



SAN JOSE WATER DISTRICT

CITIZEN'S CHARTER 2023, 1st Edition



I. MANDATE

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the San Jose Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose. (Presidential Decree No. 198, Chapter II, Sec. 5)

II. VISION

“A service-oriented, economically stable, environment-friendly agency, partnering with other institutions in providing adequate, safe, potable and affordable water supply to the people of San Jose and nearby communities.”

III. MISSION

We are committed to:

- Provide 24 hours quality service by the maximum use of resources;
- Improve operational systems, expand services within service area and nearby communities;
- Develop, protect and preserve watershed to sustain the availability of water supply;
- Strengthen linkages with other institutions through constant communication and information dissemination;
- Promote teamwork and instill work attitude towards productivity and client satisfaction.

IV. SERVICE PLEDGE

We, the officials and employees of the San Jose Water District pledge to commit to:

Work even after office hours in order to deliver quality service by supplying adequate, safe, potable and affordable water to concessionaires;

Act promptly, efficiently and with integrity to service request of our clientele;

Treat everyone equally and fairly and demonstrate sensitivity and appropriate behavior and professionalism;

Ensure the Public that all policies, rules and regulations of the District are in accordance with the existing laws;

Respond to concessionaires' complaints immediately with politeness and courtesy.



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Commercial Division

External Services



1. Processing of Water Service Application

Inasmuch as Section 27 of PD 198 empowers the Water District to sell water, pursuant to generally applicable rules and regulations, to any person for use within the district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of a water service contract.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	General public of San Jose and Magsaysay, Occidental Mindoro within the service area of SJWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) pc. 2 x 2 recent I.D. picture 2. Authorization letter (if to be transacted by a representative)		Applicant or person on whose behalf the water service application is being sought		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service clerk/officer 1.1 Get the application form and follow the customer service officer's instruction	1.Asks for name and address if within the service area of SJWD 1.1 Process the application form and ask the concessionaire to read and sign the application		7 minutes	Customer Service Personnel
2.Pay to the cashier	3.Process payment and issue Official receipt	For Residential - PHP 2,650.00 For Commercial - PHP 3,150.00	3 minutes	Cashier
4.Go back to the Customer Service clerk/officer	4.Orient the concessionaire regarding SJWD utility rules and regulations. Give the customer's copy of service application and O.R. Advise the consumer to wait for the scheduled inspection.		20 minutes	Customer Service Personnel
TOTAL		For Residential - PHP 2,650.00 For Commercial- PHP 3,150.00	30 minutes	



2. Processing of Senior Citizen Discount Application

Section 4 Item 9C of Republic Act No. 9994 grants senior citizens a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities. This process aims at facilitating the availment by senior citizens of such discount to which they are entitled.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Senior Citizen concessionaires of San Jose and Magsaysay, Occidental Mindoro within the service area of SJWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Proof of Residence/Barangay Clearance 3. Valid Senior Citizen Identification Card (OSCA ID) 4. Any valid Identification Card of senior citizen 5. Authorization letter (if applying through representative) 6. Government issued ID of the representative		Customer Service Personnel Barangay Hall of Applicant Applicant Senior Citizen Applicant Senior Citizen Applicant on whose behalf the discount is being sought Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to customer service clerk/officer	1. Asks for requirements needed		2 minutes	Commercial Department Personnel
2. Give the required documents	2. Process senior citizen discount upon application by senior citizen concessionaires / authorized representative		6 minutes	Commercial Department Personnel
3. Listening to commercial department personnel orientation	3. Orient senior citizen on conditions for the availment		5 minutes	Commercial Department Personnel
4. Received copy of the approved application for senior citizen discount	4. Give the copy of the approved application form for the senior citizen discount. Remind the senior citizen concessionaires / representative to the yearly renewal of the senior citizen application for the continuous availment of discount		5 minutes	Commercial Department Personnel
TOTAL		PHP 0.00	18 minutes	



3. Installation of New Water Service Connection

Coupled with the right to file an application for water service connection, applicants also are entitled to have a water service connection installed after satisfying all the requirements and payment of the required fees and charges.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires with approved service application and have paid necessary fees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order 2. Complete materials (as listed by the inspector) 3. Excavated service location/site		Customer Services Personnel Inspector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Inspect the location/site of applicant's service line the following working day after the approval of service application. Determine the materials to be used, location to be excavated and the cost of excavation from mainline/tapping point to residence (if this will be done by SJWD employees)		5 minutes	Inspector
2. Notify the Customer Service Officer/ personnel for the result of inspection.	2. Check the result of inspection and advise the concessionaire to pay the necessary fees.		1 minute	Customer Service Personnel
3. Pay to the cashier and present the Official receipt to the Customer Service Officer/personnel 3.1 Agree upon the scheduled date of installation	3. Process payment and issue Official receipt (O.R.) 3.1 Schedule the water service connection		5 minutes	Cashier/ Customer Service Personnel
	5. Install water service connection		1-2 hrs on scheduled date of connection	Maintenance team
TOTAL		Total amount due	1 hr 11 min to 2 hrs 11 min	



4. Collection of Water Bills

Water Districts, being empowered to sell water under Section 27 of PD 198, it is necessary to lay forth the steps to be observed and taken by concessionaires when paying their bill.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District who intend to pay their respective water bill.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing notice 2. Cash or check 3. BIR Form 2307 (if paying with tax withheld certificate)		Meter Reader Customer Government Agency, Business Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice and/or Tax Certificate (BIR Form 2307) payment, if paying with tax withheld certificate or fill up account information on a paper provided at the teller's counter.	1. Verify customer record, accept payment and issue Official receipt (O.R.)		3 minutes	Teller
2. Receive and check Official Receipt (O.R.). Count loose change, if any.	Receive water bill, BIR Form 2307 copies and payment. Accept payment, retain copy of BIR Form 2307 including original. For customer's copy stamp "received", print name and sign. Issue official receipt and give consumer's copy of BIR Form 2307.		5 minutes	Teller
TOTAL			8 minutes	



5. Response to Service Requests and Complaints

5.1 High Water Consumption

Concessionaries may experience abrupt increase in water consumption for varied reasons.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District with abrupt increase in water consumption.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing notice		Meter Reader		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider by presenting the billing notice 1.1 Sign name in the log book of complaints	1. Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Provide answer to customer if concern can be answered outright or inform customer that concern will be processed.		3 minutes	Customer Services Personnel
2. Wait for the inspection	2. Inspect and investigate the possible cause of increase in the consumption following working day.			Maintenance team/ Inspector
3. Make the necessary repair of leakages if the cause of its increase is due to leak after meter.	3. Adjust the bill depending on the percentage of increase.		4 minutes	Supervising Computer Operator
4. Pay water bill in full. 4.1 Request for water meter calibration, if not satisfied with the result of inspection.	4. Advise the concessionaire to pay the water bill in full if the result of the inspection is not due to leakages. 4.1 Advise the concessionaire to their meter calibrated if not satisfied with the result of inspection.		2 minutes	Customer Services Personnel
TOTAL		PHP 0.00	9 minutes	

5.2 Meter Calibration

Meter calibration may be conducted to ensure accurate water meter reading.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District who want their water meter to be calibrated.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. meter calibration request 2. Payment of meter calibration fee of P200.00 and		Customer Services Personnel Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints	1. Receive customer's request/ complaints. 1.1 Advise to pay calibration fee		5 minutes	Customer Services Personnel
2. Pay to the Cashier	2. Process payment and issue Official receipt (O.R.)		5 minutes	Cashier
3. Go back to the Customer Service clerk/officer	3. Schedule calibration of water meter the following working day.		4 minutes	Customer Services Personnel
4. Wait for the maintenance team for the pull-out and replacement of water meter.	4. Pull-out the water meter to be calibrated and replaces with temporary water meter.		20 minutes	Maintenance Team
	4.1 Calibrates water meter.		7 hours	Water/Sewerage Maintenance Head
	4.2 Forwards the result of the calibration to the Customer services personnel.		4 minutes	
	5. Inform the concessionaire regarding the result.		2 minutes	Customer Services Personnel
TOTAL		PHP200	7 hours 40min	



5.3 No water

Consumers may sometime experience no water or low pressure in their areas and for this reason, requests or complaints may be received.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District who experience shortage in the supply of water.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance order		Customer Services Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints	1. Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Provide answer to customer if concern can be answered outright or inform customer that concern will be processed.		5 minutes	Customer Services Personnel
2. Wait for the inspection	2. Inspect and investigate the possible cause of increase in the consumption following working day.		2 minutes	Maintenance team/ Inspector
TOTAL		PHP 0.00	7 minutes	



5.4 Dirty Water

Concessionaires may, from time to time, experience dirty water and by reason of which complaints may be received which may require, as a solution, blow-offs or flushing in their vicinity.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District who experience dirty water.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance order		Customer Services Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider	1. Receive, discuss and write customer's concern including name, address, meter number and account number.		7 minutes	Customer Services Personnel
1.1 Sign name in the log book of complaints	1.1 Provide answer to customer and schedule for blow-off.			
2. Wait for the maintenance team for the flushing of service line or blow-off point.	2. Flush/blow-off the customer's service line or blow-off point the following day.		1 hour	Maintenance team
TOTAL		PHP 0.00	1 hour 7 minutes	



5.5 Leakages

Service lines may suffer from leakages due to natural or accidental causes and others.

Office or Division:	Commercial Division													
Classification:	Simple													
Type of Transaction	G2C, G2B, G2G													
Who may avail:	Concessionaires of San Jose Water District with complaints on any of the following: Mainline leak (MLL), Tapping Point leak (TPL), Service line leak (SLL), Meter stand leak (MSL), Water meter tail piece leak (tpl)													
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE												
Maintenance order		Customer Services Personnel												
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE										
1.Relay specific concern to service provider 1.1 Sign name in the log book of complaints	1.Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Provide answer to customer. Inform that maintenance team will visit the following day.		4 minutes	Customer Services Personnel										
2.Wait for the maintenance team	2.Inspect for leakages and list materials needed for the repair.		5 minutes	Maintenance team										
3.Shoulder all the materials to be used in repair	4.Repair leakages.		<table border="1"> <tr><td>Major leak:</td></tr> <tr><td>MLL - 3-5 days</td></tr> <tr><td>TPL - 1-2 days</td></tr> <tr><td>SLL - 4-8 hrs</td></tr> <tr><td>tpl - 30 mins</td></tr> <tr><td>Minor leak:</td></tr> <tr><td>MLL - 1-2 days</td></tr> <tr><td>TPL - 4-8 hrs</td></tr> <tr><td>SLL - 1-3 hrs</td></tr> <tr><td>MSL - 1-2 hrs</td></tr> </table>	Major leak:	MLL - 3-5 days	TPL - 1-2 days	SLL - 4-8 hrs	tpl - 30 mins	Minor leak:	MLL - 1-2 days	TPL - 4-8 hrs	SLL - 1-3 hrs	MSL - 1-2 hrs	Maintenance team
Major leak:														
MLL - 3-5 days														
TPL - 1-2 days														
SLL - 4-8 hrs														
tpl - 30 mins														
Minor leak:														
MLL - 1-2 days														
TPL - 4-8 hrs														
SLL - 1-3 hrs														
MSL - 1-2 hrs														
TOTAL		PHP 0.00	Repair time plus 9 minutes											



5.6 Replacement of gate/ball valve

Gate/ball valves, because of long use and wear and tear, may require replacement.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Materials needed for replacement and 2. Maintenance Order		Inspector/Customer Customer Services Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints/requests	1. Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Inform the concessionaire that replacement of gate/ball valve will be done the following day		2 minutes	Customer Services Personnel
2. Shoulder all the materials to be used in repair	2. Replace the ball/gate valve.		27 minutes	Maintenance team
TOTAL		PHP 0.00	29 minutes	



5.7 Change Meter (Damaged meter lens & stuck-up meter)

Water meters, because of long use and other factors, may require replacement. Such replacement ensures accurate water meter reading and reduced number of complaints from concessionaires.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order and 2. payment of water meter cost		Customer Services Personnel Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints/requests	1. Receive, discuss and prepare Maintenance Order 1.1 Inform the concessionaire to pay the cost of water meter or meter lens to the cashier.		15 minutes	Customer Services Personnel
2. Pay to the cashier.	2. Process payment and issue Official receipt (O.R.)		15 minutes	Cashier
3. Go back to the Customer Services personnel	3. Schedule replacement of water meter or meter lens on the following working day.		15 minutes	Customer Services Personnel
4. Wait for the maintenance team.	4. Replace stuck-up water meter.		1 hour	Maintenance Team
TOTAL		Total amount due	1 hour 45 minutes	



5.8 Meter Relocation

Request for meter relocation may be made by concessionaires due to any building improvement, fencing, construction of garage, etc.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order and 2. payment of meter relocation fee and other charges		Customer Services Personnel Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints/requests	1. Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Inform the concessionaire to pay relocation fee and other charges (materials) if any		15 minutes	Customer Services Personnel
2. Pay to the cashier.	2. Process payment and issue Official receipt (O.R.)		10 minutes	Cashier
3. Go back to the Customer Services personnel	3. Schedule relocation inspection the following working day.		10 minutes	Customer Services Personnel
4. Wait for the maintenance team.	4. Inspect relocation area and list all the materials needed for the relocation of water meter.		15 minutes	Maintenance Team
5. Purchase all the materials needed and inform the customer services personnel once all the materials and relocation area is ready.	5. Schedule relocation of water meter the following working day.		1 hour	Maintenance Team
TOTAL		PHP 200	1 hour 50 minutes	



5.9 Re-tapping of service line

For some reasons, consumers may request re-tapping of service line.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order and 2. payment of re-tapping fee and other charges		Customer Services Personnel Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider	1. Receive, discuss and write customer's concern including name, address, meter number and account number.		2 minutes	Customer Services Personnel
2. Sign name in the log book of complaints/requests	2. Inform the concessionaire to pay re-tapping fee and other charges (materials) if any		2 minutes	Customer Services Personnel
3. Pay to the cashier.	3. Process payment and issue Official receipt (O.R.)		2 minutes	Cashier
4. Go back to the Customer Services personnel	4. Schedule re-tapping inspection the following working day.		2 minutes	Customer Services Personnel
5. Wait for the maintenance team.	5. Inspect the area and possible re-tapping point. List all the materials needed.		5 minutes	Maintenance Team
6. Secure all the materials and area needed for re-tapping. Inform the customer services personnel once ready	6. Schedule re-tapping of service line		2 minutes	Customer Services Personnel
7. Wait for the maintenance team.	7. Re-tap service line		2 hours	Maintenance Team
TOTAL		Total amount due	2 hours 15 minutes	



5.10 Change Name of Connection

Change of Ownership shall be accomplished if the real owner passed away or sold the property.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change of name payment 2. Deed of sale 3. Authorization letter from previous owner		Customer Customer-to-be Previous owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider 1.1 Sign name in the log book of complaints/requests	1. Receive, discuss and write customer's concern including name, address, meter number and account number. 1.1 Submit authorization letter if acquired from previous owner, deed of sale if property acquired includes water connection 1.2 Verifies submitted documents and advise to pay change name fee to the cashier		2 minutes	Customer Services Personnel
2. Pay to the cashier.	2. Process payment and issue Official receipt (O.R.)		2 minutes	Cashier
3. Go back to the Customer Services personnel	3. Process change of connection's name, address, meter number		1 minute	Customer Services Personnel
TOTAL		Total amount due	5 minutes	



6. Reconnection of Water Service

Water Service connection of concessionaires may, for some reasons, be disconnected. Failure to pay on time is the most common. In the event of disconnection, consumers may subsequently apply for reconnection to restore water services. The following table enumerates the steps that need to be undertaken for such purpose.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District who want to apply for reconnection of water service connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter from the owner, if tenant 2. Full payment of arrears and reconnection fee of P200.00		Owner Customer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider. 1.1 Present the requirement.	1. Determines the date of closure of water connection. 1.1 Verify the authenticity of the requirement submitted. 1.2. Give the billing statement and advise the concessionaire to pay the arrears to the teller and necessary fees to the cashier.		3 minutes 2 minutes	Customer Services Personnel
2. Pay arrears to the teller.	2. Process payment and issue official receipt (O.R.)		2 minutes	Teller
3. Pay reconnection fee and other applicable charges.	3. Process payment and issue official receipt (O.R.)		5 minutes	Cashier
4. Present the official receipt to the service provider.	4. Prepare Maintenance Order (MO) form. Advise the customer on the probable schedule of reconnection.		2 minutes	Customer Services Personnel
	5. Act on the Maintenance Order form.			Maintenance Team
TOTAL		Amount to be paid plus 200	14 minutes	



7. Disconnection of Water Service

Consumers may, from time to time opt to have their water service disconnected temporarily. The following table provides the steps to effect a disconnection.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District with existing service connection and prefer it to be temporarily closed.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished and signed Service Request or Maintenance Order		Customer Services Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider.	1. Verify the account of the customer. If with unpaid bills advise him to settle first the account.		2 minutes	Customer Services Personnel
2. Pay the account	2. Process payment and issue official receipt (O.R.)		3 minutes	Teller
3. Present the official receipt to the service provider.	3. Prepare Maintenance Order (MO) form. Advise the customer on the probable schedule of disconnection.		3 minutes	Customer Services Personnel
	3.1 Act on the Maintenance Order form.			Maintenance Team
TOTAL		Amount to be paid	7 minutes	



8. Processing of Permanent Water Service Disconnection and Refund of Deposit

Disconnection may be temporary or permanent. For consumers who may choose to have their water service permanently disconnected and their deposit refunded, the steps below are enumerated to facilitate the disconnection/refund process.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	Concessionaires of San Jose Water District with existing service connection and prefer it to be permanently closed.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service application and Official Receipt 2. Residence Certificate 3. Fully accomplished and signed Service Request or Maintenance Order		Customer Customer Customer Services Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay specific concern to service provider. 1.1 Present the requirement.	1. Verify the account of the customer. If with unpaid bills advise him/her to settle first the account. 1.1 Verify the authenticity of the requirement submitted. 1.2. Give the billing statement and advise the concessionaire to pay the bills to the teller		2 minutes 2 minutes	Customer Services Personnel
2. Pay the account	2. Process payment and issue official receipt (O.R.)		2 minutes	Teller
3. Present the official receipt to the service provider.	3. Prepare Maintenance Order (MO) form. Advise the customer on the probable schedule of disconnection. 3.1 Prepare 3 copies of refund authorization form and have the consumer signed. 3.2 Forward the signed refund authorization form, official receipt and application form to the Accounting department for payment. 3.3 Advise the consumer to come back as per the advise of the Accounting department		3 minutes 4 minutes 2 minutes 1 minute	Customer Services Personnel
4. Proceed to the Disbursing Officer for the release of payment.	4. Ask the consumer to sign the Disbursement Voucher and give the check.		2 minutes	Disbursing Officer
TOTAL		Amount to be paid	18 minutes	



9. Issuance of Certificates and/or Documents

Anyone who may find the need to request for certification and other documents may file a request to gain access to Agency information of public interest.

Office or Division:	FOI Officer			
Classification:	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished FOI Request Form		FOI Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the FOI Request Form	1.1. Receives request the FOI Request Form and reviews the same		5 minutes	FOI Receiving Officer
	1.2. Forward the request to the Decision Maker		5 minutes	FOI Receiving Officer
	1.3. Assess request for approval or denial and issues response		1-15 days	Decision Maker
	1.4. Prepares the requested documents			HR
2. Pay to the cashier	2. Processes payment and issues Official Receipt	Php 1.00 per bond paper plus actual postal/couriers fee	3 minutes	Cashier
3. Receive Documents	2. Issuance of requested documents or Letter of Denial		10 minutes	FOI Receiving Officer
TOTAL		Php 1.00 per bond paper plus actual postal/couriers fee	1-15 days, 23 minutes	



Admin/GSO Division

Internal Services



1. Filing, processing and approval of Leave Application

Employees may file an application for leave from time to time as they may find necessary. The following table enumerates the steps to be undertaken when such application is filed.

Office or Division:	Admin/GSO Division			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail:	Employees of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished & signed CSC Form No. 6		Admin/GSO Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes CSC Form No. 6 (Leave Application Form) in two (2) original copies	1. Signs/Recommends approval		5 Minutes	Recommending Authority
	1.1 Signs/Approves the application & releases to the Personnel Division		3 Minutes	Approving Authority
	1.2 Receives, records & releases to TMS encoder		5 Minutes	Personnel Division Receiving Staff
	1.3 Encodes to the Time Monitoring System & releases to concerned leave processor		5 Minutes	TMS encoder
	1.4 Processes application as to certification of available leave credits & submits to the Admin/GSO Division Head for Signature/certification		5 Minutes	Leave Processor
	1.5 Signs/certifies the available leave credits & releases to leave processor		2 Minutes	Admin/GSO Division Head
	1.6 Retains one copy for leave folder, logs & releases the other copy to the releasing staff		4 Minutes	Leave Processor
2. Claims the requested document	2. Releases the other copy to the employee concerned		2 Minutes	Releasing staff
TOTAL		Php 0.00	31 minutes	



2. Request for 201 File

Employees of the Agency who have retired and/or separated from the service may find the need to request for their 201 file. This is usually true to those who have been re-employed in the private sector.

Office or Division:	Admin/GSO Division			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail:	Former Employees of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished HR Request Form (HRRF)		Admin/GSO Division Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the HR Request Form (HRRF) for signature of the concerned Division Head and submit to HRD.	1.Signs & indicates the date in the HRRF if properly accomplished & complete with attachments. Otherwise, ask the concerned Division to accomplish and complete the same. 1.1.Endorses the HRRF to the concerned HR Staff 1.2.Retrieves, photocopies, & certifies if necessary the document/s being requested, if available. 1.3.Submits the requested document/HRRF with proper notation to the HRMO 1.4.Reviews & endorses the requested document/HRRF with proper notation 1.5.Approves the release of the requested document/copy of the HRRF with proper notation		1 day	HRMO
			1 day	HRMO Concerned HR Staff Concerned HR Staff HRMO Admin/GSO Division Head
2.Receives the requested document/HRRF with proper notation	2.Files the HRRF			Concerned HR Staff
TOTAL		PHP 0.00	2 days	



3. Issuance of Certificate of Employment/COE with Compensation

Former employees of the Agency who have already retired, resigned or separated from their service may secure Certificate of Employment. For other reasons, however, as it may serve them, the same may be requested by employees of the Agency.

Office or Division:	Admin/GSO Division			
Classification:	Simple			
Type of Transaction	G2C			
Who may avail:	Employees and/or Former employees of San Jose Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Request		Admin/GSO Division Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request to the HRD thru the Administrative Service Records and Service Request System	1. Acknowledge and log received request from concerned employee		5 Minutes	HRD Administrative Officer
	1.1 Payroll Officer prepares list of compensation received by the requesting employee		10 Minutes	Payroll Officer
	1.2 Prepares, prints, and affixes initial on the document		3 Minutes	HRD Administrative Officer
	1.3 Reviews completeness and accuracy of the document, affix initial and forward to the HRD Chief Administrative Officer for signature		10 Minutes	HRD Supervising Administrative Officer
	1.4 Signs document and returns to HRD Adm. Officer		2 Minutes	HRD Chief Administrative Officer
2. Claims the requested document	2. Issues documents to requesting employee		2 Minutes	HRD Administrative Officer
TOTAL		Php 0.00	32 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM		
How to send a feedback?	Fill-up and answer the feedback form located at the Finance/Commercial Division desk and drop it into the suggestion box.	
How feedback is processed?	Every Friday, the Administrative Aide retrieves, compiles and records all accomplished feedback forms from the suggestion box. Feedback requiring response are forwarded to the Admin/GSO Division Head for appropriate action within three (3) working days from receipt of the feedback. The response of the office is then relayed to the customer. For inquiries and follow-up, customer may contact the telephone numbers listed herein.	
How to file a complaint?	Fill-up and answer the feedback form located at the Finance/Commercial Division desk and drop it into the suggestion box. Complaints may also be filed thru telephone call or sent thru e-mail with the following details provided: • Name, Exact Address, Contact Number, Nature of Complaint	
How a complaint is processed?	The Administrative Aide retrieves all accomplished feedback forms from the suggestion box, compiles, records and forwards the same to the Admin/GSO Division Head who then evaluates the complaints. The customer is informed of the result thru formal letter or phone call. For inquiries and follow-up, customer may contact the telephone numbers listed below	
Contact Information	Contact Information of ARTA, Presidential Complaints Center CSC Contact Center ng Bayan Contact Information of SJWD, San Jose, Occidental Mindoro	ARTA - complaints@arta.gov.ph Presidential Complaints Center - 8888 0908-881-6565 (SMS) (043) 457 - 9469 09985567874 sanjosewaterdistrict_occimin@yahoo.com



LIST OF DIVISIONS

Division	Address	Contact Information
Admin/GSO	Dona Consuelo Subd. Barangay Pag-asa San Jose, Occidental Mindoro 5011	(043) 457 - 9469
Finance/Commercial	Dona Consuelo Subd. Barangay Pag-asa San Jose, Occidental Mindoro 5011	(043) 457 - 9469
Engineering	Dona Consuelo Subd. Barangay Pag-asa San Jose, Occidental Mindoro 5011	(043) 457 - 9469

For Compliance:

FERDINAND B. MERCENE
General Manager C
San Jose Water District
San Jose, Occidental Mindoro