



**CARCAR WATER DISTRICT**  
**CWD**

**CITIZEN'S CHARTER**



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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.



## LIST OF SERVICES

External Services .....	6
1. APPLICATION FOR NEW SERVICE CONNECTION.....	7
2. PAYMENT OF WATER BILLS .....	11
3. REQUEST FOR TRANSFER OF METER .....	12
4. REQUEST FOR REPLACEMENT OF DEFECTIVE METER STAND FITTINGS ..	15
5. REQUEST FOR CHANGE OF ACCOUNT NAME.....	17
6. REQUEST FOR TEMPORARY/PERMANENT DISCONNECTION .....	19
7. REQUEST FOR EXTENSION OF TEMPORARY DISCONNECTION .....	21
8. REQUEST FOR INSPECTION DUE TO ABNORMAL CONSUMPTION .....	23
9. REQUEST FOR CALIBRATION OF WATER METER.....	24
10. AVAILMENT OF SENIOR CITIZEN DISCOUNT PRIVILEGE .....	26
11. RECONNECTION OF DISCONNECTED ACCOUNTS.....	27
12. REOPENING OF DISCONNECTED ACCOUNTS .....	29
13. SALE OF PLUMBING MATERIALS AND FITTINGS .....	32
Internal Services - Commercial Division.....	33
1. REQUEST FOR BUCKET CALIBRATION OF WATER METER .....	34
2. REQUEST FOR REPLACEMENT OF WATER METER.....	35
3. REQUEST FOR REPAIR OF TAP STAND FITTINGS .....	36
Internal Services - Operations and Maintenance Division .....	37
1. REQUEST FOR REPAIR OF LEAK .....	38
2. REQUEST FOR TRANSFER OF TAPSTAND .....	39
3. REQUEST FOR REPAIR OF DEFECTIVE PUMP/CHLORINATOR.....	40
4. REQUEST FOR INSTALLATION OF TAPSTAND .....	41
Internal Services - Administrative Division .....	42
1. ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION .....	43
2. ISSUANCE OF INSPECTION AND ACCEPTANCE REPORT (IAR).....	44
3. ISSUANCE OF FUEL SLIPS.....	45
4. ISSUANCE OF JOB ORDER .....	46
Internal Services - Finance Division .....	47



1. ITEM ACCOUNT SET-UP .....	48
2. GRANTING OF PETTY CASH ADVANCES.....	49
3. PAYROLL INQUIRY .....	51
4. REQUEST FOR CERTIFICATE OF NET TAKE-HOME PAY (NTHP) .....	52
5. INQUIRY FOR THE PRICE OF MATERIALS .....	54
6. REQUEST FOR GSIS LOAN CONFIRMATION .....	55
Internal Services - HR Division .....	56
1. ISSUANCE OF CERTIFICATION OF EMPLOYMENT (EMPLOYEES IN THE ACTIVE ROLL) .....	57
2. ISSUANCE OF EMPLOYMENT SERVICE RECORDS (EMPLOYEES IN THE ACTIVE ROLL) .....	58
4. REQUEST FOR CERTIFIED TRUE COPY OF 201 DOCUMENTS .....	59
5. APPLICATION FOR LEAVE.....	60
6. MONETIZATION OF LEAVE CREDITS .....	62
7. REQUEST FOR OVERTIME/COMPENSATORY TIME OFF .....	63
FEEDBACKS AND COMPLAINTS MECHANISM .....	65
LIST OF OFFICES.....	67



# **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.

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Property owners in Carcar City Lessee and the lessor Government Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>If applicant is an individual:</b>		
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 (Photo and signature of the applicant must appear on the document)		Office of the Barangay
1x1 ID Picture of the Applicant (2 pcs)		
Proof of ownership/ Land Title/ Tax Declaration (if needed)		Property Owner/ Assessor's Office
Right of way consent (if needed)/ Barangay undertaking (if needed)		Property Owner/Barangay
Endorsement Letter from subdivision (if applicable)		Subdivision
<b>Additional Requirements if thru representative:</b>		
- Special Power of Attorney or Authorization Letter		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
<b>If applicant is a corporation:</b>		
- Notarized Secretary's Certificate/Board Resolution		Company being represented
- Any one (1) valid proof of Identity of the authorizing person and its representative		Issuing government agency/ NBI/ PNP/ Office of the Barangay





(any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)				
<b>If applicant is a government agency:</b>				
- 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 and its representative (any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance or Certificate of Residency)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
<b>Additional requirement for contractors:</b>				
- Transient Fee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>REQUEST FOR APPOINTMENT</b>				
1. Proceed to Public Assistance and Complaints Desk and request for an appointment  ▪ Requests for appointment can also be done thru phone by calling the PACD Officer at (032) 487 9141 or 0915 257 3166	1. Informs applicant of the requirements for new installation and the available schedule	None	4 Minutes	<i>Division Manager Operation and Maintenance Division</i>
2. Coordinate/Agree on the schedule	2. Set the appointment for application	None	1 minute	<i>Division Manager Operation and Maintenance Division</i>
3. If appointment is on the same day, proceed to waiting area and wait for the schedule. If appointment is set for another date, return to the CWD Office on the date	3. If appointment is on the same day, inform applicant to proceed to waiting area and wait for the schedule. If appointment is set for another date, inform applicant to			<i>Division Manager Operation and Maintenance Division</i>



and time of appointment	return on the date and time of appointment			
<b>TOTAL</b>		None	5 minutes	
<b>END OF REQUEST FOR APPOINTMENT</b>				

<b>APPLICATION AND ORIENTATION</b>				
4. Request for New Service Application (NSCA) Form and accomplishes the same. (The form can also be downloaded from the CWD website at carcarwaterdistrict.gov.ph)	4. Issues NSCA Form to the applicant	None		<i>Division Manager Commercial Division</i>
5. Submit the filled out NSCA Form, present the requirements and provide necessary details.	5.1 Receives the application and checks the requirements 5.2 Endorses applicant to the cashier for payment	None	6 Minutes	<i>Division Manager Commercial Division</i>
6. Proceed to Cashier, present the NSCA Form and pay the inspection fee	6. Receives the NSCA Form and payment then issues an official receipt	P300.00	2 minutes	<i>Division Manager Finance Division</i>
7. Attend orientation of CWD utility rules and regulations as scheduled	7. Conduct Orientation	None	30 minutes	<i>Division Manager Commercial Division</i>
<b>TOTAL</b>		P300.00	38 minutes	
<b>END OF APPLICATION AND ORIENTATION</b>				

<b>INSPECTION</b>				
8. Coordinate for inspection	8. Conduct site inspection and	None	15 minutes	<i>Team Leader Commercial Division</i>



	provide bill of materials			
9. After the materials are purchased, return to CWD office and inform the CSR that the materials are complied with and set/agree on the schedule for installation (Must present proof of purchase and/or availability of materials and fittings)	9.1 Verify completeness of required materials and fittings 9.2 Retrieve application form from file 9.3 Agree with customer on schedule of installation	None	5 minutes	<i>Division Manager</i> Commercial Division
10. Proceed to cashier and pay application fee and transient fee if applicable	10. Receives the NSCA Form and payment then issues an official receipt	P3,200.00 Application Fee P5,000.00 Transient fee	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		P3,200.00 / P8,200.00	22 minutes	
<b>END OF INSPECTION</b>				

<b>INSTALLATION</b>				
11. Coordinate for installation	11. Install new service connection	None	30 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		None	30 minutes	
<b>END OF INSTALLATION</b>				



## 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 15<sup>th</sup> day following the billing 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.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number from queuing machine	1. Provide priority number thru queuing machine	None	.5 minute	Concessionaire
2. Wait for number to be called	1. Calls the priority number	None	5 minutes	<i>Division Manager</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>Division Manager</i> Finance Division
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
FILING OF REQUEST AND FIRST OFFICE VISIT				



<p>1.1 Proceed to Public Assistance and Complaints Desk for assistance</p> <p>1.2 Present requirements and secure JO form</p>	<p>1.1 Ask for account details and customer's concerns</p> <p>1.2 Checks requirements</p> <p>1.3 Prepare Job Order for Inspection</p> <p>1.4 Agree with customer on schedule of inspection</p> <p>1.5 Advises customer to pay transfer fee</p>	<p>None</p> <p>None</p>	<p>13 minutes</p> <p>2 minutes</p>	<p><i>Division Manager</i> Operation and Maintenance Division</p>
<p>2. Present JO form to cashier and pay transfer fee</p>	<p>2.1 Receive payment and issue Official Receipt</p> <p>2.2 Forward JO form to Commercial Division</p>	<p>P 300.00</p> <p>(Nonrefundable Service Fee of 150.00)</p>	<p>2 minutes</p>	<p><i>Division Manager</i> Finance Division</p>
<b>TOTAL</b>		<p>P 300.00</p>	<p>17 minutes</p>	
<p><b>END OF FILING OF REQUEST AND FIRST OFFICE VISIT</b></p>				

<p><b>SITE INSPECTION AND SECOND OFFICE VISIT</b></p>				
<p>1. Coordinate for inspection</p>	<p>1.1 Perform inspection at the new location</p> <p>1.2 Provides bill of materials, if needed</p> <p>1.3 Advises customer to prepare their service line and visit/inform the office when the new service line</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Team Leader</i> Commercial Division</p>



	is ready for tapping			
2. Return to CWD office and inform customer service representative that the new service line is ready for tapping	2.1 Prepares JO for transfer of meter 2.2 Agree with customer on schedule of transfer 2.3 Forwards JO Form to Commercial Division	None	2 minutes	<i>Division Manager</i> Operation and Maintenance Division
<b>TOTAL</b>		None	17 minutes	
<b>END OF SITE INSPECTION AND SECOND OFFICE VISIT</b>				

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



## 4. REQUEST FOR REPLACEMENT OF DEFECTIVE METER STAND FITTINGS

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

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Needed Materials and Fittings		From CWD or any hardware store		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Proceed to Public Assistance and Complaints Desk for assistance 1.2 Secure JO form after fitting for replacement have been presented	1.1 Ask for account details and customer's concerns 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  None	8 minutes  2 minutes	<i>Division Manager</i> Operation 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	P350.00 (with 1 fitting and teflon) / P 200.00 (service charge only)	2 minutes	<i>Division Manager</i> Finance Division





3. Coordinate for replacement	3. Perform replacement of defective fittings	None	10 minutes  (Replacement shall take place within the day if request is made before 4:00 pm, if beyond 4:00 pm, replacement is on the next working day)	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		P200.00/ P350.00	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.

<b>Office or Division:</b>	Commercial Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	All concessionaires of Carcar Water District	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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 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 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 1.2 Present/Submit requirements	1.1 Ask for account details and customer's concerns 1.2 Check requirements 1.3 Prepare JO for change name 1.4 Forward JO to Commercial Division	None  None	5 minutes  5 minutes	<i>Division Manager</i> Operation and Maintenance Division
	2. Change Name	None	2 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Division Manager Operation and Maintenance Division</i>
1.2 Present requirements	1.2 Checks requirements	None	2 minutes	
	1.3 Prepare Job Order for Disconnection		3 minutes	
	1.4 Agree with customer on schedule of disconnection			
	1.5 Give JO form to customer			
2. Present JO form to cashier and pay service fee	2.1 Receive payment and issue Official Receipt	P150.00	2 minutes	<i>Division Manager Finance Division</i>
	2.2 Forward JO form to Commercial Division			
<b>TOTAL</b>		150.00	12 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

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



## 7. REQUEST FOR EXTENSION OF TEMPORARY DISCONNECTION

A concessionaire may request for the extension of the temporary disconnection of his service line if he has no intention to use the same for a certain period of time. Only a maximum of 3 extensions can be availed.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FILING OF REQUEST AND OFFICE VISIT</b>				
1.1 Proceed to Public Assistance and	1.1 Checks requirements	None	5 minutes	



Complaints Desk for assistance 1.2 Present requirements	1.2 Prepare Job Order for Disconnection 1.3 Give JO form to customer	None	2 minutes  3 minutes	<i>Division Manager</i> Operation 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	P300.00	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		P300.00	12 minutes	
<b>END OF FILING OF REQUEST AND OFFICE VISIT</b>				



## 8. 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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FILING OF REQUEST AND OFFICE VISIT</b>				
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	<i>Division Manager</i> Operation and Maintenance Division
<b>TOTAL</b>		None	10 minutes	
<b>END OF FILING OF REQUEST AND OFFICE VISIT</b>				

<b>SITE INSPECTION</b>				
2. Coordinate for Inspection	2. Perform Inspection	None	10 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		None	10 minutes	
<b>END OF SITE INSPECTION</b>				





## 9. 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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>Division Manager</i> Operation and Maintenance Division
2. Present JO form to cashier and pay transfer fee	2.1 Receive payment and issue Official Receipt 2.2 Advise customer to return to PACD	P100.00	2 minutes	<i>Division Manager</i> Finance Division
3. Return to PACD and present receipt	2.3 Checks OR 2.4 Forward JO to Commercial Division	None	2 minutes	<i>Division Manager</i> Operation 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>Team Leader</i> Commercial Division
5. Witness calibration	5. Perform Calibration	None	1 hour	<i>Division Manager</i>



				Operations and Maintenance Division
6. Proceed to Commercial Division	6.1 Inform concessionaire of calibration results 6.2 If water meter fails calibration, water meter will be replaced and customer is advised to return to cashier for a refund.	None	10 minutes	<i>Division Manager</i> Commercial Division
7. Coordinate for reconnection	7. Reconnect water meter	None	10 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		P 0 / P100.00	1 hour, 44 minutes	



## 10. 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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Registered Senior Citizen Concessionaires of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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”				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>Division Manager</i> Operation and Maintenance Division
	2. Update customer account	None	5 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		None	15 inutes s	



## 11. RECONNECTION OF DISCONNECTED ACCOUNTS

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

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District whose account has been inactive for six (6) months or less			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to teller and pay outstanding balance and reconnection fee (refer to payment of water bills for	1.1 Accepts Payment and Issues Official Receipt 1.2 Advises customer to proceed to	Outstanding balance on water bill and;  Reconnection Fee:	7.5 minutes	<i>Division Manager</i> Finance Division



the steps and requirements)	PACD for the preparation of JO	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>Division Manager</i> Operation and Maintenance Division
3. Coordinate for reconnection	3. Perform reconnection	None	10 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		Outstanding Water Bill + P100 / 300 / 500	22.5 minutes	



## 12. 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.

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All concessionaires of Carcar Water District whose account has been inactive for more than six (6) months			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FILING OF REQUEST AND FIRST OFFICE VISIT</b>				
1. Proceed to teller and pay outstanding balance and reconnection fee	1.1 Accepts Payment and Issues Official Receipt 1.2 Advises customer to	Outstanding balance on water bill and;	7.5 minutes	



(refer to payment of water bills for the steps and requirements)	proceed to PACD for the preparation of JO	Reconnecti on Fee: P1,000.00 – 6 months and above  2,000 – year 2000 and below		<i>Division Manager</i> Finance Division
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	<i>Division Manager</i> Operation and Maintenance Division
<b>TOTAL</b>		Outstanding Water Bill + P1000 / 2000	12.5 minutes	
<b>END OF FILING OF REQUEST AND FIRST OFFICE VISIT</b>				

<b>SITE INSPECTION/RECONNECTION</b>				
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 service line is ready for reconnection	None	10 minutes	<i>Team Leader</i> Commercial Division



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>Division Manager</i> Operation and Maintenance Division
3. Coordinate for reopening	3. Perform reopening	None	10 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		None	10 / 22 minutes	
<b>END OF SITE INSPECTION/RECONNECTION</b>				





### 13. SALE OF PLUMBING MATERIALS AND FITTINGS

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

<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Bill of Materials (if needed)			Private Plumber/ CWD Inspection and Installation Team	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Division Manager</i> 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	<i>Division Manager</i> Finance Division
	3.1 Prepare a request for the paid materials/fittings 3.2 Forward request to warehouse	None	2 minutes	<i>Division Manager</i> Commercial Division
4. Receive and check official receipt and materials purchased	4.1 Release materials/fittings to customer	None	5 minutes	<i>Division Manager</i> Administrative Division
<b>TOTAL</b>		None	12 minutes	



# **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.

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



## 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).

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



### 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.

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



# **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.

<b>Office or Division:</b>	Operations and Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PACD Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job order form		PACD		
Repair checklist		Operations and Maintenance Division (O and M)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive & record report of leak	-	None	5mins	<i>OIC Division Manager</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
<b>TOTAL</b>		<b>None</b>	<b>1hr &amp; 15mins/ 3hrs &amp; 15mins</b>	



## 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.

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





### 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.

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



#### 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.

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



# **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.

<b>Office or Division:</b>	Administrative Services Division (Warehouse)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Requisitioning Divisions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Processing of Request: 1. Duly signed and approved Requisition Issue Slip (RIS) (1 original copy and 1 duplicate copy)		Respective divisions (System Generated)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Storekeeper</i> Admin Division
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	



## 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.

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



### 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.

<b>Office or Division:</b>	Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Requisitioning Divisions			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request and fill up fuel slip form	-	None	1 minute	<i>Division Manager</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>Division Manager</i> Admin Division
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	



#### 4. ISSUANCE OF JOB ORDER

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

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



# **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.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Purchase requestor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FM-ADM-16 Request for Item-Set-Up		Documents and Records Controller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>OIC 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>OIC Division Manager</i> Finance Division
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	
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.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FM-CSH-03 Petty Cash Voucher (Appendix 48)		Documents and Records Controller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RELEASE OF PETTY CASH</b>				
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>OIC Division Manager</i> Finance Division
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	
<b>END OF RELEASE OF PETTY CASH</b>				



PETTY CASH LIQUIDATION				
1. Receive and check supporting documents upon liquidation from requestor and sign petty cash voucher.		None	3 minutes	<i>OIC Division Manager Finance Division</i>
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	



### 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.

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



#### 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.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular or contractual employees of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None required		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		<b>None</b>	<b>12 mins</b>	
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		<b>None</b>	<b>2 mins</b>	



## 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.

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



## 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).

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All qualified regular and contractual employees of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Loan filed over the counter or thru GWAPS Kiosk</li> <li>- Net Take-Home Pay of not less than Five Thousand Pesos (P5,000) per month</li> </ul>		<ul style="list-style-type: none"> <li>-GSIS Branch Office or GWAPS Kiosk</li> <li>-Finance Division - Payroll Officer</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>OIC Division Manager</i> Finance Division/HR Division
	1.2 Check Net Take-Home Pay of employee after amortization of loan applied for	None	3 mins	<i>OIC Division Manager</i> Finance Division
	1.3 If qualified, confirm loan application	None	1 min	<i>OIC Division Manager</i> Finance Division/HR Division
	1.4 If not qualified, inform employee			
2. Wait for proceeds of loan to be posted to account	-	-	-	-
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	





# **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.

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



## 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.

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



#### 4. 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.

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



## 5. 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.

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Division Manager</i> HR Division
2. Forward to Division Manager for Recommending Approval	2.1 Sign leave application	None	2 minutes	<i>Division Manager</i> HR Division
3. Submit approved Leave application form to HR	3.1 Fill-up balance of leave credits	None	2 minutes	<i>Division Manager</i> HR Division
	3.2 Forward to HRMO for Certification of Leave Credits	None	2 minutes	<i>HRMO</i> HR Division
	3.3 Forward to General Manager for final approval	None	3 minutes	<i>General Manager</i> Office of the GM



	<b>TOTAL</b>	<b>None</b>	<b>11minutes</b>	
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## 6. MONETIZATION OF LEAVE CREDITS

Employee who has 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.

<b>Office or Division:</b>	Human Resource Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Monetization Letter Request			Human Resource Division	
CSC Form 6			Human Resource Division	
Supporting Documents for 50% or more Leave Credits			Employee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Submit Letter Request for Monetization with supporting documents (if applicable) and CSC Form-6	1. Approve Letter Request	None	3 minutes	<i>General Manager</i> Office of the GM
6. Forward Approved Letter Request and CSC Form-6 to HR Division	6.1 Fill-up Certification of Leave Credits and Compute benefits due	None	3 minutes	<i>Division Manager</i> HR Division
	6.2 Forward monetization summary to Finance Division for processing of payment	None	Not more than 1 working day	<i>Division Manager</i> HR Division  <i>Division Manager</i> Finance Division
7. Receive proceeds of monetization benefit	3.1 Release approved check	None	1 minute	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		<b>None</b>	<b>1 day and 7 minutes</b>	



## 7. 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.

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

<b>AFTER OVERTIME SCHEDULE</b>				
4. Fill-up the Accomplishment portion of the Overtime Request Form	-	None	3 minutes	<i>Division Manager</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 in the Accomplishment portion	None	3 minutes	<i>General Manager</i> Office of the GM
7. Forward to HR Division	7.1 Verify actual time in and out in the Biometric System	None	3 minutes	<i>Division Manager</i> HR Division
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



## FEEDBACKS AND COMPLAINTS MECHANISM

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:

<p>How to send a feedback?</p>	<ol style="list-style-type: none"> <li>1. Get a copy of the Customer Feedback Form (FM-CUS-12).</li> <li>2. Answer the Customer Feedback Form.</li> <li>3. Check the Feedback and/or Commendation portion of the CF Form.</li> <li>4. Drop it in the designated drop box located in the CWD Lobby near the main entrance.</li> </ol>
<p>How feedback is processed?</p>	<p>Every Friday, the Records Officer shall open the drop box, and compile and record all feedback submitted.</p> <p>Feedback requiring answers shall be forwarded to the relevant offices and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern office 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>
<p>How to file complaints?</p>	<ol style="list-style-type: none"> <li>1. Get a copy of the Customer Feedback Form (FM-CUS-12).</li> <li>2. Answer the CF Form.</li> <li>3. Check the Complaint portion of the CF Form.</li> <li>4. Drop the CF Form at the designated drop box located in the CWD lobby near the main entrance.</li> <li>5. Complaints can also be filed via telephone. Make sure to provide the following information: <ol style="list-style-type: none"> <li>a. Identification of field/office personnel being complained</li> <li>b. Incident</li> <li>c. Evidence</li> </ol> </li> </ol>
<p>How complaints are processed?</p>	<p>The Records Officer shall open the complaints drop box on a weekly basis (every Friday) and evaluate each complaint. Upon evaluation, the records officer shall forward the complaint to the relevant office for their appropriate action.</p>



<p>Contact Information of Anti-Red Tape Authority (ARTA)</p>	<p>4th &amp; 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, Philippines 1128          ARTAwag Center          • For Globe/TM: <u>0916-266-3138</u>          • For Smart/TNT/Sun: <u>0928-690-4080</u>          Email: <u>complaints@arta.gov.ph</u>          Web: <u>https://arta.gov.ph/fileacomplaint/</u></p>
<p>Contact Information of Presidential Complaint Center (PCC)</p>	<p>Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila          Hotline:8888          Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621          Email: <u>pcc@malacanang.gov.ph</u>          Web: <u>https://op-proper.gov.ph/presidential-action-center/</u></p>
<p>Contact Information of Contact Center ng Bayan (CCB)</p>	<p>Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines)          Email: <u>email@contactcenterngbayan.gov.ph</u>          Web: <u>https://contactcenterngbayan.gov.ph/contact-us</u></p>
<p>Contact Center of the Office of the Ombudsman (OMB)</p>	<p>Ombudsman Building, Agham Road, North Triangle, Diliman, Quezon City          Contact No.: (+632) 8479-7300, (+632) 5317-8300          Text Hotline: 0926 6994 703          Lifestyle Check: (02) 927-4102, 927-2404          Trunkline: (02) 479-7300          Email: <u>pab@ombudsman.gov.ph</u></p>



## LIST OF OFFICES

Office	Address	Contact Information
Main Office	San Vicente St., Poblacion I, Carcar City, Cebu	(032) 520 - 4949