

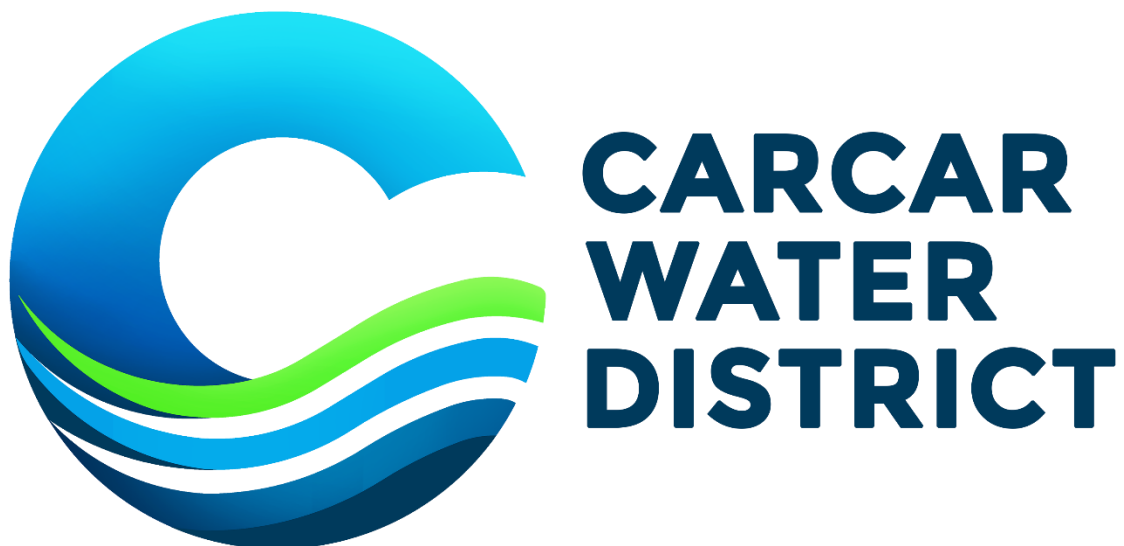


**CARCAR
WATER
DISTRICT**

CARCAR WATER DISTRICT

CITIZEN'S CHARTER

2025, 1st Edition



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I. MANDATE

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

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

- (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. VISION

To become a leading and world-class provider of water and sanitation services that cares for the community and the environment.

III. MISSION

To provide exceptional value to all stakeholders with a world-class water and sanitation services using efficient and sustainable technology within the service area. CWD shall remain a Government-Owned and Controlled Corporation (GOCC)

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.

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Carcar Water District

External Services

1. APPLICATION FOR NEW SERVICE CONNECTION

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

Office or Division:	Commercial Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Property owners including business establishments and government offices within the service area of CWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
New Service Connection Application (NSCA) Form		CWD Customer Accounts/ CWD website	
If the applicant is an individual:			
- 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)		-	
If the applicant is a business/corporation/cooperative:			
- 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	
If the applicant is a government agency:			
- 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	
Additional Requirements if thru representative:			
- 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
APPLICATION AND ORIENTATION (1ST OFFICE VISIT)				
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>
TOTAL		P 300	52 minutes	
END OF APPLICATION AND ORIENTATION				

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

SECOND OFFICE VISIT				
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
TOTAL		P3,700 / P8,700 for transient connections	7 minutes	
END OF SECOND OFFICE VISIT				

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

2. PAYMENT OF WATER BILLS

CWD concessionaires are obliged to pay their bills monthly. Due dates vary every month depending on the date the water meter is read. The bill becomes due on the 15th day following the billing date. A penalty of 10% is incurred if the bill is not settled on the due date.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (Old or New) or;		Account Owner		
Prior month's Official Receipt;		Account Owner		
If none of the above, request for account number or statement of account		KIOSK, Public Assistance and Complaints Desk Officer or Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2 minutes	

3. REQUEST FOR TRANSFER OF METER

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

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Meter Request (TMR) Form		CWD Customer Accounts		
For Individual Accounts:				
- 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		
For corporate/business accounts:				
- Notarized Secretary's Certificate/Board Resolution		-		
- One valid proof of identity of the signatory		Issuing government agency/ NBI/ PNP/ Office of the Barangay		
For government accounts:				
- 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		
Additional Requirements if thru representative:				
- 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
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
TOTAL		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
TOTAL		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
TOTAL		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
TOTAL		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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Needed Materials and Fittings			From CWD or any hardware store	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST				
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
TOTAL		P 200 + P50 per fitting	7 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

REPLACEMENT OF FITTINGS				
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
TOTAL		None	10 minutes	
END OF REPLACEMENT OF FITTINGS				

5. REQUEST FOR CHANGE OF ACCOUNT NAME

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

Office or Division:	Commercial Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Property owners including business establishments and government offices with existing water service connections		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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:			
- 1 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</i> Commercial Division
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</i> Commercial Division
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</i> Commercial Division
TOTAL		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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Concessionaires with an active account having no outstanding water bills			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
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	<i>Division Manager Commercial Division</i>

	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</i> Finance Division
TOTAL		P150	12 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

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

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Concessionaires of Carcar Water District with existing temporarily disconnected accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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</i> Commercial Division
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</i> Finance Division
	3. Update Customer Records	None	2 minutes	<i>Division Manager</i> Commercial Division
TOTAL		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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND OFFICE VISIT				
1. Proceed to Public Assistance and Complaints Desk for assistance	1.1 Ask for account details and customer's concerns 1.2 Prepare JO for Inspection 1.3 Agree with customer on schedule of Inspection 1.4 Forward Job Order to Commercial Division	None	10 minutes	<i>Division Manager</i> Operation and Maintenance Division
TOTAL		None	10 minutes	
END OF FILING OF REQUEST AND OFFICE VISIT				

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

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.

Office or Division:	Operation and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Meter for Non CWD Concessionaires		Customer		
Registered Account for CWD Concessionaires		-		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of CWD whose account has been inactive for three (3) months or less with no outstanding water bills			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OFFICE VISIT AND FILING OF REQUEST				
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	2 minutes	<i>Division Manager</i> Finance Division
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</i> O & M Division
TOTAL		P200 / 300	7 minutes	
END OF OFFICE VISIT AND FILING OF REQUEST				

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

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.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of CWD whose account have been inactive for more than three (3) months with no outstanding water bills and temporarily disconnected accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILING OF REQUEST AND FIRST OFFICE VISIT				
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	2 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
TOTAL		P200 / P500/ P1000 / 25% or 50% of app fee	7 minutes	
END OF FILING OF REQUEST AND FIRST OFFICE VISIT				

SITE INSPECTION/RECONNECTION				
1. Coordinate for inspection/reconnection	1.1 Perform inspection 1.2 If service line is ready for tapping, reconnect water meter 1.3 If service line is not ready, advise customer to prepare their service line and visit/inform the office when the 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 Customer Accounts	5. Prepares Job Order for Reconnection and	None	2 minutes	<i>Division Manager</i> Commercial Division

that service line is ready for tapping	forwards it to Commercial Division			
3. Coordinate for reopening	3. Perform reopening	None	10 minutes	<i>Team Leader</i> Commercial Division
TOTAL		None	10 / 22 minutes	
END OF SITE INSPECTION/RECONNECTION				

13. SALE OF PLUMBING MATERIALS AND FITTINGS

The general public may purchase plumbing materials and fittings from CWD.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issuance Slip Form (RIS)		CWD PACD/ Customer Accounts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Official Receipt 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 OR 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
TOTAL		None	11 minutes	

CARCAR WATER DISTRICT

Internal Services - Administrative Division

1. ISSUANCE OF MATERIALS TO REQUISITIONING DIVISION

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

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

2. ISSUANCE OF INSPECTION AND ACCEPTANCE REPORT (IAR)

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

Office or Division:	Administrative Services Division -Warehouse			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Items		Requestor		
Official Receipts		Requestor		
Delivery Receipts		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR/DR and items to Storekeeper	4.1 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
TOTAL		None	10 minutes	

3. ISSUANCE OF FUEL SLIPS

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

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

4. ISSUANCE OF JOB ORDER

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

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Requisitioning Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Needed Materials and Fittings		From CWD or any hardware store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request job order form from in-charge	1.3 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				
TOTAL		None	1 hour and 37 minutes	

CARCAR WATER DISTRICT

Internal Services - Finance Division

1. PAYROLL INQUIRY

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

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

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

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

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

Second Visit:				
2.1 Approach personnel in charge of payroll preparation to pick up certification	2.1 Release certification to requestor	None None	2 mins	Payroll In-charge
End of Second Visit		None	2 mins	



CARCAR WATER DISTRICT

Internal Services - HR Division

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

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

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach HR Division Manager/any HR staff requesting for the Certificate of Employment	a. Provide link to the online request form	None	3 minutes	<i>Division Manager</i> HR Division
2. Fill out online request form	a. Prepare the Certificate of Employment	None	3 minutes	<i>Division Manager</i> HR Division
	b. Forward to GM's office for signature	None	3 minutes	<i>General Manager</i> Office of the GM
	c. Stamp the official seal once signed by the General Manager	None	3 minutes	<i>Division Manager</i> Admin Division
	d. Inform client that the requested document is already available.	None	3 minutes	<i>Division Manager</i> Admin Division
3. Receive the requested document	a. Administer Client Satisfaction Measurement Survey	None	5 minutes	<i>Division Manager</i> HR Division
	b. Release the stamped document	None	1 minute	<i>Division Manager</i> HR Division
TOTAL		None	21 minutes	

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.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Active Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach HR Division Manager/any HR staff requesting for the Certified True Copy of 201 Documents	1.1. Provide link to the online request form	None	3 minutes	<i>Division Manager</i> HR Division
2. Fill out online request form	2.1. Check the requested 201 documents in their respective 201 folder.	None	2 minutes	<i>Division Manager</i> HR Division
	2.2. Once validated, print or photocopy the document and stamp, "Certified True Copy from 201 file"	None	2 minutes	<i>Division Manager</i> HR Division
	2.3. Forward to GM's office for signature	None	3 minutes	<i>General Manager</i> Office of the GM
	2.4. Inform the client that the requested document is already available.	None	1 minute	<i>Division Manager</i> HR Division
3. Receive the requested document	3.1. Administer Client Satisfaction Measurement Survey	None	5 minutes	<i>Division Manager</i> HR Division
	3.2. Release the stamped document	None	1 minute	<i>Division Manager</i> HR Division
TOTAL		None	17 minutes	

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-day vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sunday, Public Holidays, without limitation as to the number of days of vacation and sick leave that may accumulate.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 6 R. 2020 Filed 5 days before for Vacation Leave/SLP/SPL		Human Resource Division		
CSC Form No. 6 R. 2020 Filed upon returning to work for Sick Leave				
Availability of Leave Credits		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a leave in the Leave Management System (LMS) via Kiosk or Desktop Computer and print the generated leave form from the system		None	2 minutes	<i>Division Manager</i> Division where the employee is assigned
2. Forward to Division Manager for Recommending Approval	2.1 Sign leave application and approve the leave application through LMS.	None	1 minute	<i>Division Manager</i> Division where the employee is assigned
3. Submit the approved Leave application form to HR	3.1. Administer Client Satisfaction Measurement Survey	None	5 minutes	<i>Division Manager</i> HR Division
	3.2. Fill-up balance of leave credits	None	3 minutes	<i>Division Manager</i> HR Division

	3.3. Forward to HRMO for Certification of Leave Credits	None	2 minutes	<i>HRMO</i> HR Division
	3.4. Forward to General Manager for final approval	None	2 minutes	<i>Division Manager</i> HR Division
TOTAL		None	15 minutes	

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.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monetization Letter Request		Human Resource Division		
CSC Form No. 6 R. 2020		Human Resource Division		
Supporting Documents for 50% or more Leave Credits		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter Request for Monetization	1.1. Approve Letter Request	None	3 minutes	<i>Division Manager HR Division or Department Manager Admin & HR Department</i>
	1.2. Forward to GM for approval	None	3 minutes	<i>General Manager Office of the GM or Department Manager Admin & HR Department</i>
2. Fill-up CSC Form No. 6 R. 2020	2.1. Administer Client Satisfaction Measurement Survey	None	5 minutes	<i>Division Manager HR Division</i>
	2.2. Fill-up Certification of Leave Credits and Compute benefits due	None	2 minutes	<i>Division Manager HR Division</i>
			2 minutes	

	2.3. Forward to the HR Division Manager for Certification of Leave Credits	None		<i>Division Manager</i> HR Division
	2.4. Forward to the General Manager for final approval	None	Not more than 1 working day	<i>General Manager</i> Office of the GM or <i>Department Manager</i> Admin & HR Department
	2.5. Prepare monetization summary	None	2 minutes	<i>Division Manager</i> HR Division
	2.6. Forward to HR Division Manager for approval	None	2 minutes	<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 Managers</i> HR & Finance Divisions
	2.9. Forward to Finance Division Manager for certification that funds are available	None	Not more than 1 working day	<i>Division Manager</i> Finance Division
	3. Receive proceeds of monetization benefit	None	2 minutes	<i>Division Manager</i> Finance Division
	3.1 Release approved check	None	2 minutes	
TOTAL		None	1 day and 25 minutes	

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.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime Request Form White colored form – overtime pay thru payroll Green colored form – for CTO		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
START OF OVERTIME AUTHORIZATION (SCHEDULE)				
1. Fill-up Overtime Request Form and Overtime Work Program Form (FM-HRM-75) for monetized Overtime request	1.1 Provide the overtime form	None	2 minutes	<i>Division Manager</i> HR Division
		None	5 minutes	<i>Division Manager</i> HR Division
2. Forward to Division Manager for Approval	2.1 Approve Overtime Request Form and Overtime Work Program Form (FM-HRM-75)	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>General Manager</i> Office of the GM
END OF OVERTIME AUTHORIZATION				
TOTAL		None	11 minutes	

AFTER OVERTIME SCHEDULE (ACTUAL)				
4. Fill-up the Accomplishment portion of the Overtime Request Form		None	2 minutes	<i>Division Manager</i> Division where the employee is assigned
	4.1. Administer Client Satisfaction Measurement Survey	None	5 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	2 minutes	<i>Division Manager</i> 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>General Manager</i> Office of the GM
TOTAL		None	8 minutes	

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.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employees of Carcar Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
START OF OVERTIME AUTHORIZATION				
1. Approach HR Division Manager/any HR staff requesting for the Service Record	1.1. Provide link to the online request form	None	3 minutes	<i>Division Manager</i> HR Division
2. Fill out online request form	2.1. Check the entries of Service Record in the soft copy	None	3 minutes	<i>Department Manager</i> Admin, HR, & Finance Department
	2.2. Update the date accomplished in the Service Record form and print	None	2 minutes	<i>Division Manager</i> HR Division
	2.3. Forward to GM's office for signature	None	2 minutes	<i>Division Manager</i> HR Division
	2.4. Inform client that the requested document is already available.	None	3 minutes	<i>Division Manager</i> HR Division

3. Receive the requested document	3.1. Administer Client Satisfaction Measurement Survey	None	5 minutes	<i>Division Manager</i> HR Division
	3.2. Release the stamped document	None	1 minute	<i>Division Manager</i> HR Division
TOTAL		None	19 minutes	

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:

How to send a feedback?	<ol style="list-style-type: none"> 1. Get a copy of the Customer Feedback Form (FM-CUS-12). 2. Answer the Customer Feedback Form. 3. Check the Feedback and/or Commendation portion of the CF Form. 4. Drop it in the designated drop box located in the CWD Lobby near the main entrance.
How feedback is processed?	<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:</p> <ol style="list-style-type: none"> a. Email – info@carcarwaterdistrict.gov.ph b. Landline (032) 520-4949 c. Mobile 0915 257 3166
How to file complaints?	<p>The client may submit the complaint to any of the following channels:</p> <ol style="list-style-type: none"> a. Email – info@carcarwaterdistrict.gov.ph b. Landline (032) 520-4949 c. Mobile 0915 257 3166 d. Facebook - www.facebook.com/cwd36/ e. Public Assistance and Complaint Desk <p>Make sure to provide the following information:</p> <ol style="list-style-type: none"> a. Identification of field/office personnel being complained b. Incident c. Evidence
How complaints are processed?	<p>Once received, complaints are evaluated and forwarded to the relevant office for their appropriate action.</p>
Contact Information of Anti-Red Tape Authority (ARTA)	<p>4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, Philippines 1128</p>

	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>
Contact Information of Presidential Complaint Center (PCC)	Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Hotline: 8888 Contact No. (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: <u>pcc@malacanang.gov.ph</u> Web: <u>https://op-proper.gov.ph/presidential-action-center/</u>
Contact Information of Contact Center ng Bayan (CCB)	Text: 0908 881 6565 Contact No.: 1-6565 (Php 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) Email: <u>email@contactcenterngbayan.gov.ph</u> Web: <u>https://contactcenterngbayan.gov.ph/contact-us</u>
Contact Center of the Office of the Ombudsman (OMB)	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>

LIST OF OFFICES

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