



CALAMBA WATER DISTRICT
Lakeview Subdivision, Halang, Calamba City
Tel. Nos.: (049)545-9863; 545-1614; 545-7981; 545-1389; 545-9728
Fax: (049) 545-9752

TERMS OF REFERENCE FOR THE OUTSOURCING OF PERSONNEL FOR THE SERVING OF WATERBILL

OBJECTIVE OF ENGAGEMENT:

To ensure fast and efficient, timely and secure delivery of water bill notices to each and every water connection of about a total of 61,194 concessionaires. This will facilitate on time delivery of bills eliminating delays thus will result to a better customer service for the consuming public.

SPECIFIC SCOPE OF SERVICES

- Daily pick up of the water bill notices at the Calamba Water District, Commercial Department to be distributed on the scheduled area on a daily basis subject to change as need arises.
- Delivery of the billing notice must be done within the specified schedule to be facilitated by Calamba Water District, Commercial Department.
- In instances, where the concessionaire cannot be located or delivery is not effected at the first attempt due to various reason, the delivery shall pursue until three (3) attempts and with corresponding reason if not delivered.
- Proper serving of bills must be observed and to have it received by the concerned concessionaires.
- To report to Calamba Water District after the delivery of bills as per schedule within the day for necessary evaluation of the daily accomplishment and proper scheduling of work the following day in coordination with the Meter Reading Section Chief..

MINIMUM REQUIREMENT

- The ten (10) personnel to be hired must be physically and mentally fit, trustworthy, preferably male at least **Two (2) years in College or Senior High School graduate**.

Other mandatory employee requirement to be submitted to CWD by the agency are as follows:

- NBI Clearance
- Police Clearance
- Medical Clearance
- Psychological Examination
- Drug Test

UNIFORM AND APPEARANCE

- The personnel shall be neat and clean in appearance. They shall wear uniform as and other identification to be provided by the agency.

BILLING SCHEDULE

- The agency shall submit their statement of account every 1st and 3rd week of the month and shall be paid by CWD at least seven (7) working days upon receipt.

TIME SCHEDULE

- Schedule will vary based on the following schedule:
6:00 am to 3:00 pm
8:00 am to 5:00 PM

For guidance and schedule of all concerned.