



PADALUYANG TUBIG NG HAGONROY

Gusaling Ka Blas F. Ople G. Panganiban Street, Sto. Niño, Hagonoy, Bulacan

Tel. No.: (044)793-0019, 793-0433 Telefax:(044)793-2524

E-Mail Address: hagonoywd@yahoo.com



Government Service: **Pag A-Aplay ng Bagong Koneksyon sa Tubig (New Connection)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Community Tax Certificate (Sedula) ng kasalukuyang 2. Barangay Clearance 3. Litrato (1 piraso) 2x2 4. Lumang resibo (billing notice) sa tubig katabing bahay (para sa account numbering)	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) at ipabatid ang sadya o kahilingan. 2. Isumite sa Customer Service Assistant (CSA) ang mga dokumento. 3. Bumalik sa tanggapan upang bilin ang materyales na kailangan matapos ang inspeksyon		21 minuto	1,500.00
TOTAL				21 minuto	1,500.00

Government Service:

Kahilingan Para sa Muling Pagpapabukas ng Pinutol na Koneksyon (Reconnection Request)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) at ipabatid ang sadya o kahilingan		13 minuto	100.00
		2. Ibigay ang billing notice sa cust. Service assistant			
		3. Bayaran sa Office Teller ang kabuuang halaga ng naiwang pagkakautang sa tubig (kasama ang surcharge)			
		4. Bumalik sa CS Front Desk, iabot ang OR ng binayang utang sa tubig at bayaran naman ang Reconnection Fee (RF), Meter Standing Maintenance Fee (MSMF) (kung mayroon) at iba pang pagkakautang			
		5. Lagdaan ang Reconnection Request (RR) at kunin ang isang kopya nito			

TOTAL	13 minuto	100.00
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Government Service: Pansamantalang Pagpapaputol sa Koneksyon ng Tubig (Request for Temporary Disconnection of Service Connection)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice 2. ID	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) at ipabatid ang sadya o kahilingan 2. Ibigay ang billing notice sa CS Front Desk 3. Bayaran ang nakonsumo o naiwang pagkakautang sa tubig (kung mayroon man) sa Teller at bumalik sa Customer Service Assistant 4. Antayin sa bahay ang tuberong magpuputol base sa iskedyul ng pagbisita		11 minuto	wala

	TOTAL	19 minuto	
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Government Service: Kahilingang Serbisyo (Service Request)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) 2. Lagdaan at tanggapin ang kopya ng SR		10 minuto	wala
TOTAL				10 minuto	

Government Service:

Utos Pagmimintina (Maintenance Order)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice o Address	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) 2. Lagdaan at tanggapin ang kopya ng MO		10 minuto	wala
			TOTAL	10 minuto	

Government Service:

Paglilipat ng Punong Metro at Pagtataas ng Metro (Relocation and Highering of Water Meter)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice o Account Number	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) 2. Bumalik sa tanggapan upang bilin ang materyales na kailangan matapos ang inspeksyon		11 minuto	wala
TOTAL				11 minuto	

Government Service:

Kahilingan sa Pagbabago ng Nakapangalan sa Resibo ng Tubig (Request for Change Name)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing notice 2. Deed of Sale 3. Lot Title 4. Sedula	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) 2. Magbayad ng Notarial Fee		16 minuto	70.00
TOTAL				16 minuto	70.00

Government Service: Pagbilli ng Materyales (Purchase of Materials)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Materials	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Magtungo sa Cust. Service Front Desk (CS Front Desk) 2. Ibigay sa Customer Service Assistant ang listahan ng materyales na bibilin (Billing Materials) 3. Bayaran ang kabuuang halaga ng materyales sa Stock and Supply Office (tangke)		21 minuto	Kabuuang halaga ng materyales na bibilihin
TOTAL				21 minuto	

**Government Service: Pagbabayad ng Tubig (Water Bill Payment)
Pagbabayad sa Kolektor sa Opisina**

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Ibigay sa teller ang resibo sa tubig (billing notice) ***Bumalik sa CS Front Desk at hingin ang account number kung hindi dala ang resibo		3 minuto	Kabuuang halaga ng tubig na babayaran
TOTAL				3 minuto	

Government Service: Pagbabayad ng Tubig (Water Bill Payment)
 Pagbabayad ng Tubig sa Field Bill
 Collector

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Billing Notice	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Bayaran ang halaga ng nakonsumong tubig sa <i>Field Bill Collector</i> pag bigay ng Billing Notice		3 minuto	Kabuuang halaga ng tubig na babayaran
			TOTAL	3 minuto	

Government Service:

Kahilingan sa Pagkuha ng Sertipiko sa Trabaho (Certificate of Employment)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Request Form	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kumuha ng Request Form sa Admin. Assistant, punan o sagutan ayon sa kahilingan at isumite ito sa Admin. Assistant 2. Tanggapin ang Sertipiko ng Trabaho at lagdaan		58 minuto	wala
TOTAL				58 minuto	

Government Service:

Kahilingan sa Tala ng Serbisyo (Service Record)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Request Form	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kumuha ng Request Form sa Admin. Assistant, punan o sagutan ayon sa kahilingan at isumite ito sa Admin. Assistant 2. Tanggapin ang Tala sa Serbisyo at lagdaan		1 araw at 33 minuto	wala
TOTAL				1 araw at 33 minuto	

Government Service:

Pagsasapera sa Naipong Kredito ng Bakasyon (Monetization of Leave Credits)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Request Letter 2. Request Form 3. Computation of Money Value of Monetized Leave 4. Leave Card	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kumuha ng Request Form sa Admin. Assistant, punan o sagutan ayon sa kahilingan at isumite ito sa Admin. Assistant 2. Tanggapin ang Tseke at lagdaan ang DV		1 araw, 2 oras at 3 minuto	wala
TOTAL				1 araw, 2 oras at 3 minuto	

Government Service:

Pag-Isyu ng mga Suplay at Materyales (Issuance of Supplies & Materials)

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Materials Inspection Slip 2. Resibo	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kunin ang Materials Inspection Slip o ibigay ang lista ng bibilhing materyales sa Customer Service Front Desk 2. Magtungo dala ang Store Requisition Slip (SRS) sa Stock and Supply Office (tangke) at bayaran		21 minutes	Kabuuang halaga ng bibiling materyales
TOTAL				21 minuto	

Government Service:

**Pagbabayad sa Supplier at Kontractor (Materyales at Serbisyo)
(Payment to Supplier and Contractors)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Budget utilization Request (BUR) 2. Purchase Requisition (PR) 3. Purchase Order (PO) 4. Quotation 5. Abstract of Bid 6. Journal Entry Voucher (JEV) 7. Annual Procurement Plan (APP) 8. BAC Resolution 9. Sales Invoice 10. Delivery Receipt	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Gumawa ng Purchase Request at paaprubahan sa tagapamuno ng dibisyon at pangkalahatang tagapamahala at isumite kay purchaser 2. Tanggapin ang tseke at isyuhan ng resibo (OR) at lagdaan ang DV		7 days	wala

11. Philgeps Cert. 12. Notice of Award 13. Notice to proceed 14. Progress Billing 15. Contract, MOA 16. Variation order 17. Certificate of Acceptance/ Receiving Report					
			TOTAL	7 days	

Government Service: Pagtugon sa mga Kahilingang Serbisyo at Pagmimintina (Service Request and Maintenance Order)


SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Service Request (SR) 2.Maintenance Order (MO)	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kumuha ng Request Form sa Admin. Assistant, punan o sagutan ayon sa kahilingan at isumite ito sa Admin. Assistant 2. Tanggapin ang Tala sa Serbisyo at lagdaan		2 oras at 19 minuto	wala
TOTAL				2 oras at 19 minuto	

Government Service:

**Pagkakabit ng Bagong Koneksyon at Muling Pagpapabukas ng Pinutol na Koneksyon
(New Connection and Request for Reconnection)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/ Procedures indicated in the Citizen's Charter	Legal Basis		
1. Service Application and Construction Order (SACO) 2.Reconnection Request (RR)	Alinsunod sa umiiral na polisiya at regulasyon ng Hagonoy Water District	1. Kumuha ng Request Form sa Admin. Assistant, punan o sagutan ayon sa kahilingan at isumite ito sa Admin. Assistant 2. Tanggapin ang Tala sa Serbisyo at lagdaan		2 oras at 17 minuto	wala
TOTAL				2 oras at 17 minuto	

Approved by:


INH. CELESTINO S. VENGCO
Pangkalahatang Tagapamahala