



This is the
IRIGA CITY WATER DISTRICT CITIZENS' CHARTER.

Aimed at promoting efficiency and transparency in the government service, this is in pursuant of Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 issued through the Civil Service Commission to enhance good and quality service by government personnel.

The IRIGA CITY WATER DISTRICT,
a government-owned and -controlled corporation aims to help its concessionaire have a better understanding of the law including its implementing rules and regulations.

It is the hope that this manual will serve as a guide for the ICWD personnel especially those in the frontline through its simplified approach and set of service standard for the benefit of its public in the water sector.

ROMULO M. CORPORAL, JR.

MANDATE

Presidential Decree No. 198 otherwise known as the Provincial Water Utilities Act of 1973 as Amended by Presidential Decree Nos. 768 and 1479 declared a National Policy favoring local operation and control of water systems authorizing the formation of Local Water Districts and providing for the government and administration to facilitate improvement of local water utility granting said administration to facilitate such power as necessary to optimize public service from water utility operations and for the purpose.

VISION

Iriga City Water District
as a Hallmark of
Efficient Public Service
Providing the Best Quality of Water
to every Resident of Iriga

MISSION

To provide adequate,
safe and affordable water
to the people of Iriga

MOTTO

We are at your service!



AVAILABILITY OF SERVICE

MAIN OFFICE

Rufino Llagas Sr. St.,
San Roque, Iriga City
4431 Philippines

Tel No: (054) 299-5709

Fax: (054) 299-5709

Website: <http://www.irigacitywater.gov.ph>

Email: irigawd@yahoo.com

Contact Numbers

Hotline	(054) 299-4672
General Manager's Office	(054) 299-6504
Administrative Division	(054) 299-5709
Commercial Division	(054) 299-2220
Technical Division	(054) 299-4672

Hours of Operation

Monday to Friday (Except Holidays)

8:00AM - 5:00PM (Regular Days)

7:00AM - 6:00PM (Due Dates)

NO NOONBREAK TIME

Water Service 24/7

Maintenance Services

(Monday to Sundays)



On June 5, 1979, the The Iriga City Water District (ICWD) was formed by the virtue of Sangguniang Panlungsod No. 50 series of 1979. Subsequently, the City Government turned over to ICWD all assets and facilities of the Iriga City Waterworks.

As a requirement in availing financial assistance for the development of the water system, ICWD filed with the Local Water Utilities Administration (LWUA) pertinent documents and on July 10, 1979. The LWUA issued a Conditional Certificate of Conformance No. 091 on September 4, 1979.

On March 12, 1992 all water districts became Government Owned and Controlled Corporations by virtue of the Supreme Court ruling dated September 13, 1991, thus ICWD is now under the supervision of the Civil Service Commission as far as personnel matters are concerned and under COA for auditing.

The ICWD is classified as Category C effective March 2012. As of December 31, 2016 the active connection was 12,642 manned by 90 employees (48 Regular 10 Casual and 32 Contractual) with an average industry of 141 connections per employee. ICWD office is open from Monday to Friday. Its office is located at [Rufino Llagas St., San Roque, Iriga City](#).



Priga City Water District

San Roque, Ilog, Negros Occidental

ORGANIZATIONAL STRUCTURE

BOARD OF DIRECTORS



OFFICE OF THE BOARD OF DIRECTORS



Dir. Edith C. Andalis
Chairman



**Dir. Angel Nilo A. Bagamasbad
Jr.**
Member



Dir. Maria B. Quite
Treasurer



Dir. Ryan Nagrampa
Member



Dr. Victor P. Turiano
Member



Atty. Reynel M. Beriña
Board Secretary

OFFICE OF THE GENERAL MANAGER



Romulo M. Corporal Jr., MPA
General Manager
Contact #: +639296622095



Lawrence S. Rombaon Sr.
Secretary A
Contact #: +639392059674



Atty. Reynel M. Berliña
Legal Counsel
Contact #: +63 (054) 299-2621

IRIGA CITY WATER DISTRICT

Administrative Division Organizational Structure



IRIGA CITY WATER DISTRICT

Commercial Division Organizational Structure



IRIGA CITY WATER DISTRICT

Technical Division Organizational Structure





We, the Officials and Employees of the Iriga City Water District, commit ourselves to:

- Carry out duties and responsibilities with a genuine concern for service;
- Promptly and courteously act on requests, comments, suggestions and complaints of our concessionaires; and
- Serve our public to the best of our ability.

Our Public Assistance Counter is open MONDAY TO FRIDAY from 8:00 am to 5:00 pm with NO NOON BREAK. Call us up at our hotline (054) 299-2220 anytime.



We, the personnel of the IRIGA CITY WATER DISTRICT, a Government Owned and Controlled Corporation do hereby pledge to uphold the Constitution of the Republic of the Philippines and the provisions of Section 12, (2), Chapter 3, Book V of Executive Order No. 292 and the pertinent Civil Service Laws. Likewise, we pledge to implement the mandate provided by Presidential Decree No. 198 and Republic Act 8041.

We further pledge to:

1. Provide adequate, affordable, potable and safe water to our concessionaires;
2. Respond to the needs, request for assistance, complaints and suggestions of our concessionaires and other public in relation to our water service;
3. Be transparent in its transactions and operations in its adherence for an honest public service;
4. Uphold the ICWD office rules and policies;
5. Further enhance employee relations that will redound to the improvement in work atmosphere and client services.

Finally, WE, the personnel of the Iriga City Water District further pledge to be accountable to our concessionaires and to appropriate government agencies at all times



RECEIVE JOB APPLICATION

Administrative Division

Human Resources Management Officer (HRMO)

Who may avail of service:

- Job Application
- SPES

Requirements:

- Letter of Application
- Resume

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Job Applicant	Receive Documents	2 mins.	HRMO	Application Letter and Resume with Picture
2		Pursuant Documents	5 mins.	HRMO	
3		Short Interview	5 mins.	HRMO	
4		Instruction	3 mins.	HRMO	
5		Filing of Documents	3 mins.	HRMO	

RECEIVE INCOMING COMMUNICATION

Administrative Division

Clerk Processor

Who may avail of service:

- Any Individual or concern citizen

Requirements:

- Communication

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Any individual or concern citizen	Receive Documents	2 mins.	Clerk Processor	Letter of Request/Complaints Solicitation/etc..
2		Prepare routing slip	5 mins.	Clerk Processor	
3		GM issue directive/advice/actions	5 mins.	Clerk Processor	
4		Disseminate GM's directive to personnel concerned	2 mins.	Clerk Processor	
5		Filing of Documents	2 mins.	Clerk Processor	

**PROCESSING OF APPLICATION FOR
NEW SERVICE CONNECTION**

Commercial Division

Customer Service Assistant

Who may avail of service:

- Applicants for New Water Connection

Requirements:

- Approved Application
- Valid ID with picture and Community Tax Certificate (xerox copy)

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	New Consumers	Consumers fills up application form for new service connection	30 mins.	Customer Service Assistant	Application Form/Valid ID with picture & Community Tax Certificate (xerox copy)
2		Customer Service Assistant submit to GM the application for signature	3 mins.	Customer Service Assistant	
3		Customer Service Assistant submit to Commercial Division Chief the application	3 mins.	Customer Service Assistant	
4		Customer Service Assistant send Application to Notary Public	30 mins.	Customer Service Assistant	
5		Client Attends Orientation	30 mins.	Customer Service Assistant	
6		Customer Service Assistant prepares Maintenance Order for implementation by Technical Division	30 mins.	Customer Service Assistant	Maintenance Order

RECEIVE PAYMENT FOR NEW SERVICE CONNECTION

Administrative Division

Cashier

Who may avail of service:

- Applicants for New Water Connection

Requirements:

- Approved Application
- Payment of New Service Connection
 1. Dual Tapping - P2,200 plus materials
 2. Mainline Tapping P2,500 plus materials

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Applicant for New Service Connection	Applicant present application form	1 min.	Cashier	Application for New Service Connection
2		Issuance of Official Receipt	1 min.	Cashier	Official Receipt of Payment
3		Instruction for the next step	1 min.	Cashier	
4		Applicant present application form to Commercial Division	1 min.	Customer Service Assistant	Approved Application Form

SERVE WATER BILL

Commercial Division

Meter Reader

Who may avail of service:

- All active concessionaires

Requirements:

- Meter Read & Bill System (MRBS)
- Water Bill Notice

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	All Active Concessionaires	Read Consumption	10 secs.	Meter Reader	Water Bill Notice
2		Serve Water Bill Notice	10 secs.	Meter Reader	Water Bill Notice

RECEIVE WATER BILL PAYMENT

Commercial Division

Teller

Who may avail of service: All active concessionaires**Requirements:** Water Bill Notice Cash/Check for payment

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	All Active Concessionaires	Client gets priority number	5 secs.	Security Officer	Water Bill Notice
2		Client waits to be called	2 secs.	Teller	
3		Client presents Water Bill Notice	5 secs.	Teller	
4		Teller enters name & account number of concessionaires	10 secs.	Teller	Statement of Account
5		Teller receives cash/check from client	5 secs.	Teller	
6		Teller prints Official Receipt	5 secs.	Teller	Official Receipt
7		Teller gives Official Receipt	5 secs.	Teller	Official Receipt

RECEIVE PAYMENT FOR RECONNECTION

Administrative Division

Cashier

Who may avail of service: Disconnected Concessionaire**Requirements:** Statement of Account Reconnection fee of P500.00

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Disconnected Concessionaires	Consumer pay reconnection fee to the Cashier	2 mins.	Cashier	Official Receipt issued after payment
2		Consumer presents payment to Commercial Division	1 min.	Customer Service Assistant	Official Receipt of payment
3		Commercial Division prepares Maintenance Order	2 mins.	Teller	Maintenance Order

CHANGE OF NAME
Commercial Division
Data Encoder

Who may avail of service:
 Consumer who pays the bill

Requirements:
 Official Receipt
 P100.00 fee

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Consumer who actually pays the water bill	Consumer's request	10 secs.	Data Encoder	N/A
2		Consumer pays fee	10 secs.	Teller	Official Receipt issued
3		Data Encoder replaces name in the record	10 secs.	Data Encoder	

REQUEST FOR TRANSFER OF METER
Commercial Division
Customer Service Assistant

Who may avail of service:
 All active concessionaires

Requirements:
 Water bill notice
 P300.00 Transfer Fee plus materials

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Active Concessionaires	Consumer informs the Customer Service Assistant where to transfer the meter	5 mins.	Customer Service Assistant	Water Bill Notice or Statement of Account
2		Customer Service Assistant assess the computation for materials and service fee	1 min.	Customer Service Assistant	
3		Consumer pays the transfer fee and materials	10 secs.	Cashier	Official Receipt
4		Customer Service Assistant prepares Maintenance Order for transfer of meter	1 min.	Customer Service Assistant	Official Receipt

RECEIVE SPOT COMPLAINT

Commercial Division

Customer Service Assistant

Who may avail of service: Any citizen or concerned individual**Requirements:** Telephone Call Tel. Nos.: 299-2220 or 299-4672

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Any citizen or concerned individual	Customer Service Assistant receive call/letter	1 mins/sit.	Customer Service Assistant	Letter of Request/Complaint
2		Customer Service Assistant sends letter to Admin. Secretary of Clerk	2 mins.	Customer Service Assistant Secretary of Clerk	Request Complaint Letter
3		Customer Service Assistant informs Division Concerned	30 secs.	Customer Service Assistant	Maintenance Order
4		Division Manager issues directive	10 secs.	Customer Service Assistant/ Technical Division Personnel	Maintenance Order
5		Commercial Division prepares Maintenance Order	2 mins.	Customer Service Assistant	Maintenance Order

DELIVER DEMAND LETTERS/DISCONNECTION NOTICE

Commercial Division

Courier

Who may avail of service: Consumer with arrearages Consumer with unpaid bills**Requirements:** Demand Letter Statement of Account

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Consumers with arrearages	Demand Letter is served	10 secs.	Courier	Demand Letter
2		Consumer sign as receipt	10 secs.	Courier	Received Notice
3		Instruction for procedure to settle account	10 secs.	Courier	Received Notice

DISCONNECTION OF WATER SERVICE

Commercial Division
Disconnection Team

Who may avail of service:

Consumer with unpaid bills

Requirements:

Statement of Account

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Consumer with unpaid bills exceeding two (2) months	Statement of Account is served	10 secs.	Meter Reader	Statement of Account
2		Consumer received Statement of Account	5 secs.	Meter Reader	Statement of Account
3		Disconnection Team give instructions	20 secs.	Disconnection Team	N/A

CONNECT WATER SERVICE

Technical Division
Water Maintenance Team

Who may avail of service:

New Consumers

Requirements:

Approved New Connection Application

Maintenance Order

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Applicant	Presents approve applicatio (paid)	1 min.	Customer Service Assistant	Approved Application Form with Official Receipt
2		Customer Service Assistant prepares Maintenance Order	2 mins.	Customer Service Assistant	
3		Customer Service Assistant serves Maintenance Order to Technical Division	15 secs.	Customer Service Assistant	

DISCONNECT WATER SERVICE

Technical Division

Water Maintenance Team

Who may avail of service:

- Consumers with unpaid bill exceeding Two (2) months

Requirements:

- Statement of Account
- Maintenance Order

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Applicant	Presents approve applicatio (paid)	1 min.	Customer Service Assistant	Approved Application Form with Official Receipt
2		Customer Service Assistant prepares Maintenance Order	2 mins.	Customer Service Assistant	
3		Customer Service Assistant serves Maintenance Order to Technical Division	15 secs.	Customer Service Assistant	

RECONNECT WATER SERVICE

Technical Division

Water Maintenance Team

Who may avail of service:

- Disconnected Consumers

Requirements:

- Reconnection Fee P500.00

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Disconnected Consumers	Consumer pays arrearages	2 mins.	Cashier	Official Reciept for payment of arrearages and reconnection
2		Consumer presents payment to Customer Service Assistant	1 min.	Customer Service Assistant	Maintenance Order
3		Customer Service Assistant coordinates with Technical Division	1 min.	Customer Service Assistant	Maintenance Order

ACT ON SERVICE REQUEST

Technical Division

Water Maintenance Team

Who may avail of service: Consumers with in-house leak**Requirements:** Maintenance Order

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Consumers with in-house leak	Consumer calls to report leakages	1 min.	Customer Service Assistant / Clerk / Officer of the day	Maintenance Order
2		Customer Service Assistant / Clerk / Officer of the day coordinate with the Division Manager	2 mins.	Customer Service Assistant / Clerk / Officer of the day	
3		Customer Service Assistant / Clerk / Officer of the day prepare Maintenance Order	2 mins.	Customer Service Assistant / Clerk / Officer of the day	Maintenance Order

CHANGE WATER METER

Technical Division

Water Maintenance Team

Who may avail of service: Consumers with defective Water Meter**Requirements:** Request for change of meter

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Consumers with defective Water Meter	Receive Complaints	1 min.	Customer Service Assistant / Clerk / Officer of the day	Report/complaints from Meter Reader/Consumers
2		Reports made by Meter Reader	1 min.	Customer Service Assistant / Clerk / Officer of the day	
3		Information brought to the attention of Division Manager	1 min.	Customer Service Assistant / Clerk / Officer of the day	
4		Complaints verified/confirmed	30 mins.	Customer Service Assistant / Clerk / Officer of the day	
5		Maintenance Order is prepared	1 min.	Water Maintenance Man	Maintenance Order

RECEIVE SPOT COMPLAINT

Technical Division

Water Maintenance Foreman

Note:

Technical and Commercial Divisions may receive complaints

Who may avail of service:

Any citizen or concerned individual

Requirements:

Telephone Call

Tel. Nos.: 299-2220 or 299-4672

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Any citizen or concerned individual	Customer Service Assistant/Officer of the day receives phone call/letter/communication	1 min./sit.	Customer Service Assistant / Officer of the day	Letter of Complaint/Request
2		Officer of the Day turn over letter/communication to Administrative Clerk	2 mins.	Customer Service Assistant/Secretary of Clerk/Officer of the day	Maintenance Order
3		Customer Service Assistant informs Division Concerned	30 secs.	Customer Service Assistant	Maintenance Order
4		Division Manger issues directives	10 secs.	Customer Service Assistant	Maintenance Order
5		Division prepares Maintenance Order	2 mins.	Water Maintenance Man	Maintenance Order

CHECK WATER QUALITY

Technical Division

Quality Control Officer

Who may avail of service:

Any citizen or concerned individual

Requirements:

Spot Complaint (Quality of Water)

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Any citizen or concerned individual/Daily Routine	Receive complaint/routine	2 hours	Quality Control Officer	Letter/Call
2		Quality Control Officer verify/test the area	1 hour	Quality Control Officer	Maintenance Order
3		Quality Control Officer informs complainant/public	30 secs.	Quality Control Officer	
4		Appropriate actions	Sit.		

EXPANSION PROJECT**Technical Division**

Water Maintenance/Engineering Team

Who may avail of service: Group of persons in a Common Area**Requirements:**

- Letter Request
- Inspection
- Program of Works/Detailed Estimates
- Board Approval
- Meeting/Orientation
- Cooperative Style Excavation (Rabus)
- Advance Payment for Connection

Steps	Client	Service Activities	Duration	Person In-Charge	Documentary Requirement
1	Group of Prospective Consumers	Resolution/Letter Request sent to the ICWD office (Petition)	Sit.	Division Manager	Letter Request
2		Technical Division evaluates estimates cost (includes inspection)	2 days	Senior Engineer	
3		Technical Division recommends projects	1 hour	Senior Engineer	
4		Management issues board consideration	1 hour	Technical Division Manager	
5		Board Approval	1 hour	Division Manager	
6		Orientation	4 hours	Division Manager	
7		Mobilization/excavation	10 days	Engineering Team	
8		Pipelaying	1 day	Engineering Team	
		Interconnection	1 day	Engineering Team	Maintenance Order



Iriga City Water District
ADMINISTRATIVE DIVISION

COMMUNICATION WORKFLOW CHART

Prepare office Order & Memorandum and other communication as necessary.

Draft needed letters and other Communication for General Manager's review.

Prepare Final Draft for General Manager's review.

Record & File Communication.

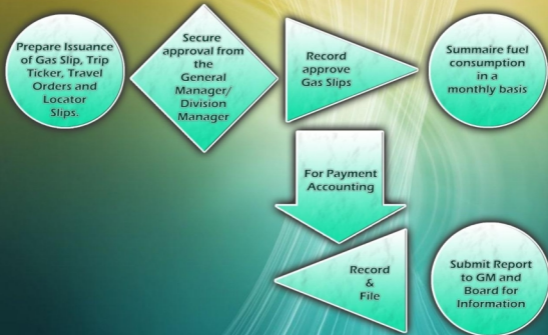
Routes to concerned/Officer or person all communication/memoranda or release the same to concerned agency by mail of courier as necessary.

Present needed letters/Office Order/Memo and other Communication for GM's signature.



Triqa City Water District
ADMINISTRATIVE DIVISION

DAILY ROUTINE WORKFLOW CHART





Iriga City Water District ADMINISTRATIVE DIVISION

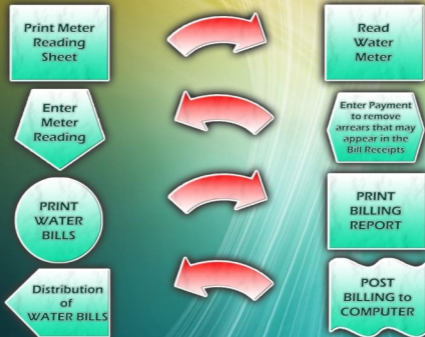
HIRING WORKFLOW CHART





Iriga City Water District
COMMERCIAL DIVISION

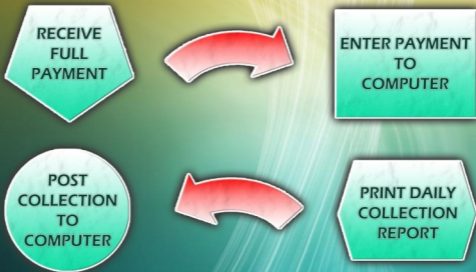
BILLING WORKFLOW CHART





Triqa City Water District
COMMERCIAL DIVISION

COLLECTION WORKFLOW CHART





Triga City Water District TECHNICAL DIVISION

SERVICE MAINTENANCE PROCEDURE WORKFLOW CHART

BASED ON INFORMATION
RECEIVED FROM
UTILITY MAN PREPARES

MAINTENANCE
ORDER

RECEIVES FROM THE
GENERAL MANAGER
(See Flow Chart BC-1)

MAINTENANCE
ORDER

TO INITIATE METER
MAINTENANCE, RECONNECTIONS,
METER TESTS, ETC PREPARES

MAINTENANCE
ORDER

RECEIVES EVERY
MORNING

MAINTENANCE
ORDER

Secures approval of the GENERAL MANAGER for Maintenance Orders prepare records total quantity of Maintenance Orders in the Logbook (Note 1)

Goes to Service Locations & performs assigned job; fills out M.O. form completely; upon the return to the office, turns over the dismantled water meter to the Bookkeeper (Note 2)

Records last reading of meter removed & initiate reading of new meter, if any

MAINTENANCE
ORDER

CUSTOMER
LEDGER CARD

METER RDG.
CARD

MAINTENANCE
ORDER

Records quantity of served Maintenance Orders in the logbook; monthly accounts for the number of Maintenance Orders still Outstanding

If water meter is dismantled
(Note 1)

MAINTENANCE
ORDER

CONCESSIONAIRES

NOTE:

1. For Maintenance Orders involving the removal of water meter from the concessionaires premises, the duplicate copy of the M.O. should be given to the concessionaires as a receipt of the water meter taken out and as record of the last reading.
2. The M.Os. for water meters which are dismantled for the test purposes should be filled out by the Meter Repair Mechanic for the test result before the Maintenance Orders are forwarded to the Customer service clerk.

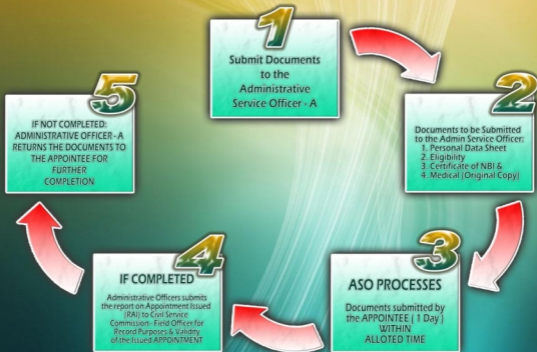
LEGEND:

- Flow
- Prepare/Record
- ←-----← Check/Compare



Triqa City Water District WORKFLOW CHART

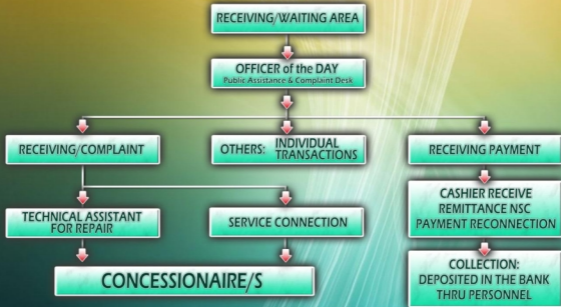
PROCESSING OF APPOINTMENTS





Triga City Water District WORKFLOW CHART

DAILY TRANSACTION WORKFLOW CHART

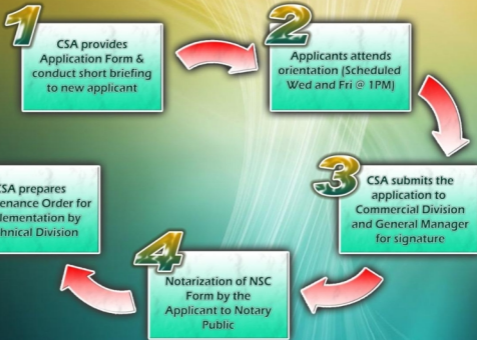


NOTE: The agency is implementing the provisions stated in Republic Act 9257 otherwise known as Expanded Senior Citizens Act of 2003 Rule V, Section 15, Express Lane Privileges for Senior Citizens that in Private, Commercial & Government establishment; in the absence thereof, priority shall given to them.



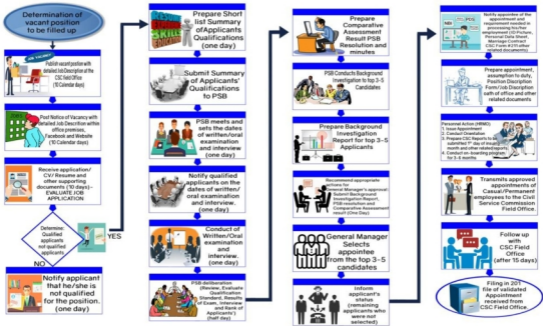
Iriga City Water District **COMMERCIAL DIVISION**

NEW SERVICE CONNECTION WORKFLOW CHART





ICWD RECRUITMENT, SELECTION AND PLACEMENT PROCESS FLOW CHART





RA 9485 or the Anti RedTape Act (ARTA)

Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption.

The Anti-Red Tape Act of 2007 was signed into law amid corruption and bureaucratic red tape that are besetting government agencies for the past decades.

Through this Act, all government offices including local government units and government-owned and -controlled corporations are required to expedite transactions and/or adopt fixed deadline for the completion of transactions and assess regularly as well as enhance their frontline services.

This Act also requires all agencies to maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public.

RA 9485 also states that heads of government offices are accountable to the public in rendering fast, efficient, convenient, and reliable services. Thus the ICWD, in support to this Act, has adopted various enhancement and revisited its frontline services for the convenience of the transacting public.

It aims to promote efficiency and transparency in the government service. The Iriga City Water District as a Government Owned and Controlled Corporation has taken initiative to come up with a Citizen's Charter to help its concessionaires have a better understanding of the law including its implementing rules and regulations.

Based on the monitoring conducted by the CSC Field Office, all the requirements for the establishment of the said charter have already been complied with, which includes the setting up of Public Assistance and Complaint Desk.



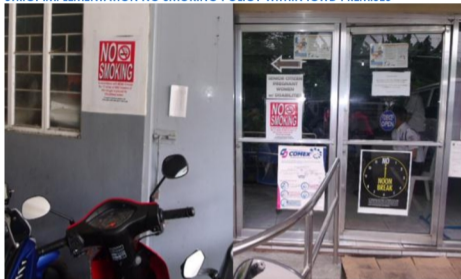
THE ANTI-FIXER CAMPAIGN POSTERS ARE WELL DISPLAYED IN CONSPICUOUS PLACES WITHIN THE ICWD PREMISES.



IMPLEMENTATION OF NO NOON BREAK POLICY



STRICT IMPLEMENTATION NO SMOKING POLICY WITHIN ICWD PREMISES



INSTALLATION OF RAILING RAMP FOR PERSONS WITH DISABILITY



IMPLEMENTATION OF SPECIAL LANE FOR SENIOR CITIZEN/PREGNANT WOMEN/PERSON WITH DISABILITY



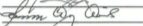

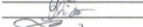




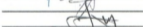

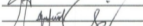
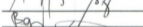

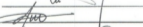



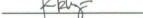




STRICT IMPLEMENTATION CLEANLINESS AND ORDERLINESS



The Iriga City Water District Employees are hereby committed to uphold the **REVISED CITIZEN'S CHARTER** dated June 6, 2104.

APPROVED

	<i>Name of Employee</i>	<i>Signed</i>
1	Alanis, Benito N.	
2	Alcomendas, Salvador D.	
3	Andalis, Antonio V.	
4	Avila, Ramon A.	
5	Bagacina, Jr., Julian P.	
6	Ballester, Jose L.	
7	Belmonte, Sedney J.	
8	Bolima, Jose C.	
9	Camila, Claro R.	
10	Cerillo, Jr., Juan M.	
11	Concepcion, Domingo P.	
12	Corporal, Jr., Romulo M.	
13	Cruzata, Edwin S.	
14	Cruzata, Marietta H.	
15	Ersolada, Dante B.	
16	Esplana, Perpetou Jay N.	
17	Fenis, Jr., Jonel Feliciano R.	
18	Francia, Evelyn I.	
19	Fucio, Joseph Ulysses P.	
20	Gonzales, Manuel S.	
21	Gozum, Billy G.	
22	Ibarreta, Jr., Teofilo N.	
23	Idioma, Analene A.	
24	Ignao, Gilbert	
25	Laganzon, Paulino L.	
26	Lancaon, Cristopher R.	
27	Legardo, Paulito T.	
28	Llagas, Ramir L.	
29	Luceña, Lina DR.	
30	Margate, Kim Sergius R.	

The Iriga City Water District Employees are hereby committed to uphold the **REVISED CITIZEN'S CHARTER** dated June 6, 2104.

APPROVED

- Name of Employee*
- 31 Marzan, Maribeth O.
 - 32 Monponbanua, Antonio B.
 - 33 Montañez, Manny B.
 - 34 Monte, Rebecca O.
 - 35 Neri, Juvenal B.
 - 36 Oliva, Rene D.
 - 37 Paz, Wilfredo B.
 - 38 Rariza, Amalia D.
 - 39 Recio, Jose S.
 - 40 Rombaon, Lawrence S.
 - 41 Ronda, Anecito N.
 - 42 Salvadora, Albert A.
 - 43 Taduran, Jerry T.
 - 44 Turallo, Juliet H.
 - 45 Valle, Mario D.
 - 46 Vargas, Francisco Hilario N.
 - 47 Vargas, Henry N.
 - 48 Villanueva, Rosyl SG.

Signed

The right side of the document features a vertical column of horizontal lines. Each line is accompanied by a handwritten signature in black ink. The signatures are written in a cursive style and correspond to the names listed on the left. The word 'Signed' is written above the first line. The signatures are: 1. Marzan, Maribeth O. (Large, stylized signature); 2. Monponbanua, Antonio B. (Signature with 'A' and 'B' initials); 3. Montañez, Manny B. (Signature with 'M' and 'B' initials); 4. Monte, Rebecca O. (Signature with 'R' and 'O' initials); 5. Neri, Juvenal B. (Signature with 'N' and 'B' initials); 6. Oliva, Rene D. (Signature with 'R' and 'D' initials); 7. Paz, Wilfredo B. (Signature with 'W' and 'B' initials); 8. Rariza, Amalia D. (Signature with 'R' and 'D' initials); 9. Recio, Jose S. (Signature with 'R' and 'S' initials); 10. Rombaon, Lawrence S. (Signature with 'L' and 'S' initials); 11. Ronda, Anecito N. (Signature with 'R' and 'N' initials); 12. Salvadora, Albert A. (Signature with 'S' and 'A' initials); 13. Taduran, Jerry T. (Signature with 'T' and 'T' initials); 14. Turallo, Juliet H. (Signature with 'T' and 'H' initials); 15. Valle, Mario D. (Signature with 'V' and 'D' initials); 16. Vargas, Francisco Hilario N. (Signature with 'F' and 'N' initials); 17. Vargas, Henry N. (Signature with 'H' and 'N' initials); 18. Villanueva, Rosyl SG. (Signature with 'R' and 'SG' initials).