

**S E R V I C E P L E D G E**  
**WE COMMIT TO DELIVER THE FOLLOWING SERVICES**  
**ADMINISTRATIVE AND GENERAL SERVICES DIVISION**

<b>DUTIES &amp; RESPONSIBILITIES</b>	<b>PROCESSING TIME</b>	<b>ACCOUNTABLE PERSONS</b>
Prepares/certifies application on leave privileges respectively	10-30 minutes	Paulina C. Elepanio Heldibranda L. Corpuz
Prepares and certifies/ approves appointments; (Original, Renewal, Temporary, promotion) respectively	1 week	G.M. Jose Mari G. Claravall Paulina C. Elepanio Heldibranda L. Corpuz
Certifies on personnel service record	10-30 minutes	G.M Jose Mari G. Claravall Paulina C. Elepanio
Acknowledges written personal complaints and act on personal complaints.	1-2 hours	Paulina C. Elepanio
Monitors the District Policy directives, disseminates new issuances on administrative matters	Daily	Paulina C. Elepanio
In Charge of inter-agency affairs and reception of complaints	Daily	Paulina C. Elepanio
In-charge on the purchase of equipment facilities, fittings, materials, tools, vehicles, office supplies and acquisition of lots. Security and communication system, maintenance of Administration Building, storekeeping and material inventory.	Daily/Monthly or as needed	Paulina C. Elepanio Heldibranda L. Corpuz Cherry P. Guibao Dioscorro C. Pondales <b>Job Order Employee:</b> Ronaldo S. Velasco
Recommends personnel to attend trainings and seminars and personal development program of the agency	As scheduled (calendar of training and seminars, CSC, LWUA, TESDA, COA, GSIS, PAG IBIG, DPWH, DOH & other agencies	Paulina C. Elepanio All Division Heads
Helps in the promotion, advertisement and marketing in coordination with Finance and Commercial Division	As needed/scheduled	Paulina C. Elepanio Heldibranda L. Corpuz Cherry P. Guibao Dioscorro C. Pondales <b>Job Order Employee:</b> Ronaldo S. Velasco

## FINANCE AND COMMERCIAL DIVISION

Duties & Responsibilities	Processing Time	Accountable Persons
Service connection application	Daily	Karina Abegail R. Claravall Gretchen May A. San Pedro <b>Job Order:</b> Cheryll Ann P. Razon
Assessment of minor repair and maintenance work	Daily	Maria Ana M. Toribio
Reads all water meter and deliver water bills to concessionaires	Every 1 <sup>st</sup> week of the month	Noel M. Peredo Ray Anthony E. Navarro Al Andrei B. Garcia Allen C. Geronimo Jimmy C. Ancheta
Uploading and downloading of MRBS	Every 1 <sup>st</sup> week of the month	Karina Abegail R. Claravall Gretchen May A. San Pedro
Collection of water bills	Daily	Noel M. Peredo Allen C. Geronimo Jimmy C. Ancheta Ray Anthony E. Navarro
Calculate and prepare water bills and maintain customer ledgers	Daily	Karina Abegail R. Claravall Gretchen May A. San Pedro <b>Job Order:</b> Cheryll Ann P. Razon
Print outs penalty, unpaid water bills and aging of accounts receivables and issue notice of disconnection after due date	Monthly	Maria Ana M. Toribio Karina Abegail R. Claravall Gretchen May A. San Pedro Francisco P. Yuzon Carlos P. Yuson Marlowe G. Padilla Al Andrei B. Garcia <b>Job Order:</b> Cheryll Ann P. Razon
Update customer records and issues investigation orders, issues statement of account to Government and Private offices	Monthly	Karina Abegail R. Claravall Gretchen May A. San Pedro <b>Job Order:</b> Cheryll Ann P. Razon
Acknowledge concessionaire complaints and take actions on concessionaire complaints	Daily	Maria Ana M. Toribio
Directs the operation of determining customer service	Daily	Maria Ana M. Toribio
Supervises the accurate maintenance of customer record	Daily	Maria Ana M. Toribio

Verifies and reports condition of water meter and performs maintenance of meters ( like cleaning meter calibration ) with the help of plumbers	Daily	Allen C. Geronimo Noel M. Peredo Jimmy C. Ancheta Ray Anthony E. Navarro Francisco P. Yuzon Marlowe G. Padilla Carlos P. Yuson AL Andrei B. Garcia
Bookkeeping, accounting, cashiering and budgeting supervision	Daily	Maria Ana M. Toribio Norma O. Garrido Ma. Josefina B. Gonzalvo Ronaldo N. Laccay Ruth Joie C. Alcantara Jay Anthony A. Cristobal
Submission of Financial Reports	Weekly/Monthly as needed	Maria Ana M. Toribio Norma O. Garrido Ma. Josefina B. Gonzalvo Ronaldo N. Laccay
Assist in Loan Application	As needed	Maria Ana M. Toribio Norma O. Garrido
Advertisement program in coordination with Administrative and General Services Division	As needed/ Program/Schedule	Maria Ana M. Toribio Paulina C. Elepanio

## ENGINEERING AND CONSTRUCTION DIVISION

Duties and Responsibilities	Processing Time	Accountable Persons
Engineering, planning & construction of pumping facilities, distribution & transmission lines, water source facilities and storage treatment facilities	As per construction schedule	Engr. Jose T. Galacinao Moises P. Pascual Oscar Wesley G. Rivero David D. Soriano Theodore O. Aguinaldo <b>Job Order:</b> Arc. Macky L. Pua Engr. Ronald M. Balayan
Maintenance of distribution and transmission lines, fire hydrants & blow-off assemblies, installation of new connections includes re-tapping & transfer connections and distribution lines	Daily	Oscar Wesley G. Rivero Francisco P. Yuzon Romeo N. Aguilar Noel S. Alvarez Reynie S. Abad Wilson C. Aguto Recto L. Lazaran Al Andrei B. Garcia Marlowe G. Padilla <b>Job Order:</b> Orlando R. Abad; Epifanio D. Alamon; Zerome S. Ducusin; Andrew S. Abad
Restoration works in the transmission and distribution lines	Daily/ as needed	Reynie S. Abad Recto L. Lasaran Ferdinand C. Adorio <b>Job order:</b> Epifanio D. Alamon Zerome S. Ducusin Andrew S. Abad
Assist in pull-out and preventive maintenance works	As needed	Romeo N. Aguilar Benjamin M. Aggabao
Repair and maintenance of vehicles, equipment and toll and fabrication	Daily/As needed	Theodore O. Aguinaldo Randolph C. Adorio Manuel T. Maluyo, Jr.
Operation and maintenance of watershed areas and parks	Daily or as needed	Engr. Jose T. Galacinao <b>Job order:</b> Jefferson S. Terrenal Orlando Abad

## PRODUCTION AND WATER QUALITY DIVISION

<b>Duties and Responsibilities</b>	<b>Processing Time</b>	<b>Accountable Persons</b>
Operation and maintenance of pumping facilities, electro mechanical equipment	24 hours operation by shifting	Moises P. Pascual Victorio P. Amparo Jr. Gilbert B. Apalla Arnold T. Salmos Dominador S. Taguicana Reman B. Navarro David D. Soriano <b>Job order:</b> Alfred B. Pedro, Jr.; Victor C. de Vera Miguel C. Laggui; Willam A. Muñoz Jondale C. Martinez; Jefferson A. Mamuri; Jake S. Bacani Daryl C. Aguto; Christopher T. Aroc Julius Victor C. Amparo; Engr. Ronald M. Balayan Marvin A. Cabasi
Operation and maintenance of water resources, reservoir, storage tanks, filtrations and water facilities	Daily / weekly	Moises P. Pascual David D. Soriano Benjamin M. Aggabao <b>Job order:</b> Alfred B. Pedro Jr.; Rommel T. Quilang Miguel C. Laggui Victor C. De Vera Jake S. Bacan Daryl C. Aguto Christopher T. Aroc; Julius Victor C. Amparo
Water sampling for chlorine residual analysis	Daily	Harold T. Manaligod <b>Job Order:</b> Jonathan Spencer S. Agcaoili
Water sampling for bacteriological analysis	Monthly	Harold T. Manaligod
Water Supply for Physical and Chemical Analysis	Yearly	Harold T. Manaligod
Flushing activities & Foot patrol	Daily	<b>Job Order:</b> Mark A. Lazaran Nikko Mar C. Gaffud; Alfred B. Pedro, Jr. Miguel C. Laggui Victor C. De Vera Willam A. Muñoz Jefferson A. Mamuri Jake S. Bacani Daryl C. Aguto Marvin A. Cabasi

