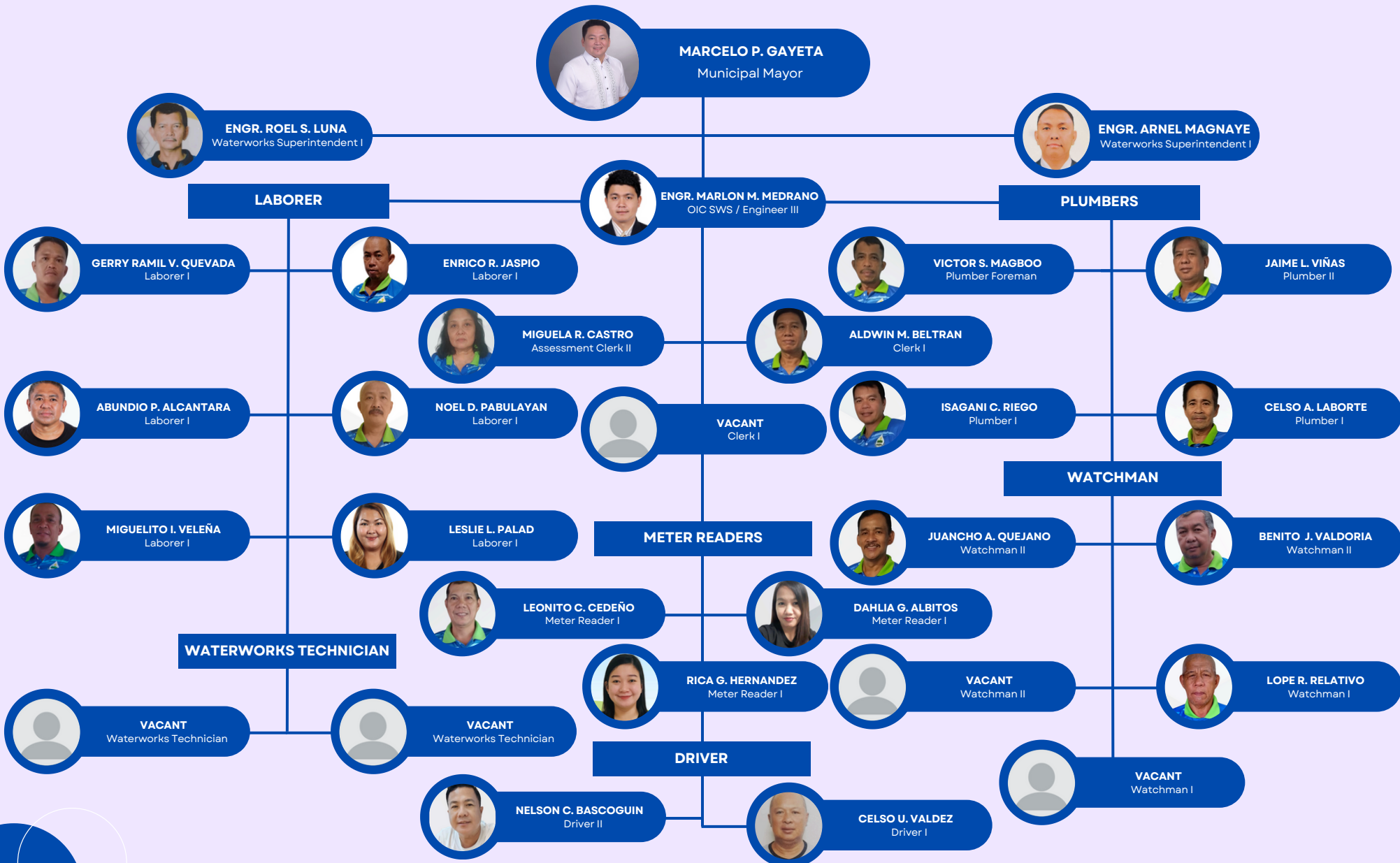


# OFFICE FOR ECONOMIC ENTERPRISES DEVELOPMENT AND MANAGEMENT

## SARIAYA WATERWORKS SYSTEM

### Organizational Chart





# OFFICE OF THE SARIAYA WATERWORKS SYSTEM



**VISION:** To provide a safe, adequate, affordable and reliable water supply and environment friendly sewerage system.

**MISSION:** To ensure the prudence and efficiency in providing an effective service for the public.

## 1. PROVISION FOR WATER SERVICE CONNECTION

A written application/contract filed with the Office of the Mayor shall be required to avail water service of Sariaya Waterworks System. The purpose of this service agreement is to understand that the customer binds himself to follow the rules and regulations implemented by the Water System.

Office or Division	Sariaya Waterworks System			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Residents of Mamala 1, Mamala 2, Sampaloc 1, Sampaloc 2, Balubal, Poblacion 1-6, Upper portion of Brgy. Pili and Brgy. Tumbaga 1.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy. Clearance (1 original copy)		Office of the <i>Punong Barangay</i>		
Valid Identification Card (1 photocopy)		Government Issued Identification Card		
Building Permit (1 photocopy) / Certificate of Building Clearance (1 original copy)		Office of the Municipal Engineer		
Official receipt (1 photocopy)		Municipal Treasurer's Office		
Application form for Water Connection		Sariaya Waterworks System		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.	1.1 Receive and check the requirements.	None	5 minutes	Shiela T. Manalansan Clerk
	1.2 Inspect / visit the area of the applicant for water installation.		1 hour	Leonito Cedenˆo Meter Reader
	1.3 Investigate the availability of water supply for the service connections.		30 minutes	Jaime Vinˆas Plumber II
	1.4 Verify the result of the investigation.		5 minutes	Victor S. Magboo Plumber Foreman
	1.5 Recommend to process in the Office of the Municipal Mayor.		20 minutes	Roel S. Luna Waterworks Superintendent II



## OFFICE OF THE SARIAYA WATERWORKS SYSTEM



2. Present the approved application to Municipal Treasurer's Office and pay the required fee.	2.1 Record and receive payment.  2.2 Issue an Official Receipt.	Php 134.00	10 minutes	Guillerma Maac RCC II  Nelson Ayag LTOO I
3. Return to SWS Office and submit the photocopy of the Official Receipt and the Certification of water connection.	3.1 Check the Official Receipt and receive the photocopy of the OR and the Certification of water connection.	None	5 minutes	Shiela T. Manalansan Clerk
	3.2. File the approved application.		5 minutes	
4. Get the list of the materials.	4.1 Give a list of materials to the client.	None	10 minutes	Noel Pabulayan Laborer I
5. Purchase the materials and return to SWS office.	5.1. Record meter number.		5 minutes	Shiela T. Manalansan Clerk  Jaime Vinãas Plumber II  Victor S. Magboo Plumber Foreman
	5.2. Install a new water service connection.		30 minutes	
TOTAL:			3 hours & 5 minutes	



## OFFICE OF THE SARIAYA WATERWORKS SYSTEM



### 2. TRANSFER OF WATER SERVICE CONNECTION

Upon the request of the applicant, the service connection may be transferred to other location depending on the approval of the Office. However, the transfer should not be prejudicial to other concessionaire. Any unpaid dues shall be settled before transfer of service shall be made. Service connection can be transferred or relocated from one place to another provided that there is available service line in the area.

Office or Division	Sariaya Waterworks System			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Consumer with existing account			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Official Receipt (1 photocopy)		Municipal Treasurer's Office		
Application for Transfer Form		Sariaya Waterworks System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document.	1.1 Receive the requirement.	None	5 minutes	Shiela T. Manalansan Clerk
	1.2 Endorse the request to the investigator.		10 minutes	
	1.3 Inspect/visit the area for the availability of water supply to transfer service connections.		1 hour	
2. Present the transfer form to the Municipal Treasurer's Office and pay the required fee.	2.1 Receive payment.	Php 150.00	10 minutes	Guillerma Maac RCC II
	2.2 Issue an Official Receipt.			Nelson Ayag LTOO I
3. Return to SWS Office. and submit photocopy the Official Receipt and the Transfer form	3.1. Check the official receipt and receive the photocopy of the OR and the Transfer form.	None	10 minutes	Shiela T. Manalansan Clerk
	3.2 File the approved application.			
4. Get a list of the materials.	4.1 Give the list of materials to the client.	None	10 minutes	Noel D. Pabulayan Plumber I
5. Purchase the materials and return to SWS office.	5.1 Receive and check the materials for completeness.	None	30 minutes	Victor S. Magboo Plumber Foreman
	5.2 Install a new water service connection.			
TOTAL:			2 hours & 15 minutes	



## OFFICE OF THE SARIAYA WATERWORKS SYSTEM



### 3. RECONNECTION OF WATER SERVICE

For re-opening of service upon request of the customer, after it has been closed for delinquency, one hundred twenty pesos shall be charged. If the service is closed at the metering point, the arrears shall be paid or collected accordingly

Office or Division	Sariaya Waterworks System			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Consumer with existing account			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest Official Receipt ( 1 photocopy )			Municipal Treasurer's Office	
Reconnection of water service form			Sariaya Waterworks System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1.1 Receive the requirement.	None	5 minutes	Shiela T. Manalansan Clerk
	1.2 Endorse the request to the investigator to verify the area.		10 minutes	
2. Settle the unpaid dues if there is any and pay the reconnection fee.	2.1 Check the record of payment.	None	10 minutes	Guillerma Maac RCC II Nelson Ayag LTOO I
	2.2 Receive payment.	Php 120.00		
	2.3 Issue an Official Receipt			
3. Return to SWS Office and submit the photocopy the Official Receipt.	3.1. Check the official receipt and receive its photocopy	None	10 minutes	Shiela T. Manalansan Clerk
	3.2 Reconnect the service connection.		30 minutes	Jaime Vin˜as Plumber II
TOTAL:			1 hour & 5 minutes	



## OFFICE OF THE SARIAYA WATERWORKS SYSTEM



### 4. REPLACEMENT OF DEFECTIVE WATER METER

The consumer shall pay the cost of necessary repair or replacement in the event of loss of the water meter. He will likewise be responsible for tampering or interfering with or breaking of the seal of the said water meter. In case the meter failed to register the exact consumptions of the concessionaire, the meter reader shall declare it defective and customer will be required to replace it. It shall be the responsibility of the owner to ensure the safety of their water meter once it has been installed.

Office or Division	Sariaya Waterworks System			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Consumer with existing account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of defective meter (1 original copy)		Office of the Sariaya Waterworks System		
Official Receipt of Last Payment (1 photocopy)		Municipal Treasurer's Office		
Application for replacement defective water meter		Sariaya Waterworks System		
New water meter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Submit the requirements.	1.1 Receive the requirement and check for completeness.	None	20 minutes	Shiela T. Manalansan Clerk
	1.2 Record the new meter number.		30 minutes	Jaime Vin~as Plumber II
	1.3 Install the new water meter.		Victor S. Magboo Plumber Foreman	
TOTAL:			50 minutes	



## OFFICE OF THE SARIAYA WATERWORKS SYSTEM



### 5. CERTIFICATE OF RECLASSIFICATION OF SERVICE CONNECTION

The consumer shall request for the reclassification of water service connection to change its classification whether residential, commercial, institutional and industrial according to the current establishment status. An amount in the next billing period subjected to the new status.

Office or Division	Sariaya Waterworks System			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Consumer with existing account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Reclassification (1 original copy)		Office of the Sariaya Waterworks System		
Official Receipt of Last Payment (1 photocopy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Receive the required documents.	None	5 minutes	Shiela T. Manalansan Clerk
	1.2 Conduct an inspection to verify the current establishment status.		15 minutes	Jaime Vinãas Plumber II
	1.3 Issue a Certificate of Reclassification. Recommend to pay in the Treasury office.		5 minutes	Shiela T. Manalansan Clerk
2. Present the Certificate of Reclassification to the Municipal Treasury Office and pay a required fee.	2.1. Receive payment.	Php 20.00	10 minutes	Guillerma Maac RCC II
	2.2. Issue an Official Receipt			Nelson Ayag LTOO I
3. Return to SWS office and submit photocopy the Official Receipt.	3.1. Receive a photocopy of the Official Receipt and the photocopy of the Certificate of the Reclassification.		5 minutes	Shiela T. Manalansan Clerk
TOTAL:			40 minutes	

