



CALBAYOG CITY WATER DISTRICT  
**CITIZEN'S CHARTER**  
ver. 3.0



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## REVISION SHEET

This page records the changes made or every time there is a revision to the document since its inception.

Revision Number and Date	Revision Description
Rev 0 Date: March 1, 2015	Operations Manual Produced
Rev 1 Date: December 27, 2016	Issue of First Revision – New Sections and Procedures Added
Rev 2 Date: July 1, 2020	Issues of 2 <sup>nd</sup> Revision: <ul style="list-style-type: none"><li>• New Organizational Structure (CMU)</li><li>• Change of positions of CCWD Board of Directors</li><li>• Modified &amp; new processes/ procedures</li><li>• New office address of CCWD</li><li>• Joint Venture with a Private Company</li></ul>

## I. GENERAL INFORMATION

### 1.1 INTRODUCTION

The Citizen's Charter of Calbayog City Water District (CCWD) contains the general information about the water district. Its underlying function, mandates, organization and operating procedures. The purpose of this manual is to provide all stakeholders, employees of Calbayog City Water District and readers, knowledge about the water district's responsibilities and structure.

This manual defines the different roles and responsibilities of the Board of Directors, General Manager, and Department Heads within the organization, operational control and supervision, and the different operating procedures of the activities of the district.

To summarize, this manual is composed of the following parts: General Information, which contains the brief history of CCWD, its mission and vision, goals, and operation: In the **Organization and Responsibilities**, the organizational structure as of 2020 is being shown as well as the functional chart of each Department; **Operational Control and Supervision** describes the powers and authority as well as the supervisory and operational control; while the **Operating Procedures**, contains the step-by-step procedures and flow charts illustrating the processes involved in the daily operation of CCWD.

The Calbayog City Water District Citizen's Charter is available on the District's official website at [www.ccwd.gov.ph](http://www.ccwd.gov.ph). Printed copies are available at the Information or Public Assistance Desk of CCWD new administration building located at Daang Maharlika, Purok 4, Brgy. Capoocan, Calbayog City, Samar.

## 1.2. ABBREVIATIONS

<b>CCWD</b>	-	Calbayog City Water District
<b>LWUA</b>	-	Local Water Utilities Administration
<b>PD</b>	-	Presidential Decree
<b>SALN</b>	-	Statement of Assets, Liabilities and Net Worth
<b>BOD</b>	-	Board of Directors
<b>DV</b>	-	Disbursement Voucher
<b>JV</b>	-	Joint Venture
<b>MWCI</b>	-	Manila Water Company, Inc.
<b>JVA</b>	-	Joint Venture Agreement
<b>WTP</b>	-	Water Treatment Plant
<b>DOH</b>	-	Department of Health

### 1.3. MANDATES AND FUNCTIONS

The formation of the Calbayog City Water District has begun in 1986 when the Sanguniang Panlungsod of Calbayog City passed City **Resolution No. 169** dated **July 22, 1986**, in accordance with Presidential Decree No. 198, as amended by the Presidential Decree No. 769, known as the Provincial Water Utilities Act of 1978, declaring a national policy favouring local operation and control of water system; and authorizing the formation of local water district. The purpose is to improve the entire water system and to provide safe, potable, reliable and sufficient water supply to the constituents of the city.

On **March 4, 1987**, a **Conditional Certificate of Conformance No. 284** was issued to newly formed water district by the Local Water Utilities Administration (LWUA) and to operate as a quasi-public entity.

On **September 13, 1991**, a decision/resolution was rendered by the Supreme Court declaring all local water districts as Government-Owned and Controlled-Corporation (G.R. No. 95237-38).

The Calbayog City Water District is located at Daang Maharlika, Purok 4, Brgy. Capoocan, Calbayog City, Samar and has been operational for thirty-three (33) years. Its primary objective is to install, improve, maintain, and operate the water supply and distribution system and to provide safe, potable, and sustainable water supply for residential, commercial, and industrial consumers with a commitment of efficient service and ensuring the protection and preservation of the natural resources in the watershed area.

The Calbayog City Water District has three sources: The **Pan-as Falls, Pasungon, and Hamonini River**.

The Calbayog City Water District is a non-profit oriented and receives no subsidy from the national government. The revenue raised was through revenue shares/concession fees from the joint venture company and other receipts (receivables) prior to joint venture.

This joint venture was perfected on **July 6, 2019**, where a **Joint Venture Agreement (JVA)** has been entered into by and between the Calbayog City Water District (CCWD), represented by Engr. Ernesto L. Abasolo, in his capacity as the then Chairman of the Board of Directors, acting pursuant to Board Resolution No. 149, hereinafter referred to as "CCWD" and Manila Water Company, Inc. (MWCI), represented by Virgilio C. Rivera, Jr., in his capacity as Chief Operating Officer, New Business Operations, acting pursuant to Board Resolution No. 17, hereinafter referred to as "JV Partner".

CCWD is authorized under P. D. 198, as amended, to enter into contracts and under the 2013 Revised NEDA Guidelines and Procedures for Entering Into Joint Venture (JV) Agreements Between Government and Private Entities (the "2013 Revised NEDA JV Guidelines"), to form joint ventures with private sector entities.

The Contractual Joint Venture is for twenty-five (25) years and its purpose is to implement the design, improvement, upgrade, rehabilitation and expansion of water supply and wastewater system including the financing and construction of such facilities and infrastructure in the Service Area and the management, operation and maintenance of such water supply and wastewater system and the provision of the services necessary or incidental thereto in the Service Area.

Pursuant to the primary purpose of the Joint Venture as above mentioned, the following are the principal roles and responsibilities of the Parties in the Joint Venture.

**A. Roles and Responsibilities of CCWD:**

1. To grant the Company with the exclusive rights to implement the design, construction, rehabilitation, operation, maintenance, financing, expansion and management of water supply and wastewater treatment and disposal services of CCWD in the Service Area.
2. To allow the Company to exclusively use the existing CCWD Facilities for the duration of the Project.
3. To allow the Company to exclusively use its water rights for the duration of the Project.
4. To provide easements of right of way and usufruct to enable the Company to implement the Project.
5. To provide necessary and reasonable assistance in the procurement of required permits and licenses to enable the Company to implement the Project.

**B. Roles and Responsibilities of the JV partner, through the Company:**

1. To provide the capital investment necessary to implement the design, construction, rehabilitation, operation, maintenance, financing, expansion and management of water supply and wastewater treatment and disposal services of CCWD in the Service Area.
2. To provide the technical expertise for the implementation of the Project.

On **October 16, 2019**, the Manila Water Company, Inc. (MWCI) through its “service vehicle”, the Calbayog Water Company, Inc. (CbCI) has finally commenced its operation. Only thirty – one (31) employees were retained to perform the retained functions of the CCWD considered as the “**Contract Monitoring Unit (CMU)**”.

The CCWD is currently managed by Engr. Rodolfo A. Tan, Acting General Manager B and concurrent Department Manager B of the Engineering & Operation Department. While the Administrative & Human Resource Department and Finance Services Department is being managed by Ma. Crispina Y. Sapinit, Department Manager B.

The CCWD Policy-Making Body is composed of five (5) Board of Directors representing different sectors: The Chairman of the Board is Engr. Gil P. Lentejas (Business Sector), Vice-Chairman is Atty. Aileen R. Maglana, C.P.A. (Civic Sector); Secretary is Director Merla A. Rosalado, M.P.M. (Education Sector); Members are Director Lourdes G. Baltazar (Women Sector) and Engr. Ernesto L. Abasolo (Professional Sector.)



## CALBAYOG CITY WATER DISTRICT VISION & MISSION STATEMENT

### 1.3.1 OUR VISION

Calbayog City Water District (CCWD) envisions itself as: The Leading Water Utility in Samar by 2025.

### 1.3.2 OUR MISSION

The Calbayog City Water District (CCWD) is committed to provide safe, potable and adequate water, ensuring environmental protection, and providing technical as well as professional advancement to its employees, thus, promoting consumers' satisfaction even to the less privileged.

### 1.3.3 OUR GOALS

- a. Increase service coverage
- b. Increase active service connections
- c. Improve water supply and additional water source
- d. Improve customer service
- e. Reduce Non-Revenue Water (NRW)
- f. Improve financial viability
- f. Environmental protection and rehabilitation in watershed area
- g. Improve organizational efficiency and productivity

1.3.4 **OUR SERVICES OFFERED** (*transferred to CbCI as per Joint Venture Agreement*)

- a. Water Bill Payment
- b. Application and Installation of New Water Service Connection
- c. Request for Water Service Re-connection
- c. Request for Relocation of Water Service Connection (same Zone only)
- d. Request for service repair
- e. Request for Change of Ownership of Water Service Connection
- f. Request for Temporary Service Disconnection
- g. Request for Change Meter
- h. Request for Check-up/Repair of Service Connection (before the meter)
- i. Filing of Complaint

## SCHEDULE OF AVAILABILITY OF SERVICE

Regular Office Hours: Monday to Friday

8:00 A.M – 5:00 (No Noon Break)

## AREAS OF OPERATION

### CCWD Facilities:

- a. Intake Dam Pumping Station
- b. Water Treatment Plant
- c. Pagbalican Pumping Station/Reservoir
- d. Narcissa Hills Subdivision Pumping Station/Reservoir
- e. Fulgencio Subdivision Pumping Station
- f. Pido Pumping Station

## BARANGAYS THAT ARE SERVED BY CCWD AS OF JUNE 30, 2020

ZONE	AREA
1	Sigo, Cabatuan, Panlayahan, Mawacat, Cagbilwang, Longsob, Cabugawan, portion of Oquendo
2	Oquendo Proper, Begaho, Limarayon
3	Anislag, Amampacang, Palanas Cara, Lonoy, Dinagan, Mabini
4	Amampacang, Saljag, Tomaligues, Dinagan, Bante, Tinambacan, Mabini
5	Tinambacan, Cagsalaosao
6	Cagsalaosao, Portion of Trinidad, Sitio Talahib
7	Trinidad, Basud, Cahumpan, Gadgaran, H-Way San Policarpo
8	Gadgaran, San Policarpo
9	San Policarpo, Matobato
10	Matobato, Capoocan
11	Obrero, Carmen
12	Carmen, Pagbalican, Dagum, Payahan
13	Payahan, East Awang (Magsaysay, Rama Extension), Dagum, Milaflor
14	Balud, Hamorawon (Purok 1-4)
15	Hamorawon (Purok 4-7), Nijaga, Guin-on
16	Aguit-itan, East Awang, Portion of Brgy. Central
17	Portion of Brgy. West Awang, Central, Rizal, Caballero, Pido Ext.
18	Rawis, Bagacay, West Awang, Narcissa Hills Subdivision, Greenland
19	Bagacay, Carayman
20	Burabod, Cautod, Monbon
21	Cagsumje, Solsogon

**READING PERIOD** : Every first (1<sup>st</sup>) day until the fifteenth (15<sup>th</sup>) day of the month

**DUE DATE PERIOD** : Every sixteenth (16<sup>th</sup>) day until the 30<sup>th</sup> day of the month

**AVAILABILITY OF INFORMATION:** Information on the following subjects can be obtained from the following:

<b>Information related to:</b>	<b>Located at</b>	<b>Telephone No.</b>
a. Adm./Gen. Services Personnel/	Administrative & Human Resource Department	2092-708
a) Financial Reports/Matters	Finance Services Department	2093-894
b) Management Concerns	Office of the General Manager	2092-976
c) Engineering Concerns	Engineering & Operation Dep't	2091-843
d) Customer Service/ Complaints	Information/Public Assistance Desk	2091-218/ 09155452596/ 09177003384

### **SOURCE OF WATER AND PUMPING STATIONS**

Calbayog City Water District (CCWD) has three (3) main water sources: The Pan-as Falls, Hamonini River and Pasungon River.

- a. **Hamonini River** – Estimated minimum flow about 1.5 cu.m. per sec. and approximately 14 amsl and water is being conveyed through the 400 mm diameter pipelines going to the Water Treatment Plant (WTP) by 4-vertical turbine pump with a capacity of 70 lps each.
- b. **Pasungon River** – About 17 km northwest of the city proper at 46 lps capacity. Filtration gallery structure is located at 146 amsl. Water is conveyed through the 200 mm diameter pipelines going to the Water Treatment Plant (WTP) by gravity.
- c. **Pan-as Falls** – About 30 km northwest of the city proper at 34 lps capacity. Intake structure is located 281.0 amsl and break pressure chamber 107.0. Water is conveyed through the 200 mm diameter pipelines going to the Water Treatment Plant (WTP) by gravity.

#### **Pagbalican Pumping Station**

The Pagbalican Pumping Station located at Brgy. Pagbalican has a concrete reservoir with a capacity of 1,654 cubic meters is constantly filled up by two pumping machines from a cistern tank. 70 cubic meters per hour diesel engine drive pump and 40 cubic meters per hour electric drive pump. The station is designed to improve the system pressure during peak hours at the city proper.

#### **Narcissa Pumping Station**

A 50-cubic meter PVC cylindrical elevated tank in Narcisa Pumping Station at Brgy. Rawis was installed so as to meet the water demand of the consumers residing at the Narcissa Hills Subdivision. It is situated at the elevated area and at the east part of the city. The station functions with two five horsepower electric close type centrifugal pump alternately operating at 500 liters per minute capacity.

## **Fulgencio Pumping Station**

Similar to Narcissa Pumping Station, the plant is using one (1) unit 2,000 liters per hour water pump that charge the elevated twelve cubic meter stainless spherical reservoir which is eleven meters high from the cistern tank.

## **Cabatuan Pumping Station**

Cabatuan Pumping Station has 4-vertical turbine pump with a capacity of 70 lps each pump.

## **Pido Pumping Station**

The Pido Pumping Station has a capacity of 3 lps submersible pump and has a 6 cu.m. concrete reservoir that supplies by gravity to Brgy. Rizal 1 and Purok 7 of Brgy. Rawis.

## **1.4 ORGANIZATION AND RESPONSIBILITIES**

**1.4.1 Board of Directors** – The function of the board shall be: To establish Policy; Ensures the availability of adequate financial resources and approves annual budget; Appoints the General Manager; Retains Legal Counsel and Consultants for the preparation of feasibility reports; Authorizes acquisition of real properties; Authorizes the General Manager to enter into Memorandum of Agreements/Contracts; and Maintains good relationship with the local authorities and water district's constituents.

It is composed of five citizens of the Philippines who are of voting age and residents within the district. The district does not have any representative from the Local Water Utilities Administration (LWUA) as sixth (6<sup>th</sup>) member.

**1.4.2 General Manager** – The duties of the General Manager and other officers shall be determined and specified from time to time by the Board. The General Manager, who shall not be a director, shall have full supervision and control of the maintenance and operation of water district's facilities, with power and authority to appoint all personnel of the district; provided, that the appointment of personnel in the supervisory level shall be subject to the approval by the Board. The General Manager has the ultimate decision-making authority in all matters affecting the operation of the district. The General Manager shall exercise operational control and supervision over the following duties:

a.) Execute on behalf of the Calbayog City Water District all contracts and agreements which the Calbayog City Water District may enter into as authorized by the CCWD Board of Directors.

b.) Prepare the budget of the Calbayog City Water District and submit the same to the Board of Directors for approval;

c.) Approve all disbursements of funds and orders of payments of sums of money in the name and on behalf of the Calbayog City Water District;

d.) Submit an annual report of the operations of the Calbayog City Water District to the Board of Directors and at any time as the Board may require;

e.) Have direct and active management of the business and operations of the Calbayog City Water District pursuant to the orders, resolutions and instructions of the Board and in accordance with his own discretion whenever and wherever the same is not limited by such orders, resolutions and instructions;

f.) Require subordinate officers to submit to him such information and reports as he may need from time to time;

g.) Appoint, suspend or remove for cause any or of the employees and subordinate personnel of the Calbayog City Water District and prescribe their duties;

h.) Exercise general supervision, direction and control over all the employees and subordinate personnel of the Calbayog City Water District and see that their respective duties are properly performed;

i.) Submit to the Board of Directors such statements, reports, memoranda, and accounts as may be required from time to time by law/and or the Board of Directors.

j.) Regularly conducts staff, general and committee meetings.

k.) Prepare agenda for the board meetings.

l.) Implement agency's policies, rules and regulations.

m.) Participate in the district's activities, with other line agencies and organizations.

n.) Conduct monitoring and inspection of CCWD's project implementation and facilities.

o.) Regularly inform the Board as to the status of the water district.

p.) Propose policies, rules and regulations, budgets and capital outlays for board's action.

**1.4.3 Department Manager** – CCWD as Category B, has four (4) Departments supporting the Office of the General Manager, namely: Administrative & Human Resource; Commercial Services; Finance Services; and Engineering & Operations Department.

The **Head of the Administrative & Human Resource Department** directs and supervises the basic efforts of the Department such as: purchasing/procurement, maintenance, general services, human resource management, property section, information management. She likewise supervises the general plant ground maintenance and facilitate plans and programs of the activities of the water district. Moreover, she facilitates the implementation/administration of policies, rules & regulations, and programs prescribed by the Management.

The **Head of the Commercial Services Department** supervises the utility activities specifically on water service application, meter reading, billings and

collections, marketing, investigations, water service disconnection, reconnections, maintaining customer's records, and other related activities.

The **Head of the Engineering & Operations Department** directs and supervises the engineering, construction works, repairs, maintenance activities of the water district. He coordinates with other divisions and evaluates performance of supervisors and employees under his Department. He directs schedules and supervises all operations in the production and the treatment facilities, and programs based on work orders. He ensures availability of supply to consumers. He ensures protection of water resources responsible for all systems' operation and supply distribution. Control and monitor water quality. Ensures disinfection of mains and conduct water analysis and established minimum quality standards of water supply.

The **Head of the Finance Services Department** supervises the implementation of procedures of bank deposits and disbursements of funds; receives collection from tellers and other related cash management. Regularly submit financial statements and other reports. Reviews & appraises the adequacy of accounting principles, financial and operating controls.

#### **1.4.3.1 ADMINISTRATIVE & HUMAN RESOURCE DEPARTMENT**

##### **RESPONSIBILITIES**

##### **1. General Administration/Management of Company Assets**

- a) In-charge of and performs the repair and maintenance of vehicles and equipment, building and other structures including electrical.
- b) Responsible for monitoring and processing the documentary requirements for land titles, payment of land taxes, and insurance premiums on properties and vehicles including annual LTO Registration.
- c) Responsible for receipts and issuances of property and equipment, materials and supplies.

##### **2. Purchasing/Procurement**

- a) Responsible for facilitating the procurement of supplies/materials, etc. of the agency.

##### **3. Records Management**

- a) Storage/archival of company records and files as well as disposal of which in accordance with records retention policy.

##### **4. Human Resource**

- a) Responsible for the personnel selection and recruitment of the district's human resources requirements and custody of personnel 201 files.
- b) Responsible for human resource development and training.

The Human Resource Management Information System was installed to effectively implement the processes and functions in the Human Resource Section

#### **TIME AND ATTENDANCE Reporting to Office**

**Step 1** - Employees before entering the office in the morning shall time in using the biometrics. Press F1 for IN and sign in or sign in the employees' logbook if the biometric is not functioning.

**Step 2** - At noon time, employees shall press F2 for break time/ lunch break or sign in the employees' logbook if the biometric is not functioning before going out from the office.

**Step 3** - In the afternoon before entering the office, employees shall time in in the biometrics. Press F3 for RESUME or sign in the employees' logbook if the biometric is not functioning.

**Step 4** - In the afternoon before going out from the office, employees shall press F4 for OUT or sign in the employees' logbook if the biometric is not functioning.

### **Employees When Going Out of the Office are Required to Use the Pass Slip**

**Step 1** - Employees shall get a pass slip form from the Administrative & Human Resource Department and completely fill – out the form.

**Step 2** - After filling – out the form, employees shall proceed to the Department Manager B of the Administrative & Human Resource Department or to the Acting General Manager B for approval. May it be official or personal purposes.

**Step 3** - Employees with an approved pass slip can now leave the office by giving the pass slip to the security guard on duty for proper recording on the time of departure and arrival to the office by the employees.

**Step 4** - At the end of office hours, all pass slips in the custody of the security guard on duty shall be turned-over to the Administrative & Human Resource Department for recording purposes.

### **LEAVE CARD UPDATING & MONITORING**

#### **Leave Card Updating & Monitoring Involves the Following Processes**

**Step 1** - Open the Biometrics system and upload the attendance and save the excel file.

**Step 2** - Post the attendance of the employees if they are present, absent, on leave, compensatory time-off, on official travel, on training/seminar or on official business and overtime works.

**Step 3** - After posting, all employees with application for leave shall automatically be recorded and deducted from their respective leave cards.

**Step 4** - Every last working day of the month or on the first week of the following month, the leave credit earning of the employees shall be posted and automatically recorded in the leave cards. Incurred tardiness & undertime shall also be deducted from the respective leave cards of the employees. A monthly report of the leave credit balances, incurred tardiness and undertimes shall be prepared to be posted on the CCWD's Bulletin Board for the information of the employees. A separate monthly report on the accumulated leave credits shall likewise be prepared for submission to the Finance Services Department for accrual/budgeting purposes on the following year.

## **FILING OF LEAVE**

**Step 1** - Employees shall ask from the Administrative & Human Resource Department the form on Application for Leave and fill – out the upper portion of the form (details of application).

**Step 2** - After filling-out the form, it shall be submitted to the Department Manager B of the Administrative & Human Resource Department for the latter to fill – out the lower portion of the form (available leave credit balances) and for signature and recommendation whether approved or disapproved. The applied leave shall be posted and deducted from the employees' leave card.

**Step 3** - The filled-out Application for Leave shall be forwarded to the Head of Office for his final action whether Approved or Disapproved.

## **FILING OF COMPENSATORY TIME – OFF (CTO)**

**Step 1** - Employees shall ask from the Administrative & Human Resource Department the form on Application for Compensatory Time – Off and fill – out the upper portion of the form (details of application).

**Step 2** - After filling – out the form, it shall be submitted to the Department Manager B for the latter to fill – out the lower portion of the form (available compensatory time-off balances) and for signature and recommendation whether Approved or Disapproved. The applied Compensatory Time-Off shall be posted and deducted from the employees' ledger card (CTO).

**Step 3** - The filled-out Application for Compensatory Time-Off shall be forwarded to the Head Office for his final action whether Approved or Disapproved.

## **FILING OF MONETIZATION OF EARNED LEAVE CREDITS**

**Step 1** - Employees shall ask from the Administrative & Human Resource Department the form on Application for Leave and fill – out the upper portion of the form (details of application). A letter shall be required for Monetization of more than ten (10) days which shall be attached to the Application.

**Step 2** - After filling – out the form, it shall be submitted to the Department Manager B for the latter to fill – out it the lower portion of the form (available leave credit balances) and for signature and recommendation whether Approved or Disapproved. The applied monetization shall be posted and deducted from the employees' leave card.

**Step 3** - The filled-out Application for Monetization shall be forwarded to the Head of Office for his final action whether Approved or Disapproved.

**Step 4** - Approved Application for Monetization shall be forwarded to the Finance Services Department for the preparation of Disbursement Voucher.

**Step 5** - Disapproved Application for Monetization shall be returned to the concerned employees with notation of its disapproval.



## **REQUEST FOR PERSONAL DATA SHEET (PDS), SERVICE RECORDS, LEAVE CARDS / COMPENSATORY TIME-OFF LEDGER CARDS, CERTIFICATIONS AND THE LIKE**

In requesting the following documents: Personal Data Sheet, Service Records, Leave Cards/Compensatory Time-Off Ledger Cards, Certifications and the like, the concerned employee/s shall approach the Administrative & Human Resource Department and request for a copy of the above mentioned documents whenever they are in need of the same.

The Department Manager B will attend to their request by printing their Personal Data Sheet/Service Records/Leave Cards/Compensatory Time-Off Ledger Cards/Certifications and the like. Service Records and Certifications shall be countersigned by the Department Manager B of the Administrative & Human Resource Department before forwarding the same to the Head of Office for his signature. Personal Data Sheet and Leave Cards/Compensatory Time-Off Ledger Cards shall be certified true copy by the Department Manager B. Other documents as requested shall also be countersigned by the latter and signed by the Head of Office or to be certified true copy by the Department Manager B.

### **FILING (201 FILES)**

All employees of the Calbayog City Water District (CCWD) has its own 201 Files under the custody of the Administrative & Human Resource Department. The 201 Files are being maintained and shall be treated as confidential records. The 201 Files shall contain the following documents:

- a) Appointment (CSC Form 33)
- b) Assumption of Duty
- c) Personal Data Sheet (CSC Form 212)
- d) Position Description Form
- e) Oath of Office
- f) Certificate of Eligibilities
- g) Copies of Medical Certificate
- h) NBI Clearance
- i) Copies of Diplomas, Transcript of Records (TORs)/Commendations/Awards
- j) Copies of Marriage Certificate
- k) Copies of Disciplinary Action
- l) Designations
- m) Notice of Salary Adjustments (NOSAs)/ Notice of Step Increments (NOSIs)
- n) Certificate of Leave Balances (if Transferees)
- o) Clearance from Property and Money Accountabilities (if Transferees)
- p) Certificates of attended Trainings/Seminars

201 File of Leave Cards has a separate folder. Likewise, employees' copies of theirs SALNs, IPCR, DPCR and Withholding Certificate Forms has separate folders.

Employees who have attended trainings/seminars shall furnish the Administrative & Human Resource Department a photocopy of their

Certificate of Attendance/Completion. Employees who have changes/update in their status, additional dependents and beneficiaries and have continuous studies shall also furnish the Administrative & Human Resource Department a photocopy of the document, for the purpose of updating their 201 Files. The latter shall be kept in the steel cabinet.

## **PERSONNEL QUALIFICATION INDEX**

The Employees Qualification Index Ledger Card shall be updated by the Administrative & Human Resource Department whenever there are changes on the status of the employees such as: changes in their position titles/promotion; increase of salaries/step increments; trainings/seminars attended and the like.

## **SALARY ADJUSTMENT/STEP INCREMENT**

### **Salary Adjustment**

Whenever there is an issuance of budget circular for salary increases of the government employees from the Department of Budget Management (DBM), the Administrative and Human Resource Department shall prepare a Notice of Salary Adjustment (NOSA) for signature by the Head of Office. Each employee shall receive his/her NOSA for his/her information/reference. The Finance Services Department shall be furnished copies of the employees' NOSA for payroll adjustment. The GSIS shall also be furnished a list of salary adjustments of the employees for their information/reference. The 201 files of the employees shall also be provided copies of the NOSA.

### **Step Increment**

Whenever an employee has step increment for his/her length of service, the Administrative & Human Resource Department shall prepare a Notice of Step Increment (NOSI) for signature by the Head of Office with attachment of his/her Personnel Qualification Index Ledger Card as reference. The concerned employee shall receive his/her NOSI. The Finance Services Department shall be furnished a copy of the NOSI for payroll adjustment. The GSIS shall also be furnished a list of employee/s who have step increment/s. The 201 files of the concerned employee/s shall also be provided copy/ies of the NOSI.

## **1.4.3.2 FINANCE SERVICES DEPARTMENT**

### **RESPONSIBILITIES**

#### **1. Cash and Fund Management**

- a) Responsible for the proper disbursement of agency's fund and the adoption of proper accounting and auditing system and practices and compliance with legal and corporate guidelines.
- b) Responsible for withholding of all personnel and agency's statutory obligations and remit the same to the concerned agencies.
- c) Responsible for the preparation of payroll and other benefits of all employees and officials and facilitate the payment for all transactions of the district.

- d) Responsible for the remittance of payment for water district's financial obligations.
  - e) Responsible for the collection of receivables.
  - f) Responsible for the deposit and investment of cash.
  - g) Responsible for the monitoring of cash flow.
- 2. Budget and Financial Forecasting**
- a.) Responsible for the budget preparation/consolidation
  - b.) Responsible for the budget monitoring
- 3. Financial Statements/Preparation and Reporting**
- a. Responsible for the accounting/bookkeeping of water district's financial transactions.
  - b. Responsible for the preparation, generation of financial statements and other reports.
  - c. Responsible for maintaining the records of properties, Inventories, and other assets.

### **1.4.3.3 COMMERCIAL SERVICES DEPARTMENT**

#### **RESPONSIBILITIES**

##### **Customer Services**

- 1. Marketing/Sales of Products/Services of the Water District**
  - a. Make promotions of MKWD services
  - b. Conduct market study on the proposed and new service area
- 2. New Accounts (Concessionaires) Processing**
  - a. Process application for New Water Service Connection and Reconnection, Renewal of Contracts
- 3. Customer (Concessionaires) Relations and Services**
  - a. Prepare service requests for reconnection, relocation, elevation of water meter, change meter, inspection of service connections for varied purposes, etc.
  - b. Conduct inspection/investigation for new connections, reconnections, high/low consumption, stuck-up/inverted/damage/lost water meter, reclassification of connections, probable illegal connections, negative reading, leakages, etc.
  - c. Accept application/renewal of Senior Citizens' Discount

##### **Customer Accounts**

- 1. Meter Reading and Billing of Accounts**
  - a. Conduct monthly reading of water meters and deliver billing notices to the concessionaires
  - b. Bill concessionaires for their consumption
- 2. Disconnection and Reconnection of Accounts**
  - a. Implement disconnection policy
- 3. Accounts Receivable Monitoring**
  - a. Monitor past due accounts and follow-up collections

#### **1.4.3.4 ENGINEERING AND OPERATIONS DEPARTMENT**

##### **RESPONSIBILITIES**

1. Oversees the Water Resources, Construction and Maintenance and the Planning & Design.
2. Execute supervision and operation of all three involved Divisions through related policies, goals, and objectives.

##### **A. WATER RESOURCES DIVISION**

##### **RESPONSIBILITIES**

###### **1. Water Generation and Distribution**

- a. Identification and development/drilling of water source
- b. Operation and maintenance of pumping stations
- c. Maintaining desired water pressure level in all distribution lines
- d. Monitoring pumping equipment/machineries performance and perform maintenance checks.

###### **2. Quality Control and Assurance**

- a. Responsible for water treatment, disinfection, water quality control
- b. Periodically submits water samples for laboratory testing on potable water as required by the Department of Health
- c. Perform regular flushing of distribution lines

###### **3. Environmental and Watershed**

- a. Coordinates with the DENR for the Watershed Rehabilitation Project being undertaken by the water district in agreement with said government agency.

##### **B. CONSTRUCTION AND MAINTENANCE**

##### **RESPONSIBILITIES**

###### **1. Repairs and Maintenance of Transmission, Distribution, Service Laterals and Water Service Connections Pipelines Predictive and Preventive Maintenance including immediate repair of the following:**

- a. Transmission, distribution, service lateral and water service connection pipelines and appurtenances such as hydrants, blow-off valves, gate valves, air release valves, etc.
- b. Restored grounds and other affected structures during construction, repair and maintenance works.
- c. Upgrading of deteriorated and undersized pipelines
- d. Installation of water service laterals.

###### **2. Water Meter Calibration and Maintenance**

- a. Keeping record and performing periodic calibration and maintenance of installed water meters of concessionaires every 5-year cycle.

###### **3. Monitoring Distribution Pipeline Network**

- a. Keep and update computerized maintenance records of water service connections, isolation valves, hydrants and blow-offs
- b. Perform periodic inspection of the distribution pipelines to ensure there is no leakage as well as to lessen Non-Revenue Water (NRW).

###### **4. Construction / Engineering**

- a. Responsible for the prioritization and construction of approved projects.

- b. Responsible for the prompt installation of new water service connection in accordance with the technical standards set by the agency.

## **C. PLANNING AND DESIGN**

### **RESPONSIBILITIES**

#### **1. Planning and Design**

- a. Responsible for planning and development of program related to water distribution system and network by using commercial and in-house computer aided engineering software (i.e., EPAnet, AUTOCAD, etc.)
- b. Responsible for establishing and adopting of optimum design, preparation of technical specifications, estimate and program of work.
- c. Responsible for establishing technical standard and in-house construction software development that may be applicable/adaptable to the needs of the agency.
- d. Responsible for the preparation, generation of all plans, records and documentation relative to the water distribution network system.

## **II. OPERATION CONTROL AND SUPERVISION**

- 2.1 **Administrative & Human Resource Department** has three (3) Divisions: Human Resource Division, Administrative/Property & Supplies Division and General Services Division. The **Human Resource Division** carries out the activities, namely: Recruitment, Selection, Hiring, Performance Management, Employees Development, benefits & rewards management & employee relations. The **Administrative/Property & Supplies Division** is the overall in - charge in the acquisition of new properties, equipment, supplies & materials, its utilization and disposition of unserviceable or no longer needed district's equipment. Coordinates all public information activities and establishes proper linkages with broadcast and print media in terms of information dissemination. Conducts investigation relative to personnel discipline and prepares contracts and other legal documents and issues certification relative to personnel matters. The **General Services Division** monitors the needed services of the water district operating units. Attends to building maintenance, repairs, and cleanliness of the office premises, warehouse, storeroom and other office location as the need arises. Prepares and attends to plans and programs for team building and other activities of the water district.
- 2.2 **Commercial Services Department** has two (2) Divisions: Customer Account and Customer Services Division. It provides information to the managers and the board as to the status of the water district's operation. It focuses on three major activities: meter reading, billing & collection. It maintains operation of account unit in the calculation of water rates and other charges. It prepares quarterly ageing of accounts. Entertains customer complaints, queries, application of new water service connections, conducts seminar/orientation of applicants of

water service connection, maintains master list of concessionaires. It undertakes marketing operation/strategies. It disconnects & conducts investigation on the veracity of application for new connection. It validates questionable consumption and connections.

2.3 **Finance Services Department** has three (3) Divisions: Accounting, Budget and Cash Management Division. The **Accounting & Budget Division** covers a wide range from basic bookkeeping, books of accounts, and preparation of financial reports, monitors budget & expenditures. Responsible for management of cash flow and ensures that there are enough funds available to meet the day to day expenses and payments. Ensures that the water district pays its employees accurately and timely compensation and benefits, mandatory remittances to pertinent government agencies. Prepares revenue projections and commercial reports. The **Cash Management Division** focuses on all cash received and receivables from consumers & sales or other sources. Submits Daily Cash Position and Disbursement Reports. Prepares check issuance and certifies cash availability to pay expenses. Reviews all approved and signed checks.

2.4 **The Engineering & Operations Department** has three (3) Divisions: the **Construction & Maintenance, Planning & Design and Water Resource Division**. It undertakes implementation and expansion projects. It prepares program of work and estimates for all construction of the district's facilities, non-revenue water management, installation of water service connections, accomplished job orders prepared by the Commercial Services Department. It maintains water service connection, formulates preventive and corrective maintenance programs. It conducts regular system maintenance activities, leak detection, and leak repairs. It performs other related maintenance works. The **Water Resources Division** schedules and carries out of all operation production, monitoring and ensures the water production from the different water resources and conducts source explorations to ensure sustainability of the water supply. It assists in the different watershed management activities like tree planting and watershed monitoring. It ensures the potability and safety of the water produced by conducting a scheduled water bacteriological/laboratory test. It conducts water samples, analysis of water samples, and residual chlorine reading reports. It maintains proper chlorination of filter and sedimentation settling basin effluents.

### **III. OPERATING PROCEDURES**

#### **3.1 TREATMENT PROCESSES**

The CCWD through the Joint Venture Company uses the standard coagulation – flocculation-sedimentation and rapid sand filter. It undergoes rapid media filtration and final disinfection by gas chlorination. The system also employs back-up use of

sodium hypochlorite if gas chlorine is not available. The WTP uses powder Poly Aluminum Chloride (PAC) for coagulation.

The first step of the process involves proper mixing of raw water with powder PAC with 10% minimum alumina content as coagulant with contact time of less than one minute. In mixing basins, powder chlorine solution is also added for preliminary disinfection and to kill most disease-causing microorganisms and to eliminate algae formation. Powder PAC solution is also added in fast-strong flash mixers which cause particles (such as silts) that would not readily settle out of the water, to clump together into larger particles called floc.

After coagulation, flocculation basin gently agitates the water to concentrate the suspended solids in an efficient manner.

In sedimentation, the speed of the flowing water is slowed down so that the larger suspended particles can settle out by gravity and collect on tank-bottom. The clear water on the surface then spills over the top of the tank on route to the filtration.

The WTP is equipped with a conventional sequence of flash mixer, flocculation basins and sedimentation in rectangular basins.

Filtration is the final step in removing the particulate matter. WTP is equipped with eight (8) gravity sand filters. Each filter consists of a rectangular concrete basin containing media i.e. sand and three (3) layers of gravel, fine on top and coarse at the bottom and a bottom pipe system for filtered water collection and other appurtenances. Filter backwash is made by using the available head existing in the filtered water outlet.

The final process involves injection of liquefied gas chlorine to disinfect and kill any remaining disease-causing microorganisms in the water, as well as to sustain a chlorine residual in the water as it makes through the distribution system and to meet the standard set by the PNSDW to assure safe drinking water. Chlorinated water then flows into the treated water reservoir with a capacity of 1,407 m<sup>3</sup> which goes to the distribution system.

### **3.2 DISTRIBUTION SYSTEM**

The current distribution system line is serving 52 barangays subdivided into 21 zones. Four (4) pumping stations were built within the area of city proper to boost the water pressure to high elevated areas.

### **3.3 WATER QUALITY REQUIRED**

The CCWD through the Joint Venture Company follows the standard set by the Administrative Order No. 2007-Philippine National Standards for Drinking Water of 2007.

To ensure a safe drinking water, the Laboratory Analyst conducts the following:

#### **Bacteriological Test**

##### **a. Microbiological Test**

The test is conducted by a DOH accredited testing laboratory center. Water sample is brought to the Prime Water Laboratory every 1<sup>st</sup> week and 3<sup>rd</sup> week of the month. Test results are submitted to City Health Office and to LWUA every month.

### **Laboratory Test**

- a. Water sampling in WTP reservoir is conducted in an hourly basis and in random household points within the service area. The WTP is equipped with laboratory equipment to measure the following standards:

Chlorine Residual – 0.3-1.5 ppm

Ph – 6.5 – 8.5 mg/l

Total Dissolved Solid – 500 mg/l

Turbidity – 5.0 NTU

- b. Chlorine Residual Test

This test is conducted on the distribution line (randomly collected from the different barangays) which is monitored daily (Monday to Friday).

Laboratory test results are recorded in a daily monitoring form.

### **Physico-Chemical Test**

This test is conducted once a year by a DOH accredited testing laboratory center. The test measures, Aesthetic, Physical and Chemical components of the water supplied.



### 3.4 COMMERCIAL SERVICES

(Transferred to Joint Venture Company as per Joint Venture Agreement)

#### WATER BILL PAYMENT

##### A) At CCWD Office

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Get priority number & wait for the no. to be called	Security Guard	1 minute	Security Guard		Priority Number
2	Present statement Of account or inform teller of any account information	Accept payment & validate Statement of Account or issue official receipt	1-2 minutes	Teller		Statement of Account/ O.R.
<b>END OF TRANSACTION</b>						

##### B) Online – Gcash Users

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Go to Gcash App and tap the Bank transfer icon					
2	Select Metrobank and enter the following details Account Name: Calbayog Water Company Inc. Account No: 294-3-29444704-1					
3	Tap Send Money and screenshot Confirmation					
4	Send proof of payment to tina.misagal@manilawater.com	Check email for new payment	5 minutes	Collection/Tina Misagal		proof of payment from Gcash
5	Wait for the confirmation & official receipt for 2-3 days after sending proof of payment	email confirmation and Official Receipt to concessionaire	1 minute	Collection/Tina Misagal		Official Receipt
<b>END OF TRANSACTION</b>						

### C. Palawan Pawnshop

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Present current Billing Statement for payment	Palawan Pawnshop Personnel will process the payment	2 minutes	Palawan Pawnshop Personnel		Palawan Pawnshop Send Money Form
2	For Bills with Past Due and other miscellaneous fee secure first Order of Payment from CbCl Office/Teller before paying to Palawan Pawnshop	Check Account for total amount to be paid and issue Order of Payment Slip	1 minute	Teller		Order of Payment Slip
<b>END OF TRANSACTION</b>						

## APPLICATION AND INSTALLATION OF NEW WATER SERVICE CONNECTION

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & request for application & installation of new service connection	Provide the client with a short briefing on new water service connection and its requirements.	5 minutes	Customer Service Specialist (CSS)		
2	Fill-out/sign Application for New Water Service Connection.	Advise customer to pay the inspection fee thru Palawan Pawnshop	1 minute	CSS		New Water Service Connection Form
3	Pay inspection fee	Accept payment & Issue O.R.	2-5 minutes	Palawan Pawnshop	P 84.00	Official Receipt
4	Submit to Customer Service the accomplished application form & other requirements.	Process for review & inspection. Prepare Customer Care Form.	1 minute	CSS		Customer Care Form
5		Verification of estimate & other Installation cost.	1 day	Field Specialist		Inspection Report
6		Prepare Billing of Materials and materials for installation of new water service connection	2-3 days	Territory Manager/ Warehouse Man	P 5,700 (for standard connection)	Billing of Materials
7		Call concessionaire for the payment of materials for water service connection.	5 minutes	CSS		
8	Proceed to CSS & request for Order of Payment	Issue Order of Payment & advise concessionaire to pay thru Palawan Pawnshop	1 minute	CSS		Order of Payment Slip
9	Pay installation cost thru Palawan Pawnshop	Accept payment & issue O.R.	2 minutes	Palawan Pawnshop	Actual estimate	Official Receipt
10		Forward Application Form to Service Provider and create Maintenance Order	1 minute	CSS		Maintenance Order
11	Acceptance of work done, sign the Maintenance Order.	Installation of New Water Service Connection	1-3 days	Service Provider		Maintenance Order
12		Accomplished Maintenance Order will be checked by Field Specialist	1 day	Field Specialist		Maintenance Order
13		Post to BCWin.	5 minutes	Billing		Maintenance Order
<b>END OF TRANSACTION</b>						

## REQUEST FOR WATER SERVICE RE-CONNECTION

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service Specialist & request for service reconnection	After verification of record & prepare Customer Care Form. Issue Order of Payment & advise concessionaire to pay thru Palawan Pawnshop.	1-2 minutes	Customer Service Specialist (CSS)		Customer Care Form/ Order of Payment Slip
2	<b>Pay the following:</b>	Accept Payment & issue official Receipt				
	<b>-Arrears</b>		1 minute	Palawan Pawnshop	Arrears	
	<b>-Reconnection fee</b> Re-open (below 1 year)		2 minutes	Palawan Pawnshop	P112.00	
	Re-registration (1 year & above) -Residential -Commercial		2 minutes	Palawan Pawnshop	P756.00	
	-Illegal Re-open (IRO) (if there is any)		1 minute	Palawan Pawnshop	<b>1<sup>st</sup> Offense</b> P1,120 for Res. P2,240 for Com.  <b>2<sup>nd</sup> Offense &amp; up</b> P4,480 for Res. P6,720 for Com.	
3	Return to Customer Service Specialist & present Official receipt	Forward the Customer Care Form to Field Specialist for re-connection	1 minute	CSS/Field Specialist		Customer Care Form
4	Acceptance of work done, sign the Customer Care Form	Reconnection of water service	1 day	Meter Reader		Customer Care Form

**END OF TRANSACTION**

## REQUEST FOR RELOCATION OF WATER SERVICE CONNECTION *(same Zone only)*

### 1. Step 1

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service Specialist & request for relocation	After verification of record, prepare Customer Care Form.	1 minute	Customer Services Specialist (CSS)		Customer Care Form
2	Fill-out/sign Customer Care Form.	Issue Order of Payment & advise concessionaire to pay thru Palawan Pawnshop	1 minute	CSS		Customer Care Form/ Order of Payment
3	Pay inspection fee	Accept payment & issue O.R.	2 minute	Palawan Pawnshop	P84.00	O.R.
4	Return to Customer Service Specialist & present O.R.	Forward the Customer Care Form to Field Specialist and create Maintenance Order for relocation	1 minute	CSS/Field Specialist		Customer Care Form/Maintenance Order
5		Inspection & Estimate	1 day	Field Specialist		

### 2. Step 2

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
5	Pay the following : -Relocation fee Same zone  -Pay Estimated Cost (if there is any)	Accept payment & issue O.R.	2 minutes	Palawan Pawnshop	Actual Estimate	O.R.
6	Return to Customer Service Specialist & present the O.R.	Forward the Customer Care Form to Network Maintenance and create Maintenance Order for relocation	1 minute	CSS/ Network Maintenance		O.R.
7	Accept work done; sign the MO	Relocation of Service Connection	3-4 days	Network Maintenance		Maintenance Order
<b>END OF TRANSACTION</b>						

**Note: Relocation to different Zone is considered as Application for New Water Service Connection**

## REQUEST FOR CHANGE OF OWNERSHIP OF WATER SERVICE CONNECTION

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & request for Change of Ownership	After verification of record, prepare Customer Care Form.	5 minutes	Customer Service Specialist (CSS)		Customer Care Form
2	Fill-out/sign Application for Change of Ownership.	Issue Order of Payment & advise concessionaire to pay thru Palawan Pawnshop	1 minute	CSS		Change of Ownership Form/ Order of Payment
3	Pay for Inspection Fee & Approval Fee	Accept payment & Issue O.R.	2 minutes	Palawan Pawnshop	P 84.00 P 56.00	Official Receipt
4	Submit to Customer Service the accomplished application for Change of Ownership form & other requirements.	Process for review & inspection. Prepare Customer Care Form.	1 minute	CSS		Customer Care Form
5		Forward the Customer Care Form to Field Specialist for investigation	1 Day	Field Specialist		Customer Care Form
6		Edit BCWIN for the new Customer Information	1 minute	Billing		
<b>END OF TRANSACTION</b>						

## REQUEST FOR TEMPORARY WATER SERVICE DISCONNECTION

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & request for Temporary Disconnection	After verification of record, prepare Customer Care Form.	5 minutes	Customer Service Specialist (CSS)		Customer Care Form
2	Fill-out/sign Application for Temporary Water Service Disconnection.	Issue Order of Payment & advise concessionaire to pay unpaid water bill/ arrears if there's any thru Palawan Pawnshop	1 minute	CSS		Order of Payment Slip
3	Pay unpaid water bill/ arrears	Accept payment & Issue O.R.	2 minutes	Palawan Pawnshop		Official Receipt
4	Return to Customer Service Specialist & present Official Receipt	Process for review & inspection. Prepare Customer Care Form.	1 minute	CSS		Customer Care Form
5		Forward the Customer Care Form to Meter Reader for Temporary Disconnection	1 minute	Meter Reader		Customer Care Form
6	Acceptance of work done, sign the Customer Care Form	Temporary disconnect water service connection	1 Day	Meter Reader		Customer Care Form

**END OF TRANSACTION**

## REQUEST FOR CHANGE METER

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Customer Service & request for Change Meter	After verification of record, prepare Customer Care Form	5 minutes	Customer Service Specialist (CSS)		Customer Care Form
2	Fill-out/sign Application for Change Meter.	Issue Order of Payment & advise concessionaire to pay unpaid water bill/ arrears if there's any thru Palawan Pawnshop	1 minute	CSS		Order of Payment Slip
3	Pay the Water Meter Maintenance Fee	Accept payment & issue O.R.	2 minutes	Palawan Pawnshop	P 1,650.00	Official Receipt
4	Return to Customer Service Specialist & present Official Receipt	Process for review, prepare Customer Care Form	1 minute	CSS		Customer Care Form
5		Forward the Customer Care Form to Network Maintenance for Change Meter	1 minute	Network Maintenance		Customer Care Form
6	Acceptance of work done, sign the Customer Care Form	Change water meter	3-5 days	Network Maintenance		Customer Care Form
<b>END OF TRANSACTION</b>						



**REQUEST FOR CHECK-UP/REPAIR OF WATER SERVICE CONNECTION** *(Before the Meter)*

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Information Area for the complaint	After verification of record, prepare Customer Care Form	5 minutes	Customer Service Specialist (CSS)		Customer Care Form
2	Fill-out/sign Application for request for service repair.	Process for review & inspection. Prepare Customer Care Form.	1 minute	CSS		Customer Care Form
3	Acceptance of work done, sign the Customer Care Form	Forward the Customer Care Form to Network Maintenance for Service Repair	1-2 days	Network Maintenance		Customer Care Form
<b>END OF TRANSACTION</b>						

(Offered service by Calbayog City Water District)

**FILLING OF COMPLAINT**

STEP	CLIENT	SERVICES	DURATION	INCHARGE	FEES	FORM
1	Proceed to Information Area for the complaint	Record customer information & complaints, prepare Complaint Form.	5 minutes	CCWD Public Assistance Representative		Complaint Form
2		Forward Complaint Form to Customer Service Specialist	1 minute	Customer Service Specialist		
3		Process for review, prepare Maintenance Order.	1 minute	CSS		Maintenance Order
4	Acceptance of work done, sign the Maintenance Order	Forward Maintenance Order to Network Maintenance for Maintenance	1-3 days	Network Maintenance		Maintenance Order
5		Return Complaint Form to Public Assistance Representative for verification of work done	1 minute	CSS/Public Assistance Representative		Complaint Form
<b>END OF TRANSACTION</b>						



### Our VISION

Calbayog City Water District (CCWD) envisions itself as: The leading Water Utility in Samar by 2025.

### Our MISSION

CCWD is committed to provide safe, potable and adequate water, ensuring environmental protection, and providing technical as well as professional advancement to its employees, thus, promoting consumers' satisfaction even to the less privileged.

### Our GOALS

1. Increase service coverage.
2. Increase active service connection.
3. Improve water supply and customer service.
4. Reduce Non-Revenue Water.
5. Improve Financial Viability.
6. Environmental Protection and Rehabilitation in Watershed area.
7. Improve Organizational Efficiency and Productivity.



### REDRESS MECHANISM

We are committed in providing high quality of service to the people of Calbayog City and the nearby Municipality of Sta. Margarita, Samar. There may be times that you feel dissatisfied with our services. Thus, we appreciate your comments and suggestions to further improve our services. For complaints, please contact our Public Assistance Representative or call us at the following numbers: (055) 2091-218 / 2091-843; Mobile (Globe): 091777003384 / 09175120086; Globe (landline): (055) 5339161. You can also send your comments/ suggestions/ complaints to our email address: ccwd\_87@yahoo.com or write to Engr. Rodolfo A. Tan, Acting General Manager B of Calbayog City Water District.

### FEEDBACK MECHANISM

We believe that clients deserve the highest level of customer service satisfaction. Therefore, we would like to encourage you that after transacting with us, please fill-out the smiley form available at the Information/ Public assistance Desk and drop it inside the suggestion box, CCWD Administration Building, Daang Maharlika, Purok 4, Brgy. Capoocan, Calbayog City or call us at the following numbers: (055) 2091-218 /2091-843; Mobile (Globe): 091777003384 /09175120086; Globe (landline): (055) 5339161.

We assure you that your feedback will be taken with utmost confidentiality.

Thank you very much and we are glad to be of continued service to you.





**CALBAYOG CITY WATER DISTRICT**  
Daang Maharlika, P4, Brgy. Capoocon, Calbayog City

\_\_\_\_\_ Date

How do you find our services?

Poor       Good       Very Good       Excellent

What can you say about our frontliners (Customer Service, Clerks, Officers and other employees)?

Accommodating       Not Accommodating       Arrogant

Complaints/comments:

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Suggestion/s:

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## **CALBAYOG CITY WATER DISTRICT**

Daang Maharlika, P4, Brgy. Capoocan, Calbayog City, Samar  
Email address: [ccwd\\_87@yahoo.com](mailto:ccwd_87@yahoo.com) Tel No.: (055) 2091843

**JULY 2020**

