



Republic of the Philippines
PROVINCE OF ISABELA
CITY OF ILAGAN WATER DISTRICT, CCC 090

CITIZEN'S CHARTER HANDBOOK 2022

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MANDATE

The City of Ilagan Water District (CIWD), a Category C water district with CCC No. 090, is a Government Owned and Controlled Corporation (GOCC) with an original charter that was officially established by and in accordance with Presidential Decree (PD) No. 198, as amended.

The Provincial Water Utilities Act of 1973, commonly known as PD 198, as amended, outlines the CIWD's mandate, which includes:

- 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 district.
- b. Providing, maintaining, and operating waste water collection, treatment and disposal facilities; and
- c. Conducting such other function and operations incidental to water resources development, utilization and disposal within such districts as are necessary or incidental to said purpose.

To enhance this, the City of Ilagan Water District (CIWD) created its Vision and Mission:

VISION

Our vision is to be the most innovative and efficient water district in the region when it comes to providing safe and potable water in the City of Ilagan, Isabela.

MISSION

Our mission is to provide consumers with a safe and potable water supply by continuously developing and maintaining established health practices in the delivery of safe, environmentally and ecologically-friendly water.

CIWD PLEDGE

- C** ommit to provide Ilaguenos a better way of living by providing clean water supply
- I** ncrease customer satisfaction by keeping the customer concerns attended
- W** elfare of the customers we serve is CIWD's first priority
- D** eliver sufficient and dependable potable water to our customers

EXTERNAL SERVICES

1. APPLICATION FOR NEW SERVICE CONNECTION

The City of Ilagan Water District accepts new water connection applications for residential and non – residential consumers within the covered service area.

| APPLICATION FOR NEW SERVICE CONNECTION | |
|--|---|
| Office/Agency In-charge | City of Ilagan Water District |
| Classification of Transaction | Simple |
| Type of Transaction | Government to Consumers / Government to Government/ Government to Business |
| Who May Avail | Residents of the City of Ilagan, Isabela |
| Checklist of Requirements | |
| PRINCIPAL APPLICANT | |
| Identification Cards | Where to Secure |
| * Valid ID (any government ID, Company ID, Passport, Driver's License, UMID) | Government Offices, Workplace (private or government) |
| * For Senior Citizens: Senior Citizen's ID | Office of Senior Citizen |
| * Accomplished Application Form | CIWD Public Assistance Desk |
| THRU REPRESENTATIVE | |
| * Authorization Letter | Person being represented |
| * Valid ID (any government ID, Company ID, Passport, Driver's License, UMID) | Government Offices, Workplace (private or government) |
| * ID of the Principal Applicant | Principal Applicant |

| APPLICATION FOR NEW SERVICE CONNECTION | | | | | |
|--|--|---|-----------------|-------------------------|---|
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Proceed to Public Assistance & Complaints Desk (PACD) to process the application of service connection | Facilitate application, interview and basic orientation for applicants | none | 10 minutes | Cheryll Ann P. Razon; Karina Abegail R. Claravall; Mary Joy D. Maramag |
| | | Proceed to filling out of application form | none | 6 minutes | |
| | | Examine, validate, and evaluate the completed service application form | none | 3 minutes | |
| | | Prepare a cost estimate form | none | 3 minutes | |
| | | Prepare and issue a service request | none | 3 minutes | |
| | | Attend to the service request, look into possible locations, and calculate the cost of materials to be used | none | 3 hours | Moises P. Pascual |
| 2 | Pay registration fee and cost of materials | Verifies and recalculates anticipated material costs, checks stock availability, and prepares materials | none | 10 minutes | Ronaldo N. Laccay; Mary Joy D. Maramag; Gretchen May A. San Pedro; Ronaldo S. Velasco |
| | | Submit to the General Manager for approval | none | 10 minutes | Cheryll Ann P. Razon; Karina Abegail R. Claravall; Mary Joy D. Maramag; Engr.Sherwin B. Quijano |
| | | Actively works to install the new service connection and determine the installation timetable | none | 1 1/2 days & 15 minutes | Moises P. Pascual; Engr.Ronald M. Balayan; Romeo N. Aguilar; Wilson C. |

| | | | | | |
|---------------------------|--|--|--|--|----------------------------|
| | | | | | Aguto; Recto L. Lasaran |
| END OF TRANSACTION | | | | | |

Please see attached Schedule of Water Rates, New Service Connection Fees

***** and Charges**

225MIN



CONSUMERS BULLETIN BOARD

Schedule of Water Rates

| CLASSIFICATION | SIZE | MINIMUM CHARGE | COMMODITY CHARGE | | | |
|--------------------------|--------|----------------|------------------|------------|------------|------------|
| | | 0-10 cu.m | 11-20 cu.m | 21-30 cu.m | 31-40 cu.m | 41-up cu.m |
| RESIDENTIAL / GOVERNMENT | 1/2" | 350.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 3/4" | 560.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 1" | 1,120.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 1 1/2" | 2,800.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 2" | 7,000.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 3" | 12,600.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 4" | 25,200.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 6" | 42,000.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 8" | 67,200.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| | 10" | 96,600.00 | 36.45 | 41.65 | 48.45 | 55.00 |
| COMMERCIAL / INDUSTRIAL | 1/2" | 700.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 3/4" | 1,120.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 1" | 2,240.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 1 1/2" | 5,600.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 2" | 14,000.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 3" | 25,200.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 4" | 50,400.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 6" | 84,000.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 8" | 134,400.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| | 10" | 193,200.00 | 72.90 | 83.30 | 96.90 | 110.00 |
| COMMERCIAL A | 1/2" | 612.50 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 3/4" | 980.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 1" | 1,960.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 1 1/2" | 4,900.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 2" | 12,250.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 3" | 22,050.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 4" | 44,100.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 6" | 73,500.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 8" | 117,600.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| | 10" | 169,050.00 | 63.75 | 72.85 | 84.75 | 96.25 |
| COMMERCIAL B | 1/2" | 525.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 3/4" | 840.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 1" | 1,680.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 1 1/2" | 4,200.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 2" | 10,500.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 3" | 18,900.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 4" | 37,800.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 6" | 63,000.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 8" | 100,000.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| | 10" | 144,900.00 | 54.65 | 62.45 | 72.65 | 82.50 |
| COMMERCIAL C | 1/2" | 437.50 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 3/4" | 700.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 1" | 1,400.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 1 1/2" | 3,500.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 2" | 8,750.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 3" | 15,750.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 4" | 31,500.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 6" | 52,500.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 8" | 84,000.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| | 10" | 120,750.00 | 45.55 | 52.05 | 60.55 | 68.75 |
| BULK / WHOLESALE | 1/2" | 1,050.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 3/4" | 1,680.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 1" | 3,360.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 1 1/2" | 8,400.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 2" | 21,000.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 3" | 37,800.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 4" | 75,600.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 6" | 126,000.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 8" | 201,600.00 | 109.35 | 124.95 | 145.35 | 165.00 |
| | 10" | 289,800.00 | 109.35 | 124.95 | 145.35 | 165.00 |

1.1 FOR NEW SERVICE CONNECTION

A. Registration Fee

- a. Includes installation and tapping from the mainline to the consumer's water meter.
- b. The City of Ilagan Water District will provide service connection materials at the applicant's expense.
- c. Separate connection from the service meter (needs written consent from the consumer being tapped on)

| SERVICE CONNECTION CLASSIFICATION | REGISTRATION FEE |
|-----------------------------------|------------------|
| Residential consumers | P 1,800.00 |
| Non-Residential consumers | P 2,700.00 |

B. Labor Cost (Excavation)

| LABOR DESCRIPTION | COST |
|------------------------------------|--------------------------|
| First 6.0 meters excavation | FREE |
| In excess of 6.0 meters excavation | |
| -on natural ground | P 15.00 per linear meter |
| -on concrete or paved areas | P 30.00 per linear meter |

2. PENALTY FROM ILLEGAL CONNECTION

The City of Ilagan Water District imposes penalty to individual/s who are found to be guilty of water pilferage.

| ILLEGAL CONNECTION PENALTY | |
|---|---|
| DESCRIPTION | AMOUNT |
| 1st Offense | P 4,000.00 |
| 2nd Offense | P 6,000.00 |
| 3rd Offense | permanent disconnection and/or imprisonment or both |
| Connivance of CIWD employee shall be dealt with in accordance to the provisions of Violation of the Water Crisis Act as provided in PD 198 and RA 8041. | |

3. RECONNECTION FEE

| SERVICE CONNECTION CLASSIFICATION | RECONNECTION FEE | |
|-----------------------------------|-----------------------------------|-----------------------------------|
| | Disconnected for less than 1 year | Disconnected for 1 year and above |
| Residential consumer | P 200.00 | P 300.00 |
| Non-Residential consumer | P 350.00 | P 500.00 |

4. TRANSFER CONNECTION FEE

| TRANSFER CONNECTION FEE | | |
|--------------------------------|---------------------|--------------|
| CLASSIFICATION | SIZE OF WATER METER | TRANSFER FEE |
| Residential | 1/2" - 1" dia. | P 900.00 |
| Government | 1/2" - 1" dia. | P 1,100.00 |
| | 2" dia. | P 1,210.00 |
| | 3" dia. | P 1,330.00 |
| | 4" dia. | P 1,465.00 |
| Commercial / Industrial | 1/2" - 1" dia. | P 2,200.00 |
| | 2" dia. | P 2,425.00 |
| | 3" dia. | P 2,675.00 |
| | 4" dia. | P 2,950.00 |
| Commercial A | 1/2" - 1" dia. | P 1,900.00 |
| | 2" dia. | P 2,100.00 |
| | 3" dia. | P 2,300.00 |
| | 4" dia. | P 2,500.00 |
| Commercial B | 1/2" - 1" dia. | P 1,650.00 |
| | 2" dia. | P 1,815.00 |
| | 3" dia. | P 2,000.00 |
| | 4" dia. | P 2,200.00 |
| Commercial C | 1/2" - 1" dia. | P 1,250.00 |
| | 2" dia. | P 1,375.00 |
| | 3" dia. | P 1,510.00 |
| | 4" dia. | P 1,670.00 |

5. METER READING SERVICES

The City of Ilagan Water District conducts meter reading by zoning every 1st week of the month.

| WATER READING SERVICES | | | | | |
|--------------------------------------|--|---|-----------------|------------------------|--|
| Office/Agency In-charge | City of Ilagan Water District | | | | |
| Classification of Transaction | Simple | | | | |
| Type of Transaction | Government to Consumer / Government to Government/ Government to Business | | | | |
| Who May Avail | CIWD consumers | | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Zone I-IX | Meter Reading and Billing System (MRBS) gadgets | None | 5 minutes per consumer | Noel M. Peredo; Allen C. Geronimo; Ray Anthony E. Navarro; Jimmy C. Ancheta; Al Andrei B. Garcia |
| | | Issues Billing Notice | | | |
| | | Receives copy of Billing Notice | | | |
| 2 | Submit MRBS gadget to office for downloading | Download consumer bills | None | 35 minutes | Karina Abegail R. Claravall; Mary Joy D. Maramag |
| END OF TRANSACTION | | | | | |

6. WATER BILLS PAYMENT

Payment of water bills can be made at the City of Ilagan Water District Office in Maharlika Highway, Brgy. Osmeña, City of Ilagan, Isabela from 8:00 A.M. to 5:00 P.M., daily.

On time payments are encourage to avoid a 10% penalty fee. Thus, the CIWD strictly implements the two-month disconnection policy.

| WATER BILLS PAYMENT | |
|--------------------------------------|---|
| Office/Agency In-charge | City of Ilagan Water District |
| Classification of Transaction | Simple |
| Type of Transaction | Government to Consumers / Government to Government/ Government to Business |
| Who May Avail | CIWD consumers |

| CHECKLIST OF REQUIREMENTS | | | | | |
|---------------------------|--|---|-----------------|-----------------|--|
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Proceed to the cashier with/without Billing Notice | Verify in the computer billing system and make necessary adjustment if there is *NO NOON BREAK POLICY | None | 10 minutes | Maria Ana M. Toribio; Karina Abegail R. Claravall; Ronaldo N. Laccay; Gretchen May A. San Pedro; Mary Joy D. Maramag; Noel M. Peredo; |
| 2 | Pay your water bills | Issue official receipt *NO NOON BREAK POLICY | None | 5 minutes | Ronaldo N. Laccay; Gretchen May A. San Pedro; Noel M. Peredo; |
| END OF TRANSACTION | | | | | |

7. LEAK REPAIR OF SERVICE CONNECTION

| LEAK REPAIR OF SERVICE CONNECTION | | | | | |
|-----------------------------------|--|---|-----------------|------------------------|---|
| Office/Agency In-charge | City of Ilagan Water District | | | | |
| Classification of Transaction | Simple | | | | |
| Type of Transaction | Government to Consumers/ Government to Government/ Government to Business | | | | |
| Who May Avail | CIWD consumers | | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Requests for service connection leak repair can be made verbally, through phone, through an emissary, or through representative. | Immediately prepare a service request and forward it to the Operations & Technical Division after acknowledging and recording the client's concerns in the record book. | None | 5 minutes per customer | Cheryll Ann P. Razon |
| 2 | Wait for further inquiry by the CIWD OTD, if necessary and sign service request. | Acknowledge/receive service request and assign plumber to undertake necessary repairs. | None | 55minutes per customer | Moises P. Pascual; Engr. Ronald M. Balayan; Reynie S. Abad; |

| | | | | | |
|---------------------------|--|--|--|--|--|
| | | | | | Recto L. Lazaran; Andrew S. Abad; Zerome S. Ducusin |
| END OF TRANSACTION | | | | | |

8. TRANSFER/RELOCATION OF SERVICE CONNECTION

Transfer Fee and estimated material costs must be paid for this service.

| TRANSFER/RELOCATION OF SERVICE CONNECTION | | | | | |
|---|---|---|-----------------|-----------------|---|
| Office/Agency In-charge | | City of Ilagan Water District | | | |
| Classification of Transaction | | Simple | | | |
| Type of Transaction | | Government to Consumers/ Government to Government/ Government to Business | | | |
| Who May Avail | | CIWD consumers | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Request transfer/relocation of service connection | Submit the client's name to the Finance and Commercial Division for review and assessment after acknowledging and accepting the client's request. | none | 5 minutes | Cheryll Ann P. Razon; Engr. Ronald Balayan; Carlos P. Yuson; Marlowe G. Padilla; Al Andrei B. Garcia |
| | | Forward the request to OTD and determine the best location for a transfer or relocation. Conduct material's estimation as per site condition. | | 1 hour | |
| | | The estimated materials, as well as the stock availability, should be verified, recomputed, and forwarded to the FCD. | | 5 minutes | Engr. Jose T. Galacinao; Cherry P. Guibao; Ronaldo S. Velasco |

| | | | | | |
|---------------------------|--|--|------|----------------------|---|
| 2 | Pay cost of materials | Issues official receipts and transmits the paid cost of the expected materials to the Finance and Commercial Division. | None | 5 minutes | Ronaldo N. Laccay; Gretchen May A. San Pedro; Mary Joy D. Maramag; Noel M. Peredo |
| | | Receives/records and forwards service requests to the Operations and Technical Division. | | 5 minutes | Cheryll Ann P. Razon |
| 3 | Sign the service request as acknowledgment of the schedule of transfer/relocation. | Receives and sets a transfer or relocation schedule | None | 5 minutes | Moises P. Pascual |
| | | Implement the transfer/relocation | | 6 hours & 35 minutes | Engr. Ronald Balayan; Zerome Ducusin; Andrew Abad |
| END OF TRANSACTION | | | | | |

9. RECONNECTION OF SERVICE CONNECTION

| RECONNECTION OF SERVICE CONNECTION | | | | | |
|--------------------------------------|--|----------------|-----------------|-----------------|--------------------|
| Office/Agency In-charge | City of Ilagan Water District | | | | |
| Classification of Transaction | Simple | | | | |
| Type of Transaction | Government to Consumers/ Government to Government/ Government to Business | | | | |
| Who May Avail | CIWD consumers | | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | | |
|---------------------------|---|--|------|-----------------------------------|---|
| 1 | Request for reconnection | Acknowledge and document consumers' requests for reconnections, then send the consumer's name to the cashier for confirmation. | None | 5 minutes | Maria Ana M. Toribio; Karina Abegail R. Claravall |
| | | Evaluate consumer's records in the computer billing system to see if there are any inaccuracies. | | 5 minutes | |
| 2 | Pay for reconnection fee and arrearages | Issues on-line official receipts | None | 5 minutes | Gretchen May A. San Pedro; Mary Joy D. Maramag; Ronaldo N. Laccay |
| | | Prepares/issues service request for reconnection to Finance & Commercial Division | | 5 minutes | |
| 3 | Signs service request | Implement reconnection | None | 4 hours & 10 minutes from payment | Engr. Ronald Balayan; Romeo N. Aguilar; Zerome D. Ducusin; Wilson C. Aguto; Carlos Yuson; Al Andrei Garcia; Marlowe Padilla |
| END OF TRANSACTION | | | | | |

10. SENIOR CITIZEN DISCOUNT

To avail 5% Senior Citizen discount, the following requirements are needed:

- 1) Present your Senior Citizen ID;
- 2) Proof of residence;
- 3) The water consumption must not exceed 30 cubic meter;
- 4) Water meter must be registered under the name of the senior citizen for a period of one (1) year.

| SENIOR CITIZEN DISCOUNT | | | | | |
|--------------------------------------|--|---|-------------------------|------------------------|---|
| Office/Agency In-charge | City of Ilagan Water District | | | | |
| Classification of Transaction | Simple | | | | |
| Type of Transaction | Government to Consumers / Government to Government/ Government to Business | | | | |
| Who May Avail | All Senior Citizens that are member consumers of CIWD | | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Proceed to PACD and request for Senior Citizen discount with the requirements needed | Acknowledge the senior citizen's request, assist with the discount request, and verify the information provided | None | 10 minutes | Maria Ana M. Toribio; Karina Abegail R. Claravall; Cheryll Ann P. Puzon; Mary Joy D. Maramag |
| 2 | Proceed to the cashier for the discount | To reflect the discount, enter the senior citizens' names in the billing and collection process. | None | 5 minutes | Ronaldo N. Laccay; Gretchen May A. San Pedro; Mary Joy D. Maramag; Noel M. Peredo |
| END OF TRANSACTION | | | | | |

INTERNAL SERVICES

1. REQUEST FOR PERTINENT DOCUMENTS

The CIWD is committed to upholding the constitutional rights of citizens to information and public concern while ensuring complete public disclosure of all government data, especially those of public interest.

The purpose of the CIWD Freedom of Information (FOI) program is to support the public's right to free flow of information while facilitating access to information in the most efficient and effective way possible.

| REQUESTING OF PERTINENT DOCUMENTS | | | | | |
|--------------------------------------|--|--|-----------------|-----------------|----------------------|
| Office/Agency In-charge | City of Ilagan Water District | | | | |
| Classification of Transaction | Simple | | | | |
| Type of Transaction | Government to Consumers / Government to Government/ Government to Business | | | | |
| Who May Avail | All individuals with official intent | | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Present the letter of intent or submit the required request form at the FOI Receiving Officer or PACD. | Stamp the request as "Received" (For requests of Statement of Account/Cert. of Employment/ Customer Ledger/Certification/ Certificate of Appearance/Copy of Official Receipt, etc.) | None | 5 minutes | Cheryll Ann P. Puzon |

| | | | | | |
|---------------------------|--|--|--|---|--|
| 2 | Forward/endorse the request to the concerned section/division. | Prepare the necessary document being requested | None (except for the Certificate of Potability amounting to P1,000.00) | If the request is simple, it will be released within 10 minutes. If the request is complex such as reports, and the like, 2 days. | Concerned Section/Division on AGSDiv. Jose T. Galacinao FCDiv.- Maria Ana M. Toribio OTDiv.- Moises P. Pascual |
| END OF TRANSACTION | | | | | |

2. ADMINISTRATIVE & GSO and HUMAN RESOURCE SECTION

The Industrial Relations Management Office, is in charge of all issues concerning the personnel, including hiring and vetting, training and development, career advancement, rewards and recognition.

Their function includes overseeing the personnel behavior, attendance and actions are in conformance to the CSC rules for government employees.

| INTERNAL PROCESSING OF REQUESTS & APPLICATIONS | | | | | |
|--|---|--|-----------------|------------------------------|--|
| Office/Agency In-charge | | City of Ilagan Water District | | | |
| Classification of Transaction | | Simple | | | |
| Type of Transaction | | Government to Applicant/ Government to Government/ Government to Private Entities | | | |
| Who May Avail | | Qualified applicants and all personnel of CIWD | | | |
| CHECKLIST OF REQUIREMENTS | | | | | |
| S.N. | CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <i>JOB APPLICATION PROCESS</i> | | | | | |
| 1 | Submit application paper and other relevant documents | Acknowledge the submitted application, duly received and evaluate for initial assessment | none | 30 minutes | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz |
| 2 | Proceed with the CSC Rules on Selection process | Conduct further evaluation by examination, interview and selection process | none | 3 days, 7 hours & 30 minutes | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz HRMPSB Committee |

| APPLICATION FOR LEAVE | | | | | |
|---|--|--|------|------------|---|
| 1 | Accomplish application for leave form | Prepare, receive and process application form | none | 10 minutes | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz |
| APPLICATION FOR MONETIZATION | | | | | |
| 1 | Prepare request letter for monetization | Prepare all documents needed in the application for monetization (received request for monetization; earned leave computation; application for monetization) | none | 45 minutes | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz |
| APPLICATION FOR LOAN | | | | | |
| 1 | Accomplish loan application form | Prepare, receive, and process application form | none | 45 minutes | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz |
| STEP INCREMENT | | | | | |
| 1 | Prepare the needed documents or be prepared calls from the Admin. & GSO for additional queries | Prepare documents needed for the step increment to be submitted to DBM (earned leaves, computation, service record, certified xerox copy of appointment, DBM request for step increment) | none | 2 hours | OIC IRMO - Engr. Jose T. Galacinao; Heldibranda L. Corpuz |
| AUTHORITY TO TRAVEL | | | | | |
| 1 | Prepares Authority to Travel Form | Facilitate Authority to Travel Form | none | 20 minutes | Cherry P. Guibao |
| OVERTIME AUTHORITY | | | | | |
| 1 | Prepare overtime authority | Facilitate authority to overtime | none | 20 minutes | Concerned Division |
| PRINTING OF BIOMETRIC ATTENDANCE | | | | | |

| | | | | | |
|---------------------------|---|---|------|---------|-----------------------|
| 1 | Request for the time-in and time-out of employees | Date gathering/ transfer of biometric data from the biometric machine to computer | none | 3 hours | Heldibranda L. Corpuz |
| END OF TRANSACTION | | | | | |

3. FEEDBACK AND COMPLAINTS MECHANISMS

To improve our services, please let us know how we have served you by doing any of the following:

- ✚ Accomplish our feedback form available in our office and drop it in the suggestion box at the Public Assistance Counter
- ✚ Send your feedback to our e-mail address waterdistrict_ilagan@yahoo.com or send us SMS through our cellphone numbers:
 - +63 917 624 0180
 - +6 917 809 9958
- Or you may call us in our landlines:
 - (078) 624-0097
 - (078) 323-2310
- ✚ Talk to our Public Assistance and Complaints Desk (PACD) Officer
- ✚ Communicate with us through our Facebook Page

Thank you for continuously helping us improve our services.

4. OFFICES IN CIWD

| GROUND FLOOR | STAFF / PERSONNEL IN-CHARGED |
|---|------------------------------|
| GROUND FLOOR/LOBBY | |
| Public Relations Assistant - B | Cheryll Ann P. Razon |
| Cashier - B | Ronaldo N. Laccay |
| Data Encoder | Gretchen May A. San Pedro |
| Utilities/Customer Assistant - D | Noel M. Peredo |
| MEZZANINE | |
| Commercial Section | |
| Finance & Commercial Division Manager - C | Maria Ana M. Toribio |
| Utilities/Customer Service Officer - B | Karina Abegail R. Claravall |
| Administrative Services Aide | Mary Joy D. Maramag |
| Collectors: | Allen C. Geronimo |

| | |
|---|----------------------------|
| | Jimmy A. Ancheta |
| | Ray Anthony E. Navarro |
| | Antonio S. Estrellon |
| 2nd FLOOR | |
| Office of the General Manager | |
| General Manager - C | Engr. Sherwin B. Quijano |
| Utility Worker - C | Irene S. Castelo |
| Office of the Board of Directors | |
| Board of Directors (BOD) | Exequiel T. Bumatay |
| | Monico R. Simon Jr. |
| | Catherine F. Arzaga |
| | Ma. Karen B. Estavillo |
| | Rowena M. Gomez |
| Finance Section | |
| Corporate Budget Specialist - A | Norma O. Garrido |
| Sr. Corporate Budget Analyst | Maria Josefina B. Gonzalvo |
| Sr. Accounting Processor - B | Ruth Joie C. Alcantara |
| Accounting Processor - A | Jay Anthony A. Cristobal |
| 3rd FLOOR | |
| Administrative & General Services Division | |
| Admin. & Gen. Services Division Manager - C | Engr. Jose T. Galacinao |
| Secretary - C | Sarah Isabel L. Inocencio |
| Administrative Services Aide | Heldibranda L. Corpuz |
| Administrative Services Aide | Ronaldo S. Velasco |
| Administrative Services Aide | Cherry P. Guibao |
| Utility Worker - A | Proceso U. Casasola |
| Utility Worker - B | Dioscorro C. Pondaes, Jr. |
| Operations & Technical Division | |
| Operations & Tech. Division Manager - C | Moises P. Pascual |
| Production & Water Quality Section | |
| Sr. Water Sewerage Maintenance Man - A | Engr. David D. Soriano |
| Water Resources Facilities Operator - A | Arnold T. Salmos |
| Water Sewerage Maintenance Man - A | Christopher P. Aroc |
| Laboratory Technician - A | Harold T. Manaligod |
| Construction & Engineering Section | |
| Engineering - B | Engr. Ronald M. Balayan |
| Project Planning & Development Officer - C | Ar. Macky L. Pua |

5. BILLS PAYMENT CENTERS

To ease our customers in paying their water bills, CIWD have partnered with accredited payment centers within the service area and through mobile applications. With these new innovations and technology, payment of water bills becomes hassle-free.

| LIST OF ACCREDITED PAYMENT CENTERS | |
|---|-------------------------------|
| Payment Centers | Location |
| Savemore Bills Payment | Alibagu & Baligatan |
| 7- Eleven Kiosk | any branch |
| RD Pawnshop | Brgy. San Vicente & Baligatan |
| Cebuana Lhuillier | Centro & Brgy. Alibagu |
| Shopee Pay | Mobile application |
| Producer's Bank | Brgy. Osmeña |
| GCASH | Mobile application |
| Paymaya | Mobile application |
| Truemoney | Accredited Store |
| Landbank | |