



# METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM CORPORATE OFFICE



**EMPLOYEE'S BRIEFING MANUAL  
JULY 2018**

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

# TABLE OF CONTENTS

1.1 The Metropolitan Waterworks and Sewerage System, 2-3

- Water Security Legacy Plan 4-5

1.2 Brief History of MWSS, 6

1.3 Organizational Structure, 7

1.4 Employment Conditions, 8

1.5 Employee Welfare and Benefits, 9-11

1.6 Leave and Attendance Policies, 12-16

1.7 Employee Discipline, 16

1.8 Employee Separation, Turnover, and Clearance System, 17-18

Telephone Directory, 19-20

## **1.1 THE METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM**

### **Vision**

MWSS is the prime mover and guardian of water security providing adequate, safe, reliable and affordable water and sewerage services to Metro Manila and its existing and future coverage areas, while ensuring the sustainability of its water resources and the intelligent and right use of water.

### **Mission**

*For Metro Manila and its adjacent towns:*

- Protect, secure, optimize and expand our water sources, their watersheds and infrastructure
- Provide equitable access to clean, potable and affordable water
- Aggressively increase the coverage of sewerage disposal system
- Ensure prudence and efficiency in the implementation of all our plans, including those we accomplish through our agent concessionaires, and in doing so, deliver affordable water tariffs that will support the long term water security program for Metro Manila and all covered areas.

*For our Employees:*

- Inculcate respect in the meaningful roles and contributions as part of nation building to the inter-generational legacies being pursued by the Corporation.

### **Our Values (SQuIRT)**

Service Excellence

Quality

Integrity

Results-Orientation

Transparency

### **Our Corporate Philosophy**

We pursue water security with profound respect for the environment and the resources we utilize, fully cognizant of the truth that in their continuous use lies the future of the country's successful and sustainable economic growth and the very life and livelihood of our countrymen now and for generations to come.

### **Our Corporate Policy**

We institute these beliefs and values in our way of life, through leading by example and by making them an integral part of our performance management system.

## **Goals and Functions**

The law that created the pre-privatized MWSS has set the objective of the corporation into “ensuring an uninterrupted and adequate supply of potable water for domestic use and other purposes at just and equitable rates.”

The transfer of the operations of MWSS to its concessionaires inevitably resulted into the transfer of some, if not all, of the operations of the former to the latter. MWSS’ mandate, however, of providing an uninterrupted and continuous supply of potable water remained.

Manila Water Company, Inc. (MWCI), a consortium of the Ayala Corporation and its international partners has, among other goals and objectives, of – (1) ensuring, over the next three years, the 24 hour supply of clean drinking water in its concession area; (2) expanding water services to new customers in developing new water sources; (3) rehabilitating the water supply and distribution network to minimize leakage and (4) reduction of non-revenue water (NRW) to the lowest possible level.

Maynilad Water Services, Inc. (MWSI), on the other hand, aims “to transform MWSS into an efficient and modern water distribution system while setting up sanitation and sewerage services.”

Despite its privatization, MWSS retained several functions, primary of which is development of new water sources. Among others, MWSS retained the functions of (1) facilitating the exercise by the concessionaires of its agency powers; (2) carrying out accounting and notification functions; (3) monitoring, reporting, and administering the MWSS loans, and performing related functions in connection with existing projects; (4) providing such other services or functions; (5) managing and/or disposing of the retained assets; and (6) managing and operating the UATP.

These retained functions are presently the responsibility of the CO. The CO’s functions are further delineated by the functions of the RO which is primarily mandated to implement the provisions of the Concession Agreement.



**WATER SECURITY LEGACY PLAN<sup>1</sup>.** A long-term master plan to water sustainability. It put together all the necessary elements to realize MWSS' general objectives on water. There are seven (7) separate focus areas of policy and implementation. While specific and defined in scope, these 7 overlapping bubbles must always be knitted together and must remain inseparable. One without the other is aimless.

**Legacy 1. Water Resources and Infrastructure Development, Management and Protection.** – To ensure Concessionaires' compliance to the original Concession Agreement (1997-2022) and the Concession Agreement's Term Extension (2022-2037) on water resources and infrastructure development, MWSS will a) Ensure the delivery of new water sources that satisfy the projected water demand from year 2011 and beyond; b) Optimize existing facilities and improve on water resources management by way of policy and infrastructure.

**Legacy 2. Water Distribution Efficiency.** – To ensure Concessionaires' compliance to the original Concession Agreement (1997-2022) and the Concession Agreement's Term Extension (2022-2037) on water supply connection.

**Legacy 3. Sewerage and Sanitation Compliance.** – To ensure Concessionaires' compliance to the original Concession Agreement (1997-2022) and the Concession Agreement's Term Extension (2022-2037) on sewerage and sanitation services.

**Legacy 4. Water Rates Review and Rationalization.** – a) To protect the consuming public as the ultimate benefactor of MWSS; b) To ensure prudence and efficiency of Concessionaires' Business Plans; c) To value and recognize the business sustainability of the Concessionaires.

**Legacy 5. Organizational Excellence.** – a) To promote a culture of excellence and accountability within the agency and ensure the employees' general well-being; b) To elevate MWSS to international professional standards in governance, finance, engineering and guiding principles and mandates of Government Owned and Controlled Corporations.

**Legacy 6. Partnership Building and Development.** – a) To strengthen roles and cooperation between MWSS and its Concessionaires; b) To develop and expand new partnerships in delivering the key elements of the Water Security Legacy program.

**Legacy 7. Communications and Knowledge Management.** – a) To develop a deep respect, appreciation and intelligent use for water and water resources; b) To make MWSS and its partners respected names in the delivery of a valuable life resource; c) To use available policy, methodology and technology in expanding the roles of all stakeholders for water security of Metro Manila.

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<sup>1</sup> Based on Annual Report 2016

## 1.2 BRIEF HISTORY OF MWSS

The MWSS originated from the oldest water system in Asia, founded as early as February 8, 1898. Supervision and control of this system became the official responsibility of the Metropolitan Water District starting from its creation on March 6, 1919 until the enactment of Republic Act 1383 on June 18, 1955, creating National Waterworks and Sewerage Authority (NWSA). RA 1383 transferred the administration of the system then covered by the Metropolitan Water District, along with other areas to the NWSA.

### CREATION OF MWSS UNDER RA 6234

On June 19, 1971, Republic Act 6234 was enacted, creating the ***Metropolitan Waterworks and Sewerage System (MWSS)*** “to ensure an uninterrupted and adequate supply and distribution of potable water for domestic and other purposes at just and equitable rates”. This Act concurrently dissolved the NWSA and all waterworks and sewerage under its control and supervision were thus ceded to the newly-created government corporation. The rationale and objective for the creation of the MWSS was clearly expressed in Section 1 of RA 6234.

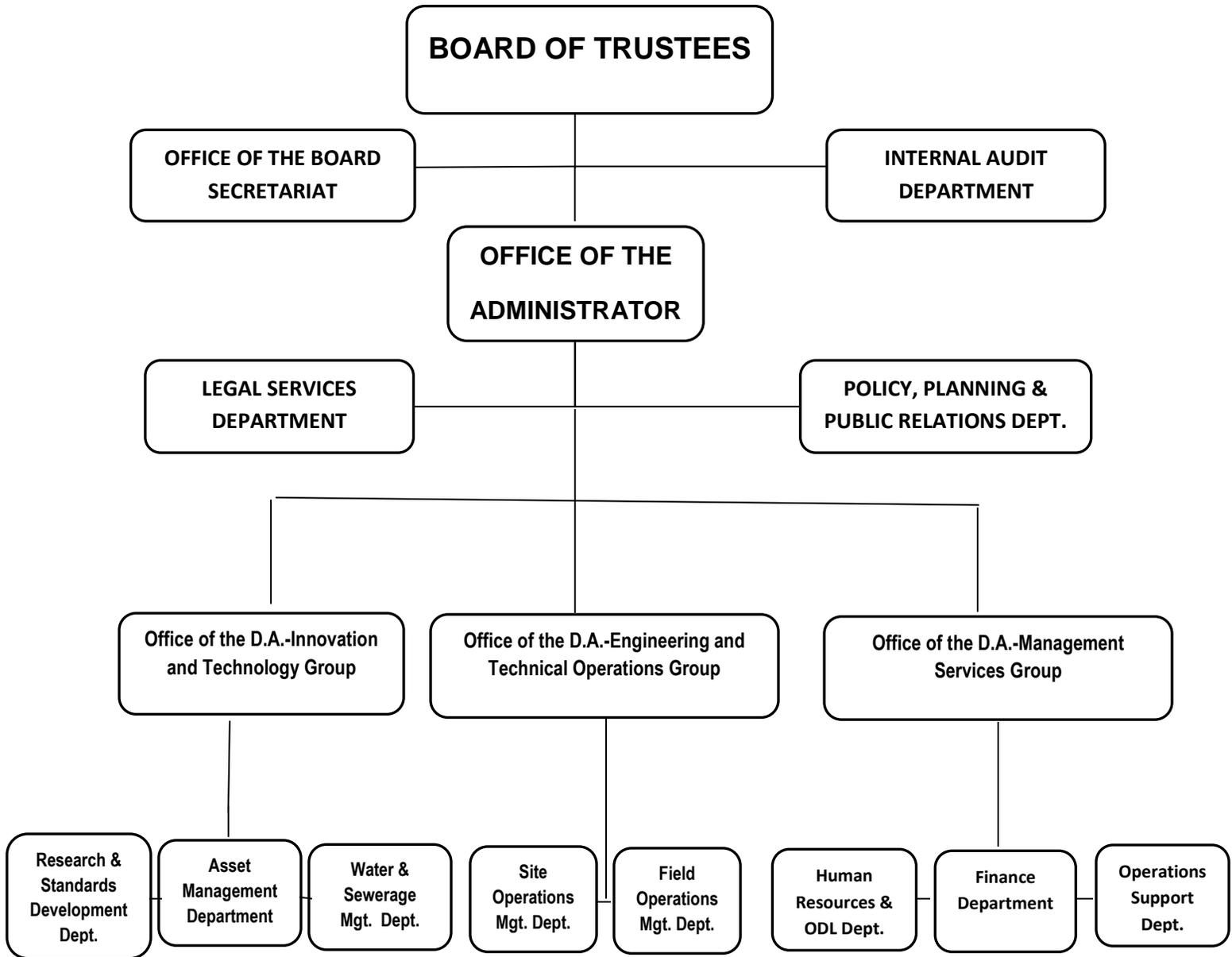
***Declaration of Policy*** - The proper operation and maintenance of waterworks system to ensure an uninterrupted and adequate supply and distribution of potable water for domestic and other purposes and the proper operation and maintenance of sewerage systems are essential public services because they are vital to public health and safety. It is therefore declared a policy of the estate that the establishment, operation and maintenance of such systems must be supervised and controlled by the State.

### MWSS Privatization

Pursuant to Republic Act No. 8041 (the “National Water Crisis Act of 1995”), as implemented by Executive Order 286 (December 6, 1995) and Executive Order 311 (March 20, 1996), MWSS was mandated to enter into arrangements that will result in the involvement or participation of the private sector in any or all of the segments, operations and/or facilities of the MWSS;

On 21 February 1997, MWSS was privatized through the Concession Agreement entered into with Manila Water Company, Inc. (East Zone) and Maynilad Water Services, Inc. (West Zone).

### 1.3 ORGANIZATIONAL STRUCTURE



## 1.4 EMPLOYMENT CONDITIONS

The following are the Employment Status at MWSS [2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA)]:

1. Permanent. An appointment issued to a person who meets all the qualification requirements of the position to which he/she is being appointed to, including the appropriate eligibility, in accordance with the provisions of law, rules, and standards promulgated in pursuance thereof.

2. Temporary. An appointment issued to a person who meets the education, experience and training requirements for the position to which he/she is being appointed to, except for the appropriate eligibility. A temporary appointment may only be issued in the absence of a qualified eligible actually available who is willing to accept the appointment, as certified by the highest official in charge of human resource management. The appointment shall not exceed twelve months, reckoned from the date it was issued but the appointee may be replaced sooner if a qualified eligible who is willing to accept the appointment becomes actually available.

3. Co-terminous. An appointment issued to a person whose tenure is limited to a period specified by law or whose continuity in the service is based on the trust and confidence of the appointing officer/authority or of the head of the organizational unit where assigned.

The categories of co-terminous appointments are:

- Co-terminous with the appointing officer/authority
- Co-terminous with the head of the organizational unit where assigned
- Co-terminous (primarily confidential in nature)

4. Contractual. An appointment issued to a person whose employment in the government is in accordance with a special contract to undertake local or foreign-assisted projects or a specific work or job requiring special or technical skills not available in the employing agency, to be accomplished within a specific period.

All appointments to the abovementioned conditions are acted upon by the Administrator.

To augment the present regular workforce of MWSS, the System resorts to Contract of Service (CSC, COA and DBM Joint Circular No. 1, s. 2017 and MWSS-CO Policy and Procedures for the Hiring of COS, Coterminous, Contractual and Casual Personnel pursuant to Board Resolution No. 2015-143-CO dated 27 November 2015).

Contract of Service. Need not be submitted to the Civil Service Commission (CSC). Services rendered thereunder are not considered government services.

## 1.5 EMPLOYEE WELFARE AND BENEFITS

MWSS adopts an employee welfare and benefit system to encourage excellence in staff performance. This creates a working atmosphere conducive to a healthy management-employee relationship and boosts employees' morale.

The Human Resources and Organizational Development and Learning (HRODL) Department is mandated to implement rules and regulations relevant to employees' benefits. HRODL ensures that all pertinent documents are accurately prepared and that all employees regularly receive the benefits on time. The office implements a system to achieve such.

### Who are qualified for the entitlements?

- Plantilla personnel

### What are the benefits?

#### A. For Permanent, Co-terminus and Contractual Employees

1. **Salary.** Based on the schedule provided for in RA 6758 (Salary Standardization Law)
2. **Personnel Economic Relief Allowance (PERA).** Amounts to Two Thousand Pesos (P2,000.00) per month
3. **Meal Allowance.** One Hundred Fifty Pesos (P 150.00) per day for incumbent employees as of July 1, 1989.
4. **Rice Allowance.** One Thousand Eight Hundred Pesos (P 1,800.00) per month for incumbent employees as of July 1, 1989.
5. **Longevity Pay.** Two Hundred Pesos (P 200.00) per permanent year of service per month for incumbent employees as of July 1, 1989.
6. **Children's Allowance.** For permanent employees only. Monthly allowance amounting to Thirty Pesos (P30.00) per child (maximum of 4 children who are all below 21 years old).
7. **Mid-Year Bonus.** This is equivalent to one (1) month basic pay as of May 15 and shall be given to the qualified employee not earlier than May 15 of the current year (GCG Memorandum Circular No. 2018-03 dated 09 May 2018).

8. **Year-End Bonus and Cash Gift.** This is equivalent to one (1) month basic pay as of October 31 and shall be given to the qualified employee not earlier than November 15 of the current year (GCG Memorandum Circular No. 2018-03 dated 09 May 2018).
9. **Performance-Based Bonus (PBB).** A top-up bonus given to employees in the First and Second Levels who received a rating of at least “Satisfactory” based on the CSC-approved SPMS. Rate of incentive as a multiple of an employees’ basic monthly salary is based on the table provided under *GCG Memorandum Circular No. 2018-01 dated 31 January 2018.*
10. **Collective Negotiation Agreement (CNA).** Granted to employees who are both members and non-members of the MWSS Labor Association (MLA) in the amount not to exceed P 25,000.00 per qualified employee. (*DBM Circular No. 2017-3 dated November 16, 2017*)
11. **Productivity Enhancement Incentive (PEI).** The amount, as determined by the DBM, shall be granted across-the-board to qualified Officers and Employees (*Executive Order No. 203*).
12. **Anniversary Bonus.** This is granted during milestone years in the amount of P3,000.00 each employee who has rendered at least one (1) year service in the same government entity as of the date of the milestone year. (*Administrative Order No. 263 dated March 28, 1996 & DBM National Budget Circular No. 452 dated May. 20, 1996*)
13. **Uniform or Clothing Allowance.** Allowance granted to government employees for office uniforms, the amount of which shall be authorized by applicable General Appropriations Act (GAA) which may be given in kind or in cash.
14. **Terminal Leave Benefits.** This is the payment for the monetary value of the total accumulated leave credits of an employee based on the highest salary rate received upon retirement date/voluntary separation.
15. **Retirement Benefits.** These are the benefits that will come from GSIS and HDMF through the facilitation of HRODL.
16. **Leave Benefits.** These are vacation, sick, paternity, maternity, special leave privileges, solo parent leave and special leave benefits for women under RA 9710 (Magna Carta of Women) which an employee may avail subject to Leave Laws.
17. **Loyalty Award.** This award is granted to an employee who has served continuously and satisfactorily the agency for at least ten (10) years, subject to guidelines provided under CSC Memorandum Circular No. 06, s. 2002 dated March 01, 2002 and CSC-approved MWSS-CO personnel mechanisms under the

Program on Awards and Incentives for Service Excellence (PRAISE). Current amount granted to a qualified employee is equivalent to P1,000.00 for every year of service.

18. **Step Increment/s due to Meritorious Performance.** a) Two (2) Step Increments due to Meritorious Performance may be granted to a qualified official or employee who has attained two (2) ratings of “Outstanding” during the two (2) rating periods within a calendar year; and b) One (1) Step Increment due to Meritorious Performance may be granted to a qualified official or employee who has attained one (1) rating of “Outstanding” and one (1) rating of “Very Satisfactory” or two (2) ratings of “Very Satisfactory” during the two (2) rating periods within a calendar year. Step Increment/s due to Meritorious Performance shall be granted initially effective January 1, 2015 and subsequently every January 1 of every year thereafter only for those with CSC-approved agency PMS. *(CSC-DBM Joint Circular No. 1, s. 2012 dated September 3, 2012)*
19. **Step Increment due to Length of Service.** a) One (1) Step Increment due to Length of Service shall be granted to qualified personnel for every three (3) years of continuous satisfactory service in the present position. *(CSC-DBM Joint Circular No. 1, s. 2012 dated September 3, 2012)*
20. **Representation Allowance (RA).** This is granted to authorized officials and employees to cover related expenses incidental to and in connection with the actual performance of their respective functions.
21. **Transportation Allowance (TA).** Also granted to authorized officials and employees to cover related expenses incidental to and in connection with the actual performance of their respective functions.
22. **Membership in GSIS, HDMF (Pag-IBIG), and PhilHealth.** All government employees with permanent and co-terminus appointments are automatically entitled to such memberships.
23. **Membership in the MWSS Provident Fund.** Permanent and co-terminus employees may apply as member of the Provident Fund and may avail of its various loan packages subject to the applicant’s capacity to pay.
24. **Overtime Pay.** Employees holding regular and contractual positions of division chief or equivalent level and below may be authorized to render overtime services with pay or compensation. Payment in cash of overtime services through Overtime Pay shall be guided by CSC and DBM Joint Circular No. 1, s. 2015 dated Nov. 25, 2015.

HRODL also administers other work-life benefits such as coordination with healthcare providers and other related services and linkages.

## 1.6 LEAVE AND ATTENDANCE POLICIES

All plantilla personnel are entitled to monthly leave benefits and earned leave credits. Employees may avail of leave on a staggered or continuous basis. Attendance policies cover both permanent, co-terminus and contractual employees.

### Leave Policies

Leave privileges include 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, and Public Holidays, without limitation as to the number of days of vacation and sick leave that may be accumulated (*Section 1, MC No. 41, s. 1998, S. 1998*).

- **Vacation Leave.** All applications for vacation leave of absence for one (1) full days or more shall be submitted five (5) days in advance, whenever possible, of the effective date of such leave (*Section 51, MC No. 41, s. 1998*)

All officials and employees with 10 days or more vacation leave credits shall be required to go on 5 days forced/mandatory vacation leave annually, whether continuous or intermittent. The mandatory annual 5-day vacation leave shall be forfeited if not taken during the year. However, in cases where the scheduled leave has been cancelled in the exigency of the service, the scheduled leave not enjoyed shall no longer be deducted from the total accumulated vacation leave. (*Section 25, MC No. 41, s. 1998*)

- **Sick Leave.** This can be availed of only on account of sickness or disability on the part of the employee or of any member of his/her immediate family. Applications for sick leave of absence for one (1) full day or more shall be filed immediately upon employee's return from such leave. Notice of absence, however, should be sent to the immediate supervisor and/or to the agency head. Application for sick leave in excess of 5 successive days shall be accompanied by a proper medical certificate. (*Section 53 & 54, MC No. 41, s. 1998*)

- **Maternity Leave.** Female employees who have rendered an aggregate of two (2) years or more years of service shall be entitled to maternity leave of sixty (60) calendar days with full pay. Those who have rendered 1 year or more but less than 2 years of service shall be computed in proportion to their length of service, provided, that those who have served for less than 1 year shall be entitled to 60-day maternity with half pay. A female employee may be allowed to report back to duty before the expiration of her maternity leave provided she presents a medical certificate that she is physically fit to assume the duties of her position. Maternity leave shall be granted in every instance of pregnancy irrespective of its frequency. (*Section 11, 13 & 14, MC No. 41, s. 1998*)

- **Paternity leave.** Every married male employee is entitled to paternity leave of seven (7) working days for the first four (4) deliveries of his legitimate spouse with whom he is cohabiting. Paternity leave shall be non-cumulative and strictly non-convertible to cash. It may be enjoyed either in a continuous or in an intermittent manner by the employee on the days immediately before, during and after the childbirth or miscarriage of his legitimate spouse. Said leave shall be availed of not later than sixty (60) days after the date of the child's delivery (*Section 19 & 20, MC No. 41, s. 1998; CSC MC No. 01, s. 2016*)
  
- **Special Leave Privileges (SLP).** Employees are granted a maximum of three (3) days in a given year for the following purposes: personal milestones, parental obligation, filial obligations, domestic emergencies, personal transactions (government or private), and calamity, accident, and hospitalization pertaining to force majeure events. An employee can still avail of his birthday or wedding anniversary leave if such occasion falls on either a Saturday, Sunday or Holiday, either before or after the occasion. An employee can avail of one special privilege leave for 3 days or a combination of any of the leaves of 3 days in a given year. SLP are non-cumulative and strictly non-convertible to cash. (*Section 21, MC No. 41, s. 1998*)
  
- **Rehabilitation leave for job-related injuries.** This shall be supported by the proper medical certificate and evidence showing that the wounds or injuries were incurred in the performance of duty. The head of agency shall direct that absence of an employee during his period of disability thus occasioned shall be on full pay, but not to exceed six (6) months. He shall also authorize the payment of medical attendance, necessary transportation, subsistence and hospital fees of the injured person. Absence in the case contemplated shall not be charged against sick leave or vacation leave, if there are any. (*Section 55, MC No. 41, s. 1998; CSC-DBM Joint Circular No. 1, s. 2006*)
  
- **Special Leave Benefits (SLB) for Women under RA 9710 (known as Magna Carta for Women).** Any female employee in the career and non-career service, regardless of age and civil status, shall be entitled to a 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. The special leave may be availed for every instance of gynecological disorder requiring surgery for a maximum period of 2 months per year. The earned leave credits may be used for preparatory procedures and/or confinement prior to the surgery. Should the period of recuperation after the surgery exceed 2 months, the female employee may use her earned sick leave credits for the same. If the sick leave credits have been exhausted, the vacation leave credits may be used. This SLB is non-cumulative and not convertible to cash. The application for the SLB may be applied at least five (5) days prior to the scheduled date of the gynecological surgery, accompanied by a medical certificate filled out by the proper medical

authorities/attending surgeon; the clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; duration of the surgery including period of confinement around surgery as well as the employee's estimated period of recuperation for the same. In case of emergency surgical procedure, the said leave application shall be filed immediately upon the employee's return from such leave. Upon the employee's return to work, she shall present a medical certificate signed by her attending surgeon that she is physically fit to assume the duties of her position. *(MC No. 25, s. 2010 dated 01 December 2010)*

- **Parental Leave to Solo Parents.** Parental leave of seven (7) days in addition to existing leave privileges shall be granted to any solo parent employee. The solo parent must have rendered government service for at least one (1) year, whether continuous or broken, regardless of employment status. The parental leave shall be availed of every year and shall not be convertible to cash unless specifically agreed upon previously. If not availed of within the calendar year, said privilege shall be forfeited within the same year. The parental leave shall be availed of on a staggered or continuous basis, subject to the approval of the head of the agency/office. The solo parent shall submit the application for parental leave at least one (1) week prior to its availment, except on emergency cases. Parental leave may be availed under any of the following circumstances: 1) attend to personal milestones of a child; 2) perform parental obligations; 3) attend to medical, social, spiritual and recreational needs of the child; and 4) other similar circumstances necessary in the performance of parental duties and responsibilities, where physical presence of a parent is required. Changes in the status and family situation of a solo parent such as marriage or the concerned parent is no longer left alone with the responsibility of parenthood shall lead to termination of parental leave privileges, termination shall be without prejudice to re-application should circumstances warrant. A solo parent employee who applies for parental leave shall comply with the following requirements: 1) Secure a Solo Parent Identification Card from the City/Municipal Social Welfare and Development Office. The Identification card is valid for one (1) year from issuance but renewable yearly. Failure to renew the card means that his/her status as a solo parent has ceased or has changed.; and 2) Submit the accomplished application form (CS Form No. 6) duly supported with certified true copies of the Solo Parent ID and birth certificate of the child/children or other requirements such as medical certificate, if any. *(MC No. 8, s. 2004 dated 24 March 2004)*
  
- **Monetization of Leave Credits.** Subject to availability of funds, officials and employees who have accumulated 15 days of vacation leave credits shall be allowed to monetize a minimum of 10 days, provided that at least five (5) days is retained after monetization and provided further that a maximum of 30 days may be monetized in a given year. Monetization of 50% or more of the accumulated vacation/sick leave credits may be allowed. A request for monetization shall be signed by the employee to be submitted to the AGSD for certification of leave

credits and approved by the Administrator based only on valid and justifiable reasons such as: a) Health, medical and hospital needs of the employee and immediate members of his/her family; b) Financial aid and assistance brought about by force majeure events such as calamities, typhoons, fires, earthquake and accidents; (c) Educational needs of the employee and the immediate members of his/her family; (d) payment of mortgages and loans which were entered into for the benefit or which inured to the benefit of the employee and his/her immediate family; (e) In cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are not enough to fulfill basic needs such as food, shelter and clothing; (f) Other analogous cases as may be determined by the Commission. (MC No. 2013-001 dated 06 May 2013)

- **Non-Monetary Remuneration for Overtime Services Rendered.** Covers incumbents of positions of division chiefs and below. Each employee may accrue not more than forty (40) hours of Compensatory Overtime Credit (COC) in a month. In no instance shall the unexpended balance exceed one hundred twenty (120) hours. The COCs should be used as time-off within the year these are earned until the immediately succeeding year. Thereafter, any unutilized COCs are deemed forfeited. The COCs cannot be used to offset undertime/s or tardiness incurred by the employee during regular working days. It cannot be converted to cash, hence, non-cumulative. The COCs will not be added to the regular leave credits of the employee. In cases of resignation, retirement or separation from the service, the unutilized COCs are deemed forfeited. In case of promotion, except when promoted to a position not qualified to receive overtime pay under previous issuances, the employee will retain his/her accrued COC. The Compensatory Time-Off (CTO) may be availed of in blocks of 4 or 8 hours. The employee may use the CTO continuously up to a maximum of 5 consecutive days per single availment, or on a staggered basis within the year. Procedures: 1) The Administrator/authorized official issues an Office Order authorizing the rendition of overtime services and indicating the tasks to be completed and the expected time of completion.; 2) The employee renders overtime services as stipulated in the Office Order; 3) The HRRMD prepares a summary of overtime services rendered in a month and computes the equivalent COCs for issuance of COC Certificate.; 4) The Administrator issues the Certificate of COCs, specifying the number of COCs earned in a month; 5) The employee requests approval from the Administrator on the schedule of CTO.; and 6) The employee avails of the CTO. (CSC-DBM Joint Circular No. 2, s. 2004 dated October 4, 2004 and CSC-DBM Joint Circular No. 2-A, s. 2005 dated July 1, 2005)

### **Attendance Policies**

- All officials and employees (SG 26 and below) are required to personally register their attendance in the biometrics machine. They are also required to register their attendance in the Daily Time Sheet. In cases where the biometrics machine is unavailable, malfunctioning or is scheduled for repair, all officials and employees are required to record their attendance in the “bundy clock” and in the Daily Time

Sheet pursuant to Office Order No. 2009-154 dated 19 October 2009 as amended by Office Order No. 2009-154A dated 10 May 2011. Handwritten entries are not allowed in the Time Card and Biometrics Report unless supported with Official Business (O.B.)/Leave Forms or written explanation signed/approved by the concerned Department Manager, Deputy Administrator or Administrator as the case may be. (*Office Order No. 2012-053 dated 24 April 2012*)

- Deputy Administrators need not punch or register their time cards in the bundy clock but they shall be required to record their attendance in the daily log sheet. (*Office Order No. 2012-046 dated 3 April 2012*)
- Flexi-time hours shall be from 7:00 A.M. to 6:00 P.M, except on scheduled “Flag Ceremony” days, flexi time shall start from 7:00 A.M. but not later than 8:00 AM, hence, work may start and end between 7:00 AM to 5:00 PM (*Memorandum Circular No. 2014-05 dated 29 April 2014 and MC No. 2018-02*)
- All employees are required to attend the flag ceremony every Monday.
- Lunch break is set at 12:00 noon to 1:00 pm.

## **1.7 EMPLOYEE DISCIPLINE**

To promote professionalism, encourage commitment to service, and observe ethical standards and behavior required of an empowered employee, MWSS developed an employee monitoring system focusing on compliance with employees’ absences and tardiness, observance of dress code, and implementation of RA 6713 or the Code of Conduct for Government Officials and Employees.

Administrative offenses with their corresponding penalties are classified into grave, less grave and light offenses, depending on the gravity of their nature and effects.

MWSS follows Civil Service Rules on Employee Discipline. Before imposing penalties, due process is being followed and a fact-finding or special committee is created for the purpose.

## **1.8 EMPLOYEE SEPARATION, TURNOVER, AND CLEARANCE SYSTEM**

### **On separation**

#### **1. Transfer**

- This is a movement from one position to another which is of equivalent rank, level, or salary without gap in the service involving the issuance of an appointment.
- The transfer may be from one organizational unit to another in the same department or agency or from one department or agency to another: Provided, however, that any movement from the non-career service to the career service and vice versa shall not be considered as a transfer but reappointment.
- An employee who seeks transfer to another office shall notify the head of the department or agency in writing where he/she is employed within 30 days prior to the effective date of his/her transfer. The head of the department or agency shall notify the employee in writing of the approval of the request to transfer within 30 days from date of notice. If the request to transfer of an employee is not granted by the head of the department or agency where he/she is employed, it shall be deemed approved after the lapse of 30 days from the date of notice without the need to notify the employee concerned.
- It is understood that the employee who seeks to transfer is cleared from all money, property and work-related accountabilities.
- If, for whatever reason, the employee fails to transfer on the specified date, he/she shall be deemed resigned. However, should the employee opt to remain in the same agency before the specified date of transfer, the employee may be reappointed if there is no gap in the service or reemployed if there is gap in the service. In both cases, the employee shall undergo the usual hiring process.

#### **2. Resignation**

- This is an act of an official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than 30 days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer/authority. To constitute a complete and operative resignation of an official or employee, there must be a written intention to relinquish the office, the acceptance by the appointing officer/authority and a written notice of such acceptance duly served to the official or employee concerned.
- Resignation shall be governed by the rules provided under Sec. 104, Rule X of the 2017 ORAOHRA.

#### **3. Retirement**

- Employees leave the service when they reach the retirement age of 65 or have rendered at least 15 years of service and must be at least 60 years of age.

## **Clearance system**

- Employees who shall go on leave of absence for more than thirty (30) days, resign, retire, or transfer to another agency shall accomplish the Clearance Form (CS Form No. 7, series of 2017).
- The clearance should be processed within one month before effectivity of separation.
- Property accountabilities shall be turned over to the property officer if no end user within the division/department is willing to accept.
- Processing of clearance shall be the accountability of the person concerned.
- Properties not accounted for shall be charged to the benefits of the person concerned.

## TELEPHONE DIRECTORY

MWSS Trunkline: (02) 920-5521

Office of the Administrator  
922-2969  
Fax: 921-2887  
Local 102 -103

Office of the Deputy Administrator for Engineering and Technical Operations Group  
928-5691  
Fax 922-2563  
Local 111 – 112

Office of the Deputy Administrator for Management Services Group  
Telefax 928-2252  
Local 118

Office of the Deputy Administrator for Innovation and Technology Group  
Local 107

Legal Services Department  
Telefax 920-5559  
Local 106

Human Resources and Organizational Development and Learning Department  
Telefax 928-2252  
HRRMD Local 117

Policy, Planning and PR Department  
433-3987

Office of the Board Secretariat  
Tele 929-5551  
Local 119

Engineering and Project Management Department  
929-6988, 928-5691  
Fax 922-2563  
Local 110, 112

Asset Management Department  
434-6219  
Fax 434-9219  
Local 109

Finance Department  
920-5422, 927-2386  
Local 114, 115

Internal Audit Department  
434-3262  
Fax 432-3262  
Local 113

*Other Offices:*

*COA – 434-4303, Fax 928-2516, Local 121*

*Regulatory Office – 435-8900*

*Manila Water Company, Inc. – 917-5900, 1627 (Hot Line)*

*Maynilad Water Services, Inc. – 981-3333, 1626 (Hot Line)*