



**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.



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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.

<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 including business establishments and government offices within the service area of CWD
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
New Service Connection Application (NSCA) Form	CWD Customer Accounts/ CWD website
<b>If the applicant is an individual:</b>	
- One valid proof of identity of the applicant	-
o Any government-issued ID	Issuing government agency
o NBI/PNP Clearance	NBI/ PNP Station
o 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)	-
<b>If the applicant is a business/corporation/cooperative:</b>	
- 1 photocopy of business registration	DTI/ SEC/ CDA etc.
- Notarized Secretary's Certificate/Board Resolution	-
- One valid proof of identity of the signatory	Issuing government agency/ NBI/ PNP/ Office of the Barangay
<b>If the applicant is a government agency:</b>	
- Authorization from the Head of the Agency or the like	-
- One valid proof of identity of the signatory	Issuing government agency/ NBI/ PNP/ Office of the Barangay
Proof of ownership such as but not limited to Land Title/ Tax Declaration/ Endorsement Letter from subdivisions/ Deed of Sale	Property Owner/ Assessor's Office / Subdivision Developers
Right of way consent / Barangay undertaking	Property Owner/Barangay
<b>Additional Requirements if thru representative:</b>	
- Special Power of Attorney or Authorization Letter with data privacy consent statement	Requesting party/notary public/private lawyer/ CWD Website
- Any one valid proof of Identity of the representative	Issuing government agency/ NBI/ PNP/ Office of the Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>APPLICATION AND ORIENTATION (1<sup>ST</sup> OFFICE VISIT)</b>				
1.1 Proceed to Customer Accounts and present duly accomplished NSCA Form and other requirements 1.2 Coordinate/Agree on the schedule for orientation of CWD Rules and Regulations	1.1 Receive and check requirements 1.2 Set schedule for orientation	None	5 minutes	<i>Division Manager Commercial Division</i>
3. Attend orientation on date and time agreed	2. Conduct orientation	None	45 minutes	<i>Division Manager Commercial Division</i>
3. Proceed to cashier for payment of inspection fee (non-refundable)	3. Receive payment and issue an official receipt	P 300	2 minutes	<i>Division Manager Finance Division</i>
<b>TOTAL</b>		P 300	52 minutes	
<b>END OF APPLICATION AND ORIENTATION</b>				

<b>SITE INSPECTION</b>				
4. Coordinate for inspection	4. Conduct site inspection and provide bill of materials	None	15 minutes	<i>Team Leader Commercial Division</i>
<b>TOTAL</b>		None	15 minutes	
<b>END OF SITE INSPECTION</b>				

<b>SECOND OFFICE VISIT</b>				
5.1 Proceed to customer accounts and present proof of availability of materials needed for installation (Sales Invoices, Official Receipts etc.) 5.2 Set/agree on the schedule for installation	5.1 Retrieve application form from file and verify completeness of required materials and fittings 5.2 Set/Agree with customer on the schedule of installation	None	5 minutes	<i>Division Manager Commercial Division</i>



6. Proceed to the cashier and pay the application fee (For transient connections, a transient fee must be made)	10. Receives payment and issues an official receipt	P 3,700 + P5,000 Transient fee	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		P3,700 / P8,700 for transient connections	7 minutes	
END OF SECOND OFFICE VISIT				

<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	
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 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.

<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 or statement of account			KIOSK, Public Assistance and Complaints Desk Officer or Customer Service Officer	
<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 teller's booth 1.2 Present requirements 1.3 Pay total dues	1.1 Access records 1.2 Accepts payment 1.3 Encodes payment details 1.4 Issues Official Receipt 1.5 Gives change	None	2 minutes per account paid	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		None	<b>2 minutes</b>	



### 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>		
Transfer of Meter Request (TMR) Form		CWD Customer Accounts		
<b>For Individual Accounts:</b>				
- One valid proof of identity of the applicant		-		
o Any government-issued ID		Issuing government agency		
o NBI/PNP Clearance		NBI/ PNP Station		
o Barangay Clearance or Certificate of Residency (Photo and signature of the applicant must appear on the document)		Office of the Barangay		
<b>For corporate/business accounts:</b>				
- Notarized Secretary's Certificate/Board Resolution		-		
- One valid proof of identity of the signatory		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
<b>For government accounts:</b>				
- Authorization from the Head of the Agency or the like		-		
- One valid proof of identity of the signatory		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
<b>Additional Requirements if thru representative:</b>				
- Special Power of Attorney or Authorization Letter with data privacy consent statement		Requesting party/notary public/private lawyer/ CWD Website		
- Any one valid proof of Identity of the representative		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Proof of ownership such as but not limited to Land Title/ Tax Declaration/ Endorsement Letter from subdivisions/ Deed of Sale		Property Owner/ Assessor's Office / Subdivision Developers		
Right of way consent / Barangay undertaking		Property Owner/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>				
1.1 Proceed to Customer Accounts and present	1.1 Receive and check requirements			<i>Division Manager</i>



duly accomplished TMR Form and other requirements 1.2 Coordinate/Agree on the schedule of inspection	1.2 Agree with the customer on the schedule of the inspection	None	15 minutes	Commercial Division
2. Proceed to the cashier for payment of the transfer fee (with a non-refundable service fee of P300)	2. Receive payment and issue an Official Receipt	P 500	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		P 500	12 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION				
1. Coordinate for inspection	3. Inspect the transfer site and provide a bill of materials	None	15 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		None	15 minutes	
END OF SITE INSPECTION				

SECOND OFFICE VISIT				
2.1 Proceed to customer accounts and present proof of availability of materials needed for transfer (Sales Invoices, Official Receipts etc.) 2.2 Set/agree on the schedule for transfer	4.1 Retrieve request form from file and verify completeness of required materials and fittings 4.2 Set/Agree with customer on schedule of transfer	None	2 minutes	<i>Division Manager</i> Operation and Maintenance Division
<b>TOTAL</b>		None	2 minutes	
END OF SECOND OFFICE VISIT				

TRANSFER OF METER				
5. Coordinate for Transfer	3. 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	
END OF TRANSFER OF METER				



#### 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>
<b>FILING OF REQUEST</b>				
1. Proceed to the Public Assistance and Complaints Desk for assistance	1.1 Receive and check requirements 1.2 Prepare JO Request	None	5 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	P 200 (base fee) + P50 per fitting	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		P 200 + P50 per fitting	7 minutes	
<b>END OF FILING OF REQUEST AND OFFICE VISIT</b>				

<b>REPLACEMENT OF FITTINGS</b>				
3. Coordinate for replacement (Requests made after 4:00 pm may be scheduled on the next working day)	3. Perform replacement of defective fittings	None	10 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		None	10 minutes	
<b>END OF REPLACEMENT OF FITTINGS</b>				



## 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>	Property owners including business establishments and government offices with existing water service connections	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
If the account is voluntarily waived by the registered owner:		
- Waiver of Rights and Interests over Water Service Connection if both grantor and grantee are present upon making the request or		CWD PACD/ Customer Accounts
- Notarized Affidavit of Waiver of Rights over Water Service Connection if only the grantee is present		Registered Account Owner
- One Valid Proof of Identity of the grantee and the grantor		-
o Any government-issued ID		Issuing government agency
o NBI/ PNP Clearance		NBI/ PNP Station
o Barangay Clearance or Certificate of Residency (Photo and signature of the applicant must appear on the document)		Office of the Barangay
If the service connection was acquired through sale:		
- One Photocopy of the Deed of Sale (Must include transfer of utilities)		
- One valid proof of Identity of the owner/buyer		Issuing government agency/ NBI/ PNP/ Office of the Barangay
If the registered account owner is deceased:		
- One Photocopy of the Death Certificate		Philippine Statistics Authority/Local Register
- One Photocopy of a Proof of filiation (e.g. birth certificate)		Philippine Statistics Authority/Local Register
- Waiver of Rights from Heirs		Heirs of the deceased
Additional Requirements if thru representative:		
- Special Power of Attorney or Authorization Letter if thru representative		- Requesting party/notary public
- One valid proof of Identity of the representative		Issuing government agency/ NBI/ PNP/ Office of the Barangay
If the requestor is a business establishment or government agency:		
- Photocopy of Business Registration		DTI/ SEC/ CDA etc



- Notarized Secretary's Certificate/Board Resolution/ Authorization from the Manager or Head of Agency and the like		Company or Agency being represented		
- One (1) valid proof of Identity of the authorizing person		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts and submit requirements	1.1 Receive and check requirements 1.2 Prepare JO for change name	None	10 minutes	<i>Division Manager Commercial Division</i>
2. Proceed to the cashier, present JO, and pay the service fee	2. Receive payment and issue an Official Receipt	P100	2 minutes	<i>Division Manager Commercial Division</i>
3. Return to Customer Accounts and present JO and OR	3. Check presented documents and process request for change name	None	2 minutes	<i>Division Manager Commercial Division</i>
<b>TOTAL</b>		P100	14 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>	Concessionaires with an active account having no outstanding water bills			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Temporary Disconnection Form		CWD PACD/ Customer Accounts		
One (1) Valid Proof of Identity of the registered account owner				
- Any government-issued ID		Issuing government agency		
- NBI/PNP Clearance		NBI/PNP Station		
- Barangay Clearance or Certificate of Residency (Photo and signature of the applicant must appear on the document)		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		
- One valid proof of Identity of the representative		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
If the registered account owner is a business establishment 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		
- One valid proof of Identity of the authorizing person		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 Customer and present requirements	1.1 Receive and checks requirements 1.2 Prepare Job Order for Temporary Disconnection 1.3 Agree with customer on	None	10 minutes	Division Manager Commercial Division



	schedule of disconnection 1.4 Give JO form to customer			
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	P150	2 minutes	<i>Division Manager Finance Division</i>
<b>TOTAL</b>		P150	12 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

<b>TEMPORARY DISCONNECTION</b>				
3. 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. 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>	Concessionaires of Carcar Water District with existing temporarily disconnected accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Valid Proof of Identity of the requestor				
- Any government-issued ID		Issuing government agency		
- NBI/PNP Clearance		NBI/PNP Station		
- Barangay Clearance or Certificate of Residency (Photo and signature of the applicant must appear on the document)		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 Customer Accounts and present requirements	1.1 Receive and check requirements 1.2 Prepare Job Order Form 1.3 Give JO form to customer	None	5 minutes	<i>Division Manager Commercial Division</i>
2. Present JO form to cashier and pay the service fee	2.1 Receive payment and issue Official Receipt 2.2 Forward JO form to Commercial Division	P300	2 minutes	<i>Division Manager Finance Division</i>
	3. Update Customer Records	None	2 minutes	<i>Division Manager Commercial Division</i>
<b>TOTAL</b>		P300	9 minutes	



## 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 Operation and Maintenance Division</i>
<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 Commercial Division</i>
<b>TOTAL</b>		None	10 minutes	
<b>END OF SITE INSPECTION</b>				



## 9. REQUEST FOR CALIBRATION OF WATER METER

This procedure covers the calibration services of water meters ½” in diameter including water meters from other water service providers.

<b>Office or Division:</b>	Operation and Maintenance 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>		
Water Meter for Non CWD Concessionaires		Customer		
Registered Account for CWD Concessionaires		-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance and Complaints Desk to log request	1.1 Receive request and prepare JO for Calibration	None	5 minutes	<i>Division Manager</i> O&M Division
2. Present JO form to cashier and pay calibration fee	2.1 Receive payment and issue Official Receipt	P300	2 minutes	<i>Division Manager</i> Finance Division
3. Return to PACD and present OR and JO	3.1 Check OR 3.2 Forward JO to Concerned Division	None	2 minutes	<i>Division Manager</i> O&M Division
	4. Pull out CWD concessionaire meter		30 minutes	
5. Proceed to calibration area and witness calibration of water meter	5.1 Perform Calibration 5.2 Notify requestor of calibration result 5.3 For CWD Concessionaire Meter, forward meter and results to Customer Accounts Personnel	None	1 hour and 30 minutes	<i>Division Manager</i> O&M Division
	6. Concessionaire Meter that passed calibration shall be reconnected while failed meters shall be replaced	None	30 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		P300	2 hours, 39 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>	Senior citizens whose household water service connection is registered under their name for a period of at least 1 year. The senior citizen must also be residing in the said household.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form – Individual Application for senior citizen discount availment		CWD PACD/ Customer Accounts		
Any one (1) valid proof of Identity of the registered account owner (e.g any government issued ID/ NBI clearance/ PNP clearance/ Barangay Clearance)		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
Proof of Residence such as Certificate of Residency (if ID address does not match account address)		Barangay Hall		
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” such as a photo of the senior citizen holding a recent newspaper (date of the newspaper must be visible in the photo)		Requestor		
<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 and present requirements	1.1 Receive and check requirements 1.2 Forward Form to Commercial Division	None	5 minutes	<i>Division Manager</i> O&M Division
	2. Update customer account	None	2 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		None	15 minutes	



## 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 CWD whose account has been inactive for <u>three</u> (3) months or less with no outstanding water bills			
<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>OFFICE VISIT AND FILING OF REQUEST</b>				
1. Proceed to teller and pay water bill on arrears and reconnection fee	1.1 Accepts Payment and Issues Official Receipt 1.2 Advises customer to proceed to PACD for the preparation of JO	P200 – inactive for 1 month or less  P300– Inactive for more than 1 to 3 months	<u>2</u> minutes	<i>Division Manager Finance Division</i>
2.1 Proceed to PACD and present receipt for reconnection	2.1 Checks OR 2.2 Prepare JO for reconnection 2.3 Forward JO to Customer Accounts (Requests for reconnection made the same day as disconnection will be prioritized)	None	5 minutes	<i>Division Manager O &amp; M Division</i>
<b>TOTAL</b>		P200 / 300	7 minutes	
<b>END OF OFFICE VISIT AND FILING OF REQUEST</b>				
<b>RECONNECTION</b>				



3. Coordinate for reconnection	3. Perform reconnection	None	10 minutes	<i>Team Leader Commercial Division</i>
<b>TOTAL</b>		None	10 minutes	
<b>END OF RECONNECTION</b>				



## 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 CWD whose account have been inactive for more than <b>three</b> (3) months with no outstanding water bills and temporarily disconnected accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) valid proof of Identity of the registered account owner or person in authority for business establishments or government agencies (e.g 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		
One (1) valid proof of Identity of the representative		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 business establishment or government agency		Company or Agency being represented		
<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 Customer Accounts and present requirements	1. Receive and check requirements	None	2 minutes	<i>Division Manager Commercial Division</i>
2. Proceed to teller and pay reconnection fee	2.1 Accepts Payment and Issues Official Receipt 2.2 Advises customer to proceed to Customer Accounts for the preparation of JO	P200 – temporary disconnected accounts  P500 – 3-6 months inactive  P1,000 – more than 6 months	<b>2</b> minutes	<i>Division Manager Finance Division</i>



		inactive but less than 1 year  25% of app fee – more than 1 year inactive but less than 3 year  50% of app fee – more than 3 years inactive		
1.1 Proceed to Customer Accounts and present receipt for reconnection 1.2 Agree on the schedule for inspection	3.1 Checks OR 3.2 Prepare JO for inspection 3.3 Set/Agree on the schedule for inspection 3.4 Forward JO to Commercial Division	None	5 minutes	<i>Division Manager</i> Commercial Division
<b>TOTAL</b>		P200 / P500/ P1000 / 25% or 50% of app fee	7 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	None	10 minutes	<i>Team Leader</i> Commercial Division



	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 Customer Accounts that service line is ready for tapping	5. Prepares Job Order for Reconnection and forwards it to Commercial Division	None	2 minutes	<i>Division Manager</i> Commercial 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>	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			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Requisition and Issuance Slip Form (RIS)			CWD PACD/ Customer Accounts	
<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 Cashier and present RIS	1. Receives RIS and compute for total amount due	None	2 minutes	<i>Division Manager</i> Finance Division
2. Pay amount due	2. Accept payment, issue Sales Invoice and returns RIS to payor	None	2 minutes	<i>Division Manager</i> Finance Division
3. Present OR and RIS to Customer Accounts Personnel	3. Forwards Sales Invoice and RIS to warehouse for releasing	None	2 minutes	<i>Division Manager</i> Commercial Division
4. Receive and check official receipt and materials purchased	4. Release materials/fittings to customer	None	5 minutes	<i>Division Manager</i> Administrative Division
<b>TOTAL</b>		None	11 minutes	



# **CARCAR WATER DISTRICT**

## **Internal Services - Commercial Division**



## 1. REQUEST FOR BUCKET CALIBRATION OF WATER METER

The personnel of the Operations and Maintenance Division may request for a bucket calibration of water meters to identify non-functional and/or inaccurate meters that has contributed to the Non-Revenue Water of the CWD.

<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>		Operations and Maintenance Division Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		Commercial Division Back Office Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Commercial Back Office Personnel of the water meters that needs to be calibrated	1.1 Identifies the location of the water meters	None	3 minutes	<i>Division Manager</i> Commercial Division
2. Agree on the schedule for bucket calibration	4.1 Agree with requestor on the schedule for bucket calibration	None	1 minute	<i>Division Manager</i> Commercial Division
	3.1 Conduct bucket calibration on the agreed schedule 3.2 Notify requestor of calibration results		10 minutes (per water meter)  2 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		<b>None</b>	<b>16 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		Commercial Division Back Office Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Commercial Back Office Personnel of the water meter that needs to be replaced	1.1 Identify the account of the said water meter and prepare a Job Order Form	None	3 minutes	<i>Division Manager</i> Commercial Division
	2.1 Secure the necessary materials for the replacement		6 minutes	<i>Division Manager</i> Commercial Division
	2.2 Assign a team to perform the replacement		2 minutes	<i>Division Manager</i> Commercial Division
	3.1 Perform change meter		10 minutes	<i>Team Leader</i> Commercial Division
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	



### 3. REQUEST FOR REPAIR OF TAP STAND

Any CWD personnel may report and request for the replacement of any defective 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>		G2C – Government to Citizen		
<b>Who may avail:</b>		All CWD Personnel and Concessionaires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		Commercial Division Back Office Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Commercial Back Office Personnel of the fitting/s that needs to be replaced	1.1 Prepares Job Order Form	None	3 minutes	<i>Division Manager</i> Commercial Division
	2.1 Assign a team to perform the replacement		2 minutes	<i>Division Manager</i> Commercial Division
	3.1 Secure the necessary materials for the repair 3.2 Perform repair of tap stand		6 minutes  1 hour	<i>Team Leader</i> Commercial Division  <i>Team Leader</i> Commercial Division
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 11 minutes</b>	



# **CARCAR WATER DISTRICT**

## **Internal Services - Administrative Division**



## 1. ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION

This internal service covers the issuance of stock materials to 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>Division Manager Admin Division</i>
<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 / Pictures of delivered items on site			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	4.1 Receive and check items vs. OR/DR	None	5 minutes	<i>Division Manager Admin Division</i>
2. Wait for printed IAR	2.1 Prepare and print 3 copies of IAR	None	2 minutes	<i>Division Manager Admin Division</i>
3. Sign IAR	3.1 Sign IAR	None	1 minute	<i>Division Manager Admin Division</i>
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 Admin Division</i>
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



### 3. ISSUANCE OF FUEL SLIPS

Any driver, team leader, or project supervisor of Carcar Water District or his authorized representative may request fuel slip from the Administrative Services 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 Project Supervisors Admin Division</i>
2. Submit for approval to the Admin Division Head or authorized representative	2.1 Approve and sign fuel slip form	None	1 minute	<i>Division Head or any authorized representative in their absence Admin Division</i>
3. Submit to in-charge the approved fuel request	3.1 Issue two (2) copies of the approved fuel request		1 minute	<i>Division Manager Admin Division</i>
<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>
3.1 Request job order form from in-charge	1.3 Provide job order form	None	1 minute	<i>Division Manager Admin Division</i>
3.2 Completely fill-up job order form and forward to Motorpool in-charge for initial approval	3.3 Indicate estimated time and estimated bill of materials for job order request	None	2 minutes	<i>Division Manager Motorpool Supervisor Admin Division</i>
	3.4 Submit job order form to Division Head for approval	None	1 minute	<i>Division Manager Motorpool Supervisor Admin Division</i>
	3.5 Perform requested job order	None	1 hour and 30 minutes	<i>Motorpool Supervisor Admin Division</i>
	3.6 After completion of job order, forward job order form to client for acceptance	None	3 minutes	<i>Motorpool Supervisor Admin Division</i>
2.1 Inspect, Accept and Sign completed Job Order	3.7 Sign completed job order	None	1 minute	<i>Division Manager Admin Division</i>
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 38 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>		
13 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>Division Manager Requesting Division</i>
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>Division Manager Finance Division</i>
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	
END OF ITEM SET-UP				



## 2. BUDGET PREPARATION AND IMPLEMENTATION

To provide a financial road map which will serve as a guide in the disbursements that the water district will incur in the ensuing year within the parameters of the forecasted revenues, investments, expenses and in the execution of the Approved Annual Budget.

This procedure covers the entire budget process flow of the Carcar Water District.

<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 Divisions of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Appropriations Request (BAR)		Budget Officer		
Project Procurement and Management Plan (PPMP)		Requesting Division		
Projected Financial Statements		DBM		
Filled Up DBM Forms		DBM		
Registry of Budget Utilization		Requesting Division		
Approved Annual Budget		Budget Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PREPARATION OF ANNUAL BUDGET</b>				
1. Each Division will prepare the BARs and		None	Maximum of five working days	<i>Division Manager Requesting Division</i>



PPMPs and submit to the Finance Division on the scheduled date				
	1.1 Consolidate budget proposals. 1.2 Prepare projected Financial Statements (FS) and filled up DBM forms.	None	One day  Maximum of 10 working days	<i>Division Manager</i> Finance Division
2. All division heads shall be informed of the set schedule for budget workshop.	2. Provides necessary data for budget preparation.	None	One day	<i>Division Manager</i> Finance Division
3. Attend budget workshop	3. Prepare and present proposed budget per division subject to the approval of the general manager.	None	One day	<i>General Manager</i>  <i>Division Manager</i> Finance Division
4. Attend BOD meeting	4. Present consolidated budget proposal and projected FS to CWD Board of Directors for approval.	None	One day	<i>BOD</i> <i>General Manager</i> <i>Department Managers</i> <i>Division Managers</i>
	5.1 Submit approved annual budget to Department of Budget and Management (DBM) Region VII, Head Office and Local Water Utilities Administration (LWUA)	None	One day	<i>Division Manager</i> Finance Division



	5.2 Post approved annual budget in the CWD Website			<i>Division Manager Finance Division</i>
<b>TOTAL</b>		<b>None</b>	<b>20 working days</b>	

<b>BUDGET IMPLEMENTATION</b>				
1.1 Prepare BUS supported by complete SDs	1.1 Review BUS and SDs	None	One day	<i>Division Manager Requesting Division</i>
1.2 Certify in Section A of the BUS as to the necessity and legality of charges to the budget under his/her supervision	1.2 Check for availability of funds and if request was included in the budget			
1.3 Submit BUS to the Budget Officer				
<b>TOTAL</b>		<b>None</b>	<b>One day</b>	



### 3. DISBURSEMENT

This procedure defines the system of disbursement of Carcar Water District funds to ensure fiscal administration and compliance with applicable government rules and regulation.

This procedure covers the entire disbursement transactions of Carcar Water District.

<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 procurement of Carcar Water District			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Supporting Documents			Procurement	
Withholding tax Certificates			BIR	
Disbursement Voucher			Accounting Division	
Issued Check			Cashier	
<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 DISBURSEMENT PROCESS</b>				
1. Forward the supporting documents to the Finance Personnel for further processing of payments.	1.Receive and check supporting documents for payables.	None	2 minutes	<i>Division Manager Requesting Division</i>



	2.1 Encode WTax to the BIR Alpha List System (if applicable)	None	1 minute	<i>Division Manager</i> Finance Division
	2.2 Print and attach BIR WTax Forms (2306 & 2307) to the SDs		3 minutes	<i>Division Manager</i> Finance Division
	3.1 Encode payee details and transaction journal entries to the DV Register to new integrated system	None	3 minutes	<i>Division Manager</i> Finance Division
	3.2 Print DVs and journal entries		1 minute	<i>Division Manager</i> Finance Division
	4. Check and certify the DV	None	1 minute	<i>Division Manager</i> Finance Division
	5. Approve the DV	None	1 minute	<i>General Manager</i>
	6. Issuance of Check	None	1 minute	<i>Division Manager</i> Finance Division
<b>TOTAL</b>			<b>13 minutes</b>	
<b>END OF DISBURSEMENT PROCESS</b>				



#### 4. 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>	Employee-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>Division Manager</i> Finance Division
1.2 Wait while payroll officer checks the records	1.2 Checks and verifies records	None	2 mins	<i>Division Manager</i> Finance Division
1.3 Agree/accept information/clarification/resolution	1.3 Give information/clarification/resolution to employee	None	1min	<i>Division Manager</i> Finance Division
	2. Make the necessary adjustment/s if any	None	3 mins	<i>Division Manager</i> Finance Division
<b>TOTAL</b>			<b>7 minutes</b>	



## 5. 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>Division Manager</i> Finance Division
	1.2 Advice requestor as to the time to pick up document requested	None		<i>Division Manager</i> Finance Division
	1.3 Prepare Certificate of Net Take-Home Pay (NTHP) and have it signed by authorized signatory	None	10 mins	<i>Division Manager</i> Finance Division
End of First Visit		<b>None</b>	<b>12 mins</b>	



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>Division Manager</i> Finance Division
		None		
End of Second Visit		<b>None</b>	<b>2 mins</b>	



## 6. 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) -Incident Report (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	1.1 Look up inventory records from the new system	None	3 mins	<i>Division Manager</i> Finance Division
1.2 Present bill of materials.	Fill out bill of materials with price.			<i>Division Manager</i> Finance Division
<b>TOTAL</b>		<b>None</b>	<b>3 mins</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>Division Manager</i> HR Division
	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. REQUEST FOR CERTIFIED TRUE COPY OF 201 DOCUMENTS

Employees may request for certified true copy of their 201 Documents, which include Appointment(s), Training Certificates, Individual Performance Commitment and Review (IPCR), Notices and Other Documents on File. These will be certified true copy from 201 file by the General Manager.

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<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	1. Check the requested 201 documents in their respective 201 folder.	None	2 minutes	<i>Division Manager</i> HR Division
	2. Once validated, print or photocopy the document and stamp, “Certified True Copy from 201 file”	None	3 minutes	<i>Division Manager</i> HR Division
	3. Forward to GM's office for signature	None	3 minutes	<i>Division Manager</i> HR Division
	4. Inform the client that the requested document is already available.	None	1 minutes	<i>Division Manager</i> HR Division
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	



### 3. 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 days vacation leave 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.

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<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>		
Filed Vacation Leave/Forced Leave/SLP 5 days before on the Leave Management System		CWD Kiosk Leave Management System		
Filed Sick Leave upon return to work on the Leave Management System				
Availability of Leave Credits		Human Resource Division Leave Management System		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File a leave on the Leave Management System indicating the type of leave the employee wishes to avail, number of days applied and specified date.	1.1 Recommend approval of the applied leave on the Leave Management System	None	1 minute	<i>Division Manager</i> (Division where the employee is assigned)
	1.2 Confirm approval of leave.		1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>2 minutes</b>	



#### 4. 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.

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<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 No. 6 R. 2020			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>
1. Submit Letter Request for Monetization	1.1. Approve Letter Request	None	3 minutes	<i>Division Manager</i> HR Division
	1.2. Forward to GM for approval	None	3 minutes	<i>Division Manager</i> HR Division
2. Fill-up CSC Form No. 6 R. 2020	2.1. Fill-up Certification of Leave Credits and Compute benefits due	None	2 minutes	<i>Division Manager</i> HR Division
	2.2. Forward to the HR Division Manager for Certification of Leave Credits	None	2 minutes	<i>Division Manager</i> HR Division
	2.3. Forward to the General Manager for final approval	None	Not more than 1 working day	<i>Division Manager</i> HR Division
	2.4. Prepare monetization summary	None	2 minutes	<i>Division Manager</i> HR Division
	2.5. Forward to HR Division Manager for approval	None	2 minutes	<i>Division Manager</i> HR Division



	2.6. Forward to Finance Division Manager for certification that funds are available	None	Not more than 1 working day	<i>Division Manager</i> HR Division
	2.7. Prepare Budget Utilization Slip (BUS)	None	2 minutes	<i>Division Manager</i> HR Division
	2.8. Forward Budget Utilization Slip (BUS) for Approval	None	2 minutes	<i>Division Manager</i> HR Division
3. Receive proceeds of monetization benefit	3.1 Release approved check	None	2 minutes	<i>Division Manager</i> Finance Division
<b>TOTAL</b>		<b>None</b>	<b>2 days and 21 minutes</b>	



## 5. 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.

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<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	1.1 Provide the overtime form	None	2 minutes	<i>Division Manager</i> HR Division
2. Forward to Division Manager for Approval	2.1 Approve Overtime Request Form	None	2 minutes	<i>Division Manager</i> (Division where the employee is assigned)
3. Forward to HR Division	3.1 Forward to General Manager for Approval	None	2 minutes	<i>Division Manager</i> HR Division
<b>END OF OVERTIME AUTHORIZATION</b>				
<b>TOTAL</b>		<b>None</b>	<b>6 minutes</b>	

<b>AFTER OVERTIME SCHEDULE</b>				
4. Fill-up the Accomplishment portion of the Overtime Request Form	4.1 Provide the approved Overtime Request Form	None	2 minutes	<i>Division Manager</i> HR Division
5. Forward to Division Manager for Approval	5.1 Approve Overtime Request Form in the	None	2 minutes	<i>Division Manager</i>



	Accomplishment portion			(Division where the employee is assigned)
6. Forward to HR Division	6.1 Verify the actual time in and out in the Biometric System	None	2 minutes	<i>Division Manager</i> HR Division
	6.2 Forward to General Manager for Approval	None	2 minutes	<i>Division Manager</i> HR Division
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	



## 6. 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.

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<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>		
None				
<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. Approach HR Division Manager/any HR staff requesting for the Service Record	1.1 Check the entries of Service Record in the soft copy	None	3 minutes	<i>Division Manager</i> HR Division
	1.2 Update the date accomplished in the Service Record form and print	None	2 minutes	<i>Division Manager</i> HR Division
	1.3 Forward to GM's office for signature	None	2 minutes	<i>Division Manager</i> HR Division
	1.4 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>10 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</p> <p>ARTAwag Center</p> <ul style="list-style-type: none"> <li>• For Globe/TM: <u>0916-266-3138</u></li> <li>• For Smart/TNT/Sun: <u>0928-690-4080</u></li> </ul> <p>Email: <u>complaints@arta.gov.ph</u></p> <p>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</p> <p>Hotline:8888</p> <p>Contact No. (02)736 8621, 736 8645, 736 8603, 736 8629, 736 8621</p> <p>Email: <u>pcc@malacanang.gov.ph</u></p> <p>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)</p> <p>Email: <u>email@contactcenterngbayan.gov.ph</u></p> <p>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</p> <p>Contact No.: (+632) 8479-7300, (+632) 5317-8300</p> <p>Text Hotline: 0926 6994 703</p> <p>Lifestyle Check: (02) 927-4102, 927-2404</p> <p>Trunkline: (02) 479-7300</p> <p>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