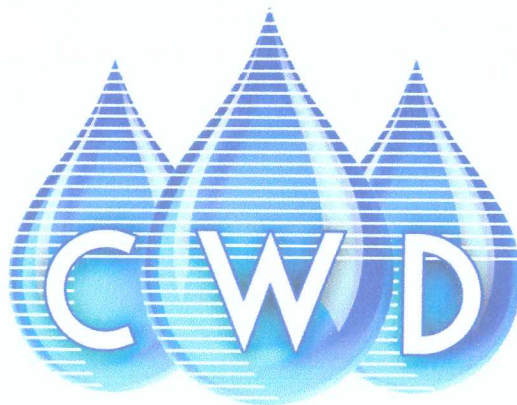


CARMONA WATER DISTRICT

WHOLE-OF-GOVERNMENT REENGINEERING REPORT

(1st Edition, Mar. 2022)



CARMONA WATER DISTRICT

WHOLE-OF-GOVERNMENT REENGINEERING REPORT

(1st Edition, Mar. 2022)



I. Mandate:

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Carmona Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

The premier Water District in Cavite highly recognized for excellence in providing service and quality water for welfare of the concessionaires and waste water industry.

III. Mission:

Carmona Water District shall provide safe, adequate, economical water and deliver services to address the needs of the concessionaires thereby actively participate in the environmental protection program of the community.

IV. Service Pledge:

As public servants, Carmona Water District commits to exemplify:

- Accountability

Our employees take responsibility for our own actions. We perform duties required by our job functions in an efficient, fair, and transparent manner.

- Leadership

We work in an environment where the management values group motivation and team work, thus creating a vision that motivates and inspires all employees.

- Ecological Awareness

We realize the important need to preserve the environment and natural resources. We strongly support this advocacy through different activities within the agency.

- Reliability

Our dependability and consistent good service reflect our commitment to our valued concessionaires.

- Timelessness

As a public servant, we are always at your service going above and beyond our regular job duties.

Also, we are committed to ensuring the provision of quality water services and protecting the local and global environment. To achieve this, we will:

- Observe strict monitoring of the governing body standards to meet and exceed the customers' expectations.
- Give focus on the services we deliver, and aim to maintain open communications with the concessionaires and to respond actively and properly to customer feedback.
- Aim to continually improve the quality of the water we supply to our concessionaires through the acquisition of most appropriate technology.
- Comply with applicable legal and other requirements which relates to the Company's environmental aspects.
- Include the consideration of environmental issues in all business strategies and initiatives.
- Prevent pollution, reduce waste and minimize the consumption of resources.
- Educate, train and motivate employees, concessionaires, suppliers and others to carry out activities in an environmentally responsible manner.



Carmona Water District Office

External Services



CARMONA WATER DISTRICT

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING REPORT

As of March 2022

Office	Priority Services	Current Status			Expected Outcome			Target Client
		No. of Steps	Processing Time	Cost	No. of Steps	Processing Time	Cost	
Commercial Services and Engineering & Operations Division	1.Application of Water Service Connection (Highly Technical Transaction)	7	9 days, 7 hours and 46 minutes	½ water meter - Service Connection Fee of PHP 2,337.00(cost of water meter included)+ Weighted Average Cost of Water Meter and materials at the time of application plus 30% + Jetting Fee - PHP1,500.00, if applicable ¾ & 1" water meter- Service Connection Fee of 1,258.00 + Weighted Average Cost of water meter and materials at the time of application plus 30% + Jetting Fee- PHP 1,500.00, if applicable	7	8 days, 5 hours, 53 minutes	Service Connection Fee of PHP 1,258.00 + Weighted Average Cost of Water Meter and materials at the time of application plus 30% + Jetting Fee - PHP1,500.00, if applicable	New Concessionaires

Commercial Services Division	2.Processing of Payments for Water Bill (Simple Transaction)	2	6 minutes	As stated in the water bill				Concessionaires
	<i>* Break to Pay With Water Bill & Pay Without Water Bill</i>							
	*Processing of Payments for Water Bill – With Water Bill (Simple Transaction)				2	3 minutes	As stated in the water bill	Concessionaires
	*Processing of Payments for Water Bill – Without Water Bill (Simple Transaction)				2	5 minutes	As stated in the water bill	Concessionaires
Commercial Services and Engineering & Operations Division	3.Attending to Service Request – Change Ball Valve (Simple Transaction)	4	1 day, 1 hour, 30 minutes	Weighted average cost of ball valve at the time of payment plus 30%	4	5 hours, 8 minutes	Weighted average cost of ball valve at the time of payment plus 30%	Concessionaires
Commercial Services and Engineering & Operations Division	4.Attending to Service Request – Change Meter, Outright Payment (Simple Transaction)	4	1 day, 1 hour, 37 minutes	Weighted average cost of water meter and materials at the time of payment plus 30%	4	1 day, 1 hour, 35 minutes	Weighted average cost of water meter and materials at the time of payment plus 30%	Concessionaires
Commercial Services and Engineering & Operations Division	5.Attending to Service Request – Change Meter, Installment Basis (Simple Transaction)	3	1 hour, 42 minutes	Weighted average cost of water meter and materials at the time of payment plus 30%	3	1 day 1 hour, 31 minutes	Weighted average cost of water meter and materials at the time of payment plus 30%	Concessionaires
Commercial Services Division	6.Attending to Service Request – Rereading of Consumption (Simple Transaction)	3	1 hours, 30 minutes	None	3	1 hours, 24 minutes	None	Concessionaires

Commercial Services and Engineering & Operations Division	7. Attending to Service Request – Repair leaks (Simple Transaction)	3	1 day, 1 hour, 5 minutes	None	3	1 day, 1 hour, 4 minutes	None	Concessionaires
Commercial Services and Engineering & Operations Division	8. Attending to Service Request – Test Water Meter for High/Low Consumption *(Simple Transaction) *Changed to Complex Transaction	3	1 day, 1 hour, 25 minutes	None	3	2 days, 1 hour, 24 minutes	None	Concessionaires
Commercial Services and Engineering & Operations Division	9. Attending to Service Request – Transfer of Water Meter *(Simple Transaction) *Changed to Complex Transaction	5	2 days, 2 hours, 50 minutes	Weighted average cost of materials at the time of payment plus 30%	5	3 days, 3 hours, 5 minutes	Weighted average cost of materials at the time of payment plus 30%	Concessionaires
Commercial Services and Engineering & Operations Division	10. Attending to Service Request – Water Quality, No Water Supply, Low Pressure (Simple Transaction)	3	1 day, 35 minutes	None	3	1 day, 34 minutes	None	Concessionaires
Commercial Services Division	11. Issuance of Statement of Account (Simple Transaction)	2	15 minutes	None	2	15 minutes	None	Concessionaires
Commercial Services Division	12. Request for Change Name/Address (Simple Transaction)	3	15 minutes	None	3	15 minutes	None	Concessionaires

Commercial Services Division	13.Request for Reconnection (Complex Transaction)	4	3 days, 20 minutes	1 day but less than 6 months, 6 months but less than 1 year, 1 year but less than 3 years, 3 years and above = PHP150.00, PHP300.00, PHP400.00, Service application fee, respectively	4	3 days, 19 minutes	1 day but less than 6 months, 6 months but less than 1 year, 1 year but less than 3 years, 3 years and above = PHP150.00, PHP300.00, PHP400.00, Service application fee, respectively	Concessionaires
Commercial Services Division	14.Request for Senior Citizen's Discount (Simple Transaction)	2	15 minutes	None	2	15 minutes	None	Concessionaires
Commercial Services Division	15.Request for Voluntary Disconnection (Simple Transaction)	4	1 day	None	4	10 hours, 30 minutes	None	Concessionaires



Carmona Water District Office

Internal Services

CARMONA WATER DISTRICT

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING REPORT

As of March 2022

Office	Priority Services	Current Status			Expected Outcome			Target Client
		No. of Steps	Processing Time	Cost	No. of Steps	Processing Time	Cost	
Admin & Finance Services Division	1.Application for Leave of Absence (Simple Transaction)	4	30 minutes	None	4	30 minutes	None	CWD Employees
Admin & Finance Services Division	2.Application for Leave Credits Monetization (Simple Transaction)	4	2 days, 40 minutes	None	4	2 days, 40 minutes	None	CWD Employees
Admin & Finance Services Division	3.Purchase Request (Simple Transaction)	1	5 minutes	None	1	5 minutes	None	End-users
Admin & Finance Services Division	4.Receiving of Documents (Simple Transaction)	2	10 minutes	None	2	10 minutes	None	Visitors
Admin & Finance Services Division	5.Approval of Budget Utilization Slip for Availability of Allotment/Budget (Simple Transaction)	2	25 minutes	None	2	25 minutes	None	End-users
Admin & Finance Services Division	6.Request for Issuance of Travel Order (Simple Transaction)	2	25 minutes	None	2	25 minutes	None	CWD Employees
Admin & Finance Services Division	7.Request of Documents (Simple Transaction)	2	1 day, 5 minutes	None	2	1 day, 5 minutes	None	CWD Employees
Admin & Finance Services Division	8.Requisition and Issuance Slip (RIS)	20 minutes	None	None	2	20 minutes	None	CWD Employees



Carmona Water District Office

Proposed Additional Services

Application of Water Service Connection

ONLINE APPLICATION

Office or Division:	Commercial Services and Engineering and Operations Division		
Classification:	Highly Technical Transaction		
Type of Transaction:	G2B, G2C, G2G		
Who may avail:	All residents / establishments within the Municipality of Carmona in Cavite		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Government Issued ID (scanned copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
2. Latest Community Tax Certificate (scanned copy/ picture)		Local Government Office (Municipal Hall of Carmona)	
3. Barangay Clearance (scanned copy/picture)		Barangay Office (where the concessionaire is residing)	
4. Land Title / Deed of Sale / Land Award or any proof of ownership/relationship to the land owner (scanned copy/ picture)		Local Government Unit	
5. Sketch of the location where the service connection will be installed(scanned copy/picture)		Concessionaire	
If through representative:			
• Authorization letter if through representative (scanned copy/picture)		Concessionaire being represented	
• Government Issued ID of the representative (scanned copy/picture)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
Other documents, if applicable:			
• Business permit (scanned copy/ picture)		Mayor's Office	
• Proof of Billing named after the applicant (scanned copy/picture)		Concessionaire	
• Authorization Letter from the Owner of the Existing Service Connection where the new service connection will be tapped (scanned copy/ picture)		Owner/Concessionaire of the Existing Service Connection	
• Government Issued ID of the owner of the existing service connection (scanned copy/ picture)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PHIC, Comelec, PRC, OWWA, Local OSCA Office	
5. Service Application and Construction Order (SACO) (1 original)		Customer Service Area located at 1 st floor, CWD Office	
6. Contract for Water Service Installation (1 original)			
7. Affidavit of Undertaking (1 original)			
8. Customer Satisfaction Survey (1 original)			
9. Inspection Slip Form (1 original)		Engineering and Operations Division located at 2 nd floor, CWD Office	
10. Maintenance Order Slip Form (1 original)			



11. Meter Receipt Form (1 original)				
If lessee:				
<ul style="list-style-type: none"> • Authorization letter from the landowner allowing the lessee to apply for a service connection and hereby guaranteeing any obligations left by the lessee in the future; if company (scanned copy/ picture) 		Land-Owner/Lessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Carmona Water District website: carmonawd.gov.ph , click link and fill out the application form and attached scanned copy/ picture of the required documents	1.1 Send Acknowledgement e-mail to the applicant, print the filled out application form and the scanned copy of required documents and forward to the Customers Service Assistant	None	8 minutes	IT personnel
	1.2 Verify the identity of the applicant and evaluate the submitted requirements.	None	5 minutes	Customer Service Assistant
	1.3 Notify the applicant regarding the status of application If compliant – proceed to the next step If non-compliant – the applicant will be informed of the reason of non compliance and may require to submit the documents needed	None	5 minutes	IT personnel
	1.4 Prepare Inspection Slip	None	5 minutes	Customer Service Assistant

2. Wait and acknowledge the inspection	Note : Inspection will be conducted 2 days from the date of complete submission of requirements	None	within 2 days	
	2.1 Pre Inspection of the location where the water service connection will be installed (note: if there's inactive account with arrears within the location, the application will be disapproved unless the arrears will be settled)	None	15 minutes	Meter Reader Water (2.1)
	2.2 Site inspection and fill-out the inspection slip with the list of materials	None	15 minutes	Maintenance Team (2.2) & (2.3)
	2.3 Forward the accomplished Inspection Slip to the Customer Service			
	2.4 The Client will be informed about the Orientation Schedule thru text/phone call	None	2 minutes	Customer Service assistant (2.4)
3. Proceed to Customer Service Area and sign Affidavit of Undertaking and Contract for Water Service Installation	3.1 Give the Affidavit of Undertaking and Contract for Water Service Installation to the client for signing	None	2 minutes	Customer Service Assistant
	3.2 Forward the Inspection Slip to Cashier for costing of materials	None	2 minutes	Customer Service Assistant

	3.3 Forward Service Application and Construction Order (SACO), Affidavit of Undertaking and Contract for Water Service Installation to the Engineering Div Head and Commercial Div Head for approval and signing.	None	2 minutes	Customer Service Assistant
4. Attend the orientation about CWD's Policies	<p>4.1 Orient the client about the CWD's policies</p> <p>4.2 Costing of Materials</p> <p>4.3 Approval and Signing of SACO, Affidavit of Undertaking and Contract for Water Service Installation</p>	None	45 Minutes	<p>Customer Service Assistant (4.1)</p> <p>Cashier(4.2)</p> <p>Engineering Division and Commercial Division Head (4.3)</p>
5. Received the approved documents and proceed to Cashier's Counter and pay the service connection fee, cost of materials upon presentation of SACO, Affidavit of Undertaking, Contract for Water Service Installation, Inspection Slip	5. Process the payment, receive the SACO, Affidavit of Undertaking, Contract for Water Service Application and Inspection Slip, and issue official receipt	Refer to Tabular Table Below	5 minutes	Customer Service Assistant (Cashier)
6. Wait for the Installation Schedule acknowledge the Maintenance Order, Meter Receipt, Customer Satisfaction Survey	Note : Installation will be conducted within 6 days from the day of payment		6 days	

	6.1 Installation of new connection - Box Type with Jetting	None	4 hours	Water Maintenance Team
	Installation of new connection - Box Type	None	2 hours	
	Installation of new connection - Tapping	None	45 minutes	
TOTAL:		Refer to Tabular Schedule Below	8 Days, 5 Hours, 51 minutes	
Schedule of Water Service Connection Fee				
Size of Water Meter	Service Connection Fee (SCF)	Materials		
½ , ¾, 1", 2" Water Meter	SCF- PHP 1,258.00 + Jetting Fee - PHP1,500.00, if applicable	Weighted Average Cost of Materials at the time of application plus 30% (including the water meter)		



Desludging Service (Concessionaires)

Desludging services within the service area of the Carmona Water District.

Office or Division:	Engineering Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Concessionaires of Carmona Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Survey Form	Engineering office located at 2 nd floor CWD Building			
2. Desludging Schedule				
3. Manifest Form				
3. Desludging Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and Sign/ conformance of Survey and ensure the accessibility of septic tank manhole 1.1 If manhole is not accessible, client shall give commitment within 2 weeks	1. Survey inspection on the information/location of septic tank and accessibility of manhole. 1.1 If manhole is accessible, forward the request to Foreman Inspector 1.2 If manhole is not accessible, 1-2 weeks' time shall be allotted to prepare the manhole.	None	45 minutes	Survey Inspector/ESI
	2. Encoding of Survey Inspection and prepare re-inspection schedule based on accessibility of manhole or commitment of concessionaire	None	15 minutes	SpTP Plant Supervisor
2. Sign and Secure a copy of desludging schedule	3. Fill-out and Issue desludging schedule form if the manhole is accessible 3.1 Normal case desludging schedule	None	15 Minutes 5 working days	Foreman Inspector Foreman Inspector

	3.2 Special case desludging schedule		14 working days	Third party laboratory
	4. Prepare the list of desludging schedule (at least 1 day prior to the actual schedule)	None	15 minutes	SpTP Plant Supervisor
3. Acknowledge desludging activity and manifest form. Secure a copy of Certificate of Desludging	5. Desludging activity. Fill-out and issue a copy of manifest form and provide Certificate of Desludging	Environmental fee to include in the monthly water bill	1 hour	Desludging Personnel
TOTAL:		Environmental fee to include in the monthly water bill	Normal case: 5 days, 2 hours and 30 minutes Special case: 14 days, 2 hours and 30 minutes	

Submitted by:


ENGR. ANILINE B. FRANCIA

General Manager, Carmona Water District