



CARCAR WATER DISTRICT

CITIZEN'S CHARTER

2020 (2nd Edition)



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I. MANDATE

CWD is a Government Owned and Controlled Corporation (GOCC) formed under and by virtue of PD 198, as amended, and is subject to the rules and regulations of the Civil Service Commission, the Commission on Audit and DBM. It is headed and managed by its general manager, department managers and division managers while policy making is vested with the five-member Board of Directors, each representing the sectors on business, education, civic, professional and women.

The mandate of the Water District has been briefly defined under Section 5 of Presidential Decree no. 198, otherwise known as the Provincial Water Utilities Act of 1973. These include:

- a) 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;
- b) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- c) Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. VISION

CWD: The most outstanding government water and sanitation service provider in the Philippines by the year 2030.

III. MISSION

CWD commits to provide excellent water and sanitation services through compliance with mandated standards and responsible administration of corporate and natural resources by competent and value-oriented employees.

IV. SERVICE PLEDGE

CWD is committed to fulfill the task of providing the highest quality of potable water and the best quality of service to the community. It shall relentlessly improve its operations and management systems through compliance with regulatory and statutory requirements.

CWD shall be compliant to the provisions of R.A. 11032, specifically on Section 21 (f), which states that all applicants or requesting parties who are within the



premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



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CARCAR WATER DISTRICT

External Services

1. APPLICATION FOR NEW SERVICE CONNECTION

This frontline service covers application, inspection and installation of a new service connection. Service connection refers to the water service which will be installed after submission of all requirements and payment of applicable fees.

Office or Division:	Commercial Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Property owners in Carcar City Lessee and the lessor Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Any one (1) Valid Proof of Identity of the applicant			
- Any government issued ID		Issuing government agency	
- NBI Clearance		NBI	
- PNP Clearance		PNP	
- Barangay Clearance or Certificate of Residency		Office of the Barangay	
Right of way consent (if needed)/ Barangay undertaking (if needed)		Property Owner/Barangay	
If applicant is a corporation:			
- Notarized Secretary's Certificate/Board Resolution		Company being represented	
If applicant is a government agency:			
- Authorization from the Manager or Head of Agency and the like		Agency being represented	
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay	
Additional Requirements if thru representative:			
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer	
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay	
- 1 x 1 photo of the applicant (2 pcs)		Applicant	



Endorsement Letter from subdivision (if applicable)		Subdivision		
Transient Fee (for contractors)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPLICATION AND FIRST OFFICE VISIT				
1.1 Proceed to customer service, present requirements and provide necessary details 1.2 Reviews and signs application form	1.1 Checks requirements and encodes customer details 1.2 Identify location of the structure being applied for 1.3 Print application form	None	6 Minutes	<i>Customer Service Representative Commercial Division</i>
2. Proceed to cashier and pay inspection fee	2. Accepts payment and issue official receipt	P300.00	2 minutes	<i>Cashier Finance Division</i>
3. Undergo orientation of CWD utility rules	3.1 Conduct orientation 3.2 Agree with customer on schedule of inspection	None	30 minutes	<i>Office Personnel Commercial Division</i>
TOTAL		P 300.00	38 minutes	
END OF APPLICATION AND FIRST OFFICE VISIT				

SITE INSPECTION				
1. Coordinate for inspection	1.1 Conduct inspection 1.2 Provide bill of materials 1.3 Advise applicant to secure materials and lay out service line	None	15 minutes	<i>Inspection and Installation Team Commercial Division</i>
TOTAL		None	15 minutes	
END OF SITE INSPECTION				

SECOND OFFICE VISIT				
1. Return to CWD office and inform	1.1 Verify completeness	None	5 minutes	<i>Customer Service Representative</i>

customer service representative that service line has been laid out and ready for tapping (Must present proof of purchase and/or availability of materials and fittings)	of required materials and fittings 1.2 Retrieve application form from file 1.3 Agree with customer on schedule of installation			Commercial Division
2. Proceed to cashier and pay application fee and transient fee if applicable	2. Accepts payment and issue official receipt	P3,200.00 Application Fee P5,000.00 Transient fee	2 minutes	Cashier Finance Division
3. Present OR to customer service representative	3.1 Record OR details on application form 3.2 Agree with customer on schedule of installation	None	2 minutes	Customer Service Representative Commercial Division
TOTAL		P 3,200.00 / P 8,200.00	9 minutes	
END OF SECOND OFFICE VISIT				

INSTALLATION				
1. Coordinate for installation	1. Install new service connection	None	30 minutes	Inspection and Installation Team Commercial Division
TOTAL		None	30 minutes	
END OF INSTALLATION				

2. PAYMENT OF WATER BILLS

CWD concessionaires are obliged to pay their bills monthly. Due dates vary every month depending on the date the water meter is read. The bill becomes due on the 15th day following the billing date. A rebate amounting to 5% of the current bill shall be granted to accounts settled before due date. A penalty of 10% is incurred if the bill is not settled on the due date. Disconnection of service line shall be made, without need of additional notice as contained in the service contract and reflected on the statement of account, if the bill is unpaid after the five (5) day grace period from due date.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Account (Old or New) or;			Account Owner	
Prior month's Official Receipt;			Account Owner	
If none of the above, request for account number			Public Assistance and Complaints Desk Officer or Customer Service Officer	
For payments with withholding tax - BIR Form 2307 (3 copies)			Account Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number from queuing machine	1. Provide priority number thru queuing machine	None	0.5 minute	<i>PACD Officer</i> Operations and Maintenance Division
2. Wait for number to be called	2. Calls the priority number	None	5 minutes	<i>Teller</i> Finance Division
3. Present requirements at the teller's booth and pay total dues	3.1 Checks requirement 3.2 Accepts payment 3.3 Issues Official Receipt	None	2 minutes per account paid	<i>Teller</i> Finance Division
TOTAL		None	7.5 minutes	

3. REQUEST FOR TRANSFER OF METER

Any concessionaire of Carcar Water District or his authorized representative may request to transfer his service connection from one location to another within the service area of CWD.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any One (1) Valid Proof of Identity of the registered account owner:				
- Any government issued ID		Issuing government agency		
- NBI Clearance		NBI		
- PNP Clearance		PNP		
- Barangay Clearance or Certificate of Residency		Office of the Barangay		
For corporations:				
- Notarized Secretary's Certificate/Board Resolution		Company being represented		
For government agencies:				
- Authorization from the Manager or Head of Agency and the like		Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Additional Requirements if thru representative:				
- Letter of Request for Transfer of Meter		Registered Account Owner		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	13 minutes	PACD Officer Operations and Maintenance Division

1.2 Present requirements and secure JO form	1.2 Checks requirements 1.3 Prepare Job Order for Inspection 1.4 Agree with customer on schedule of inspection 1.5 Advises customer to pay transfer fee	None	2 minutes	PACD Officer Operations and Maintenance Division
2. Present JO form to cashier and pay transfer fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	a) Transfer to same zone P100.00 b) Transfer to Another Zone P200.00	2 minutes	Cashier Finance Division
TOTAL		P100.00 / P200.00	17 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION				
1. Coordinate for inspection	1.1 Perform inspection at the new location 1.2 Provides bill of materials, if needed 1.3 Advises customer to prepare their service line and visit/inform the office when the new service line is ready for tapping	None	15 minutes	Assigned Team Commercial Division
TOTAL		None	15 minutes	
END OF SITE INSPECTION				



SECOND OFFICE VISIT				
1. Return to CWD office and inform customer service representative that the new service line is ready for tapping	1.1 Prepares JO for transfer of meter 1.2 Agree with customer on schedule of transfer 1.3 Forwards JO Form to Commercial Division	None	2 minutes	<i>PACD Officer</i> Commercial Division
TOTAL		None	2 minutes	
END OF SECOND OFFICE VISIT				

TRANSFER OF METER				
1. Coordinate for Transfer	1.1 Perform Transfer of Meter	None	30 minutes (same zone) 1 hour (another zone)	<i>Assigned Team</i> Commercial Division
TOTAL		None	30 minutes / 1 hour	
END OF TRANSFER OF METER				



4. REQUEST FOR REPLACEMENT OF DEFECTIVE TAPSTAND FITTINGS

Any concessionaire of Carcar Water District or his authorized representative may request for the replacement of fittings/defective ball valve within the tapstand.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Needed Materials and Fittings		From CWD or any hardware store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	8 minutes	<i>PACD Officer</i> Operations and Maintenance Division
1.2 Secure JO form after fitting for replacement have been presented	1.2 Prepare JO for replacement of fitting/defective ball valve 1.3 Agree with customer on schedule of replacement 1.4 Advises customer to pay for service fee	None	2 minutes	<i>PACD Officer</i> Operations and Maintenance Division
2. Present JO form to cashier and pay service fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	P50.00	2 minutes	<i>Cashier</i> Finance Division
3. Coordinate for replacement	3. Perform replacement of defective ball valve	None	10 minutes	<i>Assigned Team</i> Commercial Division
TOTAL		P50.00	22 minutes	

5. REQUEST FOR CHANGE OF ACCOUNT NAME

Any concessionaire of Carcar Water District or his authorized representative may request to change the existing registered name of an account.

Office or Division:	Commercial Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	All concessionaires of Carcar Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If by voluntary waiver by registered account owner		
- Form - Waiver of Water Service Connection and Change of Account Name (1 copy)		Public Assistance and Complaints Desk
- Any one (1) Valid Proof of Identity of the registered account owner and of the applicant for change of name		
o Any government issued ID		Issuing government agency
o NBI Clearance		NBI
o PNP Clearance		PNP
o Barangay Clearance or Certificate of Residency		Office of the Barangay
If the service connection was acquired thru sale:		
- One (1) Photocopy of the Deed of Sale		
- Any one (1) valid proof of Identity of the buyer (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay
If registered account owner is deceased:		
- Letter request for change of name		Requesting Party
- One (1) Photocopy of the Death Certificate		Philippine Statistics Authority
- Proof of filiation (e.g. birth certificate)		Philippine Statistics Authority
- Waiver of rights (if the deceased registered account owner has more than 1 heir)		Heirs of the deceased registered
Additional Requirements if thru representative:		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer
- Any one (1) valid proof of Identity of the representative (any government issued		Issuing government agency/ NBI/ PNP/ Office of the Barangay

ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)				
If registered account owner is a corporation or government agency:				
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Other requirements (if applicable)				
- Barangay Certification		Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	5 minutes	<i>PACD Officer</i> Operations and Maintenance Division
1.2 Present/Submit requirements	1.2 Check requirements 1.3 Prepare JO for change name 1.4 Forward JO to Commercial Division	None	5 minutes	<i>PACD Officer</i> Operations and Maintenance Division
	2. Change Name	None	2 minutes	<i>Billing/Accounts Officer</i> Commercial Division
TOTAL		None	12 minutes	

6. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION

A concessionaire may request for the temporary/permanent disconnection of his service line if he has no intention to use the same permanently or for a certain period of time. Temporary disconnections should not exceed six (6) months.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid Proof of Identity of the registered account owner				
- Any government issued ID		Issuing government agency		
- NBI Clearance		NBI		
- PNP Clearance		PNP		
- Barangay Clearance or Certificate of Residency		Office of the Barangay		
Additional Requirements if thru representative:				
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
No outstanding balance on water bills and application fee		Carcar Water District		
If registered account owner is a corporation or government agency:				
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
1.1 Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns	None	5 minutes	PACD Officer Operations and Maintenance Division



1.2 Present requirements	1.2 Checks requirements 1.3 Prepare Job Order for Disconnection 1.4 Agree with customer on schedule of disconnection 1.5 Forward JO form to Commercial Division	None	2 minutes 3 minutes	<i>PACD Officer</i> Operations and Maintenance Division
TOTAL		None	10 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

TEMPORARY DISCONNECTION				
1. Coordinate for Disconnection	1. Perform disconnection of service connection	None	10 minutes	<i>Assigned Team</i> Commercial Division
TOTAL		None	10 minutes	
END OF TEMPORARY DISCONNECTION				



7. REQUEST FOR INSPECTION DUE TO ABNORMAL CONSUMPTION

Any concessionaire of Carcar Water District or his authorized representative may request for the inspection of his service connection arising as a result of abnormal consumption.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Account Name or Account Number		Account Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
1. Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns 1.2 Prepare JO for Inspection 1.3 Agree with customer on schedule of Inspection 1.4 Forward Job Order to Commercial Division	None	10 minutes	PACD Officer Operations and Maintenance Division
TOTAL		None	10 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				
SITE INSPECTION				
2. Coordinate for Inspection	2.1 Perform Inspection 2.2 Inform concessionaire of the inspection result	None	10 minutes	Assigned Team Commercial Division
TOTAL		None	10 minutes	
END OF SITE INSPECTION				



8. REQUEST FOR CALIBRATION OF WATER METER

Any concessionaire of Carcar Water District or his authorized representative may request for the calibration of the water meter when in doubt of its accuracy.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Account Name or Account Number		Requestor		
Reason for the Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns 1.2 Prepare JO for Calibration	None	10 minutes	<i>PACD Officer</i> Operations and Maintenance Division
2. Present JO form to cashier and pay calibration fee	2.1 Receive payment and issue Official Receipt 2.2 Advise customer to return to PACD	P100.00	2 minutes	<i>Cashier</i> Finance Division
3. Return to PACD and present receipt	3.1 Checks OR 3.2 Forward JO to Commercial Division	None	2 minutes	<i>PACD Officer</i> Operations and Maintenance Division
4. Coordinate for disconnection of water meter	4.1 Disconnect Water Meter 4.2 Forward water meter to warehouse for calibration	None	10 minutes	<i>Assigned Team</i> Commercial Division
5. Witness calibration	5. Perform Calibration	None	1 hour	<i>Warehouse Personnel</i> Administrative Division
6. Proceed to Commercial Division	6.1 Inform concessionaire of calibration results	None	10 minutes	<i>Assigned Personnel</i> Commercial Division

	6.2 If water meter fails calibration, water meter will be replaced and customer is advised to return to cashier for a refund.			
7. Coordinate for reconnection	7. Reconnect water meter	None	10 minutes	Assigned Team Commercial Division
TOTAL		P 0 / P100.00	1 hour, 44 minutes	

9. AVAILMENT OF SENIOR CITIZEN DISCOUNT PRIVILEGE

Concessionaires classified as senior citizens can avail of a 5% discount on their water bills, provided that the accounts are registered in their name and the household consumption does not exceed 30 cubic meters of water in a month.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered Senior Citizen Concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID		Office of the Senior Citizen Affairs		
Form – Individual Application for senior citizen discount availment		CWD PACD		
Additional Requirements if thru representative:				
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- “Proof of Life”				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Public Assistance and Complaints Desk for assistance 1.2 Present Requirements	1.1 Ask for account details and customer’s concerns 1.2 Check requirements 1.3 Forward Form to Commercial Division	None	10 minutes	<i>PACD Officer</i> Operations and Maintenance Division
	2. Update customer account	None	5 minutes	<i>Billing/Accounts Officer</i> Commercial Division
TOTAL		None	15 minutes	

10. RECONNECTION OF DISCONNECTED ACCOUNTS

A concessionaire of a disconnected service account may request for reconnection of the disconnected service after payment of reconnection fees.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District whose account has been inactive for six (6) months or less			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for reconnection		CWD Teller		
For temporarily disconnected accounts:				
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like, if registered account owner is a corporation or government agency:		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency), if registered account owner is a corporation or government agency:		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to teller and pay outstanding balance and reconnection fee	1.1 Accepts Payment and Issues Official Receipt	Outstanding balance on water bill and;	7.5 minutes	Teller Finance Division

(refer to payment of water bills for the steps and requirements)	1.2 Advises customer to proceed to PACD for the preparation of JO	Reconnection Fee: P100 – disconnected within 1 month and temporarily disconnected accounts P300.00 – 1 to 3 months P500.00 – 3 to 6 months		
2. Proceed to PACD and present receipt for reconnection	2.1 Checks OR 2.2 Prepare JO for reconnection 2.3 Advise customer that reconnection will be made within the day 2.4 Forward JO to Commercial Division	None	5 minutes	<i>PACD Officer Operations and Maintenance Division</i>
3. Coordinate for reconnection	3. Perform reconnection	None	10 minutes	<i>Assigned Team Commercial Division</i>
TOTAL		Outstanding Water Bill + P100 / 300 / 500	22.5 minutes	

11. REOPENING OF DISCONNECTED ACCOUNTS

A concessionaire of a disconnected service account may request for reopening of the disconnected service after payment of reconnection fees and inspection.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District whose account has been inactive for more than six (6) months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for reconnection		CWD Teller		
For temporarily disconnected accounts:				
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Special Power of Attorney or Authorization Letter if thru representative		Requesting party/notary public/private lawyer		
- Any one (1) valid proof of Identity of the representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like, if registered account owner is a corporation or government agency:		Company or Agency being represented		
- Any one (1) valid proof of Identity of the authorizing person (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency), if registered account owner is a corporation or government agency:		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
1. Proceed to teller and pay outstanding	1.1 Accepts Payment and Issues	Outstanding balance on water bill and;	7.5 minutes	<i>Teller</i> Finance Division

balance and reconnection fee (refer to payment of water bills for the steps and requirements)	Official Receipt 1.2 Advises customer to proceed to PACD for the preparation of JO	Reconnection Fee: P1,000.00 – 6 months and above 2,000 – year 2000 and below		
2. Proceed to PACD and present receipt for reconnection	2.1 Checks OR 2.2 Prepare JO for inspection and reconnection 2.3 Agree with customer on schedule of inspection 2.4 Forward JO to Commercial Division	None	5 minutes	PACD Officer Operations and Maintenance Division
TOTAL		Outstanding Water Bill + P1000 / 2000	12.5 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION/RECONNECTION				
1. Coordinate for inspection/reconnection	1.1 Perform inspection 1.2 If service line is ready for tapping, reconnect water meter 1.3 If service line is not ready, advise customer to prepare their service line and visit/inform the office when the	None	10 minutes	Assigned Team Commercial Division



	service line is ready for reconnection			
Additional steps if service line is not ready for tapping during inspection				
2. Call/Return to CWD office and inform PACD that service line is ready for tapping	2. Notifies Commercial Division Personnel that service line is ready for tapping	None	2 minutes	<i>PACD Officer Operations and Maintenance Division</i>
3. Coordinate for reopening	3. Perform reopening	None	10 minutes	<i>Assigned Team Commercial Division</i>
TOTAL		None	10 / 22 minutes	
END OF SITE INSPECTION/RECONNECTION				



12. SALE OF PLUMBING MATERIALS AND FITTINGS

The general public may purchase plumbing materials and fittings from Carcar Water District.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bill of Materials (if needed)		Private Plumber/ CWD Inspection and Installation Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Cashier 1.2 Present Bill of Materials or inform the cashier of the materials/fittings to be purchased	1.1 Accepts bill of materials (if any) 1.2 Informs concessionaire of the total amount due	None	3 minutes	Cashier Finance Division
2. Pay amount due	2.1 Accept payment and issue Official Receipt 2.2 Forward OR to Commercial Division personnel	Cost of materials purchased	2 minutes	Cashier Finance Division
	3.1 Prepare a request for the paid materials/fittings 3.2 Forward request to warehouse	None	2 minutes	Assigned Office Personnel Commercial Division
4. Receive and check official receipt and materials purchased	4.1 Release materials/fittings to customer	None	5 minutes	Warehouse Personnel Administrative Division
TOTAL		None	12 minutes	



13. FEEDBACK AND COMPLAINTS

CWD concessionaires may send their feedbacks on the services of the water district or log their complaints thru the following feedback and complaints mechanism of the office:

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Feedback and/or Commendation portion of the CSR Form. 4. Drop it in the designated drop box in front of the Public Assistance and Complaints Desk.
How feedback is processed?	<p>Every Friday, the Public Assistance Officer shall open the drop box and compile and record all feedback submitted. Feedback requiring answers shall be forwarded to the concerned division and will be answered within three (3) days upon receipt of the feedback.</p> <p>The answer of the concerned division shall be then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address: renriquez.cwd@gmail.com 09177095606 Atty. Ra Solomon Enriquez</p>
How to file complaints?	<ol style="list-style-type: none"> 1. Get a copy of the Client Satisfaction Survey (CSR) Form. 2. Answer the CSR Form. 3. Check the Complaint portion of the CSR Form. 4. Drop the CSR Form at the designated drop box in front of the Public Assistance Unit Office. 5. Complaints can also be filed via telephone. Make sure to provide the following information: <ol style="list-style-type: none"> a. Identification of field/office personnel being complained b. Incident c. Evidence
How complaints are processed?	The Public Assistance Officer (PAO) shall open the complaints drop box on a weekly

	basis and evaluate each complaint. Upon evaluation, the PAO shall forward the complaint to the relevant division for their appropriate action.
Contact Information of Anti-Red Tape Authority (ARTA)	Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Hotline: 1-ARTA (1-2782) Contact No.: (02) 478-5091, 478-5099 Email: complaints@arta.gov.ph Web: http://arta.gov.ph/pages/complaintform.php
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: email@contactcenterngbayan.gov.ph Web: http://contactcenterngbayan.gov.ph/contact-us
Contact Center of the Office of the Ombudsman (OMB)	Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City Contact No.: (02) 9262-OMB (662) Text Hotline: 0926 6994 703 Lifestyle Check: (02) 927-4102, 927-2404 Trunkline: (02) 479-7300 Email: pab@ombudsman.gov.ph



CARCAR WATER DISTRICT

Internal Services

Commercial Division

1. REQUEST FOR BUCKET CALIBRATION OF WATER METER

The client may request for a bucket calibration of water meters to identify non-functional and/or inaccurate meters.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Operations and Maintenance Division Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Public Assistance and Complaints Desks Officer		
Water Meter Information (e.g. Meter Number, Location)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD for the preparation of Job Order Form	1.3 Prepares Job Order Form	None	3 minutes	PACD Officer Operations and Maintenance Division
	1.4 Forwards Job Order Form to Commercial Division		3 minutes	Office Personnel Commercial Division
	1.5 Assign a team to perform the bucket calibration			
5. Agree with assigned team on the schedule for bucket calibration	5.1 Agree with requestor on the schedule for bucket calibration	None	1 minute	Assigned Team Commercial Division
	5.2 Conduct bucket calibration on the agreed schedule		10 minutes	
	5.3 Notify requestor of calibration results		1 minute	
TOTAL		None	18 minutes	



2. REQUEST FOR REPLACEMENT OF WATER METER

The client may request for the replacement of water meters that he/she has identified as defective (e.g. meter leaks, stuck up).

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All CWD personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Public Assistance and Complaints Desks Officer		
Water Meter Information (e.g. Meter Number, Location)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD for the preparation of Job Order Form	1.1 Prepares Job Order Form	None	3 minutes	<i>PACD Officer</i> Operations and Maintenance Division
	1.2 Forwards Job Order Form to Commercial Division		7 minutes	<i>Office Personnel</i> Commercial Division
	1.3 Secure the necessary materials for the replacement			
	1.4 Assign a team to perform the replacement			
	1.5 Perform change meter		2 minutes	<i>Assigned Team</i> Commercial Division
	10 minutes			
TOTAL		None	22 minutes	

3. REQUEST FOR REPAIR OF TAP STAND FITTINGS

The client may request for the repair of any fitting before the meter and within the tap stand.

Office or Division:		Commercial Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All CWD Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Public Assistance and Complaints Desks Officer		
Water Meter Information (e.g. Meter Number, Location)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD for the preparation of Job Order Form	1.1 Prepares Job Order Form	None	3 minutes	<i>PACD Officer</i> Operations and Maintenance Division
	1.2 Forwards Job Order Form to Commercial Division		2 minutes	<i>Office Personnel</i> Commercial Division
	1.3 Assign a team to perform the bucket calibration			
	1.4 Secure the necessary materials for the repair			
	1.5 Perform repair of tap stand fittings		7 minutes	<i>Assigned Team</i> Commercial Division
TOTAL		None	1 hour, 12 minutes	



CARCAR WATER DISTRICT
Internal Services
Operations and Maintenance Division



1. REQUEST FOR REPAIR OF LEAK

This service is made available to ensure prompt action and immediate repair of leaks reported at the office.

Office or Division:	Operations and Maintenance			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PACD Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job order form		PACD		
Repair checklist		Operations and Maintenance Division (O and M)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive & record report of leak	-	None	5mins	<i>PACD Officer</i> Operations and Maintenance Division
2. Prepare JO form	-	None	5mins	<i>PACD Officer</i> Operations and Maintenance Division
3. Inform concerned team of leak	3.1 Inspect leak site	None	5mins	<i>Assigned Team</i> Operations and Maintenance Division
4. Request concerned team to repair the leak	4.1 repair the leak <i>1 hour if minor leak</i> <i>3 hours if major leak</i> 4.2 comply repair checklist 4.2 inform PACD that leaked has been repaired	None	1hr/ 3 hrs	<i>Assigned Team</i> Operations and Maintenance Division
TOTAL		None	1hr & 15mins/ 3hrs & 15mins	

2. REQUEST FOR TRANSFER OF TAPSTAND

This internal service may be availed of in the event that there is a request from a concessionaire involving right of way concerns or for reasons of road widening activities.

Office or Division:	Operations and Maintenance			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Commercial Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job order form			PACD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD	1.1. Prepare Job Order	None	8mins	<i>PACD Officer</i> Operations and Maintenance Division
2. Fill out details of request	2.1 Relay to concerned team	None	7mins	<i>PACD Officer</i> Operations and Maintenance Division
	2.2 Inspect relocation site		1hr	
3. Coordinate schedule of transfer	3.1 Coordinate schedule of transfer 3.2 Transfer Tapstand	None	2 hours	<i>Assigned Team</i> Operations and Maintenance Division
TOTAL		None	3 hrs & 15mins	



3. REQUEST FOR REPAIR OF DEFECTIVE PUMP/CHLORINATOR

A request for this service may be made by the assigned team upon findings during their daily inspection that the chlorinator or pump is defective. This is made to ensure immediate repair of the defective equipment and timely restoration of service.

Office or Division:	Operations and Maintenance			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of the Operations and Maintenance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist		O & M Team		
Job Order		PACD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform PACD of defective pump/ chlorinator	1.1 Prepare Job Order	None	15mins	<i>PACD Officer</i> Operations and Maintenance Division
1.1 Indicate the findings in the checklist	1.2 Relay to the concerned personnel	None	2mins	<i>PACD Officer</i> Operations and Maintenance Division
2. Coordinate for schedule of repair	2.1 Conduct repair of defective pump/chlorinator	None	4 hrs	<i>Assigned Team</i> Operations and Maintenance Division
TOTAL		None	4 hrs & 17mins	

4. REQUEST FOR INSTALLATION OF TAPSTAND

This internal service may be availed of in the event that the number of meters in a particular tapstand already exceeded the allowable limit. This is made to ensure that the desired pressure in a particular area is maintained.

Office or Division:		Operations and Maintenance		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Personnel of the Commercial Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order		PACD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD	1.1. Prepare Job Order	None	8 mins	<i>PACD Officer</i> Operations and Maintenance Division
2. Fill out details of request	2.1 Relay to concerned team	None	7 mins	<i>PACD Officer</i> Operations and Maintenance Division
	2.2 Inspect Installation site	None	1hr	<i>Assigned Team</i> Operations and Maintenance Division
3. Coordinate schedule of installation	3.1 Coordinate schedule of Installation		2hrs	<i>Assigned Team</i> Operations and Maintenance Division
	3.2 Install Tapstand			
TOTAL		None	3 hrs & 15mins	



CARCAR WATER DISTRICT

Internal Services

Administrative Division

1. ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION

This internal service covers the issuance of stock materials requisitioning divisions to be used for repair and maintenance, operations and projects.

Office or Division:	Administrative Services Division (Warehouse)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Processing of Request: 1. Duly signed and approved Requisition Issue Slip (RIS) (1 original copy and 1 duplicate copy)		Respective divisions (System Generated)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and approved Requisition Issue Slip (RIS) to the Storekeeper of the Warehouse	1. Check and accept the Requisition Issue Slip (RIS) from the requisitioner 2. Gather requested materials and supplies from the bins. 3. Affix the signatures on the Requisition Issue Slip (RIS) and approve requested materials to the system and print gate pass. 4. Release the requested stock materials, sign and issue gate pass to requisitioner	None	1 minute 2 mins. per item 2 minutes 1 minute	Storekeeper Admin Division
TOTAL		None	6 minutes	



2. ISSUANCE OF INSPECTION AND ACCEPTANCE REPORT (IAR)

The Inspection and Acceptance Report maybe requested by CWD personnel to support petty cash purchases and reimbursable expenses.

Office or Division:	Administrative Services Division -Warehouse			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Items			Requestor	
Official Receipts			Requestor	
Delivery Receipts			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit OR/DR and items to Storekeeper	2.1 Receive and check items vs. OR/DR	None	5 minutes	<i>Inspection and Receiving Officer Admin Division</i>
5. Wait for printed IAR	2.1 Prepare and print 3 copies of IAR	None	2 minutes	<i>Receiving Officer Admin Division</i>
4. Sign IAR	3.1 Sign IAR	None	1 minute	<i>Receiving Officer Admin Division</i>
5. Submit issued IAR to Division Head for approval	4.1 Division Head reviews and approves IAR	None	1 minute	<i>Division Head</i>
6. Submit two(2) copies to Storekeeper	5.1 Receive submitted IAR copies	None	1 minute	<i>Receiving Officer Admin Division</i>
TOTAL		None	10 minutes	



3. ISSUANCE OF FUEL SLIPS

Any drivers or project supervisors of Carcar Water District or his authorized representative may request fuel slip from the Administrative Service Division.

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill up fuel slip form	-	None	1 minute	<i>Fuel Slip In-charge</i> Admin Division
2. Submit for approval to the Division Head	2.1 Approve and sign fuel slip form	None	1 minute	<i>Division Head</i> Admin Division
3. Submit to in-charge approved fuel request	3.1 Issue two (2) copies of the approved fuel request		1 minute	<i>Requestor & Fuel Slip In-charge</i> Admin Division
TOTAL		None	3 minutes	

4. ISSUANCE OF JOB ORDER

Issued to any personnel that requests for a work order to comply scheduled activities.

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Needed Materials and Fittings		From CWD or any hardware store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request job order form from in-charge	1.5 Provide job order form	None	1 minute	<i>Motorpool Supervisor</i> Admin Division
2. Completely fill-up job order form and forward to Motorpool in-charge 2.1 Inspect, Accept and Sign completed Job Order	5.1 Indicate estimated time and estimated bill of materials for job order request	None	2 minutes	<i>Motorpool Supervisor & Assigned Motorpool Personnel</i> Admin Division
	5.2 Submit job order form to Division Head for approval	None	1 minute	<i>Motorpool in-charge</i> Admin Division
	5.3 Perform requested job order	None	1 hour and 30 minutes	<i>Assigned Motorpool Personnel</i> Admin Division
	5.4 After completion of job order, forward job order form to client for acceptance	None	3 minutes	<i>Motorpool in-charge</i> Admin Division
TOTAL		None	1 hour and 37 minutes	



CARCAR WATER DISTRICT

Internal Services

Finance Division



1. ITEM ACCOUNT SET-UP

This is to ensure the proper registration and appropriate charging of the item being set-up in the new integrated system.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Purchase requestor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FM-ADM-16 Request for Item-Set-Up		Documents and Records Controller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
START OF ITEM SET-UP				
1. Fill out the form with the items not yet registered in the new integrated system. Have it approved by the respective division head.		None	2 minutes	<i>Purchase Requestor/Division Manager</i> Division where the requestor is assigned
2. Submit to the Finance Division Personnel for further processing.	2. Upon receipt of the document, the Finance personnel shall register the item and determine the item category and its account name.	None	1 minute	<i>Assigned Personnel</i> Finance Division
TOTAL		None	3 minutes	
END OF ITEM SET-UP				



2. GRANTING OF PETTY CASH ADVANCES

An employee may request cash advances through petty cash forms used to cover small expenses amounting to less than 1,000.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FM-CSH-03 Petty Cash Voucher (Appendix 48)		Documents and Records Controller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RELEASE OF PETTY CASH				
1. Fill out the petty cash voucher form with the amount and reason for petty cash advances and have it approved by Division manager	-	None	2 minutes	<i>Division Manager</i> Division where the request comes from
2. Forward it to the cashier for release of the requested amount.	2.1 Release requested amount		1 minute	<i>Cashier</i> Finance Division
TOTAL		None	3 minutes	
END OF RELEASE OF PETTY CASH				



PETTY CASH LIQUIDATION				
1. Receive and check supporting documents upon liquidation from requestor and sign petty cash voucher.		None	3 minutes	Cashier Finance Division
TOTAL		None	3 minutes	



3. PAYROLL INQUIRY

Any employee/job order personnel Carcar Water District may inquire on the details of the computation of his or her salary for any given pay period.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees/Job Order Personnel of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None required		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Approach personnel in charge of payroll preparation	1.1 Ask for name and nature of concern	None	1 min	<i>Payroll-in-charge</i> Finance Division
1.2 Wait while payroll officer checks the records	1.2 Checks and verifies records	None	2 mins	<i>Payroll-in-charge</i> Finance Division
1.3 Agree/accept information/clarification/resolution	1.3 Give information/clarification/resolution to employee/JO Personnel	None	1min	<i>Payroll-in-charge</i> Finance Division
	2. Make the necessary adjustment/s if any	None	3 mins	<i>Payroll-in-charge</i> Finance Division
TOTAL		None	7 minutes	



4. REQUEST FOR CERTIFICATE OF NET TAKE-HOME PAY (NTHP)

Any regular or contractual employee of Carcar Water District may request for a Certificate of Net Take-home Pay for whatever legal purpose it may serve him or her.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular or contractual employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None required		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
First Visit:				
1.1 Approach personnel in charge of payroll preparation and state request for certification	1.1 Ask for name and purpose of certification	None	2 mins	<i>Payroll-in-charge</i> Finance Division
	1.2 Advice requestor as to the time to pick up document requested	None		<i>Payroll-in-charge</i> Finance Division
	1.3 Prepare Certificate of Net Take-Home Pay (NTHP) and have it signed by authorized signatory	None	10 mins	<i>Payroll-in-charge</i> Finance Division
TOTAL		None	12 mins	
END OF FIRST VISIT				



SECOND VISIT				
2.1 Approach personnel in charge of payroll preparation to pick up certification	2.1 Release certification to requestor	None	2 mins	<i>Payroll-in-charge</i> Finance Division
		None		
End of Second Visit		None	2 mins	

5. INQUIRY FOR THE PRICE OF MATERIALS

The Cashier or Warehouse personnel may inquire for the marked up price of materials and supplies either for sale or replacement of damaged installations.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All authorized employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Request and Issuance Slip (RIS) -Meter History Card (In case of damaged installations)		-Concerned Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Approach Finance Division personnel in charge of inventory records	1.1 Look up inventory records and fill up corresponding forms with the correct information	None	3 mins	Inventory Records Personnel Finance Division
1.2 Present requirements			or	
1.3 Cashier may just make inquiry thru phone or SMS message	1.2 Look up inventory records and relay correct information		2 mins	Inventory Records Personnel Finance Division
TOTAL		None	3 mins/2 mins	

6. REQUEST FOR GSIS LOAN CONFIRMATION

Any regular or contractual employee of Carcar Water District may apply for a loan with the GSIS subject to the confirmation of the Agency Authorized Officer/s (AAOs).

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified regular and contractual employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Loan filed over the counter or thru GWAPS Kiosk - Net Take-Home Pay of not less than Five Thousand Pesos (P5,000) per month		-GSIS Branch Office or GWAPS Kiosk -Finance Division - Payroll Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform AAO that a loan has been filed	1.1 Check GSIS loan confirmation website to determine amount of loan amortization	None	10 mins	Agency Authorized Officer Finance Division/HR Division
	1.2 Check Net Take-Home Pay of employee after amortization of loan applied for	None	3 mins	Payroll Officer Finance Division
	1.3 If qualified, confirm loan application	None	1 min	Agency Authorized Officer Finance Division/HR Division
	1.4 If not qualified, inform employee			



2. Wait for proceeds of loan to be posted to account	-	-	-	-
TOTAL		None	10 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				



CARCAR WATER DISTRICT

Internal Services

HR Division



1. ISSUANCE OF CERTIFICATION OF EMPLOYMENT (EMPLOYEES IN THE ACTIVE ROLL)

Certification duly signed by the General Manager is issued to employee/s (active roll) needing this document for recruitment, selection and placement (RSP) purpose, references, and as prerequisites for loans, welfare and benefit.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach HR Division Manager/any HR staff requesting for the Certificate of Employment	1. Prepare the Certificate of Employment	None	3 minutes	<i>Division Manager or any Staff HR Division</i>
	2. Forward to GM's office for signature	None	3 minutes	<i>General Manager or Alternate Office of the GM</i>
	3. Stamp the official seal once signed by the General Manager	None	3 minutes	<i>Assigned Staff HR Division</i>
	4. Inform client that the requested document is already available.	None	3 minutes	<i>Assigned Staff HR Division</i>
TOTAL		None	12 minutes	

2. ISSUANCE OF EMPLOYMENT SERVICE RECORDS (EMPLOYEES IN THE ACTIVE ROLL)

Employee Service Record duly signed by the General Manager is issued to employee/s (active roll) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and benefit as required by social insurance programs and other agencies like Government Service Insurance System (GSIS), PhilHealth, and PAG-IBIG Fund.

Office or Division:		Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Active Employees of Carcar Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach HR Division Manager/any HR staff requesting for the Service Record	2. Check the entries of Service Record in the soft copy	None	3 minutes	<i>Division Manager or any Staff HR Division</i>
	3. Update the date accomplished in the Service Record form and print	None	3 minutes	<i>Division Manager or any Staff HR Division</i>
	4. Forward to GM's office for signature	None	3 minutes	<i>General Manager or Alternate Office of the GM</i>
	5. Inform client that the requested document is already available.	None	3 minutes	<i>Division Manager or any Staff HR Division</i>
TOTAL		None	12minutes	

3. REQUEST FOR CERTIFIED TRUE COPY OF 201 DOCUMENTS

Employees may request for certified true copy of their 201 Documents, which include Appointment(s), Birth / Marriage Certificates, Notices and Other Documents on File. These will be certified true copy from 201 file by the General Manager.

Office or Division:		Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Active Employees of Carcar Water District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach HR Division Manager/any HR staff requesting for the Certified True Copy of 201 Documents	2. Check the requested 201 documents in their respective 201 folder	None,	2 minutes	Assigned Staff HR Division
	3. Once validated, print or photocopy the Document and stamp, "Certified True Copy from 201 file"	None	3 minutes	Assigned Staff HR Division
	4. Forward to GM's office for signature	None	3 minutes	General Manager or Alternate Office of the GM
	5. Inform client that the requested document is already available.	None	3 minutes	Assigned Staff HR Division
	TOTAL	None	11 minutes	

4. APPLICATION FOR LEAVE

Employees of the government whether permanent, temporary or casual, who render work during the prescribed office hours, shall be entitled to 15 day vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sunday, Public Holidays, without limitation as to the number of days of vacation and sick leave that may accumulate.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS Form 6 (Leave Application Form) Filed 5 days before for Vacation Leave/SLP/SPL Filed upon returning to work for Sick Leave		Human Resource Division		
Availability of Leave Credits		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application for Leave Form indicating the type of leave the employee wishes to avail, number of days applied and specified date	-	None	2 minutes	Assigned Staff HR Division
2. Forward to Division Manager for Recommending Approval	2.1 Sign leave application	None	2 minutes	Division Manager HR Division
3. Submit approved Leave application form to HR	3.1 Fill-up balance of leave credits	None	2 minutes	Assigned Staff HR Division
	3.2 Forward to HRMO for Certification of Leave Credits	None	2 minutes	HRMO HR Division
	3.3 Forward to General Manager for final approval	None	3 minutes	General Manager or Alternate Office of the GM
TOTAL		None	11minutes	

5. MONETIZATION OF LEAVE CREDITS

Employee who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days: Provided, that at least five (5) days is retained after monetization and provided further that a minimum of thirty (30) days may be monetized in a given year.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monetization Letter Request		Human Resource Division		
CSC Form 6		Human Resource Division		
Supporting Documents for 50% or more Leave Credits		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Monetization with supporting documents (if applicable) and CSC Form-6	1. Approve Letter Request	None	3 minutes	<i>General Manager or Alternate Office of the GM</i>
2. Forward Approved Letter Request and CSC Form-6 to HR Division	2.1 Fill-up Certification of Leave Credits and Compute benefits due	None	3 minutes	<i>Assigned Staff, Division Manager HR Division</i>
	2.2 Forward monetization summary to Finance Division for processing of payment	None	Not more than 1 working day	<i>Assigned Staff HR Division Division Manager Finance Division</i>
3. Receive proceeds of monetization benefit	3.1 Release approved check	None	1 minute	<i>Cashier Finance Division</i>
TOTAL		None	1 day and 7 minutes	

6. REQUEST FOR OVERTIME/COMPENSATORY TIME OFF

Overtime shall be filed in advance prior to the actual schedule. Employee shall indicate the Activity to be done and the allocated time for the intended overtime.

As a general rule, the remuneration for overtime services shall be through CTO.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime Request Form White colored form – overtime pay thru payroll Green colored form – for CTO		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
START OF OVERTIME AUTHORIZATION				
1. Fill-up Overtime Request Form	-	None	3 minutes	<i>Assigned Staff</i> HR Division
2. Forward to Division Manager for Approval	2.1 Approve Overtime Request Form	None	3 minutes	<i>Division Manager</i> Division where the employee is assigned
3. Forward to General Manager for Approval	3.1 Approve Overtime Request Form	None	3 minutes	<i>General Manager or Alternate</i> Office of the GM
END OF OVERTIME AUTHORIZATION				
TOTAL		None	9 minutes	

AFTER OVERTIME SCHEDULE				
4. Fill-up the Accomplishment portion of the Overtime Request Form	-	None	3 minutes	<i>Assigned Staff</i> HR Division
5. Forward to Division Manager for Approval	5.1 Approve Overtime Request Form in the Accomplishment portion	None	3 minutes	<i>Division Manager</i> Division where the employee is assigned
6. Forward to General Manager for Approval	6.1 Approve Overtime Request Form	None	3 minutes	<i>General Manager or Alternate</i> Office of the GM



	in the Accomplishmen t portion			
7. Forward to HR Division	7.1 Verify actual time in and out in the Biometric System	None	3 minutes	<i>Assigned Staff</i> HR Division
TOTAL		None	12 minutes	

LIST OF OFFICES

Office	Address	Contact Information
Main Office	San Vicente St., Poblacion I, Carcar City, Cebu	(032) 487-9141 (032) 487-8500 (032) 487-8525