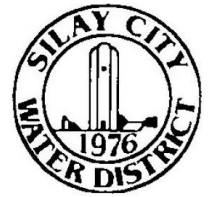
### 3. Processing of Employee's Service Record and Certificate of Employment

This refers to the processing of an employee's written/printed record and certification.

<b>Office or Division:</b>	Admin & General Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government – to – Government (G2G) Government – to – Business (G2B) Government – to – Citizens (G2C)			
<b>Who may avail:</b>	Previous/Current Employee of the agency or any authorize representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employee Leave Form		Admin & General Services Division		
2. ID		Requesting Party		
3. Authorization (if applicable)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES-SING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Requesting party asks for request form	1.1 Gives request form to the requesting party	None	2 minutes	<i>HR Personnel</i>  Admin & General Services Division
2. Requesting party fills out required data on the Request Form		None	5 minutes	<i>HR Personnel</i>  Admin & General Services Division
3. Requesting party submits accomplished Request Form to HR Personnel	3.1 Reviews the request form and prepares requested document(s)	None	15 minutes	<i>HR Personnel</i>  Admin & General Services Division
4.	4.1 Submits reviewed Requests Form together with the requested document(s) to Industrial Relation Management Officer (IRMO)	None	2 minutes	<i>HR Personnel</i>  Admin & General Services Division

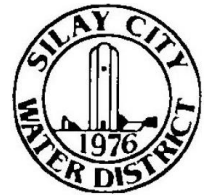


5.	5.1 Receives and verifies the requested document(s)	None	10 minutes	<i>Industrial Relation Management Officer (IRMO)</i>  Admin & General Services Division
6.	6.1 Submits verified documents to General Manager for signature and seal	None	10 minutes	<i>Industrial Relation Management Officer (IRMO)</i>  Admin & General Services Division
7.	7.1 Forwards signed and sealed document(s) to HR Personnel	None	2 minutes	<i>Secretary</i>  Office of the General Manager
8.	8.1 Receives and release signed document(s) to the requestor	None	2 minutes	<i>HR Personnel</i>  Admin & General Services Division
9. Requesting party receives the document(s) requested	9.1 Requires the employee (requestor) to sign on the acknowledgement receipt	None	2 minutes	<i>HR Personnel</i>  Admin & General Services Division
<b>TOTAL</b>		<b>NONE</b>	<b>50 MINUTES</b>	

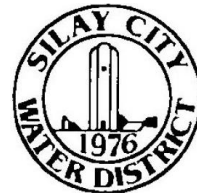


<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>• Feedback forms               <ol style="list-style-type: none"> <li>1.) Feedback forms are located at the Entrance of the Silay City Water District Office. Fill out the required fields and drop the form into the Suggestion Box.</li> <li>2.) IRMO collects all the feedback forms from the Suggestion Box.</li> <li>3.) IRMO transmits all the feedback forms to the Head of Agency.</li> </ol> </li> <li>• Feedbacks can also be sent through email: <a href="mailto:silaywd@yahoo.com.ph">silaywd@yahoo.com.ph</a>.</li> <li>• Get in touch with us by calling the following phone numbers: (034) 495-0163 / 495-5011.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>• The accomplished forms will be forwarded to the General Manager and Anti-Red Tape Unit for evaluation, then transmitted to the concerned Division for the necessary actions.</li> <li>• Emails sent to <a href="mailto:silaywd@yahoo.com.ph">silaywd@yahoo.com.ph</a>, will be forwarded to the General Manager and Anti-Red Tape Unit for evaluation who will transmit the document to the concerned Division for the necessary actions.</li> <li>• Phone calls received from (034) 495-0163 / 495-5011 / 495-4125 will be forwarded to the concerned Division for the necessary actions.</li> </ul> <p>Anti-Red Tape Unit shall use the feedbacks for the improvement of the Silay City Water District Citizen's Charter.</p>
How to file a complaint	<ul style="list-style-type: none"> <li>• Feedback forms               <ol style="list-style-type: none"> <li>1.) Feedback forms are located at the Entrance of the Silay City Water District Office. Fill out the required fields and drop the form into the Suggestion Box.</li> <li>2.) IRMO collects all the feedback forms from the Suggestion Box.</li> </ol> </li> </ul>





	<p>3.) IRMO transmits all the feedback forms to the Head of Agency.</p> <ul style="list-style-type: none"> <li>• Complaints can also be sent through email: <a href="mailto:silaywd@yahoo.com.ph">silaywd@yahoo.com.ph</a>.</li> <li>• Get in touch with us by calling the following phone numbers: (034) 495-0163 / 495-5011.</li> </ul>
<p>How complaints are processed</p>	<ul style="list-style-type: none"> <li>• The accomplished forms will be forwarded to the General Manager and Anti-Red Tape Unit for evaluation, then transmitted to the concerned Division for the necessary actions.</li> <li>• Emails sent to <a href="mailto:silaywd@yahoo.com.ph">silaywd@yahoo.com.ph</a>, will be forwarded to the General Manager and Anti-Red Tape Unit for evaluation who will transmit the document to the concerned Division for the necessary actions.</li> <li>• Phone calls received from (034) 495-0163 / 495-5011 / 495-4125 will be forwarded to the concerned Division for the necessary actions.</li> </ul>
<p>Contact Information of CCB, PCC, ARTA</p>	<p><b><u>Contact Center ng Bayan (CCB)</u></b>  <b>contact number:</b> 0908-8816565  <b>CCB hotline:</b> 1-6565</p> <p><b><u>Presidential Complaint Center (PCC)</u></b>  <b>facsimile:</b> +63(2)-7368621  <b>contact numbers:</b>  +63(2)-736-8645</p> <p><b><u>Anti-Red Tape Authority (ARTA)</u></b>  <b>email address:</b>  complaints@arta.gov.ph  <b>contact numbers:</b>  478-5091 / 478-5099</p>



Office	Address	Contact Information
General Manager's Office	Jose C. Locsin Avenue, Fortuna Subdivision, Silay City, Negros Occidental	(034) 495-0282
Administrative & General Services Division	Jose C. Locsin Avenue, Fortuna Subdivision Silay City, Negros Occidental	(034) 495-4125
Commercial Division	Jose C. Locsin Avenue, Fortuna Subdivision, Silay City, Negros Occidental	(034) 495-5011
Operations Division	Jose C. Locsin Avenue, Fortuna Subdivision, Silay City, Negros Occidental	(034) 495-0163

  
 JOSE LUIS G. LEDESMA, JR.  
 General Manager