



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 (1st Edition, September)



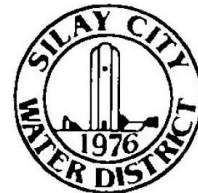
Stalesma
JOSE LUIS G. LEDESMA, JR.
General Manager



SILAY CITY WATER DISTRICT

CITIZEN'S CHARTER

September 2023 (1st 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.

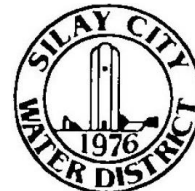
III. Vision:

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	ACCOUNTABLE STAFF	FEES
Installation of New Water Service Connection	17 days 1 hour & 51 minutes	Customer Serv. Assistant / Deveso	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 Apinan / Marifosque 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.



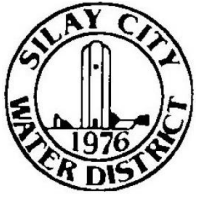
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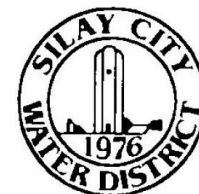
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Silay City Water District Office

Water Utility

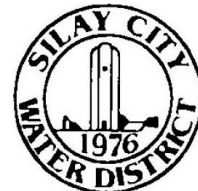
EXTERNAL SERVICES



1. Processing of Application for New Water Service Connection

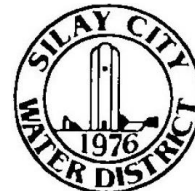
The water district is responsible for the new service connections to provide adequate and potable water to its concessionaires.

Office or Division:	Silay City Water District
Classification:	Highly Technical
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)
Who may avail:	All household and establishment within the Service Area
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR PRINCIPAL:	
1. 2X2 ID Picture (1 PC.)	Photo Shop/ Photo Studio
2. Valid Government-issued ID (1 Photocopy)	GSIS, SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC, LTO, PSA
3. Barangay Certificate (1 Original Copy)	Barangay Hall
4. Proof of Ownership (whichever is applicable) a) Land title (1 Photocopy) b) Notarized Deed of Sale/ Contract to Sell (1 Photocopy) c) Certification from Developer/ NHA/ City Housing (1 Original Copy) *With Land title (1 photocopy) d) Certification from the government institution signed by its Head of Office (applicable for applicants under government institution) (1 Original Copy) *With Land title (1 photocopy) e) Waiver Form	Register of Deeds Vendor of property Developer of the Applicant's Property/NHA/ City Housing Government Institution Public Assistance and Complaints Desk (PACD) SICIWA Office (Commercial Division)
5. Vicinity map or Sketch plan (1 photocopy)	Developer of the Applicant's Property/ Applicant
6. Identify the neighbor w/ water connection (Account name)	Applicant's neighbor on the property
FOR TENANT:	
1. Authorization letter issued by the property owner to the tenant (1 Original Copy)	Property Owner
2. Valid Government-issued ID of the property owner (1 Photocopy)	Property Owner



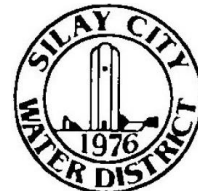
3. Notarized Lease of Contract if commercial establishment (1 Photocopy)		Property Owner		
FOR REPRESENTATIVE:				
1. Valid Government-issued ID of the representative (1 photocopy)		GSIS, SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC, LTO, PSA		
2. Notarized Authorization letter or Special Power of Attorney (SPA) (1 photocopy)		Notary Public/Law Firm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK-IN NEW SERVICE CONNECTION APPLICATION TRANSACTION				
1a. 1. Customer proceeds to the Public Assistance and Complaints Desk (PACD)	1a.1.1 Gives list of requirements to clients for compliance	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
PROCEED TO STEP 2				

ONLINE NEW SERVICE CONNECTION TRANSACTION				
1b. 1. Visit the SICIWA website https://silaycitywd.gov.ph/		None		Applicant
1b. 2. Click the "Consumer Page" option on the navigation bar and select "Application for New Connection"		None		Applicant
1b. 3. Complete the required information and documents; submit once finished		None		Applicant
1b. 4. Wait for the verification and approval of the application	1b.4.1 Verify the information and documents of applicant.	None		Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
1b. 5. Once approved, the applicant will receive a confirmation notice via email or call for them to proceed to		None		Applicant

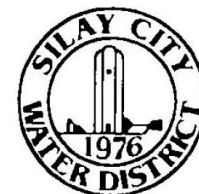


SICIWA office for the payment of Inspection Fee				
PROCEED TO STEP 2				

After Completion of Requirements:				
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)	4 Minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
3. Presents Official Receipt of inspection to PACD Personnel	3.1 Present request for inspection to the Operations Division	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
4. Waits for result of inspection. Make follow up of result	4.1 Receives request and schedules inspection estimate	None	4 Minutes	Wilfredo Deveso, Jr. <i>Operations Division</i>
5.	5.1 Forwards to Plumber for inspection estimates	None	2 Minutes	Wilfredo Deveso, Jr. <i>Operations Division</i>
6.	6.1 Conducts inspection of estimates	None	2 Days	<i>Water Maintenance Man</i> Operations Division
7.	7.1 Forwards results to PACD Personnel	None	1 Day	Shaina Marie Gabiño <i>Operations Division</i>
8. Receives estimates and amount to be paid from the Commercial Division	8.1 Informs client of the results and amount to be paid	None	3 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>



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	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
10. Presents Official Receipts to PACD Personnel	10.1 Checks Official Receipts and prepares documents of new connection for signature of applicant	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
11. Waits for Action	11.1 Forwards documents for signature of the authorized signatories and forwards documents to Operations Division	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
12.	12.1 Receives documents for connect order and prepares Acceptance of Work Form	None	5 Minutes	Shaina Marie Gabiño <i>Operations Division</i>
13.	13.1 Forwards to plumber for installation of service connections	None	5 Minutes	Wilfredo Deveso, Jr. <i>Operations Division</i>
14. Acceptance of the Work done at the billing address where the Service Connection installed	14.1 Conducts installation of service connection	None	14 Days	Water Maintenance Man <i>Operations Division</i>
15.	15.1 Final inspection of work	None	1 hour	Wilfredo Deveso, Jr. <i>Operations Division</i>

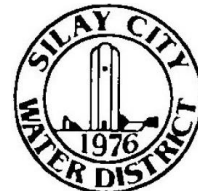


16.	16.1 Files installation of application form and forwards service connections contracts to Commercial Division	None	5 minutes	Shaina Marie Gabiño <i>Operations Division</i>
17.	17.1 Receives service contract and forwards to legal counsel for notarization and files the office copy	None	3 minutes	John Benedict Ferrer / Jasper Jay Gamboa <i>Commercial Division</i>
TOTAL		3,100.00 PHP	17 DAYS 1 HOUR & 51 MINUTES	

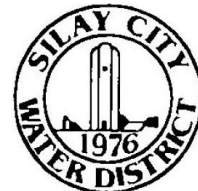
2. Processing of Application for Water Service Reconnection

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

Office or Division:	Silay City Water District			
Classification:	Simple			
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	All concessionaires with inactive service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
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	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>



2.	<p>2.1 Verifies the application and the account of the customer</p> <p>2.2 Informs the customer to pay his/her arrears if there are any and the Reconnection Fee</p>	None	2 minutes	<p>Dave Christian Apinan / John Benedict Ferrer</p> <p><i>Commercial Division</i></p>
3. Proceeds to cashier for payment of the Reconnection Fee at the Admin & General Services Division	<p>3.1 Receives payment and issues Official Receipts</p> <p>-Reconnection applied within 24 hours from disconnection</p> <p>-Reconnection applied after 24 hours but not more than 60 days from disconnection</p> <p>-Reconnection applied after 60 days from disconnection</p>	<p>None</p> <p>P100.00 (Re-opening Fee)</p> <p>P560.00 (110-Inspection Fee; 450.00-Re-Opening Fee)</p>	3 minutes	<p>Ma. Rita Lucila Golez / Clipse Agbon</p> <p><i>Admin & General Services Division</i></p>
4. Presents Official Receipts of Reconnection Fee to at PACD personnel	4.1 Records the Official Receipt to the Reconnection Form	None	2 Minutes	<p>Dave Christian Apinan / John Benedict Ferrer</p> <p><i>Commercial Division</i></p>
5.	5.1 Conducts inspection for Reconnection applied after 2	None	1 Day	Reconnection Team

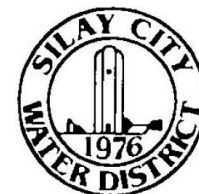


	months to determine if there are materials needed			<i>Commercial Division</i>
6.	6.1 Reconnects the water service connection	None	1 Day	Reconnection Team <i>Commercial Division</i>
7. Acceptance of Work Done at the billing address where the Service Connection is reconnected	7.1 Submits the reconnection document signed by Customer to Computer Operator upon return to the office	None	2 Minutes	Shaina Marie Gabiño <i>Operations Division</i>
8.	8.1 Records/Posts the accomplishment of the Reconnection Team in the Billing and Collection System	None	2 Minutes	John Benedict Ferrer <i>Commercial Division</i>
TOTAL		VARIABLE DEPEND ON THE NUMBER OF DAYS DISCONNECTED	2 DAYS & 13 MINUTES	

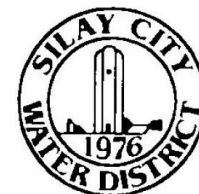
3. Processing of Application for Temporary Disconnection of Water Service

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

Office or Division:	Silay City Water District
Classification:	Simple
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)
Who may avail:	All Concessionaires of SICIWA



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the latest water bill paid in full		SICIWA Office (Commercial Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
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	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
3. Presents Official Receipt of final bill to Apinan / Ferrer at the Commercial Division	3.1 Attaches the Official Receipts to the Disconnection Form	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
4.	4.1 Disconnects the water service connection	None	1 Day	Disconnection Team <i>Commercial Division</i>
5. Acceptance of work done at the billing address where water service is disconnected	5.1 Submits the disconnection document signed by Customer upon return to the office	None	2 Minutes	Disconnection Team <i>Commercial Division</i>
6.	6.1 Records/Posts the accomplishment of the Disconnection Team in the Billing and Collection System	None	2 Minutes	John Benedict Ferrer <i>Commercial Division</i>
TOTAL		NONE	1 DAY & 10 MINUTES	



4. Processing of Action on Complaints

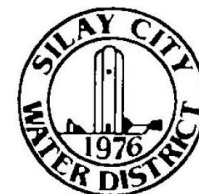
High Consumption - refers to the abrupt increase in water consumption compared to previous month readings

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

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

Office or Division:	Silay City Water District			
Classification:	Simple			
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	Residents of Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the latest Water Bill or Official Receipt		SICIWA Office (Commercial Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer files complaints to the Public Assistance and Complaints Desk (PACD)	1.1 Interviews Customer to determine the nature of complaint	None	4 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
2. Waits for Action	2.1 Prepares service request form indicating the complaint	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
3.	3.1 Records complaints and forwards to Operations Division/Commercial Division Manager for the	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>

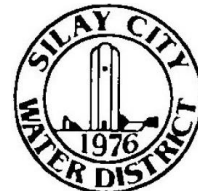


	schedule of date of action			
4. Acceptance of Work Done at the billing address where the complaints acted	4.1 Acts on the complaint and requests client to sign the service request form after completion of work	None	1 Day	Operations Division Personnel Operations Division
TOTAL		NONE	1 DAY & 8 MINUTES	

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.

Office or Division:	Silay City Water District			
Classification:	Complex			
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	All Concessionaires of SICIWA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Government-issued ID (1 Photocopy)		GSIS, SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC, LTO, PSA		
2. Proof of Ownership (whichever is applicable) a) Land title (1 Photocopy) b) Notarized Deed of Sale/ Contract to Sell (1 Photocopy) c) Certification from Developer/ NHA/ City Housing (1 Original Copy)		Register of Deeds Vendor of property Developer of the Applicant's Property/NHA/ City Housing		
3. Vicinity Map or Sketch Plan		Developer of the Applicant's Property/ Applicant		
4. Identify the neighbor with water connection		Applicant's neighbor on the property		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Customer submits the documents/ requirements in Public Assistance and Complaints Desk	1.1 Validate the documents submitted and prepare service request form	None	3 Minutes	Dave Christian Apinan / John Benedict Ferrer

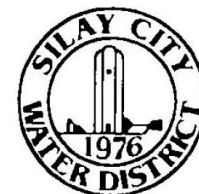


(PACD) and requests for Transfer of Service Connection				<i>Commercial Division</i>
2. Proceed to Cashier (Window 5) for payment of Inspection Fee and Materials	2.1 Receives payment and issue Official Receipt	P110.00- Inspection Fee P1005.00- Materials	2 Minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
3. Present Official Receipt to Public Assistance and Complaints Desk (PACD)	3.1 Record Official Receipt and forward the Service Request Form to Operations Division for the execution of service request	None	3 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
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	5 Days	<i>Water Maintenance Man</i> Operations Division
5.	5.1 Encodes the new account	None	2 Minutes	John Benedict Ferrer <i>Commercial Division</i>
TOTAL		1,115.00 PHP	5 DAYS & 10 MINUTES	

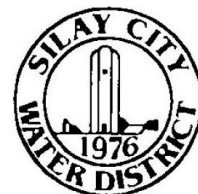
6. Processing of Billing Complaints

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

Office or Division:	Silay City Water District
Classification:	Simple
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)
Who may avail:	All Concessionaires of SICIWA



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A copy of the latest Water Bill or Official Receipt		SICIWA Office (Commercial Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire reports at the Public Assistance and Complaints Desk (PACD)	1.1 Prepares service request form indicating the complaint	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
	1.2 Forwards to Commercial Division Manager for approval			Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
2. Acceptance of Work Done	2.1 Conducts Verification and requests client to sign the service request form after the work is completed	None	1 Day	Meter Readers <i>Commercial Division</i>
3.	3.1 Prepare Incident Report on the Erroneous Reading and forwards to Commercial Division Manager & General Manager for approval	None	15 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
4.	4.1 Prepare Billing Adjustment Memo for the erroneous reading and forwards to Commercial Division Manager & General Manager for approval	None	15 Minutes	Jasper Jay Gamboa <i>Commercial Division</i>
	4.2 Post the approved	None	3 Minutes	Jasper Jay Gamboa

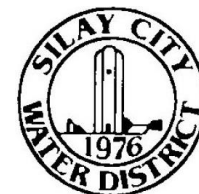


	adjustment to the system			<i>Commercial Division</i>
5. Make follow up on the status of request for adjustment of Billing	5.1 Informs the concessionaire of the adjusted bill	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
TOTAL		NONE	1 DAY & 40 MINUTES	

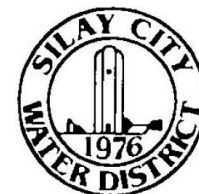
7. Processing of Request for Change of Account Name

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.

Office or Division:	Silay City Water District		
Classification:	Simple		
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)		
Who may avail:	All Concessionaires of SICIWA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Valid Government-issued ID (1 Photocopy)		GSIS, SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC, LTO, PSA	
2. Any of the following: a) Land title (1 Photocopy) b) Deed of sale or waiver of previous concessionaire (1 photocopy) c) Notarized authorization letter (1 original copy) *With valid government-issued ID of old owner		Register of Deeds Previous concessionaire Previous concessionaire Government Institution	
IF THE REGISTERED CONCESSIONAIRE IS ALREADY DECEASED d) Death Certificate (1 Photocopy) *With Land title (1 photocopy) e) Proof of relationship to the previous concessionaire (1 photocopy) i. Marriage Certificate		Local Civil Registry Local Civil Registry	



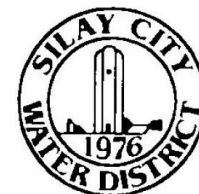
ii. Birth Certificate		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBL E
1. Customer approaches the public assistance and complaints desk (PACD)	1.1 Interviews customer and informs him/her of the requirements and provides necessary form of change of ownership and/name	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
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	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
3.	3.1 Forwards request to the Commercial Division Manager for approval	None	3 minutes	<i>Commercial Division Manager</i> Commercial Division
4.	4.1 Records request and forwards to computer operator for the execution of service request	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
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	Jasper Jay Gamboa <i>Commercial Division</i>
TOTAL		50.00 PHP	21 MINUTES	



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.

Office or Division:	Silay City Water District			
Classification:	Simple			
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	All Concessionaires of SICIWA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the latest water bill or official receipt		SICIWA Office (Commercial Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer approaches the public assistance and complaints desk (PACD)	1.1 Interviews customer and informs him/her of the requirements	None	5 Minutes	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
2.	2.1 Inspection/ Investigation of service connection	None	1 Day	Dave Christian Apinan / John Benedict Ferrer <i>Commercial Division</i>
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> <i>Commercial Division</i>
4. Waits for Action at the Commercial Division	4.1 Edits the classification of water service connection at billing and collection system	None	2 Minutes	Jasper Jay Gamboa <i>Commercial Division</i>
TOTAL		NONE	1 DAY & 12 MINUTES	



9. Processing of Water Bill Payment

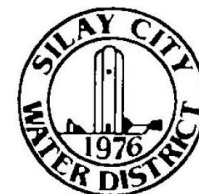
The Water District shall receive payments of the water bills of the concessionaires.

Office or Division:	Silay City Water District			
Classification:	Simple			
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B) Government – to – Government (G2G)			
Who may avail:	All Concessionaires of SICIWA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of water bill		Meter Reader/Bill Collector (Commercial Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Division	1.2 Retrieves the water bill and informs concessionaires of the amount to be paid	None	2 Minutes	Maureen Bedrio / Karina Valladarez / Ritchelle Deldo <i>Commercial Division</i>
3. Payment of Water Bill at the Commercial Division	1.3 Issues the official receipt	None	2 Minutes	Maureen Bedrio / Karina Valladarez / Ritchelle Deldo <i>Commercial Division</i>
TOTAL		NONE	5 MINUTES	

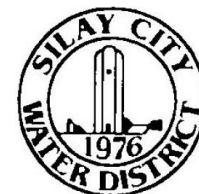
10. Application For Senior Citizen Discount Availment

This refers to the availment of account holders aged 60 and above of the Senior Citizen Discount.

Office or Division:	Silay City Water District
Classification:	Simple
Type of Transaction:	Government – to – Citizen (G2C) Government – to – Business (G2B)



	Government – to – Government (G2G)			
Who may avail:	All Concessionaires of SICIWA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Senior Citizen Discount Availment Form		Public Assistance and Complaints Desk (PACD), SICIWA Office (Commercial Division)		
2. Senior Citizen ID (1 photocopy)		Senior Citizen Federation Office		
3. Government-issued ID (1 photocopy)		GSIS, SSS, COMELEC, BIR, PhilHealth Post Office, DFA, Pag-Ibig, PRC, LTO, PSA		
ADDITIONAL REQUIREMENT FOR REPRESENTATIVE: (If the applicant is unable to apply in person at the SICIWA office)				
1. Authorization letter from the applicant (1 original copy)		Applicant		
2. Valid Government-issued ID of representative (1 photocopy)		GSIS, SSS, COMELEC, BIR, PhilHealth, Post Office, DFA, Pag-Ibig, PRC, LTO, PSA		
3. Picture of applicant holding the filled out Senior Citizen Discount Availment form		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Applicant secures an application form and submits the same together with photocopies of the requirements at Public Assistance & Complaints Desk (PACD)	1.1 Accept and check the form and requirements, if complete	None	10 Minutes	Dave Christian Apinan / John Benedict Ferrer Commercial Division
2.	2.1 Signs and forwards to Commercial Division Manager for Approval	None	2 Minutes	Dave Christian Apinan / John Benedict Ferrer Commercial Division
3.	3.1 Forwards to Computer Operator after approval for modification of account	None	2 Minutes	Commercial Division Manager Commercial Division
4.	4.1 Add senior discount to the account	None	3 Minutes	John Benedict Ferrer / Jasper Jay Gamboa

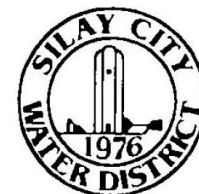


				Commercial Division
TOTAL		NONE	17 MINUTES	

11. Processing of Separated Employee's Service Record and Certificate of Employment

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

Office or Division:	Admin & General Services Division			
Classification:	Simple			
Type of Transaction:	Government – to – Government (G2G) Government – to – Business (G2B) Government – to – Citizens (G2C)			
Who may avail:	Previous/Current Employee of the agency or any authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for HR Related Documents form		Admin & General Services Division		
2. ID		Requesting Party		
3. Authorization (if applicable)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
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	30 minutes	<i>HR Personnel</i> Admin & General Services Division
4.	4.1 Submits reviewed Requests	None	2 minutes	<i>HR Personnel</i>

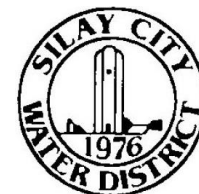


	Form together with the requested document(s) to HRMP-Designate			Admin & General Services Division
5.	5.1 Receives and verifies the requested document(s)	None	10 minutes	Rea Gallego Admin & General Services Division
6.	6.1 Submits verified documents to General Manager for signature and seal	None	10 minutes	Rea Gallego Admin & General Services Division
7.	7.1 Forwards signed and sealed document(s) to HR Personnel	None	2 minutes	Secretary Office of the General Manager
8.	8.1 Receives and release signed document(s) to the requestor	None	2 minutes	HR Personnel 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	HR Personnel Admin & General Services Division
TOTAL		NONE	1 HOUR & 5 MINUTES	

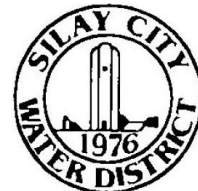
12. Processing of Separated Employee's Clearance of Accountabilities

This refers to the processing of a separated employees' clearance of accountabilities and is issued to those who are resigned, retired or other modes of separation from the agency's service.

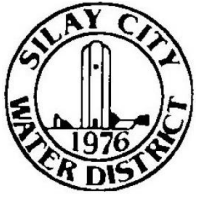
Office or Division:	Admin & General Services Division
Classification:	Simple



Type of Transaction:		Government – to – Citizens (G2C)		
Who may avail:		Employees who are resigning or retiring from SICIWA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (4 original copies)		Admin & General Services Division		
2. Duly conformed and signed Individual Property Accountability Record (IPAR) (3 original copies)		Admin & General Services Division		
3. Duly conformed and signed Individual Custodian Slip (ICS) (3 original copies)		Admin & General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
1. Employee submits the following documents: a) Clearance Form endorsed by HR; b) Duly accomplished Individual Property Accountability Record (IPAR) c) Duly conformed and signed Individual Custodian Slip (ICS)	1.1 Accept the Clearance Form, Individual Property Accountability Record (IPAR) and Individual Custodian Slip (ICS). 1.2. Verify and check the list of accountabilities, Individual Property Accountability Record (IPAR) and Individual Custodian Slip (ICS). 1.3 Inform employees accountabilities which are for transfer, return and for deduction. 1.4. Process the transferred, returned and deductible accountabilities.	None	5 Days	Reneben Carnaje / Thea Marie Jison <i>Admin & General Services Division</i>



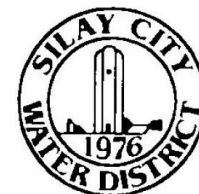
	<p>1.5 Follow-up the accountable employees.</p> <p>1.6. Post and print the final Summary of Accountabilities.</p> <p>1.7 Affix the signatures on the Clearance Form and attach the duly accomplished Individual Property Accountability Record (IPAR) and Individual Custodian Slip (ICS) Record with signatures of the accountable employee, Property Assistant, HR, Senior Corporate Accountant, Cashier, Division Manager and General Manager</p> <p>1.8 Issue the clearance to employee</p>			<p>Cheneth Siana, Rea Gallego, Ma. Cecilia Bibiana Bedia, Ma. Rita Lucila Golez</p> <p><i>Admin & General Services Division</i></p> <p>Jenever Aquino / Engr. Rodney Nabalona</p> <p><i>Admin & General Services Division</i></p> <p><i>Commercial Division</i></p> <p><i>Operations Division</i></p> <p>Jose Luis Ledesma, Jr.</p> <p><i>Office of the General Manager</i></p>
TOTAL		NONE	5 DAYS	



Silay City Water District Office

Water Utility

INTERNAL SERVICES



1. Receiving of Incoming Communication

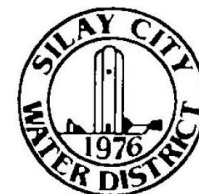
This refers to the receiving, recording and disseminating of Incoming Communication.

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

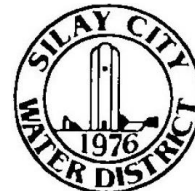
2. Processing of Employee Leave Form

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

Office or Division:	Admin & General Services Division
Classification:	Simple
Type of Transaction:	Government – to – Government (G2G)



Who may avail:		Permanent and Casual Employee of the agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee Leave Form		Admin & General Services Division		
2. Medical Certificate (if applicable)		Attending Physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBL E
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	HR Personnel <i>Admin & General Services Division</i>
2. Employee fills out required data on the Leave Form		None	5 minutes	HR Personnel <i>Admin & General Services Division</i>
3. Employee submits accomplished Leave Form to Division Manager	3.1 Assesses Leave application and signs for recommending approval	None	10 minutes	Jenever Aquino / Engr. Rodney Nabalona <i>Admin & General Services Division</i> <i>Commercial Division</i> <i>Operations Division</i>
4.	4.1 Forwards leave application to HRMP-Designate for notification of leave availment	None	5 minutes	Rea Gallego <i>Admin & General Services Division</i>
5.	5.1 Submits Leave Form to General Manager with duly	None	2 minutes	Secretary

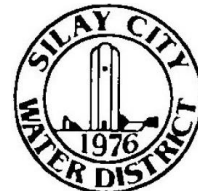


	recommended approval by the Division Manager, noted by the HRMP-Designate			Office of the General Manager
6.	6.1 Reviews Leave Form and decides whether to approve or disapprove request	None	10 minutes	Jose Luis Ledesma, Jr. Office of the General Manager
7.	7.1 Forwards approved Leave Form to HR Personnel	None	2 minutes	Secretary Office of the General Manager
8.	8.1 Inform employee of the status of the leave application	None	2 minutes	HR Personnel Admin & General Services Division
9.	9.1 Records request in TAAPS system and files Leave Form	None	10 minutes	HR Personnel Admin & General Services Division
TOTAL		NONE	51 MINUTES	

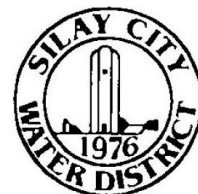
3. Processing of Employee's Service Record and Certificate of Employment

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

Office or Division:	Admin & General Services Division
Classification:	Simple
Type of Transaction:	Government – to – Government (G2G) Government – to – Business (G2B) Government – to – Citizens (G2C)
Who may avail:	Previous/Current Employee of the agency or any authorized representative
CHECKLIST OF REQUIREMENTS	
1. Request for HR Related Documents form	Admin & General Services Division
2. ID	Requesting Party



3. Authorization (if applicable)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party asks for request form	1.1 Gives request form to the requesting party	None	2 minutes	HR Personnel <i>Admin & General Services Division</i>
2. Requesting party fills out required data on the Request Form		None	5 minutes	HR Personnel <i>Admin & General Services Division</i>
3. Requesting party submits accomplished Request Form to HR Personnel	3.1 Reviews the request form and prepares requested document(s)	None	20 minutes	HR Personnel <i>Admin & General Services Division</i>
4.	4.1 Submits reviewed Requests Form together with the requested document(s) to HRMP-Designate	None	2 minutes	HR Personnel <i>Admin & General Services Division</i>
5.	5.1 Receives and verifies the requested document(s)	None	5 minutes	Rea Gallego <i>Admin & General Services Division</i>
6.	6.1 Submits verified documents to General Manager for signature and seal	None	5 minutes	Rea Gallego <i>Admin & General Services Division</i>
7.	7.1 Forwards signed and sealed document(s) to HR Personnel	None	2 minutes	Secretary <i>Office of the General Manager</i>
8.	8.1 Receives and release signed	None	2 minutes	HR Personnel

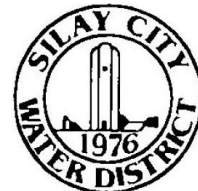


	document(s) to the requestor			<i>Admin & General Services Division</i>
9. Requesting party receives the document(s) requested	9.1 Requires the employee (requestor) to sign on the acknowledgement receipt	None	2 minutes	HR Personnel <i>Admin & General Services Division</i>
TOTAL		NONE	45 MINUTES	

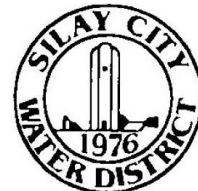
4. Processing of Employee's Clearance of Accountabilities

This refers to the processing of a employees' clearance of accountabilities.

Office or Division:	Admin & General Services Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C)			
Who may avail:	Employees who are resigning or retiring from SICIWA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (4 original copies)		Admin & General Services Division		
2. Duly conformed and signed Individual Property Accountability Record (IPAR) (3 original copies)		Admin & General Services Division		
3. Duly conformed and signed Individual Custodian Slip (ICS) (3 original copies)		Admin & General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBL E
1. Employee submits the following documents: d) Clearance Form endorsed by HR; e) Duly accomplished Individual Property Accountability Record (IPAR) f) Duly conformed and signed Individual	1.1 Accept the Clearance Form, Individual Property Accountability Record (IPAR) and Individual Custodian Slip (ICS). 1.2. Verify and check the list of accountabilities, Individual Property Accountability	None	5 Days	Reneben Carnaje / Thea Marie Jison <i>Admin & General Services Division</i>



<p>Custodian Slip (ICS)</p>	<p>Record (IPAR) and Individual Custodian Slip (ICS).</p> <p>1.3 Inform employees accountabilities which are for transfer, return and for deduction.</p> <p>1.4. Process the transferred, returned and deductible accountabilities.</p> <p>1.5 Follow-up the accountable employees.</p> <p>1.6. Post and print the final Summary of Accountabilities.</p> <p>1.7 Affix the signatures on the Clearance Form and attach the duly accomplished Individual Property Accountability Record (IPAR) and Individual Custodian Slip (ICS) Record with signatures of the accountable employee, Property Assistant, HR, Senior Corporate Accountant, Cashier, Division</p>			<p>Cheneth Siana, Rea Gallego, Ma. Cecilia Bibiana Bedia, Ma. Rita Lucila Golez</p> <p><i>Admin & General Services Division</i></p> <p>Jenever Aquino / Engr. Rodney Nabalona</p> <p><i>Admin & General Services Division</i></p>
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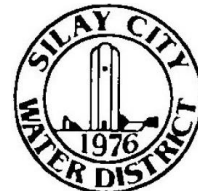


	Manager and General Manager 1.8 Issue the clearance to employee			Commercial Division Operations Division Jose Luis Ledesma, Jr. Office of the General Manager
TOTAL		NONE	5 DAYS	

5. Releasing of Petty Cash to Employees

This refers to the release of Petty Cash Fund to employees.

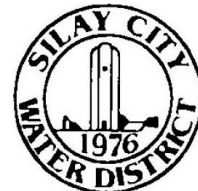
Office or Division:	Admin & General Services Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C)			
Who may avail:	Current Employees of the agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher		Admin & General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits duly accomplished Petty Cash Voucher to Immediate Supervisor	1.1 Reviews Petty Cash Voucher and affixes signature to approve request	None	3 minutes	Jose Luis Ledesma, Jr. / Jenever Aquino / Engr. Rodney Nabalona Office of the General Manager Admin & General Services Division Commercial Division



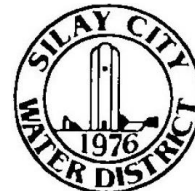
				<i>Operations Division</i>
2. Employee proceeds to Cashier / Cashiering Assistant and presents the approved Petty Cash Voucher	2.1 Receives and verifies the completeness of the voucher	None	3 minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
	2.2 Checks the availability of funds	None	2 minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
	2.3 Releases funds to employee	None	5 minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
3. Employee receives funds and affixes signature on "Cash Received By" on the voucher	3.1 Keeps voucher for liquidation	None	2 minutes	Ma. Rita Lucila Golez / Clipse Agbon <i>Admin & General Services Division</i>
TOTAL		NONE	15 MINUTES	

6. Processing of Request for Certified True Copy of 201 Documents

This refers to the processing of an employees' request for Certified True Copy of 201 Documents.



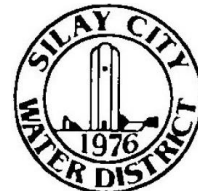
Office or Division:	Admin & General Services Division			
Classification:	Simple			
Type of Transaction:	Government – to – Citizens (G2C)			
Who may avail:	Previous/Current Employee of the agency or any authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for HR Related Documents Form		Admin & General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits duly accomplished Request for HR Related Documents Form and submits it to their Immediate Supervisor for endorsement	1.1 Reviews the completeness of the details and affixes signature to endorse request	None	7 minutes	Jenever Aquino / Engr. Rodney Nabalona <i>Admin & General Services Division</i> <i>Commercial Division</i> <i>Operations Division</i>
2. Submits form to the Office of the General Manager	2.1 Forwards the request to the General Manager	None	5 minutes	Secretary <i>Office of the General Manager</i>
	2.2 Reviews details of the request and affixes signature to approve the request	None		Jose Luis Ledesma, Jr. <i>Office of the General Manager</i>
	2.3 Forwards the duly signed request form to HR Personnel	None	2 minutes	Secretary <i>Office of the General Manager</i>
	2.4 Prepares requested documents, stamps "Certified True Copy" and forwards	None	30 minutes	Rea Gallego <i>Admin & General Services Division</i>



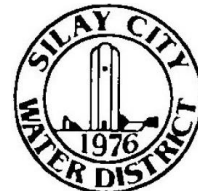
	documents to Admin Manager			
	2.5 Reviews documents and affixes signature on the "Certified True Copy" stamp, then returns documents to HR Personnel	None	5 minutes	Jenever Aquino <i>Admin & General Services Division</i>
	2.6 Informs requesting party that the documents are ready for release	None	2 minutes	Rea Gallego <i>Admin & General Services Division</i>
3. Receives the documents and signs on claim stub portion of the request form	3.1 Files the form	None	5 minutes	Rea Gallego <i>Admin & General Services Division</i>
TOTAL		NONE	56 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM

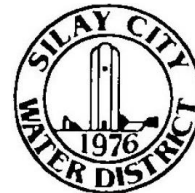
How to send feedback	<ul style="list-style-type: none"> Feedback forms
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	<ol style="list-style-type: none"> 1.) Feedback forms are located at the Entrance of the Silay City Water District Office. Fill out the required fields and drop the form into the Suggestion Box. 2.) IRMO collects all the feedback forms from the Suggestion Box. 3.) IRMO transmits all the feedback forms to the Head of Agency. <ul style="list-style-type: none"> • Feedbacks can also be sent through email: silaywd@yahoo.com.ph. • Get in touch with us by calling the following phone numbers: (034) 495-0163 / 495-5011.
How feedbacks are processed	<ul style="list-style-type: none"> • 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. • Emails sent to silaywd@yahoo.com.ph, 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. • Phone calls received from (034) 495-0163 / 495-5011 / 495-4125 will be forwarded to the concerned Division for the necessary actions. <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"> • Feedback forms <ol style="list-style-type: none"> 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. 2.) IRMO collects all the feedback forms from the Suggestion Box. 3.) IRMO transmits all the feedback forms to the Head of Agency.



	<ul style="list-style-type: none"> Complaints can also be sent through email: silaywd@yahoo.com.ph. Get in touch with us by calling the following phone numbers: (034) 495-0163 / 495-5011.
How complaints are processed	<ul style="list-style-type: none"> 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. Emails sent to silaywd@yahoo.com.ph, 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. Phone calls received from (034) 495-0163 / 495-5011 / 495-4125 will be forwarded to the concerned Division for the necessary actions.
Contact Information of CCB, PCC, ARTA	<p><u>Contact Center ng Bayan (CCB)</u> contact number: 0908-8816565 CCB hotline: 1-6565</p> <p><u>Presidential Complaint Center (PCC)</u> facsimile: +63(2)-7368621 contact numbers: +63(2)-736-8645</p> <p><u>Anti-Red Tape Authority (ARTA)</u> email address: complaints@arta.gov.ph contact numbers: 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