



CALABANGA WATER DISTRICT

CITIZEN'S CHARTER
2023 (2nd 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

- 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.

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	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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
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.	100.00	2min	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

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	Romulo B. Villena 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	3min	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 Registration Fee Notarial fee Type of Connection Cluster Across Along	1,300.00 500.00 100.00 500.00 1,000.00 500.00	3min	Florendo Ivan (UCSAE)

	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

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 to 4 hours	Designated Plumbers Engineering & Production Division
TOTAL:		2,000.00 + type of connection + actual assessment	7days 4hours & 44min	
END OF TRANSACTION				

- 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.

Division	Commercial			
Classification:	Simple Transaction			
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		
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 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.	None	2min	(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	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.	None	2min	Commercial Division Office of the GM
	5. Explains to the concessionaire the Senior Citizen Discount will reflect on the next month billing.	None	3min	(UCSAE) Commercial Division
TOTAL		NONE	4days & 12min	
END OF TRANSACTION				

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.

Division	Commercial			
Classification:	Simple Transaction			
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		
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. 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.

Division	Commercial			
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.Official Receipts		CAWADI OFFICE TELLER		
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 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

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.	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 & HPC) conducted by: Accredited Laboratory F. Other fees and charges for payment such as bid docs, refund C.A.	150.00 200.00 50.00 300.00 600.00	2min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for special lane (window 1)
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	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.	None	3min	Annie Kaye Celorin Teller 2 – for regular lane (window 2) and CHONA DP. VELARDE Teller 1- for special lane (window 1)

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.

Division	Commercial		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	The residence of Calabanga with existing water service connection. Status: 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. 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 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.	None	3min 2min	Florendo Ivan UCSAE Commercial Division Raquel M. Saavedra (SWUMDO) Commercial Division
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.	3. Receive 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 express lane (window 1)

4. Present official receipt to the Customer Service Assistant E. Wait for the schedule of inspection at your place.	4. Record payment	None	3min	Ivan Florendo (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	Romulo B. Villena (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 300.00 More than 24 hours 500.00 3 months to 1 year 1,500.00 1 year above 2,000.00 Sr. Water Utilities Mgt./Dev. Officer will verify the total assessment for reconnection.		10min 5min	Florendo Ivan (UCSAE-Designee) Commercial Division RAQUEL M. SAAVEDRA (SWUMDO) Commercial Division
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,	7. 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)

charges and materials needed for reconnection.				
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	2min	Ivan Florendo (UCSAE) 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	2hours from the receipt of the SR	Designated Plumbers Engineering & Production Division
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.

Division	Commercial			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The residence of Calabanga with existing water service connection. Status: With high water consumption.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill or Statement of Account (SOA)		Cawadi Office -Billing		
5.Official Receipts		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	3min	Ivan Florendo (UCSAE) Commercial Division
	Forward processed Service Request for Signature and Check the account		2min	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.

Division	Commercial			
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		
Water Bill		Deliver by meter reader		
Official Receipts		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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

Request for immediate Temporary Closed.	Forward processed Service Request for Signature and Check the account name and other account dues of the Concessionaire.		3min	Commercial 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	
END OF TRANSACTION				

- III. COMMUNICATION FOR SIGNATURE/RECEIVE** – 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:	Anybody who wishes to communicate or transmit a letter to the Management of CAWADI			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication Letter				
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.		2 min	Jubel S. Penion (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.		2 min	Grizzell Anne S. Cariño (Secretary of the GM) Office of the GM
3. Leave the document in the OGM.	3. Turn-over the communication to GM.		2 min	Office of the GM
	4. GM will return the communication to the secretary with a corresponding action.		2 min	Engr. Celedonio I. Tolentino, Jr. (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.		2 min	Grizzell Anne S. Cariño (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.		2 min	Grizzell Anne S. Cariño (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.		2 min	Grizzell Anne S. Cariño (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.		2 min	Grizzell Anne S. Cariño (Secretary of the GM) Office of the GM
TOTAL		none	16 min	
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.		2 min	Grizzell Anne S. Cariño (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.		2 min	Grizzell Anne S. Cariño (Secretary of the GM) Office of the Gm
3. Leave the document in the OGM.	3. Turn-over document to GM.		2 min	Grizzell Anne S. Cariño (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.		2 min	Engr. Celedonio I. Tolentino, Jr. (General Manager) Office of the Gm

	5. Record the document to be released on the logbook.		2 min	Grizzell Anne S. Cariño (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.		2 min	Grizzell Anne S. Cariño (Secretary of the GM) Office of the Gm
TOTAL		NONE	12 min	
END OF TRANSACTION				

II. 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		
1. Application for Leave Form (6) . 2. Office Clearance (leave for (30) calendar days or more 3. Medical Certificate - (sick leave exceeding 5 days) 4. Solo Parent ID (Solo Parent Leave) 5. Barangay Certification (Special Emergency Leave 6.		Administrative		
		Personnel Division/DSWD/Barangay Office		
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		1 hr.	Immediate Supervisor of applicant
	Approving authority sign approves the application and releases to Personnel Division Receiving Staff		30 min.	Engr. Celedonio I. Tolentino, Jr. (General Manager) Office of the GM
	Received record and release to Leave Processor		10 min.	Marjorie D. Luceño Administrative Division
	Process the application as to certification of available leave credits and types of leave. Submits to the chief		1 day	Betty B. Viola Administrative Division

	for signature/certification.			
	Sign/certified the available leave credits & releases to leave processor		3min	Betty B. Viola Administrative Division
	Retains on copy for the Leave folder, & Logs and releases the other copy to the Personnel Division releasing staff		2min	Betty B. Viola Administrative Division
2. Received Copy of Application for LEAVE of Absence.	Releases the other copy to the employee concern		3min	Marjorie Luceño Administrative Division
TOTAL		none	1day, 1hr & 48 min	
END OF TRANSACTION				

- I. **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			
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. 2. Certification of Leave Credits four (4) copies. 3. Xerox copy of Updated Leave Card four (4) copies		Administrative		
		Personnel Division		
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.	Receives/review the accomplished Leave Form and the duly required document and release to Leave processor		10 min.	Personnel Division Receiving/
				Marjorie Luceño Administrative Division
	Process the application as to certification of available leave credits And submits to the chief for signature/certification.		1 day	Leave Processor
				Betty B. Viola Administrative Division
	Sign/certifies the available leave credits 7 releases to Approving authority		10 min.	Betty B. Viola Administrative Division
	Sign/approved the application & releases to Leave Processor		30 min.	Engr. Celedonio I. Tolentino, Jr. (General

				Manager)Office of the GM
	Retain one copy for the leave card and other copy to Personnel division releasing staff		10 min.	Betty B. Viola Administrative Division
	Releases 4 copies to Accounting Division for computation of monetary value of leave credits.		10 min.	Marjorie Luceño Administrative Division
TOTAL		none	1day, 1hr & 10min	
END OF TRANSACTION				

- II. Request for Certificate of Employment** A 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			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	The residence of Calabanga with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Personnel Record		Administrative		
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.	Received Request for Personnel Record and release to approving authority		10 min	Marjorie Luceño Administrative Division
	Approved request for Certificate of employment and release to Personnel Division Receiving staff		10 min	Engr. Celedonio I. Tolentino, Jr. (General Manager) Office of the GM
	Release the approved request for Certificate of employment to Administrative/General Service Division chief		5 min	Marjorie Luceño Administrative Division
	Prepare the Certificate of Employment and release to Approving authority		1 day	Betty B. Viola Administrative Division
	Sign /approved the Certificate of Employment and release to Personnel Division Receiving Staff		10 min	Engr. Celedonio I. Tolentino, Jr. (General Manager) Office of the GM

2. Received Copy of Certificate of employment	Retain one copy for admin file and logs and releases other copy to employee concern.		10 min	Marjorie Luceño Administrative Division
TOTAL		none	1day & 45min	
END OF TRANSACTION				

III. 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.

IV.

Division	Administrative			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	The residence of Calabanga with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Personnel Record Form		Administrative		
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.	Received Request for Personnel Record and release to approving authority		10 min	Marjorie Luceño Administrative Division
	Approved request for Service Record and release to Personnel Division Receiving staff		10 min	Engr. Celedonio I. Tolentino, Jr. (General Manager)
	Release the approved request for Service Record Administrative/General Service Division chief		5 min	Marjorie Luceño Administrative Division
	Prepare the Service Record and release to Approving authority		1 day	Betty B. Viola Administrative Division
	Sign /approved the Certificate of Employment and relase to Personnel Division Receiving Staff		10 min	Engr. Celedonio I. Tolentino, Jr. (General Manager)Office of the GM

2. Received Copy of Service Record	Retain one copy for admin file and logs and releases other copy to employee concern.		10 min	Marjorie Luceño Administrative Division
TOTAL		none	1day & 45min	
END OF TRANSACTION				

- V. 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	Commercial			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Personnel Record		Administrative		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the need by end user and prepare purchase request	Received purchase request for signature to approving authority		10 min	Edwin C. Barawel Administrative Division
	Prepare Quotation to canvass the request of the end user Find Supplier		3 min	Edwin C. Barawel Administrative Division
	Prepare Abstract of Quotation. Agree terms and contracts with the supplier		10 min	Edwin C. Barawel Administrative Division Engr. Celedonio I. Tolentino Jr. General Manager Office of the GM
2. Received Copy of approved Purchase Order with the approval of the General Manager	Prepare Purchase Order for signature of the Supplier		5 min	Jorge C. Comia Store Keeper 1D
3. Arrange and receive goods	3.Prepare Inspection and Acceptance Report and for signature to approving authority		10 min	Betty B. Viola Administrative Division

				Engr. Celedonio I. Tolentino Jr. General Manager Office of the GM
4.Receive the item/goods	4.Prepare Acknowledgment Receipt for Equipment Issuance of equipment/goods to the end user		10min	Edwin C. Barawel Administrative Division End-user
TOTAL		none	48min	
END OF TRANSACTION				

VI. 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:	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)		ACCOUNTING		
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.	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 supplier.	None	10min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
		None	5min	

	2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status and Withholding Tax.			Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
	3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
TOTAL			20min	
END OF TRANSACTION				

VII. 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)		ACCOUNTING & ADMINISTRATIVE		
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 this case, the Cashier is the disbursing officer)	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	10min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
	2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division

	3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
	TOTAL		20min	
END OF TRANSACTION				

VIII. 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)		ADMINISTRATIVE		
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.	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	10min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division

	2. Process the preparation of Disbursement Voucher, Budget Utilization Request and Status.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
	3. Forward to respective office for signature of certification of expenses, cash availability and approval of payment.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
TOTAL				
END OF TRANSACTION				

IX. Review Completeness and Accuracy of Processed Disbursements Vouchers and Certify as to Availability of Funds

This refers to the processed disbursement vouchers which need certification of availability of funds and approval.

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.) Disbursement Voucher (2.) Budget Utilization Request and Status (3.) Withholding Tax (BIR Form 2307/2306)		ACCOUNTING		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement voucher, Budget Utilization Request and Status, BIR Forms and related supporting documents.	1. Check the completeness and accuracy of processed disbursement voucher, Budget Utilization Request and Status, BIR Forms and related supporting documents.	None	10min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	2. Affix signature as to the completeness and accuracy of documents and as to availability of funds.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	3. Forward to the Office of the General Manager for Approval of Payment.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
TOTAL			20min	

END OF TRANSACTION

X. Preparation of Journal Entry Voucher for Received Paid Disbursement Voucher

This refers to preparation of journal entry for every disbursement voucher processed.

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.) Paid Disbursement Voucher (2.) Check Dummy		COMMERCIAL-CASH MANAGEMENT		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the paid disbursement voucher and its related documents.	1. Prepare Journal Entry Voucher for every Disbursement Voucher and enter each transaction to accounting spreadsheet.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	2. Forward each Journal Entry Voucher to Accounting and Budget Section Head for Approval.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	3. After Approval, Each Journal Entry Voucher will be forwarded to Accounting Processor B for recording to Check Disbursement Journal.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
TOTAL		none	15min	



END OF TRANSACTION

XI. Review of Daily Collections and Deposits and Preparation of Daily Cash Position Report

This refers to the review of daily collection and deposit thru the submitted official receipts and validated deposit slips. The daily cash position is to ensure that the District has enough funds for its operation.

Service Specification:				
Service 7: Review of Daily Collections and Deposits and Preparation of Daily Cash Position Report				
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.) Report of Collection and Deposits (2.) Collection Report (3.) Check Disbursement Record (4.) Report of Check Issued (5.) Validated Deposit Slip (6.) BIR Form 2307 for Franchise Tax Withholding		FINANCE DIVISION		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above documents for review	1. Checks Collection Report and Validated Deposit Slip.	None	10min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	2. Review Check Disbursement Record and Report of Check Issued.	None	10min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division

	3. Preparation of Daily Cash Position Report and Forward to the Office of the General Manager for verification and information.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	4. Forward to the Sr. Accounting Processor A for preparation of Journal Entry Voucher.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
TOTAL			30min	
END OF TRANSACTION				

XII. Preparation of Journal Entry Voucher for Daily Collection and Deposit Report

This refers to the preparation of journal entry for daily collection and deposit.

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.) Report of Collection and Deposits (2.) Collection Report (3.) Check Disbursement Record (4.) Report of Check Issued (5.) Validated Deposit Slip (6.) BIR Form 2307 for Franchise Tax Withholding		FINANCE DIVISION		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the above documents for preparation of journal entry	1. Prepare Journal Entry Voucher for each Collection and Deposit Report.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	2. Forward each Journal Entry Voucher to Accounting and Budget Section Head for Approval.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	3. After Approval, Each Journal Entry Voucher will be forwarded to Accounting Processor B for recording to Collection Receipt and Deposit Journal.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
TOTAL			15min	

END OF TRANSACTION

XIII. Recording of Journal Entry Voucher for Collection and Disbursement

This refers to the recording of journal entries to its appropriate books.

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. Approved Journal Entry Voucher		FINANCE DIVISION		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved journal entry for recording to book of accounts.	1. Record each Approved Journal Entry Voucher to Collection Receipt and Deposit Journal for Collection and Check Disbursement Journal for Disbursement.	None	5min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
	2. Prepare Recapitulation of Accounts and Forward to the Accounting and Budget Section Head for Recording to the General Ledger.	None	20min	Ma. Concepcion A. Alcantara (Accounting Processor B) Finance Division
TOTAL			25min	
END OF TRANSACTION				

XIV. Preparation of Schedules for Billing, Receivables, Material Issuance, Inventories and Depreciation

This refers to the transaction which requires journal entry and recording to the book of accounts.

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.) Billing Report (2.) Aging of Receivables (3.) New Service Connection Report (4.) Material Requisition Slip (5.) Physical Count Report (6.) Lapsing Schedules		Finance Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Schedules for Billing, Inventories, Receivables, Material Issuance, Inventories and Depreciation.	1. Preparation of Schedules for Billing, Inventories, Receivables, Material Issuance, Inventories and Depreciation.	None	1 day for each	Cynthia B. Bagsic (Accounting Processor B-JO) Finance Division
	2. Forward Schedules to Sr. Accounting Processor A for Journal Entry Voucher preparation.	None	5min	Cynthia B. Bagsic (Accounting Processor B-JO) Finance Division
TOTAL		none	1day & 5min	
END OF TRANSACTION				

XV. Recording of Journal Entry Voucher for Adjustments

This refers to the recording of journal entries for adjustments and other material transactions.

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. Approved Journal Entry Voucher		ACCOUNTING		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved journal entries for adjustments and other material transactions.	1. Record each Approved Journal Entry Voucher to General Journal.	None	5min	Cynthia B. Bagsic (Accounting Processor B-JO)
	2. Prepare Recapitulation of Accounts and Forward to the Accounting and Budget Section Head for Recording to the General Ledger.	None	5min	Cynthia B. Bagsic (Accounting Processor B-JO)
TOTAL			10min	
END OF TRANSACTION				

XVI. Recording of Recapitulation of Accounts to the General Ledger

This refers to the recording of accounts total to the book of accounts.

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. Recapitulations		ACCOUNTING		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the recapitulations for recording.	1. Record the Recapitulation of Accounts to the General Ledger.	None	1 day	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	2. Forward the General Ledger Balances to the Sr. Accounting Processor A for the Preparation of Financial Statements.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
TOTAL		none	1day & 5min	
END OF TRANSACTION				

XVII. Preparation of Financial Statements

This refers to the preparation of financial statements which would show the results of financial operation of the District.

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. General Ledger		Finance Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the general ledger for preparation of FS.	1. Transfer General Ledger Balances to Trial Balance.	None	1 day	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	2. Prepare Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flows.	None	1 day	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
TOTAL			2days	
END OF TRANSACTION				

XVIII. Submission of Verified Financial Statements to Concerned Agencies

This refers the submission of Financial Statements to Local Water Utilities Administration and the Commission on Audit.

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. Financial Statements		Finance Division		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Financial Statements.	1. Verified the Correctness of the Financial Statements.	None	30min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	2. Affix Signature and Forward to the Office of the General Manager for Final Approval.	None	5min	Diana B. Batalla (Corporate Budget Specialist A) Finance Division
	3. Submit Approved Financial Statements to the Local Water Utilities Administration and the Commission on Audit.	None	30min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
	4. Filing of Office Copy of Financial Statements.	None	5min	Sherry Lou G. Rubi (Sr. Accounting Processor A) Finance Division
TOTAL			1hr	
END OF TRANSACTION				

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				

XIX. 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				

XX. 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				

XXI. 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.		2 min	Cashier B Storekeeper 1D Finance Division
TOTAL		None	9 min	
END OF TRANSACTION				

XXII. 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				

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				

XXIII. 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:	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		
		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
1. Submit request for expansion projects	1. Upon received of the request, Cawadi will conduct inspection and study		2 days	Engr. Michael M. Gutierrez Moreno (Supervising Engineer Engineering & Production Division)
	2. Prepared Feasibility Study on Beneficiaries and prepare Program of Work		7days	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	3. Program of Work - for BOD Approval and appropriation on fiscal year budget			
TOTAL		none	9days	
END OF TRANSACTION				

XXIV. REPAIR OF SERVICE CONNECTION/GENERAL WORKS - This services mainly focus on the repair of Transmission Line, Distribution Line, Repair of Service Connection, Mainline Leak-Along/Across, Change Ball valve and Leak before the water.

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.Official Receipts		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
1. Wait for the schedule for the installation of Service Request for Repair	1. Received the approved Service Request for Repair from Frontline then then issue an schedule of installation pertaining to that request		1/2 day upon received of Water Service Application Form	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	2. Issuance of Maintenance Order Number prior to that Service Request for Repair as per scheduled		3min	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	3. Forward Maintenance Order to assigned maintenance personnel for installation.		2min	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division

2. Assist CAWADI Personnel during installation. Acknowledge the work performed by signing on the Service Request for Repair attesting that water service has been installed and your request/application satisfy.	4. Repair Procedure Work Process - by Maintenance Personnel		1 day	Assigned Plumber Engineering & Production Division
	5. Return Maintenance Order - notifying result is accomplished or not		3min	Assigned Plumber Engineering & Production Division
	6. Update Maintenance Order status report (completed or not) - end of Service Request for Repairs		1/2 day upon received of Service Request - Reconnection Form - signed by client	Anthony Aguay Engineering & Production Division
	7. Conduct Inspection - Completed Repairs work		4hrs.	Anthony Aguay Engineering & Production Division
TOTAL		none	2days, 4hrs & 8min	
END OF TRANSACTION				

XXV. 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.Official Receipts		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
1. Wait for the schedule for the installation of Service Request for Meter Relocation	1. Received the approved Service Request for Meter Relocation from Frontline then then issue an schedule of installation pertaining to that request		1/2 day upon received of Water Service Application Form	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	2. Issuance of Maintenance Order Number prior to that Service Request for Meter Relocation as per scheduled		3min	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	3. Forward Maintenance Order to assigned maintenance personnel for installation.		2min	

2. Assist CAWADI Personnel during installation. Acknowledge the work performed by signing on the Service Request for Meter Relocation attesting that water service has been installed and your request/application satisfy.	4. Installation Process - by Maintenance Personnel		1 day	Assigned Plumber Engineering & Production Division
	5. Return Maintenance Order - notifying result is accomplished or not		3min	Assigned Plumber Engineering & Production Division
	6. Update Maintenance Order status report (completed or not) - end of Service Request for Meter Relocation installation		1/2 day upon received of Service Request - Reconnection Form - signed by client	Anthony Aguay Engineering & Production Division
	7. Conduct Inspection - Completed Meter Relocation installation		4hrs.	Anthony Aguay Engineering & Production Division
TOTAL		none	2days 4hrs & 8min	
END OF TRANSACTION				

XXVI. 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.Official Receipts		CAWADI OFFICE TELLER		
CLIENT STEPS	CAWADI ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day 1 visit:				
1. Wait for the schedule for the installation of Service Request for Service Transfer	1. Received the approved Service Request for Service Transfer from Frontline then then issue an schedule of installation pertaining to that request		1/2 day upon received of Water Service Application Form	Engr. Michael M. Gutierrez Moreno (Supervising Engineer) Engineering & Production Division
	2. Issuance of Maintenance Order Number prior to that Service Request for Service Transfer as per scheduled		3min	Engr. Michael M. Gutierrez Moreno (Supervising Engineer)
	3. Forward Maintenance Order to assigned maintenance personnel for installation.		2min	

2. Assist CAWADI Personnel during installation. Acknowledge the work performed by signing on the Service Request for Service Transfer attesting that water service has been installed and your request/application satisfy.	4. Installation Process - by Maintenance Personnel		1 day	Assigned Plumber Engineering & Production Division
	5. Return Maintenance Order - notifying result is accomplished or not		3min	Assigned Plumber Engineering & Production Division
	6. Update Maintenance Order status report (completed or not) - end of Service Request for Service Transfer installation		1/2 day upon received of Service Request - Reconnection Form - signed by client	Anthony Aguay Engineering & Production Division
	7. Conduct Inspection - Completed Service Transfer installation		4hrs.	Anthony Aguay Engineering & Production Division
TOTAL		none	2days, 4hrs & 8min	
END OF TRANSACTION				

XXVII. 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 residence of Calabanga with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request Account	2. Statement of 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.		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		5min 2min	Ferdinand M. Espina (UCSAE-Designee) Commercial Division Raquel M. Saavedra (SWUMDO) Commercial Division
3. Wait for the issuance of Service Request Form			2min	Ferdinand M. Espina (UCSAE-Designee)

				Commercial Division
4. Payment	Laboratory Testing: Total Coliform Test / Fecal Coliform Test Certificate	300.00 50.00	5min	Assigned Teller
5. Proceed to Production and Water Quality Section	3. Orientation			
6. Received Request for Water Sampling Form	4. Printing of Request for Water Sampling Form		3min	Maribel R. Gabarda Engineering & Production Division
7. Wait for the test message for the release of Certificate of Potable Water by Administrative General Services Section	5. Schedule for water sampling		2days (Monday & Tuesday)	Maribel R. Gabarda Engineering & Production Division
	6. Purchased sterile bottle at Metro Nage Water District for water sampling		1 day	Ivan B. Florendo Engineering & Production Division
	7. Actual water sampling		1 hour	Ivan B. Florendo Engineering & Production Division
	8. Submission of water sample at Metro Naga Water District		1 day	Ivan B. Florendo Engineering & Production Division
	9. Issuance of Microbiological Test Results		15 days	Maribel R. Gabarda Engineering & Production Division
	10. Preparation of Report		30 mins	Maribel R. Gabarda

				Engineering & Production Division
	11. Forward Accomplished Microbiological Test Results to Administrative Section		5mins	Marjorie Luceno Administrative Division
8. Received Certification	12. Release of Certification for Certificate of Potable Water		5mins	Marjorie Luceno Administrative Division
TOTAL		none	17days, 2hrs & 2min	
END OF TRANSACTION				

I. 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 2. Sterile Bottle 3. Official Receipt for MNWD 4. Total Service Connection		MNWD & CAWADI OFFICE TELLER		
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> <i>La Purisima, Quipayo</i>	12,000.00	1 day	Ivan B. Florendo Engineering & Production Division

	<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		15 days	Ivan B. Florendo Engineering & Production Division
To assess the result that all water samples meet the PNSDW limits.	3. Preparation of Microbiological Report and Transmittal		1 hour	Maribel R. Gabarda Engineering & Production Division
To check the correctness of the report.	4. Submission of Microbiological Reports for Signature		1 day	Maribel R. Gabarda

				Engineering & Production Division
To transfer reports to the authorized filer.	5. Received of Microbiological Reports from OGM		1 day	Maribel R. Gabarda Engineering & Production Division
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		30min	Ivan B. Florendo Engineering & Production Division
TOTAL		none	18days, 1hr.& 30min	
END OF TRANSACTION				

II. 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 2. Sterile Bottle 3. Official Reciept from Platinum		CAWADI OFFICE TELLER		
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	Ivan B. Florendo Engineering & Production Division
	BALOMBON (A)			
	BALOMBON (B)			
	CABANBANAN			
	PAOLBO (1)			
	PAOLBO (2)			
	MANGUIRING			
	TAWANG			
	SIBAO			
	FABRICA (1)			
	FABRICA (2)			

	STO. DOMINGO			
	CABANBANAN			
	MANGUING			
	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		1 month	Maribel R. Gabarda Engineering & Production Division
To assess the result that all water samples meet the PNSDW limits.	3. Preparation of Water Quality Report and Transmittal		1 hour	Maribel R. Gabarda Engineering & Production Division
To check the correctness of the report.	4. Submission of Water Quality Reports for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To transfer reports to the authorized filer.	5. Received of Water Quality Reports form OGM		1 day	Maribel R. Gabarda Engineering & Production Division
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		30min	Ivan B. Florendo Engineering & Production Division



TOTAL	none	1mo, 4days1hr. & 30min	
END OF TRANSACTION			

III. 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		CAWADI OFFICE TELLER		
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		1day	Ivan B. Florendo Engineering & Production Division
	SET A			
	Bonot			
	Bigaas			
	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		1 hour	Ivan B. Florendo Engineering & Production Division
To check the correctness of the report.	4. Checking and Submission of Chlorine Residual Monitoring Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To transfer reports to the authorized filer.	5. Received of Chlorine Residual Monitoring Report from OGM		1 day	Maribel R. Gabarda Engineering & Production Division
To comply with the LWUA monthly compliance and evaluation.	6. Transmittal of Chlorine Residual Monitoring Report at Local Water Utilities Administration		30min	Ivan B. Florendo Engineering & Production Division
TOTAL		none	3days, 1hr & 30min	
END OF TRANSACTION				

IV. 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 OFFICE TELLER		
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		Every 5th of the month	Ivan B. Florendo Engineering & Production Division
	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 NRW Report		1 hour	Maribel R. Gabarda Engineering & Production Division
To check the correctness of the report.	3. Submission of NRW Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To transfer reports to the authorized filer.	4. Received of NRW Report from OGM		1 day	Maribel R. Gabarda Engineering & Production Division
To comply with the Accounting Section monthly compliance and evaluation for MDS.	5. Transmittal of NRW Report at Accounting Section		10min	Ivan B. Florendo Engineering & Production Division
TOTAL		none	3days, 1hr & 10min	
END OF TRANSACTION				

V. 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 OFFICE TELLER		
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		Every 5th of the month	Ivan B. Florendo Engineering & Production Division
	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 and concessionaires daily consumption demand.	2. Preparation of Demand Ratio Report		1 hour	Maribel R. Gabarda Engineering & Production Division
To check the correctness of the report.	3. Submission of Demand Ratio Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To transfer reports to the authorized filer.	4. Received of Demand Ratio Report from OGM		1 day	Maribel R. Gabarda Engineering & Production Division
To comply with the Accounting Section monthly compliance and evaluation for MDS.	4. Transmittal of Demand Report at Accounting Section		10min	Engineering & Production Division
TOTAL		none	3days, 1hr & 10min	
END OF TRANSACTION				

VI. 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		5min	Ivan B. Florendo Engineering & Production Division
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		1 hour	Ivan B. Florendo Engineering & Production Division
To check the correctness of the report.	3. Checking and Submission of Water Pressure Monitoring Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To file and inform Commercial Section regarding the water pressure monitored.	4. Received Water Pressure Monitoring Report		1 day	Maribel R. Gabarda Engineering & Production Division
TOTAL		none	2days, 1hr & 5min	
END OF TRANSACTION				

I. 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		5min	Ivan B. Florendo Engineering & Production Division
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		1 hour	Ivan B. Florendo Engineering & Production Division
To check the correctness of the report.	3. Checking and Submission of Water Level Monitoring Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To file and inform Engineering Section regarding the water level monitored.	4. Received Water Level Monitoring Report		1 day	Maribel R. Gabarda Engineering & Production Division
TOTAL		none	2days, 1hr & 5min	
END OF TRANSACTION				

II. 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		5min	Ivan B. Florendo Engineering & Production Division
To assess the results of water flushing according to concessionaires feedback.	2. Preparation of Water Flushing Report		1 hour	Ivan B. Florendo Engineering & Production Division
To check the correctness of the report.	3. Checking and Submission of Water Flushing Report for Signature		1 day	Maribel R. Gabarda Engineering & Production Division
To file and inform Engineering Section regarding the water level monitored.	4. Received Water Flushing Report from OGM		1 day	Maribel R. Gabarda Engineering & Production Division
TOTAL		none	2days, 1 hr & 5min	
END OF TRANSACTION				

III. 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		5min	Maribel R. Gabarda Engineering & Production Division
To assess the results according to consumptions.	2. Preparation of Water Production Cost and Expenses		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		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		1 day	Maribel R. Gabarda Engineering & Production Division
TOTAL		none	2days, 1hr & 5min	

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</p> <p>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:</p> <p>(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</p> <p>Name of person being complained, Incident, Evidence</p> <p>For inquiries and follow-ups clients may contact the following telephone number:</p> <p>(054)-470-2000</p>

<p>How complaints are processed?</p>	<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>
<p>Contact Information of Calabanga Water District</p>	<p>calabangawd@yahoo.com.ph</p> <p>Contact info: (054-470-2000/ 881-0063/881-9188</p>

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)











