



Republic of the Philippines  
IRIGA CITY WATER DISTRICT  
Iriga City



## **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**

The Iriga City Water District as a Hallmark of efficient public service providing the best quality of water to every resident of Iriga City.

## **MISSION**

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

## **MOTTO**

Relentless Pursuit, Never Shirk

## **IRIGA CITY WATER DISTRICT BACKGROUND**

The Iriga City Water District (ICWD) was formed on June 05, 1979 by virtue of Sangguniang Panglunsod Resolution No. 50 series of 1979. A Deed of Donation and Acceptance on August 10, 1979 was executed to formalize the turn over of the assets of the Iriga City Water Works System and the acceptance of the same by the newly created ICWD.

As a requirement in availing financial assistance for the development of its water system, ICWD filed with the Local Water Utilities Administration (LWUA) pertinent documents qualifying technical and financial assistance for expansion of water facilities. The LWUA issued a Conditional Certificate of Conformance (CCC) No. 91 on September 04, 1979.

In March 12, 1992 all water districts was declared Government Owned and Controlled Corporation by virtue of Supreme Court Ruling dated September 13, 1991 thus, ICWD is now under the supervision of Civil Service Commission (CSC) as far as personnel matters are concerned and under Commission on Audit (COA) for auditing.

The ICWD is classified as Category C effective March 2012 with active connection of 11,065 as of March 31, 2014 manned by 85 employees with an average industry of 130 connections per employee.

## **BOARD OF DIRECTORS**

The policy making function is vested with the Board of Directors composed of five (5) sectoral representatives which includes **PROFESSIONAL, EDUCATION, CIVIC, BUSINESS** and **WOMEN SECTORS** with a term of six (6) years.

The board shall exercise and perform its power and duties through the medium of resolutions and/or directives. The board functions shall be to establish policy and they shall not engaged in the detailed management of the district.

# MEMBERS OF THE BOARD OF DIRECTORS



**ATTY. ANNALYN C. TAYAG**

Chairman



**DIR. EDITH C. ANDALIS**

Vice-Chairman



**DIR. MARIA B. QUITE**

Treasurer



**DIR. ANGEL NILO A. BAGAMASBAD, JR.**  
Member



**DIR. VICTOR P. TURIANO**  
Member



**ATTY. REYNEL M. BERIÑA**  
Board Secretary



## OFFICE OF THE GENERAL MANAGER



**ROMULO M. CORPORAL, JR.**  
General Manager



**ATTY. FERDINAND I. DIÑO**  
Legal Counsel

## **FUNCTIONS OF HUMAN RESOURCE MNGT OFFICE (HRMO)**

1. Formulates and implements policies, standards, rules and regulations pertaining to personnel records maintenance, security, control and disposal;
2. Provides leadership and assistance in developing and implementing the programs relating to sound recruitment, examination and placement;
3. Provides assistance in the formulation and evaluation of personnel systems and standards relative to employees incentives, benefits and awards.
4. Creates and develops system of continuous employees training to enhance their knowledge and skills for progressive work life and foster client-job satisfaction which leads to the development of the career path of each employee.

# ADMINISTRATIVE DIVISION

Headed by:



**MARIETTA H. CRUZATA**

Administrative Division Manager

With      18 Personnel  
            10 Permanent  
            8 Contractual

9 Female

9 Male

## COMMERCIAL DIVISION

Headed by:



With      26 Personnel  
             12 Permanent  
             14 Contractual

10 Female  
16 Male

## TECHNICAL DIVISION

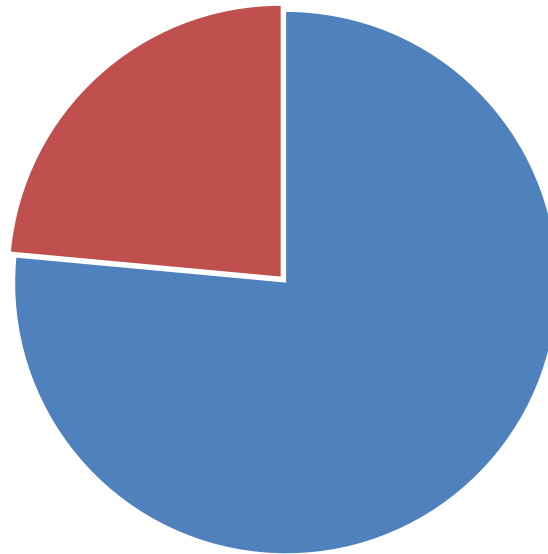
Headed by:



With      41 Personnel  
            27 Permanent  
            14 Contractual

            1 Female  
            40 Male

## TOTAL NUMBER OF EMPLOYEES AS OF March 31, 2014



■ MALE - 65    ■ FEMALE - 20

TOTAL - 85

## **IRIGA CITY WATER DISTRICT**

No. of Plantilla Positions	62	
No. of Filled Position	49	
No. of Vacant Position		13
No. of Men/Plantilla Position	40	
No. of Women/Plantilla Position	9	
No. of Men/Contractual	27	
No. of Women/Contractual	9	
<b>TOTAL NO. OF EMPLOYEES</b>	<b>85</b>	

## EDUCATIONAL ATTAINMENT

Doctorals Degree	-
Masterals Degree	3
Bachelors Degree	21
College Level	10
Vocational Course	2
High School Level	11
Elementary Grades	2
	-----
Total	<b>49</b>



## **SALARY GRADE**

### First Level (SG 1 – 10)

Male	35
Female	6

### Second Level (SG 11& above)

Male	5
Female	3

	-----
Total	<b>49</b>

## ELIGIBILITIES

CS Professional	9
Sub-Professional	2
Covered by Special Law	16
No Eligibilities/Absorption	22
	-----
<b>TOTAL</b>	<b>49</b>

**Iriga City Water District  
HUMAN RESOURCE BEST PRACTICES**

**CAPABILITY BUILDING FOR EMPLOYEES**

**Attendance in Trainings/Seminars/Others**

To enhance their knowledge and skills for progressive work-life and foster clients job satisfaction, which leads to the development of the career path of each employee.

➤ **Basic Customer Service Skill Seminar**

Conducted in house training on Basic Customer Service skills attended by 33 frontliner employees gradually improved their skills and attitude in handling the clients.

➤ **Orientation and Re-Orientation Program**

New entrants and existing ICWD employees are being oriented and re-oriented respectively with the general policies of ICWD and Civil Service Commission which includes CSC Memorandum Circulars.

➤ **Employees Regular Meeting**

ICWD employees conducts regular meeting every last Friday of the month.

## ➤ **Employees Enhancement and Team Building**

To provide employees with overview on how local water utilities operate, regardless of location, specifically on areas of planning, investment policies, water tariff, metering, source sustainability and water quality;

To impart among the personnel the values of exchanging ideas among the water districts which are beneficial to the operation;

To obtain first hand insights through personal observations of other water districts in the fields of collection, personnel handling and its water district maintenance;

## ➤ **Orientation on Strategic Performance Management System**

A Strategic Performance Management System (SPMS) is a system for measuring the collective performance of the individuals in an office/agency.

The ICWD-SPMS was approved by the CSC dated May 08, 2013 for implementation effective January 2013.

➤ **Human Resource Management Plan (HRMP)**

To identify competencies for the different positions within the agency and from that of the personnel. Competencies are the characteristics of an individual underlying performance or behavior at work. Employees learn, develop and refine many of their competencies over the course of their careers.

➤ **TIME AND ATTENDANCE MONITORING SYSTEM/BIOMETRIC MACHINE**

Employees are required to time in and out in the finger scanner to record their daily attendance to ensure accurate and reliable DTRs.

## ➤ **REPORTING OF LEAVE BALANCES**

Summary of monthly attendance/tardiness/undertime posted in bulletin board. Recognition of Honor Roll Award for perfect attendance in terms of punctuality and Non-Absentism. This serve as encouragement and motivation to employees to come to work on time.

## ➤ **GRANT OF PARENTAL LEAVE TO SOLO PARENT**

Employees are entitled to avail Parental Leave for solo parent as provided in CSC MC No. 8 dted March 24, 2004.



## **ICWD PERSONNEL MECHANISM**

### **Programs on Award and Incentive for Service Excellence (PRAISE)**

To encourage, recognize and reward employees monetary and non-monetary, individual and/or in groups, for their creativity, suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services to the public interest and other personal efforts which contribute to the efficiency, economy and improvement in government operations which in turn lead to organizational productivity.

## TYPES OF AWARDS

### 1. National Awards

The Iriga City Water District shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, NGO's and other award giving bodies at the:

***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 affects national interest security and patrimony.

***b.) Outstanding Public Official/Employee 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 described under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Government Officials and Employees.

***c.) Civil Service Commission or the PAGASA 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 greatly improved public service delivery, economy in operation, improved working conditions or otherwise benefited the government in many other ways.

**d.) GOCC Award or the Kapwa Award**-conferred on an individual or group of individuals or team in recognition of his/her contributions from an idea or performance resulting to direct benefits to the ICWD. Nomination for this category need not be submitted to the CSCROV for screening and evaluation. The PRAISE Committee shall evaluate the nominations and recommends to the General Manager the most qualified nominee/s.

**e.) Other Awards**-given by 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.

## 2. **Agency Level Awards**

The Agency shall develop and initiate the search for deserving employees who may be included in the screening of candidates for awards to be given such as:

a. ***Best Employee Award*** - granted to an individual or individuals who excelled among peers in a functional group, or profession. A cash award of not less than the amount provided under relevant existing laws shall be given to outstanding employees plus a Certificate of Recognition or other forms of incentives as the committee may decide, e.g. Best Division Chief, Best Secretary, Best Driver, Best Utility Worker and other similar awards.

b. ***Gantimpala Agad Award*** - given outright to employees commended by clients for their courtesy, promptness, efficiency, and dedication to duty.

c. ***Exemplary Behavior Award*** – an award given based on the eight (8) norms of conduct as provided under RA 6713 (Code of conduct and Ethical Standards). The awardee shall be automatically nominated by the ICWD-PRAISE Committee to Dangal ng Bayan Award.

d. ***Best Organizational Unit Award*** – granted to the top organizational unit which may be a section, division, or office on the basis of meeting the organization's performance targets and other pre-determined criteria.

**e. *Cost Economy Measures Award*** – granted to an employee or team whose contributions such as ideas, suggestions, inventions, discoveries or performance of functions resulted in savings in terms of manhours and cost or otherwise benefited the agency and government as a whole. The monetary award shall not exceed 20% of the monetary savings generated from the contribution.

**f. *Service Award*** – conferred on retirees whether under optional or compulsory retirement schemes held during a fitting ceremony on or before their retirement.

## **TYPES AND FORMS OF INCENTIVES**

### **1. *Performance Incentive***

Shall be given to an official or employee who has obtained an outstanding or very satisfactory rating in accordance with the approved Merit Promotion Plan and the Performance Evaluation System of ICWD for the last two (2) succeeding rating periods. The incentive shall be in the form of step increments in accordance with the following:

a. Outstanding performance for two (2) consecutive rating periods shall be given two (2) step increments.

b. Very Satisfactory performance for two (2) consecutive rating periods shall be given a one (1) step increment.



## ***2. Length of Service Incentive***

Shall be given to an official or employee who has rendered at least three (3) years of service and every three (3) years thereafter for continuous satisfactory service in the same position. The cash award shall be incorporated in the salary adjustments following the CSC-DBM Joint Circular No. 1 S-1990 provided the grant of step increment shall not exceed the maximum.

## ***3. Productivity Incentive***

Given to all employees who have performed satisfactorily for the year covered in accordance with the agency's CSC Approved PES. This incentive shall follow relevant existing guidelines.

#### ***4. Career and Self Development Incentive***

Granted in recognition to an individual who has satisfactorily completed a course or degree within or outside the country at one's own expense. A plaque of recognition may be given during the district's anniversary celebration.

#### ***5. Loyalty Incentive***

Granted to an official or employee who has completed at least ten (10) years of continuous satisfactory service in the ICWD. This award shall consist of cash bonus plus loyalty pin, 14K ring or wristwatch with ICWD emblem differentiated as follows;

First ten (10) years	Gold Pin plus P500.00 per year of service
11 – 15 years	P1,000.00 per year of service
16 – 20 years	P1,000.00 per year of service
21 – 25 years	P1,500.00 per year of service
26 – 30 years	P1,500.00 per year of service
31 – 35 years	P2,000.00 per year of service
36 – 40 years	P2,000.00 per year of service

Thereafter, succeeding awards shall be given every five (5) years and be awarded only in cash bonus equivalent to the five (5) years additionally served. The 14K ring and the wristwatch shall be awarded only upon reaching the 15<sup>th</sup> and 25<sup>th</sup> year of service respectively.

## 6. ***Service Incentive***

Shall be given to an employee or official who has rendered an aggregate number of years of service enumerated herein;

Below 15 years of service	- 1 month salary per yr.	of service
15 years & below 25 years	- 1 ½ month salary per	yr. of service
25 years & below 35 years	- 2 months salary per	yr. of service
35 years & above	- 2 ½ month salary per yr.	of service

Provided, the official or employee was not separated for cause. The manner of computation shall not be cumulative following the principle in paragraph 6.5 as underscored. However, a fraction of at least six (6) months shall be computed as one whole year.

### ***7. Financial Assistance***

Shall be given to officials and employees equivalent to one (1) month salary provided the same shall be included in the district's annual budget and in accordance with the existing MC's rules & regulations as the case may be.

## **8. *Efficiency Incentive Bonus***

Shall be granted to officials and employees of the district equivalent to Ten (10) thousand pesos each regardless of salary. Provided, the following parameters are met, and shall be given only during the first quarter of the succeeding year when said parameters shall have been determined.

- Collection Efficiency of at least 95% of the preceeding year
- Average of less than 25% of Non Revenue Water
- 15% Net Income before tax on total operating Rev.
- Staff Ratio of 120:1
- Up to date debt service payment
- Strict compliance of the above conditions

## OTHER INCENTIVES

### 1. ***Economic Relief Assistance***

Shall be granted to officials and employees of ICWD with permanent status regardless of salary in the amount of Seven thousand pesos (P7,000.00). Employees who have rendered less than one (1) year but not less than four (4) months of service be entitled to an amount proportionate to the total number of months of continuous service.

## ***2. Medical and Dental Assistance***

Shall be granted to official and employees in the amount not exceeding Five thousand pesos (P5,000.00) per year reimbursable upon presentation of a receipt in accordance with CSC MC No. 17 S. 1989 or the prevailing laws, rules and regulations.

## ***3. Grocery Allowance***

Shall be granted to each official and employee in the amount of Seven Hundred Fifty pesos (P750.00) per month which shall be taken from the yearly budget appropriation effective August 2004 (with CSC approved amendment).



#### ***4. Rice Allowance***

Shall be given to officials and employees in the amount equivalent but not to exceed an average of One thousand pesos (P1,000.00) per month.

#### ***5. Compensatory Time-Off***

Shall be granted to an employee who has worked beyond his regular office hours without overtime pay.

#### ***6. Flexiplace***

A work arrangement allowed for qualified employee/s who has demonstrated responsibility, initiative and capacity to produce output/result accomplished outside of the workplace subject to established guidelines.

## **7. *Salu-salo Together***

A meal hosted by the supervisor/s for employees in their division/department who have made significant contributions.

## **8. *Personal Growth Opportunities***

Incentives in the form of attendance in conferences on official business, membership in professional or civic organizations, books, journals, tapes and the like, travel packages and other learning opportunities shall be granted to employees who have given significant contributions in line with their job accomplishments.

## **9. *Gratuities***

In the form of merchandise, computers, cellular phones, reserved parking space, recognition posted at the Wall of Fame, feature in Agency Publication, and others shall be given to employees in accordance with their degree of accomplishment or contribution to the agency.

## **Strategic Performance Management System (SPMS)**

The district shall uphold the principle of performance based security of tenure. It shall be a motivating tool to promote incentives for performers and the basis for applying sanctions to non-performers. It operates on the principle of shared commitments through planned targets between and among the officers and employees and shall make use of objective measures of assessing performance results. This also serves as a reference in planning and evaluating employee's efficient performance.

## **Merit Selection Plan (MSP)**

It is the policy of the agency 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. The MSP shall cover career positions in the first, second and third levels in the agency.

## **Grievance Machinery (GM)**

Create a work atmosphere conducive to good supervisor-employee relations and improved morale. It activate and strengthen agency's existing grievance machinery. It settle grievance at the lowest possible level in the organization. It also serve as a catalyst for the development of capabilities of personnel on dispute settlement especially among supervisors in the agency.

**CITIZEN'S CHARTER**  
**(RA 9485 or the Anti Red Tape Act)**

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.



The poster is a rectangular sign with a white background and a dark red border. At the top, the title "ANTI-FIXER CAMPAIGN" is written in large, white, outlined letters on a dark red background. Below this, a paragraph of text explains the Anti-Red Tape Law (R.A. 9485) and its penalties. The central part of the poster features the bold red text "LABANAN ANG FIXERS!". Below this, it instructs the public to report fixers to specific government offices, listing their contact numbers. At the bottom left is the logo of the Iriga City Water District, and at the bottom right is the slogan "FIX THE FIXERS" in large, white, outlined letters on a dark red background.

# ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on fixers: imprisonment of as long as six (6) years, or a fine of up to P200,000, or both.

## LABANAN ANG FIXERS!

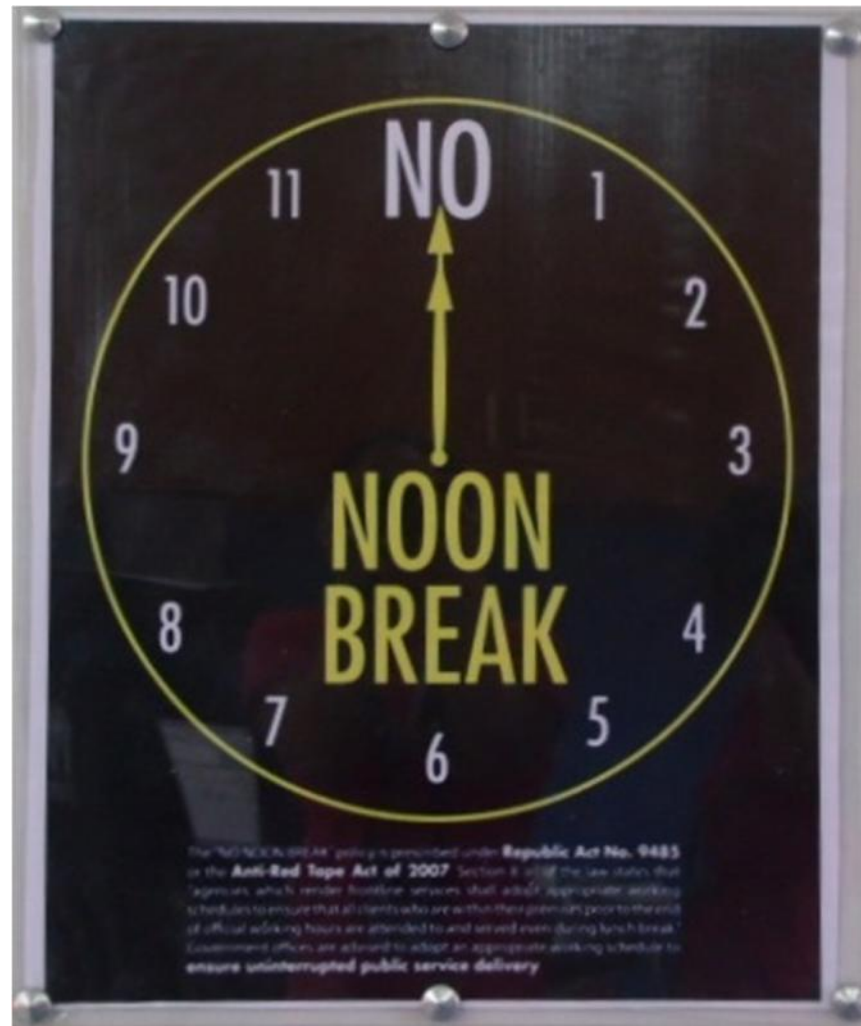
Report the name of the fixer, name and location of government office, date, and type of transaction to the following numbers:

Office of the Ombudsman	Mobile #	0926-6994703
	Tel. #	(02) 927-4102
	Tel. #	(02) 927-2404
Civil Service Commission	Mobile #	0917-8398272
	Tel. #	(02) 932-0111

 The IRIGA CITY WATER DISTRICT SUPPORTS THE ANTI-FIXER CAMPAIGN

## FIX THE FIXERS

## IMPLEMENTATION OF NO NOON BREAK POLICY



# STRICT IMPLEMENTATION NO SMOKING POLICY WITHIN ICWD PREMISES



# INSTALLATION OF RAILING RAMP FOR PERSONS WITH DISABILITY



## **PLEDGE OF PERFORMANCE**

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;
- 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 our Hotline **(054) 299-2220** anytime

## **COMMITMENT TO COMMUNITY SERVICES**

Iriga City Water District (ICWD) believes that community service is a social responsibility. It has become an established notion that it is the responsibility of the Department of Social Welfare and Development, in tandem with Local Disaster Coordinating Councils and numerous civic and charitable organizations to provide assistance during disasters, calamities, emergencies and even during various activities.

On several instances, ICWD has joined hands with the Local Government of Iriga and other civic & religious organization in extending goods and services.



In the previous years, ICWD officers & employees has been conducting the following community services to wit:

### **1. CLEAN UP DRIVE PROGRAM**



## **2. STREET AND CANAL CLEANING**

- **From San Roque Barangay Hall to City Terminal Exit.**





### 3. FEEDING PROGRAM

- St. John Star Day Care Center, San Juan, Iriga City





- St. Claire Day Care Center, Bliss Site, La Purisima, Iriga City





- Lovely Little Angel Day Care Center, La Purisima, Iriga City





- Kindergarten Pupils, La Purisima Elem. School, Iriga City





- Oyango Tribal Settlement, Sta. Teresita, Iriga City



- Inorogan Sto. Domingo, Iriga City





#### 4. GIFT GIVING PROGRAM

- Oyango Tribal Settlement, Sta. Teresita, Iriga City



- Sta. Teresita Elementary School Pupils, Iriga City





## 5. TREE PLANTING ACTIVITIES

- Fruits & Vegetables at Masoso Pumping Station





- Herbal/Medicinal Plants at various pumping station





- Selected Seedlings at Ilian Hills, San Nicolas





## 6. WATER REFILLING AND BOTTLED WATER DISTRIBUTION

- Every Tinagba Festival



## •During Fun Run





- Oyango Tribal Settlement



- During Tree Planting Activities



## **SERVICE PLEDGE OF PERSONNEL OF THE IRIGA CITY WATER DISTRICT**

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 provision 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.

## **PRE-RETIREMENT PROGRAM**

### **I. COMPULSORY RETIREMENT**

A member shall be compulsory retired upon reaching the age of 65 regardless of length of service.

❖ The Agency shall send a letter to the retiring employee not later than one (1) year prior to the effectivity date of his/her retirement informing him/her to submit his/her expression of intent to retire and notify him/her to submit the necessary requirements at least one hundred (100) days prior to the effective date of his/her retirement.

- ❖ Upon submission of an employee's written intent to retire, provide the retiring employee with a retirement application form, with the accompanying checklist of all the requirements for retirement purposes such as agency clearance and etc.
- ❖ Upon submission of the requirement, the date of such submission shall be stamp marked on the corresponding item in the retirement application form in clear bold marks, countersigned by the proper receiving and validating employee.
- ❖ Process the application for retirement, compute the appropriate retirement benefits and verify the authenticity, accuracy and consistency of the data contained in the documents submitted.

- ❖ Not later than ninety (90) days prior the actual date of retirement, endorse to GSIS and other agencies the request of the retiring employee together with the complete set of documentary requirements.
- ❖ Conduct orientation on Pre-Retirement Program in preparation for their retirement and the need to be aware of their plight after work age.
- ❖ One (1) day before the birthday of retiring employee, the agency shall conduct a “SALAMAT-PAALAM PROGRAM” to be hosted by the agency and a plaque of service award shall be given during the salo-salo together.
- ❖ Service Incentive in a form of cash be release upon submission on agency clearance and GSIS clearance.

## **II. OPTIONAL / EARLY RETIREMENT**

A member may at his/her option apply optional retirement at the age below sixty (60) years of age subject to the approval of the head of the agency. Provided, he/she rendered at least fifteen (15) years of government service.

- ❖ A letter of intent for optional retirement shall be submitted by the employee to the agency.
- ❖ Upon submission of an employee's written intent to optional retirement, provide him/her with a retirement application form with the accompanying checklist of all the requirements.
- ❖ Upon submission of the requirements, process the application for retirement, compute the appropriate

retirement benefits and verify the authenticity, accuracy and consistency of the data contained in the documents submitted.

- ❖ Conduct orientation on Pre-Retirement Program in preparation for their retirement and the need to be aware of their plight after work age.

- ❖ One (1) day before the date of optional retirement, the agency shall conduct a “SALAMAT-PAALAM PROGRAM”.

- ❖ Claims shall be process upon submission of the retiree clearance from the Agency and GSIS.

### **III. IN CASE OF RESIGNATION / SEPARATION WITHOUT CAUSE / DEATH**

**– Same as no. II shall prevail.**

### **IV. SEPARATION WITH CAUSE / TERMINATION / DISMISSAL –**

**Forfeiture of benefits shall prevail after due process.**

## **UPDATING OF THE PLANTILLA OF PERSONNEL**

Any changes due to new appointments, promotions, retirement and resignation are immediately incorporated in the Plantilla of Personnel as soon as the processing of required documents is complete.

## **ISSUANCE OF MANUAL ON PERSONNEL MECHANISM**

Employees were furnished a copy of manual on Personnel Mechanism in order for them to be aware on the systems being implemented.



## GENERAL INFORMATION

The Iriga City Water District is located at Rufino Llagas  
Sr. St. San Roque, Iriga City;

Website Address	:	<a href="http://www.irigacitywater.gov.ph">www.irigacitywater.gov.ph</a>
Email address	:	<a href="mailto:irigawd@yahoo.com">irigawd@yahoo.com</a>
Contact Numbers	:	Hotline (054) 2994672
Commercial Division		(054) 299 2220
Administrative Division		(054) 299 5709
General Managers Office		(054) 299 6504
Technical Division		(054) 299 4672

## **HOURS OF OPERATION**

**Customer Service and Collection**  
**Monday to Friday**

**7:00 AM-6:00 PM**

**Administrative and Other Division**  
**Monday to Friday**

**8:00 AM-5:00Pm**

**Engineering & Maintenance**  
**Monday to Saturday**  
**Sunday(Skeletal)**

**7:00AM-5:00PM**

**7:00AM-5:00PM**

THANK YOU