



CITIZEN'S CHARTER HANDBOOK

2019 (1st Edition)



CITY OF SAN FERNANDO WATER DISTRICT

B. Mendoza St., Brgy. Sto. Rosario, City of San Fernando, Pampanga

CITIZEN'S CHARTER

2019 (1st Edition)

I. Mandate:

The City of San Fernando Water District (CSFWD) was formed on December 16, 1976 by virtue of Resolution No. 94 of the Sangguniang Bayan (Municipal Council) of San Fernando. The Conditional Certificate of Conformance # 040 was then issued on May 5, 1977 by the Local Water Utilities Administration (LWUA) to formalize the establishment of CSFWD.

The WD's mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water District and providing for the government and administration of such districts. Sec. 5 of Title II of PD 198, the purpose of forming local water district include the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
- Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

The City of San Fernando Water District envisions itself to be a pillar of sustainable development in the City of San Fernando, a globally competitive provider of safe and potable water including sanitation managed by highly competent people in the service of its stakeholders by 2028.

III. Mission:

We are committed to the efficient and effective development, utilization and disposal of water resource to make it available and accessible to the City's constituents.

IV. Service Pledge:

To achieve this mission, we uphold these core values:

- Professionalism - *creating and maintaining a culture where respect for work standards is paramount and where we help one another in striving for excellence*
- Selfless Service - *performing our work without any thought of reward or repayment*
- Integrity - *having upstanding character traits and work ethics including sound judgement, honesty, dependability, and loyalty*
- Competence - *performing our work effectively and efficiently to achieve excellence*
- Patriotism - *showing our love and devotion to our country*



LIST OF SERVICES

City of San Fernando Water District Main Office

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City of San Fernando Water District Main Office

Internal / External Services

1. Issuance of Personnel Records (Service Record, Certificate of Employment, Certificate of Philhealth Premium Payments and Other Personnel Related Certifications)

Issuance of personnel records to authorized parties

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2B – Government to Government			
Who may avail:	1) Any requesting party as it pertains to his/her personal records 2) The head of the agency, the Human Resource Management Officer/Administrative Officer of the agency to which the employee concerned belongs 3) Such other officials or entities duly authorized by competent authorities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Request Form for Personnel Records For requests filed through a representative, an authorization letter and one (1) valid ID of the representative 		Human Resource Division Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish Request Form for Personnel Records	1.1) Receive the accomplished form and process the evaluation and approval of the request	None	3 minutes	Office of the General Manager (OGM) Officer
2) Upon request approval, wait for the processing of the requested document	2.1) Prepare the requested document	None	20 minutes	Human Resource Management Officer
	2.2) Review and sign the document	None	5 minutes	General Manager or his Authorized Representative
3) Receive the document requested	3.1) Issue the document to the requesting party]	None	2 minutes	Human Resource Management Officer
TOTAL :		None	30 minutes	

2. Issuance of Certified Copies of Appointment, Clearance and Other Records/Documents from 201 File

Issuance of certified copies of official documents to authorized parties

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2B – Government to Government			
Who may avail:	1) Any requesting party as it pertains to his/her personal records 2) The head of the agency, the Human Resource Management Officer/Administrative Officer of the agency to which the employee concerned belongs 3) Such other officials or entities duly authorized by competent authorities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Request Form for Personnel Records For requests filed through a representative, an authorization letter and one (1) valid ID of the representative 		Human Resource Division Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Accomplish Request Form for Personnel Records (Certified Copies)	1.1) Receive the accomplished form and process the evaluation and approval of the request	None	3 minutes	Office of the General Manager (OGM) Officer
2) Upon request approval, wait for the processing of the requested document	2.1) Retrieve the requested record/document from the 201 File	None	12 minutes	Human Resource Management Officer
	2.2) Prepare a certified photocopy of the retrieved record/document	None	3 minutes	
3) Receive the document requested	3.1) Release the certified photocopy of the record / document to the requesting party.	None	2 minutes	Human Resource Management Officer
TOTAL :		None	20 minutes	

3. Processing of Payments for Terminal Leave Benefits

Processing of payments for terminal leave benefits of employees who retired / separated from service with accumulated leave credits subject to submission of required documents

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division & Finance Department	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Government	
Who may avail:	Retired / separated employees of CSFWD	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> • Letter of Resignation/Retirement duly accepted by the General Manager • Approved Terminal Leave Application • Sworn Statement of Assets, Liabilities and Net Worth (SSALN) as of the last day in government service • Affidavit of applicant that there is no pending criminal investigation, or prosecution against him/her (RA No. 3019 – Anti-Graft and Corrupt Practices) • Applicant’s authorization (in affidavit form) to deduct all financial obligations with the CSFWD and GSIS • Clearance / Certificate of Loan Balance / Statement of Account from GSIS • Clearance from money, property and legal accountability from the CSFWD • Computation of Terminal Leave Benefits • Certified photocopy of employee’s leave card as of last date of service • Complete service record • Certified photocopy of appointment/Notice of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI) showing the highest salary received if the salary under the last appointment is not the highest 	<ul style="list-style-type: none"> Requesting Party Requesting Party Requesting Party Requesting Party Requesting Party GSIS CSFWD Human Resource Division Human Resource Division Human Resource Division Human Resource Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit terminal leave application and all other required documents	1.1) Receive the application and all other required documents for processing.	None	5 minutes	Human Resource Management Officer
	1.2) Prepare all other necessary documents and check the accuracy and completion of all submitted requirements for approval of the General Manager	None	40 minutes	Human Resource Management Officer
	1.3) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officer
	1.4) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
	1.5) Prepare the check for signature of authorized signatories	None	10 minutes	Treasury Officer
2) Receive the check payment	2.1) Issue the check payment to the retired/separated employee	None	5 minutes	Treasury Officer
TOTAL :		None	1 hour & 15 minutes	

4. Processing of Request for Monetization of Leave Credits

Processing of request for monetization of leave credits of employees subject to the provisions of the Civil Service Commission (CSC)

Office or Division:	City of San Fernando Water District Main Office – Human Resource Division & Finance Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Government			
Who may avail:	Permanent Employees of CSFWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter for Monetization of Leave Credits Computation on the Total Amount of Requested Monetized Leave Approved Leave Application on Monetization 		Requesting Party Human Resource Division Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Coordinate with the Human Resource Division regarding the total number of accumulated leave credits and the number of days allowed for monetization	1.1) Check the employee's leave record and provide him with information on the total number of accumulated leave credits allowed for monetization and the equivalent amount of such.	None	10 minutes	Human Resource Management Officer
2) Submit the application for monetization of leave credits together with all other required documents	2.1) Check the accuracy and completion of all submitted documents for approval of the General Manager	None	10 minutes	Human Resource Management Officer
	2.2) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officer
	2.3) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
	2.4) Prepare the check for signature of authorized signatories	None	10 minutes	Treasury Officer
3) Receive the check payment	3.1) Issue the check payment to the employee	None	5 minutes	Treasury Officer
TOTAL :		None	50 minutes	

5. Acceptance of Payments / Collections

Acceptance of payments / collections either in cash or check representing collection and / or refund of payments

Office or Division:	City of San Fernando Water District Main Office – Finance Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2B – Government to Government			
Who may avail:	1) Former officers and employees of CSFWD 2) Business establishments 3) Government agencies 4) Such other officials, groups or entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Statement of Account / Request for Payment 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit check/cash payment	1.1) Accept the check / cash payment representing collection and / or refund of payments	None	5 minutes	Treasury Officer
2) Receive the official receipt issued	2.1) Issue an official receipt to the client	None	5 minutes	Treasury Officer
TOTAL :		None	10 minutes	

6. Processing of Payment for Regular Transactions *WITH* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Processing of Payment for Regular Transactions *WITH* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Office or Division:	City of San Fernando Water District Main Office – Administrative and Finance Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2B – Government to Government			
Who may avail:	1) Suppliers 2) Government Offices / Agencies 3) Other Private Companies 4) Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Delivery Receipt and Invoice / Billing Statement 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) After delivery of goods or services, submit invoice or billing statement	1.1) 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)	None	14 minutes	Administrative Officer
	1.2) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officer
	1.3) Perform final review of transaction and supporting document for approval of the General Manager	None	5 minutes	Finance Department Head
	1.4) Prepare the check and applicable withholding tax certificates for signature of authorized signatories	None	10 minutes	Treasury Officer
2) Receive check payment, sign applicable withholding tax certificates and issue an official receipt	2.1) Receive and check the correctness of the issued official receipt	None	1 minute	Treasury Officer
TOTAL :		None	40 minutes	

7. Processing of Payment for Regular Transactions *WITHOUT* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Processing of Payment for Regular Transactions *WITHOUT* Purchase Request (PR), Purchase Order (PO) or Job Order (JO)

Office or Division:	City of San Fernando Water District Main Office – Administrative and Finance Departments			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Business, G2B – Government to Government			
Who may avail:	1) Suppliers 2) Government Offices / Agencies 3) Other Private Companies 4) Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Delivery Receipt and Invoice / Billing Statement 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit official billing statement or invoice and accomplishment reports and/or other required documents	1.1) Receive the billing statement or invoice and other requirements and validate the charges based on existing agreements	None	4 minutes	Administrative Officer
	1.2) Receive all the validated set of documents and process check payment	None	10 minutes	Budget and Accounting Officers
	1.3) Perform final review of transaction and supporting documents for approval of the General Manager	None	5 minutes	Finance Department Head
	1.4) Prepare the check and applicable withholding tax certificates for signature of authorized signatories	None	10 minutes	Treasury Officer
2) Receive check payment, sign applicable withholding tax certificates and issue an official receipt	2.1) Receive and check the correctness of the issued official receipt	None	1 minute	Treasury Officer
TOTAL :		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback</p>	<ul style="list-style-type: none"> a. Accomplish the Client Feedback Form at the Administrative Office Desk for walk-in clients. b. Send feedback thru email at csfwd@yahoo.com or you may call us at telephone number (045) 961-3546 local 108 or 202.
<p>How feedbacks are processed</p>	<ul style="list-style-type: none"> a. The representative from Administrative Office compiles feedback via the Client Feedback Form while the Officers from the Office of the General Manager check emails regularly and encode it in the feedback registry for recording and assessment. b. Feedback requiring answers will be endorsed to the appropriate office. c. Concerned office will send response to the client and furnishes a copy of such to the Office of the General Manager d. For follow-ups, clients may contact the CSFWD office at telephone number (045) 961-3546 local 108 or 202.

<p>How to file a complaint</p>	<p>a. Accomplish the Client Feedback (Complaint) Form at the Administrative Office Desk for walk-in clients.</p> <p>b. Complaints can also be filed thru email at csfwd@yahoo.com or call us at telephone number (045) 961-3546 local 108 or 202.</p> <p>Note : The complaint form or email letter should state the following: (1) name and contact information of complainant; and (2) clear statement of complaint.</p>
<p>How complaints are processed</p>	<p>Upon receipt of the complaint, the CSFWD Management shall investigate and provide a reply to the client within three (3) working days from receipt of the complaint.</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>For inquiries, follow-ups, comments, suggestions and other concerns, clients may contact the following contact numbers:</p> <p>ANTI-RED TAPE AUTHORITY 8475-5091;8478-5099; www.arta.gov.ph; complaints@arta.gov.ph</p> <p>PRESIDENTIAL COMPLAINT CENTER 8888;8736-8645;8736-8603;8736-8629 pcc@malacanang.gov.ph</p> <p>CONTACT CENTER BAYAN 0908-8816565 (SMS) email@contactcenterngbayan@gov.ph</p>



Office	Address	Contact Information
City of San Fernando Water District – Main Office	B. Mendoza St., Brgy. Sto. Rosario, City of San Fernando, Pampanga	(045) 961-3546 local 202



JORGE P. GUMBA
General Manager



CITY OF SAN FERNANDO WATER DISTRICT
 B. Mendoza St., Brgy. Sto. Rosario, City of San Fernando, Pampanga

CLIENT FEEDBACK FORM

TYPE OF FEEDBACK

- Compliment* *Complaint* *Suggestion*

COMPLIMENT	
Please indicate the name of the person you want to commend: _____	
Comments: _____	

COMPLAINT	
If you think we fell short in meeting your service expectations, please describe the situation, indicate the name of the personnel involved and the date the incident occurred:	

SUGGESTION	
As a result of your experience with us, what service-related improvements can you recommend?	

CONTACT INFORMATION:	
NAME	
ADDRESS	
CONTACT NUMBERS	
E-MAIL ADDRESS	
DEPARTMENT/OFFICE	