Reengineering Manual March 2023

Supporting the Whole-of-Government Approach in Streamlining

Philippine Government Systems & Procedures

in Delivering Public Services

"WE CARE"

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Introduction

Pursuant to Republic Act (RA) No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, mandated all government agencies and offices covered by the Act to regularly undertake evaluation and improvement of their systems and procedures and reengineer the same if necessary. This is done to eliminate redundant and undue regulatory burdens from the transacting public.

Moreover, ARTA issued Memorandum Circular 2021-009 or Issuance of the Whole-of-Government Reengineering Manual requiring thereby all government agencies and offices to prepare and submit their Reengineering Plan/Report to ARTA to determine the current status of their implementation in accordance with the provision of RA 11032,hence this Manual.

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The Calabanga Water District is 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.

The Calabanga Water District, a public water provider, will not only keep looking for new sources to assure an adequate supply, but will also pair it with the best service from its staff in accordance with its fundamental principles, including integrity, accountability, and public confidence.

All CAWADI frontline services are described in detail by the District in its Citizen's Charter, along with step-by-step instructions that explain the conditions, costs, and time needed for consumers to receive their needs in the most effective and expedient manner. To ensure that this goal is met and that the general public is served, this Reengineering Manual established streamlined, automated, and simplified procedures for our frontline services.

ENGR. CELEDONIO I. TOLENTINO JR.
General Manager

MANDATE

Presidential Decree 198 or "The Provincial Water Utilities Act of 1973" (PD 198) According to Sec. 5 of Title II of PD 198, the purpose of forming a local water district include 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 the boundaries of such districts;

(b) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and

(c) Conducting such other functions and operations incidental to water resources development, utilization and disposal within such district, as are necessary or incidental to said purpose.

BRIEF HISTORY

The original water system in Calabanga, Camarines Sur was constructed by Calabanga Rural Waterworks and Sanitation (CRWSS) in 1982. The construction was funded by the European Economic Community (EEC) and implemented by the Project Management Office-Bicol River Basin Development Program (PMO-BRBDP).

Calabanga Water District was formed on August 17, 1987 prior to the formal turnover by PMO-BRBDP by virtue of Resolution No. 44-87 enacted by the Sangguniang Bayan of Calabanga and in accordance with the provisions of Presidential Decree No. 198, otherwise known as the Provincial Water Utilities of 1973.

On August 24, 1987, the operation and management of the water system was turned over by the PMO-BRBDP to the municipality of Calabanga specifically to the newly created CALABANGA WATER DISTRICT, categorized as small, an autonomous government corporation who operations were financed by its own resources such as water sales and other revenues.

After complying with the necessary requirements the Certificate of Conditional Conformance (CCC) No. 314 was awarded by the Local Water Utilities Administration (LWUA) on October 19, 1987. The actual operations and management of the water district had started in February 1988 under the stewardship of the first duly constituted Board of Directors consisting of five (5) members appointed by the Mayor of the LGU Calabanga, in conformity with the provision of P.D. No. 198.

POWER AND FUNCTIONS

CALABANGA WATER DISTRICT TO:

1. Provide with diligence in supplying safe and potable water to every service connection at all times at the lowest cost possible.
2. Notify all registered consumers concerning all changes of the District operational policies and practices.
3. Present to the water-consuming public through a public hearing any changes in its water rates.
4. Be vigilant in monitoring, inspection and prosecution of violators of the National Water Crisis Act of 1995 (RA No. 8041) and PD 198 section 31d on water pilferage where water revenue and pressure are affected due to illegal acts.

The Board of Directors of the CALABANGA WATER DISTRICT (CAWADI) shall be composed of five citizens of the Philippines who are of voting age and residents within the jurisdiction of the district.

1. One member shall be a representative of civic-oriented service clubs
2. One member a representative of professional associations
3. One member a representative of business, commercial or financial organizations
4. One member a representative of educational institutions, and
5. One member a representative of women's organization

The Board shall exercise and perform its power and duties through the medium of resolution and/or directives. The Board function shall be to establish policy and they shall not engage in the detailed management of the district.

The General Manager, division managers, supervisors and permanent employees of CAWADI with valid appointments made by the Civil Service Commission. Their function is to manage, operate and maintain the water supply system within the territorial boundary of the district

1. Acquisition of Waterworks

A district may acquire, install, improve, maintain and operate water supply and manage water distribution and supply systems for domestic, commercial, industrial, municipal, and agricultural usage within the boundaries of such districts.

2. Sale of Water

The district has the authority to sell water within the municipality of Calabanga and its neighboring town, in accordance with widely accepted laws and regulations. The district may stipulate that a written application for service, payment of stipulated fees or deposits, and execution of a water service agreement be submitted prior to such a sale. A service agreement and application with the government agency in charge of installing or maintaining the faucets or hydrants in the district, a district is permitted to service public faucets or hydrants. In accordance with the district's accepted rules and regulations, the district will be compensated for this service in the same way as it would be for regular domestic work. Any district that has a current Certificate of Conformance or Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission.

3. Protection of waters and facilities of the District.

– A district shall have the right to:

(a) Render water supply service to the Consumer at the above address but shall not be liable for any damage that may be caused by the unpredicted water supply interruption or directive service connection or negligence of the consumer or due to any fortuitous event.

(b) Apply the Averaging Policy when District personnel cannot read the meter that is inaccessible or not available for reading for whatever reason. The District reserves the right to reclassify connections as the need arises after due notice.

(c) To discontinue service after due notice when the consumer violates any of the provisions of PD 198, as amended, and any of the CAWADI Policies, Rules and Regulations or commits any of the following acts:

1. Non-payment of water bills after the due date.
2. Steals the water in any manner or allows or maintains an unauthorized sub-connections or supplies water to another person or dwelling even if its consumption passes through the Consumer's water meter.
3. Removes the water meter or meter seal or tampers /the meter in any form or manner.
4. Refuses to repair own leaking or defective in-house piping on personal account.
5. Refuses to pay promissory notes or other assessments as may be demanded by the District.

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VISION, MISSION & CORE VALUES

VISION

"To meet the concessionaires' satisfaction through sustainable water management."

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."

GOALS

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

Accountability and Transparency.
We value transparency in the open communication of our policies, procedures, plans, and programs as well as accountability for our actions in carrying out all CAWADI operations.

Growth and Development.
We place a great priority on our team members' personal and professional development in order to help them reach their full potential and ensure that they can offer our customers the best possible service. We see to it that each employee's accomplishments and skills are acknowledged.

Teamwork.
We value teamwork and sharing knowledge and resources to accomplish our shared objectives. We accept and value the individual differences of each employee and treat them with dignity.

Public Trust.
We value the confidence and trust of the public. By providing excellent services to meet the needs of our clients, we will uphold and improve them.

STRATEGIC GOALS

► To improve and maintain the water delivery infrastructure..

► To maintain the responsible stewardship of the forest cover surrounding water sources in order to increase the quality and dependability of the water.

►To provide customer's full satisfaction and maintain high standard of public service

►To strengthen human resource administration, thereby increasing productivity, employee retention and morale.

►To improve linkages and networking within the organization.

PERFORMANCE PLEDGE

We, the officials and employees of Calabanga Water District 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 and efficiently serve our consumer with safe, potable water that conforms to the standards set by the Philippine National Standards for Drinking Water. We will continue to enhance the quantity and quality of water we provide, as well as our systems and facilities, in an effort to promote customer's full satisfaction and maintain high standard of public service.

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PRIORITY SERVICES

Office of the BOD and General Manager

Administrative and General Services Division

Finance Division

Commercial Division

Engineering/Production/Construction & Water Quality Division

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WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

OFFICE OF THE BOARD OF DIRECTORS & GENERAL MANAGER

(Office of the BOD & GM, Records Management, Public Relations)

As of March 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
COMMUNICATIONS FOR SIGNATURE/RECEIPT	6	16min	0	6	10min	0	Record Officer Secretary of the gm
Issuance of Board Resolutions	6	16min	0	6	10min	0	Record Officer Secretary of the gm & OBOD
Issuance of Memoranda	6	16min	0	6	10min	0	Record Officer Secretary of the gm &OBOD
Issuance of Certifications	6	16min	0	6	10min	0	Record Officer Secretary of the gm & OBOD

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

Administrative and General Services Division

(Office of the Administrative and General Services Division)

As of March 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Process Daily Time Record	2	2min	none	2	2min	none	Administrative & General Services, HR section & Office of the GM
Application for leave of Absence	7	1 day 1 hr & 48 min	none	7	1 day 1 hr & 48 min	none	Administrative & General Services, HR section & Office of the GM
Application for monetization of leave credits	6	1 day 1 hr & 10 min	none	6	1 day 1 hr & 10 min	none	Administrative & General Services, HR section & Office of the GM
Request for certificate of employment	6	1 day 45 min	none	6	1 day 45 min	none	Administrative & General Services, HR section & Office of the GM
Request for Service Record	6	1 day 45 min	none	6	1 day 45 min	none	Administrative & General Services, HR section & Office of the GM

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WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

Finance Division

(Office of the Finance Services Division)

As of March 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Processing and Payment of Disbursement Vouchers for Supply of Goods and Services	3	20 min	0	3	15 min	0	Accounting Processor B Finance Division
Processing and Payment of Disbursement Vouchers for Remittance of Statutory Obligations	3	20 min	0	3	15 min	0	Accounting Processor B Finance Division
Processing and Payment of Disbursement Vouchers for Employees Payroll and Other Requests	3	20 min	0	3	15 min	0	Accounting Processor B Finance Division

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

Commercial Division

(Office of the Commercial Services Division)

As of March 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Application for Installation of New Service Connection	6	7 days 4 hours & 45 mins	2,000.00 + type of conn + materials needed	6	6 days	2,000.00 + type of conn + materials needed	OOD, Frontline Services, Commercial Division & Engineering & Production Division
Application for Senior Citizen Account	5	4 days & 13 min.	none	5	2 days	none	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division
Request for Change of Account Name	6	4 days & 21 min.	150.00 Regular account 200.00 Senior Citizen Account	6	3 days	150.00 Regular account 200.00 Senior Citizen Account	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division
Classification of payments	3	6 min	1,300.00	3	5 min	1,300.00	OOD, Frontline Services, Commercial Division
Request for Reconnection	8	2 hours if disconn w/n 1 week 7 days, 36 min (if mainline and disconn 1 year & above)	300 w/n 24 hrs 500 more than 24hrs 750 6mos-1 year 1000 1year & above	8	1 hr & 4 days	300 w/n 24 hrs 500 more than 24hrs 750 6mos-1 year 1000 1year & above	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

Engineering/Production/Construction & Water Quality Division

(Office of the Engineering/Production/Construction & Water Quality Division)

As of March 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
EXPANSION PROJECTS	8	1 month	none	8	1 month	0	BAC & Supervising Engineer
REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	16	1day,5hrs.& 12min	as per assessment during inspection	16	1day,5hrs.& 12min	as per assessment during inspection	Frontline Services, Commercial Division , OOGM & Engineering & Production Division
REQUEST FOR METER RELOCATION	16	1day,5hrs.& 12min	as per assessment during inspection	16	1day,5hrs.& 12min	as per assessment during inspection	Frontline Services, Commercial Division , OOGM & Engineering & Production Division
REQUEST FOR SERVICE TRANSFER	16	1 day, 1hrs & 15 min	as per assessment during inspection	16	1 day, 1hrs & 15 min	as per assessment during inspection	Frontline Services, Commercial Division , OOGM & Engineering & Production Division
MICROBIOLOGICAL TESTING	6	18days 1 hr & 30min	0	6	18days 1 hr & 30min	0	BAC Supervising Engineer

DIRECTORY

ENGR. CELEDONIO I. TOLENTINO JR.
General Manager

Address: San Antonio, Calabanga, Camarines Sur

Email: calabangawd@yahoo.com.ph

Website: cawadi.gov.ph **Telefax:** 054-081-9188

Customer Service: 054-081-9188 **Mobile Number: 09175267803/09175442133**

Division/Unit	Point Person	Email
OFFICE OF THE BOARD OF DIRECTORS	BOD-Chair Engr Antonino Honesto M. Torres	calabangawd@yahoo.com.ph
OFFICE OF THE GENERAL MANAGER	Engr. Celedonio I. Tolentino Jr.	calabangawd@yahoo.com.ph
Administrative and General Services Division	Betty B. Viola	violabetty@yahoo.com
Finance Services Division	Diana B. Batalla	calabangawd_fab@yahoo.com
Commercial Division	Raquel M. Saavedra	czhanaleck@yahoo.com
Engineering Construction/Production and Water Quality Division	Engr. Michael M. Gutierrez-Moreno	gutierrezmoreno@yahoo.com.