



# **CAUAYAN CITY WATER DISTRICT**

## **CITIZEN'S CHARTER**

**2020 (2<sup>nd</sup> Edition)**



# **CAUAYAN CITY WATER DISTRICT INTERNAL SERVICES**



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## RECRUITMENT

Recruitment, selection and placement procedures are based on current guidelines by Civil Service Commission (CSC) are customized to meet the agency's needs and requirements that are accompanied by a process flowchart

Recruitment is based on anticipated vacancies within the year and sources from qualified next in rank employees and applicants responded to the notice of vacancy

<b>Office or Division:</b>	Cauayan City Water District – Personnel and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), and Government-to Government (G2G)			
<b>Who may avail:</b>	All concessionaires and/or their authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
○ Application Letter		○ Applicant		
○ Fully accomplished Personal Data Sheet (PDS) – CSC form No. 212, revised 2017 with passport size picture		○ CSC Website		
○ CSC Form No. 212 Attachment – Work Experience Sheet				
○ Scholastic records		○ School attended		
○ Certificate of Employment from previous work/s (if applicable)		○ Previous Employer		
○ Performance Rating (if applicable)				
○ Certificate of Training (if applicable)		○ Issuing Agency		
○ Authenticated Eligibility/Board Rating/License		○ Issuing Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The HRMO will update list of vacancies in the agency	None	2 hours	<b>HRMO</b> Human Resource Division
	The HRMO will request for publication of vacant position to Civil Service Commission (CSC) Field Office	None	30 minutes	<b>HRMO</b> Human Resource Division
	The HRMO shall publish/post the	None	10 days	<b>HRMO</b> Human Resource



	vacant position requested to agency's website, and conspicuous places			Division
Submit all required documents addressed to the agency head thru the HRMO of the agency within the prescribed period indicated in the notice of vacancy or	The HRMO will received all applications and review completeness of the documents.	None	10 minutes	<b>HRMO</b> Human Resource Division
	The HRMO will review the qualification of applicants based on Qualification Standards set by the Civil Service Commission to streamline number of applicants and maintain a database of the applicants.		1 day	<b>HRMO</b> Human Resource Division

## SELECTION

Selection of applicants will be based on comparative assessment. Criteria for selection will is based solely on objective and non-discriminatory

<b>Office or Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The HRMO will inform the applicants the result of the initial screening	None	30 minutes	<b>HRMO</b> Human Resource Division



	<i>(Passed or Failed)</i>			
	The HRMO will schedule the initial screening (written exam and/or panel interview) and inform the qualified applicants	None	10 minutes	<b>HRMO</b> Human Resource Division
The qualified applicants will undergo written examination and/or panel interview	The HRMO will evaluate the examination and inform the result to the applicants (Passed or Failed)	None	1 day	<b>HRMO</b> Human Resource Division
	The HRMPSB will conduct background investigation to the qualified applicants and prepare written report on the result of the background investigation	None	1 day	<b>HRMPSB</b>
	The HRMO prepare a comparative assessment and results for review by the HRMPSB	None	30 minutes	<b>HRMO</b> Human Resource Division
	The HRMPSB will conduct meeting to assess the qualified applicants' qualification and select the best and most qualified applicant on the job.	None	3 hours	<b>HRMPSB</b>



## PLACEMENT

<b>Office or Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C) Government-to-Government (G2G)			
<b>Who may avail:</b>	Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy. Clearance		Barangay where the applicant resides		
Police Clearance		PNP Office		
NBI Clearance		NBI		
Result of Psychological Test		OJ Fortune		
Medical Examination Result		RHU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The HRMO shall inform the most qualified applicant about the final assessment and inform to prepare the required documents	None	10 minutes	<b>HRMO</b> Human Resource Division
The newly hired employee will secure the required documents for attachment of his/her appointment	Upon submission of the newly hired employee of the requirements, the HRMO will prepare the appointment papers and other memoranda relative to the appointment for the General Manager's signature	None	1 day	<b>HRMO</b> Human Resource Division
	The HRMO practitioner shall submit the appointment to the CSC Field Office for approval	None	1 day	<b>HRMO</b> Human Resource Division
Attend the on-boarding	The HRMO will conduct orientation regarding the policies, rules and regulations of the	None	1 day	<b>HRMO</b> Human Resource Division



	agency			
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## FILING OF LEAVE

Rights granted to employees not to report for work with or without pay as may be provided by law and as rules prescribed in Rule XVI of Executive Order No. 292

<b>Office or Division:</b>	Administrative & Human Resource department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Employees			
<b>Who may avail:</b>	CCWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 copies of fully accomplished Leave Application Form (CSC Form No. 6		Human Resource Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The employee shall fill-up the leave application form in duplicate copy	Receive and review the completeness of the Leave Form	None	5 minutes	<b>HRMO</b> Human Resource Division
	The HRMO will check the leave form as to the completeness and accuracy of data of the application including certification as to leave balance	None	5 minutes	<b>HRMO</b> Human Resource Division
	The immediate supervisor of the employee recommends the approval or disapproval of the leave application	None	5 minutes	Division Head of the concerned employee
	The head of the agency will then approve or disapprove the leave application of the employee as to exigency of service	None	5 minutes	General Manager





	A copy of the processed application is released to the employee concerned and the other one is retained at the Human Resource Division for file	None	5 minutes	<b>HRMO</b> Human Resource Division

### FILING OF SICK LEAVE

<b>Office or Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Employee			
<b>Who may avail:</b>	CCWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 copies of fully accomplished Leave Application Form (CSC Form No. 6)		Human Resource Division		
Medical Certificate		Hospital/Clinic/RHU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish CSC Form No. 6 in duplicate copy and attach the medical certificate signed by Registered Physician		None	5 minutes	Concerned Employee
File the application for leave of absence immediately upon reporting to duty	The HRMO will check the leave form as to the completeness and accuracy of data of the application including certification as to leave balance	None	5 minutes	<b>HRMO</b> Human Resource Division
	The immediate supervisor of the employee recommends the	None	5 minutes	Division head of concerned employee



	approval or disapproval of the leave application			
	The head of the agency will then approve or disapprove the leave application of the employee as to exigency of service	None	5 minutes	General Manager
	A copy of the processed application is released to the employee concerned and the other one is retained at the Human Resource Division for file	None	5 minutes	<b>HRMO</b> Human Resource Division

## LEAVE CREDITS ADMINISTRATION

Government employees are required to render 40 hours of service every week.

<b>Office or Division:</b>	Administrative and Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Employee			
<b>Who may avail:</b>	CCWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily Time Record				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The HRMO will review the DTR of each employee to monitor the tardiness, under time, pass slips and leave incurred within the month	None	2hour	<b>HRMO</b> Human Resource Division
	Compute employees leave credits every	None	2 hours	<b>HRMO</b>



	first week of the month by adding 1.25 earned leaves and deducting all incurred leave, tardiness, under time, pass slips and monetization (if any)			Human Resource Division
	The HRMO prepares the month end leave credit report and forward to the Department Manager/Division Manager/Officer-In-Charge for verification	None	1 hour	<b>HRMO</b> Human Resource Division
	Disseminate copy of leave credit available balances to employees	None	30 minutes	<b>HRMO</b> Human Resource Division

## REQUEST FOR FIDELITY BOND OF ACCOUNTABLE OFFICIALS AND EMPLOYEES OF THE GOVERNMENT

Every officer, agent, accountable for public property shall be liable for its money value in case of improper or authorized use or misapplication thereof, by himself or any person for whose acts he/may is responsible.

<b>Office or Division:</b>	Administration and Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Government (G2G)			
<b>Who may avail:</b>	Accountable officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
General Form Nos. 57A and 58 B		Bureau of the Treasury		
SALN		Human Resource Division		
2 passport size photo				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplished in triplicate copy of Form Nos. 57A subscribed	Review the completeness of the forms and prepare	None	4 hours	<b>HRMO</b> Human Resource



and sworn to before any officer authorized to administer oath and Form No. 58A signed by Government Physician	the necessary attachment to the request for fidelity bond			Division
	Forward the completed request for fidelity to the accounting division for preparation of voucher and computation of bond premium	None	30 minutes	<b>Accounting Head / OIC</b>  Finance Services Department
	The voucher and attachment for the request for fidelity bond will be forwarded to the Cash Management Division for preparation of cheque and signature of the General Manager	None	1 hour	<b>Cashier</b>  Finance Services Department
	Submit the request for fidelity bond to the Bureau of the Treasury	None	1 day	<b>HRMO</b>  Human Resource Division
	Wait for the Authority to Accept Payment (ATAP)	None		
	Fill-out Oncoll Payment Slip in 5 copies	None		
	Go to the nearest LBP branch and pay to the teller	Amount of Premium		
	After payment, wait for the confirmatory letter and copies of the approved request for fidelity bond	None		



## FACILITATION & SUBMISSION OF SALN

<b>Office or Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Employee and Government-to Government (G2G)			
<b>Who may avail:</b>	CCWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SALN Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The HRMO will issue a MC regarding the deadline of submission of SALN	None	20 minutes	HRMO Human Resource Division
Accomplish SALN Form in triplicate copy And Submit fully accomplished SALN Form	The HRMO receives and checks all accomplished SALN forms	None	1 day	HRMO Human Resource Division
	Forward the SALN forms to the authorized officer for signature	None	1 hour	Authorized officer
	Preparation of Summary of List of Filers	None	30 minutes	HRMO Human Resource Division
	Scan all SALN Forms and saved to a rewritable disc drive	None	4 hours	HRMO Human Resource Division
	Submit hard and soft copies of Fully accomplished SALN forms of employees to the Ombudsman for Luzon and List of Filers to the CSC Field Office not later than June 30	None	20 minutes	HRMO Human Resource Division



## PUBLIC BIDDING

Procurement system thru public bidding for goods and services required

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	Concerned agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bid Documents with necessary attachment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare Bidding documents and provide a concise specification or description of the item and the quantity		1 week	BAC Secretariat
	Invitation to Bid -Pre-Procurement Conference -Advertising of the Invitation to Bid		2 weeks	BAC Members and BAC Secretariat
Submit BID documents and relative requirements	Receives the Bid documents and affix initial or signature Records incoming documents		20 minutes	BAC Secretariat
	Pre Bid Conference		4 hours	BAC Members and BAC Secretariat
	Receipt and Opening of Bids		4 hours	BAC Members, TWG, Secretariat
	Bid Evaluation		3 days	BAC Members, TWG, Secretariat
	Post-Qualification		10 days	BAC TWG
	Award		1 week	BAC Members, Secretariat
Contract signing	Implementation of contract		1 day	BAC Members, Secretariat
	Delivery, Inspection and Acceptance		As specified in the contract	BAC Members, Secretariat



## PROPERTY MANAGEMENT

<b>Office or Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Businesses (G2B), and Government-to Government (G2G)			
<b>Who may avail:</b>	CCWD concern employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receives deliveries from supplier/s	None	1-2 hours	Property/Supply Officer
	Conduct actual inspection as to completeness of the order upon delivery	None		Purchasing Officer
	Prepare documents on the items received	None	1 hour	Property/Supply Officer Purchasing Officer
	Encode and Update the system for inventory	None	1-2 hours	Property/Supply Officer Purchasing Officer
	Release materials with duly signed withdrawal slip	None	1-2 hours	Property/Supply Officer Purchasing Officer
	Encode the released materials to the inventory system	None	1-2 hours	Property/Supply Officer Purchasing Officer



## ISSUANCE OF MATERIALS

The stock materials are issued to requisitioning divisions to be used for repair, maintenance, operations and projects.

<b>Office/Division:</b>	Administrative & Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government –to-Employee and Government-to-Government (G2G)			
<b>Who may avail:</b>	Requisitioning Divisions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed and approved Withdrawal Slip		Property/Supply Officer or Purchasing Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly signed and approved withdrawal slip to property/supply officer	Check and accept the withdrawal from requestors.	None	5 minute	<b>Property/Supply Officer</b>  <b>Purchasing Officer</b>  (Administrative & Human Resource Department)
	Gather requested materials and supplies from storage room.	None	15 minutes	
	Check the gathered items before issuance	None	5 minute	
	Affix the signatures on the Withdrawal Slip	None	1 minute	
	Release the requested materials	None	10 minutes	
	Reflect the released materials on stock card and inventory system to monitor the inventories	None	10 minutes	





## PAYROLL

Payroll is the compensation given to employees for rendering their service for a set period of time or on a given date.

<b>Office/Division:</b>	Finance Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of CCWD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplishment report DTR			Admin Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Employees shall submit their accomplishment report to their immediate supervisor for review	Printing of DTR	None	10 minutes	<b>HRMO</b> (Admin Office)
	Preparation of deductions	None	1-2 hour	<b>Division Manager/OIC</b> (Accounting Division)
	Computation of net pay of individual employees	None		
	Preparation of payroll voucher	None		
	Certification of the availability of funds and completeness of supporting documents	None	10 minutes	
	Approval of payment of voucher payroll	None	5 minutes	



	Preparation of check for payroll	None	30 minutes	<b>Cashier</b> (Cash Management Division)
	Encashment of check and preparation of individual salary	None	1 hour	
	Salary disbursement			

### STATEMENT OF CASH FLOWS

The purpose of the cash flow statement is to show where an entities cash is being generated (cash inflows), and where its cash is being spent (cash outflows), over a specific period of time.

<b>Office/Division:</b>	Finance and Commercial Division (FCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CCWD Management			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Gather all documents and data needed	None	1-4 hours	<b>Department Head/ Officer-In-Charge</b> (Finance Services Department)
	Summarizing of collection and deposits	None		
	Summarizing of cash disbursements	None		
	Recording of summaries for the worksheet	None		



	Preparation of report	None	1-2 hours	
Submit monthly financial report to the Head of the Agency	Report Verification	None		

### Statement of Financial Position and Financial Performance

The statement of financial position is another term for the balance sheet. The statement lists the assets, liabilities, and equity of an organization as of the report date. Statement of financial performance shows total revenues and total expenses over a specific time period.

<b>Office/Division:</b>	Finance Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CCWD Management			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Summarizing of disbursement transactions	None	1-4 hours	<b>Department Head/ Officer-In-Charge (Finance Services Department)</b>
	Summarizing of revenue or income transactions	None		
	Summarizing of non-cash transactions	None		
	Input of previous month's balances to the worksheet	None		



	Input of summaries of cash disbursements, revenue or income transactions to the worksheet	None	1-4 hours 30 minutes	<b>Department Head/ Officer-In-Charge</b> (Finance Services Department)
	Preparation of unadjusted trial balance	None	15 minutes	
	Effect adjustments through adjusting journal entries	None		
	Preparation of adjusted trial balance	None		
	Preparation of statement of financial position (monthly)	None		
	Preparation of statement of financial performance (monthly)	None		
	Submit monthly financial report to the Head of the Agency	None		



## Monthly Data Sheet

Monthly data sheet is a summary of all data from different departments. This report also shows basic information about the water district.

<b>Office/Division:</b>	Finance Services Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CCWD Management, other government agencies (LWUA, COA, DBM)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit monthly financial report to the Head of the Agency	Input data from Commercial Services Department (Billing report, Billing Summary, Penalty report, Billing Adjustments, Collection Summary)	None	1 hour and 30 minutes	<b>Department Head/ Officer-In-Charge</b> (Finance Services Department)
	Input data from Finance Services Department (Financial Data)	None		
	Input data from Engineering and Operations Department	None		
	Input data from Administrative & Human Resources Department	None		



	Input data from Board of Directors Office (Number of Board Resolutions passed, number of meetings)	None	15 minutes	<b>Department Head/ Officer-In-Charge</b> (Finance Services Department)
	Preparation of Monthly Data Sheet	None	30 minutes	
	Report Verification	None	15 minutes	General Manager

### Billing and Collection Report

Billing and collection report is prepared by the billing clerk. This report includes the total amount billed, total number of concessionaires billed, total cubic meter used, total penalty, total number of concessionaires with penalty, billing adjustments, and total collection for the billing month.

<b>Office/Division:</b>	Commercial Services Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CCWD Management, Division Manager			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Billing and Collection Report (Every first working day of the month)	Print billing report, penalty report, billing summary, and monthly collection report	None		<b>Billing Clerk</b> (Commercial Services Department)



	Collate the data collected per zone and per classification (Residential, Commercial A,B, C, Government, Industrial)	None		<b>Billing Clerk</b> (Commercial Services Department)
	Prepare billing register – includes, reading date, meter cubic used, zone, number of concessionaires billed, accounts receivable customers, metered sales, penalty, and number of concessionaires with penalty)	None		<b>Billing Clerk</b> (Commercial Services Department)
	Prepare billing summary report – includes reading date, zone, cubic meter used per classification, number of concessionaires per classification, billing amount, and billing adjustments	None		<b>Billing Clerk</b> (Commercial Services Department)
	Submit report to the head of Commercial Services Department			<b>Billing Clerk</b> (Commercial Services Department)



	Review and submit report to the General Manager	None		<b>Department Head/OIC</b> (Commercial Services Department)
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### BACTERIOLOGICAL TEST

The water district is required to have a sample of its water tested at least once a month.

<b>Office/Division:</b>	Engineering & Operations Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bacteriological Form		CCWD Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Collect water sample from various concessionaires tap	Label the sample as to location, date, and time of collection	None	2 hours	Medical Technologist  Laboratory Technician
	Test the samples taken to the CCWD water laboratory		2 hours	CCWD Water Laboratory Engineering & Operations Department
	Wait for the result of the bacteriological test	None	5 days	





	File the result of the water sample	None	2 hours	
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### PHYSICAL – CHEMICAL TEST

Various forms of chemicals, which occur naturally in the environment and in raw water or used in agriculture, industries and water treatment processes or domestically may be found in water that can lead to acute health problems except through massive accidental contamination of drinking water supply.

<b>Office/Division:</b>	Engineering & Operations Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	CCWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Samples		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Collect water sample from pump wells	Label the sample as to location, date, and time of collection	None	1-2 hours	Water Sample Collector (CCWD Laboratory Personnel)
	Bring the samples taken to DOH accredited laboratory	None	1 day	
	Wait for the result of Physical-Chemical Test	None	14 days	
	The accredited DOH laboratory will conduct the test	None	5 days	



	Get the result of the water sample	None	1 day	
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### CLEANING OF PIPELINES/ FLUSHING OF END POINTS OR BLOW OFF POINTS

Water going through the pipelines may sometimes carry sand, sediments, and organic and other objectionable matter. When water velocity is low, these tend to get deposited and build up inside the pipes.

<b>Office/Division:</b>		Engineering & Operations Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government ;G2B – Government to Business; G2C – Government to Citizen		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for flushing	Accepts request for flushing	None	3 hours	<b>Water Resources facilities Operators</b>  Engineering & Operations Department
	Isolate the water mains to be cleaned by closing the appropriate valve	None		
	Empty the water mains by opening the blow-off valve	None		
	Inject water at high-induced velocity, meter per seconds or higher until the objectionable materials are expelled	None		



	As needed, disinfect the pipelines.	None		
	After disinfection, flush the pipeline with clean water until the chlorine-odor is hardly detectable	None		
	Put pipelines back to operation	None		