



**Castillejos Water District  
Castillejos, Zambales**

# **CITIZEN'S CHARTER**

***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.



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# **EXTERNAL SERVICES**



## 1. Water Bill Payment

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

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All CSWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill Name and Address of the Account		Respective residences as delivered by the Meter Reader Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Annaliza D. Bermejo – 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. Annaliza D. Bermejo – Sub Office
<b>TOTAL:</b>		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. Annaliza D. Bermejo – 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. Annaliza D. Bermejo – Sub Office
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All CSWD Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill (For Reference)		Respective residences as delivered by the Meter Reader		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>rd</sup> party report on the next working day.	Amount due Consumption x Applicable Rate (in Php) Convenience Fee	2 days	Mr. John Rhey B. Costales
	2.2 Print and issue Official Receipt.		5 minutes	Ms. Delmaine Mae A. Jimenez – Main Office
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial, Finance and Engineering and Construction Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Residents and Business Owners of Castillejos			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. VALID IDENTIFICATION <ul style="list-style-type: none"> <li>Filled-Up Application Form</li> <li>Latest Cedula</li> <li>Barangay Certification</li> <li>Authorization Letter (if thru representative)</li> <li>Valid Identification Card</li> </ul>		CSWD Office Issuing government agency Issuing government agency Applicant		



<b>B. PROOF OF OWNERSHIP</b> Submit photocopy of any of the following: <ul style="list-style-type: none"> <li>• Tax Declaration</li> <li>• Deed of Sale</li> <li>• Official Receipt of Real Property Tax</li> <li>• Proof of Billing from ZAMECO II</li> </ul> <i>For BUSINESS submit a photocopy of:</i> <ul style="list-style-type: none"> <li>• Business Permit (Commercial Space)</li> <li>• Contract/ Lease Agreement (Commercial Space)</li> </ul>		Issuing Government agency  Issuing Government agency Applicant Issuing Government agency Electric Cooperative  Issuing Government agency Business Owner		
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.	None	2 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.	None	5 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 Notary fee – P 150.00 Cost of Materials (to be determined after survey)	5 minutes	Ms. Delmaine Mae A. Jimenez
	2.2 CSA will	None	3 minutes	Ms. Queenbeth



	prepare service contract and will discuss rates and policies with the applicant.			T. Lorenzo
	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
<b>TOTAL:</b>		P 450.00 plus Cost of Materials	A. Ordinary – 4 days and 20 minutes B. W/ Cutting – 6 days and 20 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.

<b>Office or Division:</b>		Commercial, Finance and Engineering and Construction Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All Concessionaires of CSWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Job Order		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 division for survey.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office  Ms. Jessa C.





2. Settle payment at the cashier.	1.3 Maintenance division will survey and estimate the cost of service.	None	2 working days	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
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Finance Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	All Concessionaires of CSWD
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Signed Job Order Latest Cedula Barangay Certification Authorization Letter (if thru representative) 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 Issuing government agency Applicant Applicant Issuing Government agency Issuing Government agency 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. Settle payment at the cashier.	3.1 Accept payment and issue OR.	Change Name Fee – P 50.00	1 minute	Ms. Delmaine Mae A. Jimenez – Main Office  Ms. Annaliza D. Bermejo – Sub 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. Donna N. Garcia
<b>TOTAL:</b>		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.



<b>Office or Division:</b>	Commercial Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.2. CSA to forward job order to billing clerk for update in system.	None	3 minutes	Ms. Jessa C. Agpaoa – Sub Office Ms. Donna N. Garcia
<b>TOTAL:</b>		None	5 minutes	

## 7. Special Reading

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

<b>Office or Division:</b>	Commercial and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.2 Meter Reader will perform special reading process.	None	within the day	Ms. Jessa C. Agpaoa – Sub Office Meter Reader



2. Pay the amount due.	1.3 CSA to inform concessionaire total amount due.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office
	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. Annaliza D. Bermejo – Sub Office
<b>TOTAL:</b>		Amount due plus P 100.00	Within the day, 7 minutes	

## 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.

<b>Office or Division:</b>	Commercial and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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
	2.2 CSA to inform	None	Disconnection –	Ms. Annaliza D. Bermejo – Sub Office Meter Reader



	meter reader to proceed with the disconnection process.		within the day	
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.  2.2 CSA to inform meter reader to proceed with the reconnection process.	Reconnection fee – P 100.00  None	2 minutes  Reconnection – within the day	Ms. Delmaine Mae A. Jimenez – Main Office  Ms. Annaliza D. Bermejo – Sub Office  Meter Reader
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill Promissory note form		Respective residences as delivered by the Meter Reader CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Admin Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All qualified senior citizen concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen ID Valid ID Barangay Certificate Form		Office of the Senior Citizen Affairs Issuing government agency Issuing government agency CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the CSA's	1.1 Verify the	None		



desk and submit copy of senior citizen ID.	account.			
	1.2 Prepare SC application form.	None	2 minutes	Ms. Queenbeth T. Lorenzo – Main Office
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
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Account Number/Name/Water Bill Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	If the reading was erroneous, the Billing Clerk will:  a. Prepare Job Order for the adjustment of the Water Bill  b. Billing Clerk will adjust the reading on the System thru Billing Adjustment Memo to be signed		5 minutes	Ms. Jessa C. Agpaoa – Sub Office  Meter Reader  Ms. Donna N. Garcia



	by the Division Manager.			Ms. Queenbeth T. Lorenzo – Main Office
	c. The concessionaire will be informed thru text on the adjustment of the Water Bill.			
<b>TOTAL:</b>		None	7 minutes	

### 13. High Consumption

Concessionaires who complain of increase in monthly bill due to high consumption as reflected on the reading can have their meters inspected and monitored.

<b>Office or Division:</b>	Commercial and Admin Division and Engineering and Construction Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form High Consumption Case Inspection Report		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the CSA's desk, sign Job Order form and high consumption case inspection report.	1.1 CSA to prepare Job Order form and high consumption case inspection report.	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office
	1.2 CSA to forward to meter reader/ maintenance for inspection and monitoring.	None	5 days	Ms. Jessa C. Agpaoa – Sub Office  Meter Reader/ Maintenance
<b>TOTAL:</b>		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.

<b>Office or Division:</b>	Commercial, Finance and Engineering and Construction Division
<b>Classification:</b>	Complex





<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the Customer Service or proceed to the CSA's desk for concern /repair work.	CSA prepares Job Order form.	None	5 minutes	Ms. Queenbeth T. Lorenzo – Main Office
	Proceed to leak repair process.	If meter leak: Materials within the Warranty – NONE  Depending on the materials to be used – After warranty	A. Ordinary – 1 day B. Special Case – 3 working days C. Need permit – 6 working days	Ms. Jessa C. Agpaoa – Sub Office  Maintenance  CSA Teller/Cashier
<b>TOTAL:</b>			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.

<b>Office or Division:</b>	Commercial, Finance and Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
		Depending on the materials to be used – After warranty		Maintenance
<b>TOTAL:</b>			1 day and 5 minutes	CSA Teller/Cashier

## 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.

<b>Office or Division:</b>	Commercial and Admin Division and Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
<b>TOTAL:</b>			1 day and 5 minutes	



## 17. Replacement of Stolen Water Meter

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

<b>Office or Division:</b>	Commercial, Finance and Engineering and Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		CSWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the Customer Service or proceed to the CSA's desk for concerns.	CSA prepares Job Order form.	None	3 minutes	Ms. Queenbeth T. Lorenzo – Main Office
2. Pay the necessary fee.	Accept payment and issue OR.	Cost of material (water meter)	2 minutes	Ms. Jessa C. Agpaoa – Sub Office
	Proceed to process of replacement.	None	1 day	Ms. Delmaine Mae A. Jimenez – Main Office
<b>TOTAL:</b>			1 day and 5 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.

<b>Office or Division:</b>	Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form and forward to Admin for processing.	Receive the filled-out request form.	None	10 minutes	Ms. Rondelle Jan R. Lumidao
	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. Rondelle Jan R. Lumidao
<b>TOTAL:</b>			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.

<b>Office or Division:</b>	Admin Division
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If requested thru representative: <ul style="list-style-type: none"> <li>• Original copy of Special Power of Attorney (SPA)</li> <li>• PSA issued marriage certificate</li> </ul>		Notary Public  PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form and forward to Admin for processing.	Receive the filled-out request form.	None	10 minutes	Ms. Rondelle Jan R. Lumidao
	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. Rondelle Jan R. Lumidao
<b>TOTAL:</b>			1 day and 4 hours	

## 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.

<b>Office or Division:</b>	Admin Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G



<b>Who may avail:</b>		All Permanent and Casual employees of CSWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Sick Leave (2 days and more) Medical Certificate		Attending Physician		
Application for Maternity Leave PRE-MATERNITY – Ultrasound; Medical Certificate		Attending Physician		
POST- MATERNITY – Birth Certificate		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		Hospital/Clinic Employee and Head		
Application for Terminal Leave Clearance form (CS Form No. 7 Revised 2018)		HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out application for leave form ( <i>CS Form No. 6 Revised 2020</i> ) and submit to the Division Manager for approval.	For recommendation of filed leave.	None	2 hours	Division Manager
2. Submit form to the HR/ Admin Division	Check leave application for	None	2 hours	Ms. Rondelle Jan R. Lumidao



	<p>correctness of leave balance as indicated in the Leave Application Form and initially sign the certification portion.</p> <p>Forward to the Head of Agency for approval of leave.</p> <p>Final approved and signed leave form.</p> <p>Release to employee/s and file the approved Leave Form.</p>			
		None	3 minutes	Ms. Rondelle Jan R. Lumidao
		None	2 days	GM Jesse D. Gallardo
		None	2 minutes	Ms. Rondelle Jan R. Lumidao
<b>TOTAL:</b>			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.

<b>Office or Division:</b>	Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Permanent and Casual employees of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of COC Earned		Admin Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out CTO form and submit to Division Manager for approval.	For approval 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. Rondelle Jan R. Lumidao





	Final approved 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
<b>TOTAL:</b>			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.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Employees of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchased Request/ Purchased Order PR/PO Official Receipts under CSWD		Suppliers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Esposo
	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
<b>TOTAL:</b>			2days & 5hours	

## 23. Request for Cash Advance

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

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Employees of CSWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request for Cash Advance w/ breakdown of estimates PR/PO		Employee Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 GM Jesse D. Gallardo
2. Receive the check	Forward the check for releasing	None	5 minutes	Ms. Elaine A. Valdez
	Release the check to the employee	None	20 minutes	Ms. Marivic G. Pasibi
<b>TOTAL:</b>			5 hours and 55 minutes	



## 24. Disbursements

Settlement of payables/ obligations by check.

<b>Office or Division:</b>		Finance Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G & G2B		
<b>Who may avail:</b>		All Employees of CSWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing/ Statement of Account PR/PO Certificate of Acceptance <i>Other documents deemed necessary</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send complete documents to Finance	Receive billing state/ SOA	None	10 minutes	Ms. Elecar Jean V. Esposo
	Check attachments if complete and valid	None	20 minutes	Ms. Elecar Jean V. Esposo
	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. Elaine A. Valdez
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
<b>TOTAL:</b>			6 hours and 25 minutes	



## FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<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</p> <p>Or Send feedback thru our official online communication platforms Website: <a href="mailto:cswd_08@yahoo.com">cswd_08@yahoo.com</a> <a href="http://castillejoswaterdistrict.com">castillejoswaterdistrict.com</a></p>
How feedback is processed	<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>
How to file a complaint	<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:</p> <ul style="list-style-type: none"> <li>-Name of person being complained</li> <li>-Incident</li> <li>-Evidence</li> </ul> <p>For inquires and follow-ups, clients may contact the following contact numbers: (047) 223-1208/ 0918-428-4457/ 0963-006-5347</p>
How complaints are processed	<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</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <ul style="list-style-type: none"> <li>• (02) 8478-5093 • (02) 8478-5099</li> <li>• 0916-266-3138 • 0965-672-4943 • 0969-257-7242 • 0928-690-4080</li> </ul> <p>PCC: 8888</p> <p>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
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