



MANUAL ON IMPLEMENTING ADMINISTRATIVE
Policies, Guidelines and Programs
2016

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VISION

The most innovative and efficient water district in the provision of safe, potable water and sewerage system.

MISSION

To develop, preserve an ecological and sustainable, safe and potable water resources. To uphold healthy practices. To protect and stabilize mother Earth and the health of the city residents. Insure continuous improvement in Public Services in providing safe potable water and sewerage system at par with international standards.

FOREWORD

Productivity is one relevant factor that redounds to the economic well-being of an organization. To measure performance and productivity of employees in the work place, implementing guidelines, activity and other related programs were adopted by the City of Ilagan Water District management as indicators of efficiency and competitiveness of the organization.

The City of Ilagan Water District has a structural organization composed of Board Directors, Manager, Division Managers and its rank and file. One of the key factors that determine an organization's operation is its human resources. For one to perform his best he must be aware of and be updated of the culture of the organization. An employee should know the organization policies, priorities and power issues; and how are these related to external issues, trends and development.

Human resources, honed and prepared for higher level of productivity and competency, activity and fulfillment is the organization's support. The employee becomes better, more responsible and innovative to the best they can attain the mission of the water district.

The Ilagan City Water District shall provide continuous supply of potable, affordable water and to serve efficiently the residential, commercial and industrial areas of barangays in the City of Ilagan. It must constantly conform to the highest standards of the industry determined by policy makers, management relationship and highly competent and God-fearing personnel.

RATIONALE

The Oversight Committee of Local Water Districts composed of the Local Water Utilities Administration (LWUA), Civil Service Commission (CSC), Department of Budget & Management (DBM), and the Philippine Association of Water Districts (PAWD) has proposed the revision of the manual to streamline and rationalize the categorization process. The revision including the reduction in number of categories from six to four in order to clearly distinguish each categories from the other. Moreover, the number of service connections becomes a significant factor in categorization in line with the Local Water District's key service objective of reaching as many clients as possible .

Local Water District took into consideration the resources owned and managed by each Local Water Districts like human resources (personnel) physical resources (fixed assets) and financial resources (revenues, investments). The criteria included size of resource, financial capability in terms of satisfying operating requirements, revenue generated and scope/complexity of operations.

The establishment of a standard Organizational Structure and Staffing Pattern (OSSP) was based on the size of the Local Water District as determined largely by the amount of revenues, fixed assets, and net income.

HISTORICAL BACKGROUND

From 1937 to 1971, the municipality of Ilagan was served by the waterworks system constructed by the Bureau of Public Works (BPW) in 1936. Its operations and management was handled by the Municipal Government until it was taken by the National Waterworks and Sewerage Authority or NAWASA in 1955.

The major components of the original waterworks system included three (3) spring intake boxes in Brgy. Fuyo; two (2) ground reservoirs, treatment facilities, transmission and distribution lines, valves and other appurtenances. From 1958 to 1963, two (2) deep wells and pumping stations were constructed in Brgy. Baculod and Brgy. Guinatan under the management of NAWASA. The Guinatan deep well (was then called – the Monico deep well) which was later rehabilitated in 1978. However, the Baculod deep well and the Monico deep well were later abandoned due to poor water quality.

In 1971, the water ceased operation due to massive flood that heavily damaged the transmission lines that crossed Pinacanauan River and caused breakdown of pumps. The transmission pipes was replaced in 1977 but damaged again in 1978. No further repairs were done after this.

The Ilagan Water District (ILA-WD) was formed on February 9, 1978 by virtue of SB Resolution No. 06, series of 1978, signed and adopted by the Sangguniang Bayan of Ilagan. The district covers lands within the political boundaries of Ilagan. In accordance with Presidential Decree No. 198 (PD 198) and the Provincial Water Utilities Act of 1973, the ILA-WD acquired ownership and management of the entire system after its formation.

Presidential Decree No. 198 otherwise known as the Local Water Utilities Act of 1973 created LWUA to aid and assist provincial rural waterworks through loans, trainings and other forms of assistance. Likewise, PD 198 provides that to avail of these assistance, there should be formed and organized as autonomous Local Water District Free from political influence and independent of any local Government and which Entity shall take charge and operate the local water utility on a self-liquidating revenue – producing basis. Thus, the ILA-WD was established in order to acquire, install improve, operate and maintain the water supply including treatment facilities. The water district got financial assistance from the Local Water Utilities Administration (LWUA) in performing these functions.

The Conditional Certificate of Conformance (CCC) no. 090 was awarded to ILA-WD in August 30, 1979 after the water district had complied with LWUA's minimum requirement for the certificate program. This certificate entitles the ILA-WD to all rights and privileges authorized under PD 198. The implementation of the Phase 1 immediate improvement Program (IIP) had started in 1985. From December 1985 to September 1986, about 6.6km of transmission and distribution lines were installed within the existing and expanded service areas, and the old reservoir was repaired.

On March 12, 1992, Local Water Districts were declared as Government Owned and Controlled Corporation (GOCC) by virtue of Supreme Court Ruling in the case of Davao City Water District, et al vs. Civil Service Commission and COA GR No.95237-38 dated September 13, 1991.

In 2004 a Tripartite Memorandum of Understanding (MOU) was signed by and between the LGU-Ilagan, LWUA and ILA-WD paving way for the financing and Implementation of the project identified as Construction and Rehabilitation of Ilagan Water Supply System Drilling of four (4) production wells, laying of approximately 30km of transmission and distribution pipelines, design and construction of Iron-manganese Removal Water Treatment Plant and provision of Fire Hydrants were installed extending improve and adequate water supply services in the Poblacion, Guinatan, Camunatan, Sto. Tomas, Osmeña, Calamagui 1st, Calamagui 2nd, Baligatan, Alibagu, Bliss Village, NHA relocation area in San Felipe, South Francisca subdivision phase 11, Greenheights subdivision and Lily Amurao Subdivision. In the last quarter of 2010 and in early 2011, ILA-WD had completed rehabilitation of eight (8) of the existing wells – Bliss, NHA, Sto. Tomas, Baligatan, Sergio, PMS, Pilot and Upper Osmeña Pumping stations. The rehabilitation improved the performance of the wells, had increased the average flow rate and enhanced the quality of water extracted from the aquifer.

On December 11, 2014, the Board of Directors approved and adopted Board Resolution No. 26, series of 2014, a resolution approving to change of the corporate name from Ilagan City Water District formerly named Ilagan Water District) (CIWD) to its new corporate name “City of Ilagan Water District (CIWD)” in conformance with the plebiscite conducted in August 11, 2012 and pursuant to Republic Act No. 10169, converting the Municipality of Ilagan into a component City.

Through the years, expansion programs were undertaken starting 2013 and onwards in the eastern barangays. Services have been improved and extended to meet the demands of its clients: additional wells were drilled, more pumping stations were constructed and water treatment facilities were installed. With these improvements and water supply expansion coverage will enable to serve additional 3-5 barangays a year to the existing 24 barangays service coverage. More than 50% of the 91 barangays of Ilagan City is projected and would be covered by the water supply services in 2020.



CITY OF ILAGAN WATER DISTRICT

CITIZEN'S CHARTER

2009

VISION

The most innovative and efficient water district in the provision of safe potable water sewerage system.

MISSION

To develop, preserve an ecological and sustainable safe and potable water resource; to uphold healthy practices, to protect and stabilize Mother Earth and the health of the city residents; insure continuous improvement in public services in providing safe potable water and sewerage system at par with international standards.

PERFORMANCE PLEDGE

We, the God fearing, honest and dedicated officials and employees of the **CIWD** commit to:

- C**– Commit to Ilagueños for a higher level of clients' satisfaction.
- I**– Institute a well-organized water service provider to the community.
- W**– Welfare of clients we serve be given utmost importance.
- D**– Deliver adequate and safe potable water to our clients.

All these we pledge to serve you better.

SERVICE VALUE STATEMENTS

We are courteous

- Attending to our clients promptly with a smile.
- Treating our clients with respect.

We are honest

- To ensure correctness and accuracy of records.
- To issue billing notice and Official Receipts in all transactions.

We are responsible

- To assure supply of safe and potable water.
- To guarantee delivery of quality service.

SERVICE STRATEGIES

- We promote marketing information to our clients.
- We apply the First-come, first-served policy.
- We provide an accessible and comfortable waiting area.
- We service our clients with a smile.

FIRST FLOOR

- Public Assistance and
Complaints Desk - **CHERRY P. GUIBAO**
- Cashier - **RONALDO N. LACCAY**
- Collection Assistant - **JAY ANTHONY A. CRISTOBAL**

MEZZANINE FLOOR

- Commercial Division - **MARIA ANA M. TORIBIO (Division Manager C)**
- **KARINA ABEGAIL R. CLARAVALL**
- **GRETCHEN MAY A. SAN PEDRO**
- Collectors - **ALLEN C. GERONIMO**
- **NOEL M. PEREDO**
- **JIMMY A. ANCHETA**
- **RAY ANTHONY E. NAVARRO**

SECOND FLOOR

- Office of the General
Manager - **JOSE MARI G. CLARAVALL**
- Secretary - **PAULINA C. ELEPANIO**
- Office of the Board of
Directors - **JOSEPH C. PAGGAO**
- **MARIO B. UGTO**
- **MA. KAREN B. ESTAVILLO**
- **ROSARIO C. MANALO**
- **ERNESTO S. BELTRAN**
- Finance Division - **NORMA O. GARRIDO**
- **MARIA JOSEFINA B. GONZALVO**
- **RUTH JOIE C. ALCANTARA**
- Administrative Division - **ADELINA T. MALUYO**
(Division Manager C)
- **RONALDO S. VELASCO**
- **HELDIBRANDA L. CORPUZ**
- **CHERRY P. GUIBAO**

- **DIOSCORO C. PONDALES**

THIRD FLOOR

Operations and Technical
Division

- **JOSE T. GALACINAO**
(Division Manager C)
- **MARY JOY D. MARAMAG**

Production & Water
Quality Departmentt

- **MOISES P. PASCUAL**
- **DAVID D. SORIANO**

Construction &
Engineering Department

- **OSCAR WESLEY G. RIVERO**

SERVICE PLEDGE

WE COMMIT TO DELIVER THE FOLLOWING SERVICES

ADMINISTRATIVE AND GENERAL SERVICES DIVISION

DUTIES & RESPONSIBILITES	PROCESSING TIME	ACCOUNTABLE PERSONS
Prepares/certifies application on leave privileges respectively	10-30 minutes	Paulina C. Elepanio
Prepares and certifies/approves appointments; Original, Renewal, Temporary promotion & Casual respectively	1 week	G.M. Jose Mari G. Claravall Paulina C. Elepanio
Certifies on personnel service record	10-30 minutes	G.M. Jose Mari G. Claravall Adelina T. Maluyo
Acknowledges written personal complaints and act on personal complaints	1-2 hours	Adelina T. Maluyo Paulina C. Elepanio
Monitors the District Policy directives, disseminates new issuances on administrative matters	Daily	Adelina T. Maluyo
In charge of inter-agency affairs and reception of complaints	Daily	Adelina T. Maluyo
In charge on the purchase of equipment facilities, fittings, materials, tools, vehicles, office supplies and acquisition of lots, security and communication	Daily/Monthly or as needed	Adelina T. Maluyo Heldibranda L. Corpuz Dioscoro P. Pondales Job Orders: Cherry P. Guibao Ronaldo S. Velasco

system, maintenance of Administration Building, storekeeping and material inventory		
Recommends personnel to attend training and seminars and personal development program of the agency	As scheduled (calendar of training and seminars, CSC LWUA, TESDA, COA, GSIS, PAG-IBIG)	Adelina T. Maluyo
Helps in the promotion, advertisement and marketing in coordination with Finance and Commercial Division	As needed/schedules	Adelina T. Maluyo Heldibranda L. Corpuz Dioscoro P. PONDales <u>Job Orders:</u> Cherry P. Guibao 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
Assessment of minor repair and maintenance work	Daily	Maria Ana M. Toribio
Reads all water meter and deliver water bills to concessionaires	every 1 st week of the month	Noel M. Peredo Allen C. Geronimo Jimmy C. Ancheta(w/ office order) Ronaldo C. Baccay Ray Anthony E. Navarro
Uploading and downloading of MRBS	every 1 st 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 Ronaldo C. Baccay Ray Anthony E. Navarro
Calculate and prepare water bills and maintain customer ledgers	Daily	Karina Abegail R. Claravall Gretchen May A. San Pedro
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 Ronaldo C. Baccay Carlos Yuzon Marlowe G. Padilla
Update customer records and issues investigation orders, issues statement of accounts to Government and Private offices	Monthly	Karina Abegail R. Claravall Gretchen May A. San Pedro
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 Ronaldo Baccay Francisco P. Yuzon Carlos P. Yuzon Marlowe G. Padilla
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

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 Adelina T. Maluyo

ENGINEERING AND CONSTRUCTION DIVISION

DUTIES & 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
Maintenance of distribution and transmission lines, fire hydrants & blow-off assemblies, installation of new connections includes re-tapping & transfer connections and distribution lines	Daily	Wesley G. Rivero Ronaldo C. Baccay Francisco P. Yuzon Romeo N. Aguilar Noel S. Alvarez Reynie S. Abad Wilson C. Aguto Recto L. Lazaran Job Orders: Orlando Abad, Andrei B. Garcia

Restoration works in the transmission and distribution lines	Daily/ as needed	Reynie S. Abad Romeo N. Aguilar Noel S. Alvarez Ferdinand C. Adorio Wilson Aguto Recto L. Lazaran Job Orders: Orlando Abad, Benjamin M. Aggabao, Andrei B. Garcia
Assist in pull-out and preventive maintenance works	As needed	Romeo N. Aguilar Reynie S. Abad Proceso U. Casasola
Repair and maintenance of Vehicles, equipment and tool and fabrication	As needed	Theodore O. Aguinaldo Randolf C. Adorio Job Order: Manuel T. Maluyo Jr.
Operation and maintenance of watershed areas and parks	Daily or as needed	Engr. Jose T. Galacinao Oscar Wesley G. Rivero Proceso U. Casasola Job Orders: Rommel T. Quilang

PRODUCTION AND WATER QUALITY DIVISION

A	PROCESSING TIME	ACCOUNTABLE PERSONS
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<p>Operation and maintenance of pumping facilities, electro mechanical equipment</p>	<p>24 hours operation by shifting</p>	<p>Moises P. Pascual Victorio P. Amparo Jr. Gilbert B. Apalla Arnold T. Salmos Juan Victorino O. Aguinaldo Dominador S. Taguicana Reman B. Navarro David D. Soriano Job Orders: Jimboy L. Cabanilla, Alfred B. Pedro Jr., Jefferson A. Mamuri, Miguel C. Laggui, Victor C. De Vera, Marvin Cabasi, William Muñoz, Jake S. Bacani, Daryl Aguto, Christopher P. Aroc & Robert Yago.</p>
<p>Operation and maintenance of water resources, reservoir, storage tanks, filtrations and water facilities</p>	<p>Daily/Weekly</p>	<p>Moises P. Pascual Victorio P. Amparo Jr. Reman B. Navarro David D. Soriano Job Orders: Jimboy L. Cabanilla, Alfred B. Pedro Jr., Miguel C. Laggui, Victor C. De Vera, Daryl Aguto, Venancio S. Baddung, Jefferson Mamuri, Christopher Aroc, William Muñoz, Marvin Cabasi, Benjamin Aggabao, Robert Yago & Epifanio D. Alamon Jr.</p>
<p>Water sampling for chlorine</p>	<p>Daily</p>	<p>Harold T. Manaligod</p>

residual analysis		
Water sampling for bacteriological analysis	Monthly	Harold T. Manaligod
Water Supply for Physical and Chemical Analysis	Yearly	Harold T. Manaligod

[How to avail of the service of **New Service Connection**](#)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	To apply for New Service Connection	Interview & orientation of applicants and filing up of application form	10 minutes	Karina Abegail R. Claravall Gretchen May A. San Pedro		Service Application Form
		Assess, verify and evaluate filled-up service application form, prepares cost estimate from then prepares and issue service requests.	10 minutes	Karina Abegail R. Claravall Gretchen May A. San Pedro		Cost estimate forms, service application & service request form.
		Takes action on the given service request, conduct ocular inspection for possible location and estimate cost of materials	3 hours	Engr. Jose T. Galacinao Oscar Wesley G. Rivero		Cost estimate form

		for new service connections				
		Verifies and re computes estimated cost of materials and check the availability of stocks & material preparation.	10 minutes	Heldibranda L. Corpuz Cherry P. GUibao Ronaldo S. Velasco		Cost estimate form
2	To pay registration fee & cost of materials	Issues official receipts	5 minutes	Ronaldo N. Laccay Jay Anthony A. Cristobal	R-1,500.00 C-1,800.00 Cost of materials	Bill of materials & official receipts (official receipts)
3	Acknowledges schedule of service connection	Takes action for the installation of new service connection & schedule of installation	1 to 3 days	Engr. Jose T. Galacinao Oscar Wesley G. Rivero Romeo N. Aguilar Noel S. Alvarez Reynie S. Abad Ferdinand C. Adorio Wilson C. Aguto Recto L. Lasaran Marlowe G.	As per estimated cost	Service application & construction order.

				Padilla Carlos P. Yuson Job Orders: Orlando R. Abad, Andrew Abad & Froilan Abad		
End of Transaction						

How to avail of the service of **Meter Reading**

A	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1 Day 1 to 6	Zone I-VII	Meter Reading and Billing System (MRBs) gadgets	1 minute per concessionaire	Noel M. Peredo Allen C. Geronimo Ronaldo C. Baccay Jimmy C. Ancheta Ray Anthony E. Navarro		Billing Notice

2	Receives copy of Billing Notice	Issues Billing Notice	2 minutes per concessionaire	Noel M. Peredo Allen C. Geronimo Ronaldo C. Baccay Jimmy C. Ancheta Ray Anthony E. Navarro		Billing Notice
3	-	Submit MRBS gadget to office for downloading	30 minutes	Karina Abegail R. Claravall Gretchen May A. San Pedro		Billing statement with official receipts
<i>End of Transaction</i>						

How to avail of the service of **Paying your Water Bills**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	To pay water bills with billing notice	Verify in the computer billing system then issue official receipt	1 minute	Ronaldo N. Laccay Jay Anthony A. Cristobal (NO NOON	Amount of water bills	On line official receipt

				BREAK POLICY)		
	To pay water bills without billing notice	Verify account in the computer billing system then issue official receipt	2 minutes	Ronaldo N. Laccay Jay Anthony A. Cristobal (NO NOON BREAK POLICY)	Amount of water bills	Online official receipt
	To pay water bills with adjustments due to franchise tax and other adjustments	Verify account in the computer billing system. Make the necessary adjustments and issue official receipt	10 minutes	Maria Ana M. Toribio Ronaldo N. Laccay Jay Anthony A. Cristobal	Amount of water bills	Online official receipt
<i>End of Transaction</i>						

How to avail of the service of **Reconnection of Service Connection**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERS ON IN CHARGE	FEES	FORM
1	To request for reconnection	Acknowledge and records clients' request for reconnection and forward client's name to Cahier for verification	2 minutes	Maria Ana M. Toribio		Record Book
2		Verifies records of client in the computer billing system whether it is with or without arrears	1 minute	Maria Ana M. Toribio		
3	To pay reconnection fee and arrearages	Issues on line official receipts	2 minutes	Jay Anthony A. Cristobal Ronald	Reconnection fee: Residential – P900.00	Official receipts

				o N. Laccay	Commerci al/ Governm ent	
		Prepares/is sues service request for reconnectio n to Finance & Commercial Division	1 minute	Maria Ana M. Toribio		Service request
4		Acknowled ge & record service request for reconnectio n and make schedule for reconnectio n	2 minutes	Engr. Jose T. Galaci nao Oscar Wesley G. Rivero		Service request
5	Signs service request	Implement reconnectio n	1 hour – 8 hours	Romeo N. Aguilar Noel S. Alvarez Reynie S. Abad Carlos P. Yuzon Francis co P.		Accomplis hed Service request

				Yuzon Wilson C. Aguto Marlowe G. Padilla Recto L. Lasara n <u>Job Orders</u> : Orlando R. Abad Andrei B. Garcia		
<i>End of Transaction</i>						

How to avail of the service of **Service Connection Leak Repair**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEE S	FORM
1	Request for leak repair of service connection personally or through phone, emissary or representative	Acknowledge & record complains of client in the record book and immediately prepares service request	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claraval Gretchen May		Service Request

		and forward it to the Engineering & Construction Division		A. San Pedro	
2		Acknowledge/ receives services request and assign plumber to undertake repairs	2 minutes	Engr. Jose T. Galacinao Oscar Wesley G. Rivero	Service Request
3	Signs service request	Conduct repairs (Major) Conduct repairs (Minor)	1 day 1-3 hours	Romeo N. Aguilar Noel S. Alvarez Ronaldo C. Baccay Francisco P. Yuzon Carlos P. Yuzon Reynie S. Abad Wilson C. Aguto Recto L. Lazaran Marlowe G. Padilla,	Accomplished and signed service request

				Job Orders: Orlando Abad, Froilan Abad, Andrew Abad, Julius Manuel, Zerome Ducusin & Rommel Quilang.		
<i>End of Transaction</i>						

How to avail of the service of Transfer/Relocation of Service Connection

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEE S	FORM
1	To request for transfer/relocation of service connection	Acknowledge and receives client's request and forward client's name to Finance & Commercial Division for assessment and	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Gretchen May A. San Pedro		Record Book

		evaluation				
		Evaluate/assess location for transfer/relocation and prepares cost estimates and forward to Engineering & Construction Division	3 minutes	Maria Ana M. Toribio Karina Abegail R. Claravall Gretchen May A. San Pedro		Cost Estimates (Bill of Materials)
		Investigate and conduct materials estimation then hands it back to Finance & Commercial Division for verification & computation	3 hours	Oscar Wesley G. Rivero Engr. Jose T. Galacina o Ferdinand C. Adorio Wilson C. Aguto Recto L. Lazaran Job Orders: ,Orlando R. Abad, Andrei B. Garcia		Cost estimate materials
		Verifies and recomputed estimated materials and the	3 minutes	Adelina T. Maluyo Heldibrand L.		Cost estimate materials

		availability of stocks and forward it to the cashier		Corpuz Ronaldo S. Velasco Cherry P. Guibao		
2	To pay cost of materials	Issues official receipts & forward to Finance & Commercial Division the paid cost of estimated materials	2 minutes	Jay Anthony A. Cristobal Ronaldo N. Laccay		Official receipt
		Receives/record & prepares service requests & forward it to Engineering & Construction Division	2 minutes	Maria Ana M. Toribio		Service Request
3		Receives & make schedule of transfer/relocation	1 minute	Engr. Jose T. Galacina o		Signed Service Request
4	Acknowledge schedule of transfer/relocation & signs service request	Implement the transfer/relocation	3-8 hours	Oscar Wesley G. Rivero Romeo N. Aguilar Noel S. Alvarez Reynie		Accomplished and signed service request

				S. Abad Wilson C. Aguto Recto L. Lasaran Orlando R. Abad <u>Job</u> <u>Orders:</u> Andrew Abad, Froilan Abad, Zerome Ducusin & Julius Manuel		
<i>End of Transaction</i>						

CONSUMER'S BULLETIN BOARD

REGISTRATION FEE FOR NEW SERVICE CONNECTION:

SERVICE CONNECTION CLASSIFICATION		REGISTRATION FEE
RESIDENTIAL	(1/2" - 1" dia.)	1,800.00
GOVERNMENT	(1/2" - 1" dia.)	2,200.00
	2" dia.	2,420.00
	3" dia.	2,660.00
	4" dia.	2,930.00
COMMERCIAL C	(1/2" - 1" dia.)	2,700.00
	2" dia.	2,970.00
	3" dia.	3,270.00
	4" dia.	3,600.00
COMMERCIAL B	(1/2" - 1" dia.)	3,300.00
	2" dia.	3,630.00
	3" dia.	4,000.00
	4" dia.	4,400.00
COMMERCIAL A2	(1/2" - 1" dia.)	3,800.00
	2" dia.	4,200.00

	3" dia.	4,600.00
	4" dia.	5,100.00
COMMERCIAL /	(1/2" - 1" dia.)	4,400.00
INDUSTRIAL A1	2" dia.	4,850.00
	3" dia.	5,350.00
	4" dia.	5,900.00

RE-CONNECTION FEE:

(A/R = Arrears)

SERVICE CONNECTION CLASSIFICATION		RECONNECTION FEE		
		CASE 1	CASE 2	CASE 3
RESIDENTIAL	(1/2" - 1" dia.)	900 + A/R	769 + A/R	690.00
GOVERNMENT	(1/2" - 1" dia.)	1,100 + A/R	935 + A/R	840.00
	2" dia.	1,200 + A/R	1,030 + A/R	925.00
	3" dia.	1,330 + A/R	1,130 + A/R	1,020.00
	4" dia.	1,465 + A/R	1,245 + A/R	1,120.00
COMMERCIAL C	(1/2" - 1" dia.)	1,250 + A/R	1,060 + A/R	960.00
	2" dia.	1,375 + A/R	1,170 + A/R	1,050.00
	3" dia.	1,510 + A/R	1,280 + A/R	1,155.00
	4" dia.	1,670 + A/R	1,420 + A/R	1,280.00
COMMERCIAL B	(1/2" - 1" dia.)	1,650 + A/R	1,400 + A/R	1,260.00
	2" dia.	1,815 + A/R	1,540 + A/R	1,390.00
	3" dia.	2,000 + A/R	1,700 + A/R	1,530.00
	4" dia.	2,200 + A/R	1,870 + A/R	1,680.00
COMMERCIAL A2	(1/2" - 1" dia.)	1,900 + A/R	1,615 + A/R	1,450.00
	2" dia.	2,100 + A/R	1,785 + A/R	1,610.00
	3" dia.	2,300 + A/R	1,955 + A/R	1,760.00
	4" dia.	2,550 + A/R	2,170 + A/R	1,950.00
COMMERCIAL /	(1/2" - 1" dia.)	2,200 + A/R	1,870 + A/R	1,680.00
INDUSTRIAL A1	2" dia.	2,425 + A/R	2,060 + A/R	1,855.00
	3" dia.	2,675 + A/R	2,275 + A/R	2,050.00
	4" dia.	2,950 + A/R	2,500 + A/R	2,260.00



Maharlika Highway, Brgy. Osmeña
City of Ilagan, Isabela
Phone: (078) 323-2310 / (078) 624-2083
E-mail: waterdistrict_ilagan@yahoo.com
Website: www.cityofilaganwaterdistrict.gov.ph

Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

- Accomplish our feedback form available in our office and put it in the suggestion box at the Public Assistance Counter
- Send your feedback through e-mail (waterdistrict_ilagan@yahoo.com or text City of Ilagan Water District CP Nos. 09176240154, 09178103244, 09176240180, 09178105091).
- Talk to our Officer-of-the-Day.

If you are not satisfied with our service, your written or verbal complaints shall immediately be attended by the Officer-of-the-Day or at the Public Assistance and Complaints Desk.

Thank you for helping us continuously improve our services.

We are committed to give you good service and constantly improve our services. However, at times our best intentions and efforts may not be good enough.

Your feedback/s will help us in our efforts. We thank you for your response. (Please tick mark on your choice.)

1. How do you rate our service performance based on the Citizens Charter?
a) Excellent b) Very good c) Good d) Average e) Poor
2. How do you rate our billing and accounts services?
a) Excellent b) Very good c) Good d) Average e) Poor
3. How do you rate our water service in terms of:
 - 3.1 Quality
a) Excellent b) Very good c) Good d) Average e) Poor
 - 3.2 Installation of Service Connections
a) Excellent b) Very good c) Good d) Average e) Poor
 - 3.3 Repairs and Maintenance
a) Excellent b) Very good c) Good d) Average e) Poor
4. How do you rate our staff in respect of:
 - ✓ Courtesy:
a) Excellent b) Very good c) Good d) Average e) Poor
 - ✓ Promptness:
a) Excellent b) Very good c) Good d) Average e) Poor
 - ✓ Punctuality:
a) Excellent b) Very good c) Good d) Average e) Poor

Your written or verbal complaints shall immediately be attended to by the officer of the day at the Public Assistance & Complaints Desk.

For your comments and suggestions, please send them to the address below:

City of Ilagan Water District

Brgy. Osmeña City of Ilagan, Isabela

Or e-mail them at www.waterdistrict_ilagan@yahoo.com



Thank you...

CONSUMER'S BULLETIN BOARD

WATER RATES: Effective October 2016

CIWD BR# 19 s.2016

CIWD BR# 02 s. 2016

WATER RATE: Effective January 23, 2017 per LWUA approval.

Classifica tion	Size	Minimum Charge	Commodity Charge			
		0-10 cu.m	11-20 cu.m	21-30 cu.m	31-40 cu.m	41 - Up cu.m
RESIDEN TIAL / GOVERN MENT	1/2"	350.00	36.45	41.65	48.45	55.00
	3/4"	560.00	36.45	41.65	48.45	55.00
	1"	1,120.00	36.45	41.65	48.45	55.00
	1 1/2"	2,800.00	36.45	41.65	48.45	55.00
	2"	7,000.00	36.45	41.65	48.45	55.00
	3"	12,600.00	36.45	41.65	48.45	55.00
	4"	25,200.00	36.45	41.65	48.45	55.00
	6"	42,000.00	36.45	41.65	48.45	55.00
	8"	67,200.00	36.45	41.65	48.45	55.00
	10"	96,600.00	36.45	41.65	48.45	55.00

Classification	Size	Minimum Charge	Commodity Charge			
		0-10 cu.m	11-20 cu.m	21-30 cu.m	31-40 cu.m	41 - Up cu.m
COMMERCIAL / INDUSTRIAL	1/2"	700.00	72.90	83.30	96.90	110.00
	3/4"	1,120.00	72.90	83.30	96.90	110.00
	1"	2,240.00	72.90	83.30	96.90	110.00
	1 1/2"	5,600.00	72.90	83.30	96.90	110.00
	2"	14,000.00	72.90	83.30	96.90	110.00
	3"	25,200.00	72.90	83.30	96.90	110.00
	4"	50,400.00	72.90	83.30	96.90	110.00
	6"	84,000.00	72.90	83.30	96.90	110.00
	8"	134,000.00	72.90	83.30	96.90	110.00
	10"	193,200.00	72.90	83.30	96.90	110.00
Classification	Size	Minimum Charge	Commodity Charge			
		0-10 cu.m	11-20 cu.m	21-30 cu.m	31-40 cu.m	41 - Up cu.m
COMMERCIAL A	1/2"	612.50	63.75	72.85	84.75	96.25
	3/4"	980.00	63.75	72.85	84.75	96.25
	1"	1,960.00	63.75	72.85	84.75	96.25
	1 1/2"	4,900.00	63.75	72.85	84.75	96.25
	2"	12,250.00	63.75	72.85	84.75	96.25
	3"	22,050.00	63.75	72.85	84.75	96.25
	4"	44,100.00	63.75	72.85	84.75	96.25
	6"	73,500.00	63.75	72.85	84.75	96.25
	8"	117,600.00	63.75	72.85	84.75	96.25
	10"	169,050.00	63.75	72.85	84.75	96.25

Classification	Size	Minimum Charge	Commodity Charge			
		0-10 cu.m	11-20 cu.m	21-30 cu.m	31-40 cu.m	41 - Up cu.m
COMMERCIAL B	1/2"	525.00	54.65	62.45	72.65	82.50
	3/4"	840.00	54.65	62.45	72.65	82.50
	1"	1,680.00	54.65	62.45	72.65	82.50
	1 1/2"	4,200.00	54.65	62.45	72.65	82.50
	2"	10,500.00	54.65	62.45	72.65	82.50
	3"	18,900.00	54.65	62.45	72.65	82.50
	4"	37,800.00	54.65	62.45	72.65	82.50
	6"	63,000.00	54.65	62.45	72.65	82.50
	8"	100,800.00	54.65	62.45	72.65	82.50
	10"	144,900.00	54.65	62.45	72.65	82.50

Classification	Size	Minimum Charge	Commodity Charge
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		0-10 cu.m	11-20 cu.m	21-30 cu.m	31-40 cu.m	41 - Up cu.m
Classification	1/2"	437.50	45.55	52.05	60.55	68.75
	3/4"	700.00	45.55	52.05	60.55	68.75
	1"	1,400.00	45.55	52.05	60.55	68.75
COMMERCIAL C BULK / WHOLESALE	1 1/2"	1,050.00	45.55	52.05	60.55	68.75
	3/4"	1,680.00	45.55	52.05	60.55	68.75
	3"	3,360.00	45.55	52.05	60.55	68.75
	1 1/2"	8,400.00	45.55	52.05	60.55	68.75
	2"	21,000.00	45.55	52.05	60.55	68.75
	3"	37,800.00	45.55	52.05	60.55	68.75
	8"	84,000.00	45.55	52.05	60.55	68.75
	4"	75,600.00	45.55	52.05	60.55	68.75
	10"	120,750.00	45.55	52.05	60.55	68.75
	6"	126,000.00	109.35	124.95	145.35	165.00

	8"	201,600.00	109.35	124.95	145.35	165.00
	10"	289,800.00	109.35	124.95	145.35	165.00

COMPLIANCE WITH ARTA PROVISIONS

The CIWD got an overall rating of 81.31% on its compliance with the ARTA Provisions a perfect rating of 100% was attained on no hidden costs, followed by No Lunch Break Policy at 97.42% I.D/ Nameplates at 97.04% PACD with 84.52% Anti-Fixer Campaign with 79.43%, but the Citizens Charter sub area got a failed rating of 65.06% nevertheless, Citizens charter in compliance as of too date were all posted in the 3 divisions, in the receiving area of the Administration building.

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
COMPLIANCE WITH ARTA PROVISIONS	30.57 / 40	69.00 / 74	38.05 / 46.8	81.31	Pass
<i>Citizen's Charter</i>	<i>8.00 / 15</i>	<i>21.00 / 27</i>	<i>11.32 / 17.4</i>	<i>65.06</i>	<i>Failed</i>
<i>Anti-Fixer Campaign</i>	<i>6.20 / 7</i>	<i>7.00 / 7</i>	<i>5.56 / 7.0</i>	<i>79.43</i>	<i>Pass</i>
<i>ID/Nameplates</i>	<i>1.87 / 2</i>	<i>10.00 / 10</i>	<i>3.49 / 3.6</i>	<i>97.04</i>	<i>Pass</i>
<i>No Hidden Costs</i>	<i>8.00 / 8</i>		<i>6.40 / 6.4</i>	<i>100.00</i>	<i>Pass</i>

CITY OF ILAGAN WATER DISTRICT COMMITTEES

In view of the Approved merit Promotion Plan (MPP), Program on Awards and Incentives for Service Excellence (PRAISE), Grievance Machinery, Career & Personnel Development and Strategic Performance Management System (SPMS) of this office as approved in accordance with the existing Civil Service Laws and Rules pursuant to the provisions of the Omnibus Rules Implementing Book V of Executive Order No. 292, formation of new committees effective January 31,2016 are as follows:

A. PERSONNEL SELECTION BOARD:

Chairman: JOSE MARI G. CLARAVALL - General Manager

Members: ADELINA T. MALUYO - Admin. & General Services Division

MARIA ANA M. TORIBIO - Finance & Commercial Division
 OSCAR WESLEY G. RIVERO - Engineering & Const. Unit
 NORMA O. GARIDDO - Senior Corporate Budget Analyst
 PAULINA C. ELEPANIO – Secretary A / IRMO-Designate
 MOISES P. PASCUAL - Production & Water Quality Unit
 JOSE T. GALACINAO - Operations & Technical Division

B. GRIEVANCE COMMITTEE:

Chairman: JOSE MARI G. CLARAVALL - General Manager
 Members: ADELINA T. MALUYO - Admin. & General Services Division
 OSCAR WESLEY G. RIVERO - Engineering & Const. Unit
 NORMA O. GARIDDO - Senior Corporate Budget Analyst
 PAULINA C. ELEPANIO – Secretary A / IRMO-Designate
 Alternates: MARIA ANA M. TORIBIO - Finance & Commercial Division
 RONALDO N. LACCAY - Cashier C
 JOSE T. GALACINAO - Operations & Technical Division
 MOISES P. PASCUAL - Production & Water Quality Unit
 ALLEN GERONIMO - Customer Service Assistant D

**COMPOSITION OF COMMITTEE ON DECORUM & INVESTIGATION:
 (SEXUAL HARRASSMENT)**

JOSE MARI G. CLARAVALL - General Manager
 ADELINA T. MALUYO - Admin. & General Services Division
 MARIA ANA M. TORIBIO - Finance & Commercial Division
 OSCAR WESLEY G. RIVERO - Engineering & Const. Unit
 PAULINA C. ELEPANIO - Secretary A/IRMO-Designate
 MOISES P. PASCUAL - Production & Water Quality Unit
 JOSE T. GALACINAO - Operations & Technical Division

PERFORMANCE MANAGEMENT TEAM COMPOSITION

Chairman: JOSE MARI G. CLARAVALL - General Manager
 Members: ADELINA T. MALUYO - Admin. & General Services Division
 MARIA ANA M. TORIBIO - Finance & Commercial Division
 OSCAR WESLEY G. RIVERO - Engineering & Const. Unit
 PAULINA C. ELEPANIO - Secretary A/IRMO-Designate
 MOISES P. PASCUAL - Production & Water Quality Unit
 JOSE T. GALACINAO - Operations & Technical Division

CAREER DEVELOPMENT PLAN:

Committee Head: JOSE MARI G. CLARAVALL - General Manager

Members: ADELINA T. MALUYO - Admin. & General Services Division
 MARIA ANA M. TORIBIO - Finance & Commercial Division
 PAULINA C. ELEPANIO –Secretary A / IRMO-Designate
 MOISES P. PASCUAL - Production & Water Quality Unit
 JOSE T. GALACINAO - Operations & Technical Division

BIDS AND AWARDS COMMITTEE

Chairman : JOSE T. GALACINAO
 Vice Chairman : MARIA ANA M. TORIBIO
 Secretariat : PAULINA C. ELEPANIO
 Member : NORMA O. GARRIDO
 RONALDO N. LACCAY
 OSCAR WESLEY G. RIVERO
 MOSES P. PASCUAL

Technical Working Group:

JOSE T. GALACINAO
 MOISES P. PASCUAL
 ROMEO N. AGUILAR
 THEODORE O. AGUINALDO
 RONALDO C. BACCAY
 GILBERT B. APALLA

COMMITTEE ON PRAISE:

Committee Head: JOSE MARI G. CLARAVALL
 Members: ADELINA T. MALUYO
 MARIA ANA M. TORIBIO
 PAULINA C. ELEPANIO
 ALLEN C. GERONIMO
 MOISES P. PASCUAL

CONTACT CENTER NG BAYAN:

Committee Head: JOSE MARI G. CLARAVALL
 Members: ADELINA T. MALUYO
 MARIA ANA M. TORIBIO
 PAULINA C. ELEPANIO
 OSCAR WESLEY G. RIVERO
 MOISES P. PASCUAL

JOINT VENTURE SELECTION COMMITTEE (CONFORMING TO NEDA GUIDELINES AND PROCEDURES AND CIWD BOARD RESOLUTION No. 06 s. 2017)

- Oscar Wesley G. Rivero – Chairman
- Paulina C. Elepanio – Secretariat
- Norma O. Garrido – Finance Officer
- Jose T. Galacinao – Technical Officer
- David D. Soriano – Operations and Management Officer
- Romeo M. Diaz – LWUA’s Representative
- Harold T. Manaligod – (*Alternate*) Operations & Management Officer
- Maria Josefina B. Gonzalvo – (*Alternate*) Operations & Management Officer


WATER SAFETY PLAN TEAM COMPOSITION (Per Board Resolution No. 03 s. 2017)

- Jose T. Galacinao – Team Leader
- Adelina T. Maluyo – Administrative/General Services Officer Expert
- Maria Ana M. Toribio – Finance & Commercial Expert
- Oscar Wesley G. Rivero – Maintenance Expert
- Moises P. Pascual – Production Expert
- David D. Soriano – Production Expert
- Norma O. Garrido – Finance Expert
- Harold T. Manaligod – Treatment Expert
- Paulina C. Elepanio – Secretary
- Karina Abegail R. Claravall – Secretary
- Heldibranda L. Corpuz – Secretary
- Theodore O. Aguinaldo – Mechanic Expert
- Romeo W. Aguilar – Transmission line Expert
- Arnold T. Salmos – Electro Mechanical Expert

CITY OF ILAGAN WATER DISTRICT CATEGORIZATION

Pursuant to Department of Budget and Management (DBM) Circular No. 2011-10 dated November 18, 2011 re: Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD-MACRO).

The CIWD with Conditional Certificate of Conformance (CCC) No. 090 was issued a Certificate of Category "C" Water District on March 29, 2012. This is based on the submitted documents in terms of No. of Active Service Connections and the Point-Rating Category.

	<p>LOCAL WATER UTILITY ADMINISTRATION P.O. BOX 34, U.P. Post Office, Katipunan Avenue, Balara, Quezon City Tel No.: 920-5581 to 99, 920-56-01 Fax No: (632) 922-34-34 Administrator's Direct Line: (02) 929-61-07 LWUA Website: www.lwua.gov.ph</p>
<p><i>CERTIFICATE OF CATEGORY</i></p>	

BASES FOR CATEGORIZATION

1. Local Water Districts are categorized into four (4), namely: A, B, C & D.
2. The categorization is a two-stage process. The initial stage is categorization based on the **Number of Active Connections** in accordance with Table 1 below:

Table 1
SERVICE CONNECTION CATEGORY

Category	Number of Active Service Connections
A	At least 30,000
B	At least 10,000
C	At least 3,000
D	Below 3,000

3. The second stage of categorization considers the following factors: Gross Revenues, Total Assets, Net Income before Interest and Depreciation, and Staff Productivity Index. These factors will determine the Point-Rating Category. The points for each factor are shown in Table 2.

Table 2
POINT-RATING CATEGORY
Factors/Points/Definition/Significance

Factors	Points	Definition	Significance

1. Gross Revenues	40	Gross Revenues include all cash receipts collected by the LWD from water bills and other miscellaneous service revenues.	Gross Revenues indicates the capacity of the LWD to generate revenue as well as its collection efficiency. The greater is the Gross Revenue, the greater also is the financial responsibility of the LWD.
2. Total Assets	40	This factor includes value of assets used to carry out its operations.	This is a measure of the amount of investment on physical assets. It is indicative of the commitment to expand and improve its service.
3. Net Income Before Interest and Depreciation	15	This is the remaining amount after deducting operating expenses from operating revenues.	This provides an estimate of the amount available for debt servicing, for expansion/improvement and for reserve build-up.
4. Staff Productivity Index	5	This is the ratio of the total number of active service connections to the total number of permanent and casual employees as of December 31 of a given year.	This ratio indicates the manpower efficiency of the water district.

4. From the data on each LWD, the equivalent point rating for each factor is computed using Annexes A to D. The total points earned for all factors determined the **Point-Rating Category** as indicated in Table 3 below:

Table 3

POINT-RATING CATEGORY

Points Earned	Category
75-100	A
50-74	B
25-49	C
1-24	D

5. The resulting **Point-Rating Category** is compared with the **Service Connection Category**; **which is lower**, is the **FINAL CATEGORY** of the LWD.

OMNIBUS RULES ON LEAVE

In general, appointive officials up to the level of heads of executive departments, heads of departments, undersecretaries and employees of the government whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitation as to the number of days of vacation and sick leave that they may accumulate. *(Amended by CSC MC Nos. 41, s 1998 and 14 s. 1999)*

Definition of Terms

Leave of absence is generally defined as a right granted to officials and employees

not to report for work with or without pay as may be provided by law and as the rules prescribe in Rule XVI hereof.

Commutation of leave credits refers to conversion of unused leave credits to their corresponding money value.

Cumulation of leave credits refers to incremental acquisition of unused leave credits by an official or employee.

Immediate family refers to the spouse, children, parents, unmarried brothers and sisters and any relative living under the same roof or dependent upon the employee for support. (Amended by CSC MC 6, s. 1999)

Sick leave refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his immediate family.

Vacation leave refers to leave of absence granted to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service.

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave.

Pregnancy refers to the period between conception and delivery or birth of a child. For purposes of maternity leave, miscarriage is within the period of pregnancy. *Maternity leave* refers to leave of absence granted to female government employees legally entitled thereto in addition to vacation and sick leave. The primary intent of purpose of granting maternity leave is to extend working mothers some measure of financial help and to provide her a period of rest and recuperation in connection with her pregnancy.

Paternity leave refers to the privileges granted to a married male employee allowing him not to report for work for seven (7) days while continuing to earn the compensation therefore, on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after childbirth as the case may be and assist in caring for his newborn child.

Vacation Service Credits refers to the leave credits earned by public school teachers for services rendered during activities authorized by proper authorities during long and Christmas vacation. These credits are used to offset their absence

due to illness or to offset proportional deduction in vacation salary due to absences for personal reasons or late appointment.

Terminal leave refers to money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/voluntary separation.

Special leave privileges refer to leave of absences which officials and employees may avail of for a maximum of three (3) days annually over and above the vacation, sick, maternity and paternity leaves to mark personal milestone and/or attend to filial and domestic responsibilities.

Relocation leave refers to a special leave privilege granted to official/employee whenever he/she transfers residence.

Clarification on the Grant of Special Privileges under CSC Memorandum Circular No. 06, s 1996

The availment of special privileges shall be limited as follows:

- a. Paternity Leave - superseded by RA 8187
- b. Funeral/Mourning Leave - on the occasion of the death of a member of the immediate family of the employee.
- c. Graduation Leave - on the occasion of the employee's his/her spouse's or children's graduation.
- d. Enrollment - same as graduation leave.
- e. Wedding/Anniversary Leave - on the occasion of the employee's wedding and/or wedding anniversary, to be enjoyed on the actual date of marriage or anniversary.
- f. Birthday Leave - on the occasion of the employee's actual birthday.
- g. Hospitalization Leave - by reason of the hospitalization of the employee or any member of his/her immediate family.
- h. Accident leave - by reason of an accident involving the employee or any member of his/her immediate family.
- i. Relocation Leave - by reason of the occurrence of such calamities or disaster personally affecting the employee such as flood, earthquakes, typhoon, or fire.

These privileges shall be enjoyed only by those who have rendered six (6) months of continuous, satisfactory service. Casual or emergency employees or laborers may enjoy these privileges after they have rendered at least six (6) months service in the aggregate.

TARDINESS AND UNDERTIME



TARDINESS is defined simply as the failure to arrive at a time set; lack of punctuality or not arriving on time.

UNDERTIME is defined as working time that is less than the full time or the required minimum. This is usually incurred by an officer or employee who leaves or quits from work earlier than the usual eight-hour work schedule in a given working day.



CONVERSION OF WORKING HOURS / MINUTES INTO FRACTION OF A DAY

Based on 8-Hour workday

HOURS	EQUIVALENT DAY
1	.125
2	.250

3	.375
4	.500
5	.625
6	.750
7	.875
8	1.000

MINUTES	EQUIV. DAY	MINUTES	EQUIV. DAY
1	.002	31	.065
2	.004	32	.067
3	.006	33	.069
4	.008	34	.071
5	.010	35	.073
6	.012	36	.075
7	.015	37	.077
8	.017	38	.079
9	.019	39	.081
10	.021	40	.083
11	.023	41	.085
12	.025	42	.087
13	.027	43	.090
14	.029	44	.092
15	.031	45	.094
16	.033	46	.096
17	.035	47	.098
18	.037	48	.100
19	.040	49	.102
20	.042	50	.104
21	.044	51	.106
22	.046	52	.108
23	.048	53	.110
24	.050	54	.112
25	.052	55	.115
26	.054	56	.117
27	.056	57	.119
28	.058	58	.121
29	.060	59	.123
30	.062	60	.125

**COMPENSATORY TIME OFF
CSC ISSUES GUIDELINES FOR
COMPENSATORY TIME OFF**



LEGAZPI CITY (9 FEB) - The civil Service has issued the guideline on the mandatory remuneration for overtime services rendered in the public sector as a part of the austerity measures of the government.

This was bared by CSC Bicol Regional Director Judith D. Chicano who said that through the joint Civil Service Commission - Department of Budget and Management (CSC-DBM) Circular No. 2, the government has devised a way of paying overtime services through Compensatory Time Off (CTO). "This means that government employees who are required to work overtime or beyond the regular working hours can offset the number of hours that they have rendered by taking a time off corresponding to the number of hours rendered".

She said that the policy covers government personnel holding positions of up to division chief under permanent, temporary or casual status. "Contractual employees may also avail of CTO but elective officials, military and uniformed personnel, officials appointed to Career Executive Service positions and those holding positions whose ranks are higher than division chief are exempted from the CTO policy".

Chicano stressed that Compensatory Overtime Credit in non-cumulative, meaning it should be used as time off within the year it is earned because it cannot be carried over to the succeeding year and cannot also be converted into cash. "It cannot be used also to offset under time or tardiness, nor can be added to the regular vacation and sick leave credits of an employee. Unused Compensatory Overtime Credits (COC) deemed forfeited in cases of resignation, retirement or separation from the service.

Chicano also clarified that certain activities have been identified when overtime services may be allowed which among others include completion of infrastructure projects, relief and other related work during calamities and disasters, and provision of essential public services such as power and energy, water, medical and health, and peace and order during emergency situations. It may include also overtime work to render legal services to facilitate resolution of cases and to undertake preparation relating to the conduct of government examinations.

GUIDELINES IN THE IMPLEMENTATION OF GRATUITY BENEFIT DUE TO SEPARATION, RETIREMENT, DISABILITY AND DEATH

OBJECTIVES:

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- 1.1 To compensate the faithful and competent officer/s and employees who have devoted most of their productive lives in serving the best interest of City of Ilagan water District
- 1.2 To extend financial assistance to the officer/s and employees through a Gratuity Benefit at a moment that they are compelled to sever their services due to compulsory and optional retirement, separation, death and disability of any form from City of Ilagan Water District;
- 1.3 To motivate excellence, honesty and efficiency in the performance of respective duties and responsibilities in the management and staff of the City of Ilagan Water District.

DEFINITION OF TERMS

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- 2.1 *OFFICER* - Means the General Manager, Assistant General Manager and Division Heads receiving compensation as defined in Section 2.11 while in the service to the Water District whose appointment is of permanent status.
- 2.2 *EMPLOYEES* - Pertains to all other positions in the rank and file receiving compensation as defined in Section 2.11 while in the service to Water District with permanent status appointment.
- 2.3 *BOARD* - The Board of Directors of the City of Ilagan water District.
- 2.4 *WATER DISTRICT* - Shall mean the City of Ilagan Water District created and formed pursuant to PD 198 as amended.
- 2.5 *GRANTEE* - Shall mean the officer/s or employee.

2.6 *RETIREMENT* - Means both compulsory (reaching the age of 65) and optional (below 65 or one who has served the water district continuously for 15 years and above).

2.7 *SEPARATION* - Shall mean severance of service to the City of Ilagan Water District (CIWD) for causes beyond the control of the officer/s or employee where

he/she is not at fault like those separated as a result of reduction in force, re-organization dissolution & health problems.

2.8 DISABILITY - Shall mean physical or intellectual or both sustained whether or not in relation to his/her work that may render the officer/s or employee incapable to perform his/her primary duties and responsibilities with utmost efficiency and effectiveness.

2.9 DEATH - Permanent ending of life of the grantee irrespective of cause while in the service to the Water District.

2.10 DEPENDENTS

Dependents are the following:

- a. The legitimate spouse of the grantee;
- b. Any legitimate, legitimated and/or legally adopted child, including any legitimate child, who is unmarried, who has not attained the age of majority, or being at the age of majority but incapacitated and incapable of self-support due to a mental or physical defect acquired prior to age of majority; and
- c. The parents dependent upon the member for support.

2.11 COMPENSATION - The basic pay or salary, received by an officer or employee pursuant to his/her tenure in the service to the Water District. Per diems, bonuses, overtime pay, honoraria, allowances shall not be considered as compensation for purposes of this implementing guidelines.

2.12 CURRENTLY DAILY COMPENSATION - The actual daily compensation or the monthly compensation divided by the number of working days in the month when the disability occurred but not to exceed twenty two (22) days.

2.13 AMC or AVERAGE MONTHLY COMPENSATION - The AMC is the average monthly compensation received by the officer or employee during his/her last Twenty Four (24) months of service preceding his separation/retirement/disability/death.

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COVERAGE

3.1 The grant of Gratuity Benefit shall apply to officer/s and employees who have permanent status of appointment at the time of retirement, separation, death or occurrence of disabilities.

3.2 Exclusion From Coverage - Period of services from other agencies shall not be covered in the computation of the creditable service.

3.3 Effect Of separation From The Service - An officer or employee separated for cause shall automatically forfeit his/her benefits, unless the terms of resignation or separation provide otherwise.

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GRATUITY BENEFITS

4.1 Compulsory Retirement (at sixty five (65) years of age with at least fifteen (15) years service). Provided, that he/she has less than fifteen (15) years of service, he/she may be allowed to continue in the service in accordance with existing Civil Service rules and regulations.

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
15 years -	0.50 (AMC X Accredited years of service)
16-20 years -	0.75 (AMC X Accredited years of service)
21-25 years -	1.00 (AMC X Accredited years of service)
26-30 years -	1.25 (AMC X Accredited years of service)
Over 30 years -	1.50 (AMC X Accredited years of service)

4.2 Optional Retirement (Upon reaching age sixty (60) years of age but below sixty five (65) years of age with at least Fifteen years of service.

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
15 years -	0.125 (AMC X Accredited years of service)
16-20 years -	0.25 (AMC X Accredited years of service)
21-25 years -	0.375 (AMC X Accredited years of service)
26-30 years -	0.505 (AMC X Accredited years of service)
Over 30 years -	0.625 (AMC X Accredited years of service)

4.3 separation Benefit (separation as a result of reduction of force or re-organization)

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
5 years and below -	0.05 (AMC X Accredited years of service)
6-10 years -	0.10 (AMC X Accredited years of service)
11-15 years -	0.15 (AMC X Accredited years of service)
16-20 years -	0.20 (AMC X Accredited years of service)
21-25 years -	0.25 (AMC X Accredited years of service)
26-30 years -	0.30 (AMC X Accredited years of service)
Over 30 years -	0.35 (AMC X Accredited years of service)

4.4 Disability Benefit - Benefit granted to an officer or employee due to the loss or reduction in earning capacity caused by a loss or impairment of the normal functions of his/her physical and/or mental faculties as a result of an injury or disease. The loss in earning capacity shall be determined not only the basis of the actual loss of income but also the capacity to continue engaging in any other gainful occupation because of the impairment. A disability may either be "permanent total", "permanent partial" or "temporary total".

4.4.1 Permanent Total Disability - Injury resulting to complete loss of sight of both eyes; loss of two (2) limbs at or above the ankle or wrist; permanent complete

paralysis of two (2) limbs; brain injury resulting to incurable implicitly, insanity, or other irreversible conditions; such as other causes as may be determined.

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
5 years and below -	0.05 (AMC X Accredited years of service)
6-10 years -	0.10 (AMC X Accredited years of service)
11-15 years -	0.15 (AMC X Accredited years of service)
16-20 years -	0.20 (AMC X Accredited years of service)
21-25 years -	0.25 (AMC X Accredited years of service)
26-30 years -	0.30 (AMC X Accredited years of service)
Over 30 years -	0.35 (AMC X Accredited years of service)

4.4.2 Permanent Partial Disability - Injury resulting to complete and permanent loss of the use of any finger; any toe; one arm; one hand; one foot; one leg; one or both ears; hearing of one or both ears; sight of one eye; or such other cases as may be determined.

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
5 years and below -	(0.50×0.05) (AMC X Accredited years of service)
6-10 years -	(0.50×0.10) (AMC X Accredited years of service)
11-15 years -	(0.50×0.15) (AMC X Accredited years of service)
16-20 years -	(0.50×0.20) (AMC X Accredited years of service)
21-25 years -	(0.50×0.25) (AMC X Accredited years of service)
26-30 years -	(0.50×0.30) (AMC X Accredited years of service)
Over 30 years -	(0.50×0.35) (AMC X Accredited years of service)

4.4.3 Temporary Total disability - Injury that accrues or arises when there is complete but temporary incapacity to continue engaging in any gainful occupation due to the loss or impairment of the normal function of the physical and/or mental faculties. In effect, this loss or impairment can be reversed to the point where one can continue with his/her employment and engage in a gainful occupation.

<u>YEARS OF SERVICE</u>	<u>AMOUNT OF GRATUITY BENEFIT</u>
5 years and below -	(0.50×0.05) (AMC X Accredited years of service)
6-10 years -	(0.50×0.10) (AMC X Accredited years of service)
11-15 years -	(0.50×0.15) (AMC X Accredited years of service)
16-20 years -	(0.50×0.20) (AMC X Accredited years of service)
21-25 years -	(0.50×0.25) (AMC X Accredited years of service)
26-30 years -	(0.50×0.30) (AMC X Accredited years of service)
Over 30 years -	(0.50×0.35) (AMC X Accredited years of service)

4.4.4 Evaluation of Disability

4.4.4.1 The general condition for the entitlement to any disability benefit is that the disability was not due to misconduct, notorious negligence, habitual intoxication, or willful intention to kill himself or another.

4.4.4.2 forfeiture of disability Benefits - all the foregoing provisions notwithstanding any officer, employee who is enjoying disability benefit shall

automatically forfeit his/her right to continued enjoyment thereof if he/she refuses or deliberately fails to:

- a. Have himself/herself medically treated by a physician when required;
- b. Take the prescribed medication; or
- c. Have himself/herself confined in a hospital without justifiable reason, when such confinement is required; or
- d. Avail himself/herself of such rehabilitation facilities as may be duly recommended and made available for him/her; or
- e. Observe such precautionary and/or preventive measures as prescribed by a physician or expressly required of him/her to prevent the aggravation on continuance of his/her disability.

4.4.4.3 Limitation to enjoyment of Disability Benefit should a new impairment supervene while an officer or employee is enjoying disability benefit, the extent of his/her disability shall be re-evaluated taking into account the existing impairment (s) and the new impairment in relation to the entire being of the officer or employee, and the benefit corresponding thereto shall be paid in lieu of that currently enjoyed. In no case shall an officer or employee enjoy more than one disability benefit at any given time.

GENERAL PROVISIONS

6.1 Funds Appropriation - The amount necessary to carry out the provisions of the Gratuity Benefit shall be included in the CITY OF ILAGAN WATER DISTRICT Annual Budget under its Reserved Trust Fund starting in CY 2010. Initial fund for this purpose shall be Two percent (2%) of the gross water sales and accruals shall be determined in the succeeding years thereto but shall not be less than three (3%) of the gross water sales.

6.2 Deposits and Disbursement - Revenue and accruals thereto shall be deposited, administered and disbursed in accordance with the law. The City of Ilagan Water District shall maintain the reserves to guarantee the fulfillment of its obligations under this policy. The funds shall not be used for purposes other than what are provided for.

6.3 Effectivity of these implementing Guidelines

6.3.1 the Implementing Guidelines to carry out the provisions are hereby adopted by the City of Ilagan Water District in compliance to Board Resolution No. 11, series of 2012 dated Dec. 21, 2012 at the City of Ilagan Water District.

6.3.2 These Implementing Guidelines may be amended by the Board from time to time to the interest of the City of Ilagan Water District Officers and employees shall so require to conform with the prevailing financial and institutional circumstances and conditions of the water district, but in no case shall be oftener than every three (3) years.

6.3.3 These Implementing Guidelines take effect upon approval through a resolution by the City of Ilagan Water District Board of Directors.

MEMORANDUM CIRCULAR No. 2012-1

In accordance with the Government's commitment to accountability and effective governance, President Benigno s. Aquino III issued EO No. 80 dated July 20, 2012, "*Directing the Adoption of a Performance-based Incentive System for Government Employees*", to motivate higher performance and greater accountability in the public sector and ensure the accomplishment of commitments and targets under the five (5) Key Result Areas of the Administration as laid out in EO No. 43 and the Philippine Development Plan, 2011-2016.

Beginning 2012, such incentive system shall consist of an across-the-board incentive in the form of the existing Productivity Enhancement Incentive (PEI), and a top up bonus to be known as Performance-based Bonus or PBB. The PEI in the amount of P5,000 shall continually be granted in accordance with the guidelines to be issued by the Department of Budget and Management (DBM). The PBB shall be given to the personnel of bureaus or delivery units in accordance with their contribution to the accomplishment of their Department's overall targets and commitments subject to the criteria and condition set forth herein.

The grant of the PBB seeks to:

- a. Recognize and reward exemplary performance in the public sector to enhance service delivery by the bureaucracy;
- b. Rationalize the distribution of incentives across performance categories of groups and individuals and thereby move away from across-the-board incentive overtime;
- c. Nurture team spirit towards the effective execution of operational plans by linking personnel incentives to the bureau or delivery unit's performance; and
- d. Strengthen performance monitoring and appraisal system based on existing systems like the Organizational Performance Indicator Framework which is used by the DBM to measure agency performance, the Strategic Performance Management System of the Civil Service Commission (CSC) which links individual performance to organizational performance, and the Results Based performance Management System provided for under AO No. 25, issued on December 11, 2011.

CITY OF ILAGAN WATER DISTRICT APPROVED PERSONNEL MECHANISMS

MERIT SELECTION PLAN

Pursuant to the provisions of Section 32, book V of Administrative Code of 1987 (Executive Order No. 292), CSC Memorandum Circular No. 3 s. 1979 as amended CSC Memorandum Circular No. 18 s. 1988 and CSC Memorandum Circular No. 38 s. 1989, as further amended by CSC Memorandum Circular No. 40, s. 1998, CSC Memorandum Circular No. 15, s. 1999, CSC Memorandum Circular No. 8, s. 1999, and CSC Memorandum Circular No. 3, s 2001 this Merit Selection Plan (MSP) is hereby established for the guidance of all concerned.

I. BASIC POLICIES

1. Selection of employees for appointment in the government service shall be open to all qualified men and women according to the principle of merit and fitness.

There shall be equal employment opportunity for men and women at all levels of position in the agency, provided they meet the minimum requirements of the position to be filled.

2. The Merit Promotion Plan shall cover positions in the first, second and third level and shall also include original appointments and other related personnel actions.

There shall be no discrimination in the selection of employees on account of gender, civil status, disability, religion, ethnicity, or political affiliation.

3. When a position in the first, second or third level becomes vacant, applicants for employment who are competent, qualified and possess appropriate civil service eligibility shall be considered for permanent appointment

4. Vacant positions marked for filling shall be published in accordance with Republic Act 7041 (Publication Law). The published vacant positions shall also be posted in at least three (3) conspicuous places in the agency for at least ten (10) calendar days. Other appropriate modes of publication shall be considered.

Filling of vacant positions shall be made after ten (10) calendar days from their publication.

The publication of a particular vacant position shall be valid until filled up but not to extend beyond six (6) months reckoned from the date the vacant position was published.

5. The following positions are exempt from the publication requirement:
- a. Primarily confidential positions;
 - b. Positions which are policy determining;
 - c. Highly technical positions;

- d. Other non-career positions;
- e. Third level positions (Career Executive Service); and
- f. Positions to be filled by existing regular employees in the agency in case of reorganization

6. A Personnel Selection Board (PSB) for first and second level positions shall be established in every agency, preferably with the following composition:

- a. As Chairperson
 - a.1. The General Manager or the authorized representative;
- b. Division Chief or the authorized career service representative of the organizational unit where the vacancy is;
- c. Human Resource Management Officer or the career service employee directly responsible for personnel management; and
- d. Two representatives of the rank-and-file career employees, one from the first level and one from the second level, who shall both be chosen by the duly accredited employee association in the agency.

In case there is no accredited employee association in the agency, the representatives shall be chosen at large by the employees through a general assembly. The candidate who garners the second highest votes shall automatically be the alternate representative. Any other mode of selection may be conducted for the purpose.

The first level representative shall participate during the screening of candidates for vacancies in the first level; the second level representative shall participate in the screening of candidates for vacancies in the second level. Both rank-and-file representatives shall serve for a period of two (2) years. For continuity of operation, the agency accredited employee association may designate an alternate.

7. The PSB members including alternate representatives for first, second and third level positions shall undergo orientation and workshop on the selection/promotion process and CSC policies on appointments.

8. All candidates for appointment to first and second level positions shall be screened by the PSB. Candidates for appointment to third level positions shall be screened by the PSB for third level positions composed of at least three (3) career executive service officials as may be constituted in the agency.

Appointment to the following positions shall no longer be screened by the PSB:

- a. Substitute appointment due to their short duration and emergency nature. However, should the position be filled by regular appointment, candidates for the position should be screened and passed upon by the PSB;
- b. 3rd level appointment such as the General Manager,
- c. Appointment to entry laborer positions;

d. Renewal of temporary appointment issued to the incumbent personnel.

9. The General Manager shall, as far as practicable, ensure equal opportunity for men and women to be represented in the PSB for all levels.

10. For vacancies in the first and second levels, all qualified next-in-rank employees shall be automatically considered candidates for promotion to the next higher position.

11. The PSB shall maintain fairness and impartiality in the assessment of candidates for appointment. Towards this end, the PSB may employ the assistance of external or independent resource persons and may initiate innovative schemes in determining the best and most qualified candidate.

12. The appointing authority shall assess the merits of the PSB's recommendation for appointment and in the exercise of sound discretion, select, in so far as practicable, from among the top five ranking applicants deemed most qualified for appointment to the vacant position.

13. The appointing authority may appoint an applicant who is not next-in-rank but possesses superior qualification and competence, and has undergone selection process.

14. The comparative competence and qualification of candidates for appointment shall be determined on the basis of:

14.1 PERFORMANCE

14.1.1 For appointment by promotion, the performance rating of the appointee for the last rating period prior to the effectivity date of the appointment should be at least very satisfactory.

14.1.2 For appointment by transfer, the performance rating for the last rating period immediately preceding the transfer from the former office or agency should be at least very satisfactory.

14.2 EDUCATION and TRAINING

14.3 EXPERIENCE and OUTSTANDING

ACCOMPLISHMENTS

14.4 PSYCHO-SOCIAL ATTRIBUTES and PERSONALITY

TRAITS

14.5 POTENTIAL

15. An employee may be promoted or transferred to a position which is not more than three (3) salary, pay or job grades higher than the employee's present position except in very meritorious cases, such as: if the vacant position is next-in-rank as identified in the System of Ranking Positions (SRP) approved by the head of agency, or the lone or entrance position indicated in the agency staffing pattern.

16. An employee should have rendered at least very satisfactory service for the last rating period in the present position before being considered for promotion.

17. An employee who is on local or foreign scholarship or training grant or on maternity leave may be considered for promotion.

For this purpose, performance rating to be considered shall be the

rating immediately prior to the scholarship or training grant or maternity leaves.
 If promoted, the effectivity date of the promotional appointment shall be on the assumption to duty.

18. Promotion within six (6) months prior to the compulsory retirement shall not be allowed except as otherwise provided by law.

19. A notice announcing the appointment of an employee shall be posted in three conspicuous places in the agency a day after the issuance of the appointment for at least fifteen (15) calendar days.

20. The approved ICWD Merit Promotion Plan shall be used as one of the bases for the expeditious approval of appointments, for attestation and accreditation to take final action on appointments.

II. OBJECTIVES

It is the policy of the Ilagan City Water District to strictly adhere to the principles of merit, fitness and equality. The selection of employees shall be based on their relative qualifications and competence to perform the duties and responsibilities of the position. There shall be no discrimination in the selection of employees on account of gender, civil status, disability, religion, ethnicity or political affiliation. In this pursuit, the agency Merit Selection Plan aims to:

1. Establish a system that is characterized by strict observance of the merit, fitness and equality principles in the selection of employees for appointment to positions in the career and non-career service in all levels.
2. Create equal opportunities for employment to all qualified men and women to enter the government service and for career advancement in the agency.

III. SCOPE

This Merit Selection Plan shall cover positions in the first, second and second level in the Ilagan City Water District. It may also include non-career positions.

IV. DEFINITION OF TERMS

Agency – refers to departments, agencies, bureaus of the national government, government-owned-and-controlled corporations with original charters, states universities and colleges and local government units.

Career Service - positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

Comparatively at Par – predetermined reasonable difference or gap between point scores of candidates for appointment established by the PSB.

Deep Selection – the process of selecting a candidate for appointment who is

not next-in-rank but possesses superior qualifications and competence.

Discrimination - is a situation wherein a qualified applicant is not included in the selection line-up on account of gender, civil status, pregnancy, disability, religion, ethnicity, or political affiliation.

First Level Positions - shall include clerical, trades and crafts, and custodial service which involve sub-professional work in a non-supervisory capacity.

Hiring Quota – is the pre-determined ration of applicants for appointment to ensure that one gender does not fall short of the desired percentage of the selection rate for the other gender in equivalent positions at every level, provided they meet the minimum requirement of the position.

Job Requirements - requisites not limited to the qualification standards of the position, but may include skills, competencies, potential, physical and psychosocial attributes necessary for the successful performance of the duties required of the position.

Next-in-Rank Position – refers to a position which by reason of the hierarchical arrangement of positions in the agency is determined to be in the nearest degree of relationship to a higher position as contained in the NIA's System of Ranking Positions (SRP).

Non-Career Service – positions expressly declared by law to be in the non-career; or those whose entrance in the service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to the duration of a particular project for which purpose employment was made

Personnel Action - any action denoting the movement or progress of personnel in the civil service such as original appointment, promotion, transfer, reinstatement, reemployment, detail, reassignment, secondment and demotion.

Promotion - is the advancement of an employee from one position to another with an increase in duties and responsibilities as authorized by law and usually accompanied by an increase in salary.

Psycho-Social Attributes – refer to the characteristics or traits of a person which involve both psychological and social aspects. Psychological includes the way he/she perceives things, ideas, beliefs and understanding and how he/she acts and relates these things to others and in social situations.

Qualification Standards - is a statement of the minimum qualifications for a position which shall include education, experience, training, civil service eligibility, and physical characteristics and personality traits required in the performance of the job.

Qualified Next-in-Rank – refers to an employee appointed on a permanent status to a position next-in-rank to the vacancy as reflected in the SRP (approved by the head of agency and the CSC) and who meets the requirements for appointment to the next higher position.

Second Level Position – involve professional, technical and scientific work in a non-supervisory or supervisory capacity to Division Chief level or its equivalent.

Selection - is the systematic method of determining the merit and fitness of a person on the basis of qualifications and ability to perform the duties and responsibilities of the position.

Selection Line-up – is a listing of qualified and competent applicants for consideration to a vacancy which includes, but not limited to, the comparative information of their education, experience, training, civil service eligibility, performance rating, relevant work accomplishments, physical characteristics, psycho-social attributes, personality traits and potential.

Superior Qualifications – shall mean outstanding relevant work accomplishments, educational attainment and training appropriate for the position to be filled. It shall include demonstration of exceptional job mastery and potential in major areas of responsibility.

System of Ranking Positions - is the hierarchical arrangement of positions from highest to lowest, which shall be a guide in determining which position is next-in-rank, taking into consideration the following:

- a. Organizational structure;
- b. Salary grade allocation;
- c. Classification and functional relationship of positions; and
- d. Geographical location

V. PROCEDURE

1. Publish the vacant position in the CSC Bulletin of Vacant Position or through other mode of publication and post the same in three (3) conspicuous places in the Ilogan City Water District for at least ten (10) calendar days. Men and women shall be encouraged to apply.

Vacant positions which are not filled within six (6) months should be republished.

The following positions are exempt from the publication requirement:

- (a) Primarily confidential positions;
- (b) Positions which are policy-determining;
- (c) Highly technical positions;
- (d) Other non-career positions;
- (e) Third level positions (Career Executive Service); and
- (f) Positions to be filled by existing regular employees in the agency in case of reorganization.

2. List candidates aspiring for the vacant position, either from within or outside the agency, including qualified next-in-rank employees. In the process, the following should be considered:

- ✓ The pre-determined ratio of applicants for appointment or hiring quota.
- ✓ An employee may be promoted or transferred to a position which is not more than three (3) salary, pay or job grades higher than the employee's present position except in very meritorious cases, such as: if the vacant position is next-in-rank as identified in the approved SRP approved by the head of agency, or the lone or entrance position indicated in the agency staffing pattern.
- ✓ An employee who is on local or foreign scholarship or training grant or on secondment or on maternity leave may be considered for promotion.
For this purpose, performance rating to be considered shall be the rating immediately prior to the scholarship or training grant or secondment or maternity leave.
If promoted, the effectivity date of the promotional appointment shall be upon the assumption to duty after the scholarship or training grant or maternity leave.
- ✓ Promotion within six (6) months prior to compulsory retirement shall not be allowed except as otherwise provided by law

3. Conduct preliminary evaluation of the qualification of all candidates. Those initially found qualified shall undergo further assessment such as written examination, skill test, interview and others. After which, selection line up shall be prepared and posted in three (3) conspicuous places in the agency for at least fifteen (15) calendar days. The date of posting shall be indicated in the notice.

3.1 The selection line-up shall reflect the comparative competence and qualification of candidates on the basis of.

3.1.1 PERFORMANCE

- For appointment by promotion, the performance rating of the appointee for the last rating period prior to the effectivity date of the appointment should be at least very satisfactory.
- For appointment by transfer, the performance rating for the last rating period immediately preceding the transfer from the former office or agency should be at least very satisfactory.

3.1.2 EDUCATION AND TRAINING – include educational background, successful completion of training courses accredited by the Civil Service Commission, scholarship, training grants and others which must be relevant to the duties of the position to be filled.

3.1.3 EXPERIENCE AND OUTSTANDING ACCOMPLISHMENTS – include occupational history, relevant work experience acquired either from the government or private sector, and accomplishment worthy of special commendation.

3.1.4 PSYCHO-SOCIAL CONTRIBUTES AND PERSONALITY TRAITS - Refer to the characteristics or traits of a person which involve both psychological and social attributes. Psychological aspect includes the way he/she perceives things, ideas, beliefs and understanding while social aspect includes how he/she acts and relates these things to others and in social situations.

3.1.5 POTENTIAL - Refers to the capacity and ability of a candidate to assume the duties of the position to be filled and those of higher or more responsible positions.

EMPLOYMENT STATUS IN GENERAL

Permanent - issued to a person who meets all the minimum qualification requirements of the position to which he is being appointed, including the appropriate eligibility prescribed, in accordance with the provisions of law, rules and standards promulgated in pursuance thereof. This includes all levels of positions. (As amended by CSC MC No. 15, s. 1999)

Temporary - issued to a person who meets the education, experience and training requirements for the position to which he is being appointed except for the appropriate eligibility but only in the absence of a qualified eligible actually available, as certified to by the Civil Service Regional Director of Field Officer. The appointment shall not exceed twelve months, reckoned from the date it was issued but the appointee may be replaced sooner if a qualified eligible who is willing to accept the appointment becomes actually available.

Substitute - issued when the regular incumbent of a position is temporarily unable to perform the duties of his position, as when he is on approved leave of absence or is under suspension or is on scholarship grant or is on secondment. This is effective only until the return of the former incumbent. A substitute appointment is issued only if the leave of absence of the incumbent is at least three (3) months, except in the case of teachers.

Co-terminous - issued to a person whose entrance and continuity in the service is based on the trust and confidence of the appointing authority or of the head of the organizational unit where assigned; or co-existent with the incumbent; or limited by the duration of the project; or co-existent with the period for which an agency or office was created. Specifically, the categories of co-terminous appointments are:

(a) co-terminous with the appointing authority,

- (b) Co-terminous with the head of organizational unit where assigned,
- (c) Co-terminous with the incumbent,
- (d) Co-terminous with the project, and
- (e) Co-terminous with the life span of the agency.

Appointments of personnel under Foreign-assited projects shall be issued and approved as co-terminous with the project, that is, they are considered employees for the duration of the project, in which case, the name of the project and its completion date shall be indicated in the appointment.

Contractual - issued to a person who shall undertake a specific work or job for a limited period not to exceed one year. The appointing authority shall indicate the inclusive period covered by the appointment for purposes of crediting services.

Casual - issued only for essential and necessary services where there are not enough regular staff to meet the demands of the service.

Nature of Appointment. The nature of appointment shall be as follows.

Original - refers to the initial entry into the career and non-career service.

However, for those in the career service, the first six months of service following a permanent appointment shall be probationary in nature and the appointee shall undergo a thorough character investigation. A probationer may be dropped from the service for unsatisfactory conduct or want of capacity any time before the expiration of the probationary period. Provided that such action is appealable to the Commission. (As amended by CSC MC No. 15, s. 1999)

Promotion - is the advancement of an employee from one position to another with an increase in duties and responsibilities as authorized by law, and usually accompanied by an increase in salary. Promotion may be from one department or agency to another from one organizational unit to another within the same department or agency.

Transfer - is the movement of employee from one position to another which is of equivalent rank, level or salary without break in the service involving the issuance of an appointment.

Reemployment - is the reappointment of a person who has been previously appointed to a position in the career or non-career service under permanent status but was separated therefrom as a result of reduction in force, reorganization, retirement, voluntary resignation, or of any non-disciplinary actions such as dropping from the rolls and other modes of separation. Reemployment presupposes as a gap in the service. (As amended by CSC MC No. 15, s. 1999)

Reinstatement - is the issuance of an appointment to a person who has been

previously appointed to a position in the career service and who has, though no delinquency or misconduct, been separated therefrom or to one who has been exonerated of the administrative charges unless the decision exonerating him specifies restoration to his previous position.

Renewal - refers to the subsequent appointment issued upon the expiration of the appointment of the contractual/casual personnel, or temporary appointment, if a qualified eligible is not actually available, as certified by the Civil Service Regional director or Field Officer. Renewal presupposes no gap in the service.

Change of status:

1. temporary to permanent - the appointment issued to a temporary employee when he acquires the appropriate eligibility or becomes fully qualified for the position to which he is appointed.
2. Provisional to regular (permanent) - the appointment issued when a provisional employee qualifies and is registered as a professional employee.

Demotion - is the movement of an employee from one position to another with reduction in duties, responsibilities, status or rank, which may or may not involve reduction in salary and is not disciplinary in nature.

Upgrading/Reclassification - refers to the change in position title with the corresponding increase in salary grade. Positions are upgraded in order to attain effectivity the functions and duties attached to the position and for the employee to perform all-around adaptability in meeting diverse work assignments. This requires issuance of appointment.

Adjustment or movement of personnel which do not involve changes in position title, rank or status do not need the issuance of an appointment, provided that the existing appointment does not specify the working station. Such adjustments shall include the following:

- A. Change in item number only
- B. Salary adjustment
- C. Step-increment
- D. Reinstatement (to the same position)

CIWD APPROVED GRIEVANCE MACHINERY

In line with the Revised Policies on the Settlement of Grievance in the Public Sector contained in CSC resolution No. 010113, dated January 10, 2001 and implemented through CSC Memorandum Circular No. 02, s. 2001, the City of Ilagan Water District hereby adopts the herein Grievance Machinery.

I. BASIC POLICIES

1. A grievance shall be resolved expeditiously at all times at the lowest level possible in the agency. However, if not settled at the lowest level possible, an aggrieved party shall present his or her grievance step by step following the hierarchy of positions.
2. The CIWD shall establish grievance machinery that is the best way to address grievance between or among the City of Ilagan Water District officials and employees.
3. The aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance.
4. Grievance proceedings shall not be bound by legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The services of a legal counsel shall not be allowed.
5. A grievance shall be presented verbally or in writing in the first instance by the aggrieved party to his or her immediate supervisor. The latter shall within three (3) working days from the date of presentation, inform verbally the aggrieved party of the corresponding action.

If the party being complained of is the immediate supervisor, the grievance shall be presented to the next higher supervisor.

6. Grievance refers to work related issues giving rise to employee dissatisfaction. The following cases shall be acted upon through the grievance machinery.

A. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law including salaries, incentives, working hours, leave benefits, and other related terms and conditions;

B. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination. Lay-off, and other related issues that affect them;

C. Physical working conditions;

D. Interpersonal relationship and linkages;

E. Protest on appointments; and

F. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated in Item No. 6.

7. The following cases shall not be acted upon through the grievance machinery;
 - A. Disciplinary cases which shall be resolved pursuant to the Uniform Rules on Administrative Cases;
 - B. Sexual harassment cases as provide for in RA 7877; and
 - C. Union-related issues and concerns.

8. Only permanent officials and employees, whenever applicable, shall be appointed or elected as members of the grievance committee.

In the appointment or election of the committee members, their integrity, probity, sincerity and credibility shall be considered.

9. The City of Ilagan Water District shall establish a grievance committee, t he composition is as follows:
 - A. the General Manger shall act as Chairperson.
 - B. three (3) division chiefs or their equivalent positions chosen from among themselves;
 - C. two (2) members from the rank-and-file who shall serve for a term of two (2) years and chosen through a general assembly or any other mode of selection to be conducted for the purpose; one from the first level and another from the second level.

One office where there are accredited or recognized employee unions, the rank-and-file representative shall be those named by the employee union. The first level representative shall participate in the resolution of the grievance of first level employees while the second level representative shall participate in the resolution of grievance of second level employees; and

 - D. The Bilis Aksyon Partner (BAP) duly designated.

10. The General Manger shall ensure equal opportunity for men and women to be represented in the grievance committee.

11. The CIWD grievance committee shall develop and implement pro-active measure that would prevent grievance, such as employee assembly which shall be conducted at least once every quarter, "talakayan", counseling, HRD interventions and other similar activities.

12. The personnel unit, collaboration with the agency grievance committee, shall conduct a continuing information drive on machinery among its officials and employee.

13. The grievance committee may conduct an investigation and hearing within ten

(10) working days from the receipt of the grievance and render a decision within five (5) days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

14. A grievance may be elevated to the Civil Service Commission Regional Office concerned only upon submission of a Certification on the Final Action or the Grievance (CFAG) issued by the grievance committee. The CFAG shall contain among other things, the following information: history and final action taken by the agency on the grievance.

15. The personnel unit of the City of Ilagan Water District shall extend secretarial services to the grievance committee.

16. The grievance committee shall establish its own internal procedures and strategies.

17. The grievance committee shall submit a quarterly report of its accomplishment and status of unresolved grievance committee to the Civil Service Commission Regional Office.

18. Supervisor or officials who refuse to take action on a grievance brought to their attention shall be liable for neglect of duty in accordance with existing civil service law, rules and regulations.

19. The CIWD grievance machinery shall be submitted to the Civil Service Commission Regional Office concerned for approval. Subsequent amendments shall be subject to CSC approval and shall take effect immediately.

II. OBJECTIVES

1. General

Create a work atmosphere conducive to good supervisor employee relations and improved employee morale.

2. Specific

2.1 Activate and strengthen CIWD's existing grievance machinery;

2.2 Settle grievances at the lowest possible level in the organization; and

2.3 Serves as a catalyst for the development of capabilities of personnel on dispute settlement, especially among Supervisors in the agency.

III. SCOPE

The Grievance Machinery applies to all levels of officials and employees in the City of Ilagan Water District. It may also apply to non-career employees whenever applicable.

IV. DEFINITION OF TERMS

Accredited or Recognized employee Union - an employee accredited pursuant to Executive Order No. 180 and its implementing rules and regulations.

Bilis Aksyon Partner - is the counterpart Action Officer of the Civil Service Commission under Mamamayan Muna Program in every agency pursuant to CSC MC NO. 3, s. 1994

Grievance - a work related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion has been ignored or dropped without due consideration.

Grievance Machinery - a system or method of determining and finding the best way to address one specific cause or causes of a grievance.

Public Sector Labor-Management - Council (PSLMC) the council responsible for the promulgation, implementation and administration of the guidelines for the exercise of the right of the government employees to organize pursuant to Executive Order No. 180.

V. APPLICATION OF GRIEVANCE MACHINERY

The following instances shall be acted upon through the grievance machinery:

A. Non-implementation of policies, practices and procedures on economic and financial issues and other terms and conditions of employment fixed by law, including salaries, incentives, working hours, leave benefits such as delay in the processing of overtime pay, unreasonable withholding of salaries and inaction on application for level;

B. Non-implementation of policies, practices and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, lay-offs, and other related issues that affect them such as failure to observe selection process in appointment, and undue delay in the processing of retirement papers;

C. Inadequate physical working conditions such as lack of proper ventilation in the workplace, and insufficient facilities and equipment necessary for the safety and protection of employees whose nature and place of work are classified as high risk or hazardous;

D. Poor interpersonal relationship and linkages such as unreasonable refusal to give official information by one employee to another.

E. Protest on appointments; and

F. All other matters giving rise to employee dissatisfaction and discontentment outside of those cases enumerated above.

The following cases shall not be acted upon through the grievance machinery.

A. Disciplinary cases which shall be resolved pursuant to the Uniform Rules on Administrative Cases;

B. Sexual harassment cases as provided for in RA 7877; and

C. Union-related issues and concerns.

VI. GRIEVANCE PROCEDURES

The procedures for seeking redress of grievances shall be as follows:

1. Discussion with Immediate Supervisor. At the first instance, a grievance shall be presented verbally or in writing by the aggrieved party to his or her immediate supervisor.

The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation.

Provided, however, that where the object of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next higher supervisor.

Appeal to the Higher Supervisor. If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five (5) days to the next higher supervisor who shall render his or her decision within five (5) working days from receipt of the decision of the next higher supervisor.

3. Appeal to the grievance committee. The decision of the next higher supervisor may be elevated to the grievance committee within five (5) working days from receipt of the decision of the next higher supervisor.

The grievance committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management.

4. Appeal to Top Management. If the aggrieved is not satisfied with the decision of the grievance committee, he or she may elevate his or her grievance with five (5) working days from the receipt of the decision within ten (10) working days after the receipt of the grievance. Provided, however, that

where the object of the grievance is the top management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office.

5. Appeal to the Civil Service Commission Regional Office. If the aggrieved party is not satisfied with the decision of top management, he or she may appeal or elevate his or her grievance to the Civil Service Commission Regional Office concerned within fifteen (15) working days from the receipt of such decision.

Together with the appeal, the aggrieved party shall submit a Certification on the Final Action on the Grievance (CFAG). The Civil Service Commission Regional Office shall rule on the appeal in accordance with existing civil service law, rules and regulations.

VII. GRIEVANCE COMMITTEE

Composition

Only permanent officials and employees, whenever applicable, shall be appointed or elected as members of the grievance committee.

In the appointment or election of the committee members, their integrity, probity, sincerity and credibility shall be considered.

The General Manager shall ensure equal opportunity for men and women to be represented in the grievance committee.

A. the General Manger shall act as Chairperson.

B. three (3) division chiefs or their equivalent positions chosen from among themselves;

C. two (2) members from the rank-and-file who shall serve for a term of two (2) years and chosen through a general assembly or any other mode of selection to be conducted for the purpose; one from the first level and another from the second level. In offices where there are accredited or recognized employee unions, the rank-and-file representative shall be those named by the employee union. The first level representative shall participate in the resolution of the grievance of first level employees while the second level representative shall participate in the resolution of grievance of second level employees; and

D. The Bilis Aksyon Partner (BAP) duly designated.

The personnel unit of the City of Ilagan Water District shall extend secretariat services to the grievance committee.

RESPONSIBILITIES

In addition to finding the best way to address specific grievance, the

committee shall have the following responsibilities:

1. Establish its own internal procedures and strategies. Membership in the grievance committee shall be considered part of the members' regular duties;
2. Develop and Implement pro-active measures or activities to prevent grievance such as employee assembly which shall be conducted at least once every quarter, "talakayan", Counseling and other HRD interventions. Minutes of the proceedings of these activities shall be documented for audit purposes;
3. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with the personnel unit;
4. Conduct dialogue between and among the parties involved;
5. Conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that where the object of the grievance is the grievance committee, the aggrieved party may submit the grievance to top management;
6. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties involved;
7. Issue Certification on the Final Action on the Grievance (CFAG) which shall contain, among other things, the following information. History and final action taken by the agency on the grievance; and
8. Submit a quarterly report of its accomplishments and status of unresolved grievance to the Civil Service Commission Regional Office concerned.

IX. EFFECTIVE

This Grievance Machinery shall take effect immediately upon approval by the Civil Service Commission Regional Office concerned.

X. COMMITMENT

I hereby commit to implement the provisions of this Grievance Machinery and take necessary action in accordance with existing civil service law and rules against supervisor or officials who refuse to act on a grievance brought before their attention.

**CITY OF ILAGAN WATER DISTRICT
PROGRAMS on AWARDS and INCENTIVES for
EXCELLENCE
(PRAISE)**

I. BASIC POLICY:

The City of Ilagan Water District (CIWD) PRAISE shall be designed to encourage creativity, innovativeness, efficiency, integrity and productivity in the public service by recognizing and rewarding officials and employees, individually or in groups for their suggestions, inventions, superior accomplishments in the government operations or for other extraordinary acts or services for public interest.

II. GENERAL OBJECTIVE:

To encourage, recognize and reward employees, individually and in groups, for their suggestion, innovative ideas, interventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts which contribute to the efficiency, economy and improvement in government in government operations, which leads to organizational productivity.

III. SCOPE and FUNDING:

- The system shall apply to all employees in the career and non-career service of the City of Ilagan Water District (CIWD).
- Funds shall be allocated for the City of Ilagan Water District (CIWD) PRAISE under the account of other Personnel Benefits.

IV. DEFINITION of TERMS:

- **AGENCY**—refers to departments, agencies, bureau of the National Government, Government Owned and Controlled Corporation (GOCC) with original charters, state universities and colleges and the local government.
- **AWARD**—recognition which may be monetary or non –monetary conferred on individual or group of individuals for ideas, suggestions, discoveries, superior accomplishments, exemplary behavior, heroic deed, extraordinary

Acts or services for public interest which contributes to the efficiency, Economy and improvement in the government operations which lead to organizational productivity.

- **CAREER**—positions in the civil service characterized by: 1.) entrance based merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualification; 2) opportunity for advancement to higher career positions; and 3) security of tenure.
- **CONTRIBUTION** —any input which can be in the form of an idea or performance (see also: idea Type and Performance Type contribution).
- **DISCOVERY**—is the uncovering of something previously existing but found or

- learned for the first time which will improve public service delivery.
- **IDEA TYPE CONTRIBUTION**—refers to an idea, a suggestion or an invention or discovery for improvement to effect economy in operation, to increase working conditions.
 - **INCENTIVE**—monetary or non-monetary motivation or privilege given to an official or employee for contributions, suggestions, Inventions, satisfactory accomplishment or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.
 - **INVENTION**—the creation of something previously non-existent which will benefit the government.
 - **NON-CAREER**—positions expressly declared by law to be in the non-career service; or those whose entrance in the service is characterized by: 1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and 2) tenure which is limited to the duration of a particular project for which purpose of employment was made.
 - **PERFORMANCE TYPE OF CONTRIBUTION**— refers to performance of an extraordinary act or service in the public interest in connection with, or related to one's official employment; or outstanding community service on heroic acts in the public interest, or sustained work performance for a minimum period of one year which is over and above the normal position requirements of the individual group.
 - **SUGGESTION**—idea or proposal which improves work performance, systems and procedures and economy in operations that will benefits the government.
 - **SYSTEM**—the agency awards and incentives program for employees.

V. THE CIWD PRAISE:

The CIWD PRAISE Committee shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system. As such, the Committee shall meet periodically to perform the following tasks:

- Establish a system of incentives and awards to recognize and motivate Employees for their performance and conduct;
- Formulate, adopt and amend internal rules, policies and procedures to govern the conduct of its activities which shall include the guidelines in evaluating the nominees and the mechanism for recognizing the awardees;
- Determine the forms of awards and incentives to be granted;
- Monitor implementation of approved suggestions and ideas through feedback and reports;
- Prepares plans, identify resources and propose budget for the system on an annual basis;
- Develop, produce, distribute a System Policy Manual and orient the employees on the same;
- Document best practices, innovative ideas and success stories which will

- serve as promotional materials to sustain interest and enthusiasm;
- Submit an annual report on the awards and incentive system to the CSC on or before the 30th day of January;
- Monitor and evaluate the System Implementation every year and make essential improvements to ensure its suitability to the agency; and
- Address issues relative to awards and incentives within fifteen (15) days from the date of submission.

VI. COMPOSITION:

- The General Manager
- Head of the Financial Unit or equivalent;
- Highest ranking employee in-charge of human resource management or the career service employee directly responsible for personnel management;
- Two (2) representatives from the career rank & file employees who shall serve for a period of two (2) years & chosen through general assembly. (one from the first level and one from the second level).

VII. TYPES OF AWARD:

1. **NATIONAL AWARD**— usually conferred by the Civil Service Commission, other government agencies, NGO's, etc.

a) Presidential or Lingkod Bayan Award:

- Conferred on an individual for consistent, dedicated performance exemplifying the best in any profession or occupation resulting in the successful implementation of an idea or performance, which is of significant effect to the public or principally affect national interest, security and patrimony;
- The awardee shall be promoted to the next higher position.

b.) Outstanding Public Officials / Employees or Dangal ng Bayan Award:

- Granted to any public official or employee in government who has demonstrated exemplary service and conduct on the basis of his/her observance of one or more of the eight (8) norms of behavior describe under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Government officials and employee;
- Awardee shall be promoted to the next higher position.

C.) CSC Pag-Asa Award:

- Conferred on a group of individuals or team who has demonstrated outstanding teamwork and cooperation which resulted in the successful achievement of its goal or has demonstrated outstanding teamwork & cooperation which resulted in the successful

achievement of its goal or has greatly improved public service delivery, economy in operation, improved working conditions or otherwise has

- contributed a lot for the betterment of the government in many ways;
- Each of the team members shall be granted one-step salary increment;

d) . **Other Awards:**

- Given by LWUA and other government agencies, private institutions or NGO's to an individual or team for contributions of an idea or performance that directly benefited the government;
- 1st prize winner in national competitions shall be given a plaque of recognition;

2.) CIWD AWARDS:

a) . **Best Employee Award:**

- Granted to an individual or individuals who excelled among peers in A functional group, position or profession;
- A cash award of Five Thousand Pesos (P5,000.00) more or less shall be given, plus a certificate/plaque of recognition;

b). **Best Organization / Unit Award:**

- Granted to the top organizational unit which maybe a section, division or office on the basis of meeting the organization's performance targets and other pre-determined criteria;
- A cash award of Twenty Thousand Pesos (P20,000.00) more or less shall be given, plus a certificate / plaque of recognition;

c). **Service Award:**

- Conferred on retirees whether optional or compulsory retirement schemes held during a fitting ceremony on or before the date of their retirement;
- This award shall also be conferred to Board of Directors whose term of office have expired;
- Awardees shall be given a plaque;

d). **Most Cooperative Employee Award:**

- Granted to an employee who has actively participated in all scheduled company activities;
- The most sought team partner;
- Awardees shall be given a certificate of recognition;

- 3.) **INCENTIVES**—The District shall continuously search, screen and reward deserving employees to motivate them to improve the quality of their performance and instill excellence in public service.

a) Loyalty Incentives:

- Granted to an employee who has served continuously and satisfactorily the agency for at least ten (10) years;
- The recipient shall be entitled to a cash reward of One Thousand Pesos (P1,000.00) per year during the first ten (10) years. Succeeding awards shall be given every five (5) years and a cash award of Five Thousand Pesos (P5,000.00) thereafter as per CSC Memorandum Circular No.001 series of 2001, as amended, dated May 15,2002;
- Besides cash award, a lapel emblem/loyalty pin shall be given:
 - 10 and 15 years: Bronze;
 - 20 and 25 years: Silver;
 - 30,35 and 40 years: Gold;
 Other tokens are wrist watch, ring and others.
- CIWD has started giving this incentive to its employee since 2002 & onwards.

b). Length of Service Incentive / Step Increment:

- Given to an employee who has rendered at least three (3) years of continuous satisfactory service in the same position;
- The cash reward shall be incorporated in the salary adjustments following the joint CSC-DBM Circular No.01, series of 1990.

4.) OPERATION AND EFFICIENCY INCENTIVE:

a). Anniversary Incentive:

- Given to permanent employees who have rendered at least one (1) year in the same agency as the date of the milestone year in the amount of Three Thousand Pesos (P3,000.00);
- The District must have attained a minimum of two hundred (200) new service connections for the last five (5) years prior to granting this incentive;
- Granted to permanent employees of the District upon obtaining 60% of on-time payment or higher as reflected on the Financial Report for the current year;

b). Year-End Incentive:

- Granted to permanent employees of the District upon obtaining 60% of on-time payment or higher as reflected on the Financial Report for the current year;
- This incentive in the amount of Three Thousand Pesos (P3,000.00) shall be given on the last quarter of the year;
- The District must have attained a minimum of two hundred (200) new service connections for the last five (5) years prior to granting this incentive;

c). Rice Incentive:

- Given to eight (8) permanent employees of the District who were hired from 1979 to 1989, in the amount of Two Thousand Pesos (P2,000.00) per employee per month to be given effective January 2009;

d). Health, Safety and Welfare Incentive:

- Granted to permanent employees of the District in the amount of Two Thousand Pesos (P2,000.00) per employee per year;
- The District must have maintained an acceptable ratio of 120 active service connections to 1 employee or 1:120 ratio (based on 2004 Industry Average) for the current year;
- Incentive shall be given in cash;
- Mandatory submission of employees to physical and mental check-up;
- CIWD has been giving this incentive to permanent employees since 1991;

e). Others Incentives:

a). Eyeglass Incentives:

- Given to permanent employees of the District who are working full time with computer and whose functions deals more in the computation of numbers & thorough use of the eyes like performing welding job, electrical control repair and maintenance;
- One Thousand Five Hundred (P1,500.00) per year employee upon submission of Ophthalmologist's recommendation;

b.) Report on Illegal Connection Incentive:

- Given to all employees of the District who gives information on illegal or unauthorized use of water in the amount of Five Hundred Pesos (P500.00) per information given;
- Payment shall be given to the tipster upon thorough investigation that the information given on illegal connection is confirmed;

c.) Scholarship Incentives & Study Leave Privilege:

- Incentives is given to all permanent employees of the District who passed a qualifying examination for scholarship by any reputable school for school workers, Bachelor's Degree Completion or Masteral Degree program in accordance with existing guidelines of the CSC and/or the school concerned;
- Study leave privilege is being granted as per CSC Memo Circular No. 21,s. of 2004;

VII. FORMS OF AWARDS AND INCENTIVES:

1.) Compensatory Time Off (CTO):

- Granted to an employee who has worked beyond his regular office hour on a project without overtime pay;

2.) Salu-Salo Together:

- A meal hosted by superiors or supervisors for employees as incentive for working hard or for having made significant contributions to the District during CIWD anniversary or Christmas season;

3.) Personal Growth Opportunities:

- An incentive in the form of attending conferences, training & seminars, membership in professional organizations, provision of reading materials like books, journals and other forms of technologies / gadgets for news information and updates, and engaging in travel packages like Lakbay—Aral or Team Building activities and other learning opportunities;

4.) Others Incentives:

- An incentives in any kind which may be in the form of merchandise like grocery package worth Two Thousand Five Hundred Pesos (2,500.00) per employee given at the end of the year or cellular phones or certificate of recognition posted at CIWD Wall of Fame nor featured in the agency's publication (Pipeline Bulletin) and others;

IX. FUNDING:

The agency shall allocate funds for the CIWD PRAISE and incorporate the same in its Annual Work and Financial Plan and Budget;

X. EFFECTIVITY:

The CIWD PRAISE shall become effective upon final evaluation by the CSC. Subsequent amendments, shall likewise be submitted to the CSC for evaluation and shall take effect immediately;

XI. COMMITMENT

I hereby commit to implement and abide by the provisions of this CIWD PRAISE which shall be the basis for the grant of awards and incentives;

The Annual PRAISE report shall be submitted to the CSC Regional Office concerned on or before the 30th of January to enable our employees to qualify for nominations to the CSC sponsored national awards.

Pursuant to the provisions of Section 2, Rule 8 of the Omnibus Rules implementing Book V of E.O. 292 this Career Development Plan is hereby established for reference and guidance of all concerned.

I. POLICY GOALS:

- 1) The District values its human resources and commits to a systematic program of Career Development for its officials and employees.
- 2) This program shall include a variety of human resources development interventions including participation in conferences and seminars, "exposure trips" within the Philippines and even abroad skills upgrading and enhancement activities and other similar activities.
- 3) This program also considers as a major organizational goal the building of a professional culture that is not only competent and efficient but also one where there is maximum cooperation, interaction and socialization among employees.
- 4) This program shall focus on rewarding exemplary performance and provide avenues for remedial action of underperforming employees when necessary.

II. GENERAL GUIDELINES

1. A systematic and planned career program on long term and short term mode shall be made available to all CIWD employees as maybe determined appropriate and practicable by management.
2. Availment of all human resources development opportunities would be based on performance, organization need as well as the individual's career plan.
3. The District shall utilize a mutually agreed-upon career plan for every CIWD employee and regular feedback from the concerned supervisors/ CIWD Personnel Division about said plan's validity.
4. Promotion of Employees as an integral part of one's career development shall be guided by the District's Merit Promotion Plan.
5. Rewards and Incentives for both individual and group performance shall be guided by the District.
6. The Administrative Office shall act as the secretariat for the Personnel Development Committee and the District for the Career Development Plan.

III. CAREER DEVELOPMENT OPPORTUNITIES

During the career life of each CIWD employee, the following career development opportunities may be availed of in accordance with specific policies as discussed in item “IV”.

A. Short Term Training Courses, within the Philippines

Examples:

Local

Career and Personal Development Management

- Human Resources Management all levels
 - ✓ Financial Management
 - ✓ Information Technology
 - ✓ Performance Management System
- Strategic Planning
 - ✓ Customer Relations/ Service Delivery Improvement
 - ✓ Employee Relations and Employee Discipline
- Electrical, Electronics, EDP, Computer Technology And other Technology Courses like:
 - ✓ Plumbing
 - ✓ Trades and Craft group

B. Conferences, Conventions, Attendance in Professional Activities or “Exposure Attendance” (including Directorate conferences)

Example:

- Locally—sponsored conferences, 1st and Second Level Seminars, annual conventions
- Other management development Manager and Director
- Foreign—Sponsored conferences Manager, Division head Seminars, Conventions.

A. Other Human Resources Development Intervention including socialization

In addition, other human resources development intervention shall likewise be made available as would be warranted by individual and organization needs as follows:

1. **JOB ROTATION PROGRAM**— involves exposure to the different aspect of a Job that will allow an employee to expand one’s learning horizon in preparation for either staff of line career path.

2. ON-THE-JOB TRAINING/ “ UNDERSTUDY” - a deliberate process of increasing familiarity and master of one’s job through exposure to the job/task of a particular position. This is also useful for career succession purposes.

3. COACHING -deal essentially with a deliberate effort at development subordinates improve one’s job skills, as well as technical knowledge through close ”teaching” and supervision or training for eventual promotion.

4. COUNSELING— entails a one-on-one close interaction between an employee and a supervisor to jointly look at problems besetting an employee which affect his performance and relationships with others. It is used generally as a corrective approach in helping an employee overcome ones problem either personal or work related.

5. MENTORING— a mechanism that guide an employee to the inner network of the organization which may assist him/her in career advancement. It involves a manager’s investment on a high potential employee-providing an objective assessment of one’s strength and weaknesses and ensuring opportunities to address them. This mechanism allows the employee to clarify “ambiguous” expectations of the organization and facilities career growth.

6. JOB SHIFTING— where a person has remained in one position for five (5) years or more, the District as part of enhancing his career development reserved the right to shift a person to another position where he maybe of further contribution to the District. This mechanism will enable the person to pursue a line of development that will allow him to be promoted or gain a little more mobility on the job.

7. MANAGEMENT— TRAINING PROGRAM—a mechanism by which outstanding performers in entry—level positions shall be assigned to different offices in the District for exposure and further development.

8. SOCIALIZATION/TEAM DYNAMICS— social interactions as well as team/group dynamics shall form part of the rewards and incentives programs for CIWD employee in the District.

IV. AVAILMENT GUIDELINES

Every CIWD employee will have availed of any one of these four broad opportunities outlined in item III in any given year in accordance with the following

Guidelines:

A. Training Courses, Conferences and Professional Activities.

1. Locally-held training courses or conferences can be availed as required.
2. CIWD employees belonging to salary grade 26 up shall no longer be Eligible for any training courses but not limited to conferences and Seminars related to professional licensing renewal programs.
3. Short-term training courses, conferences, professional activities or “exposure trips” maybe availed of even by those employees with satisfactory performance ratings.

B. Other Concerned Initiated Programs

1. Attendance in Civil service Commission Orientation Course, Employee Effectiveness training Course and ALAB Induction Program, and Frontline Service Management program shall be required by the District for new entrants / transferee belonging to the first and second level positions within a year.

C. Other Human Resources Development Interventions

1. Job rotation shall be a management—driven rather than an employee driven initiative. It shall not be allowed for an employee who simply wants to be near his/her place of residence. Rather, job rotation shall be used as a deliberate intervention to further develop high potential performers in preparation for higher responsibilities.
2. It shall further be used as mechanism for charting an employees career path in the District either in line or staff positions.
3. Only those with every satisfactory rating shall be considered for job Rotation for a period of six (6) months in any of the offices within the District. It shall be availed of only once every two years incumbency in a particular position.
4. Reassigned to any Divisions shall form part of the incumbent’s career path but in no case shall it exceed more than three years.
5. Coaching as a mechanism for developing subordinates shall be given to average performers but with potentials through close supervisions and training.
6. Monitoring shall be encouraged for employee with high potentials in Order to stream them up to a higher position much faster.
7. Counseling shall be utilized in dealing with problem employees or potentially maladjusted.
8. Employees owing to their perceived work-related or personal problems.

D. Socialization / Team Building Activities

1. A District—wide summer outing purely recreation and socialization shall be undertaken every summer which shall be open to all CIWD employees
2. Separate off-site staff development sessions or staff shall be allowed only for Divisions that have been rated outstanding or those cited with special awards in the last rating period preceding the request, provided they shall not be away for more than 2 days of office time. Other Divisions However can avail of such staff outings provided they shoulder the expenses and shall use only one day of official time.
3. Continuing Staff development sessions or staff outing shall be limited only to Divisions which have been rated outstanding or preceding the request.
4. Team building workshop shall exclusively and strictly be utilized as a mechanism for addressing urgent and real organization problems such as those observed from new-start up teams, team ineffectiveness due to “in-fighting” or team renewal/ revival needs. This shall be allowed only once every two years.
5. In no case shall team– building intervention be used for a mere socialization or recreation even by high performing districts. Conduct of such activity shall be through Administrative Division for evaluation.
6. Inter– Division social gathering shall be encouraged as form of informal interaction and socialization. This shall however be sponsored by different “host divisions” on a rotation basis.

V. SUPPORT MECHANISMS

The following support mechanism shall be—established to facilitate the implementation of this Career Development Plan.

1. An information system on City of Ilagan Water District employees shall be established and maintain to support the Career Development Plan.
2. Specific data shall be generated and accessed from time to time to guide management decision in undertaking training and development decisions as follows:
 - 2.1 Employee Profile with respect to HRD interventions availed of, its nature Frequency.
 - 2.2 Performance Track Record / Performance ratings.
 - 2.3 Employee Core Competencies

2.4 Career Development Monitor / Index) annex “B”)

3. The individual employee actively charts his/her own career development plan in coordination with their respective Heads of Division and the Administrative Division Initiated Career Resource Unit.
4. A Career Resource Unit (CRU) shall set up within Personnel as a mechanism for encouraging career development awareness among the District Employees, and engaging the support of Head of Divisions in facilitating the progress of an employee’s career development plan.
5. A pool of internal career counselors shall be created to render occasional career counseling services for the Career Resources Unit. These career counselors shall undergo an orientation on career counseling.
6. All Division Heads and immediate supervisors of technical and rank and file employees shall be responsible for the employee’s career development plans. This responsibility shall form part of their performance contract under “development of subordinates” dimension in the Career Executive Service rating form.
7. Two (2) percent of the total personnel budget shall be appropriated to the activities.
8. Consultation mechanism shall be utilized to disseminate the District Career Development Plan for City of Ilagan water District employees.
9. To ensure a District wide rationalization of career development opportunities, all proposals for conferences outings and teambuilding activities shall be coursed thru the Administrative Division for evaluation / recommendation to the District.

VI. EFFECTIVITY

This Career Development Plan shall take effect immediately. Any subsequent changes or amendments shall be subject to the approval of the District, and shall take effect six (6) months from date of approval.

KEY TERMS

- **Career Development**—an organized planned effort comprising of structured

activities, process that result in a mutual plotting effort between employee and the organization.

- The responsibility of the employee is for planning
- The responsibility of the organization is for career management.
- **Career**-sequence of a person's work-related activities behavior and associated attitudes, values, and aspiration over the span of one's work life.
- **Career Planning**— a deliberate process for becoming aware of self-opportunities, constraints, choices, and consequences for identifying career—related and developmental experiences to provide the direction, timing and sequence of step ascertain a specific career goal.
- **Career Management**— an ongoing process of preparing, implementing, and monitoring career plan undertaken by individual alone or in concert with the organization's career system.
- **Career Pathing** - deliberate sequencing of work experiences usually in different job assignments in order to participate in many aspects of a professional area.
- **Career Counselors**—sponsors or practitioners responsible for one's career direction, assessment of employee strengths weaknesses and providing suggestions recommendations for addressing them. They are also responsible for monitoring career progressions of employee in accordance with their career pans.



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 PROVINCE OF ISABELA
CITY OF ILAGAN WATER DISTRICT
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 City of Ilagan, Isabela
 Tel. No.: 624-2083/323-2310

Strategic Performance Management System

In line with the issuance of CSC Memorandum Circular No. 6, s. 2012 dated March 19, 2012 directed all agencies to establish and implement the Strategic Performance Management System (SPMS) based on the guidelines set forth under CSC Resolution No. 1200481 dated March 16, 2012, the City of Ilagan Water District adopts the herein abovementioned CSC Memorandum Circular to be referred to as CITY OF ILAGAN WATER DISTRICT STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (ICWDSPMS).

I. POLICIES

The City of Ilagan Water District (CIWD) shall be guided by the following policies:

1. The CIWD SPMS adheres to the principles of performance-based security of tenure. It provides motivation and basis for incentives to performers and applies sanctions to non-performers.
2. The CIWD PMS operates on shared commitments and objective measures of performance results. Major Final Outputs and targets & measures are done and agreed upon by management supervisors and employees.
3. The CIWD SPMS enhances productivity by using Major Final Output of each employees attuned to organizational goals and mandate.
4. The CIWD SPMS recognizes the role of the multi stakeholders in the Major Final Output of every division, individual and as an organization.

II. OBJECTIVES

The CIWD - SPMS aims:

1. To ensure organizational effectiveness and improvement of individual employees by cascading institutional accountabilities to the various levels of the organization anchored in the establishment of rational and factual basis for performance targets and measures.
2. To ensure adherence to the principle of performance based tenure and incentive system.
3. Concretize the linkage of organizational performance with the agency Strategic Plan and the Organizational Performance Indicator Framework.

III. SCOPE AND COVERAGE

The ICWD SPMS applies to all first and second level employees in the career service.

IV. RATING PERIOD

SPMS evaluation is done every six (6) months ending in June 30 and December 31 of every year.

V. PROCEDURES

The following procedures shall be established and observed in implementing the SPMS.

1. SPMS Champion (Agency Head) – General Manager;
2. A Performance Management Team is hereby created with the composition and responsibilities hereunder:

a) Composition

Chairperson - Jose Mari G. Claravall

Member: - Adelina T. Maluyo – Div. Mngr. C-Admin & Gen. Services

Member - Norma O. Garrido – Sr. Corporate Budget Analyst

Member - Moises P. Pascual – Water Utilities Mgmt. Dev. Officer B

Member - Oscar Wesley G. Rivero – Sr. Water Utilities Mgmt. Dev. Officer

Secretariat - Paulina C. Elepanio- Secretary A/ IRMO Designate

KEY PLAYERS:

The CIWD SPMS has the following key players:

PLAYERS	ROLES
<p>Jose Mari G. Claravall – General Manager</p>	<ul style="list-style-type: none"> Sets the CIWD’s performance goals/objectives and performance measures; Determines agency target setting period; Approves IPCR (target and accomplishment) of all staff; Monitors closely the status of performance of division heads and provide support and assistance through the conduct of coaching for the attainment of targets set by the division; Discuss developmental plan with the subordinates who obtain US performance during the rating period not later than one (1) month after the end of the said period and prepares written notice/advice to subordinates that a succeeding us performance will warrant their separation from the office; Provides preliminary rating to subordinates showing Poor performance not later than the 3rd month of the rating period. A development plan shall be discussed with the concerned subordinate and issue a written notice that failure to improve their performance shall warrant their separation

	<p>from the service.</p> <ul style="list-style-type: none"> • Approves recommendation of PMT on high performance; and • Coaches high performers and low performers
<p>Performance Management Team</p> <p>Composition:</p> <p>Chairman – GM Jose Mari G. Claravall</p> <p>Members:</p> <p>Adeline T. Maluyo – <i>Div. Mngr. C-Admin & General Services</i></p> <p>Paulina C. Elepanio – <i>Secretary A/IRMO Designated</i></p> <p>Norma O. Garrido – <i>Sr. Corporate Budget Analyst</i></p> <p>Oscar Wesley G. Rivero – <i>Sr. Water Utilities Mgmt. Dev. Officer</i></p> <p>Moises P. Pascual – <i>Water Utilities Mgmt. Dev. Officer B</i></p> <p>Paulina C. Elepanio – <i>Secretary A/IRMO Designate</i></p>	<ul style="list-style-type: none"> • Sets all consultation meeting of all division heads for the purpose of coming up with a Table of Major Final Outputs and SPMS Internal Calendar. • Discuss the targets set in the approved OPCR for distribution to FOs/DCs; • Ensure that the regional office' performance measures and the budget are aligned with those of the District and that work distribution of FOs/DCs are rationalized; • Review and recommends approval of the employees' IPCR (target and accomplishment) to the Head of Agency; • Acts as appeals body and final arbiter for performance management issues of the CIWD; • Identifies top performers of CIWD who qualify for rewards and incentives and actualize development plans for low achievers; and • Recommends measures for performance heightening.
<p>Secretariat (Public Assistance)</p> <p>Paulina C. Elepanio – <i>Secretary A/IRMO</i></p>	<ul style="list-style-type: none"> • Conducts an agency performance planning and conference annually for the purpose of discussing the Office assessment for the preceding performance period and plans for the succeeding rating period with concern Division Heads. This shall include participation of the Financial Division as regards budget utilization; • Requires all division heads to submit monthly accomplishment report; • Conduct quarterly assessment of accomplishments of division heads; • Provides the division heads the validated assessment to serve as basis of offices in the assessment of individual staff members; • Act as conduit between CIWD on all matters regarding performance evaluation and responsible in the submission of all reportorial requirements; • Documents all activities/projects of this Office to

	realize its Governance Scorecard;
Division Chief	<ul style="list-style-type: none"> Assumes joint responsibility with the General Manager in ensuring attainment of performance objectives and targets; Rationalize distribution of targets/tasks; Monitors closely the status of performance of their subordinates and provide support and assistance through the conduct of coaching for the attainment of targets set by the division and individual employee; Assesses individual employee’s IPCR (target and accomplishment); and Recommends developmental interventions.
Adelina T. Maluyo Division Manager C – Admin. & General Services Paulina C. Elepanio Secretary A/IRMO Designate	<ul style="list-style-type: none"> Monitors submission of IPCR form from division heads and staff; Reviews the Summary List of IPCR to ensure that the average performance rating of employees is equivalent to or not higher than the Office Performance Rating as recommended by the PMT and approved by the Head of Agency; Provides analytical data on retention, skill/competency gaps and talent development plans that align with strategic plans; Coordinates developmental interventions that will form part of the HR Plan; and Submit summary of performance evaluation to CSC Field Office.
Individual Employees	<ul style="list-style-type: none"> Acts as partners of management and their co-employees in meeting organizational performance goals specifically in their respective working units/division/office.

THE FOUR STAGE CYCLE

A. Performance Planning

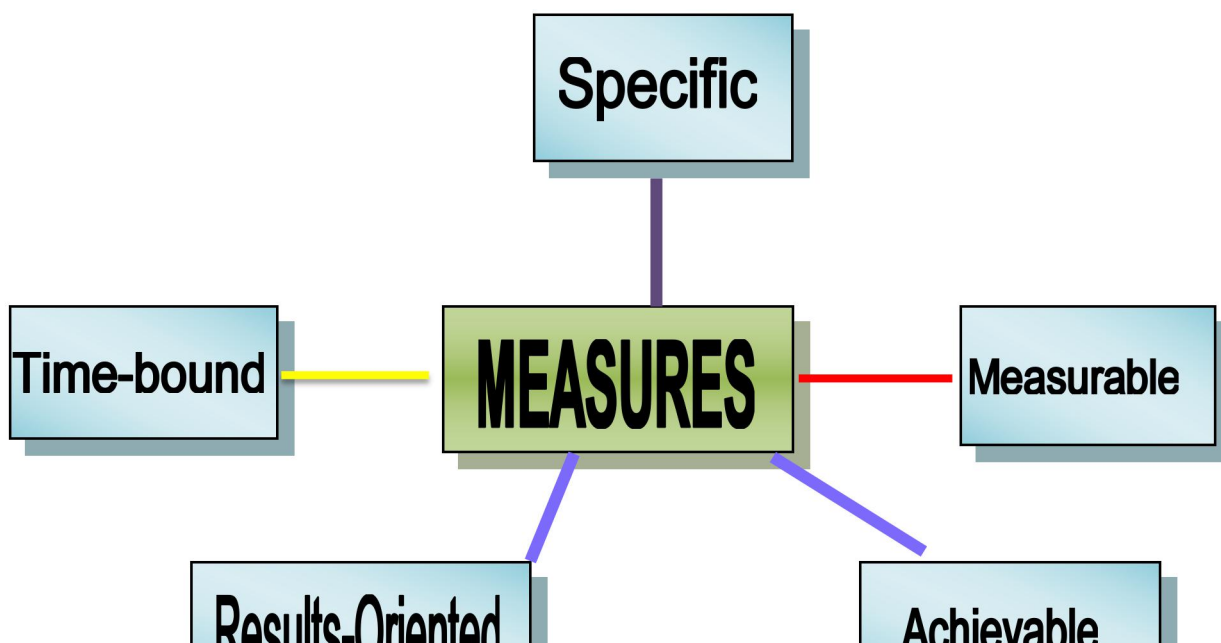


Success Indicators

At the core of performance planning is the determination of **success indicators** which are performance level yardsticks consisting of **performance measures and performance target.**

Success indicators should be **S-M-A-R-T** which stands for:

• Specific	• Do the indicators clearly indicate what will be achieved? Are they easily understood?
• Measurable	• Are the indicators quantifiable or verifiable to determine whether the Office/individual is meeting the objectives or not?
• Achievable	• Are the indicators attainable and realistic given the Office's resources?
• Results Oriented	• Do the indicators focus on outputs geared towards realization of organizational outcomes.
• Time-Bound	• What is the time frame to achieve or complete the deliverables?



1. Determination of Performance Measures

1.1 The CIWD shall set the performance goals/objectives and performance measures of

the CIWD. This shall serve as basis in the preparation of the Office Performance Contract and Review (OPCR) by the Designated Public Assistant.

1.2 The Public Assistant shall ensure the performance targets and measures and the budget are aligned with those of the CIWD and that work distribution of division heads is rationalized.

1.3 Performance measures need not be many. Only those that contribute to or support

the outcomes that the CIWD aims to achieve shall be included in the IPCR. i.e.

measures those that are relevant to CIWD's strategic objectives. The performance

measures must be continuously refined and reviewed.

1.4 Performance measures shall include all, but not limited to the following general categories:

CATEGORY	DEFINITION
Effectiveness/Quality	Gives a sense of whether the Office is doing the right things right based on the mandates and expectations/requirements of the clients/stakeholders.
Efficiency	Provides a sense of whether the Office is doing the things right.
Timeliness	Measures whether the deliverable was done on the time based on the requirements of the law

	and/or clients/stakeholders.
--	------------------------------

2. Target Setting

2.1 The CIWD road map and the strategic measures shall be the basis of the targets of the

agency. Aside from the office commitments explicitly identified under each strategic

Objective in the Road Map, major final outputs' that contributes to the attainment of

organizational outcomes which form part of the core functions² of the agency shall be

indicated as performance targets.

The targets shall take into account any or all of the following:

- **Historical data.** The data shall consider past performance.
- **Benchmarking.** This involves identifying and comparing the best agencies or institutions or units within the agency with similar functions or processes. Benchmarking may also involve recognizing existing standards based on provisions or requirements of the agency.
- **Client Demand.** This involves a bottom-up approach where the Office sets targets based on the needs of its client. The CIWD may consult with stakeholders and review the feedback on its services.
- **District instruction.** The district may set targets and give special assignments.
- **Future Trend.** Targets may be based from the results of the CIWD comparative analysis of the actual performance of the Office with its potential performance.

2.2 In setting work targets, the Division Chief shall compute the budget per program/project/activity. The Division Chief shall also identify the specific office/division/group/individuals as primary accountable for producing a particular target output per program/project/activity.

2.3 Amendments to the OPCR may be made upon request of the Division Chief (or at any time) to accommodate intervening tasks subject to the review and approval of the General Manager performance target/goals, in accordance with the SPMS Calendar.

- 2.4** The approved OPCR shall serve as basis for individual performance targets and measures which shall be reviewed by the Performance Management Team and approved by the General Manager for the submission to the HR Division

B. Performance Monitoring and Coaching

- With redefined roles of managers and supervisors as coaches and mentors, they shall:
 - Provide an enabling environment/intervention to improve team performance; and
 - Manage and develop individual potentials.
 -
 - During the performance monitoring and coaching phase, the Division Chief shall periodically check on the progress and quality of work output of the Office/Division/
 - Individual employee.
 -
- 1. Monitoring.** The performance of every division and individual shall be regularly monitored at various levels: i.e. the General Manager, Division Chiefs and individual, on a regular basis, but shall not be limited to the following schedule:

1.1 The General Manager shall regularly review the performance of the division heads within the semester through submission of a monthly accomplishment report.

1.2 The Secretariat shall summarize and analyze the performance of the division head every quarter and submit report to the Performance Management Team (PMT).

1.3 The General Manager/Division Chiefs shall monitor on a regular basis the performance of their division including employees under them. They shall meet with them to discuss performance and the progress of work. Each individual shall likewise monitor and assess his/her performance regularly.

Monitoring may be conducted through meetings, one-on-one discussions, memorandum and review of pertinent documents such as reports and communications and tracking forms to ensure timely completion and quality execution of deliverables. Monitoring is also done to avert any untoward incident or address constraints and challenges, if any.

The General Manager/Division Chiefs shall maintain a journal to record the conduct of monitoring. The journal shall contain the date and form of monitoring, brief statement of the purpose of the monitoring, name of persons monitored as well as critical incidents noted, if any.

Coaching. This is critical function of a supervisor aim at empowering and helping individual employees in their work assignments. The journal of the supervisor shall contain information on the conduct of coaching. Supervisors shall adopt team coaching in the management of work within the Office/Division to help the unit become focused on a shared goal to accomplish a task or complete deliverable.

C. PERFORMANCE REVIEW AND EVALUATION

This phase aims to assess both the agency and individual employee's performance level based on set performance targets and measures.

1. Office Performance Assessment

- 1.1 The Division Chief shall initially assess and evaluate the performance of their office/division.
- 1.2 The General Manager shall assess the performance of the office/division (under their cluster) using the OPCR.
- 1.3 Various rating scales may be used for specific sets of measures.
- 1.4 In general, there will be a five-point rating scale (1 to 5), 5 being the highest and 1, the lowest.

RATING		DESCRIPTION	
Numerical	Adjectival		
5	Outstanding	Meeting the success indicators	131%
4	Very Satisfactory	90% to 99% of the success indicators	116-130%
3	Satisfactory	80% to 89% of the success indicators	100-115%
2	Unsatisfactory	70% to 79% of the success indicators	51-99%
1	Poor	69% or below the success indicators	50% & below

1.5 To assist the General Manager evaluate performance, the Secretariat shall consolidate, review, validate and evaluate the initial performance assessment of the divisions based on reported accomplishments against the success indicators, and the allocated budget against the actual expenses.

1.6 The Secretariat shall submit the OPCR (accomplishment) to the PMT for validation. The validated OPCR (accomplishments) shall be discussed to

division heads to come up with their comments within three (3) working days from receipt thereof, otherwise PMT shall consider it as final for submission to the General Manager and for final assessment.

1.7 The Secretariat shall facilitate the discussion of final validated OPCR (accomplishment) with concerned Division Chiefs and furnish them a copy for guidance in the preparation of the IPCR (accomplishment). This shall include participation of the Budget Analyst as regards the budget utilization.

2. Performance Assessment and Evaluation for Individual Employees

2.1 The Division Chiefs shall assess individual employee performance based on the commitments made at the beginning of the rating period. The supervisor shall indicate qualitative comments, observations and recommendations in the IPCR to include behavior and critical incidents that may be considered for other human resource development purposes such as promotion and other interventions. Said assessment shall be discussed with the concerned individual prior to the submission of the IPCR to the General Manager.

2.2 The General Manager shall make the final assessment of performance level of the individual employees in his/her office. The final assessment shall correspond to the adjectival description of Outstanding, Very Satisfactory, Satisfactory, Unsatisfactory or Poor.

The General Manager may adopt appropriate mechanism to assist her/his distinguished performance level of individuals, such as but not limited to peer ranking and client feedback.

2.3 The average of all individual performance assessments shall not go higher than the collective performance assessment of the office.

2.4 The General Manager, through the Administrative Officer shall ensure that the performance assessment of the employees is submitted to the HR Division within the prescribed time set in the SPMS Calendar.

2.5 The PMT shall serve as the appeals body and final arbiter on performance concerns. An employee who does not agree with the performance assessment received may file an appeal with the PMT through the OPMD within 10 days from receipt of the final approved IPCR from the Head of Office. PMT shall decide on the appeals within 1 month from receipt of such appeal.

2.6 Non-submission or unjustifiable delay in the submission of the OPCR/IPCR shall disqualify the office and the staff for awards and incentives.

1. The General Manager and Division Chiefs shall discuss with the individual employee to assess the strength, competency-related performance gaps and the opportunities to address these gaps, career paths and alternatives. Pursuant to CIWD’s Career Development Plan, the employees shall fill out a career plan form to outline and chart their career path. Appropriate developmental interventions shall be made available by the General Manager in coordination with the HR Division.
2. The results of the performance evaluation/assessment shall serve as inputs to the:
 - General Manager in identifying and providing the kinds of interventions needed, based on the developmental needs identified;
 - HR Division in consolidating and coordinating developmental interventions that will form part of the HR Plan and the basis for rewards and incentives;
 - PRAISE Committee in identifying potential PRAISE Awards nominees for various awards categories; and,
 - PMT in identifying top performers of agency who qualify for rewards and incentives.

Examples of Performance Measures per Category

CATEGORY	DEFINITION	EXAMPLES
Effectiveness/ Quality	Gives a sense of whether the Office is doing the right things right based on its mandates and expectations/requirements of the clients/stakeholders.	<ul style="list-style-type: none"> • Percent of cases lost/won • Improvement in opinion surveys • Opinion survey ratings • Percent of employees participation in Office-sponsored activities • Pursued strictly in accordance with prescribed procedures • Trainings conducted based on needs and training standards • Institutionalize case management system: milestones to indicate there is an effective system like classification of cases (attributes: at EO, full inventory of cases on file, preliminary review, classification, proper tagging,

		<p>distribution of cases to personnel based on the tagging)</p> <ul style="list-style-type: none"> • Number of complaints by clients • Customer or client feedback • Accuracy • Evaluation results • Percent of valid test data • Percent of documents classified correctly
Efficiency	Gives a sense of whether the Office is doing the things right.	<ul style="list-style-type: none"> • No. of cases acted upon over the no. of cases received (current year) • Actual no. of actual trainings over no. of targeted • Percentage of target clients reached • Cost-efficiency, e.g. Volume actual versus planned. Percent deviation to resource plan.
Timeliness	Measures whether the deliverable was done on time based on the requirements of the agency and/or clients/stakeholders.	<ul style="list-style-type: none"> • Deadline (e.g. on or before a fixed date, not later than a fixed date) • Time required to solve a problem • Turn-around time • Inventory turn-over rate • Processing time • Response time, e.g. no. of days to response to the client.

Annex D

CIWD Strategic PMS Calendar

Activity	Submit to	Schedule											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1. Performance Monitoring and Coaching													

Division Chief Prepare OPCR for Review	PMT												
PMT review report	Gen. Mngr.												
Agency approval of OPCR	Agency head												
IPCR	PMT												
	Head of office												
2. Performance Monitoring and Coaching													
Monitoring by													
• General Manager		Quarterly Basis											
• Division Chiefs		Monthly Basis											
• Individual Staff		Regular Basis											
3. Performance Review and Feedback													
Office Accomplishment report	General Manager												
OPCR	GM												
OPMIS to review, evaluates and validate OPCR against targets and return validated OPCR to Div. Heads & General Manager	Division Chiefs												
OPMIS to submit Office performance assessment and facilitate performance review by the agency	Admin. Division												
Annual Performance Review	Agency Head & Div. Chiefs												

IPCR	PMT													
	General Manager													
Division Heads submit IPCR	General Manager													
4. Performance Review and Feedback														
PMT to submit Top performers list	Agency Head													
OPMD's Office Performance Assessment	Agency head													

Note: In the event that the deadline falls on a non-working holiday, submission will be on the next day.



The **"NO NOON BREAK"** policy is prescribed under Republic act No. 9485 or The anti-Red Tape Act of 2007. Section 8(e) of the Law states that "agencies which render frontline services shall adopt appropriate working schedule to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break". Government offices are advised to adopt an appropriate working schedule to ensure uninterrupted public service delivery.

Adopt appropriate working schedule.

↳ Frontline Service (Public Assistance & Complaints Desk).

↳ Administrative and General Services Division

↳ Finance and Commercial Division

↳ Operations and Technical Division

CITY OF ILAGAN WATER DISTRICT HEALTH AND WELLNESS PROGRAM



- ▷ Strict implementation of the "NO SMOKING" policy within the office premises.
- ▷ Every 2nd & 4th Friday of every month, we conduct Bible Study and the conduct spiritual and moral recovery program of the agency to enhance spiritual, social and emotional well-being of employees Quarterly. This activity started February 2013 onwards.
- ▷ Conduct lakbay-aral activities. It is usually scheduled in the month of May or June of every year.
- ▷ Conduct "Pik-nikan Sa Kalikasan", scheduled in the month of March or during the celebration of World Water Day with other participating water districts of Isabela. Or any activities like tree planting, Cleaning of surrounding's on Watershed areas



MAGNA CARTA FOR WOMEN

Women employees in government who will undergo surgery due to gynecological disorders are now entitled to avail of special leaves.

The Civil Service Commission (CSC), through Resolution No. 1000432 promulgated on November 22, 2101, has issued the guidelines for the ailment of special leave benefit granted under section 18 of Republic Act no. 9710, otherwise known as the Magna Carta of Women (MCW). Covered by the special leave benefit are female employees in the public sector, regardless of age and civil status, who have rendered at least six months aggregate service for the last 12 months prior to undergoing surgery for gynecological disorders.

Under the CSC guidelines, the special leave shall be for a maximum period of 2 months per year with full pay based on her gross monthly compensation (monthly basic pay plus mandatory allowances). It may be used for the period covering the surgery until recuperation. Absence incurred from the pre-surgery period, as well as those in excess of the 2 months allowed under the special leave benefit, may be charged against the employee's earned leave credits. The benefit covers procedures provided in the List of Surgical Operations for Gynecological Disorders formulated by a Technical Working Committee composed of obstetrician-gynecologist, surgeons and medical doctors.

Further, the CSC guidelines state that "the special leave benefit is non-cumulative and not convertible to cash".

Classification of the procedure based on the Patient's estimated Period of Recuperation if without concomitant medical problems.

MINOR - Surgical procedures requiring a maximum of two (2) weeks.

MAJOR - Surgical procedures requiring a minimum period of recuperation of three (3) weeks to a maximum period of two (2) months.

Note: The earned leaves credits may be used for preparatory procedures and/or confinement prior to the surgery. Moreover, should the period of recuperation after the surgery exceed two (2) months, the female official/employee may use the earned sick leave credits for the same. If the sick leave credits have been exhausted, the vacation leave credits may be used pursuant to Section 56 of the Omnibus Rules on Leave.

REPUBLIC ACT NO. 6713

AN ACT ESTABLISHING A CODE OF CONDUCT AND ETHICAL STANDARDS FOR PUBLIC OFFICIALS AND EMPLOYEES, TO UPHOLD THE TIME-HONORED PRINCIPLE

OF PUBLIC OFFICE BEING A PUBLIC TRUST, GRANTING INCENTIVES AND REWARDS FOR EXEMPLARY SERVICE, ENUMERATING PROHIBITED ACTS AND TRANSACTIONS AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF AND FOR OTHER PURPOSES

Title. - This Act shall be known as the "Code of Conduct and Ethical Standards for Public Officials and Employees."

Declaration of Policies. - It is the policy of the State to promote a high standard of ethics in public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.

Norms of Conduct of Public Officials and Employees

Commitment to public interest - Public officials and employees shall always uphold the public interest over and above personal interest. All government resources and powers of their respective offices must be employed and used efficiently, effectively, honestly and economically, particularly to avoid wastage in public funds and revenues.

Professionalism - Public officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.

Justness and sincerity - Public officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.

Political neutrality. - Public officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.

Responsiveness to the public - Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed rural

and urban areas.

Nationalism and patriotism - Public officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally produced goods, resources and technology and encourage appreciation and pride of country and people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.

Commitment to democracy - Public officials and employees shall commit themselves to the democratic way of life and values, maintain the principle of public accountability, and manifest by deeds the supremacy of civilian authority over the military. They shall at all times uphold the Constitution and put loyalty to country above loyalty to persons or party.

Simple living - Public officials and employees and their families shall lead modest lives appropriate to their positions and income. They shall not indulge in extravagant or ostentatious display of wealth in any form.

System of Incentives and Rewards

A system of annual incentives and rewards is hereby established in order to motivate and inspire public servants to uphold the highest standards of ethics. For this purpose, a Committee on Awards to Outstanding Public Officials and Employees is hereby created composed of the following: the Ombudsman and Chairman of the Civil Service Commission as Co-Chairmen, and the Chairman of the Commission on Audit, and two government employees to be appointed by the President, as members.

It shall be the task of this Committee to conduct a periodic, continuing review of the performance of public officials and employees, in all the branches and agencies of Government and establish a system of annual incentives and rewards to the end that due recognition is given to public officials and employees of outstanding merit on the basis of the standards set forth in this Act.

The conferment of awards shall take into account, among other things, the following: the years of service and the quality and consistency of performance, the obscurity of the position, the level of salary, the unique and exemplary quality of a certain achievement, and the risks or temptations inherent in the work. Incentives and rewards to government officials and employees of the year to be announced in public ceremonies honoring them may take the form of bonuses, citations, directorships in government-owned or controlled corporations, local and foreign scholarship grants, paid vacations and the like. They shall likewise be automatically promoted to the next higher position with the commensurate salary suitable to their qualifications. In case there is no next higher position or it is not vacant, said position shall be included in the budget of the office in the next General Appropriations Act. The Committee on Awards shall adopt its own rules to govern the conduct of its activities.