



ZAMBOANGA CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK

2024 (4th Edition)



FOREWORD

Access to clean and potable water is a basic right of any individual. It is within this context that the Zamboanga City Water District (ZCWD) strives to provide access to potable water to each and every person within its franchise area of Zamboanga City. This desire also captures the commitment to strategically plan ahead and ensure the continued enjoyment of such.

As a 'Category A' or 'Very Large' water district, the ZCWD understands that it has a considerable responsibility to the people of Zamboanga City. Currently, we have active service connections across sixty-two (62) out of the city's ninety-eight (98) barangays.

We seek to provide quality water for all, while instituting a culture of 'continuous improvement' in our processes. We adhere and commit to our core values, affirming our dedication to service excellence in hopes of exceeding customer and statutory requirements, all while in compliance to local and international standards.

In our very core, we believe in the credo that '*Agua es Vida*'.

REYNALDO R. CABILIN
Acting General Manager



I. MANDATE

In accordance with the spirit and intentions of the Provincial Water Utilities Act of 1973¹ and the National Water Crisis Act of 1995², the Zamboanga City Water District (ZCWD) exists to address issues relevant to water supply, distribution, finance, protection, and conservation of watersheds and the waste and pilferage of water, across the entirety of Zamboanga City, its franchise area.

II. VISION

To be a premier water utility that provides excellent services towards improving the quality of life of its customers in adherence to the belief that *Agua es Vida* (Water is Life)

III. MISSION

The ZCWD exists to: (1) provide adequate, affordable, and sustainable supply of potable water; (2) develop and protect the city's water resources; and (3) manage waste water systems in accordance with national and international policies and standards.

IV. QUALITY POLICY STATEMENT

Provision of quality water for all is our goal.

Continual improvement in our processes is our 'way of life'.

Adherence and commitment to our core values affirms our dedication to service excellence that shall exceed customer and statutory requirements and applicable local and international standards.

Because we believe in the credo that '*Agua es Vida*'.

¹ Presidential Decree No. 198

² Republic Act 8041



V. SERVICE PLEDGE

All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch breaks shall be attended to.

As public servants, we strive to meet the best standards and are guided by the following core values:

- Commitment
- Reliability
- Integrity
- Solidarity
- Professionalism; and
- Innovation



LIST OF SERVICES

COMMERCIAL SERVICES DEPARTMENT	<i>Page Number</i>
External Services	
01 Customer Inquiry and Feedback through Public Assistance and Complaint Desk (PACD)	9
02 New Service Application/ Transfer Site of Tapping	11
03 Relocation of Meter	16
04 Change of Account Name	18
05 Online Application for New Water Service Connection/Transfer- Site of Tapping	20
06 Service Complaint	24
07 Service Complaint via Online	27
08 Water Bill Inquiry (via SMS)	30
09 Bill Payment	31
10 Request for Reconnection	32
11 Request and Payment of Materials Needed for Reconnection	36
12 Request for Disconnection- Owner’s Request	38
13 Water Refilling Station Certificate	40
14 Reclassification of Account	41
ENGINEERING AND CONSTRUCTION DEPARTMENT	
External Services	
01 Request for Pipe laying and Interconnection Works in Subdivision, HOA, Urban Poor and Subdivisions with Private Road Lots	43
GENERAL SERVICES DEPARTMENT	
External Services	
01 Water Meter Testing/Calibration	47
02 Replacement of Non-Functioning Water Meter	49



03 Replacement of Broken or Tampered Water Meter	52
04 Replacement of Reserved Water Meter	56
05 Replacement of Failed Water Meter	59
06 Replacement of Interchanged or Service Water Meter	62
07 Onsite Testing of Water Meter	65
08 Reconnection of Water Service Connection	69
LEGAL DEPARTMENT	
Internal Services	
01 Request for MOA review, Legal Opinion	73
External Services	
01 Report of suspected illegal water connection	76
02 Payment of illegal water connection penalties	78
03 Payment of water meter (for water meters documented)	80
HUMAN RESOURCE DEPARTMENT	
External Services	
01 Issuance of Employment Service Records (For Separated Employees)	84
02 Issuance of Certificate of Employment (For Separated Employees)	87
03 Request for Certified True Copy of 120 Files Documents	89
04 Separation Process (Deceased) – Processing of Benefits	91
Internal Services	
01 Issuance of Employment Service Records (Employees in the Active Rolls)	95
02 Request for Certified True Copy of 120 Files Documents	97
03 Compensatory Time-Off (CTO) Availment	99
04 Daily Time Record (DTR) Management (Regular Employees)	101
05 Leave Application Process	103



06 Medical Consultations of Employees with the Retainer Physician	106
07 Personnel Development and Skills Enhancement	108
08 Separation Process (Retirement) – Processing of Benefits	110
09 Separation Process (Resignation/Transfer to Other Agency) Processing of Benefits	114
10 Issuance of Certificate of Employment (Active Employees)	117
11 Issuance of Identification Cards and Nametags	119
CORPORATE PLANNING DEPARTMENT	
Internal Services	
01 Request for enhancement of existing In-house Information System/s	122
OFFICE OF THE GENERAL MANAGER	
Internal Services	
01 Posting of Advisories	125
02 Request for Lay-outing	127
FEEDBACK AND COMPLAINTS MECHANISM	
LIST OF OFFICES AND CONTACT NUMBERS	131



COMMERCIAL SERVICES DEPARTMENT

External Services



1. CUSTOMER INQUIRY AND FEEDBACK THROUGH PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD)

ZCWD, through its Public Assistance and Complaint Desk (PACD), receives, facilitates, assesses and provides information and other needs of the walk-in clients/customers.

Office or Division:	Public Assistance and Complaint Desk (PACD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	ALL Walk-in Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished PACD Referral Slip per client/customer; and 2. Duly accomplished Customer Feedback Form per client/customer			1. ZCWD Main Office – Public Assistance and Complaint Desk (PACD) – Forms should be available with PACD 2. Customer Service Officer – Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits ZCWD Main Office	1.a. Receives the client/customer	None	1 Minute	Public Assistance and Complaint Desk (PACD) Officer of the Day
2. Client/customer communicates the issues/concerns being encountered	2.a. Assesses inquiry/requests; 2.b. Identify if the client/customer needs to be referred to an appropriate Office/ Focal Person; 2.c. Fills out the PACD Referral Slip; 2.d. Hands out the PACD Referral Slip together with the Customer Feedback Form to client/ customer.	None	3 Minutes	Public Assistance and Complaint Desk (PACD) Officer of the Day
3. Obtains referral instructions from the PACD Officer through the filled PACD Referral Slip	3.a. Endorses/ refers the client/ customer, through the filled PACD	None	2 Minutes	Public Assistance and Complaint Desk (PACD) Officer of the Day



	referral slip, to the Concerned Office/Focal Person.			
4.a. Proceeds to the Concerned Office/Focal Person as per the PACD Referral Slip; 4.b. Avails of the pertinent service process from the Concerned Office/Focal Person.	4.a. Receives the filled PACD Referral Slip and assesses the inquiry/request; 4.b. Provides the necessary action on the inquiry/request of the client/customer; 4.c. Addresses the resolved inquiry/request in the PACD Referral Slip; 4.d. Assists the client/ customer in accomplishing the Customer Feedback Form; 4.e. Hands out the filled PACD Referral Slip and Customer Feedback Form to client/customer.	<i>Varies</i>	<i>Varies according to availed service process (see Citizen's Charter)</i> 5 minutes	Staff of Concerned Office / Focal Person
5. PACD Referral Slip should be returned to PACD by the staff of the Concerned Office/Focal Person who resolved/attended to the client/customer	5.a. Retrieves all the PACD Referral Slip and Customer Feedback at the end of the day; 5.b. Encodes all the PACD Referral Slip and Customer Feedback responses to a Monitoring Report document at the end of the day.	None	1 Minute 3 Minutes	Public Assistance and Complaint Desk (PACD) Officer of the Day
TOTAL		None	By PACD Officer Alone: 15 Minutes By Concerned Office/ Focal Persons: <i>Varies</i>	
END OF TRANSACTION CYCLE				



2. NEW SERVICE APPLICATION/ TRANSFER SITE OF TAPPING

Filing an application for a new water service connection (new tapping and reopening of an abandoned water service connections)

Office or Division:	Customer Services Division	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)	
Who may avail:	All within the ZCWD service area	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. IF applicant is the owner of subject property, Certified True Copy of lot title; 2. IF applicant is not the owner, notarized authorization to apply/ install a water service connection/ water facility; 3. For Urban Poor Associations, secure an authorization from the Housing Management Office 4. Location sketch; 5. Barangay Clearance (for the City Engineer's Office) 6. Building Permit; (required only after conduct of onsite inspection if CPDR is needed) 7. Excavation Permit, issued by: (required only after conduct of onsite inspection if CPDR is needed) 8. Barangay Authorization for Concrete Breaking (required only after conduct of onsite inspection if CPDR is needed) <ol style="list-style-type: none"> i. CEO, if a city/barangay road; ii. DEO, if a national road; 9. Orientation Seminar Certificate (for new applicants); 10. Special Power of Attorney (SPA), if applying on behalf of the true applicant. 	<ol style="list-style-type: none"> 3. Applicant 4. Applicant 5. Applicant 6. Applicant 7. Applicant 8. Applicant 9. CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable 10. barangay office 11. Customer Services Division 12. Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Guard on duty
2. Proceed to Customer Service Division for initial interview	2. Conduct interview of the applicant, and advise the customer as to the requirements	None	10 minutes	Customer Service Officer
3. Attend orientation activity as scheduled; 3.1. Secure certification of orientation completion/attendance	3. Facilitate conduct of Facilitate conduct of the video graphic orientation/seminar 3.1. Issue certification of orientation attendance/ completion	None	30 minutes max.	Customer Service Officer/ Customer Service Assistant
4. Submit applicable requirements, i.e. proof of ownership/authority, et. al.	4. Verify authenticity and completeness of submitted requirements; 4.1. Issue endorsement for payment of Inspection Fee	None	10 minutes	Customer Service Assistant
5. Proceed to Treasury Section for payment of Inspection Fee; 5.1 Secure official receipt	5. Verify and receive customer's payment for Inspection Fee; 5.1. Issue corresponding official receipt	₱ 150.00	5 minutes	Cashier
6. Proceed to Service Application Section for photo and submission of remaining requirements	6. Verify completeness of requirements; 6.1. Take photo of applicant via webcam for the application file 6.2. Advise applicant as to schedule of site inspection; generate corresponding Job Order and issue applicant receipt stub/slip (acknowledging receipt of submitted documents)	None	5 minutes	Customer Service Assistant



<p>7. None</p>	<p>7. Conduct inspection activity</p> <p>7.1. Provide feedback to customer regarding inspections results via contact number provided</p>	<p>None</p>	<p><u>within 3 working days (maximum)</u></p> <p>If CPDR is required:</p> <ol style="list-style-type: none"> 1. Barangay Authorization for concrete demolition and restoration 2. Excavation Permit, issued by: <ol style="list-style-type: none"> i. CEO, if a city/barangay road; <u>Performance Bond Deposit –P 2580.00 min.</u> ii. DEO/ DPWH, if a national road; <u>Guarantee Fee-P 5715.00 min.</u> 	<p>Inspector/Field Officer</p>
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	<p>7.2. Confirm compliance with application requirements and validate inspections results, generate Service Application and Construction Order (SACO), Stores Requisition and Issue Slip (SRAIS) of material requirements, clearance of accounts;</p> <p>7.3 Check application results and attached documents;</p> <p>7.4 Review application and attached documents and recommends approval</p> <p>7.5 Approve application;</p>			<p>Investigator/CSO-B</p> <p>Supervising Customer Service Officer</p> <p>Customer Service Division Division Manager</p> <p>Commercial Services Department Department Manager</p>
<p>8. Proceed to Service Application Section³ and secure service queue number for processing of the corresponding Store Requisition Slip (SRS)</p>	<p>8. Notify applicant as to the approved status of application and its readiness for payment</p> <p>8.1. Provide the corresponding SRS for assessment/validation of Materials and Charges/Fees</p> <p>8.2. Confirm and validate the applicant's SRS;</p> <p>8.3. Endorse applicant to Treasury Section for payment of total costs for installation</p>	<p>None</p>	<p>15 minutes</p>	<p>Customer Service Assistant</p>

³ Customer Service Division, G/F ZCWD Main Office



9. Proceed to Treasury Section for payment of assessed costs and fees	9. Validate total amount to be paid; receive payment; issue official receipt	<u>P 4189.00 for cluster connections</u> <u>P 5326.00 for individual connections</u> <i>*exclusive of costs for concrete cutting, breaking, and restoration (cost is prescribed by the CEO or DEO)</i>	5 minutes	Cashier
TOTAL			7 working days max.	Compliant with EODB for complex transactions
END OF TRANSACTION CYCLE				



3. RELOCATION OF WATER METER

Simple relocation of water meter (within the same/current vicinity)

Office or Division:	Customer Service Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old Water Bill or Official Receipt; 2. Location sketch <i>If demolition or restoration of concrete pavement is required:</i> 3. Performance Bond, deposited with either the CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable		1. Applicant 2. Applicant 3. Applicant; CEO or DEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Guard on duty
2. Proceed to Customer Care Division for interview/assessment;	2. Conduct interview; 2.1. Prepare corresponding Job Order for water meter relocation;	None	10 minutes	Customer Service Assistant



	2.2. Endorse to Service Application Section for site inspection			
	3. Conduct site inspection to determine feasibility of requested water meter relocation 3.1. Update customer regarding the feasibility of requested water meter relocation	None	3 working days	Customer Service Assistant (Customer Services Division)
4. Proceed to Customer Services Division for further advise on the requested relocation	4. Advise customer as to inspection results and corresponding payments, IF ANY	None	5 minutes	Customer Service Assistant (Customer Services Division)
5. Proceed to Treasury Section for payment of materials and charges, IF ANY	5.1. Receive payment and issue official receipt	<i>varies</i>	1 minutes	Cashier
6. Proceed to Customer Services Division and submit supporting documents and receipts	6. Verify completeness of documents; 6.1. Attach payment form and Store Requisition Slip to corresponding Job Order 6.2. Forward the Job Order to the Operations Group for implementation	None	5 minutes	Customer Service Assistant (Customer Services Division)
	7. Conduct relocation of water meter	None	4 working days, from receipt of Job Order	Service Connection Maintenance Section (Operations Group)
	TOTAL	<i>varies</i>	7 working days (average)	
END OF TRANSACTION CYCLE				



4. CHANGE OF ACCOUNT NAME

Update of ZCWD account name to reflect new and/or actual owner

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Old Water Bill or Official Receipt; 2. Authorization from former owner, OR any document proving proof of ownership; 3. Photo via webcam (for file) 4. Orientation Seminar Certificate, if requesting applicant has not yet undergone such orientation; 5. Certified True Copy of the lot title (as a supplemental requirement, in case of “assumed accounts” of nearby disconnected/delinquent connections) 6. Service Application Form (Change of Name) 7. Information Sheet 		<ol style="list-style-type: none"> 1. Applicant 2. Applicant 3. Customer Services Division 4. Customer Services Division 5. Applicant 6. Customer Services Division 7. Customer Services Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Industrial Security Guard
2. Proceed to Customer Services Division for interview 2.1. Accomplish the required forms	2. Interview requesting applicant; 2.1. Provide information sheet and application form for accomplishment by applicant	None	10 minutes	Customer Service Officer



	2.2. Advise as to schedule for orientation/seminar			
3. Attend the orientation seminar as scheduled	3. Validate attendance to the orientation seminar	None	2 hours	Customer Service Assistant
4. Proceed to Customer Services Division for review of requirements and compliance	4. Validate compliance with requirements; ensure that the account is in good standing with no back accounts; 4.1. Endorse applicant to the Treasury Section for payment of Change of Name fee	None	5 minutes	Customer Service Assistant
5. Proceed to Treasury Section for payment of corresponding fee	5. Validate and receive the fee payment; issue the corresponding official receipt	₱ 150.00	1 minute	Cashier
6. Proceed to Customer Services Division; 6.1. Submit official receipt together with other remaining requirements	6. Receive the submitted requirements and validate; 6.1. Endorse the application and corresponding requirements for final approval; update the database and customer account; 6.2. Advise the applicant to return after two (2) days to retrieve the "owner's copy"	None	20 minutes	Customer Service Assistant
7. Return/proceed to the Customer Services Division for retrieval of owner's copy (after the 2-day period as advised)	7. Furnish file copy to the applicant-owner	None	1 minute	Customer Service Assistant
	TOTAL	₱ 150.00	3 hours	
END OF TRANSACTION CYCLE				



5. ONLINE APPLICATION FOR NEW WATER SERVICE CONNECTION/ TRANSFER –SITE OF TAPPING

Facilitate online application for water service connection for reduced face-to-face transaction and less applicant's mobilization expenses

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All interested applicants within the ZCWD service area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Watch Video Orientation 2. IF applicant is the owner of subject property, <u>Certified True Copy</u> of lot title; 3. IF applicant is not the owner, <u>notarized authorization</u> to apply/install a water service connection/water facilities,; 4. For Urban Poor Associations, secure an authorization from the Housing Management Office and or authorization/certification from homeowners/association president and copy of SEC registration 5. Location sketch; 6. Barangay Clearance 7. If applicant is under Government owned lot or private property whose owner is residing abroad I,e,.,BR 060 ZCWD Waiver and barangay certificate of residency. 8. Orientation Seminar Certificate (for new applicants 9. SPA (Special Power of Attorney), if applying on behalf of the true applicant 		<ol style="list-style-type: none"> 1. Applicant 2. Applicant 3. Applicant 4. Applicant 5. Applicant 6. Applicant 7. Applicant 8. Customer Services Division 9. Applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Log-in to: zcwd.gov.ph/application 2. Once in the page, follow the step-by-step procedure 	<ol style="list-style-type: none"> 1. Acknowledge Receipt of the online application with automatic 	None	Daily access of Online Application	Customer Service Assistant



<ol style="list-style-type: none"> 3. Understand and agree the terms and conditions (including data privacy notice) 4. Watch Video Orientation 5. Determine type of Lot Ownership 6. Fill-in Personal Details 7. If the applicant is not the lot owner, if waiver will be utilized read and understand the Waiver that will be provided in the next step 8. Review your application encoded entries 9. Submit for online application 	<p>e-reply through email address of the applicant</p>			
	<ol style="list-style-type: none"> 1. Verification of Supporting Documents 2. Download attachments 3. Generate Job Order for Inspection 	<p>None</p>	<p>After accessing and downloading from the system on same day</p>	<p>Customer Service Assistant A</p>
	<ol style="list-style-type: none"> 1. Conduct On-Site Inspection 2. Gathering of relevant data 	<p>None</p>	<p>Within 3 working days If CPDR is required: 1. Barangay Authorization for concrete demolition and restoration 2. Excavation Permit, issued by: i. CEO, if a city/barangay road; <u>Performance Bond Deposit –P 2580.00 min.</u></p>	<p>Customer Service Officer</p>



			ii. DEO/ DPWH, if a national road; <u>Guaranteed Fee-P</u> <u>5715.00 min.</u>	
	<p>Actual documents checking after inspection</p> <p>Generation of Service Application and Construction Order & Store Requisition and Issuance Slip for Materials Requirement</p> <p>Review and Evaluate Processed Application, SACO, SRAIS and Recommends for Approval</p> <p>Process for approval</p> <p>Inform applicant of the approved application through the contact number provided</p>	None	Within 4 working days after inspection	<p>Customer Service Officer</p> <p>SCSO, SAS</p> <p>DM, Customer Service Division</p> <p>Department Manager, CSD</p> <p>Customer Service Assistant</p>
11. Proceed to General Accounting Division for processing of the corresponding Store Requisition Slip (SRS)	<p>Confirm and validate the applicant's SRS;</p> <p>Endorse applicant to Treasury Section for payment of total costs for installation</p>	None	10 minutes	Senior Accounting Processor
12. Proceed to the Treasury Section for payment of corresponding fee	<p>Validate and receive the fee payment;</p> <p>issue the corresponding official receipt</p>		1 minute	Cashier



13. Proceed to Customer Service Division; submit the Paid Application	Retrieve copies of the application documents and furnish file copy to the applicant-owner	None	2 minutes	Customer Service Assistant
	Remind applicant what and when to prepare or purchase materials and furnish applicant with the contact number of the personnel at the Water Service Connection Installation Section Prepare Job Order for Installation, Customer's Ledger Card and Transmittal to WSCIS Update Database of Final information/data of the Paid Application		3 minutes per application	Customer Service Assistant
14. Call WSCIS personnel for update on the tapping schedule through the furnished contact numbers			3 days after payment	
	TOTAL	₱ 150.00	3 hours	
END OF TRANSACTION CYCLE				



6. SERVICE COMPLAINT

Filing a service-related complaint, i.e. issues on water supply or pressure, service line issues, et. al.

Office or Division:	Customer Care Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Corresponding ZCWD Account Name/Number 2. Contact details			1. Customer (refer to old bill or receipt) 2. Customer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the guard on-duty G/F, Main Office	1. Issue a service queue number	None	1 minute	Industrial Security Guard
2. When number is called, proceed to Customer Care Division for complaint assessment; 2.1. Provide contact details, nearest landmark and/or narrative location for easy reference	2. Interview and assess the complaint of the applicant; secure contact information and other details using the CCD-JOMS 2.1. Prepare corresponding Job Order and Issue a reference number of complaint	None	5 minutes	Customer Service Officer/ Customer Service Assistant
3. Prepare for the inspection, contact the inspector when necessary. 3.1 Affix signature on the job order after the inspection	3. Send text message to customer informing of the scheduled inspection	None	24 hours from receipt of the corresponding job order form	Customer Service Officer/ Customer Service Assistant



	<p>3.1 Conduct inspection/ investigation based on corresponding job order and sketch</p> <p>3.2 Provide feedback to customers thru text message regarding inspection results, and advise when to return to the Main Office if the customer is not around during the inspection.</p> <p>3.3. Encode result of inspection on the customer’s account/data in the Job Order Management System (JOMS)</p> <p>3.4 IF APPLICABLE, endorse the Job Order to the proper ZCWD unit for resolution⁴</p>			
<p>4. For follow-up, visit the office and secure a service queue number at the guard on-duty, G/F, Main Office proceed when the number is called.</p> <p>4.1 IF the meter is contested, issue an endorsement to Treasury to pay the meter testing fee</p>	<p>4. Provide customer with feedback based on inspection results; advise customer as to next steps, as may be applicable</p> <p>4.1 Cashier receives the payment and issues the corresponding Official Receipt (OR).</p>	<p>None</p> <p>P102.00*</p> <p>*Amount of meter test fee may vary subject to existing ZCWD Policy at</p>	<p>5 minutes</p> <p>3 minutes</p>	<p>Customer Service Officer/ Customer Service Assistant</p> <p>Cashier</p>

⁴ This steps applies in cases where the customer’s concern cannot be resolved at the Customer Care Division’s level



4.2 Goes back to the CCD with the Official Receipt for meter test	4.2 Prepare job order for meter test and endorse jo to the Water Meter Section	the time of request. None	3 minutes	Customer Service Officer/ Customer Service Assistant
5. Conduct of Onsite Testing of Water Meter	5. Onsite testing of water meter		Within 5 working days	Customer Service Assistant / Customer Service Officer / Senior Instrument Technician, WMMD
TOTAL		P102.00	7 working days	
END OF TRANSACTION CYCLE				



7. SERVICE COMPLAINT VIA ONLINE

Filing a service-related complaint, i.e. issues on high consumptions, water supply or pressure, service line issues, et. al.

Office or Division:	Customer Care Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Corresponding ZCWD Account Name/Number 3. Contact details			1. Applicant 2. Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for the ZCWD Customer Care FB Page and click the Messenger 1.1 Provide account number, contact details, nearest landmark and/or narrative house and meter's location, video or picture of the complained subject. 1.2 Provide the details of the customer's concern	1. Automatically replies the customer 1.1 Ensure complete required information is given. Reply by asking for the specific concern of the customer. 1.2 Assess the complaint of the customer; prepare corresponding Job Order and reply with the Job Order's reference number.	None	5 minutes	Division Manager, Supervisor, Customer Service Officer/Customer Service Assistant



<p>2. Prepare for the inspection, contact the inspector when necessary</p> <p>2.1 Affix signature on the job order after the inspection</p>	<p>2. Send text message to customer informing of the scheduled inspection</p> <p>2.1 Conduct inspection/ investigation based on corresponding job order and sketch</p> <p>2.2 Provide feedback to customers thru text message regarding inspection results, and advise when to return to the Main Office if the customer is not around during the inspection.</p> <p>2.3. Encode result of inspection on the customer’s account/data in the Job Order Management System (JOMS)</p> <p>2.4 IF APPLICABLE, endorse the Job Order to the proper ZCWD unit for resolution⁵</p>	<p>None</p>	<p>24 hours, from receipt of the corresponding Job Order</p>	<p>Customer Service Officer/Customer Service Assistant</p>
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⁵ This steps applies in cases where the customer’s concern cannot be resolved at the Customer Care Division’s level



3. For follow-up, visit the office and secure a service queue number at the CCD, G/F, Main Office and fill-out CCIF and proceed when the number is called.	3. Provide customer with feedback based on inspection results; advise customer as to next steps, as may be applicable	None	5 minutes	Customer Service Officer/ Customer Service Assistant
3.1 IF the meter is contested, pay the meter test fee.	3.1 Cashier receives the payment and issues the corresponding Official Receipt (OR).	P102.00*	3 minutes	Cashier
3.2 Goes back to the CCD with the Official Receipt for filing of request for meter test	3.2 Prepare job order for meter test and endorse jo to the Water Meter Section	None	3 minutes	Customer Service Officer/ Customer Service Assistant
5. Conduct of Onsite Testing of Water Meter	5. Onsite testing of water meter		Within 5 working days	Customer Service Assistant / Customer Service Officer / Senior Instrument Technician, WMMD
TOTAL		P102.00	7 working days	
END OF TRANSACTION CYCLE				



8. WATER BILL INQUIRY (via SMS)

Inquiry for current bill statement via SMS service

Office or Division:	Billing Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
ZCWD account number	Refer to water bill or receipts for the account number			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On your mobile phone, compose the following text message: ZCWD<space><account number> 2. Send to 0917-116-4237 Example: "ZCWD 130089"	None	None	1 minute (subject to network signal availability and strength)	None
TOTAL		None	1 minute	
END OF TRANSACTION CYCLE				



9. BILL PAYMENT

Payment of monthly water services consumption and services

Office or Division:	At any collection center			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current water bill		Applicant (refer to water bill or old receipt)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to a designated collection center and present water bill for corresponding payment	1. Verify customer account and the total amount to be paid	None	1 minute	Cashier
2. Tender payment as validated	2. Receive payment and issue official receipt	Amount as reflected on the water bill / customer account		Cashier
TOTAL		Bill Amount as indicated	1 minute	
END OF TRANSACTION CYCLE				



10. REQUEST FOR RECONNECTION

Request for reconnection of water service connection

Office or Division:	Customer Accounts Division
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)
Who may avail:	All registered ZCWD customers or their authorized representatives with disconnected water service connections

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Correct Account Name of registered customer and/or Account Number</p> <p><i>If the applicant is not the registered customer:</i></p> <p>2. Apply for Change of Name at Customer Service Division/sign Waiver of Reconnection to be secured at Customer Accounts Division</p> <p><i>If requested by a representative:</i></p> <p>3. Authorization from registered customer</p> <p>4. Any Valid ID of the Account Owner and its representative</p>	<p>1. Refer to water bill or receipt for the account number</p> <p>2. Customer Service Division/ Customer Accounts Division/</p> <p>3. Applicant</p> <p>4. Applicant</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Proceed to Customer Accounts Division for request for service line reconnection and fill-out the request for reconnection form.</p> <p>1.2 Submit requirements as necessary</p>	<p>1. Check status at the database if indeed disconnected</p> <p>1.2 Validate requirements and its completeness</p>	<p>None</p>	<p>1 minute</p> <p>2 minutes</p>	<p>Customer Service Officer</p> <p>Customer Service Officer</p>
<p>2. Proceed to the Billings Division with the request for reconnection form</p>	<p>2. Secure clearance re: consumption with respect to the dismantled meter's last reading</p>		<p>2 minutes</p>	<p>CSA-Billings Division</p>
<p>3. If with back accounts, pay outstanding bills at the Cashier or</p>	<p>3. Receive payment</p>		<p>2 minutes</p>	<p>Cashier, Windows 1 to 5, Collection Section</p>



3.1 Proceed to authorized CAD personnel to request for partial or payment arrangement through a Promissory Note.	3.1 Approval of request for partial or payment arrangement.		1 minute	Division Manager- Customer Accounts Division
	3.2 Preparation of payment permit and/or Promissory Note and Amortization Schedule		5 minutes	CSA, CSO- Customer Accounts Division
	3.3 Approval of Promissory Note		1 minute	Department Manager, Commercial Services Department
4. Pay at the Cashier	4. Receive payment		2 minutes	Cashier, Collection Section
5. Present Official Receipt to Customer Accounts Division	5. Endorse slip to Treasury Section to make the corresponding payment		2 minutes	Customer Service Officer SCSO/ DM-CAD
6. Proceed to the Treasury Section for payment of corresponding fee	6. Validate and receive payment; issue the corresponding official receipt	Reconnection Fee P 510.00	6 minutes	Cashier, Window 6, Treasury Section
7. Proceed to Customer Accounts Division and provide contact details and location	7. Prepare corresponding Job Order through the JOMS and send to the WMMD for dispatch	None	3 minutes	Customer Service Officer, CAD
8. Conduct of reconnection activities	8.1. Installation of water meter (reconnection at meter stand/mainline)		Within 24 hours (for those located within 25 km radius from city proper)	Senior Instrument Technician, WMMD



	8.2. For reconnection at mainline, advise the customer that reconnection will be after 3 to 5 working days due to inspection		<p>Within 48 hours (for those located at elevated areas)</p> <p>Within 3-5 working days</p>	Reconnection Team of OG
		<p>P300.00</p> <p>P600.00</p>	<p>*15 minutes processing time</p> <p>30 minutes if needs to settle accounts;</p> <p>Reconnection at meter stand will be accomplished within 24/48 hours</p> <p>Mainline reconnection will be accomplished within 3-5 working days</p>	
	TOTAL	P 510.00		
END OF TRANSACTION CYCLE				



11. REQUEST AND PAYMENT OF MATERIALS NEEDED FOR RECONNECTION

Request and Payment of Materials Needed for reconnection, replacement of lost/missing materials onsite and rehabilitation

Office or Division:	Customer Accounts Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers or their authorized representatives with disconnected water service connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correct Account Name of registered customer and/or Account Number		1. Refer to water bill or receipt for the account number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts Division for review of the list of materials needed for reconnection	1. Prepare the list of materials needed/requested by the Reconnection Team and prepare Store Requisition Slip	None	5 minutes	Customer Service Officer



2. Receive the printout of billing statement and proceeds to Cashier for payment	2. Accept payment and issue corresponding Official Receipt	Amount of materials	5 minutes	Cashier, Window 6, Treasury Section
3. Proceed to the AGM-Finance Group for approval of the store requisition	3. Review and approve the payment made on the materials requested	None	4 minutes	OIC/AGM-Finance Group
4. Proceed to Customer Accounts Division	4. Receive the Store Requisition Slip and prepare job order to endorse to the Operations Group to withdraw materials from the Property Section	None	6 minutes	Customer Service Officer
	4.1 Advise the customer to wait for reconnection		Within 2-3 working days	Reconnection Team OG and WMMD
TOTAL		P Amount of Materials	20 minutes processing time Reconnection will be accomplished within 2-3 working days	
END OF TRANSACTION CYCLE				



12. REQUEST FOR DISCONNECTION – OWNER’S REQUEST

Request for Disconnection of water service connection by the registered Account Owner

Office or Division:	Customer Accounts Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers or their authorized representatives with no unpaid accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correct Account Name of registered customer and/or Account Number		1. Refer to water bill or receipt for the account number		
2. Authorization from registered customer, if requested by a representative		2. Applicant		
3. Photocopy of any valid ID		3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Customer Accounts Division for request for disconnection	1. Check database for presence of unpaid bills	None	2 minutes	Customer Service Officer, Customer Accounts Division
1.2 Submit the needed requirements	1.2 Check requirements as to the correctness and completeness of the submitted requirements			



2. If with back accounts, pay outstanding bills at the Cashier	4. Receive payment	-	2 minutes	Cashier, Windows 1 to 5, Collection Section
3. Present the Official Receipt to the Customer Accounts Division	3. Prepare Job Order (owner's request) for disconnection of water meter 3.1 Actual disconnection of meter	None	3 minutes 10 minutes	Customer Service Officer, Customer Accounts Division Disconnection Team, CAD
TOTAL		None	17 minutes Disconnection will be accomplished within 1-3 working days depending on the location of meter	
END OF TRANSACTION CYCLE				



13. WATER REFILLING STATION CERTIFICATE

Certification for Water Refilling Station

Office or Division:	Billing Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business)			
Who may avail:	Owner/Registered Customer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Account Number/ Account Name 2.No Unsettled account 3.Request letter 4.Proof of Ownership 5.Commercial Category		1.Desk 3 or 4 – Customer service Officer B		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter.	2. Check account at database 3. Prepare Certification if there is no pending unpaid bill 4. Approval of Certificate	None	14 minutes 1 minute	Billings Division Commercial Services Department Manager
TOTAL			15 minutes	
END OF TRANSACTION CYCLE				



14. RECLASSIFICATION OF ACCOUNT

Update Category - Downgrade

Office or Division:	Billing Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business)			
Who may avail:	Owner/Registered Customer, Tenant/Occupant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Account Number/ Account Name 2.Inspection Report for Reclassification Form		1.Desk 3 or 4 – Customer service Officer B		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customer requests for DOWNGRADE of category.	2. Verify account from database, check water consumption history. 3. Fill up inspection Report for Reclassification Form. 4. Conduct onsite inspection for confirmation 5. Encode/update category in the system.	None	Maximum of 3 days	Meter Reader/ Bill Handler Billings Division Commercial Services Department Manager
TOTAL			3 days	
END OF TRANSACTION CYCLE				



ENGINEERING AND CONSTRUCTION DEPARTMENT

External Services



1. REQUEST FOR PIPE LAYING AND INTERCONNECTION WORKS

Request for Pipe laying and interconnection works in a Subdivision, HOA, Urban Poor & Subdivisions with private road lot

Office or Division:	Planning Division, Engineering and Construction Department	
Classification:	Highly Technical	
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business)	
Who may avail:	HOA, URBAN POOR & SUBDIVISIONS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent	To be prepared by the applicant	
2. Subdivision Plan with contour map (Location Map and Site Development Plan)	To be prepared by the applicant	
3. Supply and Pressure data of the existing main pipe.	Planning Division, ZCWD	
4. Approved control point documents in the assessment phase. (Approval sheet)	Planning Division, ZCWD	
5. Topographic survey	Planning Division, ZCWD	
6. Cost estimates in DUPA format	Design Division, ZCWD	
7. Bill of Materials	Design Division, ZCWD	
8. ZCWD payment slip	To be prepared by the applicant	
9. Photocopy of ZCWD payment slip (Payment received by teller)	Applicant will provide a copy of the payment slip to Planning Division	
10. Construction Plan	Design Division, ZCWD	
11. MOA (For Maintenance purposes)	Legal Department and Applicant	
12. Commissioning report	MERD, ZCWD	
13. As-Built Plan of Subdivision water system	MERD, ZCWD	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a Letter of Intent (LOI) that is addressed to the General Manager. The letter must indicate the following information:</p> <ul style="list-style-type: none"> a. Location of the subdivision b. Number of customers to serve <p>1.2. Submit the Letter of Intent at the Engineering and Construction Department, Old Reservoir, Barangay Pasonanca, Zamboanga City. Electronic submission may also be made through this email address tsg@zcwd.gov.ph</p>	<p>1.1. Acknowledge receipt of the LOI;</p> <p>1.2. Assess the circumstances of the request;</p> <p>1.3. Endorse the Letter to the General Manager for approval;</p> <p>1.4. Update/inform the client as to the succeeding processes and compliance requirements</p>	<p>None</p>	<p>1 working day</p>	<p>1. Planning Division Head/Personnel</p>
<p>2. The client will provide the following initial requirement.</p> <ul style="list-style-type: none"> a. <i>Site Development Plan</i> b. <i>Subdivision Plan</i> c. <i>Contour Map</i> 	<p>2. Upon approval, commence meeting and data gathering for initial study and analysis</p> <p>2.2 Provide the following to the client:</p> <ul style="list-style-type: none"> a. <i>Detailed Engineering Design</i> b. <i>Final Program of works</i> 	<p>Subject to determination of Construction Cost Estimates</p>	<p>6 working days</p>	<p>Planning Division (Senior Research Analyst A, Senior Project Planning and Development Officer, PD Head)</p> <p>Design Division</p>



	<p><i>c. Plans</i></p> <p><i>d. Cost Estimates</i></p> <p><i>e. Bill of Quantities</i></p>		7 working days	
<p>3. Proceed to the Cashier for payment processing at the ZCWD Main Office, Pilar Street, Zamboanga City</p> <p>3.1. Provide a copy of the official receipt (proof of payment) to the offices of the Planning Division and Mainline Expansion and Rehabilitation Division (MERD) at Old Reservoir, Barangay Pasonanca, Zamboanga City</p>	<p>3. Verify proof of payment</p> <p>3.1. Discuss with the client as for the work schedule, completion of the project and including the Memorandum of Agreement (MOA)</p>	None	3. Depending on the work schedule of the pipe laying and interconnection works	Mainline Expansion and Rehabilitation Division (MERD) and Legal Department
<p>4. Communication to the Client as to the development of the project and until the commissioning of the water system</p>	<p>4. Release of commissioning report and the As-built Plan</p>	None	3 working days	Mainline Expansion and Rehabilitation Division (MERD)
		TOTAL:	Varies	Subject to determination of the scale of the pipe laying and interconnection works
END OF TRANSACTION CYCLE				



GENERAL SERVICES DEPARTMENT

External Services



1. WATER METER TESTING / CALIBRATION

Request for water meter testing and/or meter calibration of Private Water Meters

Office or Division:	Water Meter Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Water Meter to be tested and/or calibrated Official Receipt, original or photocopy ZCWD Account Number, if the requesting party is a registered ZCWD customer 		<ol style="list-style-type: none"> Applicant; Treasury Section, upon payment of corresponding fee; Refer to bill receipt, or verify at the Customer Care Division (see Directory) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Secure a service queue number at the G/F, ZCWD Main Office and wait for turn to be serviced 	<ol style="list-style-type: none"> Assess the circumstances of the request; 	None	<ol style="list-style-type: none"> 1 minute 	<ol style="list-style-type: none"> Industrial Security Guard (BGMD)
<ol style="list-style-type: none"> File a request for meter testing/calibration with the Customer Care Division⁶ 	<ol style="list-style-type: none"> Issues endorsement for payment of applicable and corresponding fees 		<ol style="list-style-type: none"> 5 minutes 	<ol style="list-style-type: none"> Customer Service Officer

⁶ G/F, ZCWD Main Office, Pilar Street, Zamboanga City



<p>2. Proceed to Treasury Section⁷ for payment; present the evaluation/ endorsement</p>	<p>2. Verify endorsement, receive payment, and issue an official receipt</p>	<p>₱ 50.00 - ½" meter ₱ 75.00 - ¾" meter ₱ 100.00 - 1" meter ₱ 200.00 - 1½" meter ₱ 200.00 - 2" meter ₱ 300.00 - 3" meter ₱ 400.00 - 4" meter</p>	<p>2 minutes</p>	<p>Cashier</p>
<p>3. Proceed to Water Meter Maintenance Division⁸ (WMMD)</p> <p>3.1. Present official receipt (proof of payment), and the water meter to be tested/ calibrated</p>	<p>3. Verify proof of payment</p> <p>3.1. Set schedule for meter testing/calibration</p> <p>3.2. Advise customer as to the schedule of pickup of the test results and water meter</p>	<p>None</p>	<p>30 minutes, for meter sizes 1" and below (if testing bench is available)</p> <p>1 working day, for meter sizes 1" and below (if testing bench is not available)</p> <p>2 working days, for meter sizes above 1"</p>	<p>Senior Instrument Technician</p>
<p>4. Retrieve test results and water meter from WMMD as scheduled</p>	<p>4. Release test results and water meter after verification</p>	<p>None</p>	<p>5 minutes</p>	<p>Senior Instrument Technician</p>
TOTAL:		<p>Varies from ₱ 50.00 to ₱ 400.00</p>	<p>Depending on water meter size, varies from 43 minutes to 2 working days (excluding travel time between offices)</p>	
END OF TRANSACTION CYCLE				

⁷ 4/F, ZCWD Main Office, Pilar Street, Zamboanga City

⁸ ZCWD Motorpool Office, Barangay Pasonanca, Zamboanga City



2. REPLACEMENT OF NON-FUNCTIONING WATER METER

Replacement of Non-Functioning Water Meter is required when an on-site assessment of the meter's actual state reveals that it is blurred, erratic, stuck, uneven dial, burned or defective.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is defective			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Replacement Job Order (<i>Encoded at Job Order Monitoring System</i>)			13. Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Replace Water Meter</p>	<p>3. Conduct inspection / investigation based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 Replace the meter in front of the customer / representative if it is blurred, erratic, stuck, uneven dial, burned or defective. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Replacement Data</p>	<p>4. Completely fill out the Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>		<p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>5. Issue Dismounting and Installation Receipt (Replacement Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit replacement form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Replacement Data</p>	<p>6. Encode replacement data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>



<p style="text-align: right;">TOTAL</p>		<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p> <p>Vitali:</p> <p>Replacement will be accomplished within 21 Working Days</p>	
<p>END OF TRANSACTION CYCLE</p>			



3. REPLACEMENT OF BROKEN OR TAMPERED WATER METER

Once the Legal Department has granted clearance, the Broken or Tampered Meter shall be replaced.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Clearance from Legal Department 2. Replacement Job Order (<i>Encoded at Job Order Monitoring System</i>) 3. Store Requisition Slip (SRS) 			<ol style="list-style-type: none"> 1. Customer Care Division 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	<ol style="list-style-type: none"> 1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Verify that all supporting documents are complete such as the clearance and SRS. 1.3 Logs job order in the logbook. 		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	<ol style="list-style-type: none"> 2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook. 		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Replace Water Meter</p>	<p>3. Conduct replacement based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 If with SRS:</p> <p>Replace the broken / tampered meter with a brand new meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p> <p>Else:</p> <p>Replace the broken / tampered meter with a calibrated / recycled water meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p> <p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Replacement Data</p>	<p>4. Completely fill out the Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>



<p>5. Issue Dismounting and Installation Receipt (Replacement Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit replacement form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Replacement Data</p>	<p>6. Encode replacement data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>
<p>TOTAL</p>			<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p>	



		Vitali: Replacement will be accomplished within 21 Working Days	
END OF TRANSACTION CYCLE			



4. REPLACEMENT OF REVERSED WATER METER

Once the Legal Department has granted clearance, the Reversed Meter shall be replaced.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance from Legal Department 2. Replacement Job Order (<i>Encoded at Job Order Monitoring System</i>)			1. Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Verify that all supporting documents are complete such as the clearance. 1.3 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Replace Water Meter</p>	<p>3. Conduct replacement based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 Replace the reversed meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Replacement Data</p>	<p>4. Completely fill out the Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>		<p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>5. Issue Dismounting and Installation Receipt (Replacement Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit replacement form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Replacement Data</p>	<p>6. Encode replacement data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>



<p style="text-align: right;">TOTAL</p>		<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p> <p>Vitali:</p> <p>Replacement will be accomplished within 21 Working Days</p>	
<p>END OF TRANSACTION CYCLE</p>			



5. REPLACEMENT OF FAILED WATER METER

In the event that the water meter fails the onsite testing criteria, replacement is necessary.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Failed onsite testing result 2. Replacement Job Order (<i>Encoded at Job Order Monitoring System</i>)			2. Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Verify that all supporting documents are complete such as the failed onsite testing result. 1.3 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Replace Water Meter</p>	<p>3. Conduct replacement based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 Replace the failed meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Replacement Data</p>	<p>4. Completely fill out the Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>		<p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>5. Issue Dismounting and Installation Receipt (Replacement Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit replacement form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Replacement Data</p>	<p>6. Encode replacement data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>



<p style="text-align: right;">TOTAL</p>		<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p> <p>Vitali:</p> <p>Replacement will be accomplished within 21 Working Days</p>	
<p>END OF TRANSACTION CYCLE</p>			



6. REPLACEMENT OF INTERCHANGED OR SERVICE WATER METER

When a job order is endorsed, a replacement of interchanged or service water meter must be conducted.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Replacement Job Order <i>(Encoded at Job Order Monitoring System)</i>			1. Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Replace Water Meter</p>	<p>3. Conduct replacement based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 Replace the interchanged or service meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Replacement Data</p>	<p>4. Completely fill out the Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>		<p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>5. Issue Dismounting and Installation Receipt (Replacement Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit replacement form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Replacement Data</p>	<p>6. Encode replacement data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>



<p style="text-align: right;">TOTAL</p>		<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p> <p>Vitali:</p> <p>Replacement will be accomplished within 21 Working Days</p>	
<p>END OF TRANSACTION CYCLE</p>			



7. ONSITE TESTING OF WATER METER

A water meter's onsite testing is done when there is a sudden increase or decrease in consumption, or if the meter seal breaks.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Onsite Testing Job Order – Request for Meter Test / Breakages Meter Seal <i>(Encoded at Job Order Monitoring System)</i>			1. Customer Care Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Test Water Meter On Site</p>	<p>3. Conduct onsite testing of meter based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 If water meter is functioning:</p> <p>Perform onsite testing of meter two to three times in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p> <p>If Onsite Testing = Passed:</p> <p>Meter will not be replaced.</p> <p>Else:</p> <p>Replace the failed meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p> <p>Else:</p> <p>Assess the meter. If blurred, erratic, stuck, uneven dial, burned or defective, replace the meter in front of the customer / representative. If not present, notify</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 10 Working Days</p> <p>Vitali:</p> <p>Within 21 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
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	the customer / representative by phone or text message.			
4. Validate Onsite Testing and/or Replacement Data	4. Completely fill out the Onsite Meter Test Receipt and/or Dismounting and Installation Receipt. 4.2 Verifies that all data in the form/s are correct and accurate.			Senior Instrument Technician / Customer Service Assistant E
5. Issue Dismounting and Installation Receipt (Replacement Form)	5. Secures signature of customer / representative. 5.2 Issues Onsite Meter Test Receipt and/or Dismounting and Installation Receipt to customer / representative, if present. 5.3 Field personnel submit replacement form to WMMD office personnel.			Senior Instrument Technician / Customer Service Assistant E
6. Encode Onsite Testing and/or Data	6. Encode onsite testing and/or replacement data in the JOMS. 6.2 Upload and update data into the Commercial Database		3 minutes	Senior Instrument Technician / Customer Service Assistant A



<p style="text-align: right;">TOTAL</p>		<p>8 minutes for receipt and dispatching of job order and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Replacement will be accomplished within 7 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Replacement will be accomplished within 10 Working Days</p> <p>Vitali:</p> <p>Replacement will be accomplished within 21 Working Days</p>	
<p>END OF TRANSACTION CYCLE</p>			



8. RECONNECTION OF WATER SERVICE CONNECTION

Reconnection of Water Service Connection can be requested for those water service that has been disconnected due to delinquency.

Office or Division:	Water Meter Maintenance Division (WMMD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Any ZCWD Customer whose water meter is broken			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Reconnection Job Order <i>(Encoded at Job Order Monitoring System)</i>			1. Customer Accounts Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Endorsed Job Order	1. Receive job order thru the Job Order Monitoring System (JOMS). 1.2 Logs job order in the logbook.		2 minutes	Senior Instrument Technician / Industrial Security Guard A (Detailed at WMMD)
2. Dispatch Job Order	2. Dispatch job order to assigned field personnel. 2.2 Update JOMS by filling in the dispatch details. 2.3 Field personnel sign the relevant job order in the logbook.		3 minutes	Senior Instrument Technician / Customer Service Assistant



<p>3. Reconnection of Water Service Connection</p>	<p>3. Conduct reconnection based on the corresponding job order and sketch.</p> <p>3.2 Inform / call customer / representative of the activity to be conducted.</p> <p>3.3 Reconnect the meter in front of the customer / representative. If not present, notify the customer / representative by phone or text message.</p>		<p>Within 19 kilometers from City Hall:</p> <p>Within 2 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Within 3 Working Days</p> <p>Vitali:</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>4. Validate Reconnection Data</p>	<p>4. Completely fill out Dismounting and Installation Receipt.</p> <p>4.2 Verifies that all data in the form are correct and accurate.</p>		<p>Within 7 Working Days</p>	<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>5. Issue Dismounting and Installation Receipt (Installation Form)</p>	<p>5. Secures signature of customer / representative.</p> <p>5.2 Issues Dismounting and Installation Receipt to customer / representative, if present.</p> <p>5.3 Field personnel submit form to WMMD office personnel.</p>			<p>Senior Instrument Technician / Customer Service Assistant E</p>
<p>6. Encode Reconnection Data</p>	<p>6. Encode reconnection data in the JOMS.</p> <p>6.2 Upload and update data into the Commercial Database</p>		<p>3 minutes</p>	<p>Senior Instrument Technician / Customer Service Assistant A</p>
TOTAL			<p>8 minutes for receipt and dispatching of job order</p>	



		<p>and encoding of replacement data</p> <p>Within 19 kilometers from City Hall:</p> <p>Reconnection will be accomplished within 2 Working Days</p> <p>On elevated areas (West Coast: Talisayan to Labuan; East Coast: Sangali)</p> <p>Reconnection will be accomplished within 3 Working Days</p> <p>Vitali:</p> <p>Reconnection will be accomplished within 7 Working Days</p>	
END OF TRANSACTION CYCLE			



LEGAL DEPARTMENT

Internal Services



1. REQUEST FOR LEGAL OPINION OR REVIEW OF MOA (MEMORANDUM OF AGREEMENT)

Request for issuance of a Legal Opinion on a given matter; Request for review of the terms of a proposed MOA.

Office or Division:	Legal Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All (request is generally endorsed via internal memorandum to the Legal Services Division)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Official letter or internal memorandum detailing the specifics of the request; 2. Supporting documents for basis of circumstances (subject to initial assessment for completeness) 3. Copy of the Memorandum of Agreement requested for review (as applicable) 		<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Requesting party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Requesting party submits a letter or internal memorandum to the Legal Services Division via Records Section <p>Note: The request or communication should detail the circumstances and include all needed requirements to properly formulate the requested MOA or Legal Opinion</p>	<ol style="list-style-type: none"> 1. Acknowledge receipt of the letter or memorandum 	None	2 minutes	Records Section; Clerk Processor (Legal Services Division)



	2. Conduct legal review and study of the facts and circumstances;	None	15 working days	Legal Services Division
	<i>For legal opinion:</i> 2.1. Prepare the legal opinion narrative; secure approval thereof 2.2. Endorse the approved legal opinion via internal memo to requesting party			
	<i>For MOA review request:</i> 2.1. Prepare the narrative legal opinion and review on the subject MOA; 2.1. Endorse the approved MOA review (legal opinion) back the requesting party ⁹			
	TOTAL:	None	15 working days	
END OF TRANSACTION CYCLE				

⁹ The “requesting party” is the corresponding ZCWD unit that lodged the request for legal opinion or MOA review



LEGAL DEPARTMENT

External Services



1. REPORT OF SUSPECTED ILLEGAL WATER CONNECTION

Suspected illegal water connection is reported for inspection/investigation.

Office or Division:	Investigation and Litigation Division				
Classification:	Complex				
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)				
Who may avail:	All reports prepared by the LMSD and endorsed job order generated by the Customer Care Division and forwarded to the Investigation and Litigation Division				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Job order with name of suspect/account name indicated therein including the sketch location of the suspected illegal connection and the location of the user of said illegal connection (additional information such as photograph of the illegal connection may also be submitted for verification of the Legal Department).			Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party relays information of suspected illegal connection to the Customer Service Division	1. Generate job order;	None		2 minutes	Customer Service Division;
	2. Job order is forwarded to the Legal Department; and	None		2 minutes	Customer Service Division;
		None		2 minutes	Legal Assistant (Investigation and Litigation Division (ILD))



	3. Job order is received, recorded and forwarded to the investigators of the ICIU.				Legal Assistant (ILD)
	4. Conduct of inspection/investigation of the reported illegal connection.	None		5 working days of as the need arises, the conduct of several surveillance until the illegal connection is properly documented/apprehended.	Illegal Connection and Investigation Unit (ICIU), ILD
TOTAL:		None		5 working days or more	
END OF TRANSACTION CYCLE					



2. PAYMENT OF ILLEGAL WATER CONNECTION PENALTIES

Customer pays the illegal connection penalties.

Office or Division:	Investigation and Litigation Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All (payment of illegal connection penalties is endorsed by the ILD thru the issuance of a payment slip)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment slip is generated and is presented to the Cashier for payment of the corresponding amount of penalties.		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party presents the water bill to the Legal Assistant and payment slip is generated thereafter.	1. Generate payment slip;	None	2 minutes	Legal Assistant (Investigation and Litigation Division (ILD))
	2. Payment slip is presented to the cashier;	None	2 minutes	Cashier Cashier



	<p>3. Official receipt generated as proof of payment of the penalties; and</p> <p>4. Official receipt is presented to the ILD for proper recording of the payment at the case folder of the customer.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>2 minutes</p>	<p>Legal Assistant (Investigation and Litigation Division (ILD))</p>
TOTAL:		<p>None</p>	<p>8 minutes</p>	
END OF TRANSACTION CYCLE				



3. PAYMENT OF WATER METER FOR WATER METERS DOCUMENTED AS DAMAGED (BROKEN GLASS/LENS AND/OR DAMAGED WATER METERS) Customer pays the cost of replacement for the damaged water meter.

Office or Division:	Investigation and Litigation Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All (payment for the cost of replacement of the damaged water meter is endorsed by personnel of the ILD thru loan or cash payment form)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Loan form or cash payment form is generated.			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party presents the water bill to the Legal Assistant, and a loan or cash payment form is generated thereafter.	1. Generate loan or cash payment form; 2. Loan or cash payment form is presented to: 2.1. For Loan form-	None PhP1,995.00 payable in six (6) months and the same is incorporated in the water bill as loan*	3 minutes 15 minutes	Legal Assistant (Investigation and Litigation Division (ILD))



	<p>Customer Care Division for generation of job order and SRS</p> <p>2.2. Cash payment form-</p>	<p>PhP1,821.00*</p> <p>*Amount of water meter and payment terms may vary subject to existing ZCWD Policy at the time of availment</p>	<p>15 minutes</p>	<p>Customer Care Division</p>
	<p>Customer Care Division for generation of job order and SRS;</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Care Division</p>



	<p>3. Job order with attachments is submitted to the Legal Department;</p> <p>4. SRS and other supporting documents is forwarded to the Metering Section for their appropriate action;</p> <p>5. Replacement of the damaged water meter.</p>	None	<p>1 day</p> <p>5 to 7 working days</p>	<p>Legal Assistant (Investigation and Litigation Division (ILD))</p> <p>Driver Mechanic B (Investigation and Litigation Division (ILD))</p> <p>Metering Section</p>
TOTAL:		None	5 to 8 working days	
END OF TRANSACTION CYCLE				



HUMAN RESOURCES DEPARTMENT

External Services



1. ISSUANCE OF EMPLOYMENT SERVICE RECORDS (FOR SEPARATED EMPLOYEES)

Employee Service Record issued by the Personnel Welfare Division - Human Resource Department is issued to separated employees needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and other benefit as required by social insurance programs and other agencies such as the GSIS, PhilHealth, and PAG-IBIG Fund.

Office or Division:	Personnel Welfare Division (PWD)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated employees; government agencies / offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For Processing of Request:</p> <ol style="list-style-type: none"> Letter of Request addressed to the Assistant General Manager of the Administration Group stating the purpose of the request. <p>For Verification of Data:</p> <ol style="list-style-type: none"> Employment Clearance (Cleared from accountabilities and has no pending case). Service Record Card <p>For Claiming of Service Record:</p> <ol style="list-style-type: none"> Identification card/Authorization Letter 			<p>120 File / Personnel Records System (PRS) Incharge</p> <p>For contactless transactions, clients may submit request through:</p> <ul style="list-style-type: none"> ZCWD website Contact no. (62) 991-1556 loc. 8113 or 8118 Emails: pwd@zcwd.gov.ph or aguaesvida@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submit Letter of Request to the PWD Personnel Incharge through any of the following: <ul style="list-style-type: none"> Call or email PWD Incharge through the contact details provided. 	<ol style="list-style-type: none"> Accept Letter of Request and check the completeness of details. Check entries of the employee in the PRS. Check the presence of documents and entries. (Note: Release of documents shall be communicated via text/email/letter). 	None	<p>1 day</p> <p>Within the day the letter of request was received</p>	<p>PRS Incharge Personnel Welfare Division</p> <p>PRS Incharge Personnel Welfare Division</p>



<ul style="list-style-type: none"> Submit letter of request at the PWD-HRD office <p>2. Receive requested document (sign logbook/Receiving Copy)</p>	<p>3. If,</p> <ol style="list-style-type: none"> <u>With complete details/documents</u>: Validate data with existing Personnel Records System (PRS) database/records and documents if there are entries that needed verification, including salary increases / adjustments, clearance from accountabilities and pending cases. Prepare Service Record. <u>With incomplete details/documents</u>: Check and retrieve 201/120 file records stored in the HR archive and verify/validate data with existing Personnel Records System (PRS) database/records and documents if there are entries that needed verification, including salary increases / adjustments, clearance from accountabilities and pending cases. Prepare Service Record. <p>4. Have the Service Record checked and initialed by the Supervisor and the Division Manager of the PWD</p>		<p>Within the day the letter of request was received</p> <p>1 day</p> <p>Within the day verifications on the details were completed</p> <p>Within the day or the next working day after the requested document was signed</p>	<p>PRS Incharge Personnel Welfare Division</p> <p>PWD Supervisor, PWD Division Manager and/ or Administration Group Assistant General Manager</p> <p>PRS Incharge Personnel Welfare Division</p>
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	<p>when all details are in order, and have it approved/signed by the Assistant General Manager for the Administration Group.</p> <p>5. Inform client/citizen either thru text message, call or email that the requested document is already available for release either hard copy at PWD-HRD office or soft copy via email.</p>			
TOTAL		None	2-3 days	
END OF TRANSACTION CYCLE				



2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (FOR SEPARATED EMPLOYEES)

Certification issued by the Human Resource Department –Department Manager is issued to separated employees to include job order workers by reason of retirement, resignation, end of contract or termination for purposes of employment, prerequisite for welfare and other benefits to other government offices. This includes COEs salaries and benefits and/or job descriptions.

Office or Division:	Manpower Planning and Recruitment Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Separated employees; government agencies/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished QF-HRD-MPRD-12 Request Form (1 copy only)			120 File/ Personnel Records System For contactless transactions, clients may submit request through:	
For Claiming of COE: 1. Identification card/Authorization Letter			<ul style="list-style-type: none"> • ZCWD website • Contact no. (62) 991-1556 loc. 8118 • Email- mprd@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished QF-HRD-MPRD-12 Request Form to the MPRD personnel in-charge through any of the following: <ul style="list-style-type: none"> • Call or email MPRD in-charge through the contact details provided. • Submit accomplished form at the MPRD-HRD office 	1. Accept accomplished form and check the completeness of details. 2. Check entries of the employee in the PRS. (Note: Release of documents shall be communicated via text/email).	None	1 day	IRMO B/IRMA A
			1 day	IRMO B/IRMA A
			1 day	IRMO B/IRMA A



<p>2. Receive requested document (sign logbook/Request Form)</p>	<p>3. Validate data with existing PRS/records and documents if there are entries that need verification. Prepare certification.</p> <p>4. Forward COE checked by the Division Manager for MPRD and signed by the Department Manager for HRD.</p> <p>5. Affix initials/signatures when all details are in order.</p> <p>6. Inform client that the requested data is already available for release at the MPRD-HRD office or via email.</p>			
TOTAL			3 days	
END OF TRANSACTION CYCLE				



3. REQUEST FOR CERTIFIED TRUE COPY OF 120 FILES DOCUMENTS

Separated Employees may request for certified true copy of their 201/120 Documents, which include Appointment(s), Notices and Other Documents on File. These will be certified true copy from 201/120 file by the Division Manager of the Personnel Welfare Division/Department Manager of the Human Resource Department.

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may Avail:	Separated Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Letter of Request addressed to the Assistant General Manager of the Administration Group stating the purpose of the request. For Claiming of Document: 1. Identification card/Authorization Letter for Representative/s			120 File/ Personnel Records System (PRS) Incharge For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • ZCWD website • Contact no. (62) 991-1556 loc. 8118 • Emails: pwd@zcwd.gov.ph or aguaesvida@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the PWD Personnel Incharge through any of the following: <ul style="list-style-type: none"> • Call or email PWD Incharge through the contact details provided • Submit letter of request at the PWD-HRD office 	1. Accept Letter of Request and check the completeness of details. 2. Check entries of employee details in the PRS database and in the 120 file. 3. Once validated, print or photocopy the requested Document and stamp, "Certified True Copy" from 120 file".	None	1 day Within the day the letter of request was received Within the day the letter of request was received	PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division



<p>2. Receive requested document (sign logbook and receiving copy)</p>	<p>4. Have the Document checked and initialed by the Supervisor and the Division Manager of the PWD when all details are in order, and have it approved/signed by the Assistant General Manager for the Administration Group.</p> <p>5. Inform client/citizen either thru text message, call or email that the requested document is already available for release either hard copy at PWD-HRD office or soft copy via email.</p>		<p>Within the day the document(s) was/were signed</p>	<p>PWD Supervisor, PWD Division Manager and/ or Administration Group Assistant General Manager</p> <p>PRS Incharge Personnel Welfare Division</p>
TOTAL		None	2 days	
END OF TRANSACTION CYCLE				



4. SEPARATION PROCESS (DECEASED) – PROCESSING OF BENEFITS

This Service is made upon request of qualified Surviving Heir/s.

Office or Division:	Personnel Welfare Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may Avail:	Qualified Surviving Heirs of the Deceased ZCWD Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Photocopy of two (2) Valid IDs - ZCWD Clearance from money, property and legal accountability - PSA Certificates – Birth, marriage and Death - GSIS Survivorship Application Form - Pag-IBIG Fund Claim Form - Affidavit to deduct all financial obligations with the agency - Affidavit of Pendency/Non-Pendency of criminal investigation or prosecution against the employee - Recent Statement of Assets, Liabilities and Net Worth (SALN) - Notice of Salary Adjustment (NOSA) 			Surviving Heirs Personnel Welfare Division Staff Legal Department GSIS Office Pag-IBIG Fund Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Processing of Request: 1. Submits the complete requirements 2. Signs the printed ZCWD Clearance Form	1. Encodes data and print ZCWD Clearance Form 2. Circularizes clearance for signature of concerned officials	None	15 minutes 30 working days (return of clearance depends on the availability of the signatories; and actions of concerned unit depend on the response)	Personnel Welfare Division Incharge Personnel Welfare Division Incharge, Concerned Unit Incharge, Retiree



<p>3. Complies the documentary requirements as required by the AFMD.</p> <p>4. Receives the documents and personally submits to the GSIS and PagIBIG Fund office.</p> <p>5. Surviving heir/s personal applies at the Philhealth office</p>	<p>3. Upon receipt of the fully accomplished ZCWD clearance, furnishes an original copy to the Accounting and Financial Management Accounting (AFMD) for the preparation of the necessary receivables of the deceased employee/s.</p> <p>4. Informs the surviving heir/s to coordinate with the AFMD for the documentary requirements.</p> <p>5. Facilitates the signing the GSIS Survivorship Application Form to be signed the Assistant General Manager of the Administration Group.</p> <p>6. Informs thru call or text the surviving heir/s documents are ready for release.</p> <p>7. Informs also the surviving heir/s to apply personally at the Philhealth</p>		<p>of the surviving heir/s on his/her compliance on the needed requirements by the concerned unit/signatories)</p> <p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge, Division Manager/s, Assistant General Manager</p> <p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge</p>
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<p>6. Submits the GSIS clearance to the Personnel Welfare Division Incharge</p>	<p>Office for their membership since the membership dies with the employee.</p> <p>8. Processing of Terminal Leave will proceed upon receipt of the GSIS clearance from the surviving heir/s and will be submitted to the AFMD for the voucher and cheque preparation.</p>		<p>2-3 days</p>	<p>Personnel Welfare Division Incharge</p>
TOTAL		<p>None</p>	<p>33 days and 50 minutes</p>	
END OF TRANSACTION CYCLE				



HUMAN RESOURCES DEPARTMENT

Internal Services



1. ISSUANCE OF EMPLOYMENT SERVICE RECORDS (EMPLOYEES IN THE ACTIVE ROLLS)

Employee Service Record issued by the Personnel Welfare Division - Human Resource Department is issued to employee/s (active rolls) needing this document for recruitment, selection and placement (RSP) purpose and as prerequisites for welfare and other benefit as required by social insurance programs and other agencies such as the GSIS, PhilHealth, and PAG-IBIG Fund.

Office or Division:	Personnel Welfare Division (PWD)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Employee/s in the active rolls			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For Processing of Request:</p> <ol style="list-style-type: none"> Duly Accomplished Quality Form QF-HRD-PWD-017 Request for Records Form (1 copy only) <p>For Verification of Data:</p> <ol style="list-style-type: none"> Service Record Card <p>For Claiming of Service Record:</p> <ol style="list-style-type: none"> None 			<p>120 File / Personnel Records System (PRS) Incharge</p> <p>For contactless transactions, clients may submit request through:</p> <ul style="list-style-type: none"> ZCWD website Contact no. (62) 991-1556 loc. 8113 or 8118 Emails: pwd@zcwd.gov.ph or aquaesvida@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submit accomplished QF-HRD-017 Request for Records Form through any of the following: <ul style="list-style-type: none"> Call or email PWD Incharge through the contact details provided. Submit accomplished form at the PWD-HRD office 	<ol style="list-style-type: none"> Accept accomplished form and check the completeness of details. Check entries of the employee in the PRS. Check the presence of documents and entries. (Note: Release of documents) 	None	<p>1 day</p> <p>Within the day the letter of request was received</p>	<p>PRS Incharge Personnel Welfare Division</p> <p>PRS Incharge Personnel Welfare Division</p> <p>PRS Incharge Personnel Welfare Division</p>



<p>2. Receive requested document (sign logbook/Receiving Copy)</p>	<p>shall be communicated via text/email/letter).</p> <ol style="list-style-type: none"> 3. Validate data with existing Personnel Records System (PRS) database/records and documents if there are entries that needed. Prepare Service Record. 4. Have the Service Record checked and initialed by the Supervisor and the Division Manager of the PWD when all details are in order, and have it approved/signed by the Assistant General Manager for the Administration Group. 5. Inform client either thru text message, call or email that the requested document is already available for release either hard copy at PWD-HRD office or soft copy via email. 		<p>Within the day the letter of request was received</p> <p>Within the day the document was prepared.</p> <p>Within the day the document was prepared.</p>	<p>PWD Supervisor, PWD Division Manager and/ or Administration Group Assistant General Manager</p> <p>PRS Incharge Personnel Welfare Division</p>
TOTAL		None	2 days	
END OF TRANSACTION CYCLE				



2. REQUEST FOR CERTIFIED TRUE COPY OF 120 FILES DOCUMENTS

Employees may request for certified true copy of their 201/120 Documents, which include Appointment(s), Notices and Other Documents on File. These will be certified true copy from 201/120 file by the Division Manager of the Personnel Welfare Division/Department Manager of the Human Resource Department.

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished Quality Form QF-HRD-PWD-012 Request for Photocopies of Documents from 120 Files Form (1 copy only) For Claiming of Document: 1. None			120 File/ Personnel Records System (PRS) Incharge For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • ZCWD website • Contact no. (62) 991-1556 loc. 8118 • Emails: pwd@zcwd.gov.ph or aquaesvida@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form t to the PWD Personnel Incharge through any of the following: <ul style="list-style-type: none"> • Call or email PWD Incharge through the contact details provided • Submit letter of request at the PWD-HRD office 	1. Accept accomplished form and check the completeness of details. 2. Check entries of employee details in the PRS database and in the 120 file. 3. Once validated, print or photocopy the requested Document and stamp, "Certified True Copy" from 120 file".	None	1 day Within the day the letter of request was received Within the day the letter of request was received	PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division



<p>2. Receive requested document (sign logbook and receiving copy)</p>	<p>4. Have the Document checked and initialed by the Supervisor and the Division Manager of the PWD when all details are in order, and have it approved/signed by the Assistant General Manager for the Administration Group.</p> <p>5. Inform client either thru text message, call or email that the requested document is already available for release either hard copy at PWD-HRD office or soft copy via email.</p>		<p>Within the day the document(s) was/were signed</p>	<p>PWD Supervisor, PWD Division Manager and/ or Administration Group Assistant General Manager</p> <p>PRS Incharge Personnel Welfare Division</p>
TOTAL		None	1 day	
END OF TRANSACTION CYCLE				



3. COMPENSATORY TIME-OFF (CTO) AVAILMENT

Employees may avail for Compensatory Time-Off (CTO) for a minimum of four (4) hours a day and maximum of forty (40) hours per month and as long they still have unavailed CTO and it is not yet forfeited.

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished Compensatory Time-Off Application Slip, one (1) copy only For claiming document 1. None			Personnel Welfare Division For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • Contact no. (62) 991-1556 loc. 8118 • Emails: pwd@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form t to the PWD Personnel Incharge through any of the following: <ul style="list-style-type: none"> • Personally submit or send through email through the contact details provided 	1. Personnel Incharge verifies the CTO balance of the concerned employee 2. If with active balance, personnel incharge, will encode details in the Personnel Records System 3. Prints hard copy or sends electronic copy of the CTO Application Form to the applicant for his/her signature and of the approving officer. 4. Upon return of the acted CTO Application Form, person incharge	None	3 minutes 3 minutes 3 minutes 3 minutes	PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division PRS Incharge Personnel Welfare Division



	files/archives accomplished CTO Application Form and slip			
TOTAL		None	1 day	
END OF TRANSACTION CYCLE				



4. DAILY TIME RECORD (DTR) MANAGEMENT (REGULAR EMPLOYEES)

Employees submit monthly daily time record in compliance with Civil Service rules and regulations.

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Monthly prooflist			Personnel Welfare Division	
Daily Time Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits either hard copies or electronic copies (pdf file) of accomplished DTR prooflists to PWD-HRD for editing of time entries and generation of DTRs	1. Management Information Services Division (MISD) uploads data from various ZCWD installations i.e. Motorpool, Water Treatment Plant, and Old Reservoir to the existing Daily Time Record System at the Main Office every 1 st working day of the following month	None	2 hours	PRS Incharge Personnel Welfare Division
	2. Personnel Welfare Division generates and releases hard copy or sends thru electronic mails the monthly proof lists of units		4 hours	PRS Incharge Personnel Welfare Division



<p>in the Personnel Records System (Employees in the biometrics/barcode system); and</p> <p>2. Submits accomplished DTR excel templates thru email for</p> <p>3. Uploading of time entries in the Personnel Records System</p> <p>4. (Employees not in the biometrics/barcode system)</p>	<p>3. Uploads the excel template</p> <p>4. Edits accomplished DTR prooflists and generates DTR;</p> <p>5. Releases generated DTR either hard copies or electronic copies (pdf file) thru email for JOWs and supervisors' review and signatures.</p>		<p>5 minutes</p> <p>15 minutes</p> <p>Within one (1) day</p>	<p>PRS Incharge Personnel Welfare Division</p> <p>PRS Incharge PW Division</p>
TOTAL		None	1 day	
END OF TRANSACTION CYCLE				



5. LEAVE APPLICATION PROCESS

Employees apply for leave of absences whether vacation or sick leave in accordance with the existing Civil Service rules and regulations.

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Leave Slip			Personnel Welfare Division	
CS Form No. 6 Leave Application Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Processing of Request: 1. Duly accomplished Application for Leave Slip	1. Logs the details of the Leave Application Slip on the logbook and immediately processes using the Personnel Records System;	None	2 minutes	Administration Services Assistant B Personnel Welfare Division
	2. Prints the Application for Leave Form and records the control no. on the Leave Application Slip;		2 minutes	Administration Services Assistant B Personnel Welfare Division
	3. Updates manually the leave credits in the leave card		2 minutes	Administration Services Assistant B Personnel Welfare Division
	4. Certifies that the leave credits on the Leave Application Form is the same as the leave credits reflected on the employee's leave card by		5 minutes	Administration Services Assistant B Personnel Welfare Division



<p>2. Signs the processed leave application/s;</p> <p>3. Facilitates the approval or disapproval of his or her leave application by endorsing the said document to his or her immediate head for appropriate action; and</p> <p>4. Returns the approved/disapproved leave application/s to the Personnel Welfare Division either hard copy or thru email (pdf file).</p>	<p>signing on the Leave Application Form and employee's leave card.</p> <p>5. Forwards thru email (pdf file) or log book (print out) processed leave application/s to concerned employee for his or her signature and approval/disapproval of immediate head.</p> <p>Approved leave application/s:</p> <p>6. Logs the reference number in the logbook; and</p> <p>7. Turn overs the approved leave application/s to ASA C for DTR attachment/s and separate filing of Leave Application Slips.</p> <p>Disapproved leave application/s:</p> <p>8. Updates in the Personnel Records System and leave cards;</p> <p>9. Prepares a memorandum signed by the division manager on the salary deduction of the disapproved leave application/s and endorses to the PSD for the appropriate action, copy furnished the concerned employee; and</p> <p>10. Files received copy of the memorandum.</p>		<p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>3 minutes</p>	<p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant B Personnel Welfare Division</p>
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	<p>11. Attaches the approved leave application/s only to the DTR before turning over to the PSD; and</p> <p>12. Files the Leave Application Slips in a separate filing</p>		<p>2 minutes</p>	<p>Administration Services Assistant B Personnel Welfare Division</p> <p>Administration Services Assistant C Personnel Welfare Division</p> <p>Administration Services Assistant Personnel Welfare Division</p>
TOTAL		None	1 day	
END OF TRANSACTION CYCLE				



6. MEDICAL CONSULTATIONS OF EMPLOYEES WITH THE RETAINER PHYSICIAN

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate/set and appointment with the Senior Industrial Nurse	1. Check available schedule of consultation with the Retainer Physician, if available on the date, Senior Industrial Nurse will set the appointment	None	30 minutes	Senior Industrial Nurse
	2. Inquire reason(s) for consultation		30 minutes	Senior Industrial Nurse
2. Proceeds to the ZCWD Clinic on the scheduled date of consultation	3. Inquire available laboratory results, if available	None	1 hour-2 hours	Senior Industrial Nurse
	4. Facilitates consultations based on the list of employees due for consultation for the day(pull-outs patient-employee's medical record for charting)	None	Within the consultation period with the retainer physician	Retainer Physician



	<p>5. Patient-employee consults with the Retainer Physician</p> <p>6. Retainer physician prescribes medicines and/or advices for laboratory examinations to client-employee whichever is necessary</p>		<p>Within the consultation period with the retainer physician</p>	<p>Retainer Physician</p>
TOTAL			<p>1-2 days</p>	
END OF TRANSACTION CYCLE				



7. PERSONNEL DEVELOPMENT AND SKILLS ENHANCEMENT

Office or Division:	Personnel Welfare Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Individual Development Plan			Personnel Welfare Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Individual Development Plan	<ol style="list-style-type: none"> 1. Issues individual development plan to employees for their appropriate action; and 2. Identifies, drafts and prepares invitation to competent Subject Matter Expert (SME) to handle specific program. 3. Drafts, finalizes and sends out invitation to different Water Districts thru electronic mails and/or facsimile; 4. Receives confirmation from participants from different Water Districts. <p>(In-house – ZCWD Employees only)</p> <ol style="list-style-type: none"> 5. Identifies employees who 	None	<p>5 minutes</p> <p>1 hour</p>	<p>Supervising Industrial Relations Management Officer A</p> <p>Supervising Industrial Relations Management Officer A</p>



	<p>needs to attend the training;</p> <p>6. Drafts and finalizes office memorandum addressed to concerned employees and must be signed by the General Manager; and</p> <p>7. Forwards to Records Section the signed office memorandum for dissemination to concerned employees.</p>			
TOTAL			1-2 days	
END OF TRANSACTION CYCLE				



8. SEPARATION PROCESS (RETIREMENT) – PROCESSING OF BENEFITS

This Service is made upon request of an employee who will be retiring from the District.

Office or Division:	Personnel Welfare Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	Confirmed retiring employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Application/written intent to retire - Photocopy of two (2) Valid IDs with three (3) specimen signatures - 1x1 picture (1 copy) - ZCWD Clearance from money, property and legal accountability - Service Record - Leave of Absence without Pay (LWOP) Certification - Ombudsman Application Form for Clearance - Postal Money Order - GSIS Application Form - Declaration of Pendency/Non-Pendency of Case (Notarized) - Pag-IBIG Fund Claim Form - Affidavit to deduct all financial obligations with the agency - Affidavit of Pendency/Non-Pendency of criminal investigation or prosecution against the employee - Recent Statement of Assets, Liabilities and Net Worth (SALN) - Notice of Salary Adjustment (NOSA) - Exit Interview Questionnaire Form 			Retiring Employee Personnel Welfare Division Staff Ombudsman Office GSIS Office Pag-IBIG Fund Office Legal Department Manpower Planning and Recruitment Division	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Processing of Request: 1. Submits memorandum/letter of intent to retire (as early as of 6 months prior to effective date of retirement)	1. Upon receipt of the approved memorandum/letter from the Office of the General, encodes data and print ZCWD Clearance Form	None	15 minutes	Personnel Welfare Division Incharge



<p>2. Signs the printed ZCWD Clearance Form</p> <p>3. Fill out the necessary documentary requirements</p>	<p>2. Informs the retiring employee thru text or call to visit the HR Department for the accomplishment of the documentary requirements.</p> <p>3. Circularizes clearance for signature of concerned officials</p>		<p>5 minutes</p>	<p>Personnel Welfare Division Incharge. Retiring employee</p>
	<p>4. Facilitates the submission of request for Ombudsman Clearance and send via mail thru records section</p>		<p>30 working days (actions of concerned unit depend on the response of the retiring employee on his/her compliance on the needed requirements by the concerned unit/signatories such as loans/items assigned to him/her)</p>	<p>Personnel Welfare Division Incharge, Concerned Unit/s' Incharge, Retiring employee</p>
<p>4. Complies the documentary requirements as required by the AFMD.</p>	<p>5. Upon receipt of the fully accomplished ZCWD clearance, furnishes an original copy to the Accounting and Financial Management Accounting (AFMD) for the preparation of the necessary receivables of the retiring employee.</p>		<p>5 minutes</p>	<p>Personnel Welfare Division Incharge, Retiring employee</p>



	<p>6. Informs the retiring employee to coordinate with the AFMD for the documentary requirements.</p> <p>7. Facilitates the accomplishment of the GSIS Retirement Form. Ensures the completeness of the documents.</p> <p>8. Coordinates with the Records Section the submission of the complete application for retirement documents to the GSIS office.</p> <p>9. Informs the GSIS personnel movement thru GSIS Web portal on or after effective date of retirement.</p> <p>10. Informs thru call or text the retiring employee documents are submitted to the GSIS office.</p> <p>11. Facilitates the request for updating of the retiree's Philhealth lifetime membership in coordination with the Records Section. Processed after the date of retirement.</p> <p>12. Informs thru text or call the retiring employee Philhealth Member Data Record (MDR) and ID are ready for release.</p>		<p>5 minutes</p> <p>30 minutes</p> <p>1 hour</p> <p>10 minutes</p> <p>5 minutes</p> <p>1-2 days</p>	<p>Personnel Welfare Division Incharge,</p> <p>Personnel Welfare Division Incharge, Division Managers and Assistant General Manager</p> <p>Personnel Welfare Division Incharge, Liaison Aide</p> <p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge, Liaison Aide</p>
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<p>5. Retired employee visits the HR Department and receives the Philhealth documents.</p> <p>6. Submits the GSIS clearance to the Personnel Welfare Division Incharge</p>	<p>13. Processing of Terminal Leave will proceed upon receipt of the GSIS clearance from the retired employee/as soon the office received the clearance thru email and will be submitted to the AFMD for the voucher and cheque preparation.</p>		<p>5 minutes</p> <p>1-2 days</p>	<p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge</p>
TOTAL		None	34 days, 2 hours and 20 minutes	
END OF TRANSACTION CYCLE				



9. SEPARATION PROCESS (RESIGNATION/TRANSFER TO OTHER AGENCY) – PROCESSING OF BENEFITS

This Service is made upon request of an employee who will be resigning/transferring to other agency.

Office or Division:	Personnel Welfare Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	Resigning/transferring to other agency employee.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Application/written intent to resign or transfer to other agency - Photocopy of two (2) Valid IDs with three (3) specimen signatures - ZCWD Clearance from money, property and legal accountability - GSIS Application Form - Pag-IBIG Fund Claim Form - Affidavit to deduct all financial obligations with the agency - Affidavit of Pendency/Non-Pendency of criminal investigation or prosecution against the employee - Recent Statement of Assets, Liabilities and Net Worth (SALN) - Notice of Salary Adjustment (NOSA) - Exit Interview Questionnaire Form 			Resigning/Transferring Employee Personnel Welfare Division Staff GSIS Office Pag-IBIG Fund Office Legal Department Manpower Planning and Recruitment Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Processing of Request:				
1. Submits intent to Resign/Transfer to other agency in a memorandum form (at least 30 days prior to effective date of separation)	1. Upon receipt of the approved memorandum from the Office of the General, encodes data and print ZCWD Clearance Form	None	15 minutes	Personnel Welfare Division Incharge
2. Signs the printed ZCWD Clearance Form	2. Informs the resigning/transferring employee thru text or call to visit the HR Department for the accomplishment of the documentary requirements.		5 minutes	Personnel Welfare Division Incharge
3. Fill out the necessary documentary requirements				Personnel Welfare Division Incharge,



<p>4. Complies the documentary requirements as required by the AFMD.</p>	<p>3. Circularizes clearance for signature of concerned officials</p> <p>4. Upon receipt of the fully accomplished ZCWD clearance, furnishes an original copy to the Accounting and Financial Management Accounting (AFMD) for the preparation of the necessary receivables of the resigning/transferring employee.</p> <p>5. Informs the resigning/transferring employee to coordinate with the AFMD for the documentary requirements.</p>		<p>20 working days (must be complied before the transfer/resigned date; actions of concerned unit depend on the response of the resigning/transferring employee on his/her compliance on the needed requirements by the concerned unit/signatories such as loans/Items assigned to him/her)</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Resigning/Transferring employee</p> <p>Personnel Welfare Division Incharge, Concerned Unit/s' Incharge</p> <p>Personnel Welfare Division Incharge, Resigning/Transferring employee</p> <p>Personnel Welfare Division Incharge,</p>
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<p>5. Receives the documents and personally submits to the GSIS and PagIBIG Fund office (Resigning employee only).</p> <p>6. Resigning employee personally updates his/her membership at the Philhealth office</p> <p>7. Submits the GSIS clearance to the Personnel Werfare Division Incharge</p>	<p>6. Facilitates the accomplishment of the GSIS and Pag-IBIG Fund Claim Forms, if resigned and opted to claim from the GSIS office. Ensures the completeness of the documents.</p> <p>Informs the GSIS personnel movement thru GSIS Web portal both resigned/transfer to other agency.</p> <p>7. Informs thru call or text the resigning employee documents are ready for release, if resigned and opted to claim from the GSIS and Pag-IBIG Fund office.</p> <p>8. Informs also the resigning employee to apply personally at the Philhealth Office for the updating of his/her membership. Assist in the filling out of the Philhealth Form.</p> <p>9. Processing of Terminal Leave will proceed upon receipt of the GSIS clearance from the resigned employee and will be submitted to the AFMD for the voucher and cheque preparation.</p>		<p>30 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>15-20 minutes</p> <p>1-2 days</p>	<p>Personnel Welfare Division Incharge, Division Managers and Assistant General Manager</p> <p>Personnel Welfare Division Incharge</p> <p>Personnel Welfare Division Incharge</p>
TOTAL		None	22 days and 1 hour and 30 minutes	
END OF TRANSACTION CYCLE				



10. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (ACTIVE EMPLOYEES)

Certification issued by the Human Resource Department –Department Manager is issued to separated employees to include job order workers by reason of retirement, resignation, end of contract or termination for purposes of employment, prerequisite for welfare and other benefits to other government offices. This includes COEs salaries and benefits and/or job descriptions.

Office or Division:	Manpower Planning and Recruitment Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Separated employees; government agencies/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished QF-HRD-MPRD-12 Request Form (1 copy only)			120 File/ Personnel Records System	
For Claiming of COE: 2. Identification card/Authorization Letter			For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • ZCWD website • Contact no. (62) 991-1556 loc. 8118 • Email- mprd@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished QF-HRD-MPRD-12 Request Form to the MPRD personnel in-charge through any of the following: <ul style="list-style-type: none"> • Call or email MPRD in-charge through the contact details provided. • Submit accomplished form at the MPRD-HRD office 	1. Accept accomplished form and check the completeness of details.	None	1 day	IRMO B/IRMA A
	2. Check entries of the employee in the PRS. (Note: Release of documents shall be communicated via text/email).		1 day	IRMO B/IRMA A
	3. Validate data with existing PRS/records and documents if		1 day	IRMO B/IRMA A



<p>2. Receive requested document (sign logbook/Request Form)</p>	<p>there are entries that need verification. Prepare certification.</p> <p>4. Forward COE checked by the Division Manager for MPRD and signed by the Department Manager for HRD.</p> <p>5. Affix initials/signatures when all details are in order.</p> <p>6. Inform client that the requested data is already available for release at the MPRD-HRD office or via email.</p>			
TOTAL			3 days	
END OF TRANSACTION CYCLE				



11. ISSUANCE OF IDENTIFICATION CARDS AND NAMETAGS

Identification Card (PVC) and Nametags issued by the Human Resource Department –Department Manager arezs issued to active employees to include job order workers as replacement to their IDs and nametags.

Office or Division:	Manpower Planning and Recruitment Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Separated employees; government agencies/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Processing of Request: 1. Duly Accomplished QF-HRD-MPRD-12 Request Form (1 copy only)			120 File/ Personnel Records System For contactless transactions, clients may submit request through: <ul style="list-style-type: none"> • ZCWD website • Contact no. (62) 991-1556 loc. 8118 • Email- mprd@zcwd.gov.ph 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished QF-HRD-MPRD-12 Request Form to the MPRD personnel in-charge through any of the following: <ul style="list-style-type: none"> • Call or email MPRD in-charge through the contact details provided. • Submit accomplished form at the MPRD-HRD office 	1. Accept accomplished form and check the completeness of details.	None	5 minutes	IRMO B/IRMA A
	2. Check entries of the employee in the PRS. (Note: Release of ID/Nametags shall be communicated via text/email).		5 minutes	IRMO B/IRMA A
	Identification Cards (PVC)		2 days	IRMO B/IRMA A



<p>2. Receive requested document (sign logbook/Request Form)</p>	<p>3. Prepare order slip for PVC ID to be sent to supplier via email. Supplier to make the ids.</p> <p>4. Inform employee that PVC ID is ready for release at the MPRD-HRD Office</p> <p>Nametag</p> <p>5. Prepare Nametag.</p> <p>6. Inform employee/job order worker nametag is ready for release at the MPRD-HRD Office.</p>		<p>30 minutes</p> <p>5 minutes</p>	
TOTAL			2 days 4 minutes	
END OF TRANSACTION CYCLE				



CORPORATE PLANNING DEPARTMENT

Internal Services



1. REQUEST FOR ENHANCEMENT OF EXISTING IN-HOUSE INFORMATION SYSTEM/S

System Enhancement request from ZCWD Departments/Division for improvement of services.

Office or Division:	Management Information Services Division – Systems Development and Maintenance Section (MISD – SDMS)			
Classification:	From Complex to Highly Technical to Project-for Scheduling			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	ALL ZCWD Departments/Divisions (End User) utilizing operational In-House Information Systems			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memo requesting for enhancement if implemented In-House Information System/s 2. System Enhancement Request Form			- Concerned Department/Division - MISD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Memo with attached approved System Enhancement Request Form and transmit via Email to the MISD thru the Corporate Planning Department Head.	1. Review request memo and coordinate with the requesting Department/ Division for initial requirements	None	2 Hours	MISD – Division Manager
2. Provide details on the desired output of the enhancement and sample report format/templates if needed for basis of the system design	2. Data gathering and scheduling. 2.1 Data gathering. Determine complexity of enhancement, affected systems and modules (<i>Complex, Highly Technical, Project for Scheduling, Not Feasible</i>). 2.2 Schedule according to existing workload and priority projects. Create entry in SDMS-Tarea application and Inform requesting Department via Memo.	None	3 Days	SDMS Developer Assigned MISD – Division Manager
3. None	3. Re-design and coding of affected system modules and unit testing of enhancements and modifications	None	a. 10 Days for Complex b. 15 Days for Highly Technical	SDMS Developer Assigned



			c. As Scheduled for project	
4. Assign personnel for hands-on training and provide feedback to MISD-SDMS	4. Conduct hands-on user training if needed.	None	a. 1 Day – for Complex b. 1 Day – for Highly Technical c. As Scheduled for project	SDMS Developer Assigned
5. None	5. Test and deploy enhanced system for actual use in production server/s and update accomplishment details in SDMS-Tarea Application and provide technical support as needed	None	4 Hours	SDMS Developer in coordination with SAMS
TOTAL		N/A	a. 14 working days and 6 hours for Complex b. 29 working days and 6 hours for highly technical c. As scheduled for project	
END OF TRANSACTION CYCLE				



OFFICE OF THE GENERAL MANAGER

Internal Services



1. POSTING OF ADVISORIES

This covers all maintenance activities, plans, policies and programs, and collection schedules that must be shared with the Zamboanga City Water District's customers.

Office or Division:	Zamboanga City Water District (ZCWD) / Office of the General Manager (OGM) / Community Relations and External Affairs Section (CREAS)			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government			
Who may avail:	All Employees of Zamboanga City Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Publication Request Form 2. Approved Memo 3. Materials for posting 4. Board Resolution (if applicable) 			Community Relations & External Affairs Section (CREAS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure CREAS Publication Request Form (CPRF) in duplicate.	1. Issue CPRF	None	2 Minutes	Public Relations Officer
2. Fill out the form and secure approval from the immediate supervisor / Division Manager Department Manager / Assistant General Manager or General Manager.	2. Review and approve accomplished CPRF	None	5 minutes	Immediate Supervisor



3.Submit approved CPRF	3.1 Receive the CPRF and check the completeness of the form.	None	5 minutes	
	3.2 Acknowledge the submitted CPRF and return 1 copy to the requestor.		5 minutes	
	3.3 Prepare or lay out the needed announcement/notice.		30 minutes	
	A. Maintenance Advisory Form and Collection Schedule		1 working day	
	B. Programs and Policies		1 working day	
	3.4 Secure approval of the CREAS head before posting the said announcement.		5 minutes	
	3.5 Post the announcement on all social media platforms available.		5 minutes	
3.6 Publication in full in a newspaper of general circulation (2 Local Dailies)		2 working days		
TOTAL		None		
			A. Maintenance Advisory Form and Collection Schedule – 1 working day 52 minutes	
			B. Programs and Policies – 1 working day 52 minutes	
END OF TRANSACTION CYCLE				



2. REQUEST FOR LAY-OUTING

This covers layouting for agency advertisements and other materials that will be distributed or used must be done by the agency's designated layout artist from the Community Relations and External Affairs Section.

Office or Division:	Zamboanga City Water District (ZCWD) / Office of the General Manager (OGM) / Community Relations and External Affairs Section (CREAS)			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government			
Who may avail:	All Employees of Zamboanga City Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Publication Request Form 6. Approved Memo 7. Materials for posting 8. Board Resolution (if applicable)			Community Relations & External Affairs Section (CREAS)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure CREAS Publication Request Form (CPRF) in duplicate.	1. Issue CPRF	None	2 Minutes	Public Relations Officer
2. Fill out the form and secure approval from the immediate supervisor / Division Manager Department Manager / Assistant General Manager or General Manager.	2. Review and approve accomplished CPRF	None	5 minutes	Immediate Supervisor
3. Submit approved CPRF	3.1 Receive the CPRF and check the completeness of the form.	None	5 minutes	
	3.2 Acknowledge the submitted CPRF and return 1 copy to the requestor.		5 minutes	
	3.3 Prepare layout A. Simple Layout		3 Working Days	



	B. Complex Layout		7 Working Days	
1. Receives and acknowledges request	a. Endorse the accomplished request to the requestor.	None	5 Minutes	Public Relations Officer
TOTAL		None	C. Simple Layout 3 days and 22 Minutes	
			D. Complex Layout 7 Days and 22 Minutes	
END OF TRANSACTION CYCLE				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback forms are available at the Main Office Lobby. Secure a copy thereat, accomplish and submit to the Customer Care Division, G/F, ZCWD Main Office.</p> <p>Feedback forms are also available for download at our official website: www.zcwd.gov.ph. Accomplished feedback forms may be submitted in person at the Main Office, or e-mail at aguaesvida@zcwd.gov.ph</p>
How feedback is processed	The Customer Care Division verifies the nature of feedback and queries within twenty-four (24) hours from receipt. The same will be referred to the unit or personnel concerned, primarily via e-mail. Upon receiving reply from the concerned unit/personnel, the client will be updated via e-mail or phone call.
How to file a complaint	<p>To file a complaint against the ZCWD or any of its personnel, kindly provide the following details:</p> <ol style="list-style-type: none"> 1. Full name and contact information of the complainant 2. Narrative of the complaint 3. Evidence 4. Name of the person being complained <p>Submit the complaint in person to the Records Section, Second Floor, ZCWD Main Office, Pilar Street, Zone 4, Zamboanga City. You may also e-mail your complaint to aguaesvida@zcwd.gov.ph.</p> <p>For follow-ups or queries, you may contact the Records Section at trunk line (062) 991-1556.</p>
How complaints are processed	<p>All complaints received against the ZCWD will be processed accordingly.</p> <p>A Preliminary Investigation Committee (PIC) evaluates and determines the complaints once received. The PIC shall coordinate with the concerned personnel to</p>



	<p>answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the PIC shall create an incident report for the General Manager, for appropriate action.</p> <p>The ZCWD shall give feedback to the clients via registered mail and/or e-mail.</p> <p>For follow-ups or queries, you may contact the Records Section at trunk line (062) 991-1556.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA (Anti-Red Tape Authority) 8-478-5093 complaints@arta.gov.ph</p> <p>PCC pcc@malacanang.gov.ph 8888</p> <p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</p>



LIST OF OFFICES AND CONTACT NUMBERS		
Office	Address	Contact Information
Main Office	Pilar Street, Barangay Zone 4, Zamboanga City	(062) 991-1556
Water Treatment Plant	Barangay Pasonanca, Zamboanga City	(062) 957-3651, 957-4650 local 100 / 221
Old Reservoir	Barangay Pasonanca, Zamboanga City	(062) 957-4650 local 106, 957-3651
Motor pool	Barangay Pasonanca, Zamboanga City	(062) 957-4810 local 200/203/205
Ayala Sub Office	Barangay Ayala, Zamboanga City	(062) 982-0310
Collection Center – Gov. Ramos	Barangay Sta. Maria, Zamboanga City	(062) 991-9297
Collection Center – Putik	MCLL Highway, Barangay Putik, Zamboanga City	(062) 955-3052