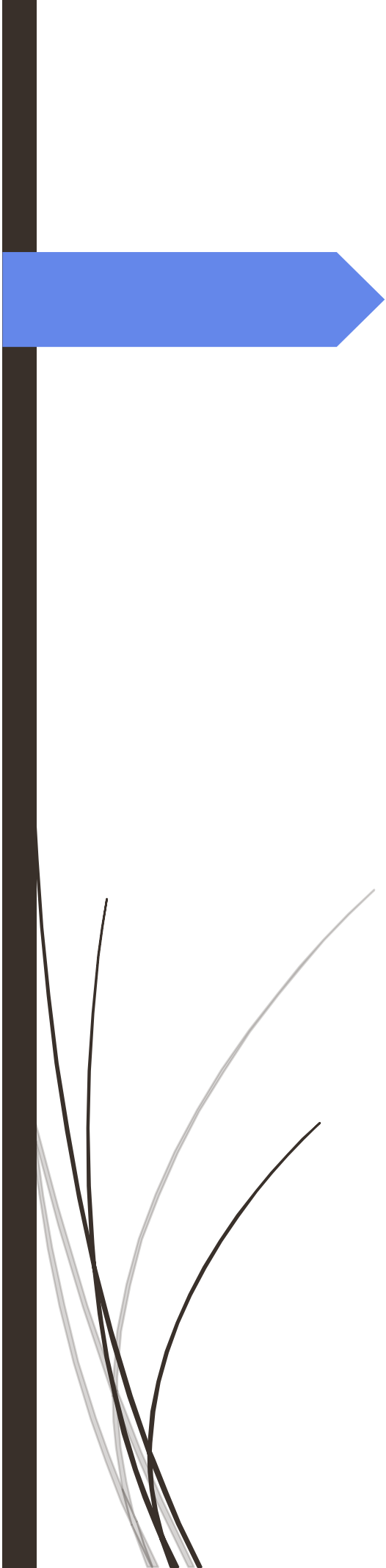




# TANGUB CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK



REPUBLIC OF THE PHILIPPINES  
**TANGUB CITY WATER DISTRICT**  
BARANGAY MALORO, TANGUB CITY

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**AGENCY BACKGROUND :**

Tangub City Water District is a Government Owned and Controlled Corporation, a public water utility firm established in 1980 through Sangguniang Panglungsod Resolution No. 230 by the efforts and hard work of the City Officials lead by the late Mayor and Governor Alfonso D. Tan, based on Presidential Decree No. 198 or PD 198 known as the Provincial Water Utilities Act of 1973 a legacy program by the late President Ferdinand E. Marcos.

PD 198 as amended created the Local Water Utilities Administration (LWUA) and provided the formation of Water Districts nationwide which also give birth to develop partnership that revolutionized water service throughout the country. TCWD received its Certificate of Conformance from LWUA last August 1981 with CCC No. 158.

Tangub City Water District was governed and run through a five man Board of Directors, representing the Professional, Business, Civic, Education and Women's Sector who sets the policies based or patterned from LWUA and a General Manager who executes and implement the policies being set with the mission and vision to provide safe, potable and affordable water pipe supply, operate efficiently in order to satisfy the growing water needs of the City of Tangub and aims to be a progressive and a viable water utility firm and expand its services to other areas who don't have access to safe and potable water.

**M I S S I O N :**

We strive to provide adequate, safe, potable and affordable water pipe supply to our Water Consumers in our Service Coverage Area.

**V I S I O N :**

TCWD envisions to deliver reliable and affordable water service, operate efficiently in order to satisfy the growing water needs within our Service Coverage areas and aims to be a progressive and a viable water utility firm and expand our services to other areas that have no access of safe and potable water pipe supply.

**T C W D M A N D A T E :**

Provide safe, potable, adequate and affordable water pipe supply within the service area, and manage all available resources for the sustainability and viability of Tangub City Water District.



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## S E R V I C E   P L E D G E

**S**erve the clients promptly, efficiently with outmost courtesy by authorized assigned personnel with proper identification and grooming, round the clock daily

**E**nsure strict compliance with service standards to front line services as well as the internal routines

**R**espond to your complaint and request the soonest possible time within the day

**V**alue every client's comment, suggestions, and needs Especially to our concessionaires

**E**mpower the public through access to information on our service through TCWD hotline no. 0918-948-6339 or visit us at our Office located at Brgy. Maloro, Tangub City, Misamis Occidental.



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**S U M M A R Y O F F R O N T L I N E S E R V I C E S**

| TYPE OF FRONTLINE SERVICES                                        | F E E S                                                                                                                                                                                        | FORM                                                                                                                   | PROCESSING TIME             | PERSON RESPONSIBLE                                                                                 |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------|
| A. New Water Service Connection Application                       | 4, 800 plus additional materials needed                                                                                                                                                        | Service Order, List of Requirements of New Service Connection, Application Form, Official Receipt and Requisition Slip | 2 days and 29 minutes       | Customer Service, Engineering Supervisor, Plumber, and Teller                                      |
| B. Water Bills and other Payments                                 | As billed                                                                                                                                                                                      | Water Bill, Statement of Account, Billing Slip, and Official Receipt                                                   | 2 minutes & 30 seconds      | Teller/ Cashier, Customer Service                                                                  |
| C. Attending Concessionaires Request and Complaints               | As billed                                                                                                                                                                                      | Service Order, Billing Slip, Application Form (Senior Citizen ID), Official Receipt, Requisition and Issue Slip        | 3 days and 5 minutes        | Customer Service, Teller/Cashier, Engineering Supervisor, Storekeeper, Billing Encoder and Plumber |
| D. Temporary Disconnection and Reconnection of Service Connection | As billed<br><br>Php 100 - Demand Fee (2 months unpaid bills)<br><br>Php 250 - Reconnection Fee (Reconnected within a month)<br><br>Php 400 - Reconnection Fee (Reconnected more than a month) | Billing Slip, Service Order, Official Receipt, and Service Order                                                       | 1 hour & 4 minutes          | Customer Service, Teller/Cashier and Plumber                                                       |
| E. Transfer and Change Name of Water Service Connection           | Php 350 - Transfer Fee<br><br>Php 500 - Change Name                                                                                                                                            | Service Order, Official Receipt, Service Order                                                                         | 1 day & 3 hours & 3 minutes | Customer Service, Teller/ Cashier                                                                  |



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**I. COMMERCIAL AND ENGINEERING SECTION**

**A. New Water Service Connection Application**

| CLASSIFICATION : |                             | SIMPLE                                                                                                                                                                                                                                                                                   |                   |                                                      |      |                                                                                              |
|------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------|------|----------------------------------------------------------------------------------------------|
| WHO MAY AVAIL :  |                             | ALL                                                                                                                                                                                                                                                                                      |                   |                                                      |      |                                                                                              |
| Step             | CLIENT STEPS                | AGENCY ACTION                                                                                                                                                                                                                                                                            | PROCESSING TIME   | PERSON RESPONSIBLE                                   | FEES | FORM                                                                                         |
| 1.               | Proceed to Customer Service | Customer services asked for details from the concessionaire, and refer to the engineering section for inspection regarding the applicant's vicinity if there is an available transmission or distribution pipelines, and assign plumbers to check and inspect the concessionaire's area. | 5 minutes         | Customer Service                                     |      | Service Order (for inspection)                                                               |
| 2.               | On Site Inspection          | If approved, the plumber will endorse the materials needed to customer service to inform the concessionaire<br><br>If declined, inform the concessionaire right away.                                                                                                                    | 1 hour - 24 hours | Engineering Supervisor, Customer Service and Plumber |      | Service Order                                                                                |
| 3.               | Processing of Requirements  | Give the list of requirements needed to comply.<br><br>Once complied, customer service will check and verify the requirements.                                                                                                                                                           | 3 minutes         | Customer Service                                     |      | List of Requirement Form for New Service Connection                                          |
| 4.               | Processing Application Form | Customer service will make the application form; process the contract and other documents needed.                                                                                                                                                                                        | 10 minutes        | Customer Service                                     |      | Application Form                                                                             |
| 5.               | Orientation /Seminar        | Conduct orientation with regards to TCW D's profile, existing and new policies on Water Service Connection.<br><br>Request form (check the Application form and other requirements need to be attached)                                                                                  | 10 minutes        | Customer Service                                     |      | Guidelines for New Water Service Connection<br><br>Certificate of Attendance for Orientation |



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|                     |                                                                                                                                             |                                                                                                                                              |                    |                                |                                        |                                          |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------|----------------------------------------|------------------------------------------|
| 6.                  | Payment                                                                                                                                     | Process payment and issue an official receipt.<br><br>After payment, customer service will make a requisition slip for the materials needed. | 1 minute           | Teller<br><br>Customer Service | 4,800 plus additional materials needed | Official Receipt<br><br>Requisition Slip |
| 7.                  | Wait for the scheduled time the Plumbers will do the installation, and the construction works for the approved New Water Service Connection | Plumbers will do the tapping of the new water service connection.<br><br>Note: Depending on the availability of plumbers.                    | 2 hours – 24 hours | Plumber                        |                                        | Service Order                            |
| END OF TRANSACTIONS |                                                                                                                                             |                                                                                                                                              |                    |                                |                                        |                                          |



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**B. Water Bills and Other Payments**

| CLASSIFICATION :    |                                                                                                                                                                                                                                                                                                                                                                                                      | SIMPLE                                                                                                                                                                        |                 |                                                 |           |                                                |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------------|-----------|------------------------------------------------|
| WHO MAY AVAIL :     |                                                                                                                                                                                                                                                                                                                                                                                                      | ALL                                                                                                                                                                           |                 |                                                 |           |                                                |
| Step                | CLIENT STEPS                                                                                                                                                                                                                                                                                                                                                                                         | AGENCY ACTION                                                                                                                                                                 | PROCESSING TIME | PERSON RESPONSIBLE                              | FEES      | FORM                                           |
| 1.                  | <p>Proceed directly to the Teller/Cashier counter and Present any of the following;</p> <ul style="list-style-type: none"> <li>➤ Water Bill</li> <li>➤ Statement of Account</li> <li>➤ Billing Slip</li> </ul> <p>If no water bill presented:</p> <ul style="list-style-type: none"> <li>➤ Inquire to the Customer Service regarding your account number and proceed to Teller afterwards</li> </ul> | <p>Accept any of the following Payment Form /Slip;</p> <ul style="list-style-type: none"> <li>➤ Water Bill</li> <li>➤ Statement of Account</li> <li>➤ Billing Slip</li> </ul> | 1 minute        | <p>Teller / Cashier</p> <p>Customer Service</p> |           | Water Bill, Statement of Account, Billing Slip |
| 2.                  | Payment                                                                                                                                                                                                                                                                                                                                                                                              | Process payment and issue of official receipt.                                                                                                                                | 1 minute        | Teller/ Cashier                                 | As Billed | Official Receipt                               |
| 3.                  | Received the issued Official Receipt.                                                                                                                                                                                                                                                                                                                                                                | Release the official receipt including the statement of account or water bill and Other slips.                                                                                | 30 seconds      | Teller/ Cashier                                 |           | Official Receipt                               |
| END OF TRANSACTIONS |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                               |                 |                                                 |           |                                                |



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**C. Attending Concessionaires Request and Complaints**

| CLASSIFICATION : |                                                                        | SIMPLE, COMPLEX                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |                                                       |           |                                                                   |
|------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------------------------|-----------|-------------------------------------------------------------------|
| WHO MAY AVAIL :  |                                                                        | ALL                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |                                                       |           |                                                                   |
| Step             | CLIENT STEPS                                                           | AGENCY ACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PROCESSING TIME | PERSON RESPONSIBLE                                    | FEE S     | FORM                                                              |
| 1.               | Proceed to Customer Service                                            | <p>Transact and record the service request to the excel file and identify whether said requests are :</p> <ul style="list-style-type: none"> <li>➤ Change of Water Meter</li> <li>➤ Change of Gate valve to Ball valve with lock wing</li> <li>➤ Application for Senior Citizen</li> <li>➤ Repairs</li> <li>➤ Complaints (huge consumption, no water, etc.</li> </ul> <p>Needed a billing slip for the service request for the material requirements and service fee.</p> | 2 minutes       | Customer Service                                      | As billed | Service Order, Billing Slip, Application Form (Senior Citizen ID) |
| 2.               | Payment                                                                | Processed the payment, issue official receipt, and advice the concessionaire to proceed to the customer service section afterwards.                                                                                                                                                                                                                                                                                                                                       | 1 minute        | Teller/ Cashier                                       | At cost   | Official Receipt                                                  |
| 3.               | Proceed to the Customer Service Section to process the Service Request | <p>Prepare a requisition slip and have it signed by the designated signatories and forward to the Engineering Section and to the Storekeeper respectively.</p> <p>The Engineering Supervisor will then check the material requirements written by customer service. Customer service will then endorse the requisition slip to the storekeeper and assign plumber to do the service request.</p> <p>Note: Depending on the availability of plumbers.</p>                  | 2 minutes       | Customer Service, Engineering Supervisor, Storekeeper |           | Requisition and Issue Slip, Service Order                         |



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|                     |                                                                                         |                                                                                                                                                                                                                                                                        |                                            |                 |  |                                      |
|---------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------|--|--------------------------------------|
|                     |                                                                                         | <u>For Application of Senior Citizen:</u> <ul style="list-style-type: none"> <li>➤ Accept and record the official receipt and endorse to billing section.</li> <li>➤ Then, the billing encoder will entry the senior citizen application form to the system</li> </ul> |                                            | Billing Encoder |  | Application Form (Senior Citizen ID) |
| 4.                  | Wait for the scheduled time:<br>Plumbers will attend the Service Request and complaints | Plumbers will do the service request as required at the concessionaires Service Order.<br><br>Note: Depending on the availability of plumbers                                                                                                                          | 4 hours<br>1 – 3 days<br>(if major repair) | Plumbers        |  | Service Order                        |
| END OF TRANSACTIONS |                                                                                         |                                                                                                                                                                                                                                                                        |                                            |                 |  |                                      |



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**D. Temporary Disconnection and Reconnection of Service Connection**

| CLASSIFICATION :    |                                                                                                                    | SIMPLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |                    |                                                                                                                                                                                                                                                                             |                             |
|---------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| WHO MAY AVAIL :     |                                                                                                                    | ALL                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                   |                    |                                                                                                                                                                                                                                                                             |                             |
| Step                | CLIENT STEPS                                                                                                       | AGENCY ACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PROCESSING TIME   | PERSON RESPONSIBLE | FEES                                                                                                                                                                                                                                                                        | FORM                        |
| 1.                  | Proceed to Customer Service                                                                                        | <p><b><u>For Reconnection:</u></b><br/>Customer service will review and verify the records of the disconnected concessionaire and provide a billing slip for the total amount dues including the reconnection fee, demands fee and arrears</p> <p><b><u>For Disconnection:</u></b><br/>The Customer Service will prepare a service order for the Temporary Disconnection of the concessionaire service connection and endorse to the assigned plumbers immediately</p> | 3 minutes         | Customer Service   | At cost                                                                                                                                                                                                                                                                     | Billing Slip, Service Order |
| 2.                  | Payment (For Reconnection Only)                                                                                    | Process payment and issue official receipt and advice to proceed to the customer service section for briefing/ reorientation if needed.                                                                                                                                                                                                                                                                                                                                | 1 minute          | Teller / Cashier   | <p>As billed</p> <p>Additional Plus:</p> <p><b>Php 100 -</b><br/>Demand Fee<br/>(2 months' unpaid bills)</p> <p><b>Php 250 -</b><br/>Reconnection Fee<br/>(Reconnected within a month)</p> <p><b>Php 400 -</b><br/>Reconnection Fee<br/>(Reconnected more than a month)</p> | Official Receipt            |
| 3.                  | Wait for the scheduled time: Plumbers will attend the Service Request for Temporary Disconnection and Reconnection | <p>Plumbers will do the service request as required at the concessionaire/s service request</p> <p>Note: Depending on the availability of plumbers</p>                                                                                                                                                                                                                                                                                                                 | 1 hour – 24 hours | Plumbers           |                                                                                                                                                                                                                                                                             | Service Order               |
| END OF TRANSACTIONS |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                   |                    |                                                                                                                                                                                                                                                                             |                             |



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**E. Transfer and Change Name of Water Service Connection**

| CLASSIFICATION: |                             | SIMPLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |                    |                                                                          |                  |
|-----------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------|--------------------------------------------------------------------------|------------------|
| WHO MAY AVAIL:  |                             | ALL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |                    |                                                                          |                  |
| Step            | CLIENT STEPS                | AGENCY ACTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PROCESSING TIME | PERSON RESPONSIBLE | FEE S                                                                    | FORM             |
| 1.              | Proceed to Customer Service | <p>Customer service will verify and transact concessionaire's concern in the Service Order whether:</p> <ul style="list-style-type: none"> <li>➤ Transfer/ relocation of Water Service Connection or</li> <li>➤ Change name of Water Meter</li> </ul> <p><b><u>For Relocation/ Transfer:</u></b></p> <ul style="list-style-type: none"> <li>➤ Refer to the engineering section with regards to the applicant's vicinity if there's an available transmission or distribution pipelines.</li> <li>➤ Issue Service Order and endorse to the engineering section for inspection and estimation.</li> </ul> <p><b><u>During On-site Inspection:</u></b></p> <p>Assigned plumbers will inspect the concessionaire's vicinity with the presence of the concessionaire and prepare the material requirements (if any)</p> <p><b><u>For Change Name:</u></b></p> <ul style="list-style-type: none"> <li>➤ Verify if the account name</li> </ul> <p><b><i>Note: If not register to his/her name</i></b></p> <p>Provide and comply the following requirements:</p> <ol style="list-style-type: none"> <li>1. Authorization Letter with Signature of the Registered Name</li> <li>2. Cedula</li> <li>3. Valid Identification Card (ID)</li> </ol> | 1 - 3 hours     | Customer Service   |                                                                          | Service Order    |
| 2.              | Payment                     | Process payment and issue Official Receipt and advise concessionaire to go to the Customer Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1 minute        | Teller/ Cashier    | <p><b>Php 350 - Transfer Fee</b></p> <p><b>Php 500 - Change Name</b></p> | Official Receipt |



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|                     |                                                                       |                                                                                                                 |                   |                  |  |                  |
|---------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------|------------------|--|------------------|
| 3.                  | Submit the Official Receipt to the Customer Service                   | Customer service will accept and record the official receipt given by the concessionaire                        | 2 minutes         | Customer Service |  | Official Receipt |
| 4.                  | Wait for the scheduled time: Plumbers will attend the Service Request | Process the relocation or transfer of service connection<br><br>Note: Depending on the availability of plumbers | 1 hour – 24 hours | Plumbers         |  | Service Order    |
| END OF TRANSACTIONS |                                                                       |                                                                                                                 |                   |                  |  |                  |



## II. ACCOUNTING SECTION

### INTERNAL SERVICES

#### A. Preparation of Payroll

| CLASSIFICATION :    |                                        | SIMPLE                                                                                    |                 |                      |      |
|---------------------|----------------------------------------|-------------------------------------------------------------------------------------------|-----------------|----------------------|------|
| WHO MAY AVAIL :     |                                        | TCWD EMPLOYEES                                                                            |                 |                      |      |
| Step                | CLIENT STEPS                           | AGENCY ACTION                                                                             | PROCESSING TIME | PERSON RESPONSIBLE   | FEEs |
| 1                   | Submit DTR to HRMO                     | Check and verify the DTR<br><br>Process the Payroll and endorse to the Accounting Section | 3 Hours         | HRMO                 | None |
| 2                   | Sign the Payroll for Release of Salary | Check Payroll<br><br>Download Salary to Land Bank of the Philippines                      | 4 Hours         | Accounting Processor | None |
| END OF TRANSACTIONS |                                        |                                                                                           |                 |                      |      |

#### B. Preparation and Submission of Financial Statement

| CLASSIFICATION :    |                                                 | COMPLEX                                                                                    |                 |                                   |      |
|---------------------|-------------------------------------------------|--------------------------------------------------------------------------------------------|-----------------|-----------------------------------|------|
| WHO MAY AVAIL :     |                                                 | COA, LWUA, BOD and GM                                                                      |                 |                                   |      |
| Step                | CLIENT STEPS                                    | AGENCY ACTION                                                                              | PROCESSING TIME | PERSON RESPONSIBLE                | FEEs |
| 1                   | Mail the Letter or Email to the Finance Section | Process the preparation of Financial Statement<br><br>Submit through Email and/ or Courier | 10 Days         | Senior Corporate Accounts Analyst | None |
| END OF TRANSACTIONS |                                                 |                                                                                            |                 |                                   |      |



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**C. Preparation and Payment of Remittances** (GSIS, PAG-IBIG, PHILHEALTH AND BIR)

| CLASSIFICATION:     |                                                      | SIMPLE                                                      |                 |                                                                  |      |
|---------------------|------------------------------------------------------|-------------------------------------------------------------|-----------------|------------------------------------------------------------------|------|
| WHO MAY AVAIL:      |                                                      | ALL                                                         |                 |                                                                  |      |
| Step                | CLIENT STEPS                                         | AGENCY ACTION                                               | PROCESSING TIME | PERSON RESPONSIBLE                                               | FEEs |
| 1                   | Send Monthly Billing Statement Through Email or Mail | Process the Remittance List GSIS, PAG-IBIG, PHILHEALTH, BIR | 4 Hours         | Accounting Processor                                             | None |
|                     |                                                      | Process Check for Payment                                   | 15 Minutes      | Senior Corporate Accounts Analyst, Accounting Processor, Cashier |      |
|                     |                                                      | Pay Remittances                                             |                 |                                                                  |      |
| 2                   | Issue Official Receipt                               | Receive Official Receipts                                   | 5 Minutes       | Accounting Processor, Cashier                                    |      |
| END OF TRANSACTIONS |                                                      |                                                             |                 |                                                                  |      |



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III. ADMINISTRATIVE SECTION

EXTERNAL SERVICES

A. Submission of Documents for Job Application

| CLASSIFICATION :    |                                 | SIMPLE                                                                                                                                                            |                 |                    |      |
|---------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------|------|
| WHO MAY AVAIL :     |                                 | JOB APPLICANTS                                                                                                                                                    |                 |                    |      |
| Step                | CLIENT STEPS                    | AGENCY ACTION                                                                                                                                                     | PROCESSING TIME | PERSON RESPONSIBLE | FEEs |
| 1                   | Submit Application Requirements | Receive the Application documents and stamp received<br><br>If qualified or not the Applicant will be informed<br><br>Give the stamped documents to the applicant | 15 Minutes      | HRMO               | None |
| 2                   | Receive the Stamped Documents   |                                                                                                                                                                   |                 |                    |      |
| END OF TRANSACTIONS |                                 |                                                                                                                                                                   |                 |                    |      |



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**I N T E R N A L   S E R V I C E S**

**A.   S u b m i s s i o n   o f   S A L N**

| <b>CLASSIFICATION :</b>    |                          | <b>SIM P L E</b>                                                                                          |                 |                    |       |
|----------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------|-----------------|--------------------|-------|
| <b>WHO MAY AVAIL :</b>     |                          | <b>EMPLOYEES , OMBUDSMAN , CSC</b>                                                                        |                 |                    |       |
| Step                       | CLIENT STEPS             | AGENCY ACTION                                                                                             | PROCESSING TIME | PERSON RESPONSIBLE | FEE S |
| 1                          | Submit Accomplished SALN | Check the completeness of the SALN form make sure it is duly notarized<br><br>Submit to Ombudsman and CSC | 1 Day           | HRMO               | None  |
| <b>END OF TRANSACTIONS</b> |                          |                                                                                                           |                 |                    |       |

**B.   L e a v e   A p p l i c a t i o n**

| <b>CLASSIFICATION :</b>    |                                               | <b>SIM P L E</b>                                                                    |                 |                           |       |
|----------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------|-----------------|---------------------------|-------|
| <b>WHO MAY AVAIL :</b>     |                                               | <b>EMPLOYEES</b>                                                                    |                 |                           |       |
| Step                       | CLIENT STEPS                                  | AGENCY ACTION                                                                       | PROCESSING TIME | PERSON RESPONSIBLE        | FEE S |
| 1                          | Give the 3 copies of Leave Forms to the Admin | Process Leave Application<br>Recommendation of Application<br>Approval/ Disapproval | 20 Minutes      | HRMO ,<br>General Manager | None  |
| <b>END OF TRANSACTIONS</b> |                                               |                                                                                     |                 |                           |       |

**C.   A p p l i c a t i o n   f o r   M o n e t i z a t i o n**

| <b>CLASSIFICATION :</b>    |                                  | <b>SIM P L E</b>                                                                                                          |                 |                           |       |
|----------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------|-------|
| <b>WHO MAY AVAIL :</b>     |                                  | <b>EMPLOYEES</b>                                                                                                          |                 |                           |       |
| Step                       | CLIENT STEPS                     | AGENCY ACTION                                                                                                             | PROCESSING TIME | PERSON RESPONSIBLE        | FEE S |
| 1                          | Give the 3 copies of Leave Forms | Process Monetization<br>Compute the Monetary Value<br>Recommendation of Monetization Application<br>Approval/ Disapproval | 20 Minutes      | HRMO ,<br>General Manager | None  |
| <b>END OF TRANSACTIONS</b> |                                  |                                                                                                                           |                 |                           |       |



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D. Request of Service Record

| CLASSIFICATION :    |                                                                                  | SIM PLE                                                |                 |                    |       |
|---------------------|----------------------------------------------------------------------------------|--------------------------------------------------------|-----------------|--------------------|-------|
| WHO MAY AVAIL :     |                                                                                  | CURRENT AND PREVIOUS EMPLOYEES                         |                 |                    |       |
| Step                | CLIENT STEPS                                                                     | AGENCY ACTION                                          | PROCESSING TIME | PERSON RESPONSIBLE | FEE S |
| 1                   | Give Authorization Letter (if representative)<br><br>If Employee, ask for a copy | Process the request and give the Logbook to the client | 5 Min utes      | HR M O             | None  |
| 2                   | Signed on the Logbook "Received"                                                 | Received the Logbook                                   | 1 Minute        |                    |       |
| END OF TRANSACTIONS |                                                                                  |                                                        |                 |                    |       |



#### IV. WATER SAFETY TEAM

##### A. Request for Bacteriological Test

| CLASSIFICATION :    |                                                                                       | HIGHLY TECHNICAL                                                          |                 |                                 |                          |
|---------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------|---------------------------------|--------------------------|
| WHO MAY AVAIL :     |                                                                                       | ALL                                                                       |                 |                                 |                          |
| Step                | CLIENT STEPS                                                                          | AGENCY ACTION                                                             | PROCESSING TIME | PERSON RESPONSIBLE              | FEES                     |
| 1                   | Submit 2 Copies of Letter Request for Water Analysis Bacteriological Test and Payment | Process Water Analysis Bacteriological Test<br><br>Issue Official Receipt | 10 Minutes      | Water Facilities Operator Man C | Php 750 per Water Sample |
| 2                   | Receive the Official Receipt and wait for the Result                                  | Process Request to the Accredited Laboratory – Water Life Iligan City     | 5 – 7 Days      |                                 |                          |
| 3                   | Client will get the Result once available                                             |                                                                           | 5 Minutes       |                                 |                          |
| END OF TRANSACTIONS |                                                                                       |                                                                           |                 |                                 |                          |

##### B. Request of Certificate of Potability

| CLASSIFICATION:     |                                | SIMPLE                                                                                                |                 |                    |      |
|---------------------|--------------------------------|-------------------------------------------------------------------------------------------------------|-----------------|--------------------|------|
| WHO MAY AVAIL:      |                                | ALL                                                                                                   |                 |                    |      |
| Step                | CLIENT STEPS                   | AGENCY ACTION                                                                                         | PROCESSING TIME | PERSON RESPONSIBLE | FEES |
| 1                   | Logbook, Submit Letter Request | Received Request Letter and Interview<br><br>Photocopy and give to the client the requested documents | 1 - 2 Days      | Senior Engineer B  | None |
| END OF TRANSACTIONS |                                |                                                                                                       |                 |                    |      |



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### FEEDBACK AND COMPLAINTS MECHANISM

|                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How to send feedback                  | <p>Answer the client feedback form and drop it at the designated drop box inside TCWD Office.</p> <p>Smart: 0918-948-6339</p> <p>Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a></p> <p>FB page: facebook.com/tcwd7214</p> <p>Official Web site: <a href="http://www.tangubcitywaterdistrict.com">www.tangubcitywaterdistrict.com</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| How feedbacks are processed           | <p>Every Friday, the Public Assistant Complaints Desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Smart: 0918-948-6339</p> <p>Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a></p>                                                                                                                                                                                                                                                                                          |
| How to file a complaint               | <p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information:</p> <ol style="list-style-type: none"> <li>1. Name of the person being complained:</li> <li>2. Incident- Brief summary of the complaint</li> <li>3. Evidence- Proof or Evidence to support the complaint</li> <li>4. Date and place of incident</li> </ol> <p>For inquiries and follow ups</p> <p>Clients may contact the following numbers:</p> <p>Smart: 0918-948-6339</p> <p>Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a></p> <p>FB page: facebook.com/tcwd7214</p> <p>Official Web site: <a href="http://www.tangubcitywaterdistrict.com">www.tangubcitywaterdistrict.com</a></p> |
| How complaints are processed          | <p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Contact Information of CCB, PCC, ARTA | <p><b><u>ANTI RED TAPE AUTHORITY (ARTA)</u></b></p> <p>Website: <a href="http://arta.gov.ph">arta.gov.ph</a></p> <p>Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Call: 8478-5091 / 8478-5099</p> <p><b><u>CONTACT CENTER NG BAYAN (CCB)</u></b></p> <p>Website: <a href="http://contactcenterngbayan.gov.ph">contactcenterngbayan.gov.ph</a></p> <p>Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>Call: 1-6565</p> <p>Text: 0908-881-6565</p> <p><b><u>PRESIDENTIAL COMPLAINT CENTER (PCC)</u></b></p> <p>Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p>Call: 8736-8645 / 8736-8603/ 8736-8629/ 8736-8621</p> <p><b><u>CITIZENS' COMPLAINT CENTER</u></b></p> <p>Call/Text: 8888</p>                                                            |



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| Office Name                          | Address                                                           | Contact Information                                                    |
|--------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------------|
| Tangub City Water District           | Tangub City, Misamis Occidental                                   | 0918-948-6339                                                          |
| Local Water Utilities Administration | Katipunan Road Balara, Quezon City                                | (02)-8920-5581                                                         |
| CSC Field Office                     | Oroquieta City, Misamis Occidental                                | 0939-912-4626                                                          |
| CSC Region                           | Vamenta Road, Carmen Cagayan de Oro City                          | (088) 858-7563<br>(08822) 71-00-57<br>(088) 858-2805<br>(088) 855-0397 |
| ARTA Authority                       | 395 Senator Gil J. Puyat Avenue,<br>1200 Makati City, Philippines | 0908-881-6565                                                          |