



TANDAG CITY WATER DISTRICT

Balilahan, Brgy. Mabua, Tandag City

tandagwd.gov.ph | 086-211-3258 or 4600

CITIZEN'S CHARTER

(2021 Edition)



CONTENTS

Brief History	3
Foreword	4
Powers and Functions	5
Vision, Mission & Core Values	9
Strategic Goals & Performance Pledge	10
Feedback & Redress Mechanism	11

EXTERNAL SERVICES

Payment of Water Bill	-----	12
Application/Installation of New Service Connection	-----	13
Service Request/ Complaints	-----	15
Meter Relocation/Transfer	-----	17
Reconnection of Disconnected Service Connection	-----	18
Change of Account/Billing Name	-----	19
Request for Billing Adjustment	-----	20

INTERNAL SERVICES

Petty Cash or Working Fund	-----	22
Release of Salary and/or Other Incentives	-----	23
Budget Earmarking (Budget Utilization Report)	-----	24
Disbursement	-----	25
Processing of Purchase Request with ABC above 1,000,000.00	-----	26
Processing of Purchase Request with ABC above 50,000.00 to 1,000,000.00	--	27
Processing of Purchase Request with ABC below 50,000.00	-----	29
Procurement Process Flow for below 1,000.00	-----	30
Procurement of common-use Supplies from DBM	-----	31
Filing of Job Application	-----	32
Filing of Leave Application	-----	32
Issuance of Various Materials	-----	33
Procedure for Filing Complaints and Feedback	-----	34

Directory

Feedback Form

BRIEF HISTORY

The Tandag City Water District is a government owned and controlled corporation which operation is in accordance with Presidential Decree 198, also known as the Provincial Water Utilities Act of 1973. It was on June 4, 1979 that the District was created thru a Sangguniang Bayan Resolution, strengthened by Conditional Certificate of Conformance No. 105 awarded by the Local Water Utilities Administration (LWUA).

The District was authorized to take over the ownership and management of the first water supply system in the locality, managed and operated by then municipal government of Tandag. However, it mostly supplied only the poblacion area.

Hence the District constructed a water supply system improvement project called the Phase I Project that supplied the barangays of Quezon, Bioto, San Agustin Sur, Dagocdoc, Bongtud and Bag-ong Lungsod. The Phase II Project supplied additional barangays such as Awasian, Telaje, Mabua, Rosario, Salvacion, San Agustin Norte, Pangi and Buenavista. Brgy. San Antonio was added just last year.

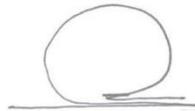
As of FY2020, TCWD now supplies 9,724 active service connections which is equivalent to 48,620 people.

FOREWORD

The highest quality service our customers receive is vital, and a purpose to which Tandag City Water District is committed. That is why in the face of unprecedented climate and environmental change and financial challenges, we strive to deliver on our promise of potable water 24/7 for the benefit of all the people in Tandag.

The District as a public utility will not just continue to look for additional sources to ensure adequate supply but to couple it with the best service of its personnel through its core values such as integrity, accountability & public trust.

This citizen's charter is a document that details all TCWD frontline services, including step-by-step procedures showing the requirements, time, and fees involved for customers to get what they need, in the most effective and efficient way. And as we consider all customers as partners, letting us know how we have served them by evaluating our performance through the feedback form will be of great help to us.



EULOGIO D. MILLA, CE, ASEAN Eng
General Manager

POWERS & FUNCTIONS

I. Acquisition of Waterworks

A district may purchase , construct or otherwise acquire works, water, water rights, land, rights and privileges useful or necessary to convey, supply, store, collect, treat, dispose of or make other use of water for any purpose authorized by this Title. In the acquisition of water or water rights the district shall cooperate with existing agencies of the government of the Philippines. (Sec. 5 of PD 1479)

2. Sale of Water

The district shall have the power to sell water, pursuant to generally applicable rules and regulations, to any person for use within district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of a water service contract.

A district may provide service to public faucets or hydrants provided that it shall first have executed an application and service contract with the Government entity to establish or maintain such faucets or hydrants within district. The district will be paid for such service in the same manner as regular domestic service and pursuant to the adopted rules and regulations of the district.

Any district holding a valid Certificate of Conformance or a Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission or its successor. (Sec. 5 of PD 1479)

3. Sewerage.

A district may require, construct, operate and furnish facilities and services, within or without the district, for the collection, treatment and disposal of sewerage, waste, and storm water. The district may only furnish such services outside the district by means of facilities designed primarily to serve inside the district. Upon providing a sewer system in any area of the district, the district may require all buildings used by human beings to be connected to the sewer system within such reasonable time as may be prescribed by the district, provided

that the property upon which such building to be connected stands is located within 35 meters of an existing main of the district's sewer system. After due notice thereof and refusal on the part of the property owner to so connect with the district's sewer system, the district may declare the further maintenance or use of cesspools, septic tanks, or other local means of sewerage disposal in such area to be a public nuisance and, after notice in writing of at least 10 days, deprive said property owner of any and all services provided by the districts, which sanction may be co-extensive with the period during which the property owner persists in refusing to connect with the district's sewer system. (Sec. 5 of PD I479)

4. Rights of Way.

The right of way is hereby granted to locate, construct and maintain works of the district on any land which is now, or hereafter may be, owned by the Government of the Philippines or by any of its political subdivisions, and/or instrumentalities. A district may construct any works along, under or across any street, watercourse, railway, or conduct in any manner which will afford security for life and property: *Provided*, that in planning any such works, the environmental aspects shall also be considered. (Sec. 5 of PD I479)

5. Contracts.

– A district shall have the power to enter into contracts with any person for the purpose of performing any functions of the district: *Provided*, that the Board of Directors may not by contract delegate any of the discretionary powers vested in the board by this Title. Specifically, but without limiting said general power, a district may enter into the following contracts:

- (a) **Cooperation.** – Agreement with the Government of the Philippines or any of its agencies or political subdivisions for the cooperative or joint performance of any function of the district.
- (b) **In- Lieu Share.** – As an incident to the acquisition of the existing water system of a city, municipality, or province, a district may enter into a contract to pay in-lieu share for such utility plant, an annual amount not exceeding three percent (3%) of the district's gross receipts from water sales in any year: *Provided*, however, That no contract of this nature shall be executed during the first five years of the existence of the district; and *Provided Further*, That the Board of Directors shall determine that such contract will not adversely affect or impair the fiscal position and operations of

the district as verified by the Administration. (As amended by Sec. II, PD 768; Sec. 5, PD 1479)

6. Protection of waters and facilities of the District.

– A district shall have the right to:

- (a) Commence, maintain, intervene in, defend and compromise actions or proceedings to prevent interference with or deterioration of water quality or the natural flow of any surface, stream or ground water supply which may be used or useful for any purpose of the district or be a common benefit to the lands of its inhabitants. The ground water within a district is necessary to the performance of the district's powers and such district is hereby authorized to adopt rules and regulations subject to the approval of the National Water Resources Council governing the drilling, maintenance and operation of wells within its boundaries for purposes other than a single family domestic use on overlying land. Any well operated in violation of such regulations shall be deemed in interference with the waters of the district.
- (b) Require a developer or builder of any structure within the service areas of the district to extend or connect its pipeline facilities to the district facilities whenever such development or structure is within one hundred meters of existing district facilities or whenever the district is willing to extend its facilities within one hundred meters of said development or structure. For the purpose of this section, development shall include the subdivision of land for any purpose other than agricultural purpose, and structure shall mean any building or facility to be used for residential, Commercial or industrial purposes.
- (c) Prohibit any person, firm or corporation from vending, selling, or otherwise disposing of water for public purposes within the service area of the district where district facilities are available to provide such service, of fix terms and conditions by permit for such sale or disposing of water.
- (d) Safeguard and protect the use of its waters. For this purpose, any person who installs any water connection without the previous authority from the water district established under this Decree; tampers water meters or uses jumpers or other devices whereby water is stolen; steals or pilfers water of water meters; knowingly possesses stolen or pilfered water or water meters shall, upon conviction, be punished by *prision correctional* in its minimum period or a fine ranging from two thousand pesos to six thousand pesos, or both. If the violation is committed with the connivance or permission of an employee or officer of the water district, an

employee or officer shall, upon conviction, be punished by a penalty one degree lower than *prision correctional* in its minimum period and forthwith be dismissed and perpetually disqualified from employment in any utility or service company owned or controlled by the government. (Sec. 12 of PD 768)

- (e) Take over the management, administration, operation and maintenance of all watersheds within its territorial boundaries. (Sec. 6 of PD 1479)

7. Fire Protection Capacity.

– The district may install and maintain pipeline capacity and additional hydrants for fire protection purposes: *Provided*, That prior agreement has been executed with the public entity having principal fire protection responsibility within the district whereby the district will be reimbursed over the reasonable life of said facilities for the cost of installation and operation of such fire protection capacity and facilities. (Sec. 7 of PD 1479)

VISION, MISSION & CORE VALUES

Vision

A sustainable utility to deliver safe and affordable water supply through protection of watersheds and preservation of the environment for Tandag City's ecological balance.

Mission

To adequately address the need for potable and affordable water under conditions of efficient and effective human and natural resource administration by increasing capability to develop and maintain the ecology relative to global mitigation of climate change

Core Values

Integrity. We value integrity in our day to day operation and treat our customers in an honest, ethical, responsible and respectful manner.

Accountability and Transparency. We value accountability for our actions in carrying out all TCWD's operations and transparency in terms of communicating openly our policies, processes, plans and programs.

Growth and Development. We value growth and development of our team workers to maximize their potentials for the assurance that they can provide the highest quality service to our customers. We ensure that the successes and abilities of each employee are recognized.

Teamwork. We value working together as team and share information and resources to attain our collective goals. We value the differences of each individual employee and treat them with respect and dignity.

Public Trust. We value public trust and confidence. We shall maintain and enhance them through demonstrating excellence in the services we deliver to satisfy our customer's needs.

STRATEGIC GOALS



To maintain and upgrade the water distribution system and facilities.



To improve the quality and reliability of water through maintaining the responsible stewardship of water sources' forest covers



To provide high quality customer service



To strengthen human resource administration, thereby increasing productivity, employee retention and morale.



To improve linkages and networking within the organization.

PERFORMANCE PLEDGE

We, the officials and employees of Tandag City Water District commit to provide and efficiently serve our customers with safe, potable water that conforms to the standards set by the Philippine National Standards for Drinking Water. We shall strive to increase customer satisfaction by continually improving the quantity and quality of water we deliver, including our systems and facilities.

FEEDBACK & REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in our office and put it in the suggestion box in the customer service desk or email at tandag_water_district@yahoo.com.ph
- Talk to our Officer of the Day/Public Assistance Complaints Desk in-charge
- or write to Eulogio D. Milla, CE, ASEAN Eng– General Manager

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended by the Officer of the Day at the PACD table. You can also send feedback in case you are contented with the services we provide.

Thank you very much for helping us to continuously improve our service.

SERVICE SPECIFICATIONS

SCHEDULE OF AVAILABILITY OF ALL SERVICES:
Monday to Friday, 7:30 AM to 5:00 PM (No Noon Break)

EXTERNAL SERVICES

PAYMENT OF WATER BILL

Division/Section/Unit	Cash Management Unit
Classification	Simple
Type of Transaction	G2C
Who may avail	TCWD concessionaires
Checklist of Requirements	Where to Secure
Water Bill	Water bills are delivered by TCWD personnel

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Proceed to teller's window & present water bill	Processes payment & issues official receipt	5 minutes	Pagapong, Mary Grace and Day, Julieta	Total amount due	Water bill
2	Receives OR and change, if any					

End of Transaction

For those who failed to bring their water bill

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Proceeds to customer service desk	Determines customer's account payable	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	A written note indicating customer's account payable
2	Presents written note	Processes payment & issues official receipt	5 minutes	Pagapong, Mary Grace and / or Day, Julieta	Total amount due	
3	Receives OR and change, if any					
<i>End of Transaction</i>						

APPLICATION/INSTALLATION OF NEW SERVICE CONNECTION

Division/Section/Unit	Commercial Services Unit and Repair & Maintenance of Services Unit
Classification	Complex
Type of Transaction	G2C; G2B; G2G
Who may avail	Tandag City residents only
Checklist of Requirements	Where to Secure
Accomplished Water Service Application Form with signature of house/lot owner For Lot Owner: photocopy of land title, tax declaration or deed of sale For Non Lot Owner: Barangay	Commercial Services Unit

Certificate	Barangay
Building Permit	LGU-Tandag City

How to avail the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Asks for water service application form from customer service desk	Advises applicant to completely fill-in the form	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	Water Service Application form
2	Submits the accomplished form together with other requirements	Examines the form & other requirements. Orients the customer about the process of acquiring new service connection, other TCWD services and its policies. Forwards application form to Repairs & Maintenance of Services Unit	30 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
3		Conducts inspection (Note: travel time not included) at the customer's house & nearest tapping point. Advises customer with the needed materials for in-house connection. Makes location plan & forwards the application form back to customer service	1 hour	Milana, Warlito and / or Dua, Brian	None	
4		Customer service associate/frontline staff in-charge	8 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	

		prepares Contract and forwards it together with construction order for approval. Advises applicant to pay the registration fee once application is approved				
5	Customer visits the office and sees the customer service/frontline staff. Pays the registration fee to the teller	Inputs customer's information to the database. Gives back the form to the customer for payment. Teller issues OR. (If customer requests to pay the registration fee on stagger basis, the in-charge will issue promissory note)	8 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann Pagapong, Mary Grace and / or Day, Julieta General Manager (approval)	Php 3,400	
6	Gives back application form after payment	Forwards application form to Property & Supplies Unit.	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
7		Issues water meter/fittings and other materials. Staff from Repairs & Maintenance of Services Unit installs water meter	30 minutes	Milana, Warlito and / or Dua, Brian	None	

End of Transaction

SERVICE REQUEST/COMPLAINTS

Division/Section/Unit	Commercial Services Unit and Repairs & Maintenance of Services Unit
Classification	Complex
Type of Transaction	G2C

Who may avail	TCWD concessionaires requesting for services such as: Leak after the meter Temporary Disconnection Change of classification Turbid water No water Replacement of faucet, gasket, stop cock High Consumption Repair of service lines before and after the meter Repair of standpipe
Checklist of Requirements	Where to Secure
None	None

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and informs specific request	Inputs request to database and the customer's contact number. Issues or prints Job Order/Service Request & forwards to Repairs & Maintenance of Services Unit	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
2	Pays the corresponding amount based on the service(s) availed such as leaking after the meter & meter relocation	Assigned plumber/water maintenance man (WMM) conducts field investigation once JO/SR is received/acts on request.	30 minutes	Milana, Warlito and / or Dua, Brian	Depends on the services availed	

3		Plumber/WMM makes report or gives feedback on the status of request (whether pending or completed) to the assigned or concerned staff.	5 minutes	Milana, Warlito and / or Dua, Brian	None	
4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Milana, Warlito and / or Dua, Brian	None	

End of Transaction

METER RELOCATION/TRANSFER

Division/Section/Unit	Commercial Services Unit and Repairs & Maintenance of Services Unit
Classification	Complex
Type of Transaction	G2C
Who may avail	TCWD Concessionaires
Checklist of Requirements	Where to Secure
None	

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
I	Approaches the customer service desk	Inputs request to database and the customer's contact number. Issues or prints Job Order/Service Request & forwards to Repairs & Maintenance of Services Unit	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	

2	Pays the corresponding amount based on the service(s) availed such as leaking after the meter & meter relocation	Assigned plumber/water maintenance man (WMM) received/acts on meter relocation/transfer request.	30 minutes (Note: Travel time not included)	Milana, Warlito and / or Dua, Brian	Depends on the services availed	
3		Plumber/WMM makes report or gives feedback on the status of request (whether pending or completed) to the assigned or concerned staff.	5 minutes	Milana, Warlito and / or Dua, Brian	None	
4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Milana, Warlito and / or Dua, Brian	None	
<i>End of Transaction</i>						

RECONNECTION OF WATER SERVICE CONNECTION

Division/Section/Unit	Commercial Services Unit and Repairs & Maintenance of Services Unit
Classification	Simple
Type of Transaction	G2C
Who may avail	TCWD Concessionaires
Checklist of Requirements	Where to Secure
None	

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
I	Approaches the customer service	Advises the customer to pay the account	2 minutes	Trinidad, Analiza and / or Alaceda,	None	

	desk	balance or arrears, if there's any and reconnection fee.		Precious Ann		
2	Pays the account balance/payable & reconnection fee.	Accepts payment and issues official receipt.	2 minutes	Pagapong, Mary Grace and / or Day, Julieta	PhP 500.00 reconnection fee plus the account payable/balance	
3	Customer presents OR to frontline staff	Inputs request and customer's contact number. Issues JO/SR Unit.	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
4		a. Plumber/WMM reconnects service connection w/ meter b. Plumber/WMM reconnect service w/o meter	30 minutes 30 minutes	Milana, Warlito and / or Dua, Brian	None	
5		Updates status of reconnection	5 minutes	Milana, Warlito and / or Dua, Brian	None	

End of Transaction

CHANGE OF ACCOUNT/BILLING NAME

Division/Section/Unit	Commercial Services Unit
Classification	Simple
Type of Transaction	G2C
Who may avail	TCWD Concessionaires
Checklist of Requirements	Where to Secure
Written consent of the person whose connection was originally registered in	Original owner of service connection

his name	
Death certificate in case of death of the person registered with the District	PSA/LCR
Deed of absolute sale for customers who has legally acquired the building/house	

How to avail the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service associate/frontline staff and request for change of account/billing name	Advises the customer to submit requirements	3 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
2	Submits the requirements	Examines the submitted requirements and if found authentic, immediately change or update the account or billing name	5 minutes			

End of Transaction

REQUEST FOR BILLING ADJUSTMENT

Division/Section/Unit	Commercial Services Unit
Classification	Simple
Type of Transaction	G2C
Who may avail	Customers with existing water service connection who experience high

	consumption due to undetected leak and erroneous billing only.
Checklist of Requirements	Where to Secure
Written consent of the person whose connection was originally registered in his name Death certificate in case of death of the person registered with the District Deed of absolute sale for customers who has legally acquired the building/house	Original owner of service connection PSA/LCR

How to avail the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Approaches the customer service desk and requests for billing adjustment.	Verifies validity of request and determines whether customer has previously availed billing adjustment. Inputs request to database and issues Job Order/Service Request and forwards it to Repairs & Maintenance of Services Unit for inspection.	8 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
2		Assigned plumber/WMM inspects customer's service line and shall advise customer to fix it once noted that high consumption is caused by leaking or erroneous	30 minutes	Milana, Warlito and / or Dua, Brian	None	

		billing. Makes report on the findings and forwards it to frontline staff.				
3	Customer informs customer service that service line or pipe leak has been repaired. Signs the agreement on one-time availment of 50% discount policy of water bill due to undetected leak	Issues Billing Adjustment Memorandum (BAM)	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
4		Approves BAM and forwards back to Commercial Services Unit.	5 minutes	Milla, Eulogio D., CE, ASEAN Eng	None	
5		Effects the adjustment on customer's water bill.	5 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	
<i>End of Transaction</i>						

INTERNAL SERVICES

PETTY CASH OR WORKING FUND

Division/Section/Unit	Admin Division- Petty Cash Custodian
Classification	Simple
Type of Transaction	G2G
Who may avail	TCWD Employees
Checklist of Requirements	Where to Secure

Petty Cash Voucher		Admin Division Petty Cash Custodian				
How to avail the service						
Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Proceed to PC Custodian and presents or endorse duly accomplished and approved PC Voucher	Receives and verifies completeness of the request Checks availability of funds Affix signature on the Paid portion of the form	3 minutes	Pagapong, Mary Grace	None	PC Voucher
2	Receives cash and affix signature on the Received Cash portion of the form	Release fund and issue copy of the petty cash voucher	1 minute	Pagapong, Mary Grace	None	PC Voucher
<i>End of Transaction</i>						

RELEASE OF SALARY AND/OR OTHER INCENTIVES THRU CASHIER

Division/Section/Unit	Cash Management Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	TCWD Employees
Checklist of Requirements	Where to Secure
In case of representative, duly signed authorization and office ID and valid ID of representative	Cashier
How to avail the service	

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Proceed to Cashier's window and presents documentary requirements	Checks and verifies documents and identification of personnel	1 minute	Patrimonio, Michelle	None	
2	Receives cash and affix signature in the receive portion of the payroll	Release salary and/or incentive of personnel	1 minute	Patrimonio, Michelle	None	
<i>End of Transaction</i>						

BUDGET EARMARKING (BUDGET UTILIZATION REPORT)

Division/Section/Unit	Budget Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	Requesting division/personnel
Checklist of Requirements	Where to Secure
Purchase Request	Division or personnel concerned

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
I	Submits accomplished PO to Finance Section	Received the duly accomplished PO Checks budget availability Endorse duly signed PO to the Office of the General Manager after approval of the	10 minutes	Lozada, Alyanna Katrina	None	PR/BUR

		Division Manager concerned				
<i>End of Transaction</i>						

DISBURSEMENT

Division/Section/Unit	Accounting Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	Division or personnel concerned
Checklist of Requirements	Where to Secure
Disbursement Voucher Budget Utilization Report Other attachments	Division or personnel concerned

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Accomplish DV, BUR and attach necessary requirements	Receives accomplished DV with attachments	1 minute	Pabalate, Noralyn	None	DV BUR
2	Submit DV to Finance Section	Evaluate documents attached to DV, if found not in order, return to requester Assigns the DV number and BUR number. Checks and reviews if BUR correlates the same with the budget and certifies budget availability. Enter accounting entries	45 minutes	Pabalate, Noralyn	None	

	in the database. Checks and reviews completeness and validity of attachments. Certifies completeness of documents and availability of funds Send DV & its attachments to Admin Head for checking and countersign Forwards duly signed DV to OGM for approval				
--	--	--	--	--	--

End of Transaction

PROCESSING OF PURCHASE REQUEST WITH ABC ABOVE 1,000,000.00

Division/Section/Unit	Procurement Unit
Classification	Complex
Type of Transaction	G2G
Who may avail	TCWD End-user
Checklist of Requirements	Where to Secure
Approved PR with complete technical; specifications or approved POW with complete set of plans and drawings Other attachment	Division concerned/End-user

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Submit to the Procurement Unit the approved PR with complete technical specifications or Work Order in case of infra	Approved POW from End User	1 minute	Mendez, Jolyn	None	POW
2		Approved Purchase Request	30 minutes	Mendez, Jolyn	None	PR
3		PHILGEPS posting of Public Bidding Document	20 minutes	Mendez, Jolyn	GPPB	Bid Docs
4		Submission of Bids and Bid Opening	2 hours	Bernadas, Jerry	None	Bid Docs
5		Post Qualification	1 hour	Geli, Adrian	None	Verification of Technical Docs
6		Issuance of Notice of Award	1 hour	Milla, Eulogio D., CE, ASEAN Eng.	None	Notice of Award
7		Contract Preparation and Signing and Issuance of Notice to Proceed	2 days	BoD Chair, HOPE, Contract Party	None	Contract

End of Transaction

PROCESSING OF PURCHASE REQUEST WITH ABC ABOVE 50,000.00 to 1,000,000.00

Division/Section/Unit	Procurement Unit
Classification	Complex

Type of Transaction	G2G
Who may avail	TCWD End-user
Checklist of Requirements	Where to Secure
Approved PR with complete technical; specifications or approved POW with complete set of plans and drawings Other attachment	Division concerned/End-user

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Submit to the Procurement Unit the approved PR with complete technical specifications or Work Order	Approved Purchase Request	1 minute	Mendez, Jolyn	None	PR
2		PHILGEPS posting for 7 calendar days	20 minutes	Mendez, Jolyn	None	Philgeps
3		Bid Opening	30 minutes	Mendez, Jolyn	None	Bid Docs
4		Prepare abstract of bidding	1 hour	Mendez, Jolyn	None	Abstract
5		Endorse the PR, RFQ and Abstract of Bidding to BAC members for recommendation	1 hour	Mendez, Jolyn	None	PR, RFQ, Abstract
6		BAC Resolution	1 hour	Bernadas, Jerry	None	Reso
7		Prepare Purchase Order and Notice of Award to the winning bidder and	1 hour	Bo Mendez, Jolyn	None	PO

	forward to Budget Officer for BUR				
--	-----------------------------------	--	--	--	--

End of Transaction

PROCESSING OF PURCHASE REQUEST WITH ABC BELOW 50,000.00

Division/Section/Unit	Procurement Unit
Classification	Complex
Type of Transaction	G2G
Who may avail	TCWD End-user
Checklist of Requirements	Where to Secure
Approved PR with complete technical; specifications or approved POW with complete set of plans and drawings Other attachment	Division concerned/End-user

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Submit to the Procurement Unit the approved PR with complete technical specifications	Prepare Request for Quotation for suppliers with in the locality	3 minutes	Mendez, Jolyn	None	PR
2		Bid Opening	30 minutes	Mendez, Jolyn	None	Bid Docs
3		Prepare abstract of bidding	1 hour	Mendez, Jolyn	None	Abstract
4		Endorse the PR, RFQ	1 hour	Mendez, Jolyn	None	PR,

		and Abstract of Bidding to BAC members for recommendation				RFQ, Abstract
5		BAC Resolution	1 hour	Bernadas, Jerry	None	Reso
6		Prepare Purchase Order and Notice to Award to the winning bidder forward to Budget Officer for BUR	1 hour	Mendez, Jolyn	None	PO
<i>End of Transaction</i>						

PROCUREMENT PROCESS FLOW FOR BELOW P1,000.00

Division/Section/Unit	Procurement Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	Property and Supplies Section
Checklist of Requirements	Where to Secure
Approved PR	Division concerned/End-user
APR Form	DBM

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
I	Submit to the Procurement Unit the approved PR and APR Form	Approved Purchase Request	1 minute	Mendez, Jolyn	None	PR
		Forward the documents to the Petty Cash Custodian	2 minutes			

End of Transaction

PROCUREMENT OF COMMON-USE SUPPLIES FROM DBM

Division/Section/Unit	Procurement Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	Property and Supplies Section
Checklist of Requirements	Where to Secure
Approved PR with complete technical specifications	Division concerned/End-user

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
I	Submit to the Procurement Unit the approved PR with complete technical specifications	Approved APR Form from Supply and Property Unit Forward the APR Form to DBM Procurement Service and wait for the Stock Availability Certification Endorse APR Form and Stock Availability Certification to BAC members for recommendation BAC Resolution Prepare Purchase Order and Notice of Award to the winning bidder and forward to Budget Officer for BUR	1 minute 5 minutes 2 days 5 minutes	Mendez, Jolyn	None	PR

End of Transaction

FILING OF JOB APPLICATION

Division/Section/Unit	Personnel Unit
Classification	Simple
Type of Transaction	G2C
Who may avail	All
Checklist Requirements	Where to secure
<p><i>If applying for posted vacant position:</i></p> <p>Application Letter thru walk-in or email with accomplished Personal Data Sheet, Curriculum Vitae, Photocopy of required QS- related documents relevant to the position applied for</p> <p><i>If applying for anticipated vacant position:</i></p> <p>Application letter with curriculum vitae, and/or resume or bio-data for Job Order and Contract of Service</p>	<p>From the applicant</p> <p>PDS may be downloaded from the CSC website</p> <p>From the applicant</p>

FILING OF LEAVE APPLICATION

Division/Section/Unit	Admin Division - Human Resource Management Section
Classification	Simple
Type of Transaction	G2G

Who may avail	TCWD Employees
Checklist of Requirements	Where to Secure
Duly approved Store Requisition Slip	Division concerned/End-user

How to avail the service

Step	Employee	Agency (TCWD)	Duration	In-charge	Fees	Form
1	Submits materials or supply request form to Property & Supplies Section	Prepares SRS and endorse to OGM for approval, countersigned by the Division Manager	5 minutes	Bacornay, Lourdes	None	Store Requisition Slip
2	Receives requested materials and affix signature in the receive portion	Checks and issues all requested materials and affix signature in the issued by portion	5 minutes	Bacornay, Lourdes		
3	Receives copy of SRS	File original copy of approved SRS and update bin card/inventory		Bacornay, Lourdes		

End of Transaction

PROCEDURE FOR FILING COMPLAINTS AND FEEDBACK

Division/Section/Unit	Commercial Division
Classification	Simple
Type of Transaction	G2C – Government to Transacting Public
Who may avail	All
Checklist of Requirements	Where to Secure

Valid ID (I)

Customer

How to avail the service

Step	Requesting Party	Agency	Duration	In-charge	Fees	Form
1	Proceeds to the Customer Service Assistance Desk and gets Complaint/Suggestion, Request for Assistance, Commendation Form. (TCWD Feedback Form)	Issues TCWD Feedback Forms	10 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	Feedback Form
2	Submits Feedback forms	Accepts TCWD feedback forms Advises client that his/her concerns will be given immediate action.	3 minutes	Trinidad, Analiza and / or Alaceda, Precious Ann	None	Feedback Form
2	Waits for response	Gives quick response to walk-in customers and phone calls bearing customer complaints and other related feedback. The standard shall be to answer complaints immediately and courteously, and assure the customer on the appropriate action taken by TCWD.	Immediately Based on standard response time set by CWD. Within 24 hours or less, time requirement shall also depend on the nature of the	Trinidad, Analiza and / or Alaceda, Precious Ann	None	Feedback Form

	<ul style="list-style-type: none"> • On matters relating to pipeline new connection, reconnection, disconnection. • On water quality and water flow/ production concerns. • On meter reading, billing and collection concerns. 	<p>problem</p> <p>Within 24 hours or even less depending on the nature of the problem.</p>			
--	---	--	--	--	--

Contact Information of:	
CCB	CCB - 09088816565/1-6565/ 8888 www.contactcenterngbayan.gov.ph
PCC	PCC – 7368645, 7368603, 7368606, 7368629, 7368621 Telefax: 7368621 E-mail Address: pcc@malacanang.gov.ph
RTA	CSC – (086) 211 3052
TCWD Office	Purok Palmera, Balilahan, Mabua, Tandag City Telephone: 09209492118 / 086-2114600 / 086-2113258 Web Site: http://tandagwd.gov.ph/ Email Address: tandag_water_district@yahoo.com.ph

DIRECTORY



TANDAG CITY WATER DISTRICT

EULOGIO D. MILLA, CE, ASEAN Eng
General Manager

Address: Balilahan, Brgy. Mabua, Tandag City 8300 Surigao del Sur

Email: tandag_water_district@yahoo.com.ph

Website: tandagwd.gov.ph Telefax: 086-211-3258

Customer Service: 086-211-4600 Mobile Number: 0920-9492118

Division/Unit	Point Person	E-mail
Office of the BOD & Gen. Manager	Candice Noelle M. Cabrera	cocoa4474@gmail.com
Records Management Unit	Katherine-Marie de Guzman	cocoa4474@gmail.com
Public Relations Unit	Candice Noelle M. Cabrera	cocoa4474@gmail.com
Administrative & Financial Management Division	Rosemarie F. Andres	rosemarieandres67@gmail.com
Human Resource Management Section	Gretchen N. Baghari	chenb.werq@gmail.com
Personnel Unit	Gretchen N. Baghari	chenb.werq@gmail.com
Training Unit & GAD	Fran Therese C. Manjares	ftacmanjares@yahoo.com
Property / Supplies & General Services Section	Lourdes S. Bacornay	lourdesbacornay@yahoo.com
Property & Supplies Unit	Lourdes S. Bacornay	lourdesbacornay@yahoo.com
Procurement Unit	Jolyn H. Mendez	jolynphernandez@gmail.com
General Services Unit	Elindanne Y. Lim	shame_yu2001@yahoo.com

Finance Section	Floyd M. Mendez	floydmendez1189@gmail.com
Accounting Unit	Noralyn G. Pabalate	pabalatenoralyn@gmail.com
Budget Unit	Alyanna Katrina L. Lozada	alyannalozada7@gmail.com
Cash Management Unit	Michelle L. Patrimonio	michelleluna15@yahoo.com
Commercial Services unit	Analiza E. Trinidad	analizatrinidad11@gmail.com
Engineering and Watershed Management Division	Jerry A. Bernadas	jerryabernadas@gmail.com
Engineering and Planning Section	Adrian M. Geli	geli.aedifex@gmail.com
Repairs and Maintenance Unit	Warlito V. Milana	dikong_green@yahoo.com
Transmission Lines Unit	Tripon P. Madelo	tripon_madelo@yahoo.com
Planning Unit	Adrian M. Geli	geli.aedifex@gmail.com
Construction Unit	Adrian M. Geli	geli.aedifex@gmail.com
Water Production & Watershed Mgt. Section	Jerry A. Bernadas	jerryabernadas@gmail.com
Production & Water Quality Unit	Anthony L. Concha	anthonyconcha@gmail.com
Watershed Management Unit	Johncent R. Espinoza	johncentespinoza88@gmail.com



TANDAG CITY WATER DISTRICT

Balilahan, Brgy. Mabua, Tandag City 8300
 tandagwd.gov.ph | 086-211-3258 or 4600

FEEDBACK FORM

We aim for service excellence. Please let us know how you want us to serve you best by filling out this survey form. Thank you.

Date: _____ Time: _____

What is the purpose of your visit?

- | | |
|--|---|
| <input type="checkbox"/> Payment of Water Bill | <input type="checkbox"/> Application for New Service Connection |
| <input type="checkbox"/> Service Request | <input type="checkbox"/> Change of Account/Billing Name |
| <input type="checkbox"/> Billing Adjustment | <input type="checkbox"/> Reconnection |
| <input type="checkbox"/> Others, please specify: _____ | |

Kindly put a check on the appropriate box.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
1	2	3	4	5

The TCWD personnel who responded to the concern were courteous and approachable

The personnel/in-charge was able to clearly explain the details surrounding the incident/concern.

Response time from the time of concern up to the time of action was fast.

The services rendered were fair, honest and just.

The workplace is clean and organized.

Suggestions or Comments: _____

Contact information (*Optional*) Name: _____

Tel No. /Mobile No. _____ Email: _____