



**Castillejos Water District
Castillejos, Zambales**

CITIZEN'S CHARTER HANDBOOK

2026 2nd Edition

***To provide service with excellence
and dedication***



I. Mandate:

The Castillejos Water District (CSWD) is created purposely to acquire, install, improve, maintain, operate, and expand a water supply system.

II. Vision:

To serve the residents of Castillejos with modern water system facilities and to continuously improve through creativity, innovation and growth.

III. Mission:

To provide and ensure continuous, safe, adequate, potable water for the people of Castillejos and to promote community welfare through efficient and affordable water services.

IV. Service Pledge:

For better delivery of service, the Officials and Employees of Castillejos Water District, commit to:

- Supply safe, adequate, and affordable water by ensuring it is properly treated, monitored and recorded;
- Serve our customers courteously;
- Act promptly on service complaints;
- Report leaks and illegal activities for appropriate action of the management;
- Sustain the water supply and continue to develop the water system;
- Exercise our job functions dedicatedly and cooperatively;
- Care for the water district facilities;
- Participate in the conservation of our natural resources and preservation of the environment, and;
- Work with faith in God.



LIST OF SERVICES

EXTERNAL SERVICES

Water Bill Payment	5
Electronic Bills Payment	6
New Service Connection	6
Relocation of Meter and/or Connection	8
Transfer or Change Name	9
Reclassification	10
Special Reading	11
Voluntary Disconnection	12
Reconnection	13
Promissory Note	14
Senior Citizen Discount	14
Billing Adjustment	15
High Consumption	16
Leak Repair	16
Other Plumbing Services	17
Installation/ Replacement of Ball Valve	18
Replacement of Stolen Meter.	19

INTERNAL SERVICES

Request for Certificate of Employment	21
Request for Service Record	21
Application for Leave	22
Application for Compensatory Time-Off (CTO)	24
Reimbursements Payable thru Petty Cash Fund	25
Request of Cash Advance	26
Disbursements	27



EXTERNAL SERVICES



1. Water Bill Payment

The total amount due to be paid for the use of water service each month.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All CSWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Respective residences as delivered by the Meter Reader		
Name and Address of the Account		Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. With Water Bill:				
1. Present Water Bill to the Cashier.	1.1 Receive the required documents and validate correctness.	None	2 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez- Arbitrario – Sub Office
2. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i>	2.1 Accept payment and issue OR and change if there is any.	Amount due Consumption x Applicable Rate (in Php)	3 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez- Arbitrario – Sub Office
TOTAL:		Amount Due	5 minutes	

B. Without Water Bill:				
1. Present the name and address of the account.	1.1 Receive the required documents and validate correctness.	None	2 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez-



2. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i>	2.1 Accept payment and issue OR and change if there is any.	Amount due Consumption x Applicable Rate (in Php)	3 minutes	Arbitrario – Sub Office Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez- Arbitrario – Sub Office
TOTAL:		Amount Due	5 minutes	

2. Electronic Bills Payment (ECPay, Gcash, PayMaya, 7eleven, Remittance Centers)

Concessionaires have the option to pay the current bill through alternate payment channels at their most convenient time.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All CSWD Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill (For Reference)		Respective residences as delivered by the Meter Reader		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the application on mobile phones (Gcash, PayMaya) or proceed to the nearest store (7eleven, Remittance Centers).		None		
2. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i>	2.1 Process the payment upon receipt of the 3 rd party report on the next working day. 2.2 Print and issue	Amount due Consumption x Applicable Rate (in Php) Convenience Fee	2 days 5 minutes	Mr. Ron Jeffrey N. Agno Ms. Delmaine



	Official Receipt.			Mae A. Jimenez – Main Office
TOTAL:		Amount Due plus Convenience Fee	2 days & 5 minutes	

3. New Service Connection

All residents of Castillejos who wishes to have water service connection can avail the service for as long as needed requirements are submitted and corresponding fees and charges are paid.

Office or Division:	Commercial, Finance and Engineering and Construction Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Residents and Business Owners of Castillejos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. VALID IDENTIFICATION</p> <ul style="list-style-type: none"> • Filled-Up Application Form • Latest Cedula • Authorization Letter (if thru representative) <ul style="list-style-type: none"> ○ Valid Identification Card of representative (photocopy) • Valid Identification Card (photocopy) <p>B. PROOF OF OWNERSHIP Submit photocopy of any of the following:</p> <ul style="list-style-type: none"> • Tax Declaration • Deed of Sale • Official Receipt of Real Property Tax • Proof of Billing from ZAMECO II <p><i>For BUSINESS submit a photocopy of:</i></p> <ul style="list-style-type: none"> • Business Permit (Commercial Space) • Contract/ Lease Agreement (Commercial Space) 	<p>CSWD Office</p> <p>Issuing government agency</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>Issuing Government agency</p> <p>Applicant</p> <p>Issuing Government agency</p> <p>Electric Cooperative</p> <p>Issuing Government agency</p> <p>Business Owner</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and inquire to the Customer Service Assistant and fill up application form.	1.1 Validate application form and discuss the process and requirements for connection.	None	3 minutes	Ms. Queenbeth T. Lorenzo



	1.2 Endorse to maintenance division for survey.	None	2 minutes	Ms. Queenbeth T. Lorenzo
	1.3 Maintenance to conduct survey and inform CSA of estimated cost of service.	None	1 day	Maintenance
	1.4 CSA will inform applicant the application cost and bill of materials and advise applicant to pay the new connection fees thru text message.	None	1 minute	Ms. Queenbeth T. Lorenzo
2. After receiving connection fees thru text message proceed to CSA and submit requirements.	2.1 Prepare the application form and validate requirements. Encode new connection account to the system.	None	7 minutes	Ms. Queenbeth T. Lorenzo
3. Pay the necessary charges and fees. <i>*Make sure to secure official receipt that will be issued upon payment</i>	3.1 Accept payment and issue OR.	Application fee – P 50.00 Connection fee – P 250.00 Cost of Materials (to be determined after survey)	5 minutes	Ms. Delmaine Mae A. Jimenez
	2.2 CSA will prepare service contract and will discuss rates and policies with	None	5 minutes	Ms. Queenbeth T. Lorenzo



	the applicant.			
	2.3 Prepare JO and bill of materials.	None	2 minutes	Ms. Queenbeth T. Lorenzo
	2.4 Maintenance will proceed to new connection process.	None	A. Ordinary – 3 working days B. W/ Cutting – 5 working days	Maintenance
TOTAL:		P 300.00 plus Cost of Materials	A. Ordinary – 4 days and 25 minutes B. W/ Cutting – 6 days and 25 minutes	

4. Relocation of Meter and or Connection

Concessionaires can request for relocation subject for inspection if moving to a new home or location, water meter was blocked, there is obstruction, or was placed inside the concessionaire's property.

Office or Division:	Commercial, Finance and Engineering and Construction Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Job Order		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA's desk and sign the Job Order Form.	1.1 Validate the account details and sign job order form.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
	1.2 Forward to maintenance	None	2 minutes	Ms. Queenbeth T. Lorenzo –



2. Settle payment at the cashier.	division for survey.			Main Office
	1.3 Maintenance division will survey and estimate the cost of service.	None	2 working days	Ms. Jessa C. Agpaoa – Sub Office Maintenance
	1.4 Relay the inspection result and amount to be paid to concessionaire.	None	1 minute	Ms. Queenbeth T. Lorenzo
	2.1 Accept payment and issue OR.	Relocation Fee – P 150.00 Cost of Materials used for transfer (to be determined after survey)	3 minutes	Ms. Delmaine Mae A. Jimenez
	2.2 Prepare JO and bill of materials.	None	2 minutes	Ms. Queenbeth T. Lorenzo
	2.3 Maintenance will proceed to relocation of meter process.	None	A. Ordinary – 2 working days B. W/ Cutting – 5 working days	Maintenance
TOTAL:		P 150.00 plus Cost of Materials	A. Ordinary – 3 working days and 10 minutes B. W/ Cutting – 6 working days 10 minutes	



5. Transfer or Change Name

Ownership of water service connection can be changed over time. Such ownership may be transferred and the account name registered to CSWD may be changed. There should be valid reason for the change of ownership (acquired, death of the account holder) provided that necessary documents are presented.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Job Order Latest Cedula Authorization Letter (if thru representative) Photocopy of Valid Identification Card (existing and new owner) Photocopy of death certificate (if deceased) Deed of sale / land title Proof of Billing (ZAMECO II) <i>Other requirements deemed necessary</i>		CSWD Office Issuing government agency Applicant Applicant Issuing Government agency Applicant Electric Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA desk.	1.1 Interview and ask the needed requirements.	None	1 minute	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
2. Submit the requirements.	2.1 Check and verify the requirements submitted.	None	1 minute	Ms. Queenbeth T. Lorenzo – Main Office
	2.2 Prepare Change of Ownership form and attach the requirements.	None	1 minute	Ms. Jessa C. Agpaoa – Sub Office
	3.1 Accept payment	Change Name	1 minute	Ms. Delmaine



3. Settle payment at the cashier.	and issue OR.	Fee – P 50.00		Mae A. Jimenez – Main Office
4. Sign the form.	4.1 Forward the approved form to change the account's record in the Billing system.	None	1 minute	Ms. Elaine A. Valdez- Arbitrario – Sub Office Ms. Donna N. Garcia
TOTAL:		P 50.00	5 minutes	

6. Reclassification

Request for reclassification should be made to update concessionaire's account in the system. The accounts will be classified as residential, government, commercial, and bulk.

Office or Division:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA desk and sign Job Order form.	1.1. CSA to prepare Job Order form.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
	1.2. CSA to forward job order to billing clerk for update in system.	None	3 minutes	Ms. Donna N. Garcia
TOTAL:		None	5 minutes	



7. Special Reading

Concessionaires who would like to have their water service disconnected or would like to may request for special reading and pay the total amount due to facilitate disconnection.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1. CSA to prepare Job Order form.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
	1.2 Meter Reader will perform special reading process.	None	within the day	Meter Reader
	1.3 CSA to inform concessionaire total amount due.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
2. Pay the amount due.	2.1 Receive payment and issue OR.	Amount due Special Reading Fee – P 100.00	3 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez- Arbitrario – Sub Office



TOTAL:	Amount due plus P 100.00	Within the day, 7 minutes	
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8. Voluntary Disconnection

Concessionaires who no longer need the water service voluntarily applies for disconnection however has to pay unpaid charges before the request shall be granted.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1 CSA to prepare Job Order form.	None	3 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
2. Pay the amount due.	2.1 Receive payment and issue OR.	Amount due Disconnection fee – P 100.00	2 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez- Arbitrario – Sub Office
	2.2 CSA to inform meter reader to proceed with the disconnection process.	None	Disconnection – within the day	Meter Reader
TOTAL:		Amount due Plus P 100.00	Within the day, 5 minutes	



9. Reconnection

Concessionaires whose water service connection have been disconnected due to non-payment and would like to have it reconnected shall pay the reconnection fee and overdue balance.

Office or Division:	Commercial and Finance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign Job Order.	1.1. CSA to prepare Job Order form.	None	3 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
2. Pay the amount due.	2.1 Receive payment and issue OR.	Reconnection fee – P 100.00	2 minutes	Ms. Delmaine Mae A. Jimenez – Main Office Ms. Elaine A. Valdez-Arbitrario – Sub Office
	2.2 CSA to inform meter reader to proceed with the reconnection process.	None	Reconnection – within the day	Meter Reader
TOTAL:		P 100.00	Within the day, 5 minutes	

10. Promissory Note

A promissory note is a promise to pay the total outstanding due within a specific time frame to avoid disconnection of water service.



Office or Division:	Commercial and Admin Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water Bill		Respective residences as delivered by the Meter Reader		
Promissory note form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSA and sign the promissory note form.	1.1 CSA to prepare promissory note form. (CSA/ Billing will monitor promissory note date. Meter reader will proceed with the disconnection process if concessionaire fails to pay on promised date.)	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
TOTAL:		None	5 minutes	

11. Senior Citizen Discount

Republic Act 9994, more commonly known as the Expanded Senior Citizens Act of 2010, entitled the senior citizens the grant of 5% discount to water utility (up to 30 cubic meter consumption) provided that the individual meter is registered to the name of the senior citizen residing therein.

Office or Division:	Commercial and Admin Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All qualified senior citizen concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Billing (Water Bill under the name of the Senior Citizen for a year)		CSWD Office		
Proof of Residency/ Barangay Certificate		Issuing government agency		
Photocopy of Valid Senior Citizen ID (Present original ID upon application)		Office of the Senior Citizen Affairs		



Any other Valid ID Authorization Letter (if applying through a representative) Form		Issuing government agency Applicant CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSA's desk and submit copy of senior citizen ID.	1.1 Verify the account.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office
	1.2 Prepare SC application form.	None		
2. Sign the SC application form.	2.1 Submit the SC application form to the Division Head for approval.	None	3 minutes	Ms. Jessa C. Agpaoa – Sub Office
TOTAL:		None	5 minutes	

12. Billing Adjustment

Billing adjustments are made when there is dispute in erroneous reading or when discounts are applied on the concessionaire's accounts.

Office or Division:	Commercial and Admin Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Account Number/Name/Water Bill Job Order Form	Concessionaire CSWD Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CSA of CSWD complaints of erroneous reading.	1.1 CSA fill-ups Job Order Form for re-checking the complaint.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office Meter Reader



desk, sign Job Order form and high consumption case inspection report.	Job Order form and high consumption case inspection report. 1.2 CSA to forward to meter reader/ maintenance for inspection and monitoring.	None	5 days	T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office Meter Reader/ Maintenance
TOTAL:		None	5 days & 5 min.	

14. Leak Repair

Leaks, whether in the service line or mainline, should be fixed immediately. CSWD concessionaires and other concerned citizens can report water leaks to CSWD.

Office or Division:	Commercial, Finance and Engineering and Construction Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Customer Service or proceed to the CSA's desk for concern /repair work.	CSA prepares Job Order form. Proceed to leak repair process.	None If meter leak: Materials within the Warranty – NONE Depending on	5 minutes A. Ordinary – 1 day B. Special Case – 3 working days C. Need permit	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office Maintenance



		the materials to be used – After warranty	– 6 working days	
TOTAL:			A. Ordinary – 1 day and 5 minutes B. Special Case – 3 working days and 5 minutes C. Need permit – 6 working days and 5 minutes	

15. Other Plumbing Services

The district responds and attends to the concessionaire's requests and other maintenance activity such as stuck up meter, no water to low pressure, dirty water immediately upon receipt of the complaint whether walk in or phone in.

Office or Division:	Commercial, Finance and Engineering and Construction Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Customer Service or proceed to the CSA's desk for concerns.	CSA prepares Job Order form.	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office
	Proceed to repair.	Materials within the Warranty – NONE	1 day	Ms. Jessa C. Agpaoa – Sub Office Maintenance



		Depending on the materials to be used – After warranty		
TOTAL:			1 day and 5 minutes	

16. Installation/ Replacement of Ball Valve

The ball valve controls water flow and can wear out over time or with frequent use. CSWD concessionaires can request for installation of replacement if the valve becomes defective.

Office or Division:	Commercial and Admin Division and Engineering and Construction Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form Ball Valve		CSWD Office Hardware Store		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Customer Service or proceed to the CSA's desk for concerns.	CSA prepares Job Order form and remind concessionaire to purchase ball valve.	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office Ms. Jessa C. Agpaoa – Sub Office
2. Inform CSA if already purchased ball valve.	Proceed to process of ball valve replacement.	None	1 day	Maintenance
TOTAL:			1 day and 5 minutes	

17. Replacement of Stolen Water Meter

If the water meter is stolen, concessionaire may request for its immediate replacement.

Office or Division:	Commercial, Finance and Engineering and Construction Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All concessionaires of CSWD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		CSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Customer Service or proceed to the CSA's desk for concerns.	CSA prepares Job Order form.	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office
2. Pay the necessary fee.	Accept payment and issue OR.	Cost of material (water meter)	3 minutes	Ms. Jessa C. Agpaoa – Sub Office
	Proceed to process of replacement.	None	1 day	Ms. Delmaine Mae A. Jimenez – Main Office
TOTAL:		Cost of material (water meter)	1 day and 8 minutes	Maintenance



INTERNAL SERVICES



18. Request for Certificate of Employment

Certificate of Employment (COE) is used to verify the employment history of the former or current employee. COE also provides details about the benefits, salaries, bonuses and other income for whatever legal purpose it may serve.

Office or Division:	Admin Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Admin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for request form, fill out request form and forward to Admin for processing.	Receive the filled-out request form.	None	10 minutes	Ms. Regine A. Vilorio
	Prepare COE	None	2 hours	Ms. Rondelle Jan R. Lumidao
	Forward to Admin Officer/ Division Manager for review and signature.	None	10 minutes	Ms. Rondelle Jan R. Lumidao
	Review and sign COE.	None	1 hour and 30 minutes	DM Wendy Mae S. Gallardo
	Forward the reviewed and signed COE to the General Manager (GM).	None	5 minutes	DM Wendy Mae S. Gallardo
	Sign the COE.	None	1 day	GM Jesse D. Gallardo
Release the signed COE.	None	5 minutes	Ms. Regine A. Vilorio	
TOTAL:		None	1 day and 4 hours	



19. Request for Service Record

A Service Record provides a documentary history of employees' accomplishment while serving as a member of an agency.

Office or Division:	Admin Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form If requested thru representative: Original copy of Special Power of Attorney (SPA) PSA issued marriage certificate		Admin Notary Public PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for request form, fill out request form and forward to Admin for processing.	Receive the filled-out request form.	None	10 minutes	Ms. Regine A. Vilorio
	Prepare Service Record.	None	2 hours	Ms. Rondelle Jan R. Lumidao
	Forward to Admin Officer/ Division Manager for review and signature.	None	10 minutes	Ms. Rondelle Jan R. Lumidao
	Review and sign Service Record.	None	1 hour and 30 minutes	DM Wendy Mae S. Gallardo
	Forward the reviewed and signed Service Record to the General Manager (GM).	None	5 minutes	DM Wendy Mae S. Gallardo
	Sign the Service Record.	None	1 day	GM Jesse D. Gallardo
	Release the signed Service Record.	None	5 minutes	Ms. Regine A. Vilorio



TOTAL:	None	1 day and 4 hours	
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20. Application for Leave

A privilege granted to officials and employees in the government to be absent and not report for duty for one or more days with their positions held for them until their return.

Office or Division:	Admin Division		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	All Permanent and Casual employees of CSWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application for Sick Leave (2 days and more): Medical Certificate	Attending Physician		
Application for Maternity Leave: PRE-MATERNITY – Ultrasound; Medical Certificate POST- MATERNITY – Birth Certificate	Attending Physician Hospital/ Clinic		
Application for Paternity Leave: Birth Certificate Medical Certificate Marriage Contract	Hospital/ Clinic Attending Physician PSA		
Application for Special Leave Privilege MOURNING LEAVE: Death Certificate	Local Civil Registry		
Application for Special Emergency Leave: Brgy. Certificate declaring that area is under state of calamity	Brgy. Hall		
Application for Solo Parent Leave: Solo Parent ID	DSWD		
Application for VAWC Leave: Barangay Protection Order (BPO) Temporary/ Permanent Protection Order Police Report; or Medical Certificate	Barangay Issuing government agency Issuing government agency Attending Physician		



Application for Rehabilitation Leave for Job related injuries: Medical Certificate Incident report Application for Terminal Leave: Clearance form (CS Form No. 7 Revised 2018)		Hospital/Clinic Employee and Supervisor HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application for leave form (<i>CS Form No. 6 Revised 2020</i>) and submit to the Division Manager.	For recommendation of filed leave (<i>for approval or disapproval</i>).	None	2 hours	Division Manager
2. Submit form to the HR/ Admin Division	Check leave application for correctness of leave balance as indicated in the Leave Application Form and initially sign the certification portion.	None	2 hours	Ms. Rondelle Jan R. Lumidao
	Forward to the Head of Agency for approval of leave.	None	3 minutes	Ms. Rondelle Jan R. Lumidao
	Final approved/ disapproved and signed leave form.	None	2 days	GM Jesse D. Gallardo
3. Follow up application of leave if approved or disapproved	Release to employee/s and file the approved/ disapproved Leave Form.	None	2 minutes	Ms. Rondelle Jan R. Lumidao
TOTAL:		None	2 days, 4 hours and 5 minutes	



21. Application for Compensatory Time-Off (CTO)

A number of hours or days an employee is excused from reporting for work with full pay and benefits; it is non-monetary benefit provided to an employee in lieu of overtime pay.

Office or Division:	Admin Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Permanent and Casual employees of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of COC Earned		Admin Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out CTO form and submit to Division Manager for approval.	For approval/ disapproval of CTO.	None	2 hours	Division Manager
2. Submit form to the HR/ Admin Division	Check application form for correctness.	None	2 hours	Ms. Rondelle Jan R. Lumidao
	Forward to the Head of Agency for approval of CTO.	None	3 minutes	Ms. Regine A. Vilorio
3. Follow up application if approved or disapproved	Final approved/disapproved and signed CTO form.	None	2 days	GM Jesse D. Gallardo
	Release to employee/s and file the approved CTO.	None	2 minutes	Ms. Rondelle Jan R. Lumidao
TOTAL:		None	2 days, 4 hours and 5 minutes	

22. Reimbursements payable thru Petty Cash Fund

Employees may reimburse expenses incurred for the emergency purchase of supplies and materials, courier services, notarial fees, snacks and refreshments up to Php 500.00.

Office or Division:	Finance Division
Classification:	Simple
Type of Transaction:	G2G



Who may avail:		All Employees of CSWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchased Request/ Purchased Order PR/PO Official Receipts under CSWD		Employee Requestor Suppliers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Cashier A the required documents for reimbursement	Check and validate the completeness of the submitted documents.	None	15 minutes	Ms. Marivic G. Pasibi
	Grant the total reimbursable / requested amount to employee as per Official Receipt/documents submitted.	None	15 minutes	Ms. Marivic G. Pasibi
2. Petty Cash Replenishment	Prepare the Petty Cash Report for replenishment.	None	2 days	Ms. Marivic G. Pasibi
	Submit for review and for cheque preparation the prepared Petty Cash Report.	None	15 minutes	Ms. Elecar Jean V. Esoso
	Prepare journal entry voucher.	None	15 minutes	Ms. Kelly Jo P. Famuleras
	Encash cheque used for office operations expenses.	None	4 hours	Ms. Marivic G. Pasibi
TOTAL:		None	2days & 5hours	



23. Request for Cash Advance

Cash advances of employees not covered in Petty Cash Fund are requested for check preparation.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Employees of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request for Cash Advance w/ breakdown of estimates PR/PO		Employee Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Finance	Receive request for cash advance	None	10 minutes	Ms. Maribel P. Legaspi
	Check the completeness of the requirements	None	20 minutes	Ms. Maribel P. Legaspi
	Prepare disbursement voucher	None	20 minutes	Ms. Marivic G. Pasibi
	Check disbursement voucher	None	20 minutes	Ms. Maribel P. Legaspi
	Prepare the check	None	20 minutes	Ms. Marivic G. Pasibi
	Approve voucher and sign the check	None	4 hours	Ms. Marivic G. Pasibi
2. Receive the check	Forward the check for releasing	None	5 minutes	Ms. Jourylet A. Mistica
	Release the check	None	20 minutes	Ms. Marivic G. Pasibi



	to the employee			Pasibi
TOTAL:		None	5 hours and 55 minutes	

24. Disbursements

Settlement of payables/ obligations by check.

Office or Division:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2G & G2B			
Who may avail:	All Employees of CSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing/ Statement of Account PR/PO Certificate of Acceptance <i>Other documents deemed necessary</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complete documents to Finance	Receive billing state/ SOA	None	10 minutes	Ms. Elecar Jean V. Esposito
	Check attachments if complete and valid	None	20 minutes	Ms. Elecar Jean V. Esposito
	Prepare journal entry voucher.	None	20 minutes	Ms. Kelly Jo P. Famuleras
	Prepare disbursement voucher	None	20 minutes	Ms. Marivic G. Pasibi
	Check disbursement voucher	None	20 minutes	Ms. Maribel P. Legaspi
	Prepare the check	None	20 minutes	Ms. Marivic G. Pasibi



	Approve voucher and sign the check	None	4 hours	GM Jesse D. Gallardo
	Forward the check for releasing	None	10 minutes	Ms. Jourylet A. Mistica
2. Issue official receipt	Check the issued OR	None	20 minutes	Ms. Marivic G. Pasibi
3. Receive the check	Release the check	None	5 minutes	Ms. Marivic G. Pasibi
TOTAL:		None	6 hours and 25 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box beside the Customer Service Desk Contact info: (047) 223-1208/ 0918-428-4457/ 0963-006-5347/ 0960-635-8060</p> <p>Or Send feedback thru our official online communication platforms Website: cswd_08@yahoo.com castillejoswaterdistrict.com FB: Castillejos Water District</p>
<p>How feedback is processed</p>	<p>Every Friday, Customer Care Representative opens the drop box and compiles and records all feedbacks submitted. Feedback received thru official online communication platforms by the Public Information Officer shall be opened on a daily basis.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) working days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen</p>
<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box beside the Customer Service Desk</p> <p>Complaint can also be filed via telephone and available online communication platforms. Make sure to provide the following information: -Name of person being complained -Incident -Evidence</p> <p>For inquires and follow-ups, clients may contact the following contact numbers: (047) 223-1208/ 0918-428-4457/ 0963-006-5347</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 223-1208/ 0918-428-4457/ 0963-006-5347/ 0960-635-8060</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph</p> <ul style="list-style-type: none"> • (02) 8478-5093 • (02) 8478-5099 • 0916-266-3138 • 0965-672-4943 • 0969-257-7242 • 0928-690-4080 <p>PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
CSWD MAIN BUILDING	National Highway, Brgy. Nagbunga Castillejos, Zambales	(047) 223-1208 0963-006-5347 0960-635-8060
CSWD SUB-OFFICE	RHU Compound, San Agustin Castillejos, Zambales	0918-428-4457
CSWD SUB-OFFICE – BALAYBAY	Purok 13 Norfil, Balaybay Resettlement Castillejos, Zambales	0951-802-6812