



**CITY OF ILAGAN WATER DISTRICT, CCC 090**

Maharlika Highway, Brgy. Osmena, City of Ilagan, Isabela

Tel. Fax No. (078) 624-2083 / Tel. No. (078) 323-2310

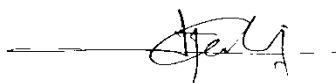
**WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL**

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENT
		No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
<b>FINANCE &amp; COMMERCIAL DIVISION and OPERATION &amp; TECHNICAL DIVISION</b>	Application for New Service Connection	3	3 days 3 hours & 30 minutes	None	2	2 days	None	Residents of City of Ilagan within the service area of CIWD
<b>FINANCE &amp; COMMERCIAL DIVISION</b>	Meter Reading Services	3	55 minutes	None	2	40 minutes	None	Consumers
<b>FINANCE &amp; COMMERCIAL DIVISION</b>	Water Bills Payment	3	20 minutes	None	2	15 minutes	None	Consumers
<b>OPERATION &amp; TECHNICAL DIVISION</b>	Leak Repair of Service Connection	3	1 day 30 minutes	None	2	1 day	None	Consumers
<b>OPERATION &amp; TECHNICAL DIVISION</b>	Leak Repair of Transmission/ Distribution Pipeline	2	3 days	None	1	2 days	None	Consumers

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENT
		No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
<b>FINANCE &amp; COMMERCIAL DIVISION and OPERATION &amp; TECHNICAL DIVISION</b>	Reconnection of Service Connection	5	5 hours & 20 minutes	None	4	4 hours & 30 minutes	None	Consumers
<b>FINANCE &amp; COMMERCIAL DIVISION and OPERATION &amp; TECHNICAL DIVISION and ADMINISTRATIVE DIVISION &amp; GENERAL SERVICES DIVISION</b>	Transfer / Relocation of Service Connection	4	1 day 1 hour & 10 minutes	None	3	1 day	None	Consumers
<b>FINANCE &amp; COMMERCIAL DIVISION</b>	Senior Citizen's Discount	2	23 minutes	None	2	15 minutes	None	All Senior Citizens Consumer of CIWD
<b>FINANCE &amp; COMMERCIAL DIVISION and ADMINISTRATIVE DIVISION &amp; GENERAL SERVICES DIVISION</b>	Request Pertinent Documents	2	1.) For Simple 20 minutes. 2.) For complex 3 days	None	2	1.) For Simple 15 minutes 2.) For complex 2 days	None	All Individuals with Official Intent

OFFICE	PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENT
		No. of steps	Processing Time	Amount	No. of steps	Processing Time	Amount	
ADMINISTRATIVE DIVISION & GENERAL SERVICES DIVISION	Job Application Process	2	5 days & 50 minutes	None	2	4 days	None	Qualified Applicants
	Application for Leave	1	15 minutes	None	1	10	None	CIWD Regular Employees
	Application for Monetization	1	1 hour	None	1	45 minutes	None	CIWD Regular Employees
	Application for Loan	1	1 hour	None	1	45 minutes	None	CIWD Regular Employees
	Step Increment Preparation	1	4 hours	None	1	2 hours	None	CIWD Regular Employees rendered services @ every 3 years
	Authority to Travel	1	30 minutes	None	1	20 minutes	None	CIWD Regular Employees with official transaction outside City of Ilagan
	Overtime Authority	1	30 minutes	None	1	20 minutes	None	CIWD Regular Employees requested to render overtime
	Printing of Attendance	1	4 hours	None	1	3 hours	None	CIWD Regular Employees

Prepared By:



**JOSE T. GALACINAO**  
 Division Manager-C/IRMO-Designate  
 Administrative & General Services Division

Approved By:



**SHERWIN B. QUIJANO**  
 General Manager C