



# **CALABANGA WATER DISTRICT**

**CITIZEN'S CHARTER**  
2021 (1<sup>st</sup> Edition)



## **I. Mandate**

The CALABANGA WATER DISTRICT is formed by virtue of Presidential Decree 198 for the purpose of the following:

- (a) Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within water district boundaries,
- (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 district, as are necessary or incident to said purpose.

(Chapter II, Purpose and Formation, Section 5 of PD 198)

## **II. Vision**

To meet the concessionaires' satisfaction through sustainable water management.

## **III. Mission**

We are committed: To provide potable and affordable water supply 24/7. To help improve the living condition and to contribute to economic productivity of the people of Calabanga.

## **IV. Service Pledge**

- a. To provide sufficient, potable and affordable water supply at all times.
- b. To conserve, protect and rehabilitate the watershed areas towards a better environment.
- c. To promote customer's full satisfaction and maintain high standard of public service.
- d. To maintain the highest degree of employees morale through effective management.
- e. To be sustainable and self-reliant water district.



## TABLE OF CONTENTS

### I. External Services

Service 1: Application for Installation of New Service Connection	5
Service 2: Application for Senior Citizen Discount	10
Service 3: Change of Account Name	12
Service 4: Classification of Payments	15
Service 5: Reconnection	18
Service 6: Request for Billing Adjustment Memo	22
Service 7: Temporary Closed/Disconnection	25
Service 8: Communication for Signature/Receive	27
Service 9: Procurement Services	29
Service 10: Receiving of the Supplies and Materials / PPE	32
Service 11: Request for Water Sampling for the Issuance of certificate of Potable Water	33

### II. Internal Services

#### Office of the General Manager

Service 1: Documents for Signature (Internal)	37
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#### Administrative Office

Service 2: Daily Tie Record	39
Service 3: Application of Leave of Absence	40
Service 4: Application for Monetization of Leave Credits	42
Service 5: Request for Certificate of Employment	45
Service 6: Request for Service Record	47

#### Finance and Commercial Office

Service 7 Processing and Payment of Disbursement Vouchers for Supply of Goods and Services	51
Service 8: Processing and Payment of Disbursement Vouchers for Remittance of Statutory Obligations	53
Service 9: Processing and Payment of Disbursement Vouchers for Employees Payroll and Other Requests	55
Service 10: Liquidation of Cash Advances	57
Service 11: Check Preparation	59
Service 12: Petty Cash Preparation and Disbursement	61
Service 13: Preparation of Aging of Accounts of Materials	63
Service 14: Issuance of Requisition Issue Slip	65

#### Engineering/Construction/Water Quality and Production Office



Service 15: Expansion Project	67
Service 16: Repair of Service Connection/General Repair Work	70
Service 17: Request for Meter Relocation	74
Service 18: Request for Service Transfer	79
Service 19: Request for Water Sampling for the Issuance of Certificate of Potable Water	80
Service 20: Microbiological Testing	84
Service 21: Water Quality Analysis Physical / Chemical / Metal Analysis	87
Service 22: Chlorine Residual	90
Service 23: Non Revenue Water	92
Service 24: Demand Ratio	94
Service 25: Water Pressure Monitoring	96
Service 26: Water Level Monitoring	97
Service 27: Water Flushing	98
Service 28: Water Production Cost and Expenses	99
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	100
<b>LIST OF OFFICES</b>	101
<b>ARTA PICTURES</b>	102





# **CALABANGA WATER DISTRICT EXTERNAL SERVICES**

- V. **Application for Installation of New Service Connection** – The residents of Calabanga or the general public who wants to have access to safe water shall file his/her application to Calabanga Water District after complying all the requirements and payment of the corresponding fees. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	Commercial
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government
<b>Who may avail:</b>	The general public within the service area of Calabanga Water District
<b>CHECKLIST OF REQUIREMENTS</b>	
1 pc. Photocopy of valid ID or any government issued ID with picture 1 pc. 2 X 2 recent colored picture Barangay Clearance, should be within 6 mos. Validity Location/sketch plan	Company ID, SSS, GSIS, BIR, Comelec, Personal  Barangay Hall where the location of residence, business, office
Additional Requirement: (any applicable)- Photocopy of lot title, if applicant is the owner	Personal, or may ask assistance from personnel of CAWADI Registry of Deeds
Consent/Authorization from lot/building owner-if applicant is renting/informal settler	Lot owner or building owner
Affidavit of undertaking -if government property	Notarized by a lawyer
Consent from lot owner to install water facilities in his lot –if service line passes through a private lot	Lot owner
Photocopy of deed of sale -if property is newly acquired or letter of consent/waiver from previous owner.	Notarized by a lawyer or from previous owner
Excavation permit, if applicable	DPWH District Engineering Office
If transacted by a representative: Authorization letter from the applicant	Applicant
Photocopy of representative valid ID with picture (must present original)	Company ID, SSS,GSIS, BIR, COMELEC





CLIENT STEPS	CAWADI ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Day 1 visit:</b>				
1. Approach the Officer of the Day. Sign in the client log book in the table and fill out Personal Information. Proceed to the Public Assistance Complaint Desk for regular account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants.	1. Greet the client, offer a seat for regular concessionaire and a special lane for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants let the client be comfortable	None	5min	Officer of the Day
2. Submit the duly required documents to the Utility Customer Service Assistant.  Sign in the Water Service Application form.	2. Receive the required documents and check for completeness and encode the personal data information. Advice client to pay the inspection fee at the Teller.	None	3min	Florendo Ivan Utilities/Customer Service Assistant E-Commercial Division
3. Proceed to Teller 3 booth and pay inspection fee.	3. Receive payment and issue validated official receipts.	<b>100.00</b>	3min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for special lane (window 1)
4. Present official receipt to the Customer Service Assistant E.	4. Record payment and forward processed application for inspection.	None	2min	Florendo Ivan Utilities/Customer Service Assistant E-Commercial Division



<p>5. Assist CAWADI Personnel during the on-site inspection. Receive a copy of the Water Service Application Form.</p>	<p>5. Inspector will conduct evaluation and inspect your place whether water mains are available and determine the materials needed.            5.1 Shall review the prepared plans and estimates and do background check if with previous account.            5.2 Shall assign account number in the system            5.3 Shall approve the plans and estimates and forward to UCSAE            Instruct the UCSAE to text message the client that his application is ready for payments.</p>	<p><b>None</b></p>	<p>4 days from payment of insp. fee</p>	<p>Romulo B. Villena            Inspector- Water Maintenance Man B- Engineering &amp; Production Division</p>
<p>1. Proceed to Public Assistance Complaint Desk. Approach the Officer of the day. Sign in the client log book in the table and fill up Personal Information.</p>	<p>1. Greet the client, offer a seat let the client be comfortable) Ask the purpose of his/her presence.</p>	<p><b>None</b></p>	<p>3min</p>	<p>Officer of the Day</p>
<p>2. Ask for the total assessment of fees, charges and materials</p>	<p>2. Compute the total assessment fee, charges and materials. Assessment of payments are classified as follows:            Water Maint. Fee            Registration Fee            Notarial fee            Type of Connection            Cluster            Across            Along</p>	<p>1,300.00            500.00            100.00            500.00            1,000.00            500.00</p>	<p>3min</p>	<p>Florendo Ivan (UCSAE)</p>





	2.1 Sr. Water Utilities Mgt./Dev. Officer will verify the total assessment for New Connection.	None	3min	Raquel M. Saavedra (SWUMDO) Commercial Division
3. Proceed to the Public Assistance Complaint Desk for regular account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants and pay total assessment of fees, charges and materials.	3. Receive payment and issue validated official receipts.	None	3min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for express lane (window 1)
4. Attend an orientation/seminar for new service connection and receive Certification of Attendance. Sign in the Memorandum of Agreement of Water Service Installation.	4. Forward processed Water Service Application for signature.	None	5min	Raquel M. Saavedra (SWUMDO) Commercial Division Engr. Michael Moreno Engineering & Production Division Engr. Celedonio I. Tolentino Jr. GM
	4.1 Conduct Orientation of Memorandum of Agreement to concessionaires. Assist client in signing of the contract.		10min	(UCSAE) Commercial Division
	4.2 Forward processed Memorandum of Agreement for signature of the GM -		5min	(GM) Office of the GM





<p>5. Wait for the schedule for the installation of New Water Service Connection.</p>	<p>5. Transmit the approved Water Service Application Form to the Supervising Engineer Get the schedule of Installation for New Water Service Connection. Inform the concessionaire of the schedule. Note: Installation, Scheduling and implementation</p>	<p><b>None</b></p>	<p>3 days from payment of fees and charges</p>	<p>(UCSAE) Commercial Division  Engineering &amp; Production Division</p>
<p>6. Assist CAWADI Personnel during installation. Acknowledge the work performed by signing on the Water Service Application form attesting that water service has been installed and your request/application satisfy</p>	<p>6. Plumbers perform the installation of new service connection</p>	<p><b>None</b></p>	<p>3 to 4 hours</p>	<p>Designated Plumbers Engineering &amp; Production Division</p>
<p><b>TOTAL:</b></p>		<p>2,000.00 + type of connection + actual assessment</p>	<p>7days 4hours &amp; 45min</p>	
<p><b>END OF TRANSACTION</b></p>				





**VI. APPLICATION FOR SENIOR CITIZEN ACCOUNT** - Processing of Application for Senior Citizen Account required to come in-person to the Customer Service Assistant and if thru representative inspector will conduct evaluation of the application for SC. Senior Citizen has the privilege to avail discount per RA No. 994.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up Senior Citizen Application Form		CAWADI Office		
Proof of Residency – Barangay Clearance		Barangay where the SC resides		
Valid Senior Citizen ID (photo copy)		Office of the Senior Citizen		
Valid ID of representative (present original and photo copy)		Company ID, SSS,GSIS, BIR, COMELEC, Pag ibig and Phil Health		
Registered Name should be the name of Senior Citizen		Cawadi Office		
Must be residential type of connection and not exceed 30 cubic consumption		Cawadi Office		
Annual Renewal of the Application (Every January of the coming year)		Cawadi Office		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance Complaint Desk express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants.	1. Greet the client, offer a seat let the client be comfortable.	None	5min	Officer of the Day



Approach the Officer of the day. Sign in the client log book in the table and fill up Personal Information.				
2. Submit the duly required documents to the Utility Customer Service Assistant.	2. Receive the required documents and check for completeness and encode the personal data information.	<b>None</b>	3min	(UCSAE) Commercial Division
3. Sign in the Application form to process the application for Senior Citizen Discount	3. Inspector will conduct ocular inspection to validate application for Senior Citizen if application was process through representative.	<b>None</b>	4days from payment of insp. fee	Engineering & Production Division
	4. Application for Senior Citizen checks results/client investigation report if application is approved/denied/deferred and modify the account.	<b>None</b>	2min	Commercial Division  Office of the GM
	5. Explains to the concessionaire the Senior Citizen Discount will reflect on the next month billing.	<b>None</b>	3min	(UCSAE) Commercial Division
<b>TOTAL</b>		<b>NONE</b>	4days & 13min	
<b>END OF TRANSACTION</b>				



**VII. CHANGE OF ACCOUNT NAME-** Processing of Application for Change of Account Name and required to come in-person to the Customer Service Assistant to complete an application, if thru representative applicants required to submit authorization letter. To able to process Change of Account Name, we have created a list to help you to consider the fees, clearances and requirements that may apply to your request. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance- Proof of Residency		Barangay Hall		
Original and photo copy of valid ID		Company ID, SSS,GSIS, BIR, COMELEC, Pag ibig and Phil Health		
1x1 picture (1pc)		Photo Shop		
Written consent from the previous bldg. owner if lessee		From the previous bldg. owner		
Authorization Letter from the owner or any proof of authority to transact business		From the owner of the property/business, head of the agency		
Valid ID of representative (present original and photo copy)		Company ID, SSS,GSIS, BIR, COMELEC, Pag ibig and Phil Health		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the Day. Sign in the client log book in the table and fill out Personal Information. Proceed to the Public Assistance Complaint Desk for ordinary	1. Greet the client, offer a seat for regular concessionaire and a special lane for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and	None	5min	Officer of the day



account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants..	mothers with infants let the client be comfortable and assist with the request.			
2. Submit the required documents to Utility Customer Service Assistant for initial assessment and verification to process Change of Account.	Receive the required documents and check for completeness.	None	5min	(UCSAE) Commercial Division
2. Sign in the Service Request.	2. Prepares Service Request and encode the personal data information.  2.1 Forward processed Service Request for Signature	None	3min  2min	(UCSAE) Commercial Division  (SWUMDO) Commercial Division
3. Wait for the schedule of inspection at your place.	3. Inspector will conduct evaluation and inspect you place to determine the type of account.	None	4 days from receipt of SR	(WMMB-Inspector) Engineering & Production Division
5. Proceed to Teller 2 for regular account and Teller 1 for express lane, for PWDs, Senior Citizens, Pregnant Women, and mothers with infants where the Officer of the Day will assist you in paying the total fees and charges	5. Receive payment and issue validated Official Receipt. For Ordinary Change of Account Inspection and Notarial Fee For Senior Citizen Change of Account Inspection and Notarial Fee	150.00  200.00	3min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for express lane (window 1)





6. Present official receipt to the Customer Service Assistant E.	6. Record payment and transmit service request to the Billing Section to update account and database.	None	3min	(UCSAE) Commercial Division
TOTAL		P350.00	4days & 21min	
END OF TRANSACTION				





**VIII. CLASSIFICATION OF PAYMENTS-** Accepting payments, issue validated official receipts and required to come in-person to the cashier to complete transaction. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1.Official Receipts</b>		<b>CAWADI OFFICE TELLER</b>		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gets queue number from the Security Guard at the Lobby's Entrance and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants.	1. Greet the client, offer a seat let the client be comfortable. Issues queue number for Teller 1 for regular lane and Teller 2 for express lane	None	1min	Guard on duty



<p>2. Waits for queue to be called. Proceeds to designated teller booth and presents water bill or Statement of Account (SOA); or If no water bill write the account name in a piece of paper.</p>	<p>2. Verify the account name and other account dues of the Concessionaire. Classification of payments are as follows:  A. Payment for water bills and Other Water Revenue.  B. Payment for New Connection  C. Reconnection  D. Change Name:  Ordinary  Senior Citizen  E. Certification fee  Potability Certification  Laboratory testing fee (TCT and FCT)  Laboratory testing fee (TCT, FCT &amp; HPC) conducted by:  Accredited Laboratory  F. Other fees and charges for payment such as bid docs, refund C.A.</p>	<p>150.00  200.00 50.00 300.00 600.00</p>	<p>2min</p>	<p>Annie Kaye Celorin  Teller 2 – for regular lane (window 2)   and  CHONA DP. VELARDE  Teller 1- for special lane (window 1)</p>
<p>3. Proceed to Teller 2 for regular account and Teller 1 for express lane, for PWDs, Senior Citizens, Pregnant Women, and mothers with infants where the Officer of the Day will assist you in paying the Water Bill Teller</p>	<p>3. Accepts payment and issue Official Receipt;  a) If Check is received, verify it and indicate on the official receipt (office copy) the drawee bank, and its branch, check the number, date and amount of check. Verify if is dated.</p>	<p>None</p>	<p>3min</p>	<p>Annie Kaye Celorin  Teller 2 – for regular lane (window 2)  and  CHONA DP. VELARDE  Teller 1- for special lane (window 1)</p>





TOTAL	P1,300. 00 and actual bill	6min	
END OF TRANSACTION			



**RECONNECTION-** Processing of Request for Reconnection and required to come in-person to the Customer Service Assistant to complete transaction. Disconnected water service connection with removed water meter will apply for the reconnection of water service after full payment of arrearages. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection. Status: disconnected accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If the transacted by owner- original and photo copy of valid ID preferably government issued		Company ID, SSS,GSIS, BIR, COMELEC, Pag ibig and Phil Health		
If thru representative- Authorization from the owner or any proof of authority to transact business		From the owner of the water service connection		
1 photo copy valid ID of the owner and 1 photo copy valid ID of representative		Company ID, SSS,GSIS, BIR, COMELEC, Pag ibig and Phil Health		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the Day. Sign in the client log book in the table and fill out Personal Information. Proceed to the Public Assistance Complaint Desk for ordinary account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants	1. Greet the client, offer a seat for regular concessionaire and a special lane for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants let the client be comfortable and assist with the request.	None	5min	Officer of the day
2. Inquire for accounts	2. Prepares Service	None	3min	Florendo Ivan



<p>arrearages. Statement of Account (SOA) Sign in the Service Request for Reconnection.</p>	<p>Request encode the personal data information. Forward processed Service Request for Signature and Check the account name and other account dues of the Concessionaire.</p>		2min	<p>UCSAE Commercial Division Raquel M. Saavedra (SWUMDO) Commercial Division</p>
<p>3. Proceed to Teller 2 for regular account and Teller 1 for express lane, for PWDs, Senior Citizens, Pregnant Women, and mothers with infants where the Officer of the Day will assist you in paying the reconnection fee and arrearages.</p>	<p>3. Receive payment and issue validated Official Receipt.</p>	None	3min	<p>Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for express lane (window 1)</p>
<p>4. Present official receipt to the Customer Service Assistant E. Wait for the schedule of inspection at your place.</p>	<p>4. Record payment</p>	None	3min	<p>Ivan Florendo (UCSAE-Designee) Commercial Division</p>
<p>5. Assist CAWADI Personnel during the on-site inspection.</p>	<p>5. If disconnected three (3) months below. Inspector will conduct evaluation and inspect you place and determine the materials needed.</p>	None	7days from receipt of SR	<p>Romulo B. Villena (VMMB-Inspector) Engineering &amp; Production Division</p>
<p>6. Ask for the total assessment of fees, charges and materials after inspection.</p>	<p>6. Compute the total assessment fee, charges and materials. for Reconnection are as follows:  Disconnected (with arrears)</p>		10min  5min	<p>Florendo Ivan (UCSAE-Designee) Commercial Division</p>



	<p>within 24 hours  More than 24 hours  3 months to 1 year  1 year above</p> <p>Sr. Water Utilities  Mgt./Dev. Officer will  verify the total  assessment for  reconnection.</p>	<p>300.00  500.00  1,500.00  2,000.00</p>		<p>RAQUEL M. SAAVEDRA  (SWUMDO)  Commercial  Division</p>
<p>7. Proceed to Teller 2 for regular account and Teller 1 for express lane, for PWDs, Senior Citizens, Pregnant Women, and mothers with infants where the Officer of the Day will assist you in paying the total assessment of fees, charges and materials needed for reconnection.</p>	<p>7. Receive payment and issue validated official receipts.</p>	<p>None</p>	<p>3min</p>	<p>Annie Kaye Celorin  Teller 2 – for regular lane (window 2)</p> <p>and  CHONA DP. VELARDE  Teller 1- for express lane (window 1)</p>
<p>8. Wait for the schedule for reconnection of water service connection.</p>	<p>8. Inform client of the schedule of reconnection. Transmit service request to the supervising engineer which serve as maintenance order and issue to the designated plumber.</p>	<p>None</p>	<p>2min</p>	<p>Ivan Florendo  (UCSAE)  Commercial  Division</p>
<p>9. Assist CAWADI Personnel during reconnection  Acknowledge the work performed by signing on the Service Request form attesting that water service has been disconnected request/application satisfy.</p>	<p>9. Plumbers perform reconnection of service connection.</p>	<p>None</p>	<p>2hours from the receipt of the SR</p>	<p>Designated Plumbers  Engineering &amp;  Production  Division</p>





TOTAL	Based on total assessment	7days, 2hrs. & 36min.	
END OF TRANSACTION			





- I. **REQUEST FOR BILLING ADJUSTMENT-** Processing of Billing Adjustment, concessionaire required to come in-person to Customer Service Assistant to complete request for billing adjustment. The Billing adjustment procedure covers the processes in adjustment on customer's water bill .All meters will be read on a monthly basis with billing performed on a monthly basis. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection. Status: With high water consumption.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Water Bill or Statement of Account (SOA)			Cawadi Office -Billing	
5.Official Receipts			CAWADI OFFICE TELLER	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the Day. Sign in the client log book in the table and fill out Personal Information. Proceed to the Public Assistance Complaint Desk for ordinary account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants	1. Greet the client, offer a seat for regular concessionaire and a special lane for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants let the client be comfortable and assist with the request.	None	5min	Officer of the day



2. Sign in the Service Request.	2. Prepares Service Request and encode the personal data information.  Forward processed Service Request for Signature and Check the account	None	3min          2min	Ivan Florendo (UCSAE) Commercial Division  RAQUEL M. SAAVEDRA (SWUMDO) Commercial Division
3. Wait at site for check service connection.	If High Consumption: Inspector will conduct evaluation and inspect your place to check service connection.	None	2hours from receipt of SR	Romulo B. Villena (WMMB-Inspector) Engineering & Production Division
4. Wait at site for re-reading	If Erroneous Reading/Billing: Meter Reader will conduct re-read and inform client the result.	None	2hours from receipt of SR	Assigned Meter Reader Commercial Division
	If Stop Meter: Meter reader will inform the Utility Customer Service Assistant to prepare service request for change meter and meter calibration	None	2hours from receipt of SR	Assigned Meter Reader Commercial Division
	3. Utility Customer Service Assistant transmit service request to the Billing Section.	None	3min	Ivan Florendo (UCSAE) Designee Commercial Division
	Billing Section prepares billing adjustment memo (BAM) Sr. Water Utility Mgt. Dev. Officer verify and sign BAM Utility Customer Service Assistant transmit BAM to the of	None	10min  3min  3min	Ivan Florendo (UCSAE) Commercial Division RAQUEL M. SAAVEDRA (Swumdo) Commercial Division Grizelle A. Cariño (OOGM)





	the OOGM for approval.			Office of the GM
5. Sign in the approved Billing Adjustment Memo.	4. Utility Customer Service Assistant inform the concessionaire the result of bill adjustment.	None	2min	Ivan Florendo (UCSAE-Designee Commercial Division)
TOTAL		none	6hrs & 31min	
END OF TRANSACTION				



**II. TEMPORARY CLOSED/ VOLUNTARY DISCONNECTION** - Processing of Request for Temporary Closed/Voluntary Disconnection required to come in-person to Customer Service Assistant to complete transaction. Concessionaire may request for Temporary or permanent disconnection of water service at a specified schedule to stop monthly billing and to pay for account arrearages. A Provision of express lanes for PWD's, Senior Citizen, Pregnant Women and mother with infant a priority shall be given to them.

<b>Division</b>	<b>Commercial</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Deliver by meter reader		
Official Receipts		CAWADI OFFICE TELLER		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the Day. Sign in the client log book in the table and fill out Personal Information. Proceed to the Public Assistance Complaint Desk for ordinary account and express lanes for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants.	1. Greet the client, offer a seat for regular concessionaire and a special lane for persons with disabilities (PWDs), Senior Citizens, Pregnant Women, and mothers with infants let the client be comfortable and assist with the request .	None	5min	Officer of the day
2. Inquire for accounts arrearages. Statement of Account (SOA). Sign in the Service	2. Prepares Service Request and encode the personal data information.	None	2min	Ivan Florendo UCSAE- Designee Commercial





Request for immediate Temporary Closed.	Forward processed Service Request for Signature and Check the account name and other account dues of the Concessionaire.		3min	Division RAQUEL M.SAAVEDRA (SWUMDO) Commercial Division
3. Pay to the cashier accounts arrearages incurred and pay an advance payment on Water Bill if Temporary Closed/Voluntary Disconnection.	3. Accepts payment and issue validated Official Receipt.	None	3min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and Chona DP Velarde Teller 1- for special lane (window 1)
4. Present official receipt to the Customer Service Assistant E.	4. Record payment and transmit service request to designated plumbers	None	2min	Ivan Florendo UCSAE Commercial Division
5. Acknowledge the work performed by signing on the Service Request form attesting that water service has been disconnected request/application satisfy.	5. Plumbers perform disconnection of service connection.	None	2hours from the receipt of the SR	Utility Worker A Disconn Team
TOTAL		None	2hrs & 15min	
<b>END OF TRANSACTION</b>				

**VIII. COMMUNICATIONS FOR SIGNATURE/RECEIPT** – The communication sent to the office that are addressed to the General Manager are received by the Records Officer and afterwards transmitted to the Office of the General Manager. It will be recorded by the Secretary for records purposes and forward to the General Manager for appropriate action/decision making. If the letter needs a response the OGM will compose a response to be sent back to the sender.

<b>Division</b>	Office of the General Manager			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government / G2C - Government to Citizen			
<b>Who may avail:</b>	The general public who has concern or issues that needs to be answered by the Management			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Letter		Office of the GM		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The sender will transmit the letter to CAWADI Office.	1. Greet the client and receive the letter.	None	2 min	(Records Officer - Designee) Commercial Division
2. Transmit the letter to the Secretary of the GM for recording purposes.	2. Record the communication on the logbook.	None	2 min	(Secretary of the GM) Office of the GM
3. Leave the document in the OGM.	3. Turn-over the communication to GM.	None	2 min	Office of the GM



	4. GM will return the communication to the secretary with a corresponding action.	None	2 min	(General Manager) Office of the GM
<b>In case of direct delivery of action to the letter sender:</b>				
	5. Contact the sender and deliver the response, as per GM's instruction, thru formal letter/email.	None	2 min	(Secretary of the GM) Office of the GM
5. Receive a response from the CAWADI Management thru a formal letter/email.	6. Logbook the outgoing communication from the OGM.	None	2 min	(Secretary of the GM) Office of the GM
<b>In case of delivery of prompt and appropriate action to the person responsible (Employee):</b>				
	5. Forward the communication to the person responsible for immediate appropriate action, as per GM's advice.	None	2 min	(Secretary of the GM) Office of the GM
5. Receive the letter from the OGM and carry out immediate appropriate action.	6. Logbook the handover of communication to the person responsible and its appropriate action executed.	None	2 min	(Secretary of the GM) Office of the GM
TOTAL		None	16 min	
<b>END OF TRANSACTION</b>				



**IX. PROCUREMENT SERVICES** - Formulates plans and policies on procurement management of the agency. Undertakes the procurement process, in accordance with the Government Procurement Reform pertaining to the procurement of goods and services, infrastructure and consultancy services.

<b>Division</b>	Administrative Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fill up Purchase Request Form – Requisitioning Department		All Respective Department/Section		
2. Certificate of Availability of Funds		Accounting Section		
3. Approved Purchase Request shall be submitted to BAC and All other documents (Bill of Materials, POW, Specification and other Documents Needed)		Bids and Awards Committee		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Identify the need by end user and prepare purchase request	1. Received purchase request for signature to approving authority	None	10 min	Administrative Division

	2. Preparation of the Documents in Philgeps Posting (if needed) for the approved PR in compliance with the RA9184.	None	1 day	Administrative Division (BAC Secretariat)
	3. Receive Sealed envelope or Request for Quotation	Payment Depends on the ABC for Public Bidding and No Payment for Alternative Method	1 day	Administrative Division (Bac Secretariat)
	4. Opening of the sealed envelope/Quotation sent through email.	None	2 hours	Bids and Awards committee
	5. Prepare BAC Resolution and conduct Post Qualification (if needed)	None	1 day	Bids and Awards Committee (Secretariat)
	6. Prepare Notice of Award / Notice to Proceed / Contract / Purchase Order (Forwarded to General Manager / Head of Procuring Entity)	None	1 day	Bids and Awards Committee (Secretariat)
	7. Approval of the Award / Notice to proceed / contract	None	1 day	General Manager / Head of the Procuring Entity
	8. Issuance of the Award / Notice to proceed / contract	None	1 day	Bids and Awards Committee (Secretariat)



	9. Posting of the Award / Notice to proceed / contract to Philgeps	None	1 day	Bids and Awards Committee (Secretariat)
<b>TOTAL</b>		None	7 days 2 hours and 10 min	
<b>END OF TRANSACTION</b>				



**X. Receiving of the Supplies and Materials / Property, Plant, Equipment** – This refers to all items delivered and received by the property section. The items are inspected by storekeeper/property representative. The storekeeper must check the quantity of the items based on the Purchase order.

<b>Division</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Winning Bidding / Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Delivery Receipt		Storekeeper		
2. Purchase Order		Storekeeper		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Delivery of the items to property section	1. Inspect the items and received the delivery receipt with signature with the property personnel	None	1 hour	Administrative Division (Inspection Committee / Storekeeper)
<b>TOTAL</b>		None	1 hour	
<b>END OF TRANSACTION</b>				

**XI. REQUEST FOR WATER SAMPLING FOR THE ISSUANCE OF CERTIFICATE OF POTABLE WATER – Client’s sanitary clearance compliance.**

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The general public/concessionaires of Calabanga Water District.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request		Concessionaire		
2. Statement of Account		Billing Section		
3. Official Receipt		CAWADI Office Teller		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Public Assistance Complaint Desk. Approach the Officer of the day. Sign in the client log book in the table and fill up Personal Information.	1. Greet the client, offer a seat let the client be comfortable.	None	5 min	Officer of the day
2. Sign in the Service Request.	2. Prepares Service Request and encode the personal data information.  Forward processed Service Request for Signature and Check the account	None	5 min  2 min	(UCSAE-Designee)  Commercial Division  (SWUMDO)

				Commercial Division
3. Wait for the issuance of Service Request Form		None	2 min	(UCSAE-Designee) Commercial Division
4. Payment	Laboratory Testing: Total Coliform Test / Fecal Coliform Test Certificate	300.00 350.00 50.00	5 min	Assigned Teller
5. Proceed to Production and Water Quality Section	3. Orientation	None		
6. Received Request for Water Sampling Form	4. Printing of Request for Water Sampling Form	None	3 min	Water Quality – WUM/DO-B
7. Wait for the test message for the release of Certificate of Potable Water by Administrative General Services Section	5. Schedule for water sampling	None	2 days (Monday & Tuesday)	Water Quality – WUM/DO-B
	6. Purchased sterile bottle at Metro Nage Water District for water sampling	None	1 day	Water Quality – WUM/DO-B
	7. Actual water sampling	None	1 hour	Water Quality – WUM/DO-B
	8. Submission of water sample at	None	1 day	Water Quality – WUM/DO-B

	Metro Naga Water District			
	9. Issuance of Microbiological Test Results	None	15 days	Water Quality – WUM/DO-B
	10. Preparation of Report	None	30 mins	Water Quality – WUM/DO-B
	11. Forward Accomplished Microbiological Test Results to Administrative Section	None	5 mins	Administrative Division
8. Received Certification	12. Release of Certification for Certificate of Potable Water	None	5 mins	Administrative Division
<b>TOTAL</b>		P350.00	17days, 2hrs & 2min	
<b>END OF TRANSACTION</b>				





# **CALABANGA WATER DISTRICT INTERNAL SERVICES**

- I. DOCUMENTS FOR SIGNATURE** – The documents submitted to the Office of the General Manager for signature are recorded by the Secretary. The documents for signature are the daily and monthly reports made by every units/divisions' personnel. Once the reports were signed for approval, it will be sent back to the sender.

<b>Division</b>	Office of the General Manager			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2E - Government to Employee			
<b>Who may avail:</b>	The employees of Calabanga Water District who have documents that need the signature of the General Manager in their Daily/Monthly/Quarterly/Annual Accomplishment Report.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Document		Recipient (Employee)		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon completion of the document for signature, proceed to the Office of the General Manager.	1. Greet the client and check the document to be signed.	None	2 min	(Secretary of the GM) Office of the Gm
2. Transmit the document to the Secretary of the GM for recording purposes.	2. Record the title of the document to be signed on the logbook.	None	2 min	(Secretary of the GM) Office of the Gm
3. Leave the document in the OGM.	3. Turn-over document to GM.	None	2 min	(Secretary of the GM) Office of the Gm

4. Wait for the document to be returned after it has been signed.	4. GM will return the document to the secretary upon signing.	None	2 min	(General Manager) Office of the Gm
	5. Record the document to be released on the logbook.	None	2 min	(Secretary of the GM) Office of the Gm
5. Receive the document that was signed by the GM.	6. Return the document to the recipient after GM affixed his signature on the document.	None	2 min	(Secretary of the GM) Office of the Gm
<b>TOTAL</b>		None	12 min	
<b>END OF TRANSACTION</b>				



**II. Daily Time Record** - This contains daily record of attendance and absences and tardiness of all the officers and employees. Concerned employee shall personally request for the Daily Time Record.

<b>Division</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Concerned Employee		Administrative Personnel Division		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HR Section to request for the printing of their individual Daily Time Record	1. Print Daily Time Record and give the requesting employee of the copy.	None	1 hr.	Administrative/H R Section
2. Sign the daily time record and return to HR Division.	Receive the signed Daily Time Record.	None	2 min.	Administrative/H R Section
<b>TOTAL</b>		None	2 min	
<b>END OF TRANSACTION</b>				



**III. Application for LEAVE of ABSENCE** – The Leave of absence provides a formal for a leave of absence from work.

<b>Division</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Permanent Employee			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
2. Application for Leave Form (6)	Administrative Personnel Division			
3. Office Clearance (leave for (30) calendar days or more				
4. Medical Certificate - (sick leave exceeding 5 days)				
5. Solo Parent ID (Solo Parent Leave)				
6. Barangay Certification (Special Emergency Leave 6.				
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the CSC form No. 6 (leave Application Form) in 2 original copies and submit to immediate supervisor for recommending approval 5 days before the effectivity of leave.	1. Immediate supervisor sign/recommends approval/disapproval and release to approving authority	None	1 hr.	Immediate Supervisor of applicant

	2. Approving authority sign approves the application and releases to Personnel Division Receiving Staff	None	30 min.	(General Manager) Office of the GM
	3. Received record and release to Leave Processor	None	10 min.	Administrative Division (Administrative Services Aide)
	4. Process the application as to certification of available leave credits and types of leave. Submits to the chief for signature/certification.	None	1 day	Administrative Division (Administrative/General Services Chief)
	5. Sign/certified the available leave credits & releases to leave processor	None	3min	Administrative Division (Administrative/General Services Chief)
	6. Retains on copy for the Leave folder, & Logs and releases the other copy to the Personnel Division releasing staff	None	2min	Administrative Division (Administrative/General Services Chief)
2. Received Copy of Application for LEAVE of Absence.	1. Releases the other copy to the employee concern	None	3min	Administrative Division (Administrative Services Aide)
<b>TOTAL</b>		None	1day, 1hr & 48 min	
<b>END OF TRANSACTION</b>				



**IV. Application for Monetization of Leave Credits** - To qualify for monetization, officials and employees must meet the required number of leave credits earned as of December 31 ending year, and June 30 of the current.

<b>Division</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Permanent Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request indicating valid and justifiable reason.		Administrative Personnel		
2. Certification of Leave Credits four (4) copies.				
3. Xerox copy of Updated Leave Card four (4) copies				
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish CSC Form No. 6 (Leave Application Form) in four (4) original copies and submit to Personnel division Receiving Staff together the duly required documents.	1. Receives/review the accomplished Leave Form and the duly required document and release to Leave processor	None	10 min.	Administrative Division (Administrative Services Aide)

	<p>2. Process the application as to certification of available leave credits And submits to the chief for signature/certification.</p>	None	1 day	Administrative Division (Administrative/General Services Chief)
	<p>3. Sign/certifies the available leave credits 7 releases to Approving authority</p>	None	10 min.	Administrative Division (Administrative/General Services Chief)
	<p>4. Sign/approved the application &amp; releases to Leave Processor</p>	None	30 min.	(General Manager)Office of the GM
	<p>5. Retain one copy for the leave card and other copy to Personnel division releasing staff</p>	None	10 min.	Administrative Division (Administrative/General Services Chief)
	<p>6. Releases 4 copies to Accounting Division for computation of monetary value of leave credits.</p>	None	10 min.	Administrative Division (Administrative Services Aide)





<b>TOTAL</b>		None	1day, 1hr & 10min	
<b>END OF TRANSACTION</b>				



**V. Request for Certificate of Employment** - The Certificate of Employment is used to indicate the working history of a current or former employee. If the applicant is not employed by the employer anymore, the agency usually issues the Certificate of Employment upon request. It happens after the former worker has been issued with clearance by the agency. In some instances, it is typically requested to complete the requirements for employment with a new employer.

<b>Division</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Personnel Record			Administrative/HR Section	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request for Personnel Record Form and submit to Personnel division Receiving Staff.	1. Received Request for Personnel Record and release to approving authority	None	10 min	Administrative Division (Administrative Services Aide
	2. Approved request for Certificate of employment and release to Personnel Division Receiving staff	None	10 min	(General Manager)Office of the GM
	3. Release the approved request for Certificate of employment to	None	5 min	Administrative Division (Administrative Services Aide



	Administrative/General Service Division chief			
	4. Prepare the Certificate of Employment and release to Approving authority	None	1 day	Administrative Division (Administrative/General Services Chief)
	5. Sign /approved the Certificate of Employment and release to Personnel Division Receiving Staff	None	10 min	(General Manager) Office of the GM
2. Received Copy of Certificate of employment	1. Retain one copy for admin file and logs and releases other copy to employee concern.	None	10 min	Administrative Division (Administrative Services Aide)
<b>TOTAL</b>		None	1day & 45min	
<b>END OF TRANSACTION</b>				



**VI. Request for Service Record** - Service Details of employee. Record of Start and end of employment, changes in salary due to salary increase, promotion, step increment, Reclassification/Reorganization and record of leave without pay.

<b>Division</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Personnel Record Form			Administrative/HR Section	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request for Personnel Record Form and submit to Personnel division Receiving Staff.	1. Received Request for Personnel Record and release to approving authority	None	10 min	Administrative Division (Administrative Services Aide)
	2. Approved request for Service Record and release to Personnel Division Receiving staff	None	10 min	(General Manager)
	3. Release the approved request for Service Record	None	5 min	Administrative Division (Administrative Services Aide)



	Administrative/General Service Division chief			
	4. Prepare the Service Record and release to Approving authority	None	1 day	Administrative Division (Administrative/General Services Chief)
	5. Sign /approved the Certificate of Employment and release to Personnel Division Receiving Staff	None	10 min	General Manager)Office of the GM
2. Received Copy of Service Record	1. Retain one copy for admin file and logs and releases other copy to employee concern.	None	10 min	Administrative Division (Administrative Services Aide
<b>TOTAL</b>		None	1day & 45min	
<b>END OF TRANSACTION</b>				



**VII. Maintenance of Customer Records**

This refers to the concessionaire’s information and records regarding profile, billing, and collection history, consumption history, concessionaire name, classification, meter number, and other information, are being maintained and updated from time to time to Cawadi Billing and Collection System database

<b>Division</b>	COMMERCIAL DIVISION-BILLING			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government & G2C-Government to Citizen			
<b>Who may avail:</b>	Cawadi Frontline Services, Engineering, Finance transmit documents to Billing containing concessionaire information that need to be updated in the computer.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Logbooks			Frontline Services	
Contract			Frontline Services	
Promissory Note			Frontline Services	
Service Request			Engineering Division	
List of Materials			Finance Division	
1. WATER BILL			BILLING SECTION	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit report of New Connection, Reconnection, Disconnection and Change Meter for pre-addressing.	1. Greet the client Receive report to prepare pre-addressing and print meter reading sheet zone 1 to 94.	None	1day	UCSAA-Commercial Division





2. Receive meter reading sheet by assigned meter readers. Read bills and transmit to billing section.	2. Transmit Meter Reading Sheet Encode meter reading and print water bills	None	2hours per zone	UCSAA- Commercial Division
3. Deliver water bills to the concessionaire	3. Distribute water bills to the meter readers	None	7days	Assigned Meter Readers Commercial Division
	4. Print Billing Report for the month.  Affix Signature and Forward to the Office of the General Manager for Final Approval.		1 day  3min	UCSAA- Commercial Division SWUMDO Commercial Division (General Manager) Office of the GM
<b>TOTAL</b>		None	9days , 2hrs & 3min	
<b>END OF TRANSACTION</b>				

**VIII. Processing and Payment of Disbursement Vouchers for Supply of Goods and Services**  
 This refers to the claims of various suppliers of goods and services whom the District contracted for the supply of needed goods and services.

<b>Division</b>	Finance (Accounting and Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business G2G- Government to Government			
<b>Who may avail:</b>	Supplier of Goods and Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1.) Program of Work (2.) Certificate of Availability of Funds (3.) Purchase Request (4.) Philgeps Posting (5.) Request for Quotation (at least 3) (6.) Abstract of Quotation (7.) Bids and Award Committee Resolution (8.) Purchase Order (9.) Inspection and Acceptance Report (10.) Annual Procurement Plan (11.) Bidding Documents (if procure thru bidding)		(1.) Engineering Section (2.) Accounting and Budget Section (3.) Purchasing (4.) BAC Secretariat (5.) Supplier (6.) BAC Secretariat (7.) BAC Secretariat (8.) Purchasing (9.) Storekeeper (10.) Accounting and Budget Section (11.) BAC Secretariat		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete claim to the Accounting	1. Check the completeness and accuracy of	None	10 min	Accounting Processor B



Processor and have it stamped "RECEIVED".  Proceed to the Cashier to receive check payment.	documentary requirements. If it is complete and accurate, stamp RECEIVED. If it is not complete, RETURN to the supplier.			Finance Division
	2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status and Withholding Tax.	None	5 min	Accounting Processor B Finance Division
	3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.	None	5 min	Accounting Processor B Finance Division
<b>TOTAL</b>		None	20 min	
<b>END OF TRANSACTION</b>				



**IX. Processing and Payment of Disbursement Vouchers for Remittance of Statutory Obligations**

This refers to the payment of premiums, loan amortization and withholding taxes to other government agencies.

<b>Division</b>	Finance (Accounting and Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Employee in-charge of Remittance of Statutory Obligations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1.) Schedule of Employee Contribution and Employer Share (Philhealth, Pag ibig, GSIS) (2.) Schedule of Employees' Deduction for Loan Payments (Pag ibig, GSIS) (3.) Schedule of Withholding Tax Deduction for Employees' Compensation (4.) Summary of Totals (GSIS)		1.) Accounting and Budget Section 2.) Accounting and Budget Section 3.) Accounting and Budget Section 4.) Accounting and Budget Section		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete claim to the Accounting Processor and have it stamped "RECEIVED".  Proceed to the Cashier to receive check payment ( in	1. Check the completeness and accuracy of documentary requirements. If it is complete and accurate, stamp RECEIVED. If it is not complete, RETURN to the employee in-charge.	None	10 min	Accounting Processor B  Finance Division



<p>this case, the Cashier is the disbursing officer)</p>				
	<p>2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status.</p>	None	5 min	<p>Accounting Processor B Finance Division</p>
	<p>3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.</p>	None	5 min	<p>Accounting Processor B Finance Division</p>
<b>TOTAL</b>		None	20 min	
<b>END OF TRANSACTION</b>				



**X. Processing and Payment of Disbursement Vouchers for Employees Payroll and Other Requests**

This refers to the claims of employees on their salaries, monetization of leave credits, travelling allowance and extra work order payments.

<b>Division</b>	Finance (Accounting and Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1.) Payroll (2.) Daily Time Records (3.) Extra Work Order/Accomplishment (4.) Copy of Valid Identification Card/ TIN (5.) Application for Monetization of Leave Credit (6.) Letter/Request (7.) Travel Order (8.) Itinerary of Travel (9.) Report of Travel (10.) Certificate of Travel Completed (11.) Appearance (12.) Other Proof of Travel (Bus Ticket/ Air Ticket)		(1.) Administrative Section (2.) Administrative Section (3.) Engineering Section (4.) Employee (5.) Administrative Section (6.) Employee (7.) Administrative Section (8.) Employee (9.) Employee (10.) Employee (11.) Agency Contacted (12.) Issuing Company		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete claim to the Accounting Processor and have	1. Check the completeness and accuracy of documentary requirements. If it is	None	10 min	Accounting Processor B



it stamped "RECEIVED". Proceed to the Cashier to receive check payment.	complete and accurate, stamp RECEIVED. If it is not complete, RETURN to the employee in-charge.			Finance Division
	2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status.	None	5 min	Accounting Processor B Finance Division
	3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.	None	5 min	(Accounting Processor B) Finance Division
<b>TOTAL</b>		None	20 min	
<b>END OF TRANSACTION</b>				

**XI. LIQUIDATION OF CASH ADVANCES** This refers to the liquidation of all cash advances made by the cashier and other employees concern.

<b>Division</b>	COMMERCIAL DIVISION-CASH MANAGEMENT			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government & G2C-Government to Citizen			
<b>Who may avail:</b>	VARIOUS CLAIMS for payment.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Paid Disbursement Voucher		Finance Division		
Check -dummy		Cashier Section		
Official Receipts		Cashier Section		
Paid Payroll		Administrative Division		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signed complete documents for liquidation(payroll)	1. Greet the client Receive the documents and prepare Report of Disbursement	None	5 min	Cashier B Commercial-Cash Management Section
2. Receive the transmittal.	2. Prepare transmittal form of liquidation to be released to the accounting and administrative office	None	2 min	Cashier B Personnel Commercial-Cash Management Section  Finance Division





<b>TOTAL</b>	None	7 min	
<b>END OF TRANSACTION</b>			



**XII. CHECK PREPARATION** This refers to the preparation of check for payment to various claims.

<b>Service Specification:</b>				
<b>Service 17: CHECK PREPARATION</b>				
<b>Division</b>	COMMERCIAL DIVISION-CASH MANAGEMENT			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government & G2C-Government to Citizen			
<b>Who may avail:</b>	Employee & Various Claims			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete Document 2. CHECK			Cashier	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit complete document disbursement voucher for check preparation.	1. Greet the client Receive the documents and check for completeness and encode details for check payment.	None	5 min	Cashier B <b>Commercial-Cash Management Section</b>
2. Receive disbursement voucher for signature.	2. Transmit for signature and approval of payment to payment.	None	2 min	Cashier B <b>Commercial-Cash Management Section</b>  Office of the GM



3. Leave the document in the OGM for signature	3. Follow up signed check	None	2 min	Office of the GM
4. Receive check and signed in the logbook (employee) Receive check and signed (various claimants)	4. Inform claimant for check releasing and disbursement.	None	2 min	Cashier B <b>Commercial-Cash Management Section</b>
5. Receive the transmittal from the cashier.	5. Received Official Receipts or sales invoice and check signed documents.	None	2 min	Cashier B <b>Commercial-Cash Management Section</b>
5. Receive the transmittal from the cashier.	6. Stamp paid the disbursement voucher and transmit to the Accounting. Received copy of transmittal from the accounting	None	15day from O.R. receipt	Cashier B <b>Commercial-Cash Management Section</b>  Finance Division
<b>TOTAL</b>		None	15days &13 min	
<b>END OF TRANSACTION</b>				

### XIII. PETTY CASH PREPARATION AND DISBURSEMENT

This refers to the preparation of various petty cash requested by concern employees and disbursement of the petty cash transaction.

<b>Service Specification:</b>				
<b>Service 1: PETTY CASH PREPARATION AND DISBURSEMENT</b>				
<b>Division</b>	COMMERCIAL DIVISION-CASH MANAGEMENT			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government & G2C-Government to Citizen			
<b>Who may avail:</b>	Employee & Various Claims			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Petty Cash Voucher			Petty Cash Custodian	
Purchase Request			Petty Cash Custodian	
Official Receipts			Cashier – various store	
Inspection and Acceptance Reports			Petty Cash Custodian	
Reimbursement Expense Receipt (RER)			Petty Cash Custodian	
Acknowledgment Receipt			Employees and Claimants receive payments	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Petty Cash Voucher with purchase request.	1. Greet the client	None	5 min	Cashier B Commercial-Cash Management



<p>2. Wait for the PCV and PR after it has been signed. Transmit to cashier to receive cash.</p>	<p>2. Receive the documents and check for completeness for payment - various payee and encode details - gasoline and fuel request.</p>	<p>None</p>	<p>2 min</p>	<p>Cashier B Personnel Commercial-Cash Management</p>
<p>3. Return the PCV with official receipts</p>	<p>3. Receive the official receipt with inspection report from the storekeeper Stamp paid the PCV and transmit to the Accounting.</p>	<p>None</p>	<p>2 min</p>	<p>Cashier B  Storekeeper 1D  Finance Division</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>9 min</p>	
<p>END OF TRANSACTION</p>				



#### XIV. PREPARATION OF AGING OF ACCOUNTS OF MATERIALS

This refers to the preparation of Aging of Accounts of Materials to be submitted to the Accounting Division.

<b>Division</b>	COMMERCIAL DIVISION-BILLING			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2E - Government to Government			
<b>Who may avail:</b>	Billing-Commercial Division prepared Aging of Accounts Receivable to be submitted to Finance Division.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Printing of Aging of Accounts Receivable			COMMERCIAL -Division	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Aging of Accounts Receivables for materials.	1. Greet the client Update and encode latest Accounts Receivable.	None	1 day	Billing COMMERCIAL -Division
2. Signed the reports of Accounts Receivable- Materials Active and In-Active	2. Print Summary of Accounts Receivable - Materials Active and In-Active for signature from: 1. Commercial 2. Office of the GM	None	1 day	Billing COMMERCIAL -Division  SWUMDO COMMERCIAL -Division  Office of the GM





3. Stamp Receive copy of Summary of Accounts Receivable -Materials Active and In-Active	3. Transmit Summary of Accounts Receivable -Materials Active and In-Active to the accounting. File copy of the reports.	None	5 min	Billing COMMERCIAL -Division
<b>TOTAL</b>		None	2days & 5min	
<b>END OF TRANSACTION</b>				

### XV. Issuance of Requisition Issue Slip

This refers to the process of Issuance of Requisition Issue Slip to the Administrative Division for the approval of the release of materials to be used for Installation of New Connection.

<b>Division</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Requisition Issue Slip			Administrative	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Requisition Issue Slip	1.Received Requisition Issue Slip to approving authority	None	10 min	Administrative Division
	2.Approved Requisition Issue Slip to approving authority and release to Store keeper C	None	3 min	Store Keeper C Administrative Division
	3.Release the approved Requisition Issue Slip to designated plumbers and release to Store keeper C	None	10 min	Assigned Plumbers Engineering and Production Division Store Keeper C Administrative Division





2. Received Copy of approved Requisition Issue Slip	4. Retain copy of approved Requisition Issue Slip.	None	5 min	Store Keeper C Administrative Division
<b>TOTAL</b>		None	28min	
<b>END OF TRANSACTION</b>				

## XVI. EXPANSION PROJECTS

This services mainly focus on the infrastructure projects that deals with pipeline expansion, rehabilitation and improvement of water lines in order to cater areas experiencing low water pressure and provide access to potable water in waterless barangays.

<b>Division</b>	ENGINEERING & MAINTENANCE			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The household in barangays that has no access to potable water and the existing concessionaires that experiencing low water supply			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Resolution requesting for access to potable water that indicates number of water service applicants. (1-copy for BOD, 1-copy for OGM, 1 copy for - Eng'g)		Barangay		
2. Report or Complaint of low water supply for those with the existing water service connection. (1-copy for BOD, 1-copy for OGM, 1 copy for - Eng'g)		Frontline Services – report complaint		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEE S TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Day 1 visit:</b>				
1. Client will Submit <b>Barangay Resolution requesting</b> for expansion projects or  Client will <b>Report/Complaint</b> of low	1. Upon received of the request, Engineering section will prepare a schedule of inspection prior to the request.	None	15 min.	Supervising Engineer - A

water supply for those with the existing water service connection.				
2. Client will wait for the schedule of inspection.	2. Engineering section will issue a schedule of inspection or survey	None	15 min.	Supervising Engineer - A
3. Client will assist the Survey / inspection team in the area during the inspection/survey	3. Survey / Inspection Team will conduct study of the project subject for expansion of water system or rehabilitation.	None	7 days	Supervising Engineer - A
4. Client will wait for the result of feasibility study prior for their request.	4. Engineering will prepare comprehensive plan and program of work after inspection/survey	None	7 days	Supervising Engineer - A
5. Client will wait for the result of feasibility study prior for their request.	The Completed set of Plans, Program of Work and Project Schedule subject for approval of the GM	None	1 day	Supervising Engineer - A
6. Client will wait for the result of feasibility study prior for their request.	Submit board resolution to BOD requesting to approve the release of the budget for the project (either budget re-alignment or to include it on the next APP)	None	15 days (per bod meeting schedule)	Supervising Engineer - A
7. Client will wait for the result of feasibility study prior for their request.	If approved, Philgeps Procurement process then project implementation.	None	Depend on the schedule of delivery of the project	BAC
8. Client will know the result of their request.	Requesting party will be inform about the progress or development on their request.	None	1 day	Supervising Engineer - A





<b>TOTAL</b>		None	1 month	
<b>END OF TRANSACTION</b>				



## XVII. REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS

This services mainly focus on the immediate repair of Transmission Line, Distribution Line, Repair of Service Connection, Mainline Leak-Along/Across, Change Ball valve, Leak before the water including plan of action that requires necessary equipment, documents, personnel and procedures.

<b>Division</b>	Engineering and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection and others that having concern to Calabanga Water district pipeline facility.  All concessionaires and general public.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <b>Complaint / Service Request</b> or a <b>letter</b> stating the concern to Calabanga Water district operation, facility and water pipelines. (1 copy-Eng'g)		1. Frontline services		
2. <b>Maintenance Order</b> – Inspection Report that indicate materials needed for repair. (1 copy-Eng'g, 1 copy-Admin, 1 copy- Accounting)		2. Engineering / Maintenance		
3. <b>Official Receipts</b> payment for materials needed for repair if the materials shall be charge to existing concessionaires (1 copy-Eng'g, 1 copy- Accounting)		3. Cashier		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Client will proceed to Public Assistance	1. Greet the client, offer a seat let the client be	None	5 min	Officer of the day

Complaint Desk. Approach the Officer of the day. Sign in the client log book in the table and fill up Personal Information.	comfortable, conduct interview then assist the client to their respective concern section.			
2. Client will fill up the Service Request.	2. Prepare Service Request and encode the personal data information. Print the processed Service Request for Signature and Checking of the client. Then Service Request will be forwarded to engineering maintenance for schedule.	None	2 min	Utilities/Customer Service Assistant - E
3. Client will wait for the schedule of inspection.	3. Engineering / Maintenance will issue a schedule of inspection to the client.	None	5 min	Supervising Engineer
4. Client will assist the inspector during the schedule of inspection.	4. Inspector will conduct evaluation and inspect the place to determine the materials needed for repair.	None	4 hours	Water Maintenance Man - B
5. Client will go back to office to ask for the total assessment of materials needed. (if : the materials needed for repair will be charge to the client or not)	5. If yes: Compute and issue a copy of the total assessment of materials needed to pay by the client.	None	10 min	Senior Water Utilities Management Development Officer
6. Client will proceed to Teller 2 and pay the total assessment for materials needed.	6. Receive payment by the teller and issue validated Official Receipt.	<i>As per assessment during</i>	5 min	Utilities/Customer Service Assistant – E



		<i>inspection</i>		
7. Client shall Present official receipt to the Customer Service Assistant E.	7. Record payment and forward service request with the copy of official receipt to the Engineering Maintenance.	None	5 min	Utilities/Customer Service Assistant – E
8. Client will wait for schedule of REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	8. Engineering / Maintenance will notify the client about the schedule of repair.	None	10 min	Supervising Engineer
9. Client will wait for the schedule date of REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	9. Then Engineering / Maintenance will issue a maintenance order and Request Issuance Slip (RIS) for materials needed for repair and forwarded to Admin office for approval.	None	10 min	Supervising Engineer
10. Client will wait for the schedule date of REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	10. After approval of RIS and Maintenance order, the RIS will be forwarded to assigned plumber.	None	10 min	Supervising Engineer
11. Client will wait for the schedule date of REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	11. Assigned plumber will go to Storekeeper who will issue the materials needed for repair then proceed to the client as per scheduled of repair.	None	10 min	Assigned Plumber and Storekeeper
12. Client will assist CAWADI Personnel during repair then Acknowledge the work	12. Plumbers perform general repair works such as repair of Transmission Line, Distribution Line, and	None	8 hours	Designated Plumbers

performed by the plumbers by signing on the Maintenance Order attesting that the service has been done and satisfy the client request.	Repair of Service Connection, Mainline Leak-Along/Across, Change Ball valve and Leak before the water.			
13. Client will wait for the inspector who will conduct post inspection after the repair for further concern of the client if any.	13. Assigned plumber will return Maintenance Order to Engineering - notifying result if accomplished or not.	None	4 hours	Designated Plumbers
14. Client will wait for the inspector who will conduct post inspection after the repair for further concern of the client if any.	14. Update Maintenance Order status report.	None	4 hours	Utilities/Customer Service Assistant – E
15. Client will report any unsatisfying result of the repair if any.	15. Conduct Inspection - Completed Maintenance Order	None	4 hours	Utilities/Customer Service Assistant – E
16 Clients end transaction.	16. Update Maintenance Order status report for repair works.	None	4 hours	Utilities/Customer Service Assistant – E
<b>TOTAL</b>	<b><i>As per assessment during inspection</i></b>		1day,5hrs.& 12min	
<b>END OF TRANSACTION</b>				

### XVIII. REQUEST FOR METER RELOCATION

This service mainly focus on the request for METER RELOCATION of active service connection by the client.

<b>Division</b>	ENGINEERING & MAINTENANCE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <b>Service Request</b> – Meter Relocation  2. <b>Maintenance Order</b> – Inspection Report that indicated materials needed for meter relocation.  3. <b>Official Receipts</b> payment for materials needed for meter relocation.		1. Frontline services  2. Engineering / Maintenance  3. Cashier		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Day 1 visit:</b>				
1. Client will proceed to Public Assistance Complaint Desk. Approach the Officer of the day. Sign in the client log book in the table and fill up Personal Information.	1. Greet the client, offer a seat let the client be comfortable, conduct interview then assist the client to their respective concern section.	None	5 min	Officer of the day



2. Client will fill up the Service Request for meter relocation.	2. Prepare Request for meter relocation and encode the personal data information. Print the processed Service Request for meter relocation for Signature and Checking of the client. Then Service Request will be forwarded to engineering maintenance for schedule.	None	2 min	Utilities/Customer Service Assistant - E
3. Client will wait for the schedule of inspection.	3. Engineering / Maintenance will issue a schedule of inspection to the client.	None	5 min	Supervising Engineer
4. Client will assist the inspector during the schedule of inspection.	4. Inspector will conduct evaluation and inspect the place to determine the materials needed for meter relocation.	None	4 hours	Water Maintenance Man - B
5. Client will go back to office to ask for the total assessment of materials needed. (if : the materials needed for meter relocation will be	5. If yes: Compute and issue a copy of the total assessment of materials needed to pay by the client.	None	10min	Senior Water Utilities Management Development Officer

charge to the client or not)				
6. Client will proceed to Teller 2 and pay the total assessment for materials needed.	6. Receive payment by the teller and issue validated Official Receipt.	<b>As per assessment during inspection</b>	5 min	Utilities/Customer Service Assistant – E
7. Client shall Present official receipt to the Customer Service Assistant E.	7. Record payment and forward service request with the copy of official receipt to the Engineering Maintenance.	None	5 min	Utilities/Customer Service Assistant – E
8. Client will wait for schedule of meter relocation work.	8. Engineering / Maintenance will notify the client about the schedule of meter relocation.	None	10 min	Supervising Engineer
9. Client will wait for schedule of meter relocation work.	9. Then Engineering / Maintenance will issue a maintenance order and Request Issuance Slip (RIS) for materials needed for meter relocation and forwarded to Admin office for approval.	None	10 min	Supervising Engineer
10. Client will wait for schedule of meter relocation work.	10. After approval of RIS and Maintenance order, the RIS will be forwarded to assigned plumber.	None	10 min	Supervising Engineer

11. Client will wait for schedule of meter relocation work.	11. Assigned plumber will go to Storekeeper who will issue the materials needed for repair then proceed to the client as per scheduled of meter relocation.	None	10 min	Assigned Plumber and Storekeeper
12. Assist CAWADI Personnel during meter relocation then Acknowledge the work performed by signing on the Maintenance Order for Meter Relocation attesting that service has been done and satisfy the client request.	12. Plumbers perform meter relocation.	None	1 day	Designated Plumbers
13. Client will wait for the inspector who will conduct post inspection after the meter relocation was completed and for further concern of client if any.	13. Assigned plumber will return Maintenance Order to Engineering - notifying result if accomplished or not.	None	4 hours	Designated Plumbers
14. Client will wait for the inspector who will conduct post inspection after the meter relocation was completed and for further concern of client if any.	14. Update Maintenance Order status report.	None	4 hours	Utilities/Customer Service Assistant – E
15. Client will report any unsatisfying result of the meter relocation if any.	15. Conduct Inspection - Completed Maintenance Order	None	4hrs.	Utilities/Customer Service Assistant – E
16 Clients end transaction.	16. Update Maintenance Order status report for meter relocation works.	None	4hrs.	Utilities/Customer Service Assistant – E





<b>TOTAL</b>	<i>As per assessment during inspection</i>	1day,5hrs.& 12min	
<b>END OF TRANSACTION</b>			

### XIX. REQUEST FOR SERVICE TRANSFER

This service mainly focus on transfer of service connection from one place to another, where the water meter and existing account will be transferred as per request of the client.

<b>Division</b>	ENGINEERING & MAINTENANCE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	The residence of Calabanga with existing water service connection			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. <b>Service Request</b> – service transfer 2. <b>Maintenance Order</b> – Inspection Report that indicated materials needed for meter relocation. 3. <b>Official Receipts</b> payment for materials needed for service transfer.	1. Frontline services 2. Engineering / Maintenance 3. Cashier / a letter made by requesting party			
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Day 1 visit:</b>				
1. Proceed to Public Assistance Complaint Desk. Approach the Officer of the day. 3Sign in the client log book in the table and fill up Personal Information.	1. Greet the client, offer a seat let the client be comfortable, conduct interview then assist the client to their respective concern section.	None	5min	Officer of the day

2. Client will fill up the Service Request for Service Transfer.	2. Prepare Request for Service Transfer and encode the personal data information. Print the processed Service Request for Signature and Checking of the client. Then Service Request will be forwarded to engineering maintenance for schedule.	None	2 min	Utilities/Customer Service Assistant - E
3. Client will wait for the schedule of inspection.	3. Engineering / Maintenance will issue a schedule of inspection to the client.	None	5 min	Supervising Engineer
4. Client will assist the inspector during the schedule of inspection.	4. Inspector will conduct evaluation and inspect the place to determine the materials needed for Service Transfer.	None	4 hours	Water Maintenance Man - B
5. Client will go back to office to ask for the total assessment of materials needed. (if : the materials needed for meter	5. If yes: Compute and issue a copy of the total assessment of materials needed to pay by the client.	None		Senior Water Utilities Management



relocation will be charge to the client or not)			10 min	Development Officer
6. Client will proceed to Teller 2 and pay the total assessment for materials needed.	6. Receive payment by the teller and issue validated Official Receipt.	<b>As per assessment during inspection</b>	5 min	Utilities/Customer Service Assistant – E
7. Client shall Present official receipt to the Customer Service Assistant E.	7. Record payment and forward service request with the copy of official receipt to the Engineering Maintenance.	None	5 min	Utilities/Customer Service Assistant – E
8. Client will wait for schedule of service transfer activity.	8. Engineering / Maintenance will notify the client about the schedule of service transfer.	None	10 min	Supervising Engineer
9. Client will wait for schedule of service transfer activity.	9. Then Engineering / Maintenance will issue a maintenance order and Request Issuance Slip (RIS) for materials needed for service transfer and forwarded to Admin office for approval.	None	10 min	Supervising Engineer
10. Client will wait for schedule of service transfer activity.	10. After approval of RIS and Maintenance order, the RIS will be	None	10 min	Supervising Engineer

	forwarded to assigned plumber.			
11. Client will wait for schedule of service transfer activity.	11. Assigned plumber will go to Storekeeper who will issue the materials needed for repair then proceed to the client as per scheduled of transfer activity.	None	10 min	Assigned Plumber and Storekeeper
12. Assist CAWADI Personnel during service transfer then Acknowledge the work performed by signing on the Maintenance Order for service transfer attesting that service has been done and satisfy the client request.	12. Plumbers perform service transfer.	None	1 day	Designated Plumbers
13. Client will wait for the inspector who will conduct post inspection after the service transfer was completed and for further concern of client if any.	13. Assigned plumber will return Maintenance Order to Engineering - notifying result if accomplished or not.	None	4 hours	Designated Plumbers
14. Client will wait for the inspector who will conduct post inspection after the service transfer was completed and for further concern of client if any.	14. Update Maintenance Order status report.	None	4 hours	Utilities/Customer Service Assistant – E
15. Client will report any unsatisfying result of the service transfer if any.	15. Conduct Inspection - Completed Maintenance Order	None	4 hours	Utilities/Customer Service Assistant – E



16 Clients end transaction.	16. Update Maintenance Order status report for service transfer works.	None	4 hours	Utilities/Customer Service Assistant – E
<b>TOTAL</b>	<b><i>As per assessment during inspection</i></b>		1 day, 1hrs & 15 min	
<b>END OF TRANSACTION</b>				





**XX. MICROBIOLOGICAL TESTING** - Microbiological Laboratory Testing. It detects the microbes present in the water.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Sampling Form		DOH Accredited Laboratory		
2. Sterile Bottle				
3. Official Receipt				
4. Total Service Connection				
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Monthly collection of water sample for Microbiological Testing during Monday and Tuesday of the month in 20 sampling point within the area of Calabanga.	1. Actual water sampling and submission to MNWD Total Coliform/Fecal Coliform/Heterotrophic Plate Count  SET A  <i>Sibobo</i>  <i>Bonot</i>  <i>San Francisco</i>  <i>San Antonio, Pob.</i>  <i>San Isidro</i>  <i>Sabang</i>  <i>Quipayo</i>	12,000.00	1 day	Water Quality – WUM/DO-B

	<p><i>La Purisima, Quipayo</i></p> <p><i>Sto. Domingo</i></p> <p><i>Balatasan</i></p>			
	SET B			
	<p><i>Cabanbanan</i></p> <p><i>Manguiring</i></p> <p><i>Belen</i></p> <p><i>Sta. Cruz, Ratay</i></p> <p><i>San Roque</i></p> <p><i>Pagatpat</i></p> <p><i>San Roque</i></p> <p><i>Sta. Isabel</i></p> <p><i>San Bernardino</i></p> <p><i>Punta Tarawal</i></p> <p><i>Balatasan</i></p>			
To proceed to MNWd to get the results of the conducted water sampling.	2. Pick - up microbiological results from Metro Naga Water District	None	15 days	Water Quality – WUM/DO-B
To assess the result that all water samples meet the PNSDW limits.	3. Preparation of Microbiological Report and Transmittal	None	1 hour	Water Quality – WUM/DO-B
To check the correctness of the report.	4. Submission of Microbiological Reports for Signature	None	1 day	Water Quality – WUM/DO-B



To transfer reports to the authorized filer.	5. Received of Microbiological Reports from OGM	None	1 day	Water Quality – WUM/DO-B
To comply with the LWUA monthly compliance and evaluation.	6. Transmittal of Microbiological Reports at Local Water Utilities Administration, Municipal Health Unit and Accounting Section	None	30min	Water Quality – WUM/DO-B
<b>TOTAL</b>		None	18days, 1hr.& 30min	
<b>END OF TRANSACTION</b>				



**XXI. WATER QUALITY ANALYSIS; PHYSICAL/CHEMICAL/METAL ANALYSIS** – Laboratory testing that analyses the different parameter present in the water.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Sampling Form		Platinum Research Laboratory		
2. Sterile Bottle				
3. Official Receipt from Platinum				
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Annual collection of water sample for Water Quality Testing during 1st quarter of the year in 18 sampling point within the area of Calabanga which are the water sources and residential.	1. Actual water sampling and submission to Platinum Research Laboratory	50,000.00	2 days	Water Quality – WUM/DO-B
	BALOMBON (A)			
	BALOMBON (B)			
	CABANBANAN			
	PAOLBO (1)			
	PAOLBO (2)			
	MANGUIRING			
	TAWANG			
	SIBAO			
	FABRICA (1)			

	FABRICA (2)			
	STO. DOMINGO			
	CABANBANAN			
	MANGUIRING			
	BELEN			
	SAN BERNARDINO			
	STA SALUD			
	SAN PABLO			
	STA CRUZ POB			
To check email or call Platinum regarding the results of the conducted water sampling.	2. Received reports via LCB and E-mail from Platinum Research Laboratory	None	1 month	Water Quality – WUM/DO-B
To assess the result that all water samples meet the PNSDW limits.	3. Preparation of Water Quality Report and Transmittal	None	1 hour	Water Quality – WUM/DO-B
To check the correctness of the report.	4. Submission of Water Quality Reports for Signature	None	1 day	Water Quality – WUM/DO-B
To transfer reports to the authorized filer.	5. Received of Water Quality Reports form OGM	None	1 day	Water Quality – WUM/DO-B
To comply with the LWUA monthly compliance and evaluation.	6. Transmittal of Water Quality Report at Local Water Utilities Administration, Municipal Health Unit and Accounting Section	None	30 min	Water Quality – WUM/DO-B



<b>TOTAL</b>	None	1 month, 4days1hr. & 30min	
<b>END OF TRANSACTION</b>			



**XXII. CHLORINE RESIDUAL** - A type water treatment procedures that detects the measurement of chlorine residue in the water.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Sampling Form		Water Quality Division		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Daily collection of water sample for Chlorine Residual Testing in 7 sampling point within the area of Calabanga.	<b>1. Actual Water Sampling</b>	None	1day	Water Quality – WUM/DO-B
	SET A			
	Bonot			
	Bigaas			
	San Isidro			
	Sabang			
	Sta. Salud			
	Balongay			
	Sta. Cruz, Quipayo			
	<b>SET B</b>			
	Cagsao			
	Manguiring			
	San Francisco			

	San Antoino			
	San Miguel			
	Sto. Domingo			
	La Purisima, Quipayo			
To assess the result that all water samples meet the PNSDW limits.	3. Preparation of Chlorine Residual Monitoring Report and Transmittal	None	1 hour	Water Quality – WUM/DO-B
To check the correctness of the report.	4. Checking and Submission of Chlorine Residual Monitoring Report for Signature	None	1 day	Water Quality – WUM/DO-B
To transfer reports to the authorized filer.	5. Received of Chlorine Residual Monitoring Report from OGM	None	1 day	Water Quality – WUM/DO-B
To comply with the LWUA monthly compliance and evaluation.	6. Transmittal of Chlorine Residual Monitoring Report at Local Water Utilities Administration	None	3 0min	Water Quality – WUM/DO-B
<b>TOTAL</b>		None	3 days, 1 hr & 30 min	
<b>END OF TRANSACTION</b>				

**XXIII. NON REVENUE WATER** - Calculation of non-revenue water.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Report		CAWADI Billing Section		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To conduct actual reading of flowmeter of all Water Sources	<b>1. Flow Meter Reading</b>	None	Every 5th of the month	Production Division – WUM / DO-B
	Balombon Spring			
	Sibao Spring			
	Manguiring PS			
	Cabanbanan PS			
	Paolbo #1 PS			
	Paolbo #2 PS			
	Tawang Spring			
	Fabrica PS			
	Fabrica Filtration			
Sto. Domingo Booster Facility				
To assess the result of the reading that all water sources	<b>2. Preparation of NRW Report</b>		1 hour	Production Division – WUM / DO-B



consumes the standard limits of LPS.				
To check the correctness of the report.	3. Submission of NRW Report for Signature	None	1 day	Production Division – WUM / DO-B
To transfer reports to the authorized filer.	4. Received of NRW Report from OGM	None	1 day	Production Division – WUM / DO-B
To comply with the Accounting Section monthly compliance and evaluation for MDS.	5. Transmittal of NRW Report at Accounting Section	None	10 min	Production Division – WUM / DO-B
<b>TOTAL</b>		None	3 days, 1 hr & 10 min	
<b>END OF TRANSACTION</b>				

**XXIV. DEMAND RATIO** - Calculation of water demand of the concessionaires.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing Report		CAWADI Billing Section		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To conduct actual reading of flowmeter of all Water Sources	<b>1. Flow Meter Reading</b>	None	Every 5th of the month	Production Division – WUM / DO-B
	Balombon Spring			
	Sibao Spring			
	Manguiring PS			
	Cabanbanan PS			
	Paolbo #1 PS			
	Paolbo #2 PS			
	Tawang Spring			
	Fabrica PS			
	Fabrica Filtration			
Sto. Domingo Booster Facility				
To assess the result of the reading that all water sources consumes the standard limits of LPS	<b>2. Preparation of Demand Ratio Report</b>	None	1 hour	Production Division – WUM / DO-B



and concessionaires daily consumption demand.				
To check the correctness of the report.	3. Submission of Demand Ratio Report for Signature	None	1 day	Production Division – WUM / DO-B
To transfer reports to the authorized filer.	4. Received of Demand Ratio Report from OGM	None	1 day	Production Division – WUM / DO-B
To comply with the Accounting Section monthly compliance and evaluation for MDS.	4. Transmittal of Demand Report at Accounting Section	None	10 min	Production Division – WUM / DO-B
<b>TOTAL</b>		None	3 days, 1 hr & 10 min	
<b>END OF TRANSACTION</b>				



**XXV. WATER PRESSURE MONITORING** - Procedure to monitor the hourly pressure of water for production monitoring support.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. Water Pressure Monitoring Form</b>			<b>CAWADI OFFICE TELLER</b>	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To record the manifested water pressure recorded from the pressure gauge.	1. Received of Water Pressure Monitoring Form from Guard	None	5min	Production Division – Laboratory Aide
To assess the result of the reading that all concessionaires' daily consumption demand be meet according to water pressure monitored.	2. Preparation of Water Pressure Monitoring Report	None	1 hour	Production Division – Laboratory Aide
To check the correctness of the report.	3. Checking and Submission of Water Pressure Monitoring Report for Signature	None	1 day	Production Division – Laboratory Aide
To file and inform Commercial Section regarding the water pressure monitored.	4. Received Water Pressure Monitoring Report	None	1 day	Production Division – Laboratory Aide
<b>TOTAL</b>		None	2 days, 1hr & 5min	
<b>END OF TRANSACTION</b>				

**XXVI. WATER LEVEL MONITORING** - - Procedure to monitor the hourly level of water for production monitoring support.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1. Water Level Monitoring Form</b>			<b>CAWADI OFFICE TELLER</b>	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To record the manifested water level recorded from the Fabrica Reservoir.	1. Received of Water Level Monitoring Form from Pump Operator	None	5min	Production Division – Laboratory Aide
To assess the result of the reading that all concessionaires’ daily consumption demand be meet according to water level monitored.	2. Preparation of Water Level Monitoring Report	None	1 hour	Production Division – Laboratory Aide
To check the correctness of the report.	3. Checking and Submission of Water Level Monitoring Report for Signature	None	1 day	Production Division – Laboratory Aide
To file and inform Engineering Section regarding the water level monitored.	4. Received Water Level Monitoring Report	None	1 day	Production Division – Laboratory Aide
<b>TOTAL</b>		None	2 days, 1hr & 5 min	Production Division – Laboratory Aide
<b>END OF TRANSACTION</b>				



**XXVII. WATER FLUSHING** – A type of procedure to eliminate the pressure of residue or debris in the water.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Water Flushing Form			CAWADI OFFICE TELLER	
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To checked the efficiency of the conducted water flushing according to time recorded	1. Received of Water Flushing Form plumber	None	5min	Production Division – Laboratory Aide
To assess the results of water flushing according to concessionaires feedback.	2. Preparation of Water Flushing Report	None	1 hour	Production Division – Laboratory Aide
To check the correctness of the report.	3. Checking and Submission of Water Flushing Report for Signature	None	1 day	Production Division – Laboratory Aide
To file and inform Engineering Section regarding the water level monitored.	4. Received Water Flushing Report from OGM	None	1 day	Production Division – Laboratory Aide
<b>TOTAL</b>		None	2d ays, 1 hr & 5 min	
<b>END OF TRANSACTION</b>				



**XXVIII. WATER PRODUCTION COST AND EXPENSES** – Monitors the expenses of each water sources.

<b>Division</b>	Production and Water Quality			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Water District Mandate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Electric Bill 2. RIS 3. Diesel Report		CAWADI OFFICE TELLER		
<b>CLIENT STEPS</b>	<b>CAWADI ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
To check the reports forwarded if all water sources consume enough or above the limits of cost.	1. Received of Billing, RIS and Diesel Report	None	5min	Maribel R. Gabarda Engineering & Production Division
To assess the results according to consumptions.	2. Preparation of Water Production Cost and Expenses	None	1 hour	Ivan B. Florendo Engineering & Production Division
To check the correctness of the report.	3. Submission of Water Production Cost and Expenses for Signature	None	1 day	Maribel R. Gabarda Engineering & Production Division
To comply with the Accounting Section monthly compliance and evaluation.	4. Received Water Production Cost and Expenses for Signature from OGM	None	1 day	Maribel R. Gabarda Engineering & Production Division
<b>TOTAL</b>		None	2 days, 1 hr & 5 min	
<b>END OF TRANSACTION</b>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk.</p> <p>Contact info: (054-470-2000/ 881-0063/881-9188</p>
How feedback is processed?	<p>Every Friday, the Public Relations Officer opens up the drop box and compiles and records all feedback submitted. Feedback requiring answers are forward to the relevant offices and they are required to answer within 3 days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: (054) 881-9188</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance and Complaint Desk.</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information: Name of person being complained, Incident, Evidence</p> <p>For inquiries and follow-ups clients may contact the following telephone number: (054)-470-2000</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups clients may contact the following telephone number:(054)-470-2000</p>



Contact Information of Calabanga Water Distict	calabangawd@yahoo.com.ph Contact info: (054-470-2000/ 881-0063/881-9188
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782), PCC: 8888, CCB: 0908-881-6565 SMS



## LIST OF OFFICES

Office	Address	Contact Information
OFFICE OF THE GENERAL MANAGER (OGM)	2ND FLOOR CAWADI OFFICE	(054)-470-2000 (Local no. 616) calabangawd@yahoo.com.ph
ADMINISTRATIVE DIVISION OFFICE	1ST FLOOR CAWADI OFFICE	(054)- 881-9188
FINANCE DIVISION OFFICE	2ND FLOOR CAWADI OFFICE	054)- 881-0063
COMMERCIAL DIVISION OFFICE	1ST FLOOR CAWADI OFFICE	(054)-470-2000
ENGINEERING AND MAINTENANCE DIVISION OFFICE	2ND FLOOR CAWADI OFFICE	(054)-470-2000 (Local no. 616)

















