



CITY OF SAN FERNANDO WATER DISTRICT

City of San Fernando, Pampanga

SERVICE CHARTER

Issuance of Personnel Records (Service Record, Certificate of Employment, Certificate of Philhealth Premium Payments and Other Personnel Related Certifications)	Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In Php)	Form
Schedule of Availability of Service MONDAY TO FRIDAY 8:00am - 5:00pm without noon break Contact Numbers: (045) 961-3546 Duration: 30 minutes	1	Accomplish Request Form for Personnel Records	Receive the accomplished form and process the evaluation and approval of the request	3 minutes	Office of the General Manager (OGM) Officer	-	Request Form for Personnel Records
	2	Upon request approval, wait for the processing of the requested document	Prepare the requested document	20 minutes	Human Resource Management Officer	-	
Who may avail of the service? Former employees of the CSFWD and such other officials or entities authorized by competent authorities	3		Review and sign the document	5 minutes	General Manager or his Authorized Representative	-	
	4		Issue the document to the requesting party.	2 minutes	OGM Officer	-	Personnel record/document
END OF TRANSACTION							
What are the requirements? 1. Accomplished Request Form for Personnel Records 2. For requests filed through a representative, an authorization letter and one (1) valid ID of the representative							

Issuance of Certified Copies of Appointment, Clearance and Other Records/ Documents from 201 File	Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In Php)	Form
Schedule of Availability of Service MONDAY TO FRIDAY 8:00am - 5:00pm without noon break Contact Numbers: (045) 961-3546 Duration: 20 minutes	1	Accomplish Request Form for Personnel Records (Certified Copies)	Receive the accomplished form and process the evaluation and approval of the request	3 minutes	Office of the General Manager (OGM) Officer	-	Request Form for Personnel Records
	2	Upon request approval, wait for the processing of the requested record / document	Retrieve the requested record/document from the 201 File	12 minutes	Human Resource Management Officer (HRMO)	-	
Who may avail of the service? Former employees of the CSFWD and such other officials or entities authorized by competent authorities	3		Prepare a certified photocopy of the retrieved record/document	3 minutes	Human Resource Management Officer (HRMO)	-	
	4		Release the certified photocopy of the record / document to the requesting party.	2 minutes	OGM Officer	-	Certified copy of document
END OF TRANSACTION							
What are the requirements? 1. Accomplished Request Form for Personnel Records 2. For requests filed through a representative, an authorization letter and one (1) valid ID of the representative							

Acceptance of Payments / Collections	Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In Php)	Form
<i>Schedule of Availability of Service</i> MONDAY TO FRIDAY 8:00am - 5:00pm without noon break Contact Numbers: (045) 961-3546 Duration: 10 minutes	1	Submit check/cash payment	Accept the check / cash payment representing collection and / or refund of payments	5 minutes	Treasury Officer	Amount Due	Billing Notice / Statement of Account
<i>Who may avail of the service?</i> Former officers and employees of the CSFWD Other agencies / companies	2		Issue an official receipt to the client	5 minutes	Treasury Officer	-	Official Receipt
<i>What are the requirements?</i> CSFWD Billing Notice / Statement of Account	END OF TRANSACTION						

Processing of Payment for Regular Transactions WITH Purchase Request (PR), Purchase Order (PO) or Job Order (JO)	Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In Php)	Form
<i>Schedule of Availability of Service</i> MONDAY TO FRIDAY 8:00am - 5:00pm without noon break Contact Numbers: (045) 961-3546 Duration: 40 minutes	1	After delivery of goods or services, submit invoice or billing statement	Receive the submitted invoice or billing statement, validate the charges and prepare supporting documents for attachment (i.e. PR/PO-Certificate of Inspection and Acceptance, JO-Certificate of Inspection and Conformance)	14 minutes	Administrative Officer	-	Complete set of documents for procurement
<i>Who may avail of the service?</i> Suppliers, Government Offices/Agencies, Other Private Companies and Individuals	2		Receive all the validated set of documents and process check payment	10 minutes	Budget and Accounting Officers	-	Check Disbursement and Journal Entry Voucher
	3		Perform final review of transaction and supporting document for approval of the General Manager	5 minutes	Finance Department Head	-	
<i>What are the requirements?</i> 1. Complete set of documents (PR & PO or JO, Delivery Receipt, Invoice or Billing Statement) 2. Valid Official Receipt	4		Prepare the check and applicable withholding tax certificates for signature of authorized signatories	10 minutes	Treasury Officer	-	Check payment and applicable withholding tax cartificates
	5	Receive check payment, sign applicable withholding tax certificates and issue an official receipt	Receive and check the correctness of the issued official receipt	1 minute	Treasury Officer	-	Official Receipt
END OF TRANSACTION							

Processing of Payment for Transactions WITHOUT Purchase Request (PR), Purchase Order (PO) or Job Order (JO)	Step	Client	Service Provider	Duration of Activity	Person In-Charge	Fee (In Php)	Form
<i>Schedule of Availability of Service</i> MONDAY TO FRIDAY 8:00am - 5:00pm without noon break Contact Numbers: (045) 961-3546 <i>Duration: 30 minutes</i>	1	Submit official billing statement or invoice and accomplishment reports and/or other required documents	Receive the billing statement or invoice and other requirements and validate the charges based on existing agreements	4 minutes	OGM Officer / Administrative Officer	-	Billing Statement or Invoice and other requirements
	2		Receive all the validated set of documents and process check payment	10 minutes	Budget and Accounting Officers	-	Check Disbursement and Journal Entry Voucher
<i>Who may avail of the service?</i> Suppliers, Government Offices/Agencies, Other Private Companies and Individuals	3		Perform final review of transaction and supporting documents for approval of the General Manager	5 minutes	Finance Department Head	-	
<i>What are the requirements?</i> 1. Accomplishment Reports and/or other required documents 2. Official Billing Statement / Invoice of Payee 2. Valid Official Receipt	4		Prepare the check and applicable withholding tax certificates for signature of authorized officers	10 minutes	Treasury Officer	-	Check payment and applicable withholding tax certificates
	5	Receive check payment, sign applicable withholding tax certificate and issue an official receipt	Receive and check the correctness of issued official receipt	1 minute	Treasury Officer	-	Official Receipt
END OF TRANSACTION							