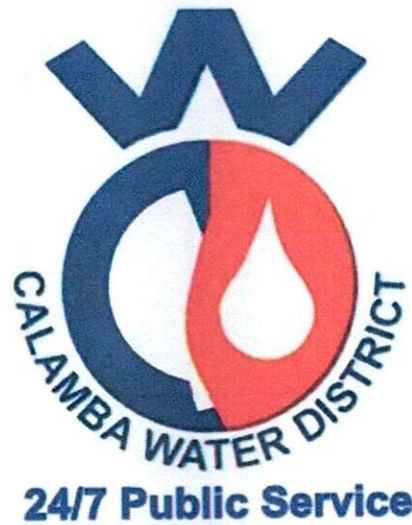


CALAMBA WATER DISTRICT

CITIZEN'S CHARTER Revised January 2024



CALAMBA WATER DISTRICT

CITIZEN'S CHARTER 2024 (1ST Edition)

- I. **Mandate:** As public servants, we shall inculcate in our minds and hearts the following core values:

Knowledgeability

Wisdom as evidenced by possession of knowledge

Dedication

Wholehearted devotion to one's work

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

- II. **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.

- III. **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.

- IV. **Service Pledge:**

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"

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One-Stop Shop

All Services

EXTERNAL SERVICES

a. Filing of Application for Estimate

This is the process of accepting application for new water service connection, transfer of meter, relocation of meter and elevation of meter.

Office or Division:	Commercial Department, Technical Services Department, Budget and Cash Management Division
Category:	External Services
Classification:	Complex
Type of Transaction:	Government to Business, Government to Government
Who may avail:	General Public
Operating Hours:	8:00am - 5:00pm

Operating Hours: 8:00am – 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Certificate of Ownship One (1) Photocopy		Agency - Customer Remarks: The application must be named after the owner of the property. Unless a notarized affidavit is issued by the owner giving consent to the applicant.		
2. Sketch of Location One (1) Original or One (1) Photocopy		Agency - Customer Remarks: Indicate landmark(s) for easy traceability of location.		
3. Water Bill Receipt One (1) Original or One (1) Photocopy		Agency - Customer Remarks: A copy of the nearest neighbor's old or recent water bill receipt must be presented as reference.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for New Connection from the lobby guard Location: Lobby	1.1. Issue a queuing ticket to the customer	None	1 minute/s	Guard on Duty; Security Services
2. Approach window 5 when the number is called. Location: One-Stop-Shop	2.1. Account verification on the billing system.	None	15 minute/s	Customer Care Division (Window 5)
	2.2. Issuance of Order of Payment	None	1 minute/s	Customer Care Division (Window 5)

3. Payment of Filing Fee Location: Treasury Section	3.1. Acceptance of Payment and Issuance of Official Receipt	Php 100.00	5 minute/s	Cashiering Assistant; Budget and Cash Management Division (Window 3)
4. Return to Window 5 and submit the official receipt of Filing Fee and Fill-out the Application Form. Location: One-Stop-Shop	4.1. Receive the official receipt and encode the Applicant's Profile in the New Connection Program.	None	5 minute/s	Customer Care Division (Window 5)
General Remarks				
You may follow-up your application after three (3) business days from the date of filing for the total amount to be paid.				
Total Processing Time:			27 minute/s	
Total Processing Fee:			Php 100.00	

b. Payment of Application for New Water Service Connection

This is the process of submission of documentary requirements and payment of necessary fees related to new water service connection application.

Office or Division: Commercial Department, Budget and Cash Management Division
Category: External Services
Classification: Complex
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
1.Proof of Ownership One (1) Photocopy	Agency - Applicant Remarks: The applicant is required to submit any of the following; Land Title/ Notarized Deed of Absolute Sale / Notarized Contract to Sell / Certificate of Rights or Authority to Move-in issued by the Developer.
2.Barangay Clearance for Water Connection One (1) Original or One (1) Photocopy	Agency - Office of the Barangay Remarks: This document must be under the name of the applicant; must be secured from the barangay where the new water service connection will be installed; and must be intended for water connection or Calamba Water District.
3.Water Bill Receipt One (1) Original or One (1) Photocopy	Agency - Applicant Remarks: A copy of the nearest neighbor's old or recent water bill receipt must be presented as reference.
4.Certificate of Inspection One (1) Original or One (1) Photocopy	Agency - Calamba Water District (CWD) Inspector Remarks: This document will be issued by the assigned inspector upon visit and approval of the application
5.Valid Government ID One (1) Photocopy	Agency - Applicant Remarks: The applicant is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
6.Official Receipt of Purchased Materials One (1) Photocopy	Agency - Applicant Remarks: This refers to the required materials identified by CWD Inspector.

For Authorized Representative of Applicant living in the Philippines	
1.Signed Written Authorization One (1) Original	Agency - Applicant Remarks: The authorization letter must be for the purpose of processing, paying and signing of pertinent documents related to new water service application to Calamba Water District.
2.Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Applicant living Abroad	
1.Special Power of Attorney Authenticated by Philippine Consul One (1) Original	Agency - Applicant Remarks: The SPA must be for the purpose of processing, paying and signing of pertinent documents related to new water service application to Calamba Water District.
2.Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Corporate Application	
1.Notarized Board Resolution One (1) Original or One (1) Photocopy	Agency - Corporate Secretary Remarks: The resolution must specify authority to the corporate representative to be the registered name in behalf of the corporation. It must be signed by atleast majority of the members of the board.
2.Notarized Secretary Certificate One (1) Original or One (1) Photocopy	Agency - Corporate Secretary Remarks: The secretary certificate is an excerpt from the board resolution.
3.Valid Government ID One (1) Photocopy	Agency - Members of the Board and Authorized Representative Remarks: Each member of the board who signed in the resolution as well as the authorized representative must provide a copy of any of the following valid government ID; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.

For Authorized Representative of Government Office or School	
1.Signed Written Authorization from the Administrator, General Manager, Branch Manager or Principal One (1) Original	Agency - Head of the Agency Remarks: The authorization must specify authority to the representative of the agency to be the registered name in behalf of the Agency of Office.
2.Valid Government ID One (1) Photocopy	Agency - Head of the Agency and Authorized Representative Remarks: The Head of the Agency as well as the Authorized Representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Application with Concrete Breaking	
1.Signed Concrete Breaking Permit One (1) Original or One (1) Photocopy	Agency - Office of the Barangay or Homeowners Association Office Remarks: This is required when breaking of pavement is necessary in the installation of new water service connection.
For Series Connection	
1.Letter of Consent One (1) Original	Agency - Owner of the Existing Water Meter Remarks: The consent must specify consent to the new water service connection applicant to tap/connect from the existing water meter.
2.Valid Government ID One (1) Photocopy	Agency - Owner of the Existing Water Meter Remarks: The owner of the existing water meter is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For New Water Service Application within a Subdivision	
1.Homeowners Association Certificate One (1) Original	Agency - Homeowners Association Office Remarks: The document must certify that the applicant is a bona fide resident of the subdivision.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for New Connection from the lobby guard Location: Lobby	1.1. Issue a queuing ticket to the customer	None	1 minute/s	Guard on Duty; Security Services
2. Approach window 5 when the number is called. Location: One-Stop-Shop	2.1. Verification of Application on the New Connection System	None	3 minute/s	Customer Care Division (Window 5)
	2.2. Evaluation and Acceptance of Documentary Requirements	None	5 minute/s	Customer Care Division (Window 5)
	2.3. Issuance of Order of Payment	None	1 minute/s	Customer Care Division (Window 5)
3. Payment of New Connection Fees Location: Treasury Section Notes/Instructions: Go back to the One-Stop-Shop upon payment.	3.1. Acceptance of Payment and Issuance of Official Receipt	See formula fees below	5 minute/s	Cashiering Assistant; Budget and Cash Management Division (Window 3)
4. Return to Window 5 and submit the official receipt, Fill-out and sign pertinent forms Location: One-Stop-Shop	4.1. Receive the official receipt and encode official receipt, amount paid and Applicant's Profile in the New Connection Program.	None	10 minute/s	Customer Care Division (Window 5)
	4.2. Printing of Service Request and Contract	None	2 minute/s	Customer Care Division (Window 5)
	4.3. Fill-out Customer's Information Sheet and waiver	None	10 minute/s	Applicant

	4.4. Signing of Service Connection Contract	None	3 minute/s	Applicant
	4.5. Photo Capture	None	1 minute/s	Customer Care Division (Window 5)
Total Processing Time:			41 minute/s	
Total Processing Fee:			Php 0.00	

List of Fees

(Series Residential Connection without Excavation)

Customers Contribution	Php	3,040.00
Valve with Tail Piece		421.30
Water bill Deposit		1,500.00
Ordinary Labor		338.00
Notarial Fee		100.00
Municipal Fee		10.00
Total	Php	<u>5,409.30</u>

(Series Commercial Connection without Excavation)

Customers Contribution	Php	3,090.00
Valve with Tail Piece		421.30
Water bill Deposit		3,000.00
Ordinary Labor		338.00
Notarial Fee		100.00
Municipal Fee		20.00
	Php	<u>6,969.30</u>

c. Filing of Complaint or Request

The process of filing of complaints or requests of Calamba Water District Customers.

Office or Division: Customer Care Division, Technical Services Department
Category: External Service
Classification: Complex
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Water Bill Receipt (1) Original Copy Or (1) Photo Copy		Agency: Customer Remarks: Remember the Account Name in case no water bill receipt is available.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for complaint from the lobby guard Location: Lobby	1.1. Issue a queuing ticket to the customer	None	1 minute/s	Guard on Duty; Security Services
2. Approach the corresponding window when the number is called. Location: One-Stop-Shop Notes/Instructions: Make sure that an old or current billing notice is prepared for reference.	2.1. Evaluation of account or report to determine the necessary action.	None	15 minute/s	Customer Care Division (Window 6)
	2.2. A service request will be facilitated for onsite inspection or Repair		1 minute/s	Customer Care Division (Window 6)
	2.3. Printing of Service Request		1 minute/s	Customer Care Division (Window 6)

General Remarks	
Reports under major repair (within 24 hours)	
Leak on Distribution Line / Leak on Transmission Line / Pump & Motor Control Breakdown	
Reports under minor repair (within 2 days)	
Leak Service Line / Tapping Point / Before the Meter / Leak on Meter / Leak on Disinfection Equipment	
Reports under verification of consumption / meter (within 2 days)	
High and Low Consumption / Calibration & Replacement of Meter	
Other Requests (5 days)	
Total Processing Time:	18 minute/s
Total Processing Fee:	0 PHP

d. Filing of Request for Change of Name

This is the process of requesting to change the registered account name.

Office or Division:	Customer Care Division, Budget and Cash Management Division
Category:	External Service
Classification:	Simple
Type of Transaction:	Government to Business, Government to Government
Who may avail:	General Public
Operating Hours:	8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
1. Notarized Signed Deed of Absolute Sale which includes all improvements One (1) Photo Copy	Agency: New Owner Remarks: To be submitted during filing of request.
2. Valid Government ID One (1) Photo Copy	Agency: New Owner Remarks: The new owner is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
In the absence of a notarized deed of absolute sale	
1. Notarized Signed Affidavit of Waiver One (1) Original Copy	Agency: New Owner Remarks: A signed notarized affidavit of waiver must be issued by the existing registered account stating he/she is waiving all his/her rights on a particular account/water meter in favor of the new owner.
For Married Deceased Account Owner	
1. Death Certificate of the Registered Owner One (1) Photo Copy	Agency: Husband or Wife Remarks: Must be submitted by the surviving husband/wife or his/her authorized representative during filing of request.
2. Marriage Contract One (1) Photo Copy	Agency: Husband or Wife Remarks: Must be submitted by the surviving husband/wife or his/her authorized representative during filing of request.
For Widow/Widower Deceased Account Owner	
1. Death Certificate of the Registered Owner One (1) Photo Copy	Agency: Sibling Remarks: To be submitted by the Sibling who actually uses the water connection during filing of request.
2. Birth Certificate of the Registered Owner One (1) Photo Copy	Agency: Sibling Remarks: To be submitted by the Sibling who actually uses the water connection during filing of request.

3. Birth Certificate of the Successor One (1) Photo Copy	Agency: Sibling Remarks: To be submitted by the Sibling who actually uses the water connection during filing of request.
4. Valid Government ID One (1) Photo Copy	Agency: New Owner Remarks: The new owner is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative	
1. Authorization Letter One (1) Original Copy	Agency: Authorized Representative Remarks: A signed written authorization letter must be issued by the new owner or the immediate family if a representative will process the request.
2. Valid Government ID One (1) Photo Copy	Agency: Authorized Representative Remarks: The authorized representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for New Connection or Complaint from the guard on duty Location: Lobby Notes/Instructions: Wait for your queue to be called.	1.1. Issue a queue ticket to the Customer.	None	1 minute/s	Lobby Guard; Security Services
2. Proceed and Submit the Required Documents Location: One-Stop-Stop	2.1. Receive and review the submitted documents.	None	10 minute/s	Customer Care Division (Window 5 or 6)
	2.2. Issuance of Order of Payment		1 minute/s	Customer Care Division (Window 5 or 6)

3. Payment for Change of Name Location: Lobby Notes/Instructions: Proceed to Counter 3 (Budget and Cash Management Division for settlement of the corresponding fee	3.1. Receive payment and issuance of official receipt.	Php 30.00	10 minute/s	Budget and Cash Management Division (Window 3)
4. Return to Window 5 or 6 for Encoding of O.R Number Location: One-Stop-Shop	4.1. Receive and encode the O,R Number, Customers Information and produce a corresponding Service Request.	None	15 minute/s	Customer Care Division (Window 5 or 6)
General Remarks				
Immediate family refers to: If married – Husband, Wife or Children If Unmarried – Parents or Siblings				
Total Processing Time:			37 minute/s	
Total Processing Fee:			Php 30.00	

e. Filing of Request for Reconnection

This is the process of requesting for the Reconnection of Account

Office or Division: Budget and Cash Management Division, Customer Care Division - Disconnection and Reopening Section, Customer Accounts Division

Category: External Service

Classification: Simple

Type of transaction: Government to Business, Government to Government

Who may avail: General Public

Operating Hours: 8:00am – 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
1. Water Bill Receipt (1) Original Copy Or (1) Photo Copy	Agency: Customer Remarks: The latest validated payment of water bill must be presented during filing of request.
For Authorized Representative of Account Holder Living in the Philippines	
1. Signed Written Authorization One (1) Original	Agency: Authorized Representative Remarks: A signed written authorization letter must be issued by the account owner if a representative will process the request.
2. Valid Government ID One (1) Photocopy	Agency: Authorized Representative Remarks: The authorized representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Account Owner Living Abroad	
1. Special Power of Attorney Authenticated by Philippine Consul One (1) Original	Agency: Customer Remarks: The SPA must be for the purpose of processing, paying and signing of pertinent documents related to request for Reconnection of Account.
2. Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.

In the absence of a SPA Authenticated by Philippine Consul				
1.Signed Written Authorization One (1) Original	Agency: Authorized Representative			
	Remarks:			
	A signed written authorization letter must be issued by the account owner if a representative will process the request.			
2.Valid Government ID One (1) Photocopy	Agency - Representative			
	Remarks:			
	The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.			
3. Printed Photo of Account Holder One (1) Original copy	Agency: Authorized Representative			
	Remarks:			
	A clear and close-up photo of the account owner holding the signed written authorization as well as his/her valid government ID must be taken, printed and submitted during filing of request for reconnection.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE(Designation; Office)
1. Get a queuing ticket for reconnection from the guard on duty Location: Lobby Notes/Instructions: Wait for your queue to be called.	1.1. Issue a queue ticket to the Customer.	None	1 minute/s	Lobby Guard; Security Services
2. Proceed and Submit the Required Documents Location: One-Stop-Stop	2.1. Receive and review accounts and the submitted document/s.	None	10 minute/s	Customer Care Division (Window 7)
	2.2. Issuance of Order of Payment		1 minute/s	Customer Care Division (Window 7)

3. Payment for Reconnection Location: Lobby Notes/Instructions: Proceed to Counter 3 (Budget and Cash Management Division for settlement of the corresponding fee?	3.1. Receive payment and issuance of official receipt.	Php 100.00	10 minute/s	Budget and Cash Management Division (Window 3)
4. Return to Window 7 and submit the Official Receipt for Encoding of O.R Number Location: One-Stop-Shop	4.1. Receive and encode the O,R Number, Customers Information and produce a corresponding Service Request.	None	5 minute/s	Customer Care Division (Window 7)
General Remarks				
The account name must be changed or updated prior to processing of reconnection if the owner is already deceased or the property was already sold.				
The water bill deposit must be updated to Php 1,500.00 for Residential Connection or Php 3,000.00 for Commercial Connection.				
Total Processing Time:			27 minute/s	
Total Processing Fee:			Php 100.00	

f. Filing of Request for Disconnection

The process of requesting for the Temporary or Permanent Disconnection of an Account

Office or Division:	Customer Care Division - Servicing Section, Technical Services Department, Billing and Meter Reading Division
Category:	External Service
Classification:	Simple
Type of Transaction:	Government to Business, Government to Government
Who may avail:	General Public
Operating Hours:	8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
1. Water Bill Receipt (1) Original Copy Or (1) Photo Copy	Agency: Customer Remarks: The latest validated payment of water bill must be presented during filing of request.
2. Signed Letter of Request for the Temporary or Permanent Disconnection (1) Original Copy	Agency: Customer Remarks: Only the registered Customer may request for the Temporary or Permanent Disconnection
3. Government Issued ID (1) Photo Copy	Agency: Customer
	Remarks: The Customer must submit any of the following valid government ID during filing of request; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Account Owner living in the Philippines	
1. Signed Written Authorization One (1) Original	Agency - Customer Remarks: The authorization letter must be for the purpose of filing and signing of pertinent documents related to the request for temporary or permanent disconnection.
2. Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.

For Authorized Representative of Applicant living Abroad	
1.Special Power of Attorney (SPA) Authenticated by Philippine Consul One (1) Original	Agency - Customer Remarks: The SPA must be for the purpose of filing and signing of pertinent documents related to the request for temporary or permanent disconnection.
2.Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Corporate Account	
1.Notarized Board Resolution One (1) Original or One (1) Photocopy	Agency - Corporate Secretary Remarks: The resolution must specify authority to the representative of the Corporation for the purpose of filing and signing of pertinent documents related to the request for temporary or permanent disconnection. It must be signed by atleast majority of the members of the board.
2.Notarized Secretary Certificate One (1) Original or One (1) Photocopy	Agency - Corporate Secretary Remarks: The secretary certificate is an excerpt from the board resolution.
3.Valid Government ID One (1) Photocopy	Agency - Members of the Board of the Corporation Remarks: Each member of the board who signed in the resolution must provide a copy of any of the following valid government ID; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.
For Authorized Representative of Government or School Account	
1.Signed Written Authorization from the Administrator, General Manager, Branch Manager or Principal One (1) Original	Agency - Head of the Agency Remarks: The authorization must be for the purpose of filing and signing of pertinent documents related to the request for temporary or permanent disconnection.
2.Valid Government ID One (1) Photocopy	Agency - Representative Remarks: The representative is required to submit any of the following; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for complaint from the lobby guard Location: Lobby	1.1. Issue a queuing ticket to the customer	None	1 minute/s	Guard on Duty; Security Services
2. Submission of Required Documents once the number is called. Location: One-Stop-Shop Notes/Instructions: Make sure to bring the required documents.	2.1. Evaluation of requirements.	None	15 minute/s	Customer Care Division (Window 6)
3. Fill-out Request for Disconnection Form	3.1. Encoding of Request to the Complaint and Request System	None	1 minute/s	Customer Care Division (Window 6)
	(Provide the Customer with a copy of the accomplished Request for Disconnection form)			
	3.2. Printing of Service Request	None	1 minute/s	Customer Care Division (Window 6)
Total Processing Time:			18 minutes	
Total Processing Fee:			Php 0.00	

g. Filing of Request for a copy of Account Ledger

This is the process of requesting for a copy of Account Ledger

Office or Division: Customer Care Division - Servicing Section, Billing and Meter Reading Division
Category: External Service
Classification: Simple
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
1. Water Bill Receipt (1) Original Copy Or (1) Photo Copy	Agency: Customer Remarks: An old or current billing notice must be presented as reference during filing of request.	
2. Signed Letter of Request (1) Original Copy	Agency: Customer Remarks: Only the Primary or Secondary Registered Name may request a copy of the account ledger.	
3. Government Issued ID (1) Photo Copy	Agency: Customer Remarks: The Customer must submit any of the following valid government ID during filing of request; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.	
For Authorized Representative		
1. Signed Written Authorization (1) Original Copy	Agency: Authorized Representative Remarks: The authorization letter must be for the purpose of filing the request for a copy of account ledger.	
2. Valid Government ID (1) Photocopy	Agency: Authorized Representative Remarks: The Customer must submit any of the following valid government ID during filing of request; TIN/ GSIS/ SSS/ Philhealth/ Driver's License/ Voter's ID/ Pag-ibig ID/ Passport/ Senior Citizen/ PRC or National ID.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for public assistance from the guard on duty Location: Lobby Notes/Instructions: Wait for your queue to be called.	1.1. The assigned guard on duty will issue a queuing ticket to the customer.	None	1 minute/s	Guard on Duty; Security Services
2. Proceed and Submit the Required Documents Location: One-Stop-Stop	2.1. Receive and review the submitted documents.	None	3 minutes	Customer Care Division (Window 4)
3. Fill-up Freedom of Information Request Form and Feedback Form	3.1. The Customer will accomplish the said forms.	None	5 minutes	Customer
4. Endorse Request to the Billing and Meter Reading Division	4.1. The assigned personnel will endorse the request.	None	2 minutes	Customer Care Division (Window 4)
5. Printing and Stamping of Ledger	5.1. The in-charged Billing and Meter Reading Division Staff will print and stamp the account ledger as Certified True Copy	None	1 minute	Billing and Meter Reading Division (3rd Floor)
6. Receiving of Account Ledger	6.1. The stamped copy of account ledger will be receive by the Customer.	None	1 minute	Customer
Total Processing Time:			13 Minutes	
Total Processing Fee:			None	

Commercial Department

Payment of Water Bill

Payment of Water Bill

The is the process of paying the monthly water consumption.

Office or Division: Customer Accounts Division
Category: External Service
Classification: Simple
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Water Bill Receipt (1) Original Copy Or (1) Photo Copy		Agency: Customer Remarks: An old or current billing notice must be presented as reference.		
For accounts registered under a Senior Citizen				
1. Senior Citizen's ID Original Copy Or (1) Photo Copy		(1) Agency - Customer Remarks: The Senior Citizen's ID must be presented when paying.		
For authorized representative of Senior Citizen				
1. Signed written authorization (1) Original or One (1) Photocopy		One Agency - Customer Remarks: The authorization letter must be presented together with the Senior Citizen ID when paying.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queuing ticket for water bill payment from the lobby guard Location: Lobby Notes/Instructions: Make sure to bring an old or current billing notice for payment reference,	1.1. The assigned guard on duty will issue a queuing ticket to the customer.	None	1 minute/s	Guard on Duty; Security Services
2. Payment of Water Bill Location: Customer Accounts Division	2.1. Acceptance of Payment and Issuance of Official Receipt	See formula fees below	15 minute/s	Customer Accounts Division (Window 1 and 2)

General Remarks	
Only residential monthly consumptions not exceeding 30 cubic meters may avail 5% discount under RA 9994.	
The discount may be availed through over the counter payment at Calamba Water District Main Office and Extension Offices at Canlubang and Mercado De Calamba.	
Total Processing Time:	16 minute/s
Total Processing Fee:	0 PHP

List of Fees with Formula

Resd'l / Govt	Minimum Charge	Commodity Charge			
	1st 10 cum	11-20	21-30	31-40	41 above
1 / 2	P 183.00	P 20.30/cum	P 24.05/cum	P 30.80/cum	P 36.45/cum
3 / 4	P 292.80	P 20.30/cum	P 24.05/cum	P 30.80/cum	P 36.45/cum
1	P 585.60	P 20.30/cum	P 24.05/cum	P 30.80/cum	P 36.45/cum
1 1 / 2	P 1,464.00	P 20.30/cum	P 24.05/cum	P 30.80/cum	P 36.45/cum
2	P 3,660.00	P 20.30/cum	P 24.05/cum	P 30.80/cum	P 36.45/cum

B. Online Payment of Water Bill Process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1.Go to www.landbank.com and click Link.Biz portal				Customer
2.Select Calamba Water District as merchant				Customer
3. Click on the transaction type, Water bill				Customer
4. Select the preferred Payment Option and fill-out the other payment detail				Customer
5. Key in all the account details including the one-time password (OTP) and ATM pin				
6. View/Print payment confirmation receipt				
	1. Download registered payment from epaymentportal.landbank.com		10 secs	CAD staff
	2. Edit registered payments then sort by account numbers		10 mins	CAD staff
	3. Generate registered payments		3 mins	CAD staff

Administrative Department

Administrative & Human Resources Division

Human Resource Management

The is the process of recruiting, selecting and placing applicants

Office or Division: ADMINISTRATIVE AND HUMAN RESOURCE DIVISION
Category: External Service
Classification: Complex
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Process for Publication of Vacant Position	
Identify job vacancies and position requirements	Administrative Human Resource Division (AHRD) Plantilla of Personnel
Each concerned department shall prepare and submit a Manpower Request form for (New Position, Replacement and Filling Vacant Position (promotion)) to the General Manager for approval of the vacant position.	Department concerned
Request of each department was approved by the Appointing Authority to published the Vacant Position	General Manager
Administrative Human Resources Division (AHRD) prepared publication of Vacant Position as requested.	Administrative Human Resource Division (AHRD)
Submit to the Civil Service Commission (CSC) for Published of Vacant Position.	Civil Service Commission
Endorse to Mgt. Information Services Section for posting to the CWD website of list of job vacancies	IT Officer or Management Information Services Section
Publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published.	Administrative Human Resource Division (AHRD)
Application:	
Letter of intent (1 original or 1 photocopy or 1 electronic copy)	Applicant
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet(1 original or 1 photocopy or 1 electronic copy)	Please download the PDS and Work Experience sheet at www.csc.gov.hp
Performance rating in the last rating period (if applicable);	Previous/current government employer
Original/authenticated Certificate Live Birth issued by the Philippine Statistic Authority	Philippine Statistic Authority
Original/authenticated Diploma/Transcript of Records	College/University Graduated
Original/authenticated Certificate of eligibility/rating/license; and	Civil Service Commission
Original Certificate(s) of Training Completion	Previous Company
Original Certificate of Awards received, if any	Previous/current government employer
Authenticated Service Record for non-employees of Calamba Water District	Previous Company

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE (Designation)
Check the Authority's website, CWD website, Bulletin Board and CSC website for the list of job vacancies	Post job vacancies in three (3) conspicuous places: CSC Website, CWD website and Bulletin board. *posting period is at least ten (10) calendar days*	10 days	AHRD Division Manager Administrative Human Resource Division (AHRD) IT Officer or Management Information Services Section
Submit the complete application requirements thru e-mail or thru courier/walk-in at registered office address.	Send an e-mail acknowledgement and paper screen applications received.	20 days	AHRD Division Manager Administrative Human Resource Division (AHRD)
Confirmed the applicants who passed the initial assessment	Conduct of Pre-Assessment of Applicants	3 days	AHRD Division Manager Administrative Human Resource Division (AHRD)
	Conduct of Screening and Assessment of Applicants	5 days	Human Resources Merit and Promotion Selection Board (HRMPSB)
Confirm the attendance of applicants to attend the written examination and Panel Interview	Schedule of applicants for Written Examination and Panel Interview at the provider's office	5 days	AHRD Division Manager Administrative Human Resource Division (AHRD)
Candidates are subject to a background check. Background checks review candidates' criminal record, verify employment history.	Background check of Applicants	Depends on the number of applicants	Staff Administrative Human Resource Division (AHRD)
NONE	Applicants who failed the written exam AHRD will send letter of regret via email or letter.	3 days	Human Resources Merit and Promotion Selection Board (HRMPSB)

Confirm the attendance of applicants who passed the written exam	Schedule listed applicants for Panel Interview with HRMPSB	10 days	Administrative Human Resource Division (AHRD) or HRMPSB Secretariat
	HRMPSB will conduct Panel Interview and evaluate listed applicants.	2 days	Human Resources Merit and Promotion Selection Board (HRMPSB)
	HRMPSB Secretariat prepares Individual/Comparative report of all listed applicants	2 days	HRMPSB Secretariat Administrative Human Resource Division
	HRMPSB deliberates all listed applicants	1 days	Human Resources Merit and Promotion Selection Board (HRMPSB)
	HRMPSB Secretariat finalizes report	2 days	HRMPSB Secretariat Administrative Human Resource Division
	HRMPSB Chairperson presents the report to Appointing Authority.	2 days	HRMPSB Chairperson and Committee
	Appointing Authority decides on who will be appointed among the listed applicants from the top five (5) candidates most qualified for appointment to the vacant position.	3 days	General Manager A
	Confirmation of most qualified applicants	5 days	Board of Directors
	HRMPSB Secretariat prepares the congratulatory and rejection letter via email or letter.	7 days	Administrative Human Resource Division (AHRD) or HRMPSB Secretariat
	Preparation in appointment papers for signing of Appointing Authority.	15 days	HRMPSB Secretariat Administrative Human Resource Division (AHRD) Appointing Authority

<p>Newly-appointee(s) assumes office and submits pre-employment requirements</p> <p>Appointee should assume office within thirty (30) days of receipt of written notice.</p>	<p>AHRD staff checks the requirements and prepare the Appointment, Assumption of Duty, Oath of Office and Position Description Form</p>	<p>30 days</p>	<p>AHRD Division Manager Staff Administrative Human Resource Division (AHRD)</p>
<p>Ensure the oath taking and conduct of orientation program to new employees.</p>	<p>On Boarding/Orientation Newly Appointee</p>	<p>1/2 day</p>	<p>AHRD Division Manager A and Administrative Human Resource Division (AHRD)</p>
<p>Appointment</p>	<p>Furnish the appointee with a copy of his/her appointment (appointee's copy), ensured that the appointee signs on the acknowledgement portion of the appointment.</p>	<p>1/2 day</p>	<p>AHRD Division Manager A and Administrative Human Resource Division (AHRD)</p>
	<p>Submit Report Appointment Issued (RAI) original copy of appointment (CSC copy) with supporting documents on or before the 30th day of the succeeding month.</p>	<p>1 day</p>	<p>AHRD Division Manager A and Administrative Human Resource Division (AHRD)</p>
<p>Total Processing Time:</p>	<p>127 days</p>		

II. A. Personnel Support Management

Application for Leave of Absences

Office or Division: Administrative and Human Resource division
Category: Internal Service
Classification: Simple
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Leave form	1. AHR Division
2. Medical Certificate (for sick leave 2 days or more)	2. Physician
3. Approved request letter (for long-time vacation)	3. Department Head & GM

CLIENT'S STEP	AGENCY ACTION	Fees to be paid	Processing Time	Person Responsible (Designation, Office)
1. Accomplish Leave Application Form & submit to HR	Verify & give leave balances	-	1 minute	Maridel R. Lira Admin Services Assistant A
3. Proceed to the Department concern for the approval of the application	Review & sign leave application	-	2 minutes	Department Manager
3. Submit the approved application	3.1. Record leave application	-	2 minutes	Maridel R. Lira Admin Services Assistant A
	3.2. File leave application & give copy to concern employee	-	5 minutes	Maridel R. Lira Admin Services Assistant A
Total Processing Time:		10 Minutes		
Total Processing Fee:		None		

II. Personnel Support Management

a. Request for Employment Certificate, Service Record, Letter of Authorization (LOA), Certification for Leave Credits

Office or Division: ADMINISTRATIVE AND HUMAN RESOURCE DIVISION
 Category: Internal Service
 Classification: Simple
 Type of Transaction: Support Transactions, Government to Government
 Who may avail: General Public
 Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter / Filled-up form	CWD AHRD Office, Halang, Calamba
	City Laguna

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Accomplish request form & Submit to AHRD Manager for approval	Review request & sign	-	2 minutes	Elenita V. Panganiban <i>Division Manager A</i>
3. Wait for the release of requested records	3.1 Processing of request:			
	- Employment Certificate	-	5 minutes	Gregoria B. Olea <i>Sr. Ind'l. Rel. Mgt. Officer A</i> Geraldine G. Manguiat <i>IRDO A</i>
	- Service record	-	5 minutes	Pablita L. Rapal <i>Supervising Ind'l. Rel. Mgt. Officer A</i> Maridel Lira <i>IRDA B</i>
	- Letter of Authorization (Laboratory & other medical examination)	-	5 minutes	Jennifer M. Ante <i>IRMO B</i>
	- Certificate of Leave Credits	-	10 minutes	Maridel R. Lira <i>IRDA B</i>
	3.2 Release the request		1 minute	Concerned HR staff
Total Processing Time: 28 minutes				
Total Processing Fee: none				

b. Loan Application

Office or Division: ADMINISTRATIVE AND HUMAN RESOURCE DIVISION
Category: Internal Service
Classification: Simple
Type of Transaction: Support Transactions, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter / Filled-up form	CWD AHRD Office, Halang, Calamba
2. Payslip	City Laguna
3. Authorization to deduct	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Present pay slip at HRD	Verification of payslip if qualified to any loan	-	2 minutes	Pablita L. Rapal <i>Supervising IRMOA</i>
2. GSIS loan: Proceed to the nearest GSIS Kiosk & apply for the desire loan	Submit payslip and authority to deduct	-	2 minutes	Elenita V. Panganiban <i>Division Manager A</i> Pablita L. Rapal <i>Supervising Ind'l. Rel. Mgt. Officer A</i>
	Confirmation of loan	-	15 minutes	Elenita V. Panganiban <i>Division Manager A</i> Pablita L. Rapal <i>Supervising Ind'l. Rel. Mgt. Officer A</i>
	3.2 Print & Submit confirmed loan to Finance Dept	-	5 minutes	Pablita L. Rapal <i>Supervising Ind'l. Rel. Mgt. Officer A</i>
4. Wait & check for the cash proceed on ATM		-		
Total Processing Time:			24 minutes	

1. Present pay slip at HRD	Verification of payslip if qualified to any loan	-	2 minutes	Geraldine G. Manguiat IRDO A
Pag-Ibig Loan: 2. Accomplish form & submit together with the IDs	Prepare all supporting documents	-	10 minutes	Geraldine G. Manguiat IRDO A
2.2 Get the application and all the supporting documents from HRD	Release of approved application & supporting docs for submission at Pag-Ibig Center, Parian, Calamba City	-	10 minutes	Geraldine G. Manguiat IRDO A
2.4 Follow up approval of loan from Pag-Ibig Office after 5 days of filing	Assist in the follow-up	-	5 minutes	Geraldine G. Manguiat IRDO A
4. Wait & check for the cash proceed on ATM		-		
	Total Processing Time:		27 minutes	

Administrative Department

Property Materials Management Division

I. Request for Issuance of Office Supplies, Materials and Equipment

Office or Division: Property Materials Management Division
Category: Internal Service
Classification: Simple
Type of Transaction: Support Transactions, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Control Sheet		1. End-user, Technical Services Department		
2.Service Request		2. End-user, Commercial Department		
3.Requisition and Issuance Slip		3.End-user, all departments		
4.Property Accountability Receipt		4. PMMD		
5.Inventory Custodian Slip		5. PMMD		
6.Return Materials Slip		6. PMMD		
7.Warehouse Security Pass		7. PMMD		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Preparation of Requisition and Issuance Slip (RIS)	Check the availability of stocks	none	2 minutes	John Norman Tidon <i>Warehouse Officer A</i> Napoleon Malveda III <i>Store keeper C</i>
2.Collating of office supplies, materials and equipment	Ready the needed materials	none	15 minutes	Napoleon Malveda III <i>Storekeeper C</i>
3.Check and Release of items	One by one counting of the items to be issued if tally with RIS	none	10 minutes	End-user John Norman Tidon <i>Warehouse Officer A</i> Geminiano A. Gevaña,Jr <i>Supply Property Officer</i>
4.Verification of equipment issuance	Check the availability of stock	none	2 minutes	John Norman Tidon <i>Warehouse Officer A</i>
5.Preparation of Property Accountability Receipt (PAR)	Ensure completeness of the needed information as required in the form (PAR) items exceeding P15,000.00	none	2 minutes	Glicel Malihan <i>Warehouse Assistant B</i>
6.Preparation of Inventory Custodian Slip (ICS)	Determining the life of the items if reaching one or more than 2 years not exceeding P15,000.00	none	3 minutes	Glicel Malihan <i>Warehouse Assistant B</i>
7.Approval of RIS, ICS and PAR	Immediate transmittal to concern department/division	none	3 minutes	Remedios Marfori <i>Division Manager A</i> End-user
8. If already issued but for safekeeping at Warehouse	End-user to prepare Return Materials Slip, for safekeeping only due to lack of place to store	none	5 minutes	End-user/ Norman Tidon <i>Warehouse Officer A</i> Geminiano A. Gevaña,Jr <i>Supv Property Officer</i>

8. If already issued but for safekeeping at Warehouse	End-user to prepare Return Materials Slip, for safekeeping only due to lack of place to store	none	5 minutes	End-user/ Norman Tidon <i>Warehouse Officer A</i> Geminiano A. Gevaña, Jr <i>Supv Property Officer</i>
9. For re-issuance, needed in the operation	Preparation of Warehouse Security Pass	none	2 minutes	Grace Magsino Glicel Sarmiento <i>Warehouse Assistant</i> John Norman Tidon <i>Warehouse Officer A</i>
10. Approval of Warehouse Security Pass	Have the form signed	none	3 minutes	Concerned dept/ PMMD/Administrative Dept. Manager
Total Processing Time:			52 minutes	

2. Receiving of supplies, materials and equipment

Office or Division: Property Materials Management Division
Category: External Service
Classification: Simple
Type of Transaction: Government to Business, Government to Government
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order		1. Procurement Section/Admin Services Division		
2. Delivery Receipt		2. Supplier		
3. Sales Invoice		3. Supplier		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of documents from supplier	Check the items in the delivery receipt and sales invoice against Purchase order	none	30 minutes	Napoleon Malveda III <i>Storekeeper C</i> John Norman L. Tidon <i>Warehouse Officer A</i>
2. Verification of items to be delivered	Coordinate with end user	none	5 minutes depending on the availability of the end-user	Napoleon Malveda <i>Storekeeper C</i> John Norman L. Tidon <i>Warehouse Officer A</i>
3. Acceptance and counter checking of delivered materials	Receiving of items listed in the delivery receipt Thorough checking of items delivered with the presence of end user	none	30 minutes for deliveries under shopping 2 hours for SVP and Public bidding deliveries	Napoleon Malveda III <i>Storekeeper C</i> John Norman L. Tidon <i>Warehouse Officer A</i> Geminiano A. Gevana, Jr. <i>Supv. Property Office</i>

FINANCE DEPARTMENT

BUDGET & CASH MANAGEMENT DIVISION

a. Accepting Payments for Service Connection

This is the process of accepting payments for service connection

Office or Division: Budget & Cash Management Division
Category: External Services
Classification: Support Function
Type of Transaction: Accepting Payments for Service Connection
Who may avail: Concessionaires
Operating Hours: 8:00am - 5:00pm

Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Order of Payment From		Customer's Services Div./Commercial Department		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Received Order of Payment form	Check the computation and charging of accounts	As indicated in the Order of Payment	1 minute	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
2. Wait for Official Receipt (OR) -Service Connection Application Fee	Process the correctness of OR, amount in words must be tally with the figure		5 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
-Water bill Deposit			2 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
-Reconnection Fee			2 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
-Penalty			2 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
-Bulk Sales			2 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant
-Ground Water Assessment			2 minutes	Rachiele Ann B. Logo Cashiering Assistant Eroll Caponga Collection Assistant

-Other non-recurring accounts			2 minutes	Rachiele Ann B. Logo <i>Cashiering Assistant</i> Eroll Caponga <i>Collection Assistant</i>
3. Pay the corresponding amount	Check the realness of money paid and the correctness of the check payment		1 minute	Rachiele Ann B. Logo <i>Cashiering Assistant</i> Eroll Caponga <i>Collection Assistant</i>
General Remarks				
Total Processing Time:			19 minutes	
Total Processing Fee:			none	

b. Issuance of COBA

This is the process of issuance of Certificate of Budget Appropriation

Office or Division: Budget & Cash Management Division
Category: Internal Services
Classification: Support Transaction
Type of Transaction: Issuance of Certificate of Budget Appropriation
Who may avail: Regular & Contractual Employees
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Request From		End User		
2. Supporting Documents		End User/Procurement		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit request for issuance of Certificate of Budget Appropriation with attached Purchase Request (PR)	1.1 Receive/prepare the request		2 minutes	Ma. Carminda G. Paringit <i>Corporate Budget Specialist A</i>
	1.2 Check and Recommend Budget Appropriation		5 minutes	Mercedes A. Carreon <i>Division Manager A</i>
	1.3 Approval of Certificate of Budget Appropriation		10 minutes	Juliana S. Haca <i>Department Manager A</i>
	2. Releasing of approved Certificate of Budget Appropriation to Procurement Division		5 minutes	Ann Reshier E. Malabanan <i>Finance Dept. Secretary</i>
Total Processing Time:		22 minutes		
Total Processing Fee:				

c. Issuance of BUR

This is the process of issuance of Budget Utilization Request

Office or Division: Budget & Cash Management Division
Category: Internal Services
 Support
Classification: Transaction
Type of Transaction: Issuance of Budget Utilization Request
Who may avail: Regular & Contractual Employees
Operating Hours: 8:00am - 5:00pm

Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Duly accomplished BUR form 2. Supporting Documents 3. Purchase Order		End User End User/Procurement Procurement		
CLIENT STEPS	CWD ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Accomplish and submit Budget Utilization Request (BUR) form.	1.1 Receive the request form & numbering		2 minutes	Anatolio C. Maiquez <i>Chief Corporate Budget Officer</i>
	1.2 Fill out Status of Utilization		10 minutes	Anatolio C. Maiquez <i>Chief Corporate Budget Officer</i>
	1.3 Checking of Budget Appropriation/APP		5 minutes	Anatolio C. Maiquez <i>Chief Corporate Budget Officer</i>
	1.4 Check and Verify completeness of documents 1.4.1 Passed to Accounting Division		5 minutes	Mercedes A. Carreon <i>Division Manager A</i>
	1.5 Approval of the Request		5 minutes	Juliana S. Haca <i>Department Manager A</i>
2. Receive the request	2. Releasing of approved BUR		5 minutes	Ann Reshier E. Malabanan <i>Finance Dept. Secretary</i>
General Remarks				
Total Processing Time:			32 minutes	
Total Processing Fee:				

d. Working Fund

This is the process of Reimbursement and Liquidation of Petty Cash Expenses through Working Fund.

Office or Division: Budget and Cash Management Division
Category: Internal Services
Classification: Simple
Type of Transaction: Government to Government
Who may avail: CWD Employees
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1 Petty Cash Voucher Form (PCV)		Budget & Cash Management Division Cashiering Section		
2 Approved Trip Ticket/Travel Order		End User/Concerned Department		
3 Requisition Slip/Approved Purchase Request/Job Order (Repairs & Maintenance)		End User/GSD		
4 Bills, Receipts, Invoices		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
REIMBURSEMENT				
1 Accomplishment and submit Petty Cash Voucher (PCV) Form with complete details, attachments and approval of signatories	1. Receive the request 2. Checking and encoding for monitoring	None	1 minute 5 minutes	Ruth Ann C. Llarena Corporate Budget Examiner
2 Receive and acknowledge reimbursement	2. Release reimbursement with acknowledgement	None	2 minutes	Ruth Ann C. Llarena Corporate Budget Examiner
CASH ADVANCE				
1 Accomplish and submit Petty Cash Voucher (PCV) Form (Cash Advance Column) with complete details, attachments and approval of signatories	1. Receive the request 2. Checking and encoding for monitoring	None None	1 minute 5 minutes	Ruth Ann C. Llarena Corporate Budget Examiner
2 Receive and acknowledge cash advance	2 Release Cash Advance with acknowledgement	None	2 minutes	Ruth Ann C. Llarena Corporate Budget Examiner

LIQUIDATION				
1	Submit OR/SI or other documents showing the expenses incurred	1.1 Check the authenticity of the supporting documents	None	2 minutes Ruth Ann C. Llarena Corporate Budget Examiner
2	Received amount to be reimbursed/released amount to be refund	2.1 Release liquidation/receive refund	None	2 minutes Ruth Ann C. Llarena Corporate Budget Examiner
3	Sign the Liquidation Form		None	1 Minute Ruth Ann C. Llarena Corporate Budget Examiner
General Remarks				
Total Processing Time:			21 minutes	
Total Processing Fee:				

**FINANCE DEPARTMENT
GENERAL ACCOUNTING DIVISION**

a. DISBURSEMENT VOUCHER PREPARATION

This process of Disbursement Voucher Preparation includes payment of goods and services, (through bidding, small value procurement, and shopping) utilities, communication, and other related transactions of expenditures.

Office or Division: Accounting Division
Category: External Services
Classification: Simple
 Government to Government,
Type of Transaction: Government to Business
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Supporting Documents from the suppliers		Concerned company of suppliers		
Purchase Request, Quotation, Bidding or Abstract of canvass, Purchase Order, Charge Invoice and Receiving Report		CWD - Procurement Section of General Services Division		
BUR and other certification		CWD - Procurement Section of General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
Accomplish and submit supporting documents	Receive and check the BUR with supporting documents	None	10 minutes	MARIA CLARYL ANN T. SALUMBIDES Chief Corporate Accountant B
	Prepare Disbursement Voucher	None	5 minutes	MIRACLE V. SALAMAT Accounting Processor A
	Check and verify completeness of supporting documents and journal entry	None	10 minutes	CHONA B. SANTOS Acctg. Division Manager A
	Check and sign by end-user	None	10 minutes	Department Manager of Concerned Department
	Review, check and certify the Disbursement Voucher	None	10 minutes	JULIANA S. HACA Finance Department Manager A
	Release of Disbursement Voucher	None	1 minute	ANNE RESHIER MALABANAN Finance Department Secretary B
General Remarks				
Total Processing Time:			46 minutes	
Total Processing Fee:			None	

b. Issuance of Certificate of Availability of Funds

Office or Division: Accounting Division
Category: External Services
Classification: Simple
 Government to
 Government, Government
Type of Transaction: to Business
Who may avail: General Public
Operating Hours: 8:00am - 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form	Finance Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Accomplish & submit request form	1.1 Receive the request		1 minute	Jinkie Joy L. Lazo Sr. Corporate Accountant A
	1.2 Prepare Certificate Of Availability of Funds		5 minutes	Chona B. Santos Division Manager A
	1.3 Approval of Certificate of Availability of Funds		5 minutes	Juliana S. Haca Department Manager A
2. Receive the request	2.1 Release the requested documents		1 minute	Anne Reshier E.Malabanan Finance Dept. Secretary
Total Processing Time:			12 minutes	
Total Processing Fee:			None	

TECHNICAL SERVICES DEPARTMENT

a. ESTIMATE OF SERVICE CONNECTION INSTALLATION

This is the process of estimate of service connection installation

Office or Division: Technical Services Dep't.-Pipelines Appurtenances and Maintenance Division

Category: External Services

Classification: Simple

Type of Transaction: Government to Business, Government to Government

Who may avail: General Public

Operating Hours: 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Application of estimate sheet for water service connection application		Calamba Water District (service request from Comm'l. Dep't.) Remarks: a. Computerized transmittal of pre-numbered Service (service connection application) from Commercial Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
Received certificate of site inspection	The assigned water maintenance man shall give the certificate of site inspection including lists of materials to customer for the installation of service connection	None	1 minute	Water Maintenance Foreman/Technical Services Dep't. personnel
General Remarks				
Total Processing Time:			1 minute	
Total Processing Fee:			None	

b. WATER SERVICE CONNECTION INSTALLATION

This is the process of water service connection installation

Office or Division: Technical Services Dep't.-Pipelines Appurtenances and Maintenance Division

Category: External Services

Classification: Simple

Type of Transaction: Government to Business, Government to Government

Who may avail: General Public

Operating Hours: 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Approved water service connection request		Calamba Water District (service request from Comm'l. Dep't.) Remarks: a. Computerized transmittal of pre-numbered Service (service connection application) from Commercial Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
Verification of scheduled installation of service connection	The assigned water maintenance foreman shall call the customer for the schedule of installation of service connection	None	1 minute	Water Maintenance Foreman/Technical Services Dep't. personnel
Conformity of the customer that the service connection has been installed	The assigned water maintenance man shall give the detailed service connection report to the customer for conformity	None	1 minute	Water Maintenance Man/Technical Services Dep't. personnel
General Remarks				
Total Processing Time:			2 minutes	
Total Processing Fee:			None	

c. REPAIR OF LEAK

This is the process of repair of leak

Office or Division: Technical Services Dep't.-Pipelines Appurtenances and Maintenance Division

Category: External Services

Classification: Simple

Type of Transaction: Government to Business, Government to Government

Who may avail: General Public

Operating Hours: 24/7

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Leak report		Calamba Water District (service request from Comm'l. Dep't., Guard and Employee) Remarks: a. Computerized transmittal of pre-numbered Service (Complaint leak) from Commercial Department b. Leak report work request from Guard c. Leak report work request from Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
Conformity of the customer that the leak has been repaired	The assigned water maintenance man shall give the detailed leak report to the customer for conformity	None	1 minute	Water Maintenance Man/Technical Services Dep't. personnel
General Remarks				
Total Processing Time:			1 minute	
Total Processing Fee:			None	

d. RECONNECTION OF DISCONNECTED WATER METER

This is the process of Reconnection of disconnected water meter

Office or Division: Technical Services Dep't.-Pipelines Appurtenances and Maintenance Division

Category: External Services

Classification: Simple

Type of Transaction: Government to Business, Government to Government

Who may avail: General Public

Operating Hours: 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Application of Service Request for Reconnection		Calamba Water District (service request from Comm'l. Dep't.) Remarks: a. Computerized transmittal of pre-numbered Service (service request for reconnection) from Commercial Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
Conformity of the customer that the disconnected water meter has been reconnected.	The assigned water maintenance man shall give the detailed service request report to the customer for conformity	None	1 minute	Water Maintenance Man/Technical Services Dep't. personnel
General Remarks				
Total Processing Time:		1 minute		
Total Processing Fee:		None		