



SAN FRANCISCO WATER DISTRICT

2023, 2nd Edition

CITIZEN'S CHARTER



I. Mandate:

PURSUANT TO PRESIDENTIAL DECREE NO. 198 (PROVINCIAL WATER UTILITIES ACT OF 1973), SAN FRANCISCO WATER DISTRICT WAS FORMED FOR THE PURPOSE OF THE FOLLOWING:

(A) ACQUIRING, INSTALLING, IMPROVING, MAINTAINING AND OPERATING WATER SUPPLY AND DISTRIBUTION SYSTEMS FOR DOMESTIC, INDUSTRIAL, MUNICIPAL AND AGRICULTURAL USES FOR RESIDENTS AND LANDS WITHIN THE BOUNDARIES OF SUCH DISTRICTS;

(B) PROVIDING, MAINTAINING AND OPERATING WASTEWATER COLLECTION, TREATMENT AND DISPOSAL FACILITIES; AND

(C) CONDUCTING SUCH OTHER FUNCTIONS AND OPERATIONS INCIDENTAL TO WATER RESOURCE DEVELOPMENT, UTILIZATION AND DISPOSAL WITHIN SUCH DISTRICTS, AS ARE NECESSARY OR INCIDENTAL TO SAID PURPOSE.

(PRESIDENTIAL DECREE NO. 198, CHAPTER II, SEC. 5)

II. Vision:

“SAN FRANCISCO WATER DISTRICT, A GLOBALLY -ADMIRERED WATER SERVICE PROVIDER WITH A MODEL WATERSHED AND STANDARD SANITATION MANAGEMENT, MAINTAINED BY PROFICIENT HUMAN RESOURCE”

III. Mission:

WE MAINTAIN TO PROVIDE ADEQUATE AND SUSTAINABLE WATER SUPPLY AT A REASONABLE COST AND SERVE EFFICIENTLY TO OUR VALUED CONCESSIONAIRES THROUGH PROFICIENT SAN FRANCISCO WATER DISTRICT HUMAN RESOURCE GEARED TOWARDS CONSTANT STAKEHOLDERS SATISFACTION.

IV. Goals:

1. ENSURE SUSTAINABLE WATER RESOURCES BY BEING PROACTIVE IN THE PRESERVATION OF THE ENVIRONMENT.
2. PROVIDE SUFFICIENT POTABLE WATER OF SUPERIOR QUALITY AT REASONABLE COST.
3. DELIVER QUALITY SERVICES THROUGH COMPETENT AND COMMITTED PERSONNEL AND CONTINUED ENHANCEMENT OF SYSTEMS AND TECHNOLOGY.
4. WE COMMIT TO PROVIDE SAFE, POTABLE ADEQUATE AND AFFORDABLE WATER TO CONCESSIONAIRES.
5. WE COMMIT TO BE MODEL ORGANIZATION THAT PROTECT AND CONSERVE HUMAN AND NATURAL RESOURCES.
6. WE COMMIT TO CONTINUOUSLY IMPROVE AND DEVELOP OUR FACILITIES AND THE WORKFORCE IN THE HIGHEST DEGREE OF PROFESSIONALISM, PRODUCTIVITY AND SERVICE.
7. WE WILL MEET THE NEEDS OF OUR CUSTOMERS FOR EXCEPTIONAL WATER AND SEPTAGE MANAGEMENT SERVICE AND SATISFY OUR EMPLOYEES FOR A CHALLENGING, FULFILLING AND REWARDING WORK EXPERIENCE.



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San Francisco Water District

External Services



APPLICATION FOR WATER SERVICE CONNECTION

The application for water service connection is intended for Clients who will avail a new or additional water service connection. A duly filled out water service connection form attached with complete requirements will be compiled for inspection and approval.

OFFICE/DIVISION	San Francisco Water District; Administrative, Finance and Commercial Division			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
WHO MAY AVAIL	1. Owner of the property (both building and lot)			
	2. Lessee of a certain property			
	3. Legal age			
	4. Physically fit			
	5. Senior Citizen (must have a companion to assist)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
Duly accomplished two (2) copies of Water Service Connection Application Form with a photocopy of the following: 1. Valid Government-issued Identification Card 2. Latest Cedula 3. Proof of lot ownership (lot title/tax declaration of land)		Water Service Connection Application In-charge (C.I.C.) } Applicant		
PHASE 1 PRE-QUALIFICATION OF THE APPLICATION				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number under New Connection Transaction to the Guard on Duty and wait for your number to be called	1.1. Monitor the queuing system for the queued customer and call their priority number	none	2minutes	Water Service Connection Application In-charge (C.I.C.)
2. Submit application from with attached requirements	2.1. Receive, review and validate attachments	none	15 minutes	Water Service Connection Application In-charge (C.I.C.)
	2.2. Conduct Account Clearance through the system	none	4 minutes	
	2.3. Provide Acknowledgment Receipt	none	1 minute	



3. Be available or any representative in the area who is knowledgeable of the transaction during inspection.	3.1. Inspect the location of the application and fill-up completely all the details needed for evaluation and installation such as: classification, water meter size, estimated pipe requirement from house to meter stand, water pressure, previous owner of building or lot, other recommendation, if any.	none	2 hours	Inspector (B.A.L./ J.S.B.)
4. Evaluation of Inspection Report	4.1 Facilitate in performing account clearance based on disconnected accounts known by the Commercial field personnel	none	30 minutes	Inspector (B.A.L.)
	4.2. Evaluate inspection report to determine if qualified for installation	none	10 minutes	Water Service Connection Application In-charge (C.I.C.)
	4.3. Facilitate the approval of the application	none	1 day	Water Service Connection Application In-charge (C.I.C.)
5. Be informed of the inspection result and the scheduled date of orientation/seminar.	5.1. Inform the qualified applicants of the result of the inspection and the scheduled date of orientation/seminar through phone call or text.	none	3 minutes	Water Service Connection Application In-charge (C.I.C.)
TOTAL		none	1 day, 3hrs & 2 minutes	
END OF CUSTOMER TRANSACTION FOR PHASE 1				



PHASE 2 ORIENTATION AND REGISTRATION OF APPROVED WATER SERVICE CONNECTION APPLICATION				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation/ seminar	1.1 Attendance and verification of attendees	none	20 minutes	Mgt. Info. Analyst (M.C.P.)
	1.2. Conduct orientation/seminar to qualified applicants	none	1 hour and 30 minutes	
2. Get a priority number under New Connection Transaction to the Guard on Duty and wait for your number to be called	2.1. Monitor the queuing system for the queued customer and call their priority number	none	2 minutes	Water Service Connection Application In-charge (C.I.C.)
3. Register New Service Connection	3.1 Register the account in the system	none	15 minutes	Water Service Connection Application In-charge (C.I.C.)
	3.2 Issue Order of Payment of the Basic Installation Fee and other materials, if any	None	2 minutes	Water Service Connection Application In-charge (C.I.C.)



4. Receive Order of Payment and proceed to Cashier for payment	4.1 Issue Official Receipt upon payment	Basic Installation Fee and any other fees and charges, if any: Full payment: Residential: 1/2" WM: 5, 300.00 3/4" WM: 5,850.00 1" WM: 8,300.00 Commercial C: 1/2" WM: 5, 400.00 3/4" WM: 5,950.00 1" WM: 8,400.00 Commercial B: 1/2" WM: 5, 500.00 3/4" WM: 6, 050.00 1" WM: 8,500.00 Commercial A: 1/2" WM: 5, 600.00 3/4" WM: 6, 150.00 1" WM: 8,600.00	3 minutes	Cashier (CSC/ESA /KBG)
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Full Commercial: 1/2" WM: 5, 700.00 3/4" WM: 6, 250.00 1" WM: 8, 700.00 2" WM: 40, 020.00 Pipe 3/4" SDR 11 ISO-45.00/meter Consumer Valve 3/4": 420.00 Male Adaptor 3/4": 90.00 PE Connector 3/4": 114.00 Holing/Excavation Fee: 950.00		
5. Sign the Customer Information Profile and Water Service Contract	5.1 Print the Customer Information Profile and Water Service Contract for client's signature	None	5 minutes	Water Service Connection Application In-charge (C.I.C.)
6. Claim the purchased materials, if any	6.1 Check the Official Receipt, issue Store Requisition Slip and provide purchased materials	None	20 minutes	Bodega In-charge (N.D.G.)



TOTAL		Basic Installation Fee and any other fees and charges, if any	2 hrs. & 39 minutes	
END OF CUSTOMER'S TRANSACTION FOR PHASE 2				

PHASE 3 INSTALLATION OF WATER SERVICE CONNECTION				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the materials within the consumer's line from house/building to the meter stand	1.1 Issue New Service Connection service request after client's notification that all materials within the consumer's line is already done ready for installation	None	5 minutes	Water Service Connection Application In-charge (C.I.C.)
	1.2 Dispatch the service request to the Engineering Section	None	5 minutes	Water Service Connection Application In-charge (C.I.C.)
	1.3 Dispatch the service request to the assigned Maintenance Team	None	5 minutes	U/CSA-A (K.M.B.)
	1.4 Issue Store Requisition Slip (SRS) for materials needed for execution of Service Request	None	5 minutes	Maintenance Team
	1.5 Facilitate the Approval of the Store Requisition Slip	None	5 minutes	Maintenance Team
	1.6 Release the materials needed for the execution of service request per approved SRS	None	20 minutes	Bodega In-charge (N.D.G.)



2. Install New Service Connection.	2.1. Inform the consumer of the schedule of installation.	none	1-3 days waiting time for partyline/cluster type stand	U/CSA-A (K.M.B.)
			5-7 days waiting time for single stand type-clamp/piercing/concrete cutting	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Conform that installation/execution of Service Request is complete.	3.1. Facilitate conformation of accomplished Service Request and give the consumer a copy of Concessionaire's Water Service Connection Profile and Water Service Contract.	none	2 minutes	Maintenance Team
Total:		none	1-7 days, 2hrs & 47minutes	
END OF CUSTOMER TRANSACTION FOR PHASE 3				



SERVICE REQUEST FOR INSPECTION

A service request will be issued by the Customer Service for Clients who have complaints and requests on their water connection which includes but not limited to high billing, relocation and transfer of water meter, meter stand leaks, downward of water connection reclassification and the like. The Service Request will serve as a proof of transaction per Clients that needs appropriate action on the part of the Agency in order to resolve issues and concerns relating to their water connection.

OFFICE/DIVISION:	San Francisco Water District; Administrative, Finance and Commercial Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
WHO MAY AVAIL:	1. Legal age			
	2. Physically fit			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
1. Authorization Letter for Authorized Representative with attached Valid Government Identification Card of the registered consumer			} c/o Requesting Party	
2. Valid Government Issued Identification Card of the Requesting Party				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number under Customer Service Transaction to the Guard on Duty and wait for your number to be called	Monitor the queuing system for the queued customer and call their priority number	none	2 minutes	Customer Service Assistant (SLM, CES)
2. File Complaints and Requests	2.1. Entertain, log and facilitate complaints and requests		5 minutes	Customer Service Assistant (SLM, CES)
	2.2. Dispatch the Service Request to the Inspector for inspection	none	2 minutes	
	2.3 Provide Acknowledgement Receipt	none	1 minute	
3. Be available or any representative in the area who is knowledgeable of the transaction	3.1. Conduct thorough inspection in the area based on the Service Requests and make recommendations, if any	none	2 hours	Inspector (BCL)
4. Evaluation of Inspection Report	4.1 Perform thorough evaluation based on the result of the inspection to determine the following:	none	15 minutes	Customer Service Assistant (SLM, CES)



	<p>4.1.a. cause of high billing</p> <p>4.1.b. qualified for downward reclassification</p> <p>4.1.c. preparation of materials and</p>			
	<p>fittings both in consumer and District's side</p> <p>4.1.d. cause of no water</p> <p>4.1.e. qualified for relocation or transfer tapping</p> <p>4.1.f. the connection is ready for reconnection</p> <p>4.1.g. total fees for the transaction, if any</p>			
	4.3. Facilitate the approval of the Service Request, if applicable	none	30 minutes	Customer Service Assistant (SLM, CES)
5. Be informed of the inspection result	5.1. Inform the consumer of the result of the inspection corresponding fees to proceed with the next transaction, if any	none	15 minutes	Customer Service Assistant (SLM, CES)
6. Pay the corresponding fees	6.1 Issue order of payment	none	10 minutes	Customer Service Assistant (SLM, CES)
	6.2. Receive payment and issue Official Receipt	<p>Fees per Transaction:</p> <p>High Billing Complaint Inspection Fee: 100.00</p> <p>Reconnection Fee: 150.00</p> <p>Transfer Tapping Fee:</p> <p>-Cluster Meter Stand: 700.00</p> <p>Single Stand: 50% total cost of materials whichever is higher</p>	3 minutes	Cashier (CSC, KBG, ESA)



		Holing/Excavation Fee: 950.00		
7. Sign Service Request for transactions relating to Reconnection, Transfer Tapping, and Relocation	7.1 Issue Service Request	none	5 minutes	Customer Service Assistant (SLM, CES)
	7.2. Dispatch the Service Request to the Engineering Section	none	2 minutes	Customer Service Assistant (SLM, CES)
	7.3. Receive the Dispatch Service Request to the Maintenance Team	none	3 minutes	Engineering Section Dispatch In-Charge
	7.4. Execute the Service Request in the Area	none	1 hour	Engineering Maintenance Team
8. Conform that the Service Request has been duly executed with no damages incurred	8.1. Facilitate the conformation of the executed Service Request	none	5 minutes	Engineering Maintenance Team
Total		Amount to be paid	4 hours and 37 minutes	
END OF CUSTOMER'S TRANSACTION				



SERVICE REQUEST FOR REPAIR OF LEAK

Service Request for repair of leak of various sizes is on the top priority of maintenance activity. Unresolved leak contributes to water loss which results to low-pressure and no water to certain barangays.

OFFICE/DIVISION:	Water Facility Construction Maintenance & Quality Water Production Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
TYPE OF SERVICES	Service Request for Repairs of Leak of Various Sizes			
WHO MAY AVAIL:	1. Legal age			
	2. Physically fit			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
1. Authorization Letter for Authorized Representative with attached Valid Government Identification Card of the registered consumer			c/o Requesting Party	
2. Valid Government Issued Identification Card of the Requesting Party				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Complaints and Requests	1.1 Entertain, log and facilitate complaints and requests	none	15 minutes	Customer Service Assistant (SLM, CES)
	1.2 Dispatch the Service Request to the Engineering Section	none	5 minutes	
	1.3 Dispatch the Service Request to the team assigned for specific task and barangay	none	1 minute	Maintenance Supervisor (DMT, JEL, KMB)
	1.4 Issue Store Requisition Slip (SRS) for materials needed for the execution of Service Request	none	10 minutes	Maintenance team Maintenance team
	1.5 Facilitate the approval of Store Requisition Slip	none	2 minutes	
	1.6 Release the materials requested.	none	15 minutes	Neil Gildo
	1.7 Maintenance team proceed to the area to verify and take action to the report/complaint	none	15 minutes – 30 minutes	Maintenance Team
	1.8 Execute the service request	none	2-8 hours (major leak)	Maintenance Team
	1-2 hours (minor leak)			



<p>2. Conform that the Service</p> <p>Request has been duly executed with no damages incurred</p>	<p>2.1. Facilitate the conformation of the executed Service Request</p>	<p>none</p>	<p>2 minutes</p>	<p>Maintenance Team</p>
<p>Total</p>		<p>none</p>	<p>3 hours and 5 minutes</p>	
<p>END OF TRANSACTION</p>				



PAYMENT OF WATER BILL

Customer/Concessionaire is obliged to pay his/her monthly bill. Failure to pay the required bill shall be ground for disconnection of water service exceeding customer's deposit.

OFFICE/ DIVISION:	San Francisco Water District; Administrative, Finance and Commercial Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government
WHO MAY AVAIL:	All concessionaires/consumers

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1. For payment of water bill: Any of the following: a. water bill b. O.R. (previous) c. Consumer's code d. Registered name of connection 2. Order of Payment for the following transactions: a. High billing Complaint b. Re-open/reconnection c. New Service Connection d. Laboratory services e. Other charges and fees	1. Distributed to each household during billing date; or thru Customer Service Representative Customer Service Representative

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number from the queuing machine or from the guard assigned at the main entrance	Monitor the queuing system for the queued customer and call their priority number	None	2 minutes	CSC,KGBG, ESA
2. Proceed to the cashier's window once priority number is called and tender payment	Receive payment and issue corresponding Official Receipt	Amount to be paid	5 minutes	CSC,KGBG, ESA
3. Count the money/change and check official receipt before leaving the cashier window	Confirm payment and official receipt issued	None	2 minutes	CSC,KGBG, ESA
Total:		Amount to be paid	9 minutes	



LABORATORY SERVICES

PHYSICAL AND CHEMICAL TESTING OF WATER SAMPLE

This laboratory service is intended for the testing of water samples submitted by outside clients. Test parameters include mandatory, primary, secondary, and other water quality parameters prescribed in the Philippine National Standards for Drinking Water (PNSDW 2017).

Schedule: *Weekdays (Except Holidays) From 1st day to 15th day of the month @ 8:00 AM to 5:00PM.

Office/Division:	Water Facility Construction Maintenance & Quality Water Production Division (Laboratory Unit)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Valid ID 2. Water Sample <ul style="list-style-type: none"> *at least 2 liters *contained in PET, plastic, or glass bottle *with proper labeling 3. Payment (cash or check) 		<div style="display: flex; align-items: center;"> <div style="font-size: 2em; margin-right: 10px;">}</div> <div>Client</div> </div>		
<ol style="list-style-type: none"> 4. Water Analysis Request Form (WARF) 5. Order of Payment 6. Claim Slip 7. Customer Satisfaction Survey form 				
<ol style="list-style-type: none"> 8. Official Receipt 		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FIRST VISIT Submission/Receiving of Water Sample: <ol style="list-style-type: none"> 1. Present valid ID and the water sample. Each water sample shall be at least two (2) liters in volume, contained in PET, HDPE, or glass bottle, and properly labeled with the following: <ol style="list-style-type: none"> a. Company/Agency/Name b. Sampling address c. Date and Time of sampling 	<ol style="list-style-type: none"> a. Check ID and the water sample. b. Check complete labeling and spillage if there is any. 	None	5 minutes	Lab Aide/ Lab Technician
				Lab Aide/



2. Sign the Receiving/Releasing logbook.	2. Record information in the Receiving/Releasing Logbook.	None	5 minutes	Lab Technician
3. Fill out the Water Request Analysis Form (WARF)	3. Provide WARF to the client.	None	5 minutes	Lab Aide/ Lab Technician
4. Receive the order of payment from the laboratory staff.	4. Register new clients to the Integrated Management System and generate concode. And provide order of payment.	None	5 minutes	Lab Aide/ Lab Technician
5. Secure a priority number from the security guard and wait to be called at the cashier.	5. Provide a priority number and assign seat to maintain physical distancing among clients.	None	5 minutes	Security Guard
6. Pay the testing fee at the cashier and receive the official receipt.	6. Receive the payment and issue official receipt.	5,000.00 php per sample	5 minutes	Cashier
7. Return to the laboratory receiving area and present the WARF, order of payment and official receipt to the laboratory staff.	7. Record the OR number in the WARF and return the OR to the client.	None	1 minute	Lab Aide/ Lab Technician
8. Receive the claim slip. The claim slip provides instructions as to when to claim the approved test results. Call laboratory hotline to follow-up test results. Contact No. 09816056988	8. Issue claim slip	None	1 minute	Lab Aide/ Lab Technician
9. Waiting time for the analysis of submitted water sample.	9. Analysis of water sample (phychem)	None	25 working days	Lab Technician /Chemist
FINAL VISIT				
Release of Test Results:				
1. Present valid identification card and claim slip. Present authorization letter if representative only.	1. Check the ID and claim slip. Check the authorization if there is any.	None	5 minutes	Lab Aide/ Lab Technician
2. Receive and sign the test results (name, signature, and date).	2. Release and sign the test results (name, signature, and date)	None	1 minute	Lab Aide/ Lab Technician



3. Sign the Releasing logbook.	3. Check the details entered on the Releasing logbook and provide the Customer Satisfaction Survey Form	None	1 minute	Lab Aide/ Lab Technician
4. Fill-out the Customer Satisfaction Survey form.	4. Provide survey form and entertain other inquiries and requests from the client.	None	5 minutes	Lab Aide/ Lab Technician
TOTAL:		5,000.00 php per sample	25 working days and 44 minutes	

MICROBIOLOGICAL TESTING OF WATER SAMPLE

This laboratory service is intended for the testing of water samples submitted by outside clients. Test parameters include Total coliform, Fecal coliform (*E. coli*), and Heterotrophic Plate Count (HPC) prescribed in the Philippine National Standards for Drinking Water (PNSDW 2017).

Office/Division:	Water Facility Construction Maintenance & Quality Water Production Division (Laboratory Unit)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Valid ID 2. Sample bottle for Deposit (for new clients) <ol style="list-style-type: none"> a. at least 120mL b. must be autoclavable c. amber bottle is recommended 3. Payment (cash or check) 4. Pre-Sterilized Sample Bottle 5. Water Analysis Request Form (WARF) 6. Order of Payment 7. Claim Slip 8. Customer Satisfaction Survey form 9. Official Receipt 		<div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 20px;"> } Client </div> <div style="margin-bottom: 20px;"> } Laboratory Receiving and Releasing Desk </div> <div> } Cashier </div> </div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSI BLE



<p>FIRST VISIT Deposit Sample Bottle:</p> <ol style="list-style-type: none"> 1. Present valid identification card and the prescribed sample bottle. 2. Receive the pre-sterilized sample bottle. 3. Sign the logbook intended for the deposited sample bottle. 4. Inquire regarding the schedule and the proper sampling procedure. 5. Receive laboratory flyer (for new clients) and return on the following schedule for sample submission: *MONDAYS, TUESDAYS, and WEDNESDAYS ONLY *From 8:00AM to 3:00PM only *Except holidays 	<ol style="list-style-type: none"> 1. Check ID and the sample bottle to be deposited. 2. Exchange the submitted sample bottle with a pre-sterilized sample bottle. 3. Record information for the deposited sample bottle in the logbook. 4. Inform the client regarding the schedule for sample submission of bacte samples. 5. Provide laboratory flyer to new the client for information and guidance. The flyer contains the following information: <ol style="list-style-type: none"> a. Proper sampling procedure b. Schedule of sample submission c. Testing fee 	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>2 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p>	<p>Lab Aide/ Lab Technician</p> <p>Lab Aide/ Lab Technician</p> <p>Lab Aide/ Lab Technician</p> <p>Lab Aide/ Lab Technician</p> <p>Lab Aide/ Lab Technician</p>
<p>SECOND VISIT Submission/Receiving of Water Sample:</p> <ol style="list-style-type: none"> 1. Present valid ID and the water sample. The sample volume must be at least 120mL and must have no spillage or breakage. Each sample must be properly labeled with the following: <ol style="list-style-type: none"> a. Company/Agency/Name b. Sampling address c. Date and Time of sampling 2. Sign the Receiving/Releasing logbook. 	<ol style="list-style-type: none"> 1.1 Check ID and the water sample. 1.2 Check complete labeling and spillage if there is any. 2. Record information in the Receiving/Releasing Logbook. 	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Lab Aide/ Lab Technician</p> <p>Lab Aide/ Lab Technician</p> <p>Lab Aide/</p>



3. Fill out the Water Request Analysis Form (WARF)	3. Provide WARF to the client.	None	5 minutes	Lab Technician
4. Receive the order of payment from the laboratory staff.	4. Register new clients to the Integrated Management System and generate concode and provide order of payment.	None	5 minutes	Lab Aide/ Lab Technician
5. Secure a priority number from the security guard and wait to be called at the cashier.	5. Provide a priority number and assign seat to maintain physical distancing among clients.	None	5 minutes	Security Guard
6. Pay the testing fee at the cashier and receive the official receipt.	6. Receive the payment and issue official receipt.	PhP1,000.00 per sample (MTFT) PhP1,500.00 per sample (COLITAG)	5 minutes	Cashier
7. Return to the laboratory receiving area and present the WARF, order of payment and official receipt to the laboratory staff.	7. Record the OR number in the WARF and return the OR to the client.	None	1 minute	Lab Aide/ Lab Technician
8. Receive the claim slip. The claim slip provides instructions as to when to claim the approved test results. Call laboratory hotline to follow-up test results. Contact No. 09816056988	8. Issue claim slip	None	1 minute	Lab Aide/ Lab Technician
9. Waiting time for the analysis of submitted water sample.	9. Analysis of water sample (bacte)	None	14 calendar days	Medical Technologist
	Colitag Method 3 Working Days MTFT Method 14 Calendar Days Bacte Test Parameters: a. Total coliform b. Fecal coliform c. HPC			
THIRD/FINAL VISIT				
Release of Test Results:				
1. Present valid identification card and claim slip. Present authorization letter if representative only.	1. Check the ID and claim slip. Check the authorization if there is any.	None	10 minutes	Lab Aide/ Lab Technician



2. Receive and sign the test results (name, signature, and date).	2. Release and sign the test results (name, signature, and date)	None	1 minute	Lab Aide/ Lab Technician
3. Sign the Releasing logbook.	3. Check the details entered on the Releasing logbook and provide the Customer Satisfaction Survey Form	None	1 minute	Lab Aide/ Lab Technician
4. Fill-out the Customer Satisfaction Survey form.	4. Provide survey form and entertain other inquiries and requests from the client.	None	5 minutes	Lab Aide/ Lab Technician
TOTAL:		1,000.00 (MTFT)	14 calendar days and 57 minutes	
		1,500.00 (COLITAG)		

FREEDOM OF INFORMATION

Executive Order No. 02 or the Executive Order on Freedom of Information (FOI) aims to promote an open government by increasing the transparency of the executive branch and its agencies. It strengthens the right to information as enshrined by the constitution. FOI allows Filipino citizens to request any information about SFWD's transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security. The FOI mechanism for the Executive Branch is enabled through Executive Order No. 2, series of 2016.

OFFICE/DIVISION:	San Francisco Water District; Administrative, Finance and Commercial Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Freedom of Information			
WHO MAY AVAIL:	Any person or group of persons with legitimate identity			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Duly accomplished two (2) copies of FOI Request Form 2. Two (2) valid I.Ds or evidence of identity		Management Services Section or visit www.sfwd.gov.ph to download the form		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download FOI Request form via website or ask it from the IRMO-A in	1.1 Receipt of the Request Check the completeness of the	None	3 minutes	Receiving Officer (RO)



the office. Fill-up the form and submit along with the requirements	request and stamp receipt on it.			
	1.2 Provide copy to Requesting party/person	none		
	Evaluate the request 1.3 Ascertain if the requested information is in the Office's custody or if the same is publicly available • Ascertain if the requested information is vexatious as defined under Section 7 of the Manual. 1.4 Route to the Office of the GM.	None	5 minutes	Industrial Relations Management Officer- A
	1.5 GM's assessment of the request	none	15 minutes	General Manager
	1.6 Locating the requested information • Obtain all the relevant information • Prepare schedule of all information locate	none	2 hours	Industrial Relations Management Officer- A and Receiving Officer
	1.7 Inform/Consult • Consult team leader in proper cases	none	2 hours	Industrial Relations Management Officer- A
2. Be informed of the response and pay order of payment if request is granted	2.1 Notify requesting party of the response through phone call or text.	None	3 minutes	Industrial Relations Management Officer- A
	• If request for information is denied due to certain provisions under FOI manual, issue a proper notice		15 minutes	
	2.2 Issue the proper order of payment if request is legitimate and granted	none	3 minutes	



Receive order of payment and pay the corresponding fees/charges	2.3 Issue official receipt	P3.00/copy (hard copy)	2 minutes	Cashier
3. Receive the requested information (personal or via email)	<p>Reproduction of the documents from payment of fees</p> <ul style="list-style-type: none"> • The RO to reproduce the documents upon presentation of proof of payment. • Release of the requested information to the requesting party/person as identified in the request 		5 minutes	Receiving Officer (RO)
Total:		Amount to be paid	4 hours and 51 minutes	



San Francisco Water District

Internal Services



APPLICATION FOR LEAVE

This service is requested by employees either casual or permanent in status who will not or cannot report for work with or without pay as provided by Law.

OFFICE/DIVISION:	Administrative, Finance and Commercial Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	All SFWD Employees			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
1. Maternity Leave, Special Leave Privileges, Forced/Mandatory Leave, Study Leave, Parental/Solo Leave, VAWC Leave, Vacation Leave 1a. Signed Leave Form			Admin/H.R.	
2. Paternity Leave 2a. Signed Leave 2b. Photocopy of marriage certificate			Admin/H.R. Provided by the employee	
3. Rehabilitation Leave 3a. Signed Leave Form 3b. Medical Certificate 3c. Evidence of injury cause by actual performance duty			Admin/H.R. Provided by the employee	
4. Sick Leave 4a. Signed Leave Form 4b. If 5 days of more should have a medical certificate			Admin/H.R. Provided by the employee	
5. Special Leave Benefits for Women 5a. Signed Leave Form 5b. Medical Certificate 5c. Clinical Summary			Admin/H.R. Provided by the employee	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR and request to file a leave	1. Print SFWD official leave form	none	5 minutes	HR/ Administrative Unit
2. Fill-out and sign the leave form application and submit to Section Head	2. the leave form should be signed by the Section Head, Division Manager and General Manager	none	5 minutes	Section Head, Division Manager, and General Manager
3. Wait for the approval	3. The action should be relayed whether approved or disapproved.	None	1 minute	HR/ Administrative Unit
4. End	4. File the signed leave form for reference purposes	none	1 minute	HR/ Administrative Unit
Total:		none	12 minutes	



REQUEST FOR CERTIFICATE OF NET TAKE HOME PAY

This service is requested by employees who wanted to avail loan services to any government financial institutions like GSIS and PAGIBIG Fund, and private lending institutions

OFFICE/DIVISION:	Administrative, Finance and Commercial Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	All SFWD Employees			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
1. Certificate of Net Take Home Pay Form			Accounting Unit	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Sr. Accounts Analyst and request for Certificate of Net Take Home Pay	1. Compute and generate SFWD Net take home pay filled out form	None	5 minutes	Sr. Accounts Analyst
2. Receive and check for the correctness of the date inputted and basic information and other related and relevant data stated	2. The form should be signed by the Sr. Accounts Analyst. For GSIS loan, the AAO (Agency Authorized Officer) signature is required.	None	5 minutes	Sr. Accounts Analyst/ AAO (GSIS loan only)
Total:		None	10 minutes	

REQUEST FOR RELEASE OF MATERIALS

This is the service catered in the releasing of materials from the warehouse needed to complete a certain service request. A Storekeeper and an Assistant were appointed to accommodate such request. Employees requesting for release of materials for repairs, maintenance and other purposes shall fill out a store requisition slip.

OFFICE/DIVISION:	Administrative, Finance and Commercial Division			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government (employee)			
WHO MAY AVAIL:	San Francisco Water District employee			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
1. Store Requestion Slip (SRS)			Warehouse/ Storekeeping Unit	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to WDIMS portal and request for materials. Print out and sign the SRS	1. Check and approve the request	None	3 minutes	Section Head and Division Manager
2. Present the approved SRS to SFWD warehouse to withdraw materials	2. Receive the approved SRS and release materials	None	10 minutes	Storekeeper/ Admin. Services Aide



3. Receive the materials and sign the SRS	3. Retrieve the SRS for reference purposes.	None	2 minutes	Storekeeper/ Admin. Services Aide
Total:		None	15 minutes	

PETTY CASH UTILIZATION

Upon approval of request, a petty cash is provided for employees who need nominal amount of money readily accessible for expenses with small value. A Working Fund custodian is designated to safe keep of the real amount.

OFFICE/DIVISION:	Administrative, Finance and Commercial Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen (employee)
WHO MAY AVAIL:	All SFWD Employees

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1. Signed Petty Cash voucher - repair of vehicles and other equipment 1a. Incident Report	Concerned Personnel/ Division
1b. Material Return Slip	
1c. Inspection and Acceptance Slip	
1d. Official Receipt	
2. Signed Petty Cash voucher - meals/ snacks 2a. Pictures/ documentation 2b. Attendance sheet 2c. Official Receipt	Concerned Personnel/ Division
	Supplier
3. Signed Petty Cash Voucher - Materials and labor 3a. Inspection and Acceptance Slip 3a. Official Receipt	Concerned Personnel/ Division
	Supplier

CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, sign Petty Cash Voucher and accomplish supporting documents	1. Sign and approve SFWD Petty Cash Voucher form.	none	4 minutes	Section Head, Division Manager
2. Give the signed Petty Cash Voucher to Working Custodian and get the funds	2. Receive and review the completeness of the request for Petty Cash Voucher and supporting documents. Release funds.	none	1 minute	Working Fund Custodian
4. Give the official receipt /Reimbursement Expenses Receipt to custodian not later than 3 days after request.	4. Receive and attach the Official Receipt in the Petty Cash Voucher .	none	1 minute	Working Fund custodian
Total:		None	6 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Fill out Customer Feedback form and drop it at the designated drop box located at the Public Assistance Desk Officer (PADO). Contact information: (085) 839-0457 Feedbacks may also be sent through sanfranzwd@gmail.com.
How feedbacks are processed?	Weekly, every Monday, PADO or assigned Commercial Service personnel open the drop box and consolidates all feedbacks submitted. Feedback requiring answers are forwarded to Divisions/ Sections who are required to answer within three (3) days from receipt of feedback. Answers to feedback are relayed to the citizen. For inquiries and follow ups, clients may contact (085) 839-0457
How to file a complaint?	Clients must fill out Customer Feedback form and drop it at the designated drop box located at the Public Assistance Desk Officer (PADO). Contact info: (085) 839-0457
How complaints are processed?	Weekly, every Monday, PADO or assigned Commercial Service personnel open the drop box and consolidates all feedbacks submitted. Complaints are forwarded Divisions / Sections who are required to answer within three (3) days from receipt of complaint / feedback. Answers to complaint / feedback are relayed to the citizen. For inquiries and follow ups, clients may contact (085) 839-0457
Contact information of SFWD	Landline: (085) 839-0457 Mobile No. 0909-359-1596

LIST OF OFFICES

Office	Address	Contact Information
San Francisco Water District	Osmeña St., Barangay 2, San Francisco, Agusan del Sur	085 -839-0457 085 -303- 6120

For strict compliance.

ELMER T. LUZON
General Manager C