



TANDAG CITY WATER DISTRICT

Balilahan, Brgy. Mabua, Tandag City

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

Reengineering Manual

March 2022

Supporting the Whole-of-Government Approach in Streamlining
Philippine Government Systems & Procedures
in Delivering Public Services

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INTRODUCTION

Pursuant to Republic Act (RA) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, mandated all government agencies and offices covered by the Act to regularly undertake evaluation and improvement of their systems and procedures and reengineer the same if necessary. This is done to eliminate redundant and undue regularoty burdens from the transacting public.

Moreover, ARTA issued Memorandum Circular 2021-009 or *Issuance of the Whole-of-Government Reengineering Manual* requiring thereby all government agencies and offices to prepare and submit their Reengineering Plan/Report to ARTA to determine the current status of their implementation in accordance with the provision of RA 11032, hence this Manual.

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 TCWD as a public water 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.

The District, in its Citizen's Charter, 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 this Reengineering Manual set a simplified, streamlined, and automated procedures of our frontline services to ensure delivery of this objective to the general public.



EULOGIO D. MILLA, CE, ASEAN Eng
General Manager

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 TCWD 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 TCWD 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 in 2019.

As of March 2022, TCWD now supplies 10,027 active service connections which is equivalent to 50,135 population being served.

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 1479)

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 1479)

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. 11, 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.

PRIORITY SERVICES

ADMINISTRATIVE AND FINANCIAL MANAGEMENT DIVISION

- 1 Office of the BOD and General Manager
- 2 Human Resource Management Section
- 3 Property/Supplies and General Services Section
- 4 Finance Section

ENGINEERING AND WATERSHED MANAGEMENT DIVISION

- 1 Engineering and Planning Section
- 2 Water Production and Watershed Management Section

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
OFFICE OF THE BOARD OF DIRECTORS & GENERAL MANAGER
(Office of the BOD & GM, Records Management, Public Relations)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Maintenance, Control and Retention of Communications (Internal, Outgoing, Mail or Correspondence)	7	45 minutes	0	7	30 minutes	0	TCWD/Other Agencies, Group or Individuals concerned
Issuance of Board Resolutions	4	5 hours	0	4	4 hours	0	TCWD/Other Agencies, Group or Individuals concerned
Issuance of Memoranda	4	1 day	0	4	less than 1 day	0	TCWD (Internal)
Issuance of Travel Order/Itinerary of Travel, etc.	3	4 hours	0	3	30 minutes	0	TCWD (Internal)
Issuance of Certifications	3	4 hours	0	3	15 minutes	0	TCWD/Other Agencies, Group or Individuals concerned

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
HUMAN RESOURCE MANAGEMENT SECTION
(Personnel Unit and Training/GAD Unit)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Review and Filing of Job Application	3	10 minutes	0	3	5 minutes	0	the General Public (individuals who are interested to apply for a job)
Issuance of Certificate of Employment	4	30 minutes	0	4	15 minutes	0	Current and former employees of TCWD
Leave Application	2	15 minutes	0	2	10 minutes	0	TCWD permanent and casual employees
Assistance to Loan Processing of Employees to Government Institutions and/or in MOA with TCWD	4	1 hour	0	3	30 minutes	0	All TCWD employees
Payroll Deduction/Contribution per Deduction	4	45 minutes	0	3	30 minutes	0	All permanent employees
Remittances of Employees	7	3 days	0	6	2 days	0	All TCWD employees
Preparation of Contract/Job Order	3	1 hour	0	3	30 minutes	0	TCWD COS or JO employees
Preparation of Appointment Documents	5	2 days	0	4	1 day	0	TCWD permanent and casual employees

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
PROPERTY/SUPPLY AND GENERAL SERVICES SECTION
(Property/Supply Unit, Procurement Unit, General Services Unit)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Issuance of Various Materials	3	30 minutes	0	3	15 minutes	0	TCWD and/or its Customers for issuance of water meter & other materials
Receive delivery of materials indicated in the PO	4	2 hours & 45 minutes	0	4	1 hour & 15 minutes	0	TCWD (internal)
Procurement of Common-use Supplies from DBM	5	2 days & 12 minutes	0	5	1 day & 12 minutes	0	TCWD/DBM
Procurement with ABC below 1,000.00	2	30 minutes	0	2	5 minutes	0	the General Public/Interested Bidders
Procurement with ABC below 50,000.00	6	4 hours & 33 minutes	0	6	30 minutes	0	the General Public/Interested Bidders
Procurement with ABC above 50,000.00-1,000,000.00	7	5 hours	0	7	1 hour	0	the General Public/Interested Bidders
Procurement with ABC above 1,000,000.00	7	3 days, 5 hours & 5 minutes	standard bidding documents fee	6	2 days & 25 minutes	standard bidding documents fee	the General Public/Interested Bidders

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
FINANCE SECTION
(Accounting/Budget Unit, Commercial Services Unit and Cash Mgt. Unit)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Receiving payment for water bill & issuance of official receipt (with water bill)	2	5 minutes	customer's account payable	2	3 minutes	customer's account payable	TCWD Customers
Receiving payment for water bill & issuance of official receipt (did not bring water bill)	3	10 minutes	customer's account payable	3	8 minutes	customer's account payable	TCWD Customers
Application for new service connection (Provided all requirements are complete)	7	2 hours & 26 minutes	3400 + in-house installation fee of 250/faucet	7	2 hours & 15 minutes	3400 + in-house installation fee of 250/faucet	the General Public (individuals who are interested to apply for a service connection)
Service Requests or Complaints: temporary disconnection, change of classification, turbid water, no water, high consumption, and any other requests	4	45 minutes	0	3	40 minutes	0	TCWD customers
Reconnection of water service connection	5	45 minutes	customer's account payable	5	40 minutes	customer's account payable	TCWD customers
Budget Earmarking (Budget Utilization Report)	3	10 minutes	0	3	5 minutes	0	TCWD (Internal)
Disbursement of Funds	6	46 minutes	0	5	40 minutes	0	TCWD and/or its clients

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
ENGINEERING AND PLANNING SECTION
(Maintenance of Services Unit, Maintenance of Transmission Lines Unit,
Construction & Planning Unit)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Installation Time of Meter for New Connection and/or Relocation or Transfer	4	45 minutes	0	4	40 minutes	0	the General Public/TCWD customers
Repair of leakages before & after the meter, repair of standpipe, faucet or gasket replacement and any other service requests	4	45 minutes	200 standard service fee	4	40 minutes	200 standard service fee	the General Public/TCWD customers
Program of Works and Plan Design	3	3 days	0	2	2 days	0	TCWD (Internal)
Repair/Rehabilitation Works/Relocation of Transmission Pipeline	5	usual repair time is 15 hours	0	5	to be reduced to 12 hours	0	the General Public/TCWD customers

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
WATER PRODUCTION & WATER QUALITY AND WATERSHED MGT. SECTION
(Water Production Unit, Water Quality Unit and Watershed Mgt. Unit)
As of March 2022

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Maintenance and Monitoring of TCWD Facilities Report	3	more than 1 week	0	3	1 week	0	TCWD (internal)
Preparation of Summary of Daily Pumping Report	3	3 days	0	3	1 day	0	TCWD (internal)
Preparation of Schedule of Duty (Pump Operators)	4	1-3 days	0	3	1 day	0	TCWD (internal)
Preparation of Summary/Report of Daily Chlorine Residual	4	1 day	0	4	4 hours	0	TCWD (internal)
Preparation of Monthly Water Bacteriological Report	4	5 days	applicable water laboratory fee	4	3 days	applicable water laboratory fee	TCWD (internal)
Preparation of Physical and Chemical Report	4	5 days	applicable water laboratory fee	4	3 days	applicable water laboratory fee	TCWD (internal)
Sale of Seedlings/Wildlings	4	1 hour	depends on the amount of seedling to be purchased	4	45 minutes	depends on the amount of seedling to be purchased	the General Public/Organizations/Individuals

DIRECTORY



TANDAG CITY WATER DISTRICT

EULOGIO D. MILLA, CE, ASEAN Eng

General Manager

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