



CALABANGA WATER DISTRICT

CITIZEN'S CHARTER
2019 (1st 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.

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CALABANGA WATER DISTRICT EXTERNAL SERVICES

- I. 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.

Division	Commercial	
Classification:	Complex Transaction	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	The general public within the service area of Calabanga Water District.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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		Company ID, SSS, GSIS, BIR, Comelec, Personal
Location/sketch plan		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		City Engineering Office or DPWH		
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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	3 min	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.	100.00	3 min	Teller 2-Utilities/Customer Service Assistant E-Commercial Division
4. Present official receipt to the Customer Service Assistant E.	4. Record payment and forward processed application for	None	2 min	Utilities/Customer Service Assistant E-Commercial Division

	inspection.			
5. Assist CAWADI Personnel during the on-site inspection. Receive a copy of the Water Service Application Form.	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.	None	4 days from payment of insp. fee	Inspector- Water Maintenance Man B- Engineering & Production Division
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) Ask the purpose of his/her presence.	None	3 min	Officer of the Day

2. Ask for the total assessment of fees, charges and materials	2. Compute the total assessment fee, charges and materials. Assessment of payments are classified as follows: Water Maint. Fee 1,300.00 Registration Fee 500.00 Notarial fee 100.00 Type of Connection Cluster 500.00 Across 1,000.00 Along 500.00		3 min	(UCSAE)
	2.1 Sr. Water Utilities Mgt./Dev. Officer will verify the total assessment for New Connection.	None	3 min	(SWUMDO) Commercial Division
3. Proceed to Teller 3 booth and pay total assessment of fees, charges and materials.	3. Receive payment and issue validated official receipts.	1,300.00 500.00 100.00	3 min	(Teller 2-UCSAE) Commercial Division
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	5 min	(SWUMDO) Commercial Division Engineering & Production Division Office of the GM
	4.1 Conduct Orientation of Memorandum of Agreement to concessionaires. Assist client in signing of the contract.		10 min	(UCSAE) Commercial Division

	4.2 Forward processed Memorandum of Agreement for signature of the GM -		5 min	(GM) Office of the GM
5. Wait for the schedule for the installation of New Water Service Connection.	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	None	3 days from payment of fees and charges	(UCSAE) Commercial Division Engineering & Production Division
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	6. Plumbers perform the installation of new service connection	None	3 hours	Designated Plumbers Engineering & Production Division
TOTAL		2,000.00 + type of connection + actual assessment	7 days 4 hours & 45 min	
END OF TRANSACTION				

- II. 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. 9994.

Division	Commercial	
Classification:	Simple Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	The residents of Calabanga ageing 60 years old and above with existing water service connection.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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

CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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.	None	3 min	(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.	None	4 days 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.	None	2 min	Commercial Division Office of the GM
	5. Explains to the concessionaire the Senior Citizen Discount will reflect on the next month billing.	None	3 min	(UCSAE) Commercial Division
TOTAL		None	4 days & 13 min	
END OF TRANSACTION				

- III. 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 are 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.

Division	Commercial			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The residents of Calabanga with existing water service connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Assistance Complaint Desk. Approach the Officer of the day.	1. Greet the client, offer a seat let the client be comfortable.	None	5 min	Officer of the day

Sign in the client log book in the table and fill up Personal Information.				
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	5 min	(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	3 min 2 min	(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 booth and pay the total assessment for materials needed.	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	3 min	UCSAE) Commercial Division

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	3 min	(UCSAE) Commercial Division
TOTAL		P350.00	4 days & 21 min	
END OF TRANSACTION				

- IV. CLASSIFICATION OF PAYMENTS-** Acceptance of payments, issuance of validated official receipts and concessionaires are required to come in-person to be able to tender their payments.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The general public with existing water service connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water bill		Issued water bill from CAWADI		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets queue number from the Security Guard at the Lobby's Entrance	1. Greet the client, offer a seat let the client be comfortable. Issues queue number for Teller 1 and 2	None	1 min	Guard on duty

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

- V. **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.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The concessionaires of Calabanga Water District with disconnected accounts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
		None	3 min	UCSAE

2. Inquire for accounts arrearages. Statement of Account (SOA) Sign in the Service Request for Reconnection.	2. Prepares Service Request encode the personal data information. Forward processed Service Request for Signature and Check the account name and other account dues of the Concessionaire.		2 min	Commercial Division (SWUMDO) Commercial Division
3. Proceed to Teller 2 booth and pay reconnection fee and arrearages incurred.	3. Receive payment and issue validated Official Receipt.	None	3 min	UCSAE) Commercial Division
4. Present official receipt to the Customer Service Assistant E. Wait for the schedule of inspection at your place.	4. Record payment	None	3 min	(UCSAE-Designee) Commercial Division
5. Assist CAWADI Personnel during the on-site inspection.	5. If disconnected three (3) months below. Inspector will conduct evaluation and inspect you place and determine the materials needed.	None	7days from receipt of SR	(WMMB-Inspector) Engineering & Production Division
6. Ask for the total assessment of fees, charges and materials after inspection.	6. Compute the total assessment fee, charges and materials. for Reconnection are as follows: Disconnected (with arrears) within 24 hours More than 24 hours 3 months to 1 year	 300.00 500.00	10 min 5 min	(UCSAE-Designee) Commercial Division (SWUMDO) Commercial Division

	1 year above Sr. Water Utilities Mgt./Dev. Officer will verify the total assessment for reconnection.	1,500.00 2,000.00		
7. Proceed to Teller 2 booth and pay total assessment of fees, charges and materials needed for reconnection.	7. Receive payment and issue validated official receipts.	None	3 min	(Teller 2-UCSAE) Commercial Division
8. Wait for the schedule for reconnection of water service connection.	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.	None	2 min	(UCSAE-Designee) Commercial Division
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.	9. Plumbers perform reconnection of service connection. .	None	2 hours from the receipt of the SR	Designated Plumbers Engineering & Production Division



TOTAL	Amount to be paid will depend on their assessment.	7 days, 2 hrs. & 36 min.	
END OF TRANSACTION			

- VI. 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.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The concessionaires of Calabanga Water District with existing water service connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Statement of Account (SOA)		CAWADI Office -Billing		
Official Receipts		CAWADI Office Teller		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	3 min 2 min	(UCSAE-Designee Commercial Division (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	2 hours from receipt of SR	(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	2 hours 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	2 hours from receipt of SR	Assigned Meter Reader Commercial Division
.	3. Utility Customer Service Assistant transmit service request to the Billing Section.	None	3 min	(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 the OOGM for approval.	None	10 min 3 min 3 min	(UCSAE) Commercial Division (Swumdo) Commercial Division (OOGM) 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	2 min	(UCSAE-Designee Commercial Division
TOTAL		None	6 hrs & 31 min	
END OF TRANSACTION				

VII. 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.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The concessionaires of Calabanga Water District with existing water service connection.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Delivered by Meter Reader		
Official Receipts		CAWADI Office Teller		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Inquire for accounts arrearages. Statement of Account (SOA). Sign in the Service Request for immediate Temporary Closed.	2. Prepares Service Request and encode the personal data information. Forward processed Service Request for	None	2 min 3 min	(UCSAE-Designee Commercial Division) (SWUMDO)

	Signature and Check the account name and other account dues of the Concessionaire.			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	3 min	(Teller 2-UCSAE) Commercial Division
4. Present official receipt to the Customer Service Assistant E.	4. Record payment and transmit service request to designated plumbers	None	2 min	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	2 hours from the receipt of the SR	UWA Disconn Team Commercial Division
TOTAL		None	2 hrs & 15 min	
END OF TRANSACTION				

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.

Division	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government / G2C - Government to Citizen			
Who may avail:	The general public who has concern or issues that needs to be answered by the Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		Office of the GM		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
In case of direct delivery of action to the letter sender:				
	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
In case of delivery of prompt and appropriate action to the person responsible (Employee):				
	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	
END OF TRANSACTION				

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.

Division	Administrative Division			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government G2B – Government to Business			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
TOTAL		None	7 days 2 hours and 10 min	
END OF TRANSACTION				

- 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.

Division	Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government G2B – Government to Business			
Who may avail:	Winning Bidding / Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipt		Storekeeper		
2. Purchase Order		Storekeeper		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
TOTAL		None	1 hour	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The general public/concessionaires of Calabanga Water District.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Concessionaire		
2. Statement of Account		Billing Section		
3. Official Receipt		CAWADI Office Teller		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		P350.00	17days, 2hrs & 2min	
END OF TRANSACTION				

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.

Division	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2E - Government to Employee			
Who may avail:	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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Document		Recipient (Employee)		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	12 min	
END OF TRANSACTION				

- 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.

Division	Administrative			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concerned Employee		Administrative Personnel Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2 min	
END OF TRANSACTION				

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

Division	Administrative			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.				
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
TOTAL		None	1day, 1hr & 48 min	
END OF TRANSACTION				

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.

Division	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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				
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)

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



TOTAL		None	1day, 1hr & 10min	
END OF TRANSACTION				

- 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.

Division	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Personnel Record		Administrative/HR Section		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)
TOTAL		None	1day & 45min	
END OF TRANSACTION				

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.

Division	Administrative			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Personnel Record Form		Administrative/HR Section		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	1day & 45min	
END OF TRANSACTION				

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

Division	COMMERCIAL DIVISION-BILLING			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government & G2C-Government to Citizen			
Who may avail:	Cawadi Frontline Services, Engineering, Finance transmit documents to Billing containing concessionaire information that need to be updated in the computer.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbooks		Frontline Services		
Contract		Frontline Services		
Promissory Note		Frontline Services		
Service Request		Engineering Division		
List of Materials		Finance Division		
1. WATER BILL		BILLING SECTION		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	9days , 2hrs & 3min	
END OF TRANSACTION				

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.

Division	Finance (Accounting and Budget)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2G- Government to Government			
Who may avail:	Supplier of Goods and Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	20 min	
END OF TRANSACTION				

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.

Division	Finance (Accounting and Budget)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employee in-charge of Remittance of Statutory Obligations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

this case, the Cashier is the disbursing officer)				
	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
TOTAL		None	20 min	
END OF TRANSACTION				

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.

Division	Finance (Accounting and Budget)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	20 min	
END OF TRANSACTION				

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

Division	COMMERCIAL DIVISION-CASH MANAGEMENT			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government & G2C-Government to Citizen			
Who may avail:	VARIOUS CLAIMS for payment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Disbursement Voucher		Finance Division		
Check -dummy		Cashier Section		
Official Receipts		Cashier Section		
Paid Payroll		Administrative Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



TOTAL	None	7 min	
END OF TRANSACTION			

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

Service Specification:				
Service 17: CHECK PREPARATION				
Division	COMMERCIAL DIVISION-CASH MANAGEMENT			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government & G2C-Government to Citizen			
Who may avail:	Employee & Various Claims			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete Document 2. CHECK			Cashier	
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Commercial-Cash Management Section
2. Receive disbursement voucher for signature.	2. Transmit for signature and approval of payment to payment.	None	2 min	Cashier B Commercial-Cash Management Section 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 Commercial-Cash Management Section
5. Receive the transmittal from the cashier.	5. Received Official Receipts or sales invoice and check signed documents.	None	2 min	Cashier B Commercial-Cash Management Section
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 Commercial-Cash Management Section Finance Division
TOTAL		None	15days &13 min	
END OF TRANSACTION				

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.

Service Specification:				
Service 1: PETTY CASH PREPARATION AND DISBURSEMENT				
Division	COMMERCIAL DIVISION-CASH MANAGEMENT			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government & G2C-Government to Citizen			
Who may avail:	Employee & Various Claims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Petty Cash Voucher with purchase request.	1. Greet the client	None	5 min	Cashier B Commercial-Cash Management

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

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.

Division	COMMERCIAL DIVISION-BILLING			
Classification:	Simple Transaction			
Type of Transaction:	G2E - Government to Government			
Who may avail:	Billing-Commercial Division prepared Aging of Accounts Receivable to be submitted to Finance Division.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Printing of Aging of Accounts Receivable		COMMERCIAL -Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2days & 5min	
END OF TRANSACTION				

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.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Requisition Issue Slip		Administrative		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	28min	
END OF TRANSACTION				

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.

Division	ENGINEERING & MAINTENANCE			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The household in barangays that has no access to potable water and the existing concessionaires that experiencing low water supply			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	CAWADI ACTION	FEE S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
1. Client will Submit Barangay Resolution requesting for expansion projects or Client will Report/Complaint 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



TOTAL		None	1 month	
END OF TRANSACTION				

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.

Division	Engineering and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint / Service Request or a letter stating the concern to Calabanga Water district operation, facility and water pipelines. (1 copy-Eng’g) 2. Maintenance Order – Inspection Report that indicate materials needed for repair. (1 copy-Eng’g, 1 copy-Admin, 1 copy- Accounting) 3. Official Receipts payment for materials needed for repair if the materials shall be charge to existing concessionaires (1 copy-Eng’g, 1 copy- Accounting)		1. Frontline services 2. Engineering / Maintenance 3. Cashier		
CLIENT STEPS	CAWADI ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	As per assessment during	5 min	Utilities/Customer Service Assistant – E

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

XVIII. REQUEST FOR METER RELOCATION

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

Division	ENGINEERING & MAINTENANCE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The residence of Calabanga with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request – Meter Relocation 2. Maintenance Order – Inspection Report that indicated materials needed for meter relocation. 3. Official Receipts payment for materials needed for meter relocation.		1. Frontline services 2. Engineering / Maintenance 3. Cashier		
CLIENT STEPS	CAWADI ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
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.	As per assessment during inspection	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

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

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.

Division	ENGINEERING & MAINTENANCE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The residence of Calabanga with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request – service transfer 2. Maintenance Order – Inspection Report that indicated materials needed for meter relocation. 3. Official Receipts payment for materials needed for service transfer.		1. Frontline services 2. Engineering / Maintenance 3. Cashier / a letter made by requesting party		
CLIENT STEPS	CAWADI ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
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.	As per assessment during inspection	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
TOTAL	As per assessment during inspection		1 day, 1hrs & 15 min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Sampling Form		DOH Accredited Laboratory		
2. Sterile Bottle				
3. Official Receipt				
4. Total Service Connection				
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

	<i>La Purisima, Quipayo</i> <i>Sto. Domingo</i> <i>Balatasan</i>			
	SET B			
	<i>Cabanbanan</i> <i>Manguiring</i> <i>Belen</i> <i>Sta. Cruz, Ratay</i> <i>San Roque</i> <i>Pagatpat</i> <i>San Roque</i> <i>Sta. Isabel</i> <i>San Bernardino</i> <i>Punta Tarawal</i> <i>Balatasan</i>			
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
TOTAL		None	18days, 1hr.& 30min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Sampling Form		Platinum Research Laboratory		
2. Sterile Bottle				
3. Official Reciept from Platinum				
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 residentials.	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



TOTAL	None	1 month, 4days1hr. & 30min	
END OF TRANSACTION			

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Sampling Form		Water Quality Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Daily collection of water sample for Chlorine Residual Testing in 7 sampling point within the area of Calabanga.	1. Actual Water Sampling	None	1day	Water Quality – WUM/DO-B
	SET A			
	Bonot			
	Bigas			
	San Isidro			
	Sabang			
	Sta. Salud			
	Balongay			
	Sta. Cruz, Quipayo			
	SET 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
TOTAL		None	3 days, 1 hr & 30 min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Report		CAWADI Billing Section		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
To conduct actual reading of flowmeter of all Water Sources	1. Flow Meter Reading	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	2. Preparation of NRW Report		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
TOTAL		None	3 days, 1 hr & 10 min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Report		CAWADI Billing Section		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
To conduct actual reading of flowmeter of all Water Sources	1. Flow Meter Reading	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	2. Preparation of Demand Ratio Report	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
TOTAL		None	3 days, 1 hr & 10 min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Pressure Monitoring Form			CAWADI OFFICE TELLER	
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2 days, 1hr & 5min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Level Monitoring Form		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2 days, 1hr & 5 min	Production Division – Laboratory Aide
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Water Flushing Form			CAWADI OFFICE TELLER	
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2d ays, 1 hr & 5 min	
END OF TRANSACTION				

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

Division	Production and Water Quality			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Water District Mandate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electric Bill 2. RIS 3. Diesel Report		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	2 days, 1 hr & 5 min	
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM	
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. 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: complaints@arta.gov.ph 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)









