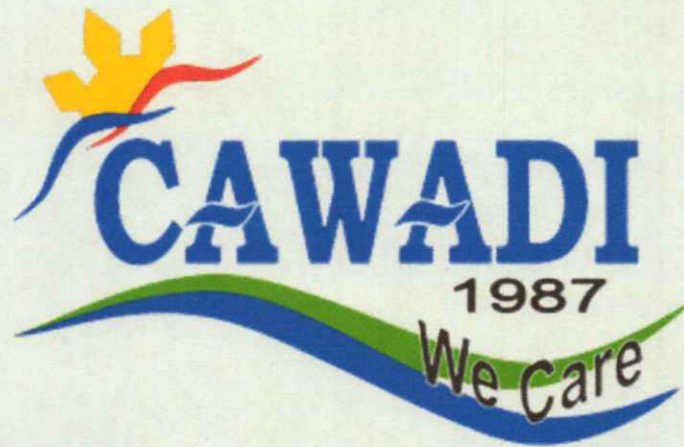


**CALABANGA WATER DISTRICT**

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San Antonio, Calabanga,  
Camarines Sur



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**ZERO BACKLOG  
PROGRAM  
2023**





## CALABANGA WATER DISTRICT

San Antonio, Calabanga Camarines Sur

Department/Agency:	CALABANGA WATER DISTRICT
Program Title/Name:	CAWADI Citizen's Charter
Program Objective:	To harmonize and simplify CAWADI Services internal and external clientele
Target Output	Simplified CAWADI Service processes in accordance with The RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
Date Implemented:	CY2022
Implementing Office:	Commercial Services Division Admin and HR Division Engineering/Construction/Production and Water Quality Division Finance Division
Program Description:	Calabanga Water District External & Internal Services

### MATRIX OF SERVICES –COMMERCIAL SERVICES

Name of Services	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Application for Installation of New Service Connection	Complex	7 days 4 hours & 45 mins	2,000.00 + type of conn + materials needed	OOD, Frontline Services, Commercial Division & Engineering & Production Division
Application for Senior Citizen Account	Simple	4 days & 13 min.	none	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division
Request for Change of Account Name	Simple	4 days & 21 min.	150.00 Regular account 200.00 Senior Citizen Account	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division
Classification of payments	Simple	6 min	1,300.00	OOD, Frontline Services, Commercial Division
Request for Reconnection	Simple	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 1 year & above	OOD, Frontline Services, Commercial Division , OOGM & Engineering & Production Division

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**MATRIX OF SERVICES-ADMINISTRATIVE & GENERAL SERVICES**

Name of Services	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Process Daily Time Record	Simple	2min	none	Administrative & General Services, HR section & Office of the GM
Application for leave of Abscene	Simple	1 day 1 hr & 48 min	none	Administrative & General Services, HR section & Office of the GM
Application for monetization of leave credits	Simple	1 day 1 hr & 10 min	none	Administrative & General Services, HR section & Office of the GM
Request for certificate of employment	Simple	1 day 45 min	none	Administrative & General Services, HR section & Office of the GM
Request for Service Record	Simple	1 day 45 min	none	Administrative & General Services, HR section & Office of the GM

**MATRIX OF SERVICES-ENGINEERING & PRODUCTION SERVICES**

Name of Services	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
EXPANSION PROJECTS	Highly Technical Transaction	1 month	none	BAC & Supervising Engineer
REPAIR OF SERVICE CONNECTION / GENERAL REPAIR WORKS	Simple	1 day, 5hrs. & 12min	as per assessment during inspection	Frontline Services, Commercial Division, OOGM & Engineering & Production Division
REQUEST FOR METER RELOCATION	Simple	1 day, 5hrs. & 12min	as per assessment during inspection	Frontline Services, Commercial Division, OOGM & Engineering & Production Division
REQUEST FOR SERVICE TRANSFER	Simple	1 day, 1hrs & 15 min	as per assessment during inspection	Frontline Services, Commercial Division, OOGM & Engineering & Production Division

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


**CALABANGA WATER DISTRICT**  
San Antonio, Calabanga Camarines Sur

MATRIX OF SERVICES-FINANCE SERVICES

Name of Services	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
Processing and Payment of Disbursement Vouchers for Supply of Goods and Services	Simple	20 min	none	Accounting Processor B /Finance Division
Processing and Payment of Disbursement Vouchers for Remittance of Statutory Obligations	Simple	20 min	none	Accounting Processor B /Finance Division
Processing and Payment of Disbursement Vouchers for Employees Payroll and Other Requests	Simple	20 min	none	Accounting Processor B /Finance Division
LIQUIDATION OF CASH ADVANCES	Simple	7 min	none	Cashiers Commercial-Cash Mgt. Section & Finance Division

Yours sincerely,

  
**ENGR. CELEDONIO I. TOLENTINO JR.**  
General Manager

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## CALABANGA WATER DISTRICT

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### ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, Otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes


I, ENGR. CELEDONIO I. TOLENTINO JR., Filipino, of legal age, General Manager, of the Calabanga Water (CAWADI) the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The Calabanga Water District (CAWADI) adhere to the responsibility to render fast, efficient, convenient, reliable services.
2. The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter.
3. All the services/transactions are processed within the prescribed processing time set under R.A. 11032.

This certification is being issued to attest to the fact that the agency has no backlog transactions for Year 2022

IN WITNESS THEREOF, I have hereunto set my hand this 20<sup>th</sup> of APRIL 2023 in Calabanga, Camarines Sur Philippines

Yours sincerely,

  
**ENGR. CELEDONIO I. TOLENTINO JR.**  
General Manager  
CALABANGA WATER DISTRICT

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Book No.  
of Series