



CITIZEN'S CHARTER

2021 (4th Edition)

AMADEO WATER DISTRICT PROFILE

The **Amadeo Water District (AWD)** was formed locally last May 26, 2003 through Resolution No. 153, Series of 2003 passed by the Sangguniang Bayan of the Municipality of Amadeo, Cavite. Five members of the Board of Directors (BOD) were appointed to pass the Resolution forming the Water District and to act as the policymaking body of the AWD and represent the following sectors; Civic-oriented Organizations, Professional Associations, Business Associations, Educational Institutions and Women's Organizations. Resolution No. 01, Series 2003 was passed on May 24, 2003 by the Board of Directors of AWD appointing Engr. Nilo C. dela Peña as the General Manager of Amadeo Water District. A Conditional Certificate of Conformance No. 601 was awarded to Amadeo Water District on September 29, 2003 by the Local Water Utilities Administration (LWUA) in recognition of its full conformance with the Standards of water service to the public.

At present, Amadeo Water District is situated at 012 J. dela Peña St. Brgy. 9, Amadeo, Cavite. It is now categorized as Category C Water District and currently operating fourteen (14) Pumping Stations and covering the service areas of eleven (11) barrios and twelve (12) barangays in Poblacion.

Since then, AWD is serving a total number of 9,174* households both in urban and rural areas covered its area of jurisdiction. The need for a constant delivery of water right through their faucet is the reality that we cannot bare to ignore and so the operation services in these areas is continuously developing as time passes.

To carry out this aspiration, just like any other government office, the Amadeo Water held a strategic planning to formally assert it Mission and Vision in the public service.

*Total number of concessionaires as of December 31, 2021.

I. Mandate:

The **Amadeo Water District (AWD)**, formed locally through Resolution No. 153, Series of 2003 passed by the Sangguniang Bayan of the Municipality of Amadeo, Cavite, shall exercise powers and functions, as stipulated in the provisions of Title II of the Presidential Decree No. 198, as amended, and mandated to provide, operate and maintain water supply and distribution systems, administer sewerage system and other functions or purposes stated thereto.

II. Vision:

The Amadeo Water District continuously strives to be recognized as an environment-friendly and reliable service provider in the country.

III. Mission:

The Amadeo Water District shall uphold a worry-free and quality service to its concessionaires thru highly skilled employees and well-organized system.

IV. Service Pledge:

The management and employees of Amadeo Water District are committed to provide safe, sustainable and potable water supply to satisfied concessionaires within the service areas through a workforce who deliver duties and responsibilities promptly and efficiently.

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A Step-by-Step Procedures of Frontline Services

(External Services)

1. **Accepting Feedbacks / Queries From Phone Call, Text Message and Walk-in**

In public services like ours, feedback of the customers should always be the top consideration. Through phone call, text message and walk-in, feedbacks from concessionaires should come to the knowledge of the District and respond or act on the feedbacks of the concessionaires, be it a negative or a positive feedback such as satisfaction, suggestion and complaints.

A line of communication between the concessionaire and the agency should always be available in a service like this. It is our duty to provide our clients the reliable and clear information they need to know about the service we are providing.

SCHEDULE OF AVAILABILITY OF SERVICE

Through Text Message	Monday - Sunday 24 hours
Through Phone Call	Monday – Sunday 8:00 am – 5:00 pm (<i>No Noon Break</i>)
Through Walk-In	Monday 8:00 am – 5:00 pm (<i>No Noon Break</i>) Saturday 8:00 am – 12:00 noon

Office or Division:	Commercial Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback Form		PACD Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AWD management regarding his/her feedback/query personally through phone call, text message	1.1 Receives the feedback/ query from the concessionaire and ask all the necessary information. 1.2 Records the feedback/query into the record book. Relays the feedback/query to the concerned division/employee for immediate proper action.	None	4 mins. (Average)	PACD Officer of the Day (Walk-In/ Phone Call)
	2. Feedback/ query is given immediate action. Accomplish the required form.	None	20 mins.	Customer Services Assistant
	3. If it is field-related complaint	None		Utilities Services Assistant Water Maintenance Man

	Leak repair (major line)		4 hours	
	Leak repair (minor line)		1 hour	
END OF TRANSACTION				

2. Processing of Payment for Water Bill / Issuing Official Receipt

The Water District, under the law, may sell water under its control, under schedules of rates and charges as may be determined by the Board, to any and all water users within the district. The district, as far as practicable, shall fix such rates and charges for water as will result in revenues which will defray the operating expenses of the district and the like.

It is mandated by law to issue an official receipt as proof of obtaining the water services rendered by the district, materials used and receiving payments from the concessionaires.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

7:00 am – 5:00 pm (*No Noon Break*)

Saturday

8:00 am – 12 noon

Office or Division:	Commercial Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens	
Who may avail:	All concessionaires of Amadeo Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Latest Water Bill		AWD - Commercial Services Division Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will present the latest bill which is tantamount to the cubic meters of water consumed within the covered month and will give the money to the cashier as payment.	1.1 The Cashier will accept the payment and issue an official receipt. 1.2 The details of payment made by the Client will be automatically posted in the customer's account ledger in the computerized billing system.	The equivalent amount of water used within the covered month.	1 min.	Cashier
END OF TRANSACTION				

3. Senior Citizen's Discount Application

It is an act to maximize the contribution of Senior Citizens to Nation Building, grant of a minimum of five percent (5%) and for other purposes. The grant of a minimum of five percent (5%) discount relative to the monthly utilization of water supplied by the public utilities. That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing there in. provided, further, that the monthly consumption of water does not exceed thirty cubic meters (30 m³). – Republic Act No. 7432 Sec. 4 (c).

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All Senior Citizen concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance specifying the purpose.		Barangay where the applicant resides		
Photo copy of Senior Citizen Identification Card.				
Authorization letter if the applicant cannot transact personally.				
Sign up / filled up the Senior Citizen Form.		AWD - Commercial Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit all the requirements needed and sign in the SC's Application form.	1.1 Assess the submitted requirement. 1.2 Ask the personal information and fill up the SC's Application form. 1.3 All succeeding procedure concerning the 5% discount will be explained to the Applicant.	None	4 mins.	Customer Services Assistant

	2. The encoder will deduct the 5% discount to the Senior Citizen's bill.		1 min.	Customer Services Assistant
END OF TRANSACTION				

4. Request for Change Account Name

Upon receiving the accomplished request form and all the necessary information of Change Account Name was explained, it will be forwarded to the encoder for processing.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change Name Application Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inform AWD Public Assistance and Complaint's Desk (PACD) Officer regarding his/her request for change Account Name	1. PACD Officer informs the person-incharge of the concessionaire' s request. Person-incharge receives the applicant request and explains the necessary information.	None	3 mins.	Customer Services Assistant
2.Payment of Change Name Fee to the Cashier.	2. Process payment and Issue Official	P 200.00	1 min.	Cashier
	Receipt (OR). The person-incharge will change the name of the concessionaires in the Billing System.		1 min.	Customer Services Assistant
END OF TRANSACTION				

5. Relocation of Water Meter

Upon receiving the accomplished request form and all the necessary information about the process of relocation was explained, it will be forwarded to the Commercial staff for inspection of the particular site.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AWD Public Assistance and Complaint's Desk (PACD) Officer regarding his/her request for	1.1 PACD Officer informs the person-incharge of the concessionaire's request.	None	4 mins.	PACD Officer of the Day
Relocation of Water Meter	1.2 Person-incharge receives the Applicant Request and explains the necessary information.			Utilities Services Assistant
	2. Process Site Inspection of proposed water meter relocation. (from the concessionaire's lot to the barangay or main road.)	None	25 mins.	Utilities Services Assistant

3. Payment of Relocation Fee	3. Process payment and issue Official Receipt (OR).	P 500.00 Plus amount of materials to be used	1 min.	Cashier
	4. Schedule of Relocation of Water Meter.	None	30 mins.	Utilities Services Assistant (if relocation is from the concessionaire's lot to the barangay or main road.)
END OF TRANSACTION				

6. Change Water Meter / Lock wing

Upon receiving the accomplished request form and all the necessary information about the process of change water meter / lock wing was explained, it will be forwarded to the Commercial staff for inspection of the particular site.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may avail:	All concessionaires of Amadeo Water District
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AWD Public Assistance and Complaint's Desk Officer regarding his/her request for change of water meter / lock wing.	1.1 PACD Officer informs the person-incharge of the concessionaire's request.	None	1 min.	PACD Officer of the Day
	1.2 Person-incharge receives the Applicant Request and explains the necessary information. Schedule the Change of Meter / Lock wing		3 min.	Utilities Services Assistant
2. Pay for the materials to be used in changing water meter or lock wing	2.Process payment and Issue Official Receipt (OR).	P 1,430.00 (for water meter) plus other	1 min.	Cashier
		materials to be used. P 430.00 (for lock wing only) plus other materials to be used.		
	3. Change water meter / lock wing	None	15 mins.	Utilities Services Assistant
END OF TRANSACTION				

7. Voluntary Disconnection and Reconnection

Upon receiving the accomplished request form and all the necessary information about the process of change water meter / lock wing was explained, it will be forwarded to the Commercial staff for inspection of the particular site.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am - 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete identification of the concessionaire.				
Concessionaire must not have any arrears.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AWD Public Assistance and Complaint's (PACD) Officer regarding his/her request for Voluntary Disconnection and Reconnection.	1. PACD Officer informs the person-incharge of the concessionaire' s request.	None	1 min.	PACD Officer of the Day
	2. Explains to the client necessary information Schedule of reconnection/ disconnection.	None	3 mins.	Utilities Services Assistant

	Performs the following: Disconnection	None	1 min. (if padlock will be used) 10 mins. (if peso coin will be used)	Utilities Services Assistant
	Reconnection		2 mins.	
END OF TRANSACTION				

8. Water Service Application / Inspection/Installation of Water Service Application

All household and business establishments in the area of jurisdiction of Amadeo Water District are required to secure an application of Water Service from this office/division.

The applicant shall secure all the necessary documentary requirements and submit the same to the person-in-charge who will assess and fill-up the water service application form.

Upon the completion of the form, it will be forwarded to the Maintenance team for the inspection of the particular site. The said team will also explain to the concessionaire the process of installations and what are the materials needed. Once paid, installation of service line will proceed.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens	
Who may avail:	All concessionaires of Amadeo Water District	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Barangay Clearance stating the residency in Amadeo, Cavite, and that the applicant is clear from all obligation as far as the previous water service is concerned (refers to those who have previous accounts in Barangay Water System) and specifying the purpose "for water installation application".	Barangay where the applicant resides
	Title or Tax Declaration of lot where the connection will be installed.	Municipal Assessor's Office, LGU

Excavation Permit, which can be secured from the Barangay, whenever the pipeline to be installed is needed to cross a public road within the barangay in the municipality.		Barangay of where the applicant resides		
Authorization Letter allowing the tenant to apply for service connection		Owner of the house/lot if the applicant is a tenant		
Waiver/Permission Letter		Owner of a private property where the pipeline to be installed will cross over (if applicable)		
Identification Card (ID)of the applicant		(any government issued ID)		
Sketch of the location area where the service connection will be installed.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant secures all the necessary requirements.		None		
2. The applicant submits all the requirements needed and sign in the application forms.	2.1 Assess the submitted requirements. Asks the personal information of the applicant and fills up the application form. All succeeding procedures concerning the water service installation and fees to be paid incurred in the application will be explained to the applicant.	None	5 mins.	Utilities Services Assistant
	2.2 Post the name and		1 min.	

	location of the applicant in the bulletin board of Maintenance Section for schedule of inspection.			
3. Present the identification details of the applicant for verification purposes.	3.1 The location will be inspected.		10 mins.	Utilities Services Assistant
	3.2 Second copy of the inspection form will be forwarded to person-in charge who will explain and give form to the applicant.		3 mins.	Utilities Services Assistant
4. Pays the registration fee in full payment. The materials used is payable in two (2) upon the date of installation.	4.1 Receives payment and inform the Maintenance.	P 2, 500.00 Plus, P3,000.00 (average amount of other materials to be used)	2 mins.	Cashier
	4.2 Post the name and location of the applicant in the bulletin board of the Maintenance Section for schedule of installation.		1 min.	Utilities Services Assistant
	4.3 Installation of the water service connection.			Utilities Services Assistant

	(without excavation)		45 mins.	
	(with excavation)		1 hour and 30 mins.	
	*If jetting is needed		Up to 5 hours	
END OF TRANSACTION				

10. Relocation of Service Line and/or Water Meter

Upon receiving the accomplished request form and all the necessary information about the process of relocation was explained, it will be forwarded to the Maintenance Section for inspection of the particular site.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm (*No Noon Break*)

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens			
Who may avail:	All concessionaires of Amadeo Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AWD Public Assistance and Complaint Officer regarding his/her request for Relocation of Water Meter or Service Line	1.1 PACD Officer informs the person-in-charge of the concessionaire' s request. Person-in-	None	4 mins.	PACD Officer of the Day

	<p>charge receives the Applicant Request and explains the necessary information.</p> <p>1.2 Person-incharge receives the Applicant Request and explains the necessary information.</p>			Utilities Services Assistant
	2. Process Site Inspection of proposed water meter and/or service line relocation.		25 mins.	Utilities Services Assistant
3. Payment of Relocation Fee	3. Process payment and issue Official Receipt (OR).	P 500.00 Plus P1,000.00 (average amount of other materials to be used)	1 min.	Cashier
	4. Schedule the relocation of Water Meter and/or Service Line.	None	30 mins.	Utilities Services Assistant
END OF TRANSACTION				

A Step-by-Step Procedures Internal Services

1. Approval and Signature of the General Manager

All completed documents that need approval and signature of the General Manager shall be submitted and processed at the Office of the General Manager.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

Office or Division:	Office of the General Manager (OGM)		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Officers and Staff of the Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Documents that need approval and signature of the General Manager		Requesting Division	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Request for approval and signature of the following documents: 1.2 Financial Statement 1.3 Key Performance Indicator 1.4 Monthly Data Sheet 1.5 Disbursement Voucher 1.6 Microbiological Test 1.7 Bacteriological Test 1.8 Leave Form 1.9 CSC Monthly Report 1.10 Project Billing Evaluation	1. Receives the documents for signature of the General Manager	3 minutes	GM's Secretary
	2.Reviews documents for endorsement to General Manager (if applicable)	3 minutes	Division Manager
	3.Approves and signs documents	3 minutes	General Manager

1.11 Plantilla of Personnel 1.12 Appointment Papers 1.13 Request for Monetization 1.14 Memo and Office orders 1.15 Travel Order 1.16 Purchase Order 1.17 Requisition 1.18 Itinerary of Travel 1.19 Petty Cash Voucher 1.20 Bidding Documents 1.21 NOSI/NOSA 1.22 Management Report 1.23 Other documents subject to the approval and signature of the GM			
END OF TRANSACTION			

2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT/ AND SERVICE RECORD

The Certificate of Employment and Service Record contains information on current position, office assignment, salary and status of employment and length of service in the District. This is issued for whatever legal purpose it may serve the employee.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
 8:00 am – 5:00 pm

Office or Division:	Administrative Division		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Plantilla and Non Plantilla Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
		Administrative Personnel	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Administrative Officer for the request for Certificate of Employment and/or Service Record	1. Prepares the requested certificate of employment and /or Service Record (SR)	5 minutes	Administrative Officer
	1.2 Reviews and signs the Certificate/SR	3 minutes	General Manager
2.Claim requested Certificate/SR	2. Releases Certificate/SR	2 minutes	Administrative Officer
END OF TRANSACTION			

3. REQUEST FOR MONETIZATION OF LEAVE CREDITS

Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other expenses of the employee.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

Office or Division:	Administrative Division		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Plantilla Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application for Leave of Absence (ALA)	Administrative Personnel Requestor		
2. Request letter for monetization			
CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A Submit duly accomplished ALA form	1. Verifies and certifies the available leave credits.	5 minutes	Admin. personnel
	2. Endorses documents to the Division Head for approval and/or to the General Manager for approval of ALA.	3 minutes	Division Head /General Manager
1.B Submit duly accomplished form and request letter for monetization.	1. Verifies and prepares necessary Documents.	2 minutes	Admin. Personnel / Accounting personnel
	2. Endorses documents to the General Manager for approval of monetization.	3 minutes	
	3. Endorses documents to the Finance Section for the preparation of cheque.		
	2. Releases cheque.		
END OF TRANSACTION			

4. REQUEST FOR CASH ADVANCE FOR SPECIFIC PURPOSE

A cash advance is granted for emergency purposes only

A regular employee may request for cash advance with a specific and authorized purpose.

All cash advances shall be subject for liquidation

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

Office or Division:	Finance Department		
Classification:	Simple		
Type of Transaction:	G2G-Government to Government		
Who may avail:	Officers and Staff of the Agency *Permanent Officers/Staff with no outstanding CAs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request Letter for CA		Requesting Department	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submits Request Letter for CA	Accepts and forwards request to Accounting Officer	1 minute	Accounting personnel
	Reviews and approves grant of CA	3 minutes	Accounting Head
	Prepares Obligation Request and Budget Utilization Request, Disbursement Voucher and Journal Entry Voucher	5 minutes	Accounting personnel
	Signs OR, BUR, DV and JEV None	1 minute per signatory	Accounting personnel and head

	Records and forwards to officer for check preparation None	2 minutes	Accounting personnel
	Prepares, records and signs check None	5 minutes	Disbursement Officer, General Manager
	Issues check None	2 minutes	Disbursement Officer
END OF TRANSACTION			

5. REQUEST FOR CASH ADVANCE FOR LOCAL TRAVEL

A regular employee may request for cash advance for local travels
All cash advances shall be subject for liquidation

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday
8:00 am – 5:00 pm

Office or Division:	Finance Department		
Classification:	Simple		
Type of Transaction:	Government to Government		
Who may avail:	Officers and Staff of the Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Travel Order and Itinerary of Travel		Requesting Employee	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits TO and Itinerary of Travel to Accounting	Accepts and forwards request to Accounting Officer	1 minute	Accounting personnel

	Reviews and approves grant of CA	3 minutes	Accounting Head
	Prepares Obligation Request and Budget Utilization Request, Disbursement	5 minutes	Accounting personnel
	Voucher and Journal Entry Voucher		
	Signs OR, BUR, DV and JEV	1 minute per signatory	Accounting personnel and head
	Records and forwards to officer for check preparation	2 minutes	Accounting personnel
	Prepares, records and signs check	5 minutes	Disbursement Officer, General Manager
	Issues check	2 minutes	Disbursement Officer
END OF TRANSACTION			

6. REQUEST FOR PETTY CASH PAYMENT

A regular employee/job order may request for payment from petty cash

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday

8:00 am – 5:00 pm

Office or Division:	Finance Department
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Officers and Staff of the Agency
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Petty Cash Voucher and/or Reimbursement Expense Receipt		Requesting Employee	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submits Petty Cash Voucher	Accepts, reviews and signs petty cash voucher	1 minute	Accounting personnel
	Reviews and approves payment from petty cash	3 minutes	General Manager
	Records to petty cash fund record	2 minutes	Accounting personnel
	Releases petty cash	2 minutes	Accounting personnel
END OF TRANSACTION			

7. PROCUREMENT OF GOODS AND SERVICES THROUGH ALTERNATIVE MODES OF PROCUREMENT

Acquisitions of Goods and Services amounting to 1 million and below.

Office or Division:	Purchasing/Bids and Award Committee		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	AWD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Annual Procurement Plan		Purchasing Department	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE

<p>Submission of Signed and Approved Annual Procurement Plan</p>	<p>1.1 Prepare Request for Quotation (RFQ)</p> <p>1.2 Disseminate RFQ to at least three (3) Suppliers for PR with total estimated cost of 50K below. Post RFQ to PhilGEPS website for PR with total estimated cost of 50K above but does not exceed 1M</p> <p>1.3 Secure RFQ's, at least 3 price quotations must be obtained for shopping or 1 price quotation may suffice for Small Value Procurement. The deadline for submission may be extended thrice, if none or less than the required number of quotations were received. Endorse PR to End-user if no quotation from the third posting was received for evaluation/updating of PR</p> <p>1.4 Prepare Abstract of Quotation (AOQ)</p> <p>1.5 Evaluation and Approval of AOQ, and Prepare BAC Resolution</p>	<p>20 minutes per transaction</p> <p>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184</p> <p>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184</p> <p>20 minutes per transaction</p> <p>1 day</p>	<p>Purchasing and BAC</p>
	<p>1.6 Prepare Purchase Order (PO)</p>		

	1.7 Approved PO	20 minutes per transaction	Purchasing and BAC
	1.8 Send signed PO to supplier with Lowest Calculated and Responsive Quote for conform. Secure conformed PO.	1 day	Purchasing and BAC
	1.9 Follow-up/monitor delivery.	Refer to 2016 Revised Implementing Rules and Regulations of RA 9184	Purchasing and BAC
	1.10 Receives delivery and secure Sales Invoice and/or Delivery Receipts	1 day	Purchasing and BAC
END OF TRANSACTION			

5. PROCUREMENT THROUGH COMPETITIVE BIDDING

Office or Division:	Bids and Award Committee		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	Officers and Staff of the Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Annual Procurement Plan		Requesting Employee	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE

<p>Submission of duly approved and budgeted Purchase Request with attached Draft Official Bidding Documents and Proposed Technical Working Group (TWG) Members.</p>	<p>1. Upon receipt of complete documents, the BAC Secretariat will draft a Proposed BAC Schedule and BAC Resolution creating TWG.</p>	<p>3 days</p>	<p>BAC</p>
	<p>1.1 The BAC and TWG will conduct the: Pre Procurement Conference, Advertisement, PreBid Conference, Receipt and Opening of Bids, Bid Evaluation, Post Qualification, Approval of Resolution/ Issuance of Notice of Award, Contract Preparation and Signing, Approval of contract by higher authority, and Issuance of Notice to Proceed</p>	<p>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184,</p>	<p>BAC</p>

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Use a feedback form and inform the PACD Officer of the Day or send it to Amadeo Water District's email address, amadeowd@yahoo.com or website, www.amadeowater.com</p>
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. A written complaint in relation to request or application shall be submitted by the clients of this office to the PACD Officer of the Day. Remember to put the client's complete identification and the responsible officer, employee or division to approach for redress. 2. The responsible officer or person-in-charge will acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt. 3. The receiving officer or person-in-charge will perform a preliminary assessment of the request so as to promote a more expeditious action on requests, and will determine through a cursory evaluation the sufficiency of submitted requirements for a request or application, taking into consideration the determined response time for the transaction. 4. The simple application and request will be acted within five (5) working days and complex transaction will be acted within ten (10) working days, both from the time the request or application were received. <p>If Unusual Circumstances occur.... Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed may be extended. The period for the delivery of frontline services with simple transactions is within five (5) working days, and within ten (10) working days for the delivery of frontline services with complex transactions.</p>

	<p>The office or agency concerned will notify the requesting party in writing of the reason for the extension and the final date of release of frontline service/s required.</p>
<p>How application or request are processed</p>	<p>In case an application or request is disapproved, the officer or person-in-charge who rendered the decision shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval, including a list of specific requirement/s which the client failed to submit. Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.</p>

FEEDBACK FORM

FEEDBACK FORM

Name (Pangalan): _____ Date (Petsa): _____
(Optional)

Address (Tirahan): _____ Contact Num. (Numero ng telepono): _____

Please check the corresponding concern. (I-tsek ang naayonsanisilahad.)

<input type="checkbox"/> Compliment (Papuri)	▪ Office/Unit/Division/Person/s concerned (Tanggapan/Pangkat/Mga taona may kinalaman)
<input type="checkbox"/> Complaint (Reklamo)	
<input type="checkbox"/> Suggestion (Mungkahi)	

▪ Details of the incident (Detalye ng Pangyayari)	▪ Recommendation/Desired action from our office (Rekomendasyon/Mungkahing aksyonmulasatanggapan)
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Signature (Lagda)

APPLICATION FORM FOR SENIOR CITIZEN'S DISCOUNT

AMADEO WATER DISTRICT		
APPLICATION FOR SENIOR CITIZEN DISCOUNT AVAILMENT		
NAME: _____	CODE NO.: _____	
DATE OF BIRTH: _____	ACCT. NO.: _____	
DOCUMENTARY REQUIREMENTS SUBMITTED:		
<input type="checkbox"/>	APPLICATION FORM	
<input type="checkbox"/>	PICTURE HOLDING THE LATEST NEWSPAPER	
<input type="checkbox"/>	PROOF OF RESIDENCE / BARANGAY C ID NO.:	
<input type="checkbox"/>	VALID SENIOR CITIZEN ID CARD	ID #: _____
<input type="checkbox"/>	OTHER IDs PRESENTED	
<input type="checkbox"/>	AUTHORIZATION LETTER (IF APPLYING THROUGH REPRESENTATIVE)	
<input type="checkbox"/>	GOVERNMENT ISSUED ID (OF THE REPRESENTATIVE)	
CONDITIONS FOR THE AVAILMENT:		
<ol style="list-style-type: none"> 1. The Senior Citizen must be a resident of the household. 2. Consumption should not exceed 30 cubic meters. 3. This is granted by household regardless of the number of senior citizens living therein. 4. Meter registration should be in the name of the senior citizen for a period of one (1) year. 		
_____ SIGNATURE OVER PRINTED NAME OF THE APPLICANT		_____ DATE
EVALUATED BY:	RECOMMENDING APPROVAL:	APPROVED BY:
<u>CAROLINE B. AMBAT</u> Engineering Aide A	<u>LOVINIA B. BAYANI</u> Customer Services Officer A	<u>NILO C. DELA PEÑA</u> General Manager

KASUNDUAN PARA SA PAGPAPAKABIT NG TUBIG



Republic of the Philippines
 Province of Cavite
AMADEO WATER DISTRICT
 012 J. dela Peña St., Brgy. 9, Amadeo, Cavite
 Telefax: (046) 483-1508 / Cel. No. 0925-5554285
www.amadeowd.com / amadeowd@yahoo.com

KASUNDUAN PARA SA PAGPAPAKABIT NG TUBIG

Pangalan ng Magpapakabit: _____	Tirahan: _____
Uri ng Paggagamitan: _____	Talaan Blg: _____
Numero ng Metro: _____	Unang Basa ng Metro: _____
Ikinabit ni: _____	Pangalan o Tatak ng Metro: _____
Opisyal na Resibo Blg: _____	Petsa ng Pagkakabit: _____

Ang kasunduang ito ay ginawa para sa pagpapakabit ng linya ng tubig alinsunod sa kasalukuyan at iba pang patakaran at panuntunan (*Rules and Regulations*) na ipinatutupad ng Tanggapan ng Tubig ng Bayan ng Amadeo, Cavite.

Bilang karagdagan dito, ako'y tatalima sa mga sumusunod:

1. Ang kabuuang halagang itinakda ng Tanggapan ng Patubig ay kailangang bayaran bago ikabit ang metro ng tubig: Registration Fee: P 2,500.00, Water Meter at mga materyales na gagamitin sa pagpapakabit ng linya. Bumili ng mga materyales na gagamitin sa pagpapakabit ng bagong "service connection" base sa iminungkahing "specifications" ng tanggapan. Maaari din bumili sa tanggapan ng Amadeo Water District ngunit kailangan bayaran ng buong halaga.
2. Agad na ipagbibigay alam sa Tanggapan ng Patubig, sakaling masira ang metro ng tubig o anumang mangyari dito ay nakahandang bayaran ang anumang kasiraan o kaya'y kung papalitan, maliban kung ang sanhi ng pagkasira ay di-inaasahang sakuna (force majeure). Makalipas ang tatlong taon ay makakatanggap ng sulat mula sa tanggapan ng patubig na ang metro ay kailangang palitan at bayaran (life span ng metro: tatlo (3) hanggang limang (5) taon).
3. Ang anumang nasirang linya ng tubig na hindi dumadaan sa metro ay nararapat na ipagbigay alam agad sa aring tanggapan sa loob ng 24 oras upang ito ay makumpuni. Ganun din ang tubong sira na hindi pa nakikilala ang may-ari ay pansamantalang puputulin upang maiwasan ang *Non – Revenue Water (NRW)*.
4. Ang metro ng tubig ay ilalagay sa labas ng inyong bakuran at mapapasama sa mga naka-cluster na metro para madali sa amin ang magreading at para maiwasan ang anumang problema. Kung sakaling ang metro ay tumigil sa pag-ikot (stucked), ang inyong kasalukuyang konsumo ay ibabase sa anim (6) na buwang konsumo habang hindi pa napapalitan ng tanggapan ang metro.
5. Kailangan din pong magkaroon ng tangke o iba pang mapapag-ipunan ng tubig na sasapat sa loob ng 3 araw bilang paghahanda kung sakali't mayroong dumating na pangyayaring hindi maiiwasan na maging dahilan ng pagkaantala ng serbisyo ng tubig.
6. Ang pagpapa-igib o pagbebenta ng tubig ay ipinagbabawal. Kung sakaling mapag-alaman na kayo ay nagbebenta ng tubig o ginagamit ang inyong pinalinyahang koneksyon sa Business, gagawin po naming "Commercial Rate" ang inyong nakunsumo.
7. Ipagbigay-alam sa Tanggapan ng Patubig sa loob ng tatlumpung (30) araw bago dumating ang takdang petsa kung ang serbisyo ng tubig ay hindi na kailangan.
8. Kailangang bayaran ang buwanang gamit ng tubig (Monthly Bill) sa takdang araw (due date) ng pagbabayad. **Hindi** maaring tumutol na putulin ang serbisyo ng tubig kung hindi makakabayad ang aninirnapung (60) araw at magbayad ng karagdagan P250.00 para sa muling pagpapakabit (Reconnection fee).

9. Na bibigyan ko ng kapahintulutan ang kawani ng Tanggapan ng Patubig na bisitahin ang linya ng aming tubig para patunayang wala kaming ikinakabit na "booster pump" o anumang bagay na ipinagbabawal ng Tanggapan.

10. Na tutupadin ang nilalaman ng PD 198 na nakasaad sa ibaba:

**Seksyon 31 -- Protection of Water and Facilities of the District
(Pagmamalasakit sa Tubig at Iba Pang Kagamitan ng Patubig)**

(C.) Mahigpit na ipinagbabawal sa sinuman tao o korporasyon ang magbili / gumamit ng tubig sa nasasakupan ng Amadeo Water District ng walang pahintulot o permiso.

(L.) Pangangalagaan at pagmamalasakitan ang paggamit ng tubig. Ang sinumang tao na mapatunayang kumabit ng walang pahintulot mula sa Tanggapan ng Patubig ay ipinagbabawal. Ang pakikialam sa metro o gumagamit ng tubig na hindi dumaan dito, gumamit ng iba't ibang paraan at iba pang uri ng pagnanakaw ng tubig kung mapatunayan ay makakasuhan at mapaparusahan ng tinatawag na "Prison Correccional" sa pinalatagababang antas o pagmumulta ng halagang mula sa P 2,000.00 hanggang P 6, 000.00 o kaya'y pareho.

Bilang patunay at pagtanggap sa kasunduang ito ay nilagdaan ko ngayong ika - _____ ng _____
20_____.

PARA SA TANGGAPAN NG PATUBIG:

NILO C. DELA PEÑA
TAGAPAMAHALA

APLIKANTE

SAKSI

SAKSI

KASUNDUAN PARA SA PAGBABAGO NG PANGALAN

Para kay: **ENGR. NILO C. DELA PEÑA**
General Manager
Amadeo Water District

KASUNDUAN PARA SA PAGBABAGO NG PANGALAN

- Account No. _____ Meter No. _____
- Customer's Present Registered Name _____
- Type of Service Connection (please check) _____ Residential
_____ Commercial

Hinihiling ko po na ilipat ang nasasaad na koneksyon ng tubig sa itaas sa aking pangalan (*mangyaring isulat ang pangalan ng aplikante*):

_____	_____	_____
FIRST NAME	MIDDLE NAME	LAST NAME

Na nabasa at naiintindihan ko ang pamamaraan para sa pagpaparehistro para sa Pagbabago ng Pangalan at dapat kong sundin ang mga kaakibat na mga patakaran at regulasyon at sa gayon ay ipasa ang lahat ng totoo at wastong mga dokumento.

Na nagpapasa ako ng mga sumusunod na dokumento bilang suporta sa aking pagkakakilanlan at patunay ng pagmamay-ari/pag-okupa sa lugar kung saan nakakonekta ang metro ng tubig.

Uri ng ID _____ Blg. Ng ID _____

Na ako ang naninirahan/ nagmamay-ari ng nasasaad sa itaas na lugar kung saan konektado ang nabanggit na metro at ang tubig ay ginagamit nang eksklusibo para sa nabanggit na lugar lamang. Gayundin, pinatutunayan kong hindi ako nakakatanggap ng supply ng tubig sa nabanggit na lugar sa pamamagitan ng anumang iba pang mga pinagkakabitang metro.

Sakaling magkaroon ng anumang maling representasyon sa aking panig o anumang pagtutol mula sa kasalukuyang nakarehistrong consumer o kung sakaling ang mga impormasyon at dokumento na aking ibinigay ay mali at may panlilinlang, ang AMADEO WATER DISTRICT ay may karapatang muling mabawi ang koneksyon sa pangalan ng kasalukuyang nakarehistrong consumer.

Nangangako rin akong gagawin ang pagbabayad sa AMADEO WATER DISTRICT ng lahat ng mga bayarin na nararapat mabayaran na may kaugnayan sa kasalukuyang nakarehistrong pangalan na maaaring lumabas sa kasunod na petsa.

Gayundin, sinisuguro ko na walang anumang magiging pananagutan ang AMADEO WATER DISTRICT sa anumang mga kahihinatnan sa anumang oras sa hinaharap, kung sakaling may anumang pagtatalo o di pagkakaunawaang magaganap sa paglilipat ng koneksyon mula sa dating account patungo sa aking pangalan.

Lubos na gumagalang,


Pangalan at Lagda ng Aplikante

CONFORME:

Ito ay upang kilalanin ang pagtanggap ng nabanggit sa itaas para sa aplikasyon ng Pagbabago ng Pangalan.

NILO C. DELA PEÑA
General Manager C

SERVICE INSPECTION AND INSTALLATION FORM



Amadeo
Water District

APPLICATION NO: _____

SERVICE INSPECTION AND INSTALLATION

APPLICANT : _____ ADDRESS : _____ OTHER INFORMATION: _____	INSPECTION OF APPLICATION SYSTEM IS <input type="checkbox"/> ADEQUATE <input type="checkbox"/> NOT ADEQUATE AVAILABILITY OF APPLICANT PLUMBING INSTALLATIONS <input type="checkbox"/> AVAILABLE <input type="checkbox"/> NOT AVAILABLE	INSPECTED AND ASSESSED BY: _____ DATE : _____ VERIFIED BY : _____ DATE : _____
---	--	---

I hereby certify for a water service size _____ to be located at _____ I understand the connection will not be made until it is approved and all basic charges are paid. I'm responsible for the meter and all water that passes through the connection. I will conform to the rules and regulation of the water district. <div style="text-align: center;">_____ APPLICANT'S SIGNATURE</div> DATE : _____	<div style="text-align: center; font-weight: bold; font-size: 12px;">AMOUNT OF CHARGES DUE :</div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 10px;"> <tr><td colspan="2">APPLICATION FEE</td><td></td></tr> <tr><td colspan="2">MATERIALS</td><td></td></tr> <tr><td>WATER METER</td><td></td><td></td></tr> <tr><td>LOCKWING 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>ELBOW 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>ELBOW REDUCER 3/4 x 1/2</td><td></td><td></td></tr> <tr><td>BUSHING REDUCER 3/4 x 1/2</td><td></td><td></td></tr> <tr><td>COUPLING REDUCER</td><td></td><td></td></tr> <tr><td>ST. ELBOW 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>COUPLING (GI) 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>NIPPLE 1/2 x 2, 3/4 x 2, 1 x 2</td><td></td><td></td></tr> <tr><td>NIPPLE 1/2 x 4, 3/4 x 4, 1 x 4</td><td></td><td></td></tr> <tr><td>NIPPLE 1/2 x 6, 3/4 x 6, 1 x 6</td><td></td><td></td></tr> <tr><td>NIPPLE 1/2 x 12, 3/4 x 12, 1 x 12</td><td></td><td></td></tr> <tr><td>BRASS ADAPTOR 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>MALE ADAPTOR (PE) 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>SADDLE CLAMP</td><td></td><td></td></tr> <tr><td>TEE 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>TEE REDUCER 1/2 x 3/4, 1 x 1/2</td><td></td><td></td></tr> <tr><td>PLUG / END CAP 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>CHECK VALVE 1/2, 3/4, 1"O</td><td></td><td></td></tr> <tr><td>TEFLON TAPE 1/2, 3/4</td><td></td><td></td></tr> <tr><td>P.E PIPE 1/2, 3/4, 1"O (SDR-9)</td><td></td><td></td></tr> <tr><td> </td><td></td><td></td></tr> <tr><td>SUB - TOTAL</td><td></td><td></td></tr> <tr><td> </td><td></td><td></td></tr> <tr><td>LABOR</td><td></td><td></td></tr> <tr><td>OTHER CHARGES</td><td></td><td></td></tr> <tr><td> </td><td></td><td></td></tr> <tr><td> </td><td></td><td></td></tr> <tr><td>TOTAL AMOUNT</td><td></td><td></td></tr> </table>	APPLICATION FEE			MATERIALS			WATER METER			LOCKWING 1/2, 3/4, 1"O			ELBOW 1/2, 3/4, 1"O			ELBOW REDUCER 3/4 x 1/2			BUSHING REDUCER 3/4 x 1/2			COUPLING REDUCER			ST. ELBOW 1/2, 3/4, 1"O			COUPLING (GI) 1/2, 3/4, 1"O			NIPPLE 1/2 x 2, 3/4 x 2, 1 x 2			NIPPLE 1/2 x 4, 3/4 x 4, 1 x 4			NIPPLE 1/2 x 6, 3/4 x 6, 1 x 6			NIPPLE 1/2 x 12, 3/4 x 12, 1 x 12			BRASS ADAPTOR 1/2, 3/4, 1"O			MALE ADAPTOR (PE) 1/2, 3/4, 1"O			SADDLE CLAMP			TEE 1/2, 3/4, 1"O			TEE REDUCER 1/2 x 3/4, 1 x 1/2			PLUG / END CAP 1/2, 3/4, 1"O			CHECK VALVE 1/2, 3/4, 1"O			TEFLON TAPE 1/2, 3/4			P.E PIPE 1/2, 3/4, 1"O (SDR-9)						SUB - TOTAL						LABOR			OTHER CHARGES									TOTAL AMOUNT			O.R NUMBER: (REG. FEE) _____ O.R NUMBER : (MATERIALS) _____ AMOUNT : REGISTRATION FEE _____ AMOUNT : MATERIALS _____ DATE : _____ INSTALLED BY : _____ DATE: _____ SERVICE CREW : _____ DATE: _____ SERVICE CONNECTION RECORD METER NUMBER : _____ INITIAL READING : _____ S.C. NUMBER : _____ ACCOUNT NUMBER : _____
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<div style="text-align: center; font-weight: bold; font-size: 12px;">APPROVED BY</div> <div style="text-align: center; padding: 5px;"> _____ RHODERICK L. MARANAN Senior Engineer A </div> <div style="text-align: center; font-weight: bold; font-size: 12px;">NOTED BY</div> <div style="text-align: center; padding: 5px;"> _____ NILO C. DELA PEÑA General Manager </div>	<input type="checkbox"/> INSTALLED
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SERVICE REQUEST / JOB MAINTENANCE ORDER

<p align="center">Republic of the Philippines Province of Cavite AMADEO WATER DISTRICT 012 J. dela Peña St., Brgy. 9, Amadeo, Cavite Telefax: (046) 483-1508 / Cel. No. 0925-5554285 www.amadeowd.com / amadeowd@yahoo.com</p>		
SERVICE REQUEST / JOB MAINTENANCE ORDER		
CONCESSIONAIRE : _____		SERVICE REQUEST NO. _____
SERVICE ADDRESS : _____		J.M.O. NO. _____
REQUEST RECEIVED BY : _____	DATE : _____	APPROVED BY : _____
JOB DESCRIPTION	REFERENCE	OTHER INFORMATION
<p>SERVICE MAINTENANCE</p> <input type="checkbox"/> DIRTY WATER <input type="checkbox"/> TASTE / ODOR <input type="checkbox"/> LOW PRESSURE <input type="checkbox"/> HIGH PRESSURE <input type="checkbox"/> NO WATER <input type="checkbox"/> HIGH CONSUMPTION <input type="checkbox"/> RE - READ	APPLICATION NO. _____ STORE REQ'N. SLIP NO. _____ <p align="center">INSPECTION</p> INSPECTED BY : _____ DATE : _____ ASSESSED BY : _____ DATE : _____ <p align="center">SERVICE MAINTENANCE</p> SERVICE CREW _____ LEAD MAN _____ HELPERS _____ _____ _____ _____	1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____ 9. _____ 10. _____ <p align="center">ACCOMPLISHMENT / ACKNOWLEDGEMENT</p> <p align="center">ACTION TAKEN :</p> 1. _____ 2. _____ 3. _____ DATE : _____ TIME START : _____ TIME FINISH : _____ I hereby certify that the service of AWD crew has been executed to my satisfaction
<p>INSTALLATION</p> <input type="checkbox"/> NEW SERVICE CONNECTION <input type="checkbox"/> TAPPING / RE - TAPPING <input type="checkbox"/> RELOCATION OF SERVICE LINE / WATER METER <input type="checkbox"/> RECONNECTION <input type="checkbox"/> ILLEGAL CONNECTION		
<p>REPAIR / RESTORATION</p> <input type="checkbox"/> LEAKS : MAINLINE/SERV.LINE <input type="checkbox"/> WATER METER CALIBRATION <input type="checkbox"/> DISCONNECTION <input type="checkbox"/> VALVE ADJUSTMENT <input type="checkbox"/> [OPENING / CLOSING] <input type="checkbox"/> OTHERS [SPECIFY] : _____ _____ _____ _____		
<p>REMINDERS</p> <ul style="list-style-type: none"> > Isulat ang reading at sukat ng metro > Isulat kung hindi na mabasa ang metro at dapat ng palitan > Isulat ang dahilan ng pagtaas ng konsumo <ul style="list-style-type: none"> A. LEAK / TAGAS (specify) B. CONSTRUCTION C. NAGPAPAIGIB D. MARAMING BAHAY ANG NAGAMIT E. KUNG KOMERSYAL (specify) > MABAGAL / MABILIS (ibigay ang sukat) > DEPEKTIBO > KAILANGAN I-CALIBRATE ANG METRO <p>(PAPIRMAHAN ANG SERVICE REQUEST SA CONCESSIONER O SA CARE TAKER) (ISULAT KUNG ANG MATERIALES AY DAPAT BAYARAN O ISAMA SA BILL NG CONCESSIONER)</p>	<p align="center">FILL UP FOR NEW CONNECTION ONLY</p> <input type="checkbox"/> FILING OF APPLICATION <input type="checkbox"/> INSPECTION <input type="checkbox"/> COSTING OF MATERIALS INSPECTED <input type="checkbox"/> PAYMENT OF APPLICATION <input type="checkbox"/> Fill up store requisition <input type="checkbox"/> Approval of SAI / SRS <input type="checkbox"/> Verification & Recommendation <input type="checkbox"/> Approval of JOB ORDER <input type="checkbox"/> Assessment of Job Order <input type="checkbox"/> Releasing of materials <input type="checkbox"/> INSTALLATION <input type="checkbox"/> OTHERS (specify) _____ _____ _____	<p align="center">NOTES / REMARKS</p> _____ _____ _____ _____ _____ _____ _____ _____ _____ _____
		CONCESSIONAIRE SIGNATURE _____

INSPECTION SLIP
**AMADEO WATER DISTRICT
ENGINEERING AND OPERATION DIVISION**
INSPECTION SLIP
DATE _____

NAME _____

ADDRESS _____

- | | |
|---|--|
| Application/ Water Meter | |
| Lockwing 1/2, 3/4 | |
| Elbow 1/2, 3/4, 1 | |
| Elbow reducer 3/4x1/2 | |
| St. Elbow 1/2 | |
| Niple 2x1/2, 2x3/4, 2x1 | |
| Niple 3x1/2, 3x3/4, 3x1 | |
| Niple 4x1/2, 4x3/4, 4x1 | |
| Niple 6x1/2, 6x3/4, 6x1 | |
| Niple 12x1/2, 12x3/4, 12x1 | |
| Adaptor (Brass)(Male/PE) 1/2, 3/4, 1 1/2, 1 | |
| Saddle Clamp 1 1/2x1/2, 1 1/2x3/4, 1x1/2, 1x3/4 | |
| 2x1/2, 2x 2x1/2, 2x3/4, 2x1, 3x1/2, 3x3/4, 3x1, 4x1/2 | |
| 4x3/4, 4x 4x3/4, 4x1, 6x1/2, 6x3/4, 6x1 | |
| Tee (GI)(PE) 1/2, 3/4, 1x1/2, 1, 2x1/2, 2x2 | |
| Tee Reducer (GI) (PE) 1x3/4, 3/4x1/2 | |
| Coupling (GI) (PE) (PVC) 1/2, 3/4, 1, 2 | |
| Union Patente 1/2, 3/4, 1, 1 1/2, 2 | |
| Union Coupling 1/2, 3/4, 1, 1 1/2. | |
| Plug/End Cup 1/2, 3/4, 1, 2, 3 | |
| S.T.C 2, 3, 4 | |
| Check Valve 1/2, 3/4, 1 | |
| Gate Valve 1/2, 3/4, 1, 1 1/2, 1 1/4, 2, 3, 4 | |
| Teflon Tape | |
| G I/ PE Tubing 1/2, 3/4, 1, 1 1/2, 2, 3, 4 | |
| Others (Specify) | |
| Total: | |

Note: _____

Inspected By: _____

LIST OF FRONT LINE EMPLOYEES

Accepting Feedbacks

- Phone Call - Cherry Mae A. Funzalan / Caroline B. Ambat
- Text Message - Cherry Mae A. Funzalan / Caroline B. Ambat
- Walk-In - Ronilo E. Ambata/ Lovinia B. Bayani/
Teodulo B. Alcantara Jr.

Accepting Queries (Customer's Account, Maintenance & Operation)

- Phone Call - Lovinia B. Bayani/ Teodulo B. Alcantara Jr. /
Kristel Mae C. Ambat
- Text Message - Cherry Mae A. Funzalan / Caroline B. Ambat
- Walk-In - Ronilo E. Ambata/ Lovinia B. Bayani/
Teodulo B. Alcantara Jr.

Processing of Payment for Water Bill

Francis Julius D. Fernando / Cara Angelica M. Gonzales

Availment of Senior Citizen's Discount

Caroline B. Ambat

Request for Change of Account Name

Caroline B. Ambat

Water Service Application

Caroline B. Ambat

Inspection/Installation of Water Service Application

Ruel R. Ramos / Chris Evert B. Hagos

Relocation of Water Meter
Cristituto S. Sigue

Changing of Lockwing or Water Meter
Cristituto S. Sigue

Voluntary Disconnection and Reconnection
Reysie L. Villanueva

Office	Address	Contact Information
Commercial Division	12 J. dela Peña St., Brgy. 9, Amadeo, Cavite	Website: www.amadeowater.com
Engineering and Construction Division		Facebook Account: https://www.facebook.com/amadeowaterdistrict
Water Quality and Production Division		Email Address: amadeowd@yahoo.com
Admin., Gen. Services & Finance Division		Phone-in Inquiries & Complaints: (046) 483-1508 / 0925-555-4285 / 0977-309-6994

Approved by:



NILO C. DELA PEÑA
General Manager C