



TANDAG CITY WATER DISTRICT

Balilahan, Brgy. Mabua, Tandag City

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

CITIZEN'S CHARTER

(2022, 2nd 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	-----	16
Restoration of Service Due to Major Repairs	-----	18
Meter Relocation/Transfer	-----	19
Reconnection of Disconnected Service Connection	-----	20
Change of Account/Billing Name	-----	22
Request for Billing Adjustment	-----	23
Issuance of Certificate of Appearance	-----	25
Issuance of Certificate of Project Completion	-----	26
Issuance of Certificate of Water Supply	-----	27

INTERNAL SERVICES

Petty Cash or Working Fund	-----	29
Release of Salary and/or Other Incentives	-----	30
Budget Earmarking (Budget Utilization Report)	-----	31
Disbursement	-----	31
Processing of Purchase Request with ABC above 1,000,000.00	-----	33
Processing of Purchase Request with ABC above 50,000.00 to 1,000,000.00	--	35
Processing of Purchase Request with ABC below 50,000.00	-----	36
Procurement Process Flow for below 1,000.00	-----	38
Procurement of common-use Supplies from DBM	-----	38
Filing of Job Application	-----	39
Filing of Leave Application	-----	40
Inspection of Materials	-----	41
Issuance of Various Materials	-----	43

Directory	45
------------------	----

Feedback Form	47
----------------------	----

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 the additional barangays of Awasian, Telaje, Mabua, Rosario, Salvacion, San Agustin Norte, Pangi, Buenavista and San Antonio. Thereafter, several pumping stations were constructed from 1991 to 2022.

As of FY2021, TCWD now supplies 9,921 active service connections which is equivalent to 49,605 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

You can send feedback if you are contented or discounted with the services we provide. 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

Your written/verbal complaints shall immediately be attended by the Officer of the Day at the PACD table.

If you are not satisfied with our service, you may also file a complaint thru the following:

- Anti-Red Tape Authority (ARTA)

Telephone Nos.: (02) 8478-5091/(02) 8478-5093/(02) 8478-5099

Mobile Nos.: (Globe)09162663138/(Smart)09692577242/09286904080

Email: info@arta.gov.phcomplaints@arta.gov.ph

- Presidential Complaints Center (PCC)

Telephone Nos.: +63(2) 8736-8645/+63(2) 8736-8603

Email: pcc@malacanang.gov.ph

- Citizens' Complaint Center (CCC)

Hotline No.: +63(2) 8888

Email: op-8888@op-proper.gov.ph/icto@8888.gov.ph

- Contact Center ng Bayan (CCB)

(Text) 0908-881-6565

(Call) 1-6565*

Email: pcc@malacanang.gov.ph

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	Mary Kris V. Cabrera/Mary Grace A. Pagapong	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	Precious Ann Alaceda/Joan B. Itchon	None	A written note indicating customer's account payable
2	Presents written note	Processes payment & issues official receipt	5 minutes	Mary Kris V. Cabrera/Mary Grace A. Pagapong	Total amount due	
3	Receives OR and change, if any					

End of Transaction

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	Commercial Services Unit

of sale For Non Lot Owner: Barangay Certificate Building Permit	Barangay 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	Precious Ann Alaceda/Joan B. Itchon	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	Precious Ann Alaceda/Joan B. Itchon	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	1 hour	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	None	

		connection. Makes location plan & forwards the application form back to customer service				
4		Customer service associate/frontline staff in-charge prepares Contract and forwards it together with construction order for approval. Advises applicant to pay the registration fee once application is approved	8 minutes	Precious Ann Alaceda/Joan B. Itchon	None	
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	Precious Ann Alaceda/Joan B. Itchon Mary Kris V. Cabrera/Mary Grace A. Pagapong Precious Ann Alaceda/Joan B. Itchon General Manager Eulogio D. Milla, CE, ASEAN Eng (approval)	Php 3,400	
6	Gives back application form after payment	Forwards application form to Property & Supplies Unit.	5 minutes	Precious Ann Alaceda/Joan B. Itchon	None	

7		Issues water meter/fittings and other materials. Staff from Repairs & Maintenance of Services Unit installs water meter	30 minutes	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	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	Precious Ann Alaceda/Joan B. Itchon	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	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	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	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	None	
4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Shiela C. Camba	None	

End of Transaction

RESTORATION OF SERVICE DUE TO MAJOR REPAIRS

Division/Section/Unit	Production Unit/R&M of Transmission Lines Unit
Classification	Complex
Type of Transaction	G2C/G2B/G2G
Who may avail	Concessionaires who experienced interruption due to line breaks and/or production equipment or facility breakdown Leak after the meter
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/Calls the customer service and informs the concern	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	Precious Ann Alaceda/Joan B. Itchon/Shiela C. Camba	None	
2		Assigned plumber/water maintenance man (WMM) conducts field investigation once JO	30 minutes	Tripón P. Madelo/Brian M. Dua/John Paul Frias	None	
3		Plumber/WMM makes report and	5 minutes	Tripón P. Madelo/Brian M.	None	

		forwards it to the Production Unit or Repairs and Maintenance of Transmission Lines Unit		Dua/John Paul Frias		
4		Production Unit/R&M of Transmission Lines Unit prepares Notice of Interruption and acts do repair works	5 hours	Anthony L. Concha/Tripon P. Madelo/Brian M. Dua/John Paul Frias	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	5 minutes	Precious Ann Alaceda/Joan B. Itchon	None	

		Request & forwards to Repairs & Maintenance of Services Unit				
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)	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	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.	10 minutes	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	None	
4		Updates the system on the status of request and informs/verifies it with customer.	5 minutes	Shiela C. Camba	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
1	Approaches the customer service desk	Advises the customer to pay the account balance or arrears, if there's any and reconnection fee.	2 minutes	Precious Ann Alaceda/Joan B. Itchon	None	
2	Pays the account balance/payable & reconnection fee.	Accepts payment and issues official receipt.	2 minutes	Mary Kris V. Cabrera/Mary Grace A. Pagapong	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	Precious Ann Alaceda/Joan B. Itchon	None	
4		a. Plumber/WMM reconnects service connection w/ meter b. Plumber/WMM reconnect service w/o meter	30 minutes 30 minutes	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	None	
5		Updates status of reconnection	5 minutes	Shiela C. Camba	None	
<i>End of Transaction</i>						

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 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 associate/frontline staff and request for change of account/billing name	Advises the customer to submit requirements	3 minutes	Precious Ann Alaceda/Joan B. Itchon	None	
2	Submits the	Examines the submitted	5 minutes	Precious Ann Alaceda/Joan B.		

	requirements	requirements and if found authentic, immediately change or update the account or billing name		Itchon		
--	--------------	---	--	--------	--	--

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	Original owner of service connection
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 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	Precious Ann Alaceda/Joan B. Itchon	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 billing. Makes report on the findings and forwards it to frontline staff.	30 minutes	Warlito V. Millana/Aries G. Salcedo/Lemuel I. Abecia	None	
3	Customer informs customer service that service line or pipe leak has been repaired. Signs the agreement on one-time availment of 50% discount	Issues Billing Adjustment Memorandum (BAM)	5 minutes	Precious Ann Alaceda/Joan B. Itchon	None	

	policy of water bill due to undetected leak					
4		Approves BAM and forwards back to Commercial Services Unit.	5 minutes	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	
5		Effects the adjustment on customer's water bill.	5 minutes	Precious Ann Alaceda/Joan B. Itchon	None	

End of Transaction

ISSUANCE OF CERTIFICATE OF APPEARANCE

Division/Section/Unit	Office of the Board and General Manager
Classification	Simple
Type of Transaction	G2C/G2B/G2G
Who may avail	Citizens/Business/Government
Checklist of Requirements	Where to Secure
None	None

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
I	Approaches the OGM Staff and ask for a Certificate of Appearance	The OGM Staff verifies his appearance and prepare the Certification	5 minutes	Katherine-Marie C. De Guzman/ Candice Noelle M. Cabrera/ Julieta G. Day	None	

2		General Manager approves the certification	5 minutes	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	
3		Records Unit releases the Certificate	5 minutes	Katherine-Marie C. De Guzman	None	
<i>End of Transaction</i>						

ISSUANCE OF CERTIFICATE OF PROJECT COMPLETION

Division/Section/Unit	Construction and Planning Unit
Classification	Simple
Type of Transaction	G2C/G2B/G2G
Who may avail	Citizens/Business/Government
Checklist of Requirements	Where to Secure
None	None

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Submits a letter request regarding the specific Certification	Records Unit receives and forwards the request	2 minutes	Katherine-Marie C. De Guzman	None	
2		General Manager approves the request	3 minutes	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	
3		Construction and Planning Unit prepares the Certification	5 minutes	Adrian M. Geli, CE/Jomarie B. Saba, CE	None	
4		General Manager	3	General Manager	None	

		approves the certification	minutes	Eulogio D. Milla, CE, ASEAN Eng		
5		Records Unit releases the Certificate	2 minutes	Katherine-Marie C. De Guzman	None	

End of Transaction

ISSUANCE OF CERTIFICATE OF WATER SUPPLY

Division/Section/Unit	Engineering Division
Classification	Simple
Type of Transaction	G2C/G2B/G2G
Who may avail	Citizens/Business/Government
Checklist of Requirements	Where to Secure
None	None

How to avail of the service

Step	Customer	Service Provider	Duration	In-charge	Fees	Form
1	Submits a letter request regarding the specific Certification	Records Unit receives and forwards the request	2 minutes	Katherine-Marie C. De Guzman	None	
2		General Manager approves the request	3 minutes	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	
3		Engineering Division prepares the Certification	5 minutes	Jerry A. Bernadas, RPF	None	
4		General Manager approves the	3 minutes	General Manager Eulogio D. Milla,	None	

		certification		CE, ASEAN Eng		
5		Records Unit releases the Certificate	2 minutes	Katherine-Marie C. De Guzman	None	

End of Transaction

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	Mary Grace A. Pagapong	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	Mary Grace A. Pagapong	None	PC Voucher

End of Transaction

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/Tellers window and presents documentary requirements	Checks and verifies documents and identification of personnel	1 minute	Michelle L. Patrimonio/Mary Grace A. Pagapong/Mary Kris V. Cabrera	None	
2	Receives cash and affix signature in the receive portion of the payroll	Release salary and/or incentive of personnel	1 minute	Michelle L. Patrimonio/Mary Grace A. Pagapong/Mary Kris V. Cabrera	None	

End of Transaction

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 Division Manager concerned	10 minutes	Alyanna Katrina L. Lozada	None	PR/BUR

End of Transaction

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	Alyanna Katrina L. Lozada	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 in the database. Checks and reviews completeness and validity of attachments. Certifies completeness of documents and	45 minutes	Floyd M. Mendez, CPA	None	

	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 attachments	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	Approved POW from End User	I minute	End-User	None	POW

	with complete technical specifications or Work Order in case of infra					
2		Approved Purchase Request	30 minutes	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	PR
3		PHILGEPS posting of Public Bidding Document	20 minutes	Noralyn G. Pabalate	None	Bid Docs
4		Submission of Bids and Bid Opening	2 hours	Jerry A. Bernadas/ Rosemarie F. Andres/ Candice Noelle M. Cabrera/ Gretchen N. Baghari/ Analiza E. Trinidad	GPPB	Bid Docs
5		Post Qualification	1 hour	Adrian M. Geli/ Tripon P. Madelo/ Carlos J. Martus/ Anthony L. Concha	None	Verification of Technical Docs
6		Issuance of Notice of Award	1 hour	General Manager Eulogio D. Milla, CE, ASEAN Eng	None	
7		Contract Preparation and Signing and Issuance of Notice to Proceed	3 days	BOD Walderico R. Bonifacio/ General Manager Eulogio D. Milla, CE, ASEAN Eng 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	Simple
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 attachments	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	Noralyn G. Pabalate/Ma. Nikka C. Suarez	None	PR
2		PHILGEPS posting for 7 calendar days	20 minutes	Ma. Nikka C. Suarez	None	
3		Bid Opening	30 mins	Ma. Nikka C. Suarez	None	Bid Docs
4		Prepare abstract of bidding	1 hour	Ma. Nikka C. Suarez	None	Abstract
5		Endorse the PR, RFQ	1 hour	Leah Mae Zafra	None	PR,

		and Abstract of Bidding to BAC members for recommendation				RFQ, Abstract
6		BAC Resolution	I hour	Jerry A. Bernadas/ Rosemarie F. Andres/ Candice Noelle M. Cabrera/ Gretchen N. Baghari/ Analiza E. Trinidad	None	Reso
7		Prepare Purchase Order and Notice of Award to the winning bidder and forward to Budget Officer for BUR	I hour	Noralyn G. Pabalate	None	PO

End of Transaction

PROCESSING OF PURCHASE REQUEST WITH ABC BELOW 50,000.00

Division/Section/Unit	Procurement Unit
Classification	Simple
Type of Transaction	G2G
Who may avail	TCWD End-user
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
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	Ma. Nikka C. Suarez	None	PR
2		Bid Opening	30 minutes	Ma. Nikka C. Suarez	None	Bid Docs
3		Prepare abstract of bidding	1 hour	Ma. Nikka C. Suarez	None	Abstract
4		Endorse the PR, RFQ and Abstract of Bidding to BAC members for recommendation	1 hour	Leah Mae Zafra	None	PR, RFQ, Abstract
5		BAC Resolution	1 hour	Jerry A. Bernadas/ Rosemarie F. Andres/ Candice Noelle M. Cabrera/ Gretchen N. Baghari/ Analiza E. Trinidad	None	BAC Resolution
6		Prepare Purchase Order and Notice to Award to the winning bidder forward to Budget Officer for BUR	1 hour	Noralyn G. Pabalate	None	Notice to Award

End of Transaction

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 Forward the documents to the Petty Cash Custodian	1 minute 2 minutes	Ma. Nikka C. Suarez	None	PR

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	Division concerned/End-user

complete technical;
specifications

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	1 minute	Ma. Nikka C. Suarez	None	PR
		Forward the APR Form to DBM Procurement Service and wait for the Stock Availability Certification	5 minutes	Leah Mae Zafra		
		Endorse APR Form and Stock Availability Certification to BAC members for recommendation	2 days	Leah Mae Zafra		
		BAC Resolution	5 minutes	Noralyn G. Pabalate		
		Prepare Purchase Order and Notice of Award to the winning bidder and forward to Budget Officer for BUR				

End of Transaction

FILING OF JOB APPLICATION

Division/Section/Unit	HRM Section
-----------------------	-------------

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 Regular and Casual Employees

Checklist Requirements	Where to secure
<p>Accomplished CSC Form No.6 Revised 1984</p> <p>For sick leave exceeding 5 days, attach medical certificate</p> <p>For maternity leave, medical certificate as proof of pregnancy and clearance (CSC Form 7), solo parent ID to avail additional 15 days maternity leave</p> <p>For (other) special leave benefits for women, rehabilitation leave, refer to Omnibus Rules on Leave</p>	<p>Log in to TCWD's ERP System</p> <p>DSWD/Attending physician</p>

Step	Employee	Service Provider	Duration	In-charge	Fees	Form
I	<p>Employee fill-out employee request to process application for leave form</p> <p>Employee signs the application for leave (after printing)</p>	<p>HRMO prints and certifies as to correctness of leave balance in the application for leave.</p> <p>Immediate supervisor and Head of Admin Division signs the application for leave and endorses to the OGM for approval</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Jolyn H. Mendez/ Gretchen N. Baghari</p> <p>Jerry A. Bernadas /Rosemarie F. Andres</p>	<p>None</p>	<p>CSC Form 6</p>

End of Transaction

INSPECTION OF MATERIALS

Division/Section/Unit	Property and Supplies Unit
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	Receives materials from suppliers	Informs Inspectorate Team	30 minutes	Lourdes S. Bacornay/Elindanne Y. Lim/Jisrael Rio P. Camba	None	
2	Check materials according to Purchase Order and Delivery Receipt	Prepares Inspection Report	10 minutes	Lourdes S. Bacornay/Elindanne Y. Lim/Jisrael Rio P. Camba Warlito V. Milana/Doreen C. Nacional/Jomarie B. Saba/Brian M. Dua/John Paul Frias/Joseph		Inspection Report

ISSUANCE OF VARIOUS MATERIALS

Division/Section/Unit	Property and Supplies Unit
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	Lourdes S. Bacornay/Elindanne Y. Lim/Jisrael Rio P. Camba	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	Lourdes S. Bacornay/Elindanne Y. Lim		
3	Receives copy of SRS	File original copy of approved SRS and update		Lourdes S. Bacornay		

		bin card/inventory				
--	--	--------------------	--	--	--	--

End of Transaction

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	Jolyn H. Mendez	jolynphernandez@gmail.com
Property / Supplies & General Services Section	Lourdes S. Bacornay	lourdesbacornay@yahoo.com
Property & Supplies Unit	Lourdes S. Bacornay	lourdesbacornay@yahoo.com
Procurement Unit	Noralyn G. Pabalate	pabalatenoralyn@gmail.com
General Services Unit	Elindanne Y. Lim	shame_yu2001@yahoo.com

Finance Section	Floyd M. Mendez	floydmendez1189@gmail.com
Accounting Unit	Floyd M. Mendez	floydmendez1189@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

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.






CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

						N/A
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable

SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!



This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: _____ Sex: _____ Region: _____

Agency visited: _____

Service availed: _____

Customer type (Citizen, Business, or Government?): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen’s Charter (CC) questions.

CC1 Do you know about the Citizen’s Charter (document of an agency’s services and reqs.)?

- 1. Yes, aware before my transaction with this office
- 2. Yes, but aware only when I saw the CC of this office
- 3. No, not aware of the CC (Skip questions CC2 and CC3)

CC2 If **Yes** to the previous question, did you see this office’s Citizen’s Charter?

- 1. Yes, the CC was easy to find
- 2. Yes, but the CC was hard to find
- 3. No, I did not see this office’s CC (Skip question CC3)

CC3 If **Yes** to the previous question, did you use the Citizen’s Charter as a guide for the service/s you availed?

- 1. Yes, I was able to use the CC
- 2. No, I was not able to use the CC because _____

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

SQD1. I spent an acceptable amount of time to complete my transaction (<i>Responsiveness</i>)	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps (<i>Reliability</i>)	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient (<i>Access and Facilities</i>)	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website (<i>Communication</i>)	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction (<i>Costs</i>)	1	2	3	4	5
SQD6. I am confident my online transaction was secure (<i>Integrity</i>)	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (<i>Assurance</i>)	1	2	3	4	5
SQD8. I got what I needed from the government office (<i>Outcome</i>)	1	2	3	4	5

Remarks (optional):
