



CITIZEN'S CHARTER

2021 (5th 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 8,732 households (active service connections) 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 District held a strategic planning to formally assert its Mission and Vision in the

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, Online, 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 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 - Friday 8:00 am – 5:00 pm (<i>No Noon Break</i>) |
| Through Phone Call | Monday – Friday 8:00 am – 5:00 pm (<i>No Noon Break</i>) |
| Through Online | Monday - Friday 8:00 am – 5:00 pm (<i>No Noon Break</i>) |
| Through Walk-In | Monday -Friday 8:00 am – 5:00 pm (<i>No Noon Break</i>) |
| | Saturday (3 rd and 4 th week only) 8:00 am – 12:00 noon |

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | Commercial Services Division /Engineering and Maintenance 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 (Online, Walk-In, Phone Call & Text Message) |
| | 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 (3rd and 4th week only)

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 | | AWD - Commercial Services Division | | |
| 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 | |
| Sketch of Location | | |
| Formal Request Letter to AWD indicating the reason of relocation, including the nearest water bill, name and contact number of the concessionaire. | | |

| CLIENT STEPS | AGENCY ACTIONS | FEEES 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 | | 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 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). | Cost of water meter plus other materials to be used. | 1 min. | Cashier |
| | | Cost of lockwing 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 or cable tie will be used) 10 mins. (if peso coin will be used) | Utilities Services Assistant |
| | Reconnection | | 2 mins. | Utilities Services Assistant |
| 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 |
| Necessary permit from LGU (Locational Clearance/ Mayor’s Permit to Construct & Building Permit) | Local Government Unit |
| Title or Tax Declaration of lot where the connection will be installed. | Municipal Assessor’s Office, LGU |
| Updated Realty Tax Payment | |
| 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) |

| | | | | |
|---|--|---|----------|------------------------------|
| | 2.2 Post the name and 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 | | | | |

9. 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 | |
| Sketch of Location (Point to Point) | | | |
| Name of concessionaire and contact number | | | |
| Formal request letter addressed to AWD indicating the reason, of relocation | | | |
| Nearest water bill | | | |

| 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-charge | None | 4 mins. | PACD Officer of the Day |
| | receives the Applicant Request and explains the necessary information. 1.2 Person-in-charge receives the Applicant Request and explains the necessary information. | | | 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. Receives the documents for signature of the General Manager 2.Reviews documents for endorsement to General Manager (if applicable) 3.Approves and signs documents | 3 minutes 3 minutes 3 minutes | GM's Secretary Division Manager General Manager |

| | | | |
|--|--|--|--|
| 1.10 Project Billing Evaluation 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 / Division Manager / General Manager |
| | 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 request and forwards to Accounting Officer | 1 minute | Accounting personnel |

| | | | |
|---------------------------|---|------------------------|---------------------------------------|
| | Reviews and approves grant of CA | 3 minutes | Accounting Head |
| | Prepares Request and Utilization Disbursement Obligation Budget Request, | 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>20 minutes per transaction</p> | <p>Purchasing and BAC</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>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184</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 receive for evaluation/updating of PR</p> | <p>Refer to 2016 Revised Implementing Rules and Regulations of RA 9184</p> | |
| | <p>1.4 Prepare Abstract of Quotation (AOQ)</p> | <p>20 minutes per transaction</p> | |
| | <p>1.5 Evaluation and Approval of AOQ, and Prepare BAC Resolution</p> | <p>1 day</p> | |

| | | | |
|---------------------------|--|---|--------------------|
| | 1.6 Prepare Purchase Order (PO) | | |
| | 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 | | | |

8. 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> |

How application or request are processed

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.

FEEDBACK FORM**FEEDBACK FORM**

Name (Pangalan): _____

(Optional)

Date (Petsa): _____

Address (Tirahan): _____

Contact Num. (Numero ng telepono): _____

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

- _____ Compliment (Papuri)
_____ Complaint (Reklamo)
_____ Suggestion (Mungkahi)

- **Office/Unit/Division/Person/s concerned**
(Tanggapan/Pangkat/Mga taona may kinalaman)

- **Details of the incident**
(Detalye ng Pangyayari)

- **Recommendation/Desired action from our office**
(Rekomendasyon/Mungkahing aksyonmulatatanggapan)

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:

- APPLICATION FORM
- PICTURE HOLDING THE LATEST NEWSPAPER
- PROOF OF RESIDENCE / BARANGAY C ID NO.:
- VALID SENIOR CITIZEN ID CARD ID #: _____
- OTHER IDs PRESENTED
- AUTHORIZATION LETTER
(IF APPLYING THROUGH REPRESENTATIVE)
- GOVERNMENT ISSUED ID
(OF THE REPRESENTATIVE)

CONDITIONS FOR THE AVAILMENT:

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:

CAROLINE B. AMBAT
 Engineering Aide A

LOVINIA B. BAYANI
 Customer Services Officer A

NILO C. DELA PEÑA
 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: _____
Uri ng Paggagamitan: _____
Numero ng Metro: _____
Ikinabit ni: _____
Opisyal na Resibo Big: _____

Tirahan: _____
Talaan Big: _____
Unang Basa ng Metro: _____
Pangalan o Tatak ng Metro: _____
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 aming 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 maiwasan 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 tatlumpong (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 anitnapung (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 kamiing ikinakabit na "booster pump" o anumang bagay na ipinagbabawal ng Tanggapan.

10. Na tulupadin 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.) Manigpit na ipinagbabawal sa sinuman tao o korporasyon ang magbili / gumamit ng tubig sa nasesakupan ng Amadeo Water District ng walang pahintulot o permiso.

(L.) Pangangalagaan at pagmamalasakitan ang paggamit ng tubig. Ang sinumang tao na mapatunayang kumainit 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 pinalamababang 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 paniliinlang, 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,

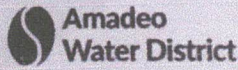
Pangalan at Lagda ng Aplikante

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 REQUEST / JOB MAINTENANCE ORDER



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

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 | <p>APPLICATION NO. _____</p> <p>STORE REQ'N. SLIP NO. _____</p> <p style="text-align: center;">INSPECTION</p> <p>INSPECTED BY : _____</p> <p>DATE : _____</p> <p style="text-align: center;">ASSESSED BY :</p> <p>_____</p> <p>DATE : _____</p> <p style="text-align: center;">SERVICE MAINTENANCE</p> <p style="text-align: center;">SERVICE CREW</p> <p>_____</p> <p style="text-align: center;">LEAD MAN</p> <p>_____</p> <p style="text-align: center;">HELPERS</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p> <p>5. _____</p> <p>6. _____</p> <p>7. _____</p> <p>8. _____</p> <p>9. _____</p> <p>10. _____</p> <p style="text-align: center;">ACCOMPLISHMENT / ACKNOWLEDGEMENT</p> <p style="text-align: center;">ACTION TAKEN :</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>DATE : _____</p> <p>TIME START : _____</p> <p>TIME FINISH : _____</p> <p>I hereby certify that the service of AWD crew has been executed to my satisfaction</p> <p style="text-align: right;">CONCESSIONAIRE SIGNATURE _____</p> | |
| <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 style="text-align: center;">REMINDERS</p> <p>> Isulat ang reading at sukat ng metro</p> <p>> Isulat kung hindi na mabasa ang metro at dapat ng palitan</p> <p>> Isulat ang tahanan ng pagtaas ng konsumo</p> <p>A. LEAK / TAGAS (specify)</p> <p>B. CONSTRUCTION</p> <p>C. NAOPAPAIGIB</p> <p>D. MARAMING BAHAY ANG NAGAMIT</p> <p>E. KUNG KOMERSYAL (specify)</p> <p style="text-align: center;">CALCULATION</p> <p>> MABAGAL / MABILIS (bigay ang sukat)</p> <p>> DEPEKTIBO</p> <p>> KAILANGAN I-CALIBRATE ANG METRO</p> <p>[PAPIRMAHAN ANG SERVICE REQUEST SA CONCESSIONER O SA CARE TAKER] [ISULAT BUNG ANG MATERYALES AY DAPAT BAYARAN O ISAMA SA BILL NG CONCESSIONER]</p> | <p style="text-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 style="text-align: center;">NOTES / REMARKS</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> | |

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, 2x2x1/2, 2x3/4, 2x1, 3x1/2, 3x3/4, 3x1, 4x1/2 | _____ |
| 4x3/4, 4x4x3/4, 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 | - | Nancy L. Bebe / Caroline B. Ambat |
| Text Message | - | Caroline B. Ambat |
| Walk-In | - | Ronilo E. Ambata/ Lovinia B. Bayani/ Teodulo B. Alcantara Jr. |
| Online | - | Nancy L. Bebe/ Lovinia B. Bayani Cara Angelica M. Gonzales |

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

- | | | |
|--------------|---|---|
| Phone Call | - | Caroline B. Ambat / Kenneth Belardo Kristel Mae C. Ambat |
| Text Message | - | Caroline B. Ambat |
| Walk-In | - | Nancy L. Bebe/ Lovinia B. Bayani Teodulo B. Alcantara Jr. |
| Online | - | Nancy L. Bebe/ Lovinia B. Bayani Cara Angelica M. Gonzales |

Processing of Payment for Water Bill

Cherry May A. Punzalan / Cara Angelica M. Gonzales /Revelyn R. Panganiban

Availment of Senior Citizen's Discount

Caroline B. Ambat

Request for Change of Account Name

Caroline B. Ambat

Water Service Application

Caroline B. Ambat / Ronilo E. Ambata

Inspection/Installation of Water Service Application

Ruel R. Ramos / Chris Evert B. Hagos / Francis Julius D. Fernando

Relocation of Water Meter

Teodulo B. Alcantara Jr. /Cristituto S. Sigue

Changing of Lockwing or Water Meter

Teodulo B. Alcantara Jr. /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 / 0917-701-4816 / 0917-701-7473 |

Approved by:



NILO C. DELA PEÑA
General Manager C