



NORZAGARAY WATER DISTRICT

CITIZEN'S CHARTER

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NORZAGARAY WATER DISTRICT

CITIZEN'S CHARTER 2025 (1st Edition)



I. Mandate

The Norzagaray Water District (NorWD), by virtue of Sangguniang Bayan Resolution No. 86-10-48, was mandated to operate, maintain, improve and expand water supply delivering affordable, safe and potable water for domestic and industrial uses to the residents and lands within the jurisdiction of Norzagaray and nearby barangays where it is considered necessary.

The NorWD shall manage a system of water distribution that will be accessible to all sectors of society, ensure uninterrupted and adequate water and conduct other functions and operations incidental to water resource development, proper utilization and disposal.

II. Vision

"To be the best in the water and sanitation industry while caring for the environment and its community"

III. Mission

"Norzagaray Water District is committed to provide safe, sustainable and affordable water and sanitation with excellent service while protecting the environment through community involvement."

IV. Service Pledge

We, the officers and employees of NORZAGARAY WATER DISTRICT commit to provide and serve all citizenry with integrity and courtesy, to disseminate adequate and accurate information and be considerate in implementation of Water District's Rules and Regulation.



List of Services

Commercial Division

External Services

Change of Classification	5
Change Name	8
Desludging Service	10
Elevation of Water Meter	14
High Consumption	16
Installation/Replacement of Ball valve	18
Leak Repair	20
Meter Calibration	22
New Service Connection	24
Purchase of Materials	31
Reconnection of Pulled-Out Meter	34
Reconnection of Temporary Disconnection	36
Relocation of Water Meter	38
Replacement of Damaged Meter	40
Replacement of Lost Meter	42
Request for Waiver	44
Senior Citizen Discount	46
Temporary Disconnection	48
Water Bill Payment	50
Water Interruption (No Waterflow/Low Pressure)	52

Admin and Finance Division

Internal Services

Application for Leave	55
Communication	57
Leave Balance Inquiry	59
Request for Certificate of Employment and Service Records	60
Liquidation of Cash Advance	61
Payroll	62
Petty Cash Reimbursement/Refund	64
Procurement of Goods and Services (Amounting to Php 1 - Php 49,999)	66
Procurement of Goods and Services (Amounting to Php 50,000 - Php 999,999)	68
Procurement of Goods and Services (Amounting to Php 1,000,000 - above)	70



Commercial Division

External Services



1. Change of Classification

The concessionaire may request that the office change the classification of their accounts in the event that their water consumption decreases for any reason.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity		
Who may avail:		All Concessionaires of NorWD		
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter Reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for reclassification at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for reclassification and ask for the contact number.	None	3 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for the schedule of inspection at the site.	2.1 Conduct inspection	None	2 Working DayS	<i>Meter Reader</i> Commercial Division
	2.2 Inform the concessionaire of the inspection's findings.	None	3 Minutes	<i>Customer Service</i> Commercial Division



	<p>2.3 If approved, change the account's record in the database.</p> <p><i>* The new account classification will reflect on the next bill.</i></p>	None	1 Minute	Billing Clerk Commercial Division
Total		None	2 Working Day, 8 Minutes	

TABLE A: SUB-CLASSIFICATION OF COMMERCIAL CLASS

CLASSIFICATION	CONVERSION FACTOR	DEFINITION
BULK WATER	3	- User is buying or consuming at least 100cu.m./day, price is based on MOA as per BOD approval
FULL COMMERCIAL	2	<ul style="list-style-type: none"> - Business establishment directly using water as their major input in their day-to-day business operation such as: - Rest House, resort and boarding houses - Hotel, lodges and like - Hospitals, whether private or public - Cafeterias managed by cooperatives, corporation, etc. - Beer houses, bars, night clubs and disco pads - CHB and concrete products manufacturers - Bus stations and/or terminals - Confectioneries and bakeries - Billiard halls and other games and entertainment places - Ice plant, ice cream parlors or manufacturers - Restaurants, carenderias and other selling foods - Gasoline stations - Private Schools - Theaters



		<ul style="list-style-type: none"> - Boarding houses - Any residential users consuming more than 151 cu.m. of water monthly
COMMERCIAL A	1.75	<ul style="list-style-type: none"> - Business establishment directly using water as their major input in their day-to-day business operation such as: <ul style="list-style-type: none"> - Photo services - Dental and medical clinics - Warehouses - Offices including government banks - Fish and meat stalls in public markets with individual water meter - Groceries, gift shops and drug stores - Wholesale and retail outlets - Furniture shop - Any residential users consuming more than 101-150 cu.m. of water monthly
COMMERCIAL B	1.5	<ul style="list-style-type: none"> - Small business establishment with/without permit legally with capitalization of not more than P10,000.00 such as: <ul style="list-style-type: none"> Sari-sari stores Vulcanizing and repair shop - Apartments whose owners assume payments of water bill using one central meter - Other premises for selling foods or services including - Any residential user consuming 51-100 cu.m. of water per month
COMMERCIAL C	1.25	<ul style="list-style-type: none"> - Apartments whose owners assume payments of water bill using one central meter - Residential houses consuming 31 cu.m. and above per month for at least three (3) months in a year - Any residential user consuming 31-50 cu.m. of water per month

Note:

1. Residential users consuming 30 cubic meters of water or less will be charged the residential rate.
2. To compute the corresponding water rates, multiply the conversion factor by the residential rate.
3. The basis for re-classification is the LWUA guideline dated August 14, 1990, and the existing commercial classification of several water districts in Bulacan.



2. Change Name

Concessionaires may request the office for a transfer or change of account name as long as they can provide all the necessary requirements and supporting documents showing their relationship to the previous owner.

Office or Division:	Commercial Division – Norzagaray Water District	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government	
Who may avail:	All Concessionaires of NorWD	
	Checklist of Requirements	Where To Secure
	Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)	Meter reader/Cashier - Commercial Division
	Government Issued Identification Card (Previous and Present Owner) (1 photocopy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys
	Proof of Ownership, any of the following: A. Notarized Deed of Sale B. Death Certificate (in case of death of previous owner) (1 photocopy) Birth Certificate/Marriage Contract of immediate family member (1 photocopy) C. Authorization to transfer ownership from any of the following (1 original copy): Previous owner (for sold property/voluntary transfer) Relatives/immediate family member (in case of death of the previous owner)	Notary Public Local Civil Registrar - Municipal Hall Local Civil Registrar - Municipal Hall Previous owner Relatives/immediate family member



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request a change of name at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for changing the account name and ask for the necessary requirements.	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of the name change fee at the cashier.	2.1 Check and verify the order of payment.	Change Name Fee - PHP 120.00	1 Minute	Cashier Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* There is no fee if the reason for the change of name is due to the death of the previous owner.</i>	1 Minute	Cashier Commercial Division
3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3.1 Prepare a service request	None	1 Minute	Customer Service Commercial Division
	3.2 Change the account's record in the database <i>* The new account name will reflect on the next bill</i>	None	1 Minute	Billing Clerk Commercial Division
Total		Change Name Fee - PHP 120.00	7 Minutes	



3. Desludging Service

Norzagaray Water District is committed to improving health and economic conditions through a proper septage management system in the most cost effective and environmentally responsive manner that will cater to the municipality of Norzagaray, Bulacan.

Office or Division:		Commercial & Engineering Division – Norzagaray Water District		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		All qualified NorWD concessionaire and non-concessionaires within the area		
Checklist of Requirements		Where To Secure		
Septage Request for Inspection Form		Customer Service - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request septage survey form at the public assistance and complaints desk.	1.1 Assess the qualification of the requestor if NorWD concessionaire or non-concessionaire.	None	5 Minutes	Customer Service Commercial Division
	1.2 Issue the septage request for inspection form.	None	1 Minute	Customer Service Commercial Division
2. Fill out septage survey form at the public assistance and complaints desk.	2.1 Received the septage request for inspection form, review and check all the information.	None	2 Minutes	Customer Service Commercial Division



	<p><i>* If the requestor is currently on the respective zone, there will be no mobilization fee. If not, proceed to cashier for payment.</i></p> <p>2.2 Secure the proof of request and forward the request to the septage personnel.</p>	None	1 Working Day	Customer Service Commercial Division
<p>3. Wait for the schedule of census and checking of the septic tank at the site.</p>	<p>3.1 Scheduling of households for census per zone.</p> <p>3.2 Conduct survey of household and perform the concrete coring and installation of clean-out of septic tank.</p>	None	<p>2 Working Days</p> <p>3 Hours</p>	<p>Septage Personnel Engineering Division</p> <p>Septage Personnel Engineering Division</p>
<p>4. Wait for the schedule of desludging at the site.</p>	<p>4.1 Scheduling of households for desludging of septic tanks.</p> <p>4.2 Perform the desludging of the septic tank.</p>	None	<p>1 Working Day</p> <p>1 Hour</p>	<p>Septage Personnel Engineering Division</p> <p>Septage Personnel Engineering Division</p>



<p>5. Settle payment at the cashier.</p>	<p>5. Accept payment and issue Service Invoice (SI)</p>	<p>A. Coring and Clean-Out Installation - PHP 300.00 -</p> <p><i>Note : Additional: PHP 100.00 (per additional coring of septic tank)</i></p> <p>B. Environmental Fee - 7.51% (as approved by LWUA Board Resolution No. 80 Series of 2024 dated November 7, 2024) of concessionaire's monthly bill consumption (NorWD concessionaire) / PHP PHP $2,066.07 \times 1.8 = 3,718.93$/ cubic meter (Non-concessionaires/ Min. of 1.80 cubic meter per desludging)</p> <p>C. Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas) (see table below)</p>	<p>2 Minutes</p>	<p>Septage Personnel Engineering Division</p>
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Total	<p>Coring and Clean-Out Installation - PHP 300.00 - Additional: PHP 100.00 (per additional coring of septic tank)</p> <p>Environmental fee - 7.51% of concessionaire's monthly bill consumption (NorWD concessionaire) / PHP PHP 2,066.07×1.8 = 3,718.93/ cubic meter (Non-concessionaires / Min. of 1.80 cubic meter per desludging)</p> <p>Mobilization fee - (for the early extraction of septic tank/ out of zone coverage areas)</p>	4 Working Days, 4 Hours, 15 Minutes	
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TABLE B: MOBILIZATION FEE FOR SPECIAL EXTRACTION OF SEPTIC TANKS FOR NORWD CONCESSIONAIRES AND NON-CONCESSIONAIRES

AMOUNT	DISTANCE (from Villarama Office)
PHP 600.00	4 kilometer
PHP 1,200.00	8 kilometer
PHP 1,800.00	12 kilometer
PHP 2,400.00	16 kilometer



4. Elevation of Water Meter

Concessionaires may request to have their water meter elevated if it is currently submerged, provided that they will pay the amount of mobilization and inspection fee, labor fee and the cost of materials needed.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for water meter elevation at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for meter elevation and ask for the contact number.	None	3 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the mobilization and inspection fee at the cashier.	2.1 Check and verify the order of payment.	Mobilization and Inspection Fee - PHP 300.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* Non-refundable</i> <i>* Minimum of 1 to 4 meters</i> <i>* Additional PHP 150.00 for each meter beyond the minimum</i>	1 Minute	<i>Cashier</i> Commercial Division



<p>3. Return to the public assistance and complaints desk and present the Service Invoice (SI).</p>	<p>3. Prepare a service request</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Customer Service</i> Commercial Division</p>
<p>4. Wait for the schedule of inspection at the site.</p>	<p>4.1 Perform site inspection and assess all the materials needed</p>	<p>None</p>	<p>2 Working Days</p>	<p><i>Maintenance Team</i> Engineering Division</p>
	<p>4.2 Feedback regarding the amount of materials needed and labor fee</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Customer Service</i> Commercial Division</p>
<p>5. Pay the amount of the materials cost and labor fee at the cashier.</p>	<p>5.1 Check and verify the order of payment.</p>	<p>* Materials Cost + Labor Fee - PHP 300.00</p>	<p>1 minute</p>	<p><i>Cashier</i> Commercial Division</p>
	<p>5.2 Accept payment and issue Service Invoice (SI)</p>		<p>2 minutes</p>	<p><i>Cashier</i> Commercial Division</p>
<p>6. Wait for the schedule of meter elevation at the site</p>	<p>6. Elevate the water meter</p>	<p>None</p>	<p>2 Working Days</p>	<p><i>Maintenance Team</i> Engineering Division</p>
<p>Total</p>		<p>PHP 600.00 + Materials Costs</p>	<p>4 Working Days, 13 Minutes</p>	



5. High Consumption

Concessionaires may request the office to conduct an inspection, check up on their service connection, or confirm their meter reading due to high consumption. Billing adjustments will be made depending on the results.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report high consumption at the public assistance and complaints desk.	1.1 Assess the consumption history and interview the concessionaire if there is a leakage. Ask for the number of a house member and get the contact number.	None	3 Minutes	Customer Service Commercial Division
	1.2 Prepare a service request	None	1 Minute	Customer Service Commercial Division



<p>2. Wait for the schedule of meter checking at the site.</p>	<p>2.1 Check if the meter is rotating even when not in use, double check the reading, or if there are any leaks in their water line, and advise the concessionaire regarding the result of their complaint</p>	None	3 Working Days	Maintenance Team Engineering Division
	<p>2.2 Perform necessary adjustments, if applicable</p> <p><i>* 30% discount on the water bill for unlocated leaks after the meter (once every 10 years)</i></p> <p><i>* Billing adjustment on wrong readings</i></p>	None	1 Minute	Customer Service Commercial Division
Total		None	3 Working Days, 5 Minutes	



6. Installation/Replacement of Ball Valve

The ball valve that controls the flow of water might be broken over time or by turning it too frequently. If the ball valve is damaged, it can be requested at our office to be replaced, and the cost will be based on the current NorWD selling price plus the labor fee.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request a ball valve replacement at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the exact location and ask for the contact number.	None	1 Minute	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of the ball valve at the cashier.	2.1 Check and verify the order of payment.	Cost of Ball Valve + Labor Fee - PHP 300.00	1 Minute	Cashier Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	* Price is subject to change without prior notice * Purchased ball valve outside the office is not authorized.	1 Minute	Cashier Commercial Division



3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3. Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
4. Wait for the schedule of installation or replacement of the ball valve at the site.	4. Installation or replacement of a ball valve	None	2 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Cost of Ball Valve + Labor Fee - PHP 300.00	2 Working Days, 5 Minutes	



7. Leak Repair

Concessionaires may request the office to conduct an inspection or check-up of their water meter and service line due to leakage. If the leak reported is before the meter, service line, and mainline, labor for repair will be provided by the district. If the leak is after the meter, the concessionaire is the one who is responsible for repairing the leak. Materials used in leak repair will be charged to the concessionaire.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report leakage at the public assistance and complaints desk.	1.1 Interview the concessionaire about the leakage and ask for the exact location and get the contact number.	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Wait for schedule of leak repair at the site	2. Repair of leak	None	A. Minor Leakage - 2 Days B. Major Leakage - 5 Days	<i>Maintenance Team</i> Engineering Division



Total	None	A. Minor Leakage - 2 Days, 3 Minutes B. Major Leakage - 5 Days, 3 Minutes	
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8. Meter Calibration

Concessionaires may request meter testing from the office due to a sudden increase in their water bill consumption, even if the meter reading is accurate and there is no leak in their service line. The concessionaire will be charged PHP 350.00 for the pull-out and restoration of their water meter. Billing adjustments will be made depending on the results.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request meter testing at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason for meter testing and get the contact number.	None	2 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the calibration fee at the cashier.	2.1 Check and verify the order of payment.	Calibration Fee - PHP 350.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* There is no calibration fee for meters that have been installed for more than five (5) years</i>	1 Minute	<i>Cashier</i> Commercial Division



<p>3. Return to the public assistance and complaints desk and present the Service Invoice (SI)</p>	<p>3. Prepare a service request</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Customer Service Commercial Division</i></p>
<p>4. Wait for the schedule of meter calibration</p>	<p>4.1 Conduct site inspection</p> <p>4.2 Pull-out of the water meter</p> <p>4.3 Proceed to the calibration of the water meter.</p> <p>4.4 Return the water meter.</p> <p><i>* If passed - old meter will be reinstalled and no billing adjustment will be made</i></p> <p><i>* If failed - old meter will be recalibrated or replaced with new meter and billing adjustment will be made (+/-)</i></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 Working Days</p> <p>4 Hours</p> <p>2 Hours</p> <p>2 Hours</p>	<p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p> <p><i>Maintenance Team Engineering Division</i></p>
<p>Total</p>	<p>Calibration Fee - PHP 350.00</p>	<p>3 Working Days, 6 Minutes</p>		



9. New Service Connection

All household owners within the service area of the Norzagaray Water District, Norzagaray, Bulacan, and adjacent municipalities can avail of the service. After the site has been inspected, all fees have been paid, and all requirements have been met, the new water service connection will be installed.

Office or Division:	Commercial Division – Norzagaray Water District
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government
Who may avail:	All household owners within the service area of Norzagaray Water District, Norzagaray, Bulacan and adjacent municipalities
Checklist of Requirements	Where To Secure
Valid Identification <u>Principal</u> Government Issued Identification Card (1 photocopy) <u>Representative</u> Government Issued Identification Card of the person being represented (1 photocopy) Government Issued Identification Card of the representative (1 photocopy) Authorization letter from the applicant/ Special Power of Attorney (SPA) (1 original copy)	LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys Applicant being represented
Barangay Clearance (1 original copy)	Barangay Hall
Proof of Ownership from any of the following: A. For private lot Land Title (1 photocopy) B. For private lot with pending application for Title	Register of Deeds



<p>Tax Declaration (1 photocopy)</p> <p>Duly notarized Deed of Absolute Sale (1 photocopy)</p> <p>Notarized Contract to Sell (1 photocopy)</p> <p>Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property (1 photocopy)</p> <p>Entry Pass (1 photocopy)</p> <p>Proof of Residency (1 original copy)</p> <p>Memorandum of Agreement issued by Barangay (1 photocopy)</p> <p>C. For Corporation or Business Establishment (any of the following)</p> <p>Land title (1 photocopy)</p> <p>Notarized Lease contract/ Lease Agreement (if rented) (1 photocopy)</p> <p>D. For customers with an old/ existing account at the same location</p> <p>Old Statement of Account (SOA) (1 original copy)</p> <p>E. For customers applying from other adjacent municipality: (Sta. Maria/Angat/San Jose)</p> <p>Waiver from Water District (1 original copy)</p>	<p>Assessor's Office - Municipal Hall</p> <p>Notary Public</p> <p>Land owner</p> <p>Developer</p> <p>National Housing Authority (NHA)</p> <p>Barangay Hall</p> <p>Barangay Hall</p> <p>Register of Deeds</p> <p>Land owner</p> <p>Applicant</p> <p>Water District</p>
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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire, fill out the application form, and submit the requirements at the public assistance and complaints desk..	1.1 Received requirements, reviewed and verify all information on the application form.	None	7 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the inspection fee at the cashier.	2.1 Check and verify the order of payment.	Inspection Fee - PHP 125.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)		1 Minute	<i>Cashier</i> Commercial Division
3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3.1 Prepare a maintenance order	None	1 Minute	<i>Customer Service</i> Commercial Division
	3.2 Conduct orientation/ briefing of the Rules and Regulations of the district to the applicant	None	15 Minutes	<i>Customer Service</i> Commercial Division
4. Wait for inspection at the site.	4.1 Conduct inspection	None	2 Working Days	<i>Maintenance Team</i> Engineering Division



	<p>4.2 Assess the amount of the new service connection fee.</p> <p>4.3 Review and check the application form, and sign upon approval.</p> <p>4.4 Advice to the applicant regarding the amount of the new service connection fee</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 Hour</p> <p>1 Hour</p> <p>1 Hour</p>	<p><i>Billing Clerk</i> Commercial Division</p> <p><i>Division Manager</i> Commercial Division</p> <p><i>Customer Service</i> Commercial Division</p>
<p>5. Pay the amount of meter installation fee at the cashier</p>	<p>5.1 Create account number, prepare and issue the order of payment.</p>	<p>Fixed fee for the following:</p> <p>Registration Fee - PHP 125.00</p> <p>Notarial Fee - PHP 75.00</p> <p>New Service Connection Fee - PHP 500.00</p>	<p>3 Minutes</p>	<p><i>Customer Service</i> Commercial Division</p>



		<p>*Price may vary for the following:</p> <p>A. Guarantee Deposit - see <i>table below (refundable upon termination of contract)</i></p> <p>B. Materials Cost (<i>please see attached sample estimate</i>)</p> <p>C. Boring Fee - PHP 3,000.00 - (<i>if opposite side</i>)</p> <p>D. Meter Protection Fee (<i>Optional</i>) - PHP 500.00 (cluster meter) and PHP 600.00 (single meter)</p>		
	<p>5.2 Check and verify the order of payment.</p>	None	1 Minute	<p><i>Cashier</i> Commercial Division</p>
	<p>5.3 Accept payment and issue Service Invoice (SI)</p>	None	1 Minute	<p><i>Cashier</i> Commercial Division</p>



6. Wait for the schedule of meter installation at the site.	6. Install the water service connection.	None	A. Line Side - 4 Working Days B. Opposite Side - 14 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Fixed Fee of PHP 825.00 plus Guarantee Deposit, Cost of Materials, Protection Fee (optional) and Boring Fee (if opposite side)	A. Line Side - 6 Working Days, 3 Hours, 31 Minutes B. Opposite Side - 16 Working Days, 3 Hours, 31 Minutes	

TABLE C: GUARANTEE DEPOSIT

CONNECTION TYPE	RATE CODE	MINIMUM CHARGE	GUARANTEE DEPOSIT
Residential 1/2"	12	245.00	500.00
Residential 3/4"	13	392.00	800.00
Residential 1"	14	784.00	1,600.00
Residential 2"	17	4900.00	9,800.00
Government 1/2"	22	245.00	500.00
Government 1"	24	784.00	1,600.00
Commercial/Industrial 1/2"	32	490.00	1,000.00
Commercial/Industrial 1"	34	1568.00	3,200.00
Commercial/Industrial 2"	37	9800.00	19,600.00
Commercial/Industrial 3"	38	17640.00	35,400.00
Commercial/Industrial 4"	39	35280.00	70,600.00
Commercial A 1/2"	42	428.75	860.00
Commercial A 1"	44	1372.00	2,800.00
Commercial B 1/2"	52	367.50	740.00
Commercial B 1"	54	1176.00	2,400.00
Commercial C 1/2"	62	306.25	620.00
Commercial C 1"	64	980.00	2,000.00
Bulk Sales 3"	78	735.00	1,500.00



TABLE D: SERVICE APPLICATION ASSESSMENT

A. MATERIALS		Quantity	Unit	Unit Cost	Amount
1	Bronze Ball Valve 1/2"	1	pc.	428.40	428.40
2	P.E. Male Adaptor 1/2	1	pc.	113.13	113.13
3	Brass Coupling 1"		pc.		0.00
4	Brass Gate Valve 1"		pc.		0.00
5	Check Valve 1/2"	1	pc.	271.67	271.67
6	Elbow 1/2"	1	pc.	37.67	37.67
7	Elbow Reducer 3/4" x 1/2"	2	pc.	55.97	111.94
8	Nipple 2" x 1/2"	2	pc.	19.45	38.90
9	Nipple 8" x 1/2"	1	pc.	59.81	59.81
10	Nipple 12" x 1/2"	1	pc.	80.75	80.75
11	Nipple 6" x 1"	1	pc.	117.75	117.75
12	Nipple 6 x 1/2"		pc.		
13	P.E. Tube 1/2"		m.		
14	P.E. Tube 1"		m.		
15	P.E. Saddle Clamp 1" x 1/2"		pc.		
16	Saddle Clamp 8 x 1"		pc.		
17	Tee 1/2"		pc.		
18	Tee Reducer 1" x 1/2"	1	pc.	132.58	132.58
19	Teflon	4	roll	19.89	79.56
20	Water Meter 1/2"	1	pc.	2,237.28	2,237.28
	CLUSTERING FEE				543.87
	Others (Additional Fittings)				
	LINE SIDE				
Total Material Cost				PHP	4,253.31
B. LABOR					
1	Ordinary Soil / Banday banda Excavation				
2	Mainline Preparation				
3	Horizontal Drilling				
4	Concrete Cutting				
5	Concrete/Asphalt Breaking (thickness=_____)				
	L _____ x W _____ x thickness price				
6	Restoration (Class _____)				
	L _____ x W _____ x thickness price				
7	Pipe laying Cost (applicable to sharing only)				
Total Material Cost				PHP	0.00
C. SUMMARY (Total of A and B Miscellaneous Charges)					
1	Guarantee Deposit	500.00			5,578.31
2	Registration Fee	125.00			
3	Notarial Fee	75.00			
4	Inspection Fee	125.00			
5	New Service Connection Fee	500.00			
6	Meter Protection Fee (Optional)				
Total PHP		1325.00			
			O.R #:	_____	
			Date:	_____	

Note: Prices are subject to change without prior notice and for final assessment of Commercial Department.



10. Purchase of Materials

Purchase of PE tubes, materials, and other fittings used for the repair of leaks are available in the office to both concessionaires and non-concessionaires.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		All concessionaires and non-concessionaires of NorWD		
Checklist of Requirements		Where To Secure		
None		N/A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide the list of materials to be purchased at the public assistance and complaints desk.	1.1 Check if the materials to be purchased are available in the warehouse.	None	3 Minutes	Customer Service Commercial Division
	1.2 Check the amount of the materials in the price list	None	3 Minutes	Customer Service Commercial Division
	1.3 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of materials to be purchased at the cashier	2. Accept payment and issue Service Invoice (SI)	Materials Cost (see table below) <i>* Prices are subject to change without prior notice</i>	1 Minute	Cashier Commercial Division



3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3.1 Prepare Store Requisition Slip (SRS)	None	2 Minutes	<i>Customer Service Commercial Division</i>
	3.2 Submit the Store Requisition Slip (SRS) to the division manager for signature	None	1 Minute	<i>Division Manager Commercial Division</i>
	3.3 Forward the Store Requisition Slip (SRS) to warehouse personnel and prepare the purchased materials	None	5 Minutes	<i>Warehouse Personnel Admin. Division</i>
4. Signed the SRS upon receipt of purchased materials	4. Received the signed Store Requisition Slip (SRS)	None	1 Minute	<i>Warehouse Personnel Admin. Division</i>
Total		Materials Costs (see table below) *Prices are subject to change without prior notice	17 Minutes	



TABLE E: PRICE LIST OF MATERIALS (as of January 01, 2025)

MATERIALS	SELLING PRICE	MATERIALS	SELLING PRICE
1. Ball Valve 2" (with lockwing)	8,169.53	34. P.E. Pipe 2"	236.03
2. Brass Angle Valve 1/2" x 3/4"	726.32	35. P.E. Tee Adaptor 1"	533.12
3. Brass Coupling 1"	541.98	36. P.E. Tee Adaptor 1/2"	346.32
4. Brass Coupling 1/2"	288.33	37. P.E. Union Coupling 1"	367.99
5. Bronze Ball Valve 1"	1,083.60	38. P.E. Union Coupling 1/2"	226.35
6. Bronze Ball Valve 1/2"	428.40	39. P.E. Tube 1"	53.20
7. G. I. Bushing Reducer 1 x 1/2	57.67	40. P.E. Tube 1/2"	21.84
8. G. I. Bushing Reducer 3/4 x 1/2	35.20	41. G.I. Plug 1"	49.92
9. Bushing Reducer 1x 3/4	57.79	42. G.I. Plug 1/2"	21.15
10. Clean Out 4	122.49	43. G.I. Plug 3/4"	39.28
11. G. I. Coupling 1"	59.08	44. Saddle Clamp 1" x 1/2" (P.E.)	154.00
12. G. I. Coupling 1/2"	36.13	45. Saddle Clamp 2 x 1 (D. I.)	411.14
13. G.I. Elbow 1	86.17	46. Saddle Clamp 2 x 1/2" (D.I.)	230.76
14. G.I. Elbow 1/2	37.67	47. Saddle Clamp 3 x 1 (D.I.)	324.80
15. G. I. Elbow Reducer 1 x 1/2	63.63	48. Saddle Clamp 3x 1/2" (C. I.)	531.86
16. G.I. Elbow Reducer 3/4 x 1/2	55.97	49. Saddle Clamp 4 x 1 (D.I.)	607.39
17. G. I. Nipple 12 x 1	198.39	50. Saddle Clamp 4 x 1/2 (D.I.)	425.91
18. Nipple 1" x 2"	40.14	51. Saddle Clamp 6 x 1 (D. I.)	787.14
19. Nipple 1" x 6"	117.75	52. Saddle Clamp 8 x 1 (D. I.)	1,330.88
20. G. I. Nipple 10 x 1/2	60.49	53. STC 2" D.I.	2,414.72
21. Nipple 1/2" x 12"	80.75	54. STC 6" D.I.	5,521.88
22. Nipple 1/2" x 2"	19.45	55. STC 8" D.I.	10,564.82
23. Nipple 1/2" x 4"	23.38	56. Swing Check Valve 1"	499.86
24. Nipple 1/2" x 6"	63.97	57. Swing Check Valve 1/2"	271.67
25. Nipple 1/2" x 8"	59.81	58. Swing Check Valve 2"	1,326.15
26. P.E. End Cap 1"	214.28	58. G.I. Tee 1"	134.23
27. P.E. End Cap 1/2"	114.87	59. G.I. Tee 1/2"	59.28
28. P.E. Female Elbow 1" x 45°	330.29	60. G.I. Tee Reducer 1 x 1/2"	132.58
29. P.E. Female Elbow 1" x 90°	199.68	61. Teflon Tape	19.89
30. P.E. Female Elbow 1/2" x 45°	133.57	62. Union Patente 1/2" (GI)	112.43
31. P.E. Female Elbow 1/2" x 90°	121.59	63. Water Meter 1"	5,659.50
32. P.E. Male Adaptor 1"	215.22	64. Water Meter 1/2"	2,237.28
33. P.E. Male Adaptor 1/2"	113.13	65. Water Meter Insert 1/2 Herco	973.00
Mainline Preparation		1m	200.00
Excavation (Ordinary Soil/Banday Banda)		1m	85.00
Concrete Cutting		1m	135.00
Restoration (W = 0.3 to 0.4) x (H = 0.1 to 0.15)		1m	280.00
Restoration		cu.m.	5,200.00
Horizontal Drilling - 1/2" Ø		lot	1,500.00
Horizontal Drilling - 1" Ø		lot	2,500.00

Note: Prices are subject to change without prior notice



11. Reconnection of Pulled-Out Meter

Concessionaires may request the office for the reconnection of a pulled-out meter provided that the concessionaires will pay all the outstanding or unpaid water bills, the reconnection fee and the cost of materials if needed.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request reconnection at the public assistance and complaints desk.	1. Assess unpaid bills, prepare and issue the order of payment	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Pay the of water bills and other additional charges at the cashier	2.1 Check and verify the order of payment.	Amount of Water Bill + Reconnection Fee - PHP 600.00 + Materials Cost if, needed	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* Additional PHP 500.00 to inactive accounts for more than 6 months with unpaid customer deposit</i>	1 Minute	<i>Cashier</i> Commercial Division



3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3. Prepare a service request	None	1 Minute	<i>Customer Service Commercial Division</i>
4. Wait for the schedule of meter installation at the site	4. Install the meter	None	2 Working Days	<i>Maintenance Team Engineering Division</i>
Total		Amount of water bill + Reconnection Fee - PHP 600.00 + Materials Cost, if needed	2 Working Days, 6 Minutes	



12. Reconnection of Temporary Disconnection

Concessionaires may request the office for the reconnection of disconnected service lines, provided that the concessionaires will pay all the outstanding or unpaid water bills and the reconnection fee.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request reconnection at the public assistance and complaints desk.	1. Assess unpaid bills, prepare and issue the order of payment	None	3 Minutes	<i>Customer Service</i> Commercial Division
2. Pay the water bills and other additional charges at the cashier	2.1 Check and verify the order of payment.	Amount of water bill + Reconnection Fee	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* PHP 120.00 - within two (2) months of temporary disconnection</i> <i>* PHP 600.00 - more than two (2) months of temporary disconnection</i>	1 Minute	<i>Cashier</i> Commercial Division



3. Return to the public assistance and complaints desk and present the Service Invoice (SI)	3. Prepare a service request	None	1 Minute	<i>Customer Service</i> Commercial Division
4. Wait for the schedule of meter reconnection at the site	4. Reconnect the meter	None	1 Working Day	<i>Reconnection Team</i> Commercial Division
Total		Amount of water bill + Reconnection Fee	1 Working Day, 6 Minutes	



13. Relocation of Water Meter

Concessionaires may request meter relocation from the office provided that they will pay the amount of mobilization and inspection fee, labor fee and the cost of materials needed.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request meter relocation at the public assistance and complaints desk.	1.1 Conduct initial interview to gather information and details on why meter relocation is needed	None	3 Minutes	<i>Customer Service</i> Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	<i>Customer Service</i> Commercial Division
2. Pay the amount of the mobilization and inspection fee at the cashier.	2.1 Check and verify the order of payment.	Mobilization and Inspection Fee - PHP 300.00	1 Minute	<i>Cashier</i> Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	<i>* Non-refundable * Minimum of 1 to 4 meters * Additional PHP 150.00 for each meter beyond the minimum</i>	1 Minute	<i>Cashier</i> Commercial Division



<p>3. Return to the public assistance and complaints desk and present the Service Invoice (SI).</p>	<p>3. Prepare a service request</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Customer Service Commercial Division</i></p>
<p>4. Wait for the schedule of inspection at the site.</p>	<p>4.1 Perform site inspection and assess all the materials needed</p>	<p>None</p>	<p>2 Working Days</p>	<p><i>Maintenance Team Engineering Division</i></p>
	<p>4.2 Feedback regarding the amount of materials needed and labor fee</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Customer Service Commercial Division</i></p>
<p>5. Pay the amount of the materials cost and labor fee at the cashier.</p>	<p>5.1 Check and verify the order of payment.</p>	<p>* Materials Cost + Labor Fee - PHP 600.00</p>	<p>1 minute</p>	<p><i>Cashier Commercial Division</i></p>
	<p>5.2 Accept payment and issue Service Invoice (SI)</p>	<p>* The labor fee is PHP300.00 if within 10m from original location</p> <p>* The labor fee is PHP600.00 for each water meter if more than 10m from original location and requiring to transfer to a new tapping</p>	<p>2 minutes</p>	<p><i>Cashier Commercial Division</i></p>
<p>6. Wait for schedule of meter relocation at the site</p>	<p>6. Relocate the water meter</p>	<p>None</p>	<p>5 Working Days</p>	<p><i>Maintenance Team Engineering Division</i></p>
<p>Total</p>		<p>PHP 900.00 + Materials Cost</p>	<p>7 Working Days, 13 Minutes</p>	



14. Replacement of Damaged Meter

Concessionaires may request the office for the replacement of damaged meter due to unnecessary circumstances.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report damage meter at the public assistance and complaints desk.	1.1 Ask for the blotter report	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of the meter plus the materials cost.	2.1 Check and verify the order of payment.	Cost of water meter + Materials Cost	1 Minute	Customer Service Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	* Price is subject to change without prior notice * If the water meter is installed from 2019 and below, it is free of charge	1 Minute	Cashier Commercial Division



		<p><i>* If the water meter is installed from 2020 onwards, the concessionaire will shoulder the amount of the water meter replacement plus the materials needed.</i></p> <p><i>Special Case: The district may offer 50% discount on the cost of the meter and other materials in the case of vehicular damage or unknown reasons.</i></p>		
3. Wait for the schedule of meter replacement at the site	3.1 Replace the damaged meter	None	2 Working Days	Maintenance Team Engineering Division
	3.2 Update the new meter number in customer profile	None	1 Minute	Billing Clerk Commercial Division
Total		Cost of water meter + Materials Cost (if applicable)	2 Working Days, 6 Minutes	



15. Replacement of Lost Meter

Concessionaires may request the office for the replacement of lost meter due to unnecessary circumstances.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Blotter Report		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report lost meter at the public assistance and complaints desk.	1.1 Ask for the blotter report	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment.	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of the meter plus the materials cost.	2.1 Check and verify the order of payment.	Cost of water meter + Materials Cost	1 Minute	Customer Service Commercial Division
	2.2 Accept payment and issue Service Invoice (SI)	* Price is subject to change without prior notice * If the water meter is installed from 2019 and below, it is free of charge	1 Minute	Cashier Commercial Division



		<p><i>* If the water meter is installed from 2020 onwards, the concessionaire will shoulder the amount of the water meter replacement plus the materials needed.</i></p>		
<p>3. Wait for the schedule of meter replacement at the site</p>	<p>3.1 Replace the lost meter</p>	None	2 Working Days	<p><i>Maintenance Team Engineering Division</i></p>
	<p>3.2 Update the new meter number in customer profile</p>	None	1 Minute	<p><i>Billing Clerk Commercial Division</i></p>
<p>Total</p>		<p>Cost of water meter + Materials Cost (if applicable)</p>	<p>2 Working Days, 6 Minutes</p>	



16. Request for Waiver

New service applicants who wish to avail the services of another local water district whose water services are closer to their place of residence may request a waiver from the office.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity		
Who may avail:		All Concessionaires of NorWD		
Checklist of Requirements		Where To Secure		
Government Issued Identification Card (1 photocopy)		LTO, Phil Health, OSCA, BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, COMELEC, PRC, Philsys		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request waiver at the public assistance and complaints desk.	1.1 Conduct initial interview to gather information and details on why waiver is needed	None	3 Minutes	Customer Service Commercial Division
	1.2 Prepare a maintenance order	None	1 Minute	Customer Service Commercial Division
2. Wait for schedule of inspection at the site	2. Conduct inspection	None	2 Working Days	Maintenance Team Engineering Division
3. Pay the amount of waiver fee at the cashier	3.1 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
	3.2 Accept payment and issue Service Invoice (SI)	Waiver Fee - PHP 360.00	1 Minute	Cashier Commercial Division



4. Return to the public assistance and complaints desk and present the Service Invoice (SI)	4.1 Prepare the waiver	None	2 Minutes	<i>Customer Service Commercial Division</i>
	4.2 Forward the waiver to division manager for signature	None	1 Minute	<i>Division Manager Commercial Division</i>
5. Acknowledge the waiver and signed the receiving copy	5. Received the signed waiver and file	None	1 Minute	<i>Customer Service Commercial Division</i>
Total		Waiver Fee - PHP 360.00	2 Working Days, 10 Minutes	



17. Senior Citizen Discount

In compliance with Republic Act No. 9994 also known as the “Expanded Senior Citizens Act of 2010”, granting additional benefits and privileges to Senior Citizens further amending Republic Act No. 7432 of 1992 as amended by Republic Act No. 9237 of 2003, the district implemented a 5% discount on their water bills provided that the accounts are registered in the senior citizen concessionaire and their household consumes not more than 30 cubic meters of water in a month. Senior citizen discount is renewable yearly.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Senior citizen concessionaires (at least 1 year of being concessionaire)			
Checklist of Requirements		Where To Secure		
<u>Principal</u>				
Senior Citizen ID (1 photocopy)		Office for Senior Citizens Affairs (OSCA) - Municipal Hall		
<u>Representative</u>				
Senior Citizen ID (1 photocopy)		Office for Senior Citizens Affairs (OSCA) - Municipal Hall		
Printed picture of senior citizen holding a latest calendar/newspaper (1 original copy)		Senior Citizen Concessionaire		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for senior citizen discount form at the public assistance and complaints desk.	1. Prepare senior citizen discount form and ask for the photocopy of senior citizen ID and other documents	None	1 Minute	<i>Customer Service</i> Commercial Division



2. Fill out the form and present photocopy of senior citizen ID	2.1 Received and review the application form and the authenticity of the requirements	None	1 Minute	Customer Service Commercial Division
	2.2 Discuss the condition for the availment of senior citizen discount	None	2 Minutes	Customer Service Commercial Division
	2.3 Update the accounts name in the database upon approval <i>* The senior citizen discount will reflect on the next bill and it will be automatically deducted on their water bill</i>	None	1 Minute	Billing Clerk Commercial Division
Total		None	5 Minutes	



18. Temporary Disconnection

Concessionaires may request the office for a temporary disconnection of their water service to avoid monthly charges on their water bill if they will not be using water from their service connection due to vacancy of residence, transfer of place of residence, temporary leaving from their residency, or any other reason.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Concessionaires with active connections			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the water bill receipt at the public assistance and complaints desk.	1.1 Interview the concessionaire regarding the reason and assess any unpaid bills.	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare and issue the Order of Payment	None	1 Minute	Customer Service Commercial Division
	1.3 Prepare a service request	None	1 Minute	Customer Service Commercial Division
2. Pay the amount of water bill (balance or closing bill) at the cashier.	2. Accept payment and issue Service Invoice (SI)	Balance/ Closing Bill	1 Minute	Cashier Commercial Division



3. Wait for the schedule of meter disconnection at the site.	3.1 Disconnect the service connection.	None	1 Working Day	<i>Disconnection Team</i> Commercial Division
	3.2 Change the account status in the customer profile.	None	1 Minute	<i>Billing Clerk</i> Commercial Division
Total		None	1 Working Day, 6 Minutes	



19 Water Bill Payment

Every month after reading, the concessionaires will receive the Statement of Account (SOA). The water bill shall be payable on or before the grace period indicated in the bill. The district will charge a 10% penalty for unpaid water bills after the scheduled grace period.

Office or Division:	Commercial Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All Concessionaires of NorWD			
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI) (1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the Statement of Account (SOA) or old Service Invoice (SI) at the cashier.	1. Received the required document and verified it on the computer.	None	1 Minute	Cashier Commercial Division
2. Pay the amount of water bill at the cashier. <i>* Make sure to secure an official receipt that will be issued upon payment.</i>	2. Accept payment and issue Service Invoice (SI)	As reflected on water bill	1 Minute	Cashier Commercial Division
Total		As reflected on water bill	2 Minutes	



TABLE F: WATER RATES

CONNECTION TYPE	RATE CODE	MINIMUM CHARGES	COMMODITY CHARGES				
			11 to 20 cu.m	21 to 30 cu.m	31 to 40 cu.m	41 to 50 cu.m	51 and up cu.m
Residential 1/2"	12	245.00	25.30	27.10	29.50	32.45	35.75
Residential 3/4"	13	392.00	25.30	27.10	29.50	32.45	35.75
Residential 1"	14	784.00	25.30	27.10	29.50	32.45	35.75
Residential 2"	17	4,900.00	25.30	27.10	29.50	32.45	35.75
Government 1/2"	22	245.00	25.30	27.10	29.50	32.45	35.75
Government 1"	24	784.00	25.30	27.10	29.50	32.45	35.75
Commercial/Industrial 1/2"	32	490.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 1"	34	1,568.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 2"	37	9,800.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 3"	38	17,640.00	50.60	54.20	59.00	64.90	71.50
Commercial/Industrial 4"	39	35,280.00	50.60	54.20	59.00	64.90	71.50
Commercial A 1/2"	42	428.75	44.25	47.40	51.60	56.75	62.55
Commercial A 1"	44	1,372.00	44.25	47.40	51.60	56.75	62.55
Commercial B 1/2"	52	367.50	37.95	40.65	44.25	48.65	53.60
Commercial B 1"	54	1,176.00	37.95	40.65	44.25	48.65	53.60
Commercial C 1/2"	62	306.25	31.60	33.85	36.85	40.55	44.65
Commercial C 1"	64	980.00	31.60	33.85	36.85	40.55	44.65
Bulk Sales 3"	78	735.00	75.90	81.30	88.50	97.35	107.25
Residential B 1/2"	82	5.00	25.30	27.10	29.50	32.45	35.75



20. Water Interruption (No Waterflow/Low Pressure)

If a concessionaire experiences a water interruption or a sudden drop in pressure or supply, they may request that the office inspect or check their water meter and service line.

Office or Division:		Commercial Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:		All Concessionaires of NorWD		
Checklist of Requirements		Where To Secure		
Statement of Account (SOA)/ Service Invoice (SI)(1 original copy)		Meter reader/Cashier - Commercial Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report water interruptions or low pressure at the public assistance and complaints desk.	1.1 Inquire with the concessionaire about the exact location, when the interruption occurred, and if the neighbors are also affected, and get the contact number.	None	2 Minutes	Customer Service Commercial Division
	1.2 Prepare a service request	None	1 Minute	Customer Service Commercial Division
2. Wait for the schedule for checking at the site.	2.1 Check or inspect the site if there is leakage, clogged pipe lines, if valves are open, or if there is low pressure given by the plant.	None	A. Normal Case - 3 Days (service line issues or minor leakages) B. Major Case - 5 Days (due to	Maintenance Team Engineering Division



	<p>2.2 Call the complainant, ask for the condition of their complaints, and inform them of our action.</p>	None	<p>unforeseen leakages usually mainline)</p> <p>3 Minutes</p>	<p><i>Maintenance Team</i> Engineering Division</p>
	Total	None	<p>A. Normal Case - 3 Days, 6 Minutes (service line issues or leakages)</p> <p>B. Major Case - 5 Days, 6 Minutes (due to unforeseen leakages usually mainline)</p>	



Admin and Finance Division

Internal Services



1. Application for Leave

Proper filing of leave of absence using different types of leave.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
CSC Form No. 6 (2 copies)		Admin/Finance Division		
Medical Certificate if leave of absence is more than five (5) successive days		Hospital and Clinic		
<u>For Maternity Leave Application</u>				
Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery		Hospital and Clinic		
Accomplished clearance form (CSC Form No. 7)		Admin/Finance Division		
Solo Parent ID for solo parents who want to avail the additional maternity leave for 15 days		DSWD and Development Municipal Social Welfare and Development		
<u>For Paternity Leave Application</u>				
PSA/NSO Authenticated Marriage Certificate		Philippine Statistics Authority		
Birth Certificate of Newly born child		Hospital and Clinic		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the leave form and submit to the immediate superior, including the supporting documents.	1. Receive and approve the fully accomplished leave form	None	2 Minutes	<i>Division Manager/OIC</i> Admin/Finance Division



<p><i>Note: for vacation leave, filing should be at least five (5) calendar days before actual leave. For emergency sick leave, filing should be done the day after. For maternity leave, filing should be at least thirty (30) calendar days in advance.</i></p>				
<p>2. Submission of the accomplished leave form including the documentary requirements to the HRM Officer</p>	<p>2.1 Review completeness and authenticity of documents and certify leave balances</p> <p>2.2 Endorse to final second level signatory for approval</p> <p>2.3 Retrieve the leave form from the Office of the General Manager</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>HRM Officer/ Admin. Assistant Admin/Finance Division</i></p> <p><i>General Manager Office of the General Manager</i></p> <p><i>HRM Officer/ Admin. Assistant Admin/Finance Division</i></p>
<p>3. Receive the copy of approved/ disapproved leave application</p>	<p>3. Record and properly file the approved leave application</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Employee, HRM Officer/ Admin. Assistant Admin/Finance Division</i></p>
<p>Total</p>	<p>None</p>	<p>11 Minutes</p>		



2. Communication

Effective and prompt handling of incoming and outgoing communication.

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All NorWD Employees and Job Orders/Contractual		
Checklist of Requirements		Where To Secure		
Letters		Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Transmit documents or letters to the agency	1.1 Receive and sort documents whether for office or for employee's mail	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.2 Open documents intended for office only. Stamp the documents "received" indicating the date and time of receipt	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.3 Log/record received incoming documents in the incoming log sheet	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
	1.4 Forward received documents to the General Manager and to the respective recipients immediately	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division



	1.5 File a copy of received original documents	None	1 Minute	<i>Document Control Officer</i> Admin/Finance Division
2. Forward documents to Document Control Officer for recording	2.1 Retain/file a copy of outgoing documents including supporting documents	None	2 Minutes	<i>Employee/ Document Control Officer</i> Admin/Finance Division
	2.2 Documents will be forwarded to the person-in-charge for mailing or transmittal	None	3 Minutes	<i>Document Control Officer</i> Admin/Finance Division
Total		None	10 Minutes	



3. Leave Balance Inquiry

For the processing of inquiries regarding leave balances of Norzagaray Water District's Employees

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All NorWD Employees		
Checklist of Requirements		Where To Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbal request of leave balance inquiry at Human Resource Personnel	1. Check the leave balance monitoring report and inform the employee on his/her updated leave balance	None	3 Minutes	<i>HR Section</i> Admin/Finance Division
Total		None	3 Minutes	



4. Request for Certificate of Employment and Service Records

For the processing of request of Certificate of Employment and Service Records of Norzagaray Water District's Employees

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All NorWD Employees		
Checklist of Requirements		Where To Secure		
Letter of Request		Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a Letter of Request	1.1 Receive the Letter and review the employee's data	None	3 Minutes	<i>HR Section</i> Admin/Finance Division
	1.2 Prepare and print the Certificate of Employment/ Service Record	None	1 Day	<i>HR Section</i> Admin/Finance Division
2. Received the requested COE/Service Record	2. Endorse the COE/Service Records to the requesting employee	None	10 Minutes	<i>HR Section</i> Admin/Finance Division
Total		None	1 Day, 12 Minutes	



5. Liquidation of Cash Advance

It shall be liquidated by the accountable officer within a specified period.

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2B – Government to Business Entity		
Who may avail:		All NorWD Employees and Job Orders/Contractual		
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Liquidation of Cash Advance	1.1 Forward Official Receipt and other documents to the person in charge	None	2 Minutes	<i>Disbursing Officer</i>
	1.2 Preparation of Official Receipt for returned money	None	2 Minutes	<i>Disbursing Officer</i>
	1.3 Receive complete documents/OR from Disbursing Officer	None	5 Minutes	<i>Finance Division</i>
	1.4 Checking and evaluation of submitted documents from Disbursing Officer	None	2 Minutes	<i>Finance Division</i>
Total		None	11 Minutes	



6. Payroll

For the processing of weekly salary of Norzagaray Water District's Employees and Job Orders/Contractual

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	All NorWD Employees and Job Orders/Contractual			
Checklist of Requirements		Where To Secure		
Approved Daily Time Record (DTR)		Admin./Finance Division		
Signed Accomplishment Report		Admin./Finance Division		
Job Order Payroll		Different Division/Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of complete and signed requirements every cut-off period (1 day before payroll)	1.1 Receive complete requirements of employees from different divisions	None	1 Hour	<i>HRM Officer</i> Admin/Finance Division <i>Division Manager</i> Commercial Division
	1.2 Checking and evaluation of submitted documents	None	10 Minutes	<i>HRM Officer</i> Admin/Finance Division <i>Division Manager</i> Commercial Division
	1.3 Man-hour computation of rendered service of Job Orders/ Contractual	None	10 Minutes	<i>HRM Officer</i> Admin/Finance Division



	<p>1.4 Preparation and checking of Payroll Summary</p> <p>1.5 Forward Payroll summary to Admin./Finance Division Manager for the approval of issuance of Disbursement Voucher</p> <p>1.6 Forward to respective signatories (Finance Officer/Specialist, Admin./Finance Division Manager, General Manager)</p> <p>1.7 Forward to cashier for the preparation and issuance of check</p> <p>1.8 Encashment of check thru Bank (LBP Sta. Maria Branch)</p> <p>1.9 Prepare and distribute payroll per employee and distribute</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>6 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p> <p>4 Hours</p> <p>45 Minutes</p>	<p><i>HRM Officer</i> Admin/Finance Division</p> <p><i>HRM Officer</i> Admin/Finance Division</p> <p><i>Division Manager</i> Commercial Division</p> <p><i>Admin Assistant</i> Admin/Finance Division</p> <p><i>Admin Assistant</i> Admin/Finance Division</p> <p><i>Cashier</i> Admin/Finance Division</p> <p><i>Cashier</i> Admin/Finance Division</p> <p><i>Cashier</i> Admin/Finance Division</p>
Total		None	6 Hours, 30 Minutes	



7. Petty Cash Reimbursement/Refund

For processing of petty cash reimbursement and refund.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees and Job Orders/Contractual			
Checklist of Requirements		Where To Secure		
Official Receipt/Collection Receipt/Certification of Expenses Not Requiring Receipt for Reimbursement/ Duly approved refund endorsement form/letter for refund		Supplier of goods and services		
Petty Cash Voucher		Petty Cash Custodian - Admin./Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit accomplished Petty Cash Voucher form and Official Receipt/ Collection Receipt from supplier of goods and services for small value purchases amounting to PHP 5,000.00 or less. For Purchases with value of PHP 300.00 or less, a Certification of	1. Receiving of PCV/RER and checking and validation of supporting documents	None	5 Minutes	<i>Requesting Unit/ Purchaser</i> Admin/Finance Division



Expenses Not Requiring Receipt will suffice as replacement for Official/ Collection Receipt.				
2. Requesting employee to receive the amount and sign in the acknowledgement portion of the Petty Cash Voucher Form	2. Release of requested amount stated in RER/PCV	None	2 Minutes	<i>Requesting Personnel</i>
Total		None	7 Minutes	



8. Procurement of Goods and Services (Amounting to Php 1 - Php 49,999)

For the procurement of goods and services amounting to Php 1 to Php 49,999.

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government G2B – Government to Business Entity		
Who may avail:		All NorWD Employees		
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser Admin/Finance Division</i>
	1.2 Request for at least three (3) quotations	None	4 Hours	<i>Purchaser Admin/Finance Division</i>
	1.3 Forward documents to BAC for the release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.4 Forward BAC Resolution with documents to Purchaser for the preparation of Purchase Order	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.5 Forward Purchase Order to supplier to process order and deliver goods/services	None	30 Minutes	<i>Purchaser/ Supplier/Storek eeper Admin/Finance Division</i>



2. Receiving of goods/ services	2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse	None	1 Hour	<i>End User/ Storekeeper Admin/Finance Division</i>
Total		None	7 Hours, 32 Minutes	



9. Procurement of Goods and Services (Amounting to Php 50,000 - Php 999,999)

For the procurement of goods and services amounting to Php 50,000 - Php 999,999.

Office or Division:	Admin and Finance Division – Norzagaray Water District			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All NorWD Employees			
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser</i> Admin/Finance Division
	1.2 Seek confirmation and approval of Board of Directors	None	1 Day	<i>End User/ Purchaser</i> Admin/Finance Division
	1.3 Posting and publishing in PhilGEPS	None	1 Day	<i>End User/ Purchaser</i> Admin/Finance Division
	1.4 Request for at least three (3) quotations/proposals thru PhilGEPS	None	7 Days	<i>Purchaser</i> Admin/Finance Division
	1.5 Forward documents to BAC for the release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser</i> Admin/Finance Division



	<p>1.6 Forward BAC Resolution with documents to Purchaser for the preparation of Purchase Order</p> <p>1.7 Forward PO to supplier to process order and deliver goods/services</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>30 Minutes</p>	<p><i>BAC/ Purchaser Admin/Finance Division</i></p> <p><i>Purchaser/ Supplier/ Storekeeper</i></p>
2. Receiving of goods/services	2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse	None	1 Hour	<i>End User/ Storekeeper Admin/Finance Division</i>
Total		None	9 Days, 3 Hours, 32 Minutes	



10. Procurement of Goods and Services (Amounting to Php 1,000,000 and above)

For the procurement of goods and services amounting to Php 1,000,000 and above.

Office or Division:		Admin and Finance Division – Norzagaray Water District		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government G2B – Government to Business Entity		
Who may avail:		All NorWD Employees		
Checklist of Requirements		Where To Secure		
Purchase Request		Purchaser - Admin/Finance Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit approved Purchase Request	1.1 Receive approved Purchase Request	None	2 Minutes	<i>End User/ Purchaser Admin/Finance Division</i>
	1.2 Seek confirmation and approval of Board of Directors	None	1 Day	<i>End User/ Purchaser Admin/Finance Division</i>
	1.3 Posting and publishing in PhilGEPS and waiting period for the prospective bidders	None	13 Days	<i>End User/ Purchaser Admin/Finance Division</i>
	1.4 Pre-Bid Conference	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.5 Posting of additional documents or addendum in PhilGEPS and waiting schedule of opening of bids	None	7 Days	<i>Purchaser Admin/Finance Division</i>



	1.6 Opening of Bids and selection of Lowest Calculated Bidder	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.7 Post-Qualification Evaluation of the Lowest Calculated Bidder	None	7 Days	<i>Purchaser Admin/Finance Division</i>
	1.8 Preparation of BAC and TWG post-qualification report	None	1 Day	<i>Purchaser Admin/Finance Division</i>
	1.9 Preparation and release of BAC Resolution	None	1 Hour	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.10 Forward BAC Resolution with documents to BOD for the approval of Award of Contract	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.11 Issuance of Notice of Award and receiving of Performance Bond of LCRB	None	11 Days	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.12 Completion of contract, for signing and for notarize	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>
	1.13 Issuance of Notice to Proceed and preparation of Purchase Order	None	1 Day	<i>BAC/ Purchaser Admin/Finance Division</i>



2. Receiving of goods/services	2. Waiting period of delivery and receiving of goods/services by the Storekeeper of warehouse	None	30 Days	<i>End User/ Storekeeper Admin/Finance Division</i>
Total		None	75 days, 1 Hour, 2 Minutes	



Feedback and Complaints Mechanism

<p>How to send a feedback?</p>	<p>For walk-in customers: Accomplish our Customer Feedback Form provided in front of the cashier or at Public Assistance and Complaint Desk</p> <p>Email: norwd_commercial@yahoo.com</p> <p>Telephone: (044) 240-04-06</p> <p>Customer Service Hotline: Globe: 0917-559-9260 Smart: 0998-966-7416</p>
<p>How feedbacks are processed?</p>	<p>We assure that your feedback will be taken with utmost confidentiality for the purpose of improving our services.</p>
<p>How to file a complaint?</p>	<p>For complaints and queries:</p> <p>You may call our Customer Service Hotlines or Telephone/Fax numbers printed on your monthly Statement of Account (SOA); You may personally come to our office and proceed to Public Assistance and Complaint Desk (PACD) and Customer Service Area;</p> <p>Or you may write to GM Aimer B. Cruz</p>
<p>How complaints are processed?</p>	<p>All complaints received by water district will be processed by the Commercial Division. The Commercial Division will evaluate and determine the complaints received and shall coordinate with the concerned division to respond the complaint and shall investigate, if necessary. After the concern has been addressed, the Commercial/Engineering Division shall give feedback to the concessionaire via text message, call or email.</p>



<p>Contact information of ARTA, PCC, CCB</p>	<p>ANTI-RED TAPE AUTHORITY (ARTA) complaints@arta.gov.ph 8478 5093</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) pcc@malacanang.gov.ph 8888</p> <p>CONTACT CENTER BAYAN (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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List of Offices

Office	Address	Contact Information
Commercial Division	1639 P. Dela Merced St., Poblacion, Norzagaray, Bulacan	0917-559-9260 0998-966-7416
Admin and Finance Division	Villarama Highway, Norzagaray Bulacan	(044) 240-0406
Engineering Office	Villarama Highway, Norzagaray Bulacan	0908-814-7984
NORWD NHV Sub Office	Phase 7 North Hills Village, Brgy. Tigbe, Norzagaray, Bulacan	0917-559-9457
NORWD FVR Sub Office	Phase 1 Friendship Village Resources, Norzagaray Bulacan	0919-067-8028