



**ANTI-RED TAPE ACT**

# **CITIZEN'S CHARTER**

**+** TRANSPARENCY  
ACCOUNTABILITY  
RESPONSIVENESS  
PERFORMANCE

**GOOD GOVERNANCE**

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# THE KABANKALAN CITY WATER DISTRICT

## I. BACKGROUND

Kabankalan, so called because of the proliferating bangkal trees during the Spanish times, has indeed moved far and wide since her infantile stage as merely a Sitio of the Municipality of Ilog, the first capital of Negros Island. Eventually, it became a Barrio under the stewardship of Capitan del Barrio Lorenzo Zayco, known as Tan (short of Capitan) Lorenzo to all & wide-ranging Kabankalanons. It was the effort of Tan Lorenzo that transformed the lowly Barrio into a Municipality. In 1997, it became a Component City of the Province of Negros Occidental bringing tremendous progress in the area as the “Rising City of the South” as evidenced by mushrooming government infrastructures projects and gateway of eco-tourism in Southern Negros Occidental adhering closely to the administration’s slogan “Padayon ang Progreso”, meaning “Continuing Progress”. Its scenic spots, such as the Balicaocao Mountain Resort, Mag-aso Falls, Agustina Falls, among the numerous waterfalls, the mine ral-rich caves & the funfare of “Sinulog de Kabankalan” every third week of January each year. And the Udyakan Festival every month of August in celebration of its Charter Anniversary Are slowly taking shape in the records of tourism. Business had been on are upswing with the entry of migrant entrepreneurs where banking services are catered by government/private/commercial & rural/savings banks.

Kabankalan City is about 98 kms., South of Bacolod City. It is bounded on the north by the Municipality of Himamaylan City on the west by Guimaras strait, on the south by the Municipality of Ilog and on the East by the Municipality of Mabinay, Negros Oriental.

The City of Kabankalan is being served by the Kabankalan Water District (KWD), which covers nine (9) Barangays in the Poblacion and Brgys. Binicuil, Camugao Daan Banua, Tabugon, Talubangi, Hilamonan and a portion of Brgy Orong.

## II. KABANKALAN WATER DISTRICT

The Kabankalan Water District was formed in 1977, by virtue of a Sangguniang Bayan Resolution No. 27 dated April 23, 1977 pursuant to P.D. 198 & was issued a Conditional Certificate of Conformance No. 050 dated January 30, 1978 by the Local Water Utilities Administration (LWUA).

The then Manager, Dennis G. Martir, utilized the two (2) wells located at the KWD office & Progresso pumping Stations. However, due to the usage over the period of time, the KWD office & the Progresso wells deteriorated.

Since its formation, the Water District was beset with institutional problems which resulted in the intervention of the LWUA. The WD was placed under receivership in 1987 and again in 1993.

In 1987, Engr. Loreto G. Limcolioc was assigned as the Interim Administrator of KWD, vice Dennis G. Martir, to oversee the operation of the WD with the local Board of Directors were retained as policy makers.

Partial take-over was lifted in 1988 & Bernardo G. Cavile was assigned as Actg. General Manager.

Sometime in 1989, Dennis G. Martir was reinstated as General Manager of KWD.

The WD did not improve financially & began to accumulate arrears again so in 1993, LWUA again took-over the management of KWD upon the request of then Mayor Isidro P. Zayco. The management of KWD was composed of employees from LWUA who served as Interim Board of Directors & Interim General Manager in the person of Engr. Arturo C. Villaroman, Jr., with the vision of improving the quality of life of the people of Kabankalan City, the door opened for the services of the new Interim General Manager, whose leadership resulted to the increase of service connections, increase in revenues & drilling of additional well. Efforts had been made to improve the services of KWD, thus extending water supply 24 hrs. a day, standardization of the salary of employees & giving of fringe benefits.

The promulgation of the Supreme Court decision dated March 12, 1992 declaring all water districts as Government Owned & Controlled Corporations, life in the district experienced a transition & adjusted its course according to government laws, such as the Civil Service Commission, Commission on Audit & the Government Service Insurance System.

However, IGM Villaroman met local opposition & was replaced by another LWUA IGM Engr. Rei B. Bernardo in 1999 to ensure financial viability & carry out effective management of the WD.

With an effort to gradually turn over the policy making of the WD, Mr. Aquiles M. Zayco, Jr. was installed as local Board of Director sometime on 1998

& was later designated as Interim General Manager sometime in September 2003. Mr. Zayco, made representation with the LGU to reach the far flung barangays for extension projects such as Sitios Comon, Catali & Ubay of Brgy. Daan Banua & Sitio Pacul of Brgy. Hilamonan.

In 2003, the LWUA turned over the policy making functions of the KWD to the local the Board of Directors. Thus, solicitation from different sectors were made to endorse their nominees to sit as Board of Director of KWD. The newly installed Board of Directors appointed Aquiles M. Zayco, in January 2004 as the General Manager. The realization of long awaited projects was fully implemented. Expansion projects were implemented, the drilling of the additional well & purchase of generator set are just among the many projects undertaken.

The service area of Kabankalan Water District enjoyed an ample supply of water with a system pressure ranging from 10 to 28 psi during the rainy season & only 2 to 14 psi during the dry season. With its existing water sources, the Kabankalan Water District is in need of additional source to ensure a sufficient water supply.

In addition, the identified well field of Kabankalan can still accommodate an additional two production wells with an estimated total rated capacity of 40 lps which can serve another 4,000 connections. Likewise, potential surface water sources like the Hilabangan River was tapped. In 2005, the construction of Filtration Gallery was made possible through a financial loan from Development Bank of the Philippines.

Sometime in 2007, the LWUA thru Board of Trustees Resolution No. 186, s. 1997 approved the change of name of Kabankalan Water District (KWD) to Kabankalan City Water District (KCWD).

In 2014, following the retirement of Aquiles M. Zayco, Jr., Engr. Ricardo M. Regalia, Jr. Was appointed as the new General Manager of KCWD. Under Engr. Ricardo M. Regalia's leadership, Kabankalan City had high hopes for an improved and sufficient water supply.

Recently, Engr. Regalia retired, and the Board of Directors initially appointed Ms. Mary Josephine R. Gacho as the Acting General Manager. And eventually installed her as the General Manager of KCWD as per KCWD Board Resolution 048 s.2024 to continue the initiatives that have been started and to further enhance the development plans.

## **THE EXISTING WATER SUPPLY SYSTEM**

### **A. SOURCES**

#### **1. Spring**

Presently, the Kabankalan City Water District utilizes Basak spring, located in Sitio Balicaocao approximately 6.23 kms. southeast of the Poblacion at an elevation of 180 meters above mean sea level its present minimum recorded discharge of 3.5 lps., serves a portion of Barangay Hilamonan service area. The excess water goes to a 443 cum. ground reservoir and is used by the KCWD to supply the Poblacion at peak hours, enabling it to provide an additional water supply for the whole service area. This is also the primary source of the newly developed resort, funded by the City of Kabankalan, located in Sitio Balicaocao.

#### **2. Wells**

The Kabankalan City Water District presently utilizes the water provided by its four deepwells with a total rated capacity of 70 lps. The wells are equipped with 3 units 15 hp and 1 unit 25 hp submersible pumps with a standby generator set.

#### **3. Storage Facilities**

A 220 cum. concrete ground reservoir, frustum shaped, has been impounding water for the spring. It was constructed in 1935 and is located about 3.2 kms. Southeast of the Poblacion, with an overflow elevation of 54 meters.

In 2005, new reservoir with a capacity of 800 cum was added to enhance capacity and ensure a more reliable water supply for the growing population.

#### **4. Filtration Plant**

Constructed using the process of coagulation, flocculation, sedimentation and multi-media filtration. These facilities used to provide an average of 5,000 cu.m a day. The supply was pumped from the Hilabangan River by 3 unit's submersible pumps driven by one (1) 75 hp and two (2) 40 hp to the Filtration Plant. A multi-media filter is used as final filter with silica sand and activated carbon for filter media and chlorination process for disinfection.

#### **5. Steel Bolted Tank**

The newly constructed 350 cum steel bolted tank located in Brgy. Talubangi benefits the neighboring areas, including Brgy. Talubangi, Brgy. 2, Brgy. 3, Brgy. 4, Brgy. 5, Brgy. 6, and other surrounding areas.

#### **6. Transmission and Distribution Facilities**

The Kabankalan City Water District is served thru GI, uPVC & P.E pipes with varying sizes ranging from 5 mm to 250 mm of transmission and distribution lines with a total approximated length of 30 kms.

#### **7. Service Connections**

At present a total of 9,430 housing units in the whole service area with service connections, serving approximately 70% of the total housing units in the KCWD service area. The remaining 30 % gets its domestic water source from privately constructed shallow wells or from deep wells equipped with jetmatic pumps, constructed by the DPWH or the Local Government Unit of Kabankalan.

#### **8. Chlorination Facility**

Portability of the Water is assured thru chlorination from the sources. The WD provides chlorination thru chlorinator pumps installed in the pumping stations and Filtration Plant. A drip type chlorination is likewise installed at the coagulation pond of the Filtration Plant ground reservoir in Sitio Lupni. Furthermore, a regular monitoring of the presence of pathogenic bacteria is being done by the WD. Also, flushing is employed by the WD to rid the system of accumulated silt in the pipelines.

Satellite chlorinators are strategically located at Guanzon St., Brgy. Hilamonan, FZO Subd. and Public Market, Brgy.1.

### **IV. FUNDING SOURCES**

The Kabankalan City Water District got its funding from the Local Water Utilities Administration thru various loans from 1979 to present. The total loans availed by the WD amounted to P12,296,219.84 which was fully amortized as of 2018.

In 2003 and 2009, the KCWD availed a financial loan from the City of Kabankalan amounting to P780,660.00 and P400,000.00 respectively, for the construction of transmission lines from the newly constructed pumping station located at Brgy. Hilamonan to the City proper and rehabilitation of pipelines. This loan is scheduled to be fully paid by November 2020.

In 2005, the KCWD availed a P15M loan from DBP for the construction of Filtration Plant located at So. Lupni. This loan was fully paid as of 2018.

## **V. FINANCIAL CONDITION**

The Kabankalan City Water District, with its present average gross revenue generation of P5.47M/month from January to April 2020, is up to date in its payments of its contractual obligations and as well as cover its monthly operational and maintenance expenses with a significant budget to finance its expansion projects.

## **VI. FUTURE TARGETS**

Meanwhile, wait for the full development of private subdivision projects, with a potential 3,000 prospective households, the subdivision projects had been issued with a certification that they can be served by the KCWD with an abundant and potable water supply.

Likewise, the KCWD hopes to fully utilize the spring and can realize additional source thru a deep well construction in Brgy. Tabugon which is approximately 33 kms. from the Kabankalan City which can give additional service connections.

Utilization of Mag-aso Spring, with the help of LWUA Engineers which conducted an ocular inspection, site visit and feasibility study of the proposed site for possible additional raw water source.

## **VII. ACTION PLAN**

The Kabankalan City Water District was taken over the Local Water Utilities Administration sometime in 1993 for the following reasons:

1. The WD is in arrears of P2M.
2. The Mayor had requested for the take-over.
3. The people had lost confidence in the WD due to the poor service.
4. The pending loan for water supply development will be re-introduce.
5. Institute reforms to restore WD viability.

The Water District in order to meet its target revenue, efforts to limit the expenses. Other maintenance expenses such as reservoir rehabilitation and service connection rehabilitation in order to further reduce unaccounted for water. Capex for additional equipment and rehabilitation of administration building was set aside to give priority to revenue generating expansion projects.

The KCWD conducted a survey, site inspection and project study for Mag-aso Falls. This is in view of the water district's plan to increase the supply of water to meet the increasing demand especially during peak hours.



# KABANKALAN CITY WATER DISTRICT

## *Mission*

*To improve the quality of life of the people of Kabankalan City by providing them with safe, abundant, potable and affordable supply of water for its growing population and for future generation.*

## *Vision*

*To be recognized as one of the best-performing water district in Negros Occidental.*



## Core Values

Excellence  
Teamwork  
Professionalism  
Work-oriented  
Holy Fear of God

## Strategic Objectives/Priorities

1. Adequate, potable and reliable 24/7 water supply
2. Septage Management
3. Installation of additional water service connections
4. Sustainable revenue generation
5. Social responsibility and responsiveness

## Our Mandate

*Kabankalan City Water District, is a Government-Owned and Controlled Corporation, formed pursuant to Presidential Decree 198 otherwise known as the “ Provincial Water Utilities Act of 1973 “ for the purpose of:*

*(a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,*

*(b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and*

*(c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.*

## Performance Pledge

*We the officials and employees of the Kabankalan City Water District pledge and commit to deliver quality public service with outmost efficiency for concessionaire’s satisfaction.*

*To improve the quality of life of the people of Kabankalan City by providing them with safe and abundant water supply to sustain the development of this water industry for the growing population and future generation.*

*Adequately delivers 24/7 water supply and renders public assistance.*

*Efficiently and effectively perform or duties and responsibilities towards the realization of the water district’s vision and mission statement.*

*To be the prime mover in the preservation of the flora, where, WATER, the most basic requirement in life, depend.*

*To steadfastly lift, through judicious management, the human and financial resources of the Kabankalan City Water District thus, making it a strong catalyst for good governance and economic growth.*

*Conscious and active in the implementation of laws, rules and regulations governing the operation of the water district.*

*So help us God.*



# KABANKALAN CITY WATER DISTRICT

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## **EXTERNAL SERVICES**

## 1. APPLICATION FOR NEW SERVICE CONNECTION

Refers to the application for a water service connection of a household.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	KCWD TO CONCESSIONAIRES			
<b>Who May Avail</b>	Kabankalan City Residence			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate 2. Application Form		1. Kabankalan City Hall 2. KCWD Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go To Customer Service Counter and get application form for New Service Connection	Orient applicant on how to fill-up form	None	3 minutes	Customer Services Assistant
2. Completely Fill-up the Application Form.		None	5 minutes	
3. Submit the CTC and Application Form at the Customer Service Counter	-Review Submitted requirement, check form if properly accomplished by applicant and advice applicant to wait for a telephone call for verification of the area applied  -Actual Inspection of the area applied	None  None	10 minutes	Customer Services Assistant  Water Maintenance Man
(After verification via telephone call/text) 4. Go back to KCWD office and pay installation charge.	Issue Official Receipt	<b>₱2,500.00</b> - Cluster Connection <b>₱3,000.00</b> - Earth Excavation <b>₱4,100.00</b> - Earth & Concrete Excavation	5 minutes	Cashier
5. Go back to Customer Service Assistant	Orient Applicant on policies on service connection	15 minutes		Customer Services Assistant
<b>TOTAL</b>			<b>23 minutes</b>	

## 2.PAYMENTS OF WATER BILL/S

This refers to the payment of consumed water supply as indicated in the water bill given monthly.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	CONCESSIONAIRES TO KCWD OFFICE BILL COLLECTOR			
<b>Who May Avail</b>	Concessionaire			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FULL PAYMENT</b>				
1. Get priority number at the guard on duty and wait for your queue	Give Priority number	None	1 minute	Guard on Duty
2. Go to the designated Bill Collector when your number is called and present your water bill/Statement of Account or Account number	Receive Water Bill, Accept & Validate Payment and issue Official Receipt	Amount billed reflected on SOA/Water Bill	4 minutes	Office Bill Collector
<b>TOTAL</b>			<b>5 minutes</b>	
<b>PARTIAL PAYMENT</b>				
1. Go to Commercial Division Head and request for allowable partial payment	Verify customer record if partial payment is allowed	Amount required	5 minutes	Commercial Division Head
2. Get priority number at the guard on duty and wait for your queue	Give Priority number	None	1 minute	Guard on Duty
3. Go to designated Bill Collector when your number is called and	Receive Water Bill, Accept &	Amount billed reflected on	2 minutes	Office Bill Collector

present your water bill/Statement of Account or Account number	Validate Payment and issue Official Receipt	SOA/Water Bill		
<b>TOTAL</b>			<b>8 minutes</b>	
<b>BILLSPAYMENT</b>				
1. Go to MLhuiler on or before your due date.	MLhuiler personnel will receive payment & issue Official Receipt	Amount reflected on Water Bill and ML will charge additional 10 pesos for Service Fee	15 minutes	ML Cashier
2. Go to save more On or before your due date.	Save more personnel will receive payment and issue Official Receipt	Amount reflected on Water Bill and save more will charge additional 10 pesos for Service Fee	15 minutes	Save more Cashier
<b>TOTAL</b>			<b>15 minutes</b>	

### 3. RE-OPENING OF WATER SERVICE CONNECTION

Means the request of the concessionaires for a reconnection of hir/her disconnected water service connection.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	KCWD TO CONCESSIONAIRES			
<b>Who May Avail</b>	Concessionaires			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go To Customer Service Counter verify status of connection	Provide information on unpaid charges, status of service connection and requirement for reconnection	None	3 minutes	Customer Services Assistant
	Prepare Service Request	None	1 minute	Customer Service Assistant
2. Go to Office Bill Collector and Pay your Account Balance	Receive Payment & Issue Official Receipt	Amount Required	3 minutes	Office Bill Collector
3. Go to Cashier and pay Reconnection Fees	Receive Payment & Issue Official Receipt	below 1 month with or w/o account <b>₱100.00</b>	3 minutes	Cashier
		1 month up& below 1yr (w/ accounts) <b>₱500.00</b>		
		1 yr. & above (w/ accounts) <b>₱2,500.00</b>		
		1 month & above (w/o accounts) <b>₱500.00</b>		
<b>TOTAL</b>			<b>10 minutes</b>	



#### 4. RELOCATION/TRANSFER OF WATER METER

Relocation of water meter means the transfer of water meter within the vicinity residence of a concessionaire, while transfer of water meter refers to the transfer of water meter from one place to another.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	KCWD TO CONCESSIONAIRES			
<b>Who May Avail</b>	Concessionaires			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Water Bill/ Account Number		1. Distributed on the specified schedule 2. Customer Service Assistant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go To Customer Service Counter and request for relocation/transfer of water meter	Verify status of connection, provide information and prepare Service Request for inspection	None	10 minutes	Customer Services Assistant
2. Wait for inspection on site	Conduct inspection and verify water supply of proposed relocation site. Make Report	None		Water Maintenance Man
3. Requested for Transfer	Transfer water Meter from one place to another	<b>₱2,500.00</b> - Cluster Connection <b>₱3,000.00</b> - Earth Excavation <b>₱4,100.00</b> - Earth & Concrete Excavation		Water Maintenance Man
Requested for Relocation	Relocate Water Meter from one position to another or w/in the residence & property line of KCWD	<b>₱600.00</b>		Water Maintenance Man
4. Go to Cashier and pay Reconnection Fees	Verify Service Request -Receive Payment and issue Official Receipt		3 min.	Cashier
<b>TOTAL</b>			<b>13 minutes</b>	

## 5. CUSTOMER SERVICE ASSISTANCE

It is the service provided by the KCWD in attending the queries, request and complaints of the concessionaires.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	KCWD TO CONCESSIONAIRES			
<b>Who May Avail</b>	Concessionaires			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Water Bill/ Account Number			3. Distributed on the specified schedule 4. Customer Service Assistant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>WALK-IN REPORT/COMPLAINT/QUERY/REQUEST</b>				
1. Go To Customer Service Counter and air your complain	Receive, discuss and encode customer's concern, including customer's name, address, account number, contact number at the Service Request Logbook	None	5 minutes	Customer Services Assistant
2.	Provide answer to customer if concern can be answered outright. If not, inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	None		Customer Services Assistant
<b>THROUGH PHONE (Call 09185287685 )</b>				
1. Call 09185287685	Receive, discuss and encode customer's concern, including customer's name, address, account number, contact number at the Service Request Logbook	None	5 minutes	Customer Services Assistant
	Provide answer to customer if concern can be answered outright. If not, inform customer that concern shall be processed and to expect feedback based on duration of service/action required.	None		Customer Services Assistant
<b>TOTAL</b>			<b>5 minutes</b>	

## FEEDBACK MECHANISM

<b>How to send feedback</b>	Concessionaires can answer the client feedback provided at the concessionaires area and can drop it at the drop box.
<b>How feedback is processed</b>	<p>PACD will check the drop box every Friday at 4:30 PM and record the feedback submitted.</p> <p>Feedback that requires answer will be provided to the relevant department and they are mandated to answer within 5 days.</p>
<b>How to file a complaint</b>	<p>Complaint can be filed through phone, email or walk in.</p> <p><b>Complaint in SERVICES</b> Concessionaires must provide name, account number and location for verification.</p> <p><b>COMPLAINT ON A SPECIFIC PERSON</b> Concessionaires/client must provide the following: -Name of person being complained -Incident -Evidence</p>
<b>How the complaints are processed</b>	<p>The customer Service Assistant Receive, discuss and encode customer's concern, including customer's name, address, account number, contact number at the Service Request Logbook</p> <p>Provide answer to customer if concern can be answered outright. If not, inform customer that concern shall be processed and to expect feedback based on duration of service/action required.</p>
<b>Contact information of Customer Service Assistant</b>	<p>(034) 746 7188 Email: kcwd_negros@yahoo.com</p>



## **INTERNAL SERVICES**

## 1. APPLICATION FOR VACATION LEAVE/SPECIAL LEAVE

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. (**Section 52, CSC MC No. 41, s. 1998**)

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application Form (CSC Form 212 Revised 2017) -File at least 5 days before the date of leave if necessary		1. KCWD Office		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application for Leave Form	Give Application for Leave	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the Application Form if approved	None	1 minute	Division Head
4. Submit the Application Form to HR for Verification	HR will check the availability of leave balance	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 2. APPLICATION FOR SICK LEAVE

Sick leave is granted only on account of sickness or disability of the employee or any member of his family (parents, brothers, sisters, children, legal spouse, and even house help who are living with the employee). (Section 54, CSC MC No. 41, s. 1998)

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application form (CSC Form 212 Revised 2017) -May file before or after the date of leave  2. Medical Certificate for application of 5 days or more		1. KCWD Office   1. Physician		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form	Give Application Form	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the AF if approved	None	1minute	Division Head
4. Submit the Application Form to HR for Verification	HR will check the availability of leave balance	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

### 3. APPLICATION FOR MATERNITY LEAVE/BENEFITS

*An Act Increasing the Maternity Leave Period to One Hundred Five (105) Days for Female Workers With an Option to Extend for an Additional Thirty (30) Days Without Pay, and Granting an Additional Fifteen (15) Days for Solo Mothers, and for Other Purposes. **REPUBLIC ACT No. 11210***

Maternity Leave refers to leave of absence granted to a female government employee legally entitled thereto, in addition to vacation and sick leave, to extend the working mother some measures of financial help and to provide her a period of rest and recuperation in connection with her pregnancy.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application form (CSC Form 212 Revised 2017) 2. Brief to the General Manager		1. KCWD Office		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form	Give Application Form	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the Application Form if approved	None	1minute	Division Head
4. Submit the Approved Application Form together with all the requirement to HR Manager for Verification	HRM will check all the requirements and verify the status of pregnancy	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

#### 4. APPLICATION FOR PATERNITY LEAVE

Every married male employee is entitled to paternity leave of seven (7) working days for each of the first (4) deliveries of his legitimate spouse.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Medical Certificate of Wife</li> <li>3. Marriage Contract</li> </ol>		<ol style="list-style-type: none"> <li>1. KCWD Office</li> <li>2. Physician</li> </ol>		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form	Give Application Form	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the Application Form if approved	None	1 minute	Division Head
4. Submit the approved application form to HR for verification together with all the requirement	HR will check all the requirements for verification	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	



## 5. REHABILITATION LEAVE/ BENEFITS FOR JOB-RELATED INJURIES

Rehabilitation Leave may be granted to all employees for disability on account of injuries sustained while in the performance of duty.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
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<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application Form 2. Medical Certificate 3. Blotter Report 4. Case Report		1. KCWD Office 2. Physician 3. PNP Kabankalan		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form	Give Application for Form	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the AF if approved	None	1 minute	Division Head
4. Submit the approved application form to HR for verification together with all the requirement	HR will check all the requirements and verify the events	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 6. SPECIAL LEAVE BENEFITS FOR WOMEN

Any female public sector employee, regardless of age and civil status, shall be entitled to special leave of a maximum of two (2) months with full pay based on her gross monthly compensation, provided she has rendered at least six (6) months aggregate service in any or various government agencies for the last twelve (12) months prior to undergoing surgery for gynecological disorders.

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Application form (CSC Form 212 Revised 2017) -File 7 days before the operation		1. KCWD Office		
2. Medical Certificate for application of 5 days or more		1. Physician		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form	Give Application Form	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.		None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the AF if approved	None	1 minute	Division Head
4. Submit the Application Form to HR for Verification	HR will check all the requirements	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 7. MONETIZATION OF VACATION LEAVE

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

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Letter to the GM and state the emergency reason of Monetization</li> </ol>		1. KCWD Office		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form for Monetization	Give Application for Form for Monetization	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.		None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the AF if approved	None	1 minute	Division Head
4. Submit the approved application form to HR for verification	HR will check the availability of leave balances	None	1 minute	HRM
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 8. MONETIZATION OF SICK LEAVE

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

<b>OFFICE</b>	KABANKALAN CITY WATER DISTRICT			
<b>Classification</b>	SIMPLE			
<b>Type Of Transaction</b>	EMPLOYEES TO HR			
<b>Who May Avail</b>	KCWD EMPLOYEES			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Medical Certificate</li> <li>3. Letter to the GM and state the emergency reason of Monetization reflected on the medical certificate</li> </ol>		<ol style="list-style-type: none"> <li>1. KCWD Office</li> <li>2. Physician</li> </ol>		
<b>EMPLOYEE STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Admin Division and get Application Form for Monetization	Give Application Form for Monetization	None	1 minute	Administrative Assistant
2. Completely Fill-up the Application Form.	None	None	1 minute	Employee
3. Submit the Application Form to the specified Division Head for Approval	Division Head will sign the AF if approved	None	1 minute	Division Head
4. Submit the approved application form to HR for verification together with all the requirement	HR will check the availability of leave balances	None	1 minute	HR Manager
5. Submit the Approved Application Form to the office of the General Manager for final approval	General Manager sign the Application Form	None	1 minute	General Manager
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## DISCONNECTION



*It is the policy of KCWD to disconnect the water service of the concessionaires with unpaid overdue accounts. Disconnection is a tool to facilitate collection and shall be implemented with outmost care after all the effort to collect fails. It is implemented based on the contract entered by KCWD and the concessionaire.*

*If no payment is made after due date, service may be disconnected without further notice. Delinquent consumers will not be reconnected unless all delinquent accounts are fully paid.*

## ILLEGAL USE OF WATER

*Any person who tampers water meter, uses jumpers, pilfers water meters is punishable by law through imprisonment and shall pay a fine ranging from P1,000.00 to P2,000.00.*

*As approved by the board of directors through KCWD Resolution No. 63, s. 2006, illegal use of water is defined as:*

- a. Tampering of water meter*
- b. Unauthorized selling of water*
- c. Unregistered connection or unauthorized tapping*
- d. Bypassing of water meter*
- e. Unauthorized opening of hydrants*
- f. And all other users that shall be deemed illegal.*



*Concessionaires caught with illegal connection shall be immediately disconnected without prior notice.*

### **THE FOLLOWING PENALTIES SHALL BE IMPOSED.**

**1<sup>st</sup> Offense-** *P1,000.00 + cost of estimated water consumed during the period of illegal use of water and/or filing of criminal charge.*

**2<sup>nd</sup> Offense-** *P2,000.00 + cost of estimated water consumed during the period of illegal use of water and/or filing of criminal charge.*

**3<sup>rd</sup> Offense-** *disqualification from getting water service and automatic filing of criminal charges as provided for in the law.*

*It is further the responsibility of the concessionaire to pay bills on time, and cooperate with the water district by reporting illegal connections and leakages at the KCWD office. Informant of an illegal use of water shall be awarded P500.00*

## **CUSTOMER ACCOUNTS**

### **METER READING**

*The meter reader reads water meters monthly as scheduled, and furnishes notice of reading to concessionaries indicating the consumption in cubic meter, the amount and the due dates. Failure to receive a notice of reading does not relieve the liability of concessionaries to pay his bills; the same is available at the KCWD office ten (10) days before the due of payment. Any complaints concerning big consumption is entertained in the office.*

### **BILLING**

*Within 3 days after reading, the billing clerk encodes the consumption and prepares the billing summary of every zone. Billing adjustment is applicable for current bill only.*

### **COLLECTION**

*Collection hours starts 8:00 am – 4:00 pm daily at KCWD office except on Saturday, Sunday and Holidays. Due dates are scheduled every zone to cater the needs of the concessionaires paying.*

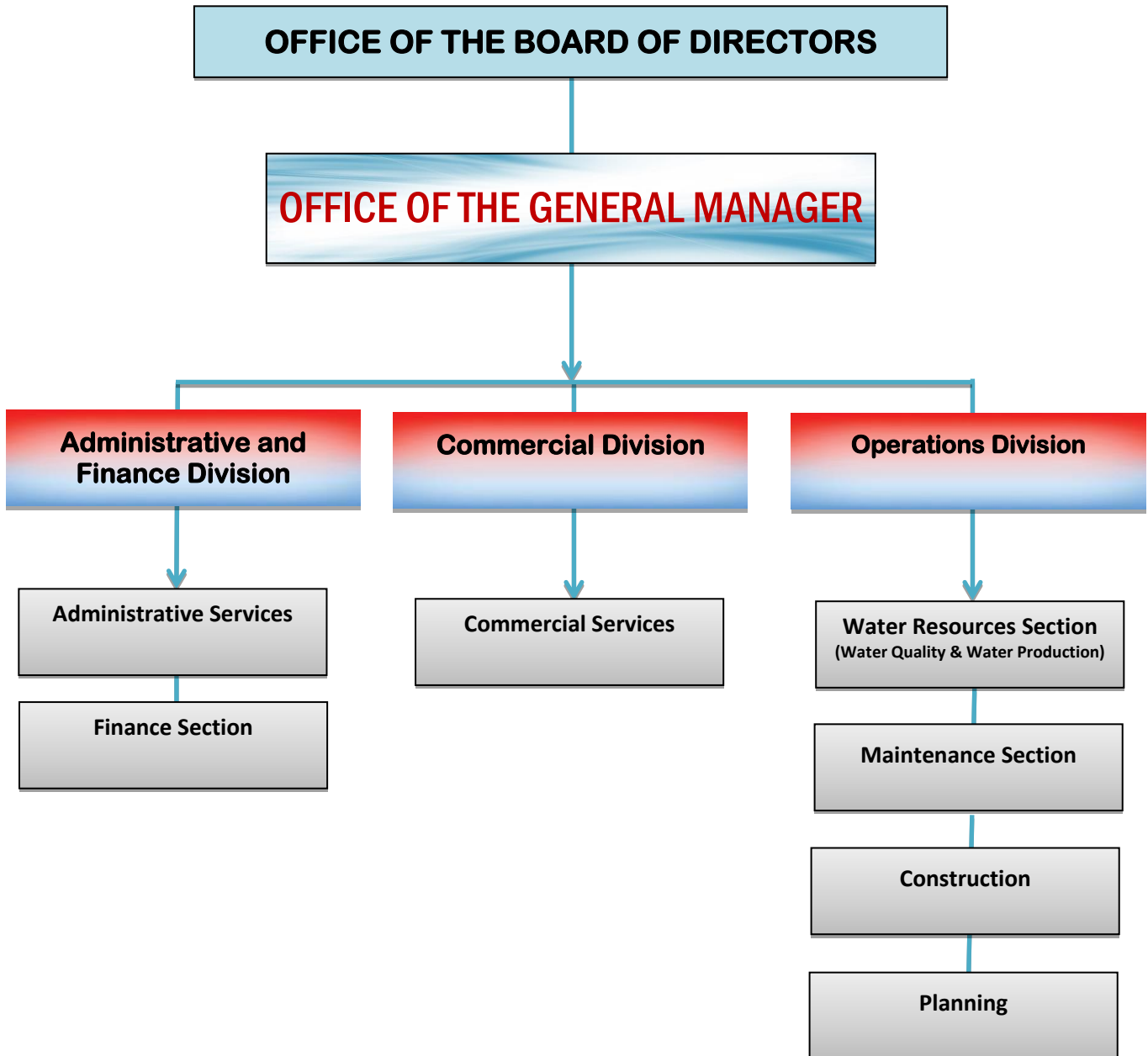


# KABANKALAN CITY WATER DISTRICT

Cor. Rizal – Tayum Sts., Kabankalan City, Negros Occidental

-ooOoo-

## FUNCTIONAL CHART





# ORGANIZATIONAL OVERVIEW

## Office of the General Manager

1. Sets organizational goals and objectives
2. Execute over-all and general supervision of the operation of the KCWD
3. Execute policies formulated by the Board of Directors



## ADMINISTRATIVE DIVISION

### General Administration/Management of Company Assets

- In-charge of and performs the repair and maintenance of vehicles and equipment, building and other structures including electrical and plumbing services;
- Responsible for monitoring and processing the documentary requirements for land title, payment of land taxes, and insurance premiums on properties and vehicles including annual LTO registration, employee's fidelity bond and the like and
- Responsible for receipts and issuance of property and equipment, materials and supplies

### Purchasing/Procurement

- Responsible for facilitating the procurement of supplies/materials, etc. of the agency

### Human Resource Management

- Responsible for the personnel selection and recruitment of the district's human resources requirements and custody of personnel 120 files
- Responsible for human resource development and training

### Records Management

- Storage/archival of company records and files as well as disposal of which in accordance with records retention policy

## Finance Section

### Cash and Fund Management

- Responsible for proper disbursement of agency's fund adoption of proper accounting and auditing system and practices and compliance with legal and corporate guidelines;



- Responsible for withholding of all personnel and agency's statutory obligations and remit the same to agencies concerned
- Responsible for preparation of payroll and other benefits of all employees and officials and facilitate payment for all transactions of the district
- Remittance of payment for water district obligations
- Collection of receivables
- Deposit and investment of cash
- Monitoring cash flow

### **Budgets and Financial Forecasting**

- Budget preparation/consolidation
- Budget monitoring

### **Financial Statements Preparation and Reporting**

- Accounting/bookkeeping of water district financial transactions
- Preparation, generation of financial statements and other reports
- Maintaining records of properties, inventories, and other assets



## **COMMERCIAL DIVISION**

### **Marketing/Sales of Products/Services of the Water District**

- Make promotions of KCWD services
- Conduct market study on proposed and new service area

### **New Accounts (Concessionaires') Processing**

- Process application for New Water Service Connection and Reconnection, renewal of contracts

### **Customer (Concessionaire) Relations and Services**

- Prepare service requests for reconnection, relocation, elevation of water meter, change meter, inspection of service connections for varied purposes, etc.
- Conduct inspection/investigation for new connections, reconnections, high/low consumption, stuck-up/inverted/damage/lost water meter, reclassification of connections, probable illegal connections, negative reading, leakages, etc.
- Accept application/renewal of Senior Citizen's Discount

### **Meter Reading and Billing of Accounts**

- Conduct monthly reading of water meters and deliver billing notices to concessionaires
- Bill concessionaries for their consumption

### **Disconnection and Reconnection of Accounts**

- Implement disconnection policy

### **Accounts Receivable Monitoring**

- Monitor past due accounts and follow-up collections thereof



## **OPERATIONS DIVISION**

# **Water Resources Section**

### **Water Generation and Distribution**

- Identification and development/drilling of water source
- Operation and maintenance of pumping stations
- Maintaining desired water pressure level in all distribution lines
- Monitoring pumping equipments/ machineries performance and perform maintenance checks

### **Quality Control and Assurance**

- Responsible for water treatment, disinfection, water quality control
- Periodically submits water samples for laboratory testing required by the Department of Health on potable water
- Perform regular flushing of distributions lines

### **Environmental and Watershed**

- Coordinates with DENR for the Watershed Rehabilitation Project being undertaken by the water district in agreement with said government agency

# Maintenance Section

## Repairs and Maintenance of Transmission, Distribution, Service Laterals, and Water Service Connection Pipelines

Predictive and preventive maintenance including immediate repair of the following:

- Transmission, distributions, service lateral and water service connection pipelines and appurtenances such as hydrants, blow-off valves, gate valves, air release valves, etc.
- Restored grounds and other affected structures during construction, repair and maintenance works
- Upgrading of deteriorated and undersized pipelines
- Installation of water service laterals

## Water Meter Calibration and Maintenance

- Keeping record and performing periodic calibration and maintenance of installed water meters of concessionaries every 5-year cycle

## Monitoring Distribution Pipeline Network

- Keep and update computerized maintenance records of water service connections, isolation valves, hydrants and blow-offs
  - Perform periodic inspection of the distribution pipelines to ensure there is no leakage and lessen NRW
-



# KABANKALAN CITY WATER DISTRICT

Cor. Rizal-Tayum Streets Kabankalan City, Negros Occidental

## ORGANIZATIONAL STRUCTURE

### OFFICE OF THE BOARD OF DIRECTORS



Jocelyn E. Ynchausti, CPA  
Secretary, BOD



Rev. Noe H. Abello  
Vice Chairman, BOD



Luis S. Azcona  
Chairman, BOD



Mrs. Amie G. Cantas  
Auditor, BOD



Mrs. Marilou C. Fernandez  
Treasurer, BOD



MARY JOSEPHINE R. GACHO  
General Manager



Yobelle E. Martir  
Admin. Services Aide

### Administrative and Finance Division



Sheila Guillot-Guadalupe  
Admin. Division Manager C



Chastine C. Tingson  
Corporate Budget Officer



Richelle G. De Jesus  
Cashier



Mercy M. Valdesis  
Corporate Account Analyst



Nichole G. Mendoza  
Property/Supply Officer



Jenelyn M. Paborada  
Secretary HR Designate



Jirah S. Pornete  
Admin. Services Assistant



Luvila Mae V. Gestupa  
Clerk Processor B



Jeffyl S. Paltu-ob  
Administrative Services Aide



Glenn E. Urciana  
Driver



Vic C. Dela Cruz  
Utility Worker

### Commercial Division



MICHAEL I. AUTILLO  
OIC, Commercial Division Manager



Mylene P. Fuentes  
Customer Services Assistance



Arianna Michelle Tapia  
CSA/Bill Collector



Mary Mainie R. Tabino  
CSA/ Bill Collector



John R. Camparecio  
WRF/Meter Reader



John Michael M. Ejar  
WRF/Meter Reader



Reynaldo G. Besas  
CSA/Meter Reader



Ched R. Gacho  
CSA/Meter Reader



Mark Edison R. Guillot  
CSA/Meter Reader



Gene Francis B. Martir  
CSA/Meter Reader



Chona D. Snook  
Customer Services Aide



Reiman M. Rivera  
Customer Services Aide



Lance Jerome Ertrope  
Customer Services Aide



Joanel S. Dela Cruz  
Disconnection



Joey M. Rivera  
ISG/Disconnection



Ronnel Franco  
Disconnection

### Operations Division



Engr. Michael John B. Bocol  
Operations Division Manager



Engr. Herbert V. Saligumba  
CSA/Engineering Assistant

### Production Section



Jimmy C. Vicente  
WMM/Pump Operator



Larry A. Gregorio  
Pump Operator



Noel R. Padpad  
Pump Operator



Arnell R. Pabania  
Pump Operator



Clayton F. Castel  
Pump Operator



Paul Adrian V. Colamba  
Pump Operator



John Norman P. Guillermo  
Pump Operator



Aran C. Sibur  
Pump Operator



Jason R. Pabania  
Pump Operator



Dennis P. Carbonell  
Pump Operator



Jayson G. Bugalon  
Pump Operator



Robby Binson C. Morales  
Pump Operator



Rodolfo L. Linas  
Pump Operator



Jesson M. Alpuerto  
Pump Operator



Reno Dela Cruz  
Pump Operator



Roosevelt D. Narciso  
Pump Operator



Vincent D. Tormon  
Pump Operator



Vicente R. Tagay  
Engineering Services Aide

### Maintenance Section



Robin R. Pabania  
WRF/Water Maintenance Head



Elzor G. Castillo  
Water Maintenance Man



Nelson A. Villajera  
Water Maintenance Man



Jay C. Gonzales  
Water Maintenance Man



John Jee F. Gamelon  
AS/Water Maintenance Man



Primitivo T. Hisana, Jr.  
Water Maintenance Aide



Joseph M. Cuales  
Engineering Services Aide



Mark C. Gonzales  
Engineering Services Aide



Juan Carlos Ramos  
Water Maintenance Aide



Jason Montesino  
Water Maintenance Aide



Elben A. Gordon  
Water Maintenance Aide



Bongbong T. Montesino  
Water Maintenance Aide



Greg Pabania  
Water Maintenance Aide



Melchor L. Bulahan  
Water Maintenance Aide

-as of August 2024

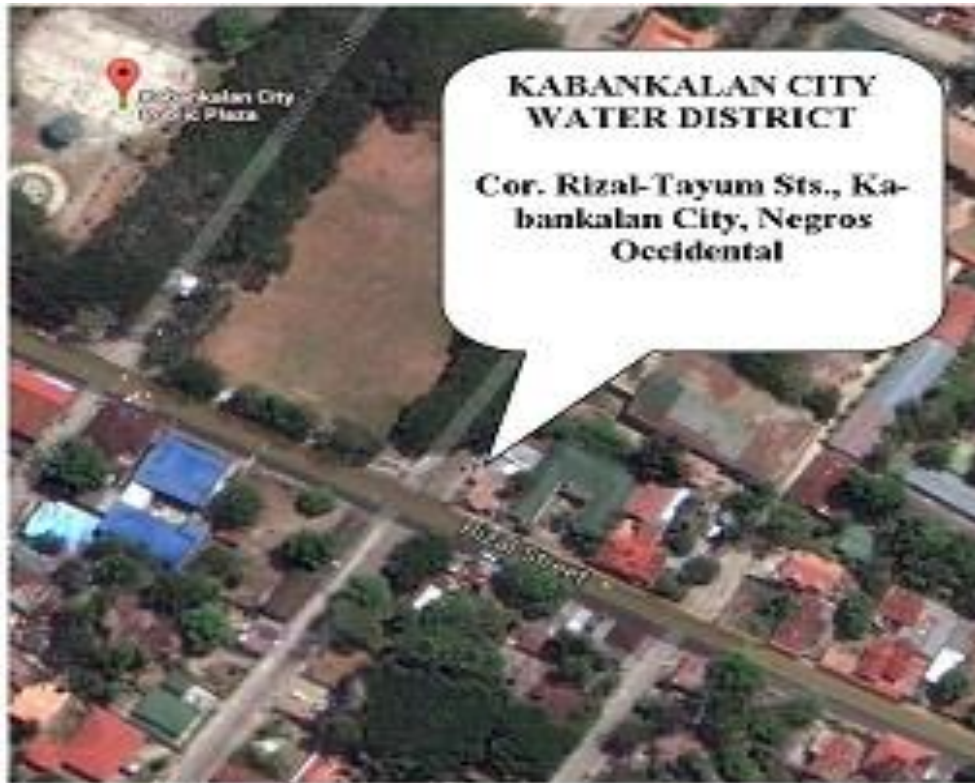


# KABANKALAN CITY WATER DISTRICT

Cor. Rizal-Tayum Sts., Kabankalan City, Negros Occ., Philippines, 6111

Tel. No. (034) 746-7188

[www.kabankalanwater.gov.ph](http://www.kabankalanwater.gov.ph)



## **Our Office Address**

Cor. Rizal-Tayum Streets, Brgy. 8

Kabankalan City, Negros Occidental

Phone: (034) 746 7188

## **Our Customer Service Center**

E-mail: [kcwd\\_negros@yahoo.com](mailto:kcwd_negros@yahoo.com)

Website: [kabankalanwater.gov.ph](http://kabankalanwater.gov.ph)