

PANDI WATER DISTRICT

Manuel G. Santos St., Poblacion, Pandi, Bulacan

Telefax 661-1050

OPERATIONS MANUAL

FOREWORD

The purpose of this Operations Manual of Pandi Water District is to provide general information about the agency, its organizational structures, operating procedure, as well its underlying functions and responsibilities.

This Operations Manual also offers its readers knowledge about Pandi Water District.

HISTORICAL BACKGROUND OF PANDI WATER DISTRICT

The Water District

The Pandi Water District (PanWaDis) created and organized in 1986 pursuant to Resolution No. 26 Series of 1986 approved by the Sangguniang Bayan of Pandi, dated 24 September 1986. The resolution gave the Pandi Water District the full control of the administration and management of waterworks operation in the municipality of Pandi, in accordance with PD No. 198.

The PanWaDis was organized for the purpose of operating and maintaining the water supply system of the town of Pandi as well for improving and expanding it. With this function, the water district was able to avail itself of financial, technical, and advisory services from Local Water Utilities Administration (LWUA) upon the issuance of the Conditional Certificate of Conformance (CCC). The CCC indicates that the Water District meets the minimum operational standards specified by LWUA. The PanWaDis was issued CCC No. 271 by LWUA on 05 December 1986.

The Pandi Water District is a government-owned and controlled corporation and is an autonomous unit politically and economically independent from the local government. Its policies and laws are set by its Board of Directors. The management of the operations of the Water District is handled by the General Manager who is appointed by the Board of Directors.

The PanWaDis started its operations in 1986. As of December 2015, the number of active service connections was recorded at 4,647 and employed 30 personnel.

VISION

To assure that every consumer in our community especially the poor will have access to water.

MISSION

To be nation's partner in water utility contributing to nation building by bringing safe, potable and affordable water in every home and enjoy the quality of our services through productivity and manpower.

GOAL

To attain its goal and its mandate of 100% service coverage must be able to develop its capacity to manage and operate its resources, by allocating and utilizing them through the budget, as per its financial plan for the optimum benefit and satisfaction of the Pandi Water District, its stakeholders and its water consuming public.

PERFORMANCE PLEDGE

We,
The Officials and Employees of
PANDI WATER DISTRICT,
Pledge and commit to deliver public service with integrity and efficiently serve you with safe, potable and affordable supply of water.



PANDI WATER DISTRICT ORGANIZATIONAL CHART

BOARD OF DIRECTORS



MARIO S. AGUSTIN
Chairman of the Board



OFELIA C. CRUZ
Vice-Chairman



ROSALINDA M. MARCOS
Director



MARIA ISABEL O. AVENDAÑO
Director



ELVIRA SOCORRO B. SANTOS
General Manager C

Pandi Water District has 5 Divisions, namely:

ADMINISTRATIVE DIVISION FINANCE DIVISION
COMMERCIAL DIVISION PRODUCTION DIVISION
ENGINEERING AND CONSTRUCTION DIVISION

ADMINISTRATIVE DIVISION



CRISELDA A. CRUZ
Senior IRMO A



JORMISEL B. MAURICIO
Administration Services Assistant B



JENNIFER D. DEL ROSARIO
Administration Services Assistant C



ALFREDO M. ROMO, JR.
Utility Worker A

FINANCE DIVISION



CRISTINA S. FETALCO
Senior Corporate Accountant A



MARIA VICTORIA C. CAPIRAL
Senior Accounting Processor B



TERESITA C. STA. MARIA
OIC-Cashier



ELPIDIO C. CRUZ, JR.
Clerk Processor



ELENITA A. CRUZ
Cashiering Assistant



CRISTY S. CRUZ
Clerk Processor-JO

COMMERCIAL DIVISION



JANET G. CAPIRAL
Public Relation Officer B



GEMMALYN D. BERNARDO
Customer Services Assistant C



JANET P. DE JESUS
Customer Services Assistant C



GENER R. RAMOS
Water Maintenance Man A



MARLON R. CRUZ
Water Maintenance Man A



RONALD ALLAN C. BANABAN
Clerk Processor



FLORDELIZA B. VILLAMIN
Clerk Processor-JO

ENGINEERING AND CONSTRUCTION DIVISION



RONALDO R. DALISAY
Supervising Engineering A



FRANCISCO G. BARREDO, JR
Storekeeper D



DANTE J. LEGASPI
Utility Worker A



ALFREDO P. NIEGAS, SR
Utility Worker B



VICENTE G. GABALDON
Utility Worker B



JOHN DOE S. STA. MARIA
Utility Worker B-JO



JOMAR S. SARMIENTO
Utility Worker B-JO

PRODUCTION DIVISION



TRISHIALINN DR. ARMIZA
Engineering Assistant A



ERNESTO L. CRUZ, JR.
Water Maintenance Man A



DOMINADOR K. OTEROS
Water Resources Facilities Operator A



RIGOR V. SANTOS
Water Resources Facilities Operator C

Pandi Water District served 10 barangays as of 2015

1. Bunsuran I
2. Baka-bakahan
3. Bagong Barrio
4. Cacarong Bata
5. Mapulang Lupa
6. Poblacion
7. Pinagkuartelan
8. San Roque
9. Siling Bata
10. Siling Matanda

OPERATIONAL CONTROL AND SUPERVISION

General Manager

The General Manager shall exercise operational control over the following duties:

1. Regular conduct of staff and committee meetings;
2. Preparation of agenda for Board Meeting;
3. Implementation of agency's policies, rules and regulations;
4. Participation in district's activities with other organizations.

The General Manager has the ultimate decision-making authority in all matters affecting the district.

The Division Head of Administrative Division shall exercise operational control over the following duties:

1. Developing procedures and techniques to verify and coordinate the work function of the district, making recommendations for revisions and improvements.
2. Assistance in developing overall training program objectives, plans and programs execution to reach objectives.
3. Responsible for implementation of all administrative rules and regulations in conformity with government agencies rules and policies.
4. Providing the General Manager timely and accurate information and report.
5. Responsible in issuance of travel order, trip ticket, overtime authorization, leave form.

The Division Head of Finance Division shall exercise operational control over the following duties:

1. Supervision and monitoring of accounting and bookkeeping functions
2. Management and control of disbursement through budget
3. Responsible for maximizing the return of the financial assets to meet maturing obligations.
4. Directing and evaluating the fiscal function and performance of the district.
5. Establishing and maintaining financial policies procedures, internal controls reporting systems and ensuring legal and financial reporting functions.
6. Supervising the preparation of operating budget
7. Providing the General Manager with financial report of the district

The Division Head of Commercial Division shall exercise operational control over the following duties:

1. Plan, prioritize, assign, supervise and review the work of Commercial staff responsible for assigned activities which include utility billing, account maintenance, payment processing, resolution of customer issues and concern both on telephone and in person, monitor bad debts collection activities.
2. Supervise and review the work of meter reader staff for assigned activities which include hand held meter reading, installing new meters replacing aged meters, calibrating meters, coordinating the billing and reading of construction meters.
3. Interprets and applies the District's Utility Rules to various internal and external situations reviews portions of the utility rule that impacts customer and meter service operations and recommends revisions to applicable sections.
4. Prepares written correspondence, records and computer input for delinquent accounts to enable closing accounts due to non- payment of monthly bills.
5. Responding to customer enquiries and providing a speedy and thorough resolution to customer issues and problems.
6. Assists and participates in the development and administration of the Commercial Division annual budget.

The Division Head of Engineering and Construction Division shall exercise operational control over the following duties:

1. Planning direction, Supervision and control all the activities of production technical operation, construction and maintenance section.
2. Prepares designs, detail drawings, specifications and project estimates.
3. Decision on technical matters referred by the General Manager
4. Providing the General Manager with timely and accurate information and report pertaining to the technical operations of the water district.

The Division Head of Production Division shall exercise operational control over the following duties:

1. Submission of chemical and physical testing of water samples from all pumping stations;
2. Submission Summary Report on Microbiological Test of water samples to LWUA; Conducting tests and inspections; preparing reports and calculations
3. Operation of Chlorination equipment;
4. Supports engineering projects by adapting and applying engineering techniques.
5. Direct supervision of the overall improvement and maintenance of the water supply and water distribution operation of PanWaDis

WATER SOURCES

JOSE P. RIZAL PUMPING STATION (P.S No. 1)

The J.P. Rizal Pumping Station is located along J.P Rizal Street, besides the Pandi Spring Resort and near the Pandi Catholic church in Barangay Poblacion. It has a total lot area of 54 sq. meters. It is equipped with 1.5 hp pump and motor set on a 63 mm riser pipe. The pump was installed in 1987 and rehabilitated year 2009. The normal operation is 24 hours daily at an average discharge of 5 lps.

The well was originally a free-flowing type from its first utilization in 1926 to the early 1980's. The depth of the well is 130 ft. and the casing diameter was measured 125 mm.

MANUEL G. SANTOS PUMPING STATION (P.S No. 2)

The M.G Santos Pumping Station is located at the corner of Manuel G. Santos and Sergio Osmeña Street, inside the Mayor Leonardo C. Andres Sports Complex. It is equipped with a 15 hp. submersible pump & motor and set on a 90 mm diameter riser pipe. The normal operation is 24 hours daily at an average discharge of 8 lps. The well was completed in 1982 with the depth of 152.4 meters. Upgraded to 20 hp. year 2012 with an average discharge of 10 lps.

MAPULANG LUPA – SITIO GUBAT PUMPING STATION (P.S No.3)

The Mapulang Lupa Pumping Station is located at Sitio Gubat St., Mapulang Lupa. It has a total lot area of 200 square meters. It is equipped with a 20 hp. submersible pump and motor

set on a 90 mm diameter riser pipe with a pump setting of 84 m. bgl and a pump casing of 225 mm. The normal operation is 24 hours daily at an average discharge of 12 lps (190 gpm). The well was completed in 2006 with the depth of 500 ft. with a maximum pressure of 45 PSI.

SILING MATANDA PUMPING STATION (P.S No.4)

The Siling Matanda Pumping Station is located at Siling Matanda along Pandi-Angat Provincial road. It has a total lot area of 200 square meter. The pump house has a lot area of 25 sqm. It is equipped with a 25 hp submersible pump and motor set on a 110 mm diameter riser pipe. The normal operation is 24 hours daily with an average discharge of 12 lps. The well was completed in 2010 with the depth of 103.6 meters.

PANDI RESIDENCES HOME I - PUMPING STATION (P.S No.5)

The Pandi Residences Home I Pumping Station is located at Pandi Residences Home, Brgy. Mapulang Lupa. It has a total lot area of 200 square meters. It is equipped with a 15 hp. submersible pump and motor set on a 90 mm diameter riser pipe. The normal operation is 24 hours daily with an average discharge of 11 lps. The well was completed 2014 with the depth of 500 mtrs.

PANDI RESIDENCES HOME II - PUMPING STATION (P.S No.6)

The Pandi Residences Home II Pumping Station is located at Pandi Residences Home, Brgy. Hulo, Bagong Barrio. It has a total lot area of 200 square meters. It is equipped with a 10 hp. submersible pump and motor set on a 90 mm diameter riser pipe. The well was completed 2015 with the depth of 500 ft.

SAN ROQUE PUMPING STATION (P.S No. 7)

The San Roque Pumping Station is located at St. Dominic Subd., San Roque. It is equipped with a 3HP “GRUNDFOS” (Denmark) Stainless steel submersible pump with “Franklin” electric submersible motor set on a 38.1 mm diameter riser pipe. The normal operation is 24 hours daily at an average discharge of 5 lps. The well was re-drill and become operational on July 2015 with the depth of 400 meters.

MAPULANG LUPA PUMPING STATION (P.S No. 8)

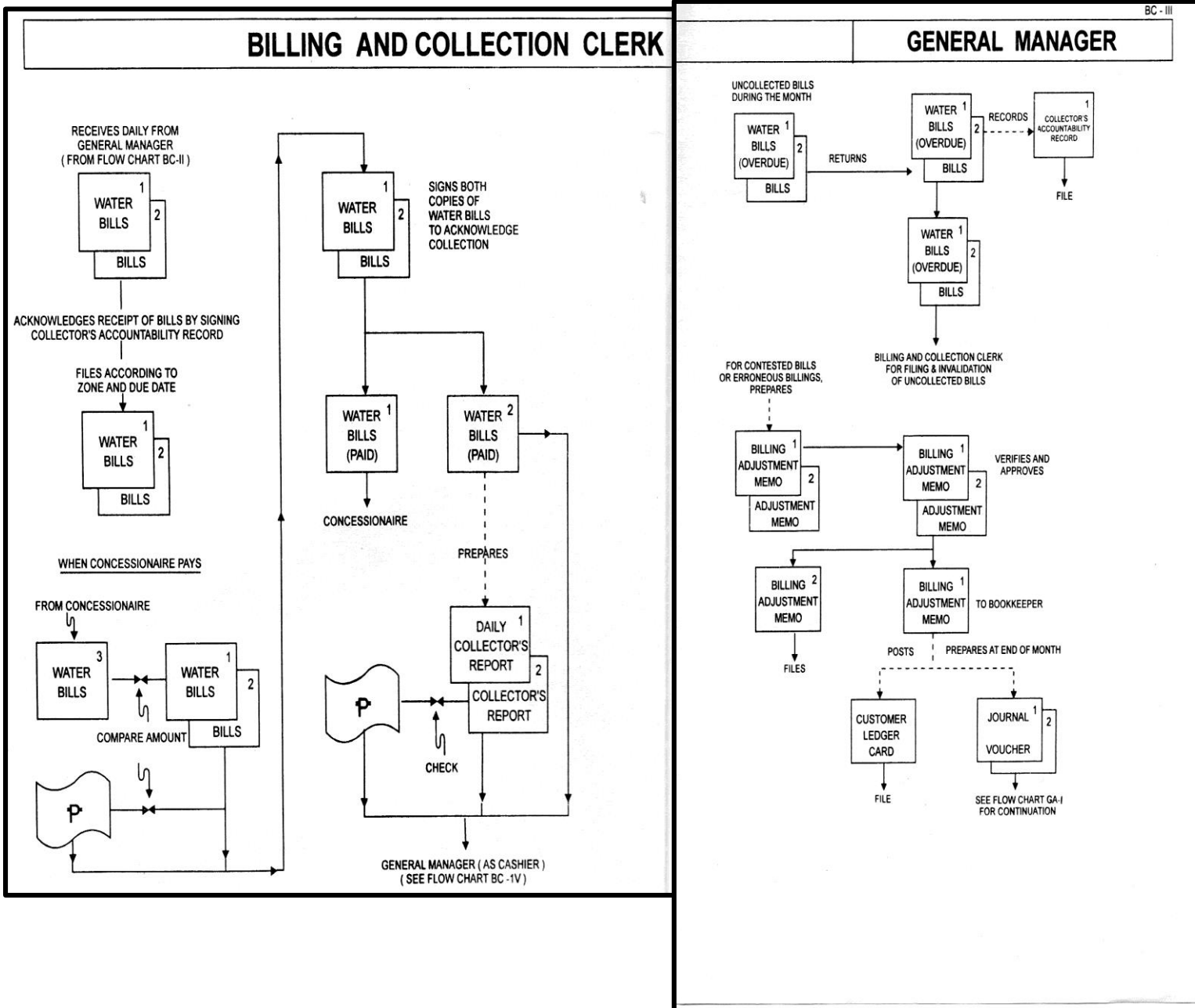
The Mapulang Lupa Pumping Station is located at Mapulang Lupa. It is equipped with a 5HP “GRUNDFOS” (Denmark) Stainless steel submersible pump with “Franklin” electric submersible motor set on a 38.1 mm diameter riser pipe. The well was re-drill and completed 2015 with the depth of 500 ft.

WATER SOURCES SUMMARY:

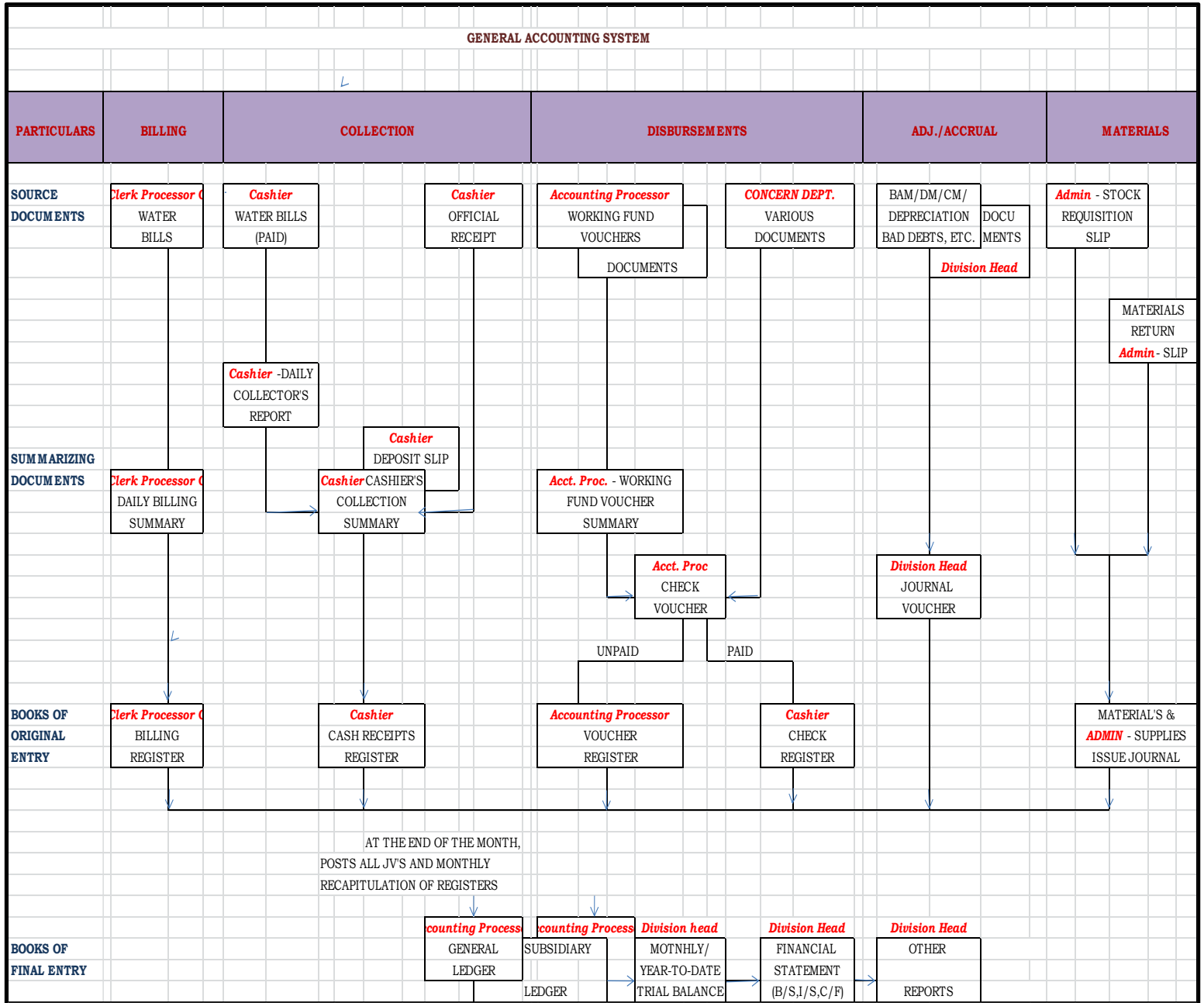
PUMP STATIONS	LOCATION	PUMP & MOTOR	RISER PIPE	OPERATION	DISCHARGE
Jose P. Rizal Pumping Station (P.S No.1)	<i>J.P Rizal St., Poblacion</i>	<i>1.5 HP</i>	<i>63 mm</i>	<i>24 hours daily</i>	<i>5 lps.</i>
Manuel G. Santos Pumping Station (P.S No. 2)	<i>Corner Manuel G. Santos & Sergio Osmeña St.,Poblacion</i>	<i>20 HP</i>	<i>90 mm</i>	<i>24 hours daily</i>	<i>10 lps.</i>
Mapulang Lupa - Sitio Gubat Pumping Station (P.S No.3)	<i>Sitio Gubat St., Mapulang Lupa</i>	<i>20 HP</i>	<i>90 mm</i>	<i>24 hours daily</i>	<i>12 lps.</i>
Siling Matanda Pumping Station (P.S No. 4)	<i>Along Pandi-Angat Provincial Road</i>	<i>25 HP</i>	<i>110 mm</i>	<i>24 hours daily</i>	<i>12 lps.</i>
Pandi Residences Home I Pumping Station (P.S No.5)	<i>Pandi Residences Home I, Mapulang Lupa</i>	<i>15 HP</i>	<i>90 mm</i>	<i>24 hours daily</i>	<i>11 lps.</i>
Pandi Residences Home II Pumping Station (P.S No.6)	<i>Pandi Residences Home II, Bagong Barrio</i>	<i>10 HP</i>	<i>90 mm</i>	<i>(non operational)</i>	
San Roque Pumping Station (P.S No. 7)	<i>St. Dominic Subd. San Roque</i>	<i>3 HP</i>	<i>38.1 mm</i>	<i>24 hours daily</i>	<i>5 lps.</i>
Mapulang Lupa Pumping Station (P.S No. 8)	<i>Mapulang Lupa</i>	<i>5 HP</i>	<i>38.1 mm</i>	<i>(non operational)</i>	

OPERATING PROCEDURES

BILLING CYCLE



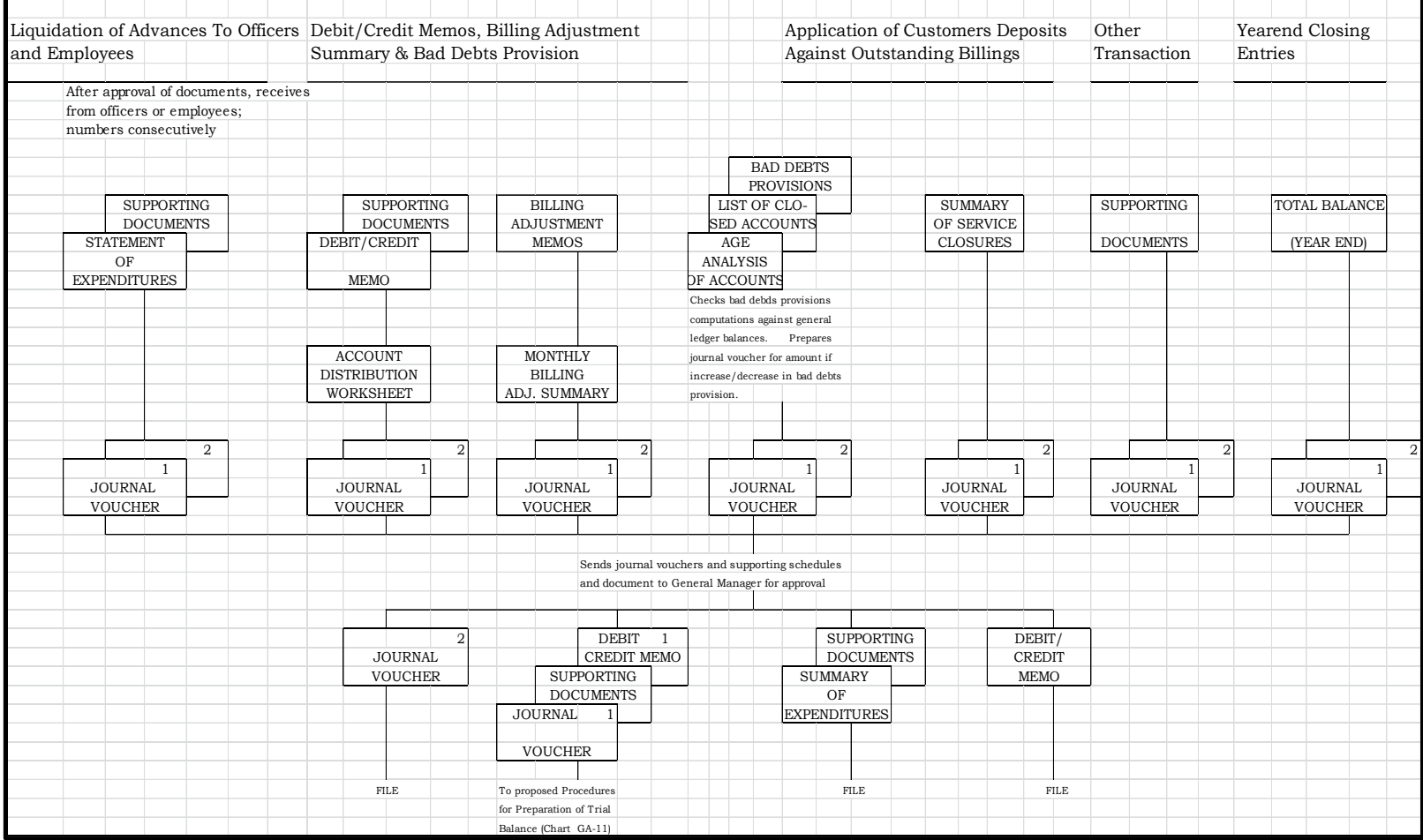
GENERAL ACCOUNTING SYSTEM



PREPARATION OF MISCELLANEOUS JOURNAL VOUCHERS

PREPARATION OF MISCELLANEOUS JOURNAL VOUCHERS PROCEDURE FLOW CHART

B O O K K E E P E R

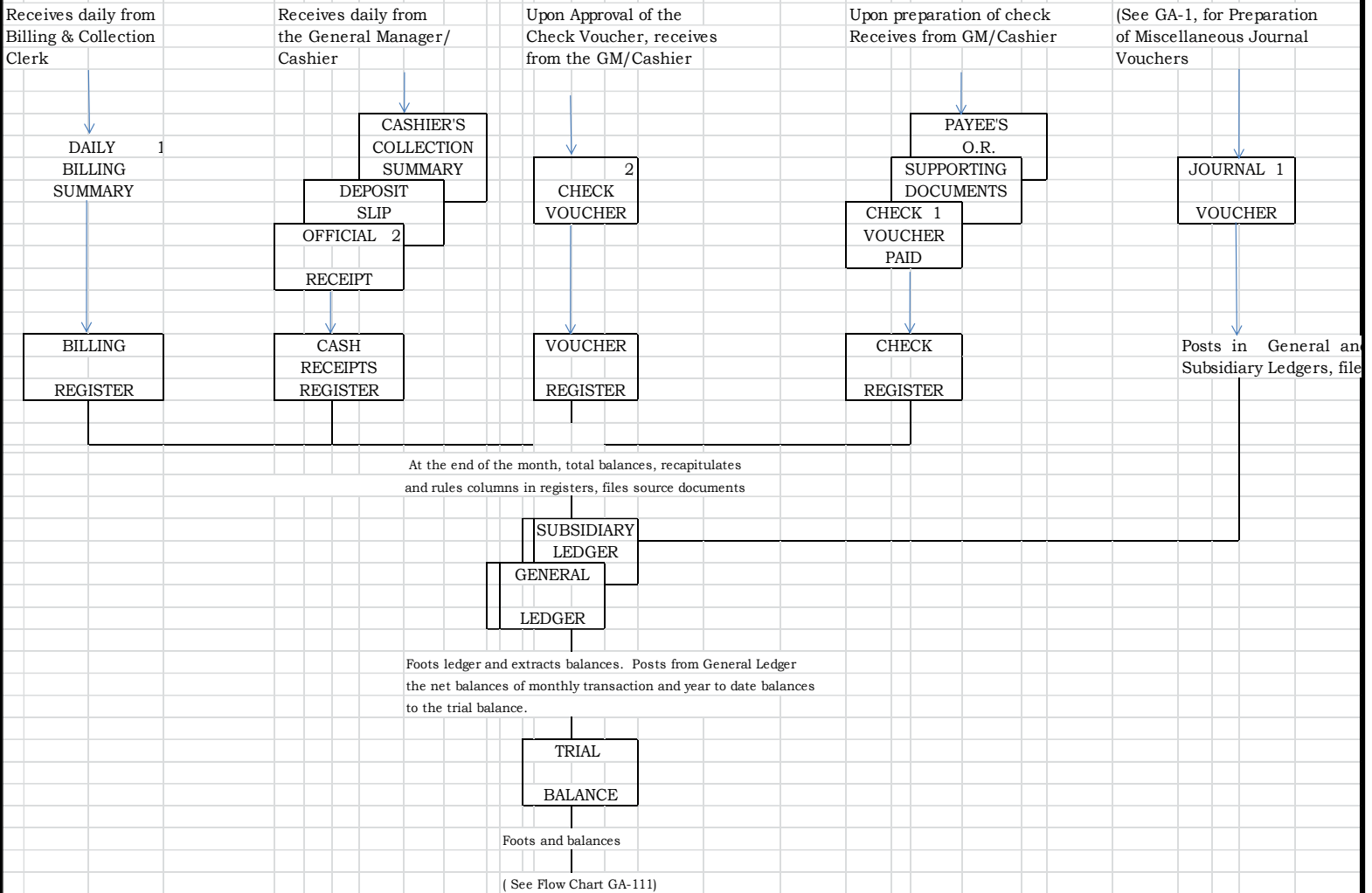


PREPARATION OF TRIAL BALANCE

GA-11

PREPARATION OF TRIAL BALANCE PROCEDURE FLOW CHART

B O O K K E E P E R

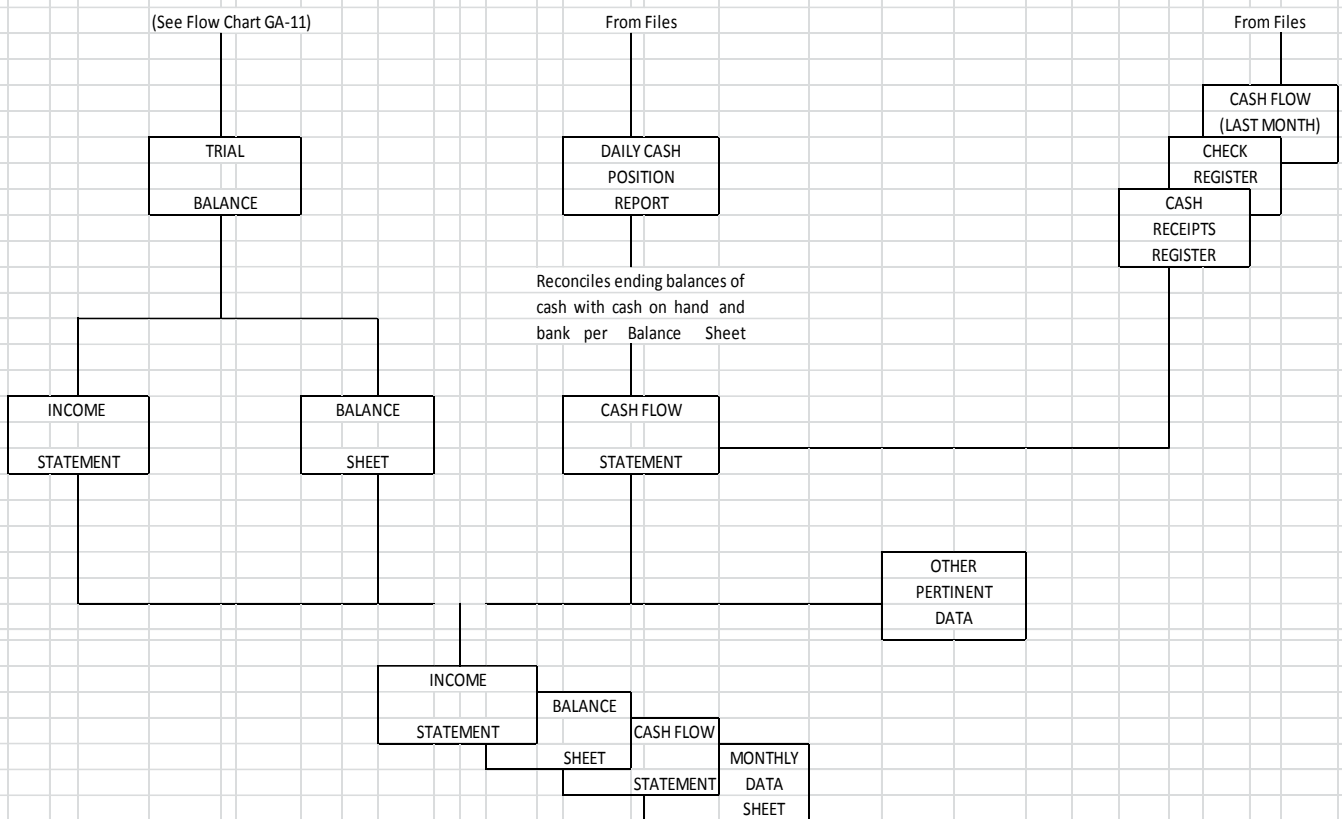


PREPARATION OF FINANCIAL REPORTS

GA-111

PREPARATION OF FINANCIAL REPORTS PROCEDURE FLOWCHART

B O O K K E E P E R



List of Front liners

Types of Services	Fees & Charges		Forms	Processing Time	Locations
1. Application of Service Connection	For 1/2 diameter connection Meter Maintenance Application fee Labor (Regular) Clustering Excavation Guarantee Deposit: Residential Commercial A Commercial B Commercial C Commercial D Cost of Materials: Note: *fee, charges & prices of materials are subject to increase in case of inflation *Cost of materials varies on service connection size & length	Php 1,600 Php1,350 Php 700 Php 900 Php1,300 Php2,200 Php 250 Php 500 Php 500 Php 500 Php 500	Service Application and construction order (SACO) Water Service Contract Survey Form	3 to 5 days	Customer Service (Commercial Division)
2. Water Bill Payment	Total due amount indicated on Water Bill		Water Bill	2 minutes	Cashier
3. Request for Temporary service disconnection	Full settlement of all obligations, if there is any	Php 250	Maintenance Order (MO)	Within a day upon payment	Customer Service (Commercial Division)
4. Request for service reconnection	Full settlement of all obligations if there is any	Php 250	Maintenance Order (MO)	Within a day upon payment	Customer Service (Commercial Division)
5. Request for Maintenance Order	Total due amount of materials if there is any		Maintenance Order (MO)		Customer Service (Commercial Division)

1. APPLYING FOR SERVICE CONNECTION

About the Service

The service connection will not be made until it is approved and all charges are paid.

Who may avail of the Service?

All bona fide residents of Pandi, Bulacan

What are the requirements?

- Barangay Permit for Water Installation
- Residence Certificate/Cedula (Photo Copy)
- 1x1 size picture
- 1 valid ID (photo copy)
- Photo copy of water bill of nearest concessionaire
- Special Power of Attorney (if applicable)

Schedule of availability of the service

Monday-Friday (8:00 am—5:00 pm)

No noon break

Duration

3 to 5 days

How to avail of the Service?

STEP	CLIENT	SERVICE PROVIDER	DURATION	In-Charge	FEES/ CHARGES	Forms
1	Inquire for new service connection	Interview the applicant regarding on the new service connection request	5 minutes	Customer Service	None	List of Requirements
2	Pay the survey fee	Accept payment for survey fee and issue Official Receipt	2 minutes	Cashier	Php 100	Official Receipt
3	End of Transaction	Site inspection	10 minutes	Water Maintenance Man A	None	Survey Form
4	Present requirements for application of new Service Connection	Check all the requirements if complete.	3 minutes	Customer Service	None	None
3	End of Transaction	Computes Installation fee and materials	5 minutes	Customer Service Assistant	None	Bill of Materials
4	Sign the application form for Service Connection	Process request Service Application then inform client all the details about rules and regulations and payment as a new concessionaire	5 minutes	Customer Service Assistant		Service Application Construction Order Form (SACO)
5	Proceed to cashier for payment	Accept payment and issue Official Receipt	2 minutes	Cashier	Amount Computed	Official Receipt
5	End of Transaction	Forward all documents to storekeeper for preparation of materials	2 minutes	Customer Service Assistant		Survey Form
6		Installation of Service Connection Tapping	Regular: 2 hours Traverse: 4	Utility Worker		Maintenance Order

			hours			
7	Sign the Maintenance Order for work done Accept the copy of Bill of Materials Comments and Suggestions other Request	Post Inspection of Service Connection	10 minutes	Utility Worker		

2. PAYING THE WATER BILL

About the service

Pay the Water Bill on or before 14th day of Date Billed. Your Water Bill have 10% penalty charge upon non-payment of due amount after the Due Date.

Non-payment on the 33rd day from the Date Billed will cause disconnection of your water service connection.

Payment of Water Bill on disconnection date will stop the scheduled disconnection in cases wherein water service has not yet been stopped.

Schedule of availability of the service

Monday-Friday (8:00 am—5:00 pm) *No noon break*

Who may avail of the service?

All concessionaires of PANDI WATER DISTRICT

What are the requirements?

Water Bill, Cash and Government Check/Big Company Check (Php) payment

Duration: 2 minutes

How to avail of the Service

Step	Client	Service Provider	Duration	In-charge	Fees	Form
1	Present Water Bill additional Bill of Materials for new connection	Accept payments & issue corresponding Official Receipt	2 minutes	Cashier	Total Due Amount	Water Bill
2	END OF TRANSACTION					

3. REQUEST FOR TEMPORARY SERVICE DISCONNECTION

About the Service

The maximum length of time for temporary disconnection is (6) months, provided that all obligations are fully paid.

Who may avail of the Service?

All concessionaires of Pandi Water District with active service connection

What are the requirements?

Full payment of Water Bill and disconnection fee

Schedule of Availability of the Service

Monday-Friday (8:00 am—5:00 pm) *No noon break*

Duration: Temporary disconnection is done within the day after full payment of unpaid water bill.

How to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Forms
1	Proceed to Customer Service and request for temporary service disconnection	Verify if there is remaining balance, prepare and print disconnection order and statement of accounts	5 mins	Customer Service Assistant	None	None
2	Accept the remaining water bill then proceed to cashier and present statement of account	Accept payment and issue official receipt	2 mins	Cashier	Php 250	Official Receipt
3	End of Transaction	Process request & implement Maintenance Order	5 mins	Customer Service Assistant		Maintenance Order
4		Implementation of Temporary Disconnection	1 hour	Water Maintenance Man		Maintenance Order
5	Sign the Maintenance Order for work done Accept the copy of Bill of Materials Comments and Suggestions other Request	Post Inspection of Service Connection	10 minutes	Utility Worker		
6		End of Transaction				

4. REQUEST FOR SERVICE RECONNECTION

About the Service

Applying for Service reconnection covers installation of water service that been disconnected.

Who may avail of the Service?

All concessionaires with disconnected service connection of Pandi Water District

What are the requirements?

Full payment of Water Bill and reconnection fees

Schedule of Availability of the Service

Monday-Friday (8:00 am—5:00 pm) No noon break

Duration: Within a day upon payment of fees and charges

How to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Forms
1	Proceed to Customer Service and request for service reconnection	Prepare and print re-opening form and statement of accounts	5 mins	Customer Service Assistant	None	Re-opening form
2	Proceed to cashier for payment	Accept payment and issue official receipt	2 mins	Cashier	Php 250 and unpaid water bills	Official Receipt
3	End of Transaction	Process request and implement Maintenance Order	5 mins	Customer Service Assistant		Maintenance Order
4		Implementation of service reconnection	1 hour	Water Maintenance Man		Maintenance Order
5		End of Transaction				
6	Sign the Maintenance Order for work done Accept the copy of Bill of Materials Comments and Suggestions other Request	Post Inspection of Service Connection	10 minutes	Utility Worker		
7		End of Transaction				

5. REQUEST FOR MAINTENANCE ORDER

About the service

This involves the concessionaire's request for maintenance such as;

1. Leak repair
2. Line Repair
3. High Consumption
4. Water Meter Calibration
5. Change water meter
6. Meter and line Transfer
7. Request for flushing

Who may avail of the Service?

All concessionaires who wish to request service regarding their water service connection.

Schedule of Availability of the Service

Monday-Friday (8:00 am—5:00 pm) No noon break

How to avail of the Service

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Forms
1	Proceed to Customer Service and request for maintenance order	Interview the client and prepare maintenance order	5 mins	Customer Service Assistant	None	Maintenance Order
2	Proceed to cashier for payment	Accept payment and issue official receipt	2 mins	Cashier	Amount of various materials that are needed	Official Receipt
3	End of Transaction	Process request and implement Maintenance Order and forwarded to Engineering Division	5 mins	Customer Service Assistant		Maintenance Order
4		Implementation of any maintenance	½ day	Utility Worker		Maintenance Order

		order				
5	Sign the Maintenance Order for work done Accept the copy of Bill of Materials Comments and Suggestions other Request	Post Inspection of Service Connection	10 minutes	Utility Worker		
6		End of Transaction				

FEEDBACK AND REDRESSAL MECHANISM

Please let us know if anyone wishes to offer suggestions for improvement of the services provided by the District by doing any of the following:

- Write your comment /suggestions on “Post-Inspection” box of the Action Report which will be given to you after every maintenance work were done and checked by our field inspector/investigator.
- Accomplish our Feedback Form available in the offices and put it in the suggestion box to be found in front of our office.
- Send your feedback through e-mail (pandiwaterdistrict@yahoo.com)
- Talk to our Officer of the Day
- or write to GM Elvira B. Santos– General Manager

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended by the Officer of the Day at the Customer Service Desk. You can also send feedback in case you are contented with the services we provide.

Thank you very much for helping us improves our service to you

PANDI WATER DISTRICT

FEEDBACK FORM

(PANANAW O PUNA)

Please let us know how we served you.

(Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.)

You may use this form for compliments, complaints or suggestions.

(Maaaring gamitin ito para sa papuri, reklamo o mungkahi.)

Simply check the corresponding box.

(Mangyari i-tsek lamang ang kahong naaayon.)

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s)/Unit/Office concerned or
involved: _____

(Mga)tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo o mungkahi.

Facts or details surrounding the incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired action from our Office.

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming
tanggapan) _____

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

OPTIONAL

NAME: _____ Office/Agency: _____

(Pangalan)

(Tanggapan/Ahensya)

Address: _____ Contact Number(s): _____

(Kasalukuyang tirahan)

(Telepono)

Signature: _____ Date: _____

(Lagda)

(Petsa)