



## The CALAMBA WATER DISTRICT CITIZEN'S CHARTER

Revised December 2014

### TABLE OF CONTENTS

Vision and Mission .....	1
Core Values .....	2
Performance Pledge .....	3
Frontline Services .....	
Application for New Connection .....	5
Handling of Complaints .....	6
Accepting Payments for Service Connection, Waterbill Deposit, Reconnection fee, Application fee, Penalty, Bulk Sales Ground Water Assessment, etc .....	7
Collection of Water bill, Water bill deposit, Reconnection fee .....	8
Attend to complaints, reconnection request, New connection order .....	9
Application for job at Calamba Water District .....	10
Payment to Suppliers .....	11
Payroll Distribution .....	12
Working Fund .....	13
Request for employment certificate, Service record, certificate for leave credits .....	14
Application for leave of absences .....	15
Application for leave monetization .....	16
Application for GSIS loan, confirmation of loan .....	17
Application for Pag-ibig loan .....	18
Preparation of check vouchers .....	19
Issuance of Certificate of budget appropriation And re-alignment form .....	20
Receiving of Supplies & Materials .....	21
Request for issuance of materials, equipment, And office supplies .....	22
Request for repair of computers .....	23
Request for retrieval of records .....	24
Request for transfer of records .....	25
Feedback Mechanism Form .....	26

## Vision

A District with the highest quality of service that ensures customer satisfaction by providing continuous supply of potable water at an affordable cost and committed to environmental preservation and protection.

## Mission

The District provides the Calambeños with sufficient supply of potable water 24/7, along with its commitment to establish sewerage and septage management system as part of our environmental concern.

## Core Values

As public servants, we shall inculcate in our minds and hearts the following core values:

### Knowledge ability

Wisdom as evidenced by possession of knowledge

### Dedication

Wholehearted devotion to one's work

### Commitment

Pledging one's self to a purposeful endeavor, while practicing righteous beliefs and faithfully adhering to those beliefs; it is also referred to as "persistence with purpose"

### Loyalty

Means being absolutely true to all at all times in all and any circumstances

### Integrity

Possession of strong moral character

### Simple Living

The act of moving from a lifestyle of greater consumption towards a lifestyle based on voluntary simplicity





## Performance Pledge

As public servants, we shall foster good relationship within the organization and the general public, and shall endeavor to establish a good institutional image.

We are committed to provide the highest possible service performance and pledge to achieve the frontline services on stated time/schedule.



**CALAMBA WATER DISTRICT**  
Lakeview Subd., Halang, Calamba City

## Frontline Services

**Frontline Service:** **CUSTOMER SERVICE ASSISTANCE**  
**Application for New Water Service Connection**

**Clients:** Residents from within our Service Areas

**Requirements:** Barangay Clearance for Water Connection  
Any of the following valid ID (photocopy)  
SSS / GSIS / Philhealth / Drivers License / Voters ID / Pag-Ibig  
Waterbill Receipt of the nearest neighbor  
Any of the following Certificate of Ownership (photocopy)  
Land title, Deed of Sale, Contract to Sell,  
Certificate of Rights, Authority to Move-in

**Availability of Service:** Monday to Friday (7:00 a.m. to 5:00 p.m.) - no lunchbreak  
Saturday from 8:00 a.m. to 12:00 n.n.

**Fees:** Basic fees for application - Residential Connection  
Customers Contribution Php variable  
Waterbill Deposit 1,500.00  
Notary Fee 100.00  
Municipal Fee 10.00  
Valve variable  
Labor as per estimate  
Materials as per estimate

**Note:** The total cost of customers contribution will vary on the current amount of water meter.  
The total cost will vary on the actual estimate to be conducted by the Engineering staff.  
Filing fee will be deducted from the total cost to be incurred by the client if application is pursued within a month from the date of filing.

STEPS	TIME	PLACE / Contact Person
1.) Filing of Application (Applicants are required to pay Php 102.00 as filing fee and submit the Sketch of Location)	5 minutes	Main Office/ One-Stop-Shop 545-1614 Loc 114
2.) Waiting Period for the Estimate	2 to 3 days from the day of application	545-1614 Loc 114 545-9344
3.) Pre-Connection Orientation for Applicants	Thursday and Friday 1:00 to 3:00 p.m. 3:00 to 5:00 p.m.	2nd flr CWD Warehouse Building
4.) Settlement of New Connection Fees and Submission of Required Documents	15 minutes Monday to Friday	Main Office/ One-Stop-Shop 545-1614 Loc 114 545-9344
5.) Installation of the Water Meter	First come first serve basis, follow-up can be made at the given telephone numbers	Main Office/ One-Stop-Shop 545-1614 Loc 114 545-9344

**Frontline Service:** **CUSTOMER SERVICE ASSISTANCE**  
**Handling of Complaints**

**Clients:** Concessionaires with Complaints on their Water Connection

**Requirements:** Bring a Billing Notice for Reference

**Availability of Service:** Monday to Saturday (7:00 a.m. to 5:00 p.m.) - no lunch break  
Saturday 6:00 a.m. to 12:00 n.n.

**Fees:** None

STEPS	TIME	PLACE / Contact Person
1) Filing of Complaint	5 to 15 minutes	Customer Service Division (One-Stop-Shop) M. Jamila Call Tel # 545-9344 or 545-1614 Local 114
2) Waiting Period (Accomplishments will vary on the nature of Complaint) a) Major Repairs b) Minor Repairs c) Verification of Consumption / Meter d) Other Requests	24 hours 1 to 2 days 1 to 2 days 3 to 5 days	Engineering Department (4th Floor) A. Sierva / E. Precilla Call Tel # 545-1614 loc 121
3) Findings	5 to 15 minutes	Customer Service Division (One-Stop-Shop) M. Jamila Call Tel # 545-9344 or 545-1614 Local 114

**Note:**

A) Reports under major repair includes:

- 1) Leak on distribution lines
- 2) Leak on transmission lines

B) Reports under minor repair includes:

- 1) Leak service lines
- 2) Leak tapping points
- 3) Leak before the meter
- 4) Leak on meter

C) Reports under verification of consumption / meter includes:

- 1) Hig and low consumptions
- 2) Calibration of meter
- 3) Replacement of meter

D) Reports under other requests includes:

- 1) Relocation / Elevation of Meter
- 2) Transfer of meter / tapping point
- 3) Restorations

Frontline Service

Accepting Payments for Service Connection,  
Waterbill Deposit, Reconnection fee,  
Application fee, Penalty, Bulk Sales,  
Ground Water Assessment, etc.

Clients

Concessionaires

Requirements

Order of Payment from Commercial Department

Availability of Service:

Monday to Saturday (7:00 a.m. to 5:00 p.m.) - no lunch break  
Saturday 8:00 a.m. to 12:00 n.n.

Fees

None

STEPS	TIME	CONTACT PERSON
1. Present Order of Payment Form	15 secs.	Eddie V. Capunhan
2. Wait for Official Receipt		
- Service Connection	5 mins.	Cipriana Pailan
- Waterbill Deposit	2 mins.	Cipriana Pailan
- Reconnection fee	2 mins.	Cipriana Pailan
- Application fee	2 mins.	Cipriana Pailan
- Penalty	2 mins.	Cipriana Pailan
- Bulk Sales	2 mins.	Cipriana Pailan
- Ground Water Assessment	2 mins.	Cipriana Pailan
3. Pay the corresponding amount	1 min.	Cipriana Pailan
4. Proceed to Commercial Department for posting of payment.		

Frontline Service

Collection of Water Bill, Water Bill Deposit,  
Reconnection Fee, Etc.

Clients

CWD Concessionaires

Requirements

Water Bill Receipts

Availability of Service:

Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

Fees:

None

STEPS	TIME	CONTACT PERSON
A. On time payment:		
1) Presents water bill together with payment	30 sec	Assigned collector
2) Wait for validated official receipt	1 min	Apolinario B. Olea
B. If Disconnected		
1) Presents water bill for verification	1 min	Apolinario B. Olea
2) Pays the required reconnection fee, water bill deposit and water bills	1 min	Assigned collector
3) Wait for validated official receipt	1 min	Assigned collector



Frontline Service **Attend to all complaints, Reconnection requests**  
New connection order

Clients CWD Concessionaires

Requirements None

Availability of Service: Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

Fees: None

STEPS	TIME	CONTACT PERSON
1. Express the following: a) Complaints/Inquiry b) Reconnection request c) Leaks report	2 mins 1 min 1 min	Apolinario Olea
2. Accomplishing Requests with Control Sheets d) Complaints & Verification e) Reconnection f) Repair of Leaks of Service/ Lateral line	2 mins 5 mins 2 hrs	Assigned Maintenance Crew

Frontline Service **Application for a job at Calamba Water District**

Clients General Public

Requirements Resume with latest 2x2 pictures

Availability of Service: Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

Fees: None

STEPS	TIME	CONTACT PERSON
1. Check for job vacancy posted in the bulletin board at CWD Office or at The Civil Service Commission Bulletin at the Provincial Capitol of Laguna	2 min	
2. Submit Resume with latest 2x2 pictures and fill-up Personal Data Sheet	15 min	P. Rapal
3. Preliminary interview with the HR Mgr. will be done upon filing of application	15 min	E. Panganiban
4. Take up written examination	1 hr	P. Rapal
5. Wait for advice or notice to come back while application is being assessed		
6. Final screening & interviews by the Personnel Selection Board	1 hr	E. Panganiban

**Frontline Service**      **Payment to Suppliers**

**Clients**      Suppliers

**Requirements**      Official Receipts and Original Sales Invoice

**Availability of Service**      Every Friday  
8:00 a.m. to 5:00 p.m.

**Fees**      None

STEPS	TIME	CONTACT PERSON
1. Ask for the availability of checks thru telephone call 545-2728 local 108.	1 min.	T. Orjalo/ L. Calderon
2. Receive the check, Issue Official Receipt, Sign payment received by on Check Voucher and BIR Form 2306 & 2307 then attach Original Sales Invoice	5 mins.	T. Orjalo/ L. Calderon
3. Return signed check voucher with complete attachments.	30 secs.	T. Orjalo/ L. Calderon

**Frontline Service:**      **Payroll Distribution**

**Clients:**      CWD Employees

**Requirements:**      Authorization letter signed by the employee and their Division Manager; if not to be claimed personally

**Availability of Service:**      Every 7th, 15th, 22nd, and 31st of the month  
2:30 p.m. to 5:00 p.m.

**Fees:**      None

STEPS	TIME	CONTACT PERSON
1. Fall in line, state your employee number then receive and count the money	45 secs.	Willy Vanguardia
2. Sign and return the payroll duplicate	15 secs.	Willy Vanguardia

Frontline Service	<b>Working Fund</b>
Clients	CWD Employees
Requirements	Approved Working Fund Voucher with proper documentation and for reimbursements of fare; show the details of transportation
Availability of Service	Monday to Friday 8:00 a.m. to 5:00 p.m.
Fees	None

STEPS	TIME	CONTACT PERSON
<b>REIMBURSEMENTS</b>		
1. Accomplish Working Fund Voucher Form For reimbursement of fare: - Show the details of transportation For other reimbursement: - Attach official receipts, sales invoice or RER in lieu of OR and SI, and requisition slip	5 mins.	Lorelyn L. Calderon
2. Submit WFV with approval of the Division Manager	15 secs.	Lorelyn L. Calderon
3. Release of the corresponding payment.	1 min.	Lorelyn L. Calderon
<b>CASH ADVANCE</b>		
1. Request for cash advance and state its usage. (Subject to the availability of funds and maximum amount is Five Hundred Pesos Only (P 500.00)).	1 min.	Lorelyn L. Calderon
2. Sign the cash advance logbook.	15 secs.	Lorelyn L. Calderon
3. Release of Cash Advance.	15 secs.	Lorelyn L. Calderon

Frontline service	<b>Request for Employment Certificate, Service Record, Hospitalization Referral Certification for Leave Credits</b>
Clients	CWD Employees
Requirements	Request form
Availability of Service:	Mondays to Fridays 8:00 a.m. to 12:00 n.n. 1:00 p.m. to 5:00 p.m.
Fees:	None

STEPS	TIME	CONTACT PERSON
1. Accomplish request form	2 min	
2. Submit to HR Manager for approval	2 min	E. Panganiban
3. Processing of request Employment Certificate Service Record Leave Credits	1 day 1 day 1 day	G. Olea P. Rapal R. Novillos
4. Release of requested service	2 mins	J. Manaig



**Frontline Service      Application for Leave of Absences**

**Clients**                      CWD Employees

**Requirements**            Leave form  
Medical Certificate (for sick leave, 2 days or more)  
Approved request letter (for long-time vacation)

**Availability of Service:**   Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

**Fees:**                          None

STEPS	TIME	CONTACT PERSON
1. Accomplish Application for Leave Form	2 min	
2. Proceed to HRD for processing and evaluation of application	2 min	Rey Novillos
3. Proceed to the Department concern for the approval of the application		
4. Submit the approved application to HRD for recording & filing	1 min	Rey Novillos

**Frontline Service      Application for Leave Monetization**

**Clients**                      CWD Employees

**Requirements**            Approved Request letter (more than 10 days)

**Availability of Service:**   Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

**Fees:**                          None

STEPS	TIME	CONTACT PERSON
1. Verify available leave credits	5 min	R. Novillos
2. Get & Fill-up form for monetization of leave	5 min	P. Rapal
3. Submit form & requirements to HRD	2 min	P. Rapal
3. Verify and Request for schedule	5 min	P. Rapal
On scheduled month:		
4. Processing of monetization	1-2 days	P. Rapal
5. Follow-up check from Cashiering Sec.	5 min	Cashiering Section

Frontline Service      **Application for GSIS loan/  
Confirmation of loan**

Clients                      CWD Employees

Requirements              Payslip & Ecard

Availability of Service:      Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

Fees:                          None

STEPS	TIME	CONTACT PERSON
1. Present Ecard and payslip at HRD	2 min	P. Rapal
2. Verification of payslip if qualify for loan application	2 min	P. Rapal
3. Proceed to nearest Kiosk	4 hrs	
4. Confirmation of loan from HRD	5 min	P. Rapal
5. Print & Submit confirmed loan to Finance Dept.	5 min	P. Rapal

Frontline Service      **Application for Pag-Ibig loan**

Clients                      CWD Employees

Requirements              Payslip  
Community Tax Certificate  
Photo copy of two (2) valid IDs

Availability of Service:      Mondays to Fridays  
8:00 a.m. to 12:00 n.n.  
1:00 p.m. to 5:00 p.m.

Fees:                          None

STEPS	TIME	CONTACT PERSON
1. Get & fill-up application for Pag-Ibig loan form from HRD	15 min	
2. Submit accomplished form with all the requirements to HRD	2 min	G. Manguiat
3. Evaluation of loan application	5 min	G. Manguiat
4. Preparation of supporting document such as service record.	10 min	G. Manguiat
5. Get the accomplished loan application form from HRD together with the complete supporting documents	2 min	G. Manguiat
6. File to Pag-Ibig loan Center		
7. Follow-up approval of loan or check release from Pag-Ibig personally or thru phone after 5 days of filing.		

Frontline service	<b>Preparation of Check Voucher</b>
Clients	Suppliers, Employees and others.
Requirements	Supporting documents for the suppliers (Purchase Request, Quotation, Bidding or Abstract of canvass, Purchase Order, Charge Invoice and Receiving Report and other certification)
Availability of Service	Mondays to Fridays 8:00 a.m. to 12:00 n.n. 1:00 p.m. to 5:00 p.m.
Fees	None

STEPS	TIME	CONTACT PERSON
1. Accept documents	1 min.	M. Manaig
2. Submit to Finance Clerk	2 mins.	A. Maiquez
3. Processing of documents Check Vouchers	5 mins.	M. Carreon/R. Marfori C. Santos
4. Release of requested voucher	2 mins.	J. Cabangon/ M. Manaig

Frontline service	<b>Issuance of Certificate of Budget Appropriation and Re-alignment form</b>
Clients	CWD employees
Requirements	Request form
Availability of Service	Mondays to Fridays 8:00 a.m. to 12:00 n.n. 1:00 p.m. to 5:00 p.m.
Fees	None

STEPS	TIME	CONTACT PERSON
1. Accept accomplish request form		
2. Submit to Budget Division for preparation	2 mins.	A. Maiquez
3. Processing of request Certificate of Budget Appropriation re-alignment form	6 mins. 2 mins.	A. Maiquez/ M. Carreon
4. Release of requested service	2 mins.	J. Cabangon/ M. Manaig



Frontline Services: **Receiving of supplies & materials**

Clients: Suppliers

Requirements: Delivery Receipt / O.R / Invoice

Availability of Service: Monday to Saturday:

STEPS	TIME	CONTACT PERSON
1. Receiving of documents from supplier.	1 day	Geminiano Gevaña
2. Verification of items to be delivered.	4 hrs	Emmanuel Salvador
3. Acceptance of items from the suppliers.	4 hrs	Marlon Tolentino Ramel Dimapilis

Frontline Services: **Request for Issuance of Materials, Equipment & Office Supplies.**

Clients: CWD Employees

Requirements: Request Form

Availability of Service: Monday to Saturday:

STEPS	TIME	CONTACT PERSON
1. Preparation of Store Requisition Slip (SRS)	2 mins	Ramel Dimapilis
2. SRS issued for PPE are accompanied by PAR (Property Accountability Receipt).	5 mins.	Geminiano Gevaña
3. Approval of SRS/PAR by proper authority.	5 mins. 5 mins.	Arcadia Villegas Emmanuel Salvador
4. Gathering of requested materials/supplies.	15 mins.	Ramel Dimapilis/ Marlon Tolentino
5. Check and Release of requested items.	10 mins.	Geminiano Gevaña



**Calamba Water District**  
Calamba City, Laguna

**Feedback Mechanism Form**

Date: \_\_\_\_\_

Frontline Service: \_\_\_\_\_

Employee-In-Charged: \_\_\_\_\_

Please check:    ☐ Satisfied        ☐ Unsatisfied

Recommendations/Remarks (optional)

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

*Signature over printed name*

\_\_\_\_\_

*Address & Contact number*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_