



# PLARIDEL WATER DISTRICT

A.C. Reyes St., Poblacion, Plaridel, Bulacan 3004  
Tel. Nos. (044) 795-0102 / 795-1613, Fax No. (044) 760-0229  
Email Address: plaridel\_water\_district1987@yahoo.com  
Website: plaridelwaterdistrict.ph



## POSTING CERTIFICATION

This is to certify that the Plaridel Water District has posted its Re-Enacted Annual Procurement Plan #16 on its agency website and can be accessible through this link:  
<https://plaridelwaterdistrict.ph/bac2024/>

This certification is being issued in compliance with GPPB Circular No. 02-2020, this  
14 of February, 2025.

  
**Alberto A. Mendoza**


Head, Bids and Awards Committee Secretariat

## Re-Enacted Annual Procurement Plan #16

Code (PAP)	Procurement Project	PMO/ End-User	Is this an Early Procurement Activity? (Yes/No)	Mode of Procurement	Schedule for Each Procurement Activity			Source of Funds			Remarks (brief description of Project)	
					Advertisement/ Posting of IB/REI	Submission/ Opening of Bids	Notice of Award	Contract Signing	Total	MOOE		CO
50213050 / 823	Repairs & Maintenance - IT Equipment and Software											
	Maintenance / Check-up of Billing System and Server	Commercial	NO	NP-53.2 Emergency Cases	N/A	N/A	February	February	Corporate Budget	8,000.00	8,000.00	
<del>823</del>	Maintenance / Check-up of Billing System and Server	Commercial	NO	Direct Contracting	N/A	N/A	Feb. - Dec.	Feb. - Dec.	Corporate Budget	32,000.00	32,000.00	

**TOTAL BUDGET: 40,000.00**

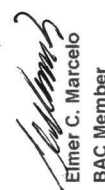
Prepared By:

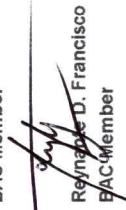
  
Alberto A. Mendoza  
BAC Head Secretariat

Check and Verified By:

  
Justin Michael B. Berango  
BAC Chairperson

  
Charlie A. Felicitas  
BAC Vice Chairperson

  
Eimer C. Marcelo  
BAC Member

  
Reynaldo D. Francisco  
BAC Member

Review and Recommended By:

  
Melina Marie P. Dela Cruz  
Corporate Budget Assistant

  
Engr. Mario G. Macatangay  
Interim General Manager

  
Alvin S. Chinchuntic  
BAC Member

  
Edgardo N. De Leon  
BAC Member

  
Aquilino U. Del Rosario  
BAC Member

Approved By:

  
NATHANIEL ANDRES S. BERNABE JR.  
Head of Procuring Entity



**PLARIDEL WATER DISTRICT**  
 Plaridel, Bulacan  
 Tel. No.: (044)795-1613 / (044) 795-0102 / (044) 760-0229



**PURCHASE REQUISITION**

PR No.: CD 2025-02-001  
 Date: February 11, 2025

Item No.	Qty	Unit	DESCRIPTION	Approved Budget for the Contract (ABC) per Item
1	1	PKG	<p><b>MAINTENANCE / CHECK UP OF BILLING SYSTEM AND SERVER</b></p> <p><i>NOTE:</i>                      Participating bidders "shall" submit samples/brochures of the item/s being quoted for testing, evaluation and acceptance by the end-user.</p> <p>*** nothing follows***</p>	8,000.00
Approved Budget for the Contract (ABC):			P 8,000.00	<b>Mode of Procurement:</b> <input type="checkbox"/> SVP <input type="checkbox"/> Shopping <input type="checkbox"/> Public Bidding <input checked="" type="checkbox"/> Others: <b>EMERGENCY CASE</b>
<b>PURPOSE</b> EMERGENCY REPAIR AND MAINTENANCE OF BILLING AND COLLECTION SYSTEM				
Requisitioned by:  <b>LIZANDRO SANTOS</b> Customer Service Assistant B Date: February 11, 2025			Item/s Requested within APP <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO If No, secure Certificate of Availability of Funds	
Recommending Approval:  <b>MARIFAYE H. ERSANDO</b> Manager - Commercial Division Date: February 11, 2025			Availability of Funds  <b>MELINA MARIE P. DELA CRUZ</b> Corporate Budget Assistant Date:	
			Approved by:  <b>ENGR. MARIO G. MACATANGAY</b> Interim General Manager Date:	
<b>ORIGINAL COPY</b>				



# MEMO FOR THE GENERAL MANAGER

FILE/REF NO.

FROM **MARIFAYE H. ERSANDO**  
Manager, Commercial Division

DATE  
January 10, 2025

SUBJECT  
**Emergency Procurement for Billing System Repair and Maintenance**

### Background:

The Plaridel Water District (PLAWD) has been using the Billing and Collection system developed by Mr. Alfredo Caldejon Jr. for several years. The system is crucial for managing customer data, recording transactions, processing payments, and delivering essential services.

From January 6-10, 2025, an issue arose during the processing of the monthly report. The comparison data from the transaction summary and aging of accounts were not balanced. Additionally, certain accounts were incorrectly penalized. Prompt resolution is crucial to ensure uninterrupted service.

### Justification:

The discrepancies observed in the transaction summary and aging of accounts indicate potential errors in the billing and collection system. These inconsistencies can lead to inaccurate financial reports. Moreover, incorrect penalties on customer accounts can result in customer dissatisfaction.

The immediate resolution of the system error is crucial to maintaining accurate billing and collection processes for affected accounts. Delays in addressing the issue could lead to customer dissatisfaction, delays in revenue collection, and operational inefficiencies.

### Recommendation:

To address the issues, a thorough review of the billing and collection system should be conducted to identify and rectify the root cause of the errors. Coordinating with Mr. Alfredo L. Caldejon Jr., the system developer, with his expertise, is essential in resolving the issues.

It is also recommended to allocate necessary resources and staff to assist Mr. Caldejon with the tasks.

<p>Recommending Approval:</p> <p><b>LIZANDRO SANTOS</b> CSA B, Billing &amp; Meter Reading Section</p> <p><b>MARIFAYE H. ERSANDO</b> Manager, Commercial Division</p>	<p>Approved by:</p> <p><b>ENGR. MARIO G. MACATANGAY</b> Interim General Manager</p>	<p>Date Approved:</p>
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SUPPLEMENTAL PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP) FOR 2025 #01



END-USER/UNIT: Commercial Division

Charged to Operating Funds  
Projects, Programs and Activities (PAPs)

ITEM	GENERAL DESCRIPTION	QUANTITY / SIZE	ESTIMATED BUDGET	Mode of Procurement	SCHEDULE/MILESTONE OF ACTIVITIES																	
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec						
50213050 / 823	REPAIRS AND MAINTENANCE - IT EQUIPMENT AND SOFTWARE	1	8,000.00	Emergency Case																		
	Maintenance / Check-up of Billing System and Server			Direct Contracting																		
	Maintenance / Check-up of Billing System and Server		32,000.00																			

when the need arises

TOTAL BUDGET: 40,000.00

TOTAL ESTIMATED BUDGET: 40,000.00

NOTE: Technical specifications for each item/project being proposed shall be submitted as part of the PPMP

Prepared :  LIZAVIRGO SANTOS  
CSA B/ Billing & Meter Reading Section

Recommending Approval :  MARIFAYE H. ERSANDO  
Manager, Commercial Division

Re-enacted APP 2024

Code (PAP)	Procurement Project	PMO/End-User	Is this an Early Procurement Activity? (Yes/No)	Mode of Procurement	Schedule for Each Procurement Activity			Estimated Budget (Php)			Remarks (brief description of Project)	
					Advertisement/Posting of IB/REI	Submission/Opening of Bids	Notice of Award	Contract Signing	Total	MOOE		CO
	Laptop	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan., July	N/A	Jan., July	Jan. - July	Corporate Budget	30,000.00	30,000.00	
	Printers	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec. Feb., Mar., Apr., May, June, Sept., Nov.	N/A	Jan. - Dec. Feb., Mar., Apr., May, June, Sept., Nov.	Jan. - Dec.	Corporate Budget	30,000.00	30,000.00	
	Biometrics Finger Scanner - HR	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan., July	N/A	Jan., July	Jan. - July	Corporate Budget	30,000.00	30,000.00	
	Repair and Maintenance of CCTV - Admin	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	100,000.00	100,000.00	
	Maintenance/Check up of Computers and Printers	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	50,000.00	50,000.00	
	Maintenance/Check up of System & Visor	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	70,000.00	70,000.00	
	Maintenance/Check up of Billing System, Included Server	COMMERCIAL	NO	Direct Contracting	N/A	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	150,000.00	150,000.00	
	New Network Re-Cabling for Billing & Collection System / Network Hub	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	100,000.00	100,000.00	
	Repair and Maintenance of Computer, Laptop & Printer	OGM	NO	NP-53.9 - Small Value Procurement	Jan., Apr., July, Oct.	N/A	Jan., Apr., July, Oct.	Jan., Apr., July, Oct.	Corporate Budget	20,000.00	20,000.00	
	REPAIR & MAINTENANCE OF IT EQUIPMENT & SOFTWARE	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	50,000.00	50,000.00	
	Repairs & Maint. - IT Equip. & Software	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	30,000.00	30,000.00	
50213050/840	Repair and Maintenance - Other Machineries and Equipment											
	Generator Set (PLAWD Office Building)	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	50,000.00	50,000.00	
	REPAIR & MAINTENANCE OTHER MACHINERIES & EQUIPMENT	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	100,000.00	100,000.00	
	Repairs & Maint - Other Mach. & Equip.	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	Jan. - Dec.	N/A	Jan. - Dec.	Jan. - Dec.	Corporate Budget	300,000.00	300,000.00	
	Calibration of Weighing Scale	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	January	N/A	January	January	Corporate Budget	14,000.00	14,000.00	

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Re-enacted

PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP)  
CY 2024



END-USER/UNIT : Commercial Division  
Charged to CORPORATE OPERATING BUDGET  
Projects, Programs and Activities (PAAs)

CODE	GENERAL DESCRIPTION	QUANTITY/ SIZE	ESTIMATED BUDGET	Mode of Procurement	SCHEDULE/MILESTONE OF ACTIVITIES													
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec		
80203020/756	ACCOUNTABLE FORMS	310 boxes	920,700.00	Agency to Agency				920,700.00										
80203990/765	OTHER SUPPLIES EXPENSES		56,543.00															
	Rein Coat for Meter Readers, Discan and Accon Team	13 pcs	17,160.00	SHOPPING														
	Helmet	13 pcs	35,750.00	SHOPPING														
	Garitized & ReflectORIZED vest with logo	13 pcs	3,432.00	SHOPPING														
80203210/757	SEMI-EXPANDABLE MACHINERY AND EQUIP. EXP		113,300.00															
	Bar Code Scanner	1 pc	13,200.00	SHOPPING				13,200.00										
	Printer for Tellers & Customer Service	1 unit		SHOPPING														
	Printer for Tellers	2 units	33,000.00	SHOPPING					33,000.00									
	Uninterrupted Power Supply for Server	1 pc	23,000.00	SHOPPING					23,000.00									
	Battery for Meter Reading Device	3 pcs	22,000.00	Small Value Procurement								22,000.00						
	Battery - Printer for Meter Reading	3 pcs	22,000.00	Small Value Procurement								22,000.00						
10000030/223	IT Equipment and Software		330,000.00															
	Computer Package for Server (complete set with OS and license)	1 set	330,000.00	Small Value Procurement					330,000.00									
80259020 / 781	PRINTING AND BINDING		319,560.00															
	Thermal Paper	8,400 rolls	175,560.00	Small Value Procurement														
	Disconnection Notice	200,000 pcs	143,000.00	Small Value Procurement					143,000.00									
80213050/ 823	REPAIRS AND MAINTENANCE - IT EQUIPMENT & SOFTWARE		370,000.00															
	Maintenance/Check up of Computers and Printers	14 sets	50,000.00	Small Value Procurement														When the need arises
	Maintenance/Check up of System & Visor	10 sets	70,000.00	Small Value Procurement														When the need arises
	Maintenance/Check up of Billing System, Included Server	15 sets	150,000.00	Direct Contracting														When the need arises

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APP 2025

Code (PAP)	Procurement Project	PMO/End-User	Is this an Early Procurement Activity? (Yes/No)	Mode of Procurement	Schedule for Each Procurement Activity				Source of Funds		Estimated Budget (P/P)		Remarks (brief description of Project)
					Advertising of IB/RFI	Submission of Bids	Notice of Award	Contract Signing	Total	MOOE	CO		
	Submersible Water Pump	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	February	N/A	February	February	Corporate Budget	16,980.00			
	Angle Grinder	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	February	N/A	February	February	Corporate Budget	3,000.00			
	Concrete Cutter for New Connection	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	February	N/A	February	February	Corporate Budget	48,500.00			
	Stand Fan	ENGINEERING PRODUCTION	NO	Shopping	February	N/A	February	February	Corporate Budget	16,000.00			
	Fire Extinguishers	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	March	N/A	March	March	Corporate Budget	24,000.00			
	Flow Meter	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	January	N/A	January	January	Corporate Budget	45,000.00			
	Manual Transfer Switch	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	January	N/A	January	January	Corporate Budget	35,000.00			
	Battery for GenSet	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	January	N/A	January	January	Corporate Budget	20,000.00			
	Chipping Gun with Pointed Chisel	SEPTAGE	NO	NP-53.9 - Small Value Procurement	March	N/A	March	March	Corporate Budget	70,000.00			
60213050/023	<b>Repair and Maintenance - IT Equipment</b>												
	Maintenance/Check up of Computers	FINANCE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	15,000.00			
	Maintenance/Check up of Accounting Server	FINANCE	NO	Direct Contracting	N/A	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	30,000.00			
	Maintenance/Check up of Printer	FINANCE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	10,000.00			
	Computers	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	40,000.00			
	Laptop	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	30,000.00			
	Printers	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	30,000.00			
	Repair and Maintenance of CCTV	ADMINISTRATIVE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	100,000.00			
	Maintenance/Check up of Computers and Printers	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	30,000.00			
	Maintenance/Check up of System, Visor and Printers for meter reading	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	70,000.00			
	Maintenance/Check up of Billing System and Server	COMMERCIAL	NO	Direct Contracting	N/A	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	40,000.00			
	New Network Re-Cabling for Billing & Collection System / Network Hub	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	100,000.00			
	Repair and Maintenance of Computer, Laptop & Printer	OGM	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	40,000.00			
	REPAIR AND MAINTENANCE OF IT EQUIPMENT & SOFTWARE	CONSTRUCTION & MAINTENANCE	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	50,000.00			
	Repairs & Maint. - IT Equip. & Software	ENGINEERING PRODUCTION	NO	NP-53.9 - Small Value Procurement	Jan. - Dec	N/A	Jan. - Dec	Jan. - Dec	Corporate Budget	30,000.00			
10602030/223	<b>Information and Communication Technology Equipment &amp; Software</b>												
	Upgrade on Accounting System	FINANCE	NO	Direct Contracting	N/A	N/A	March	March	Corporate Budget	200,000.00			
	Computer Package (complete set) - Stockroom	ADMINISTRATIVE	NO	Shopping	January	N/A	January	January	Corporate Budget	70,000.00			
	Computer Package for Server (complete set with OS and license)	COMMERCIAL	NO	NP-53.9 - Small Value Procurement	January	N/A	January	January	Corporate Budget	300,000.00			

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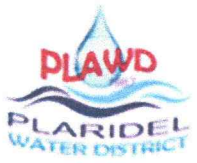
PPMP 2025

CODE	GENERAL DESCRIPTION	QUANTITY/ SIZE	ESTIMATED BUDGET	Mode of Procurement	SCHEDULE/MILESTONE OF ACTIVITIES													
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec		
	Commercial System Modernization	1 package with training	3,200,000.00	PUBLIC BIDDING			3,200,000.00											
<b>50299020 / 781</b>	<b>PRINTING AND BINDING</b>		<b>617,100.00</b>															
	Thermal Paper	9,000 rolls	188,100.00	SMALL VALUE PROCUREMENT	188,100.00													
	Disconnection Notice	400,000 pcs	286,000.00	SMALL VALUE PROCUREMENT	286,000.00													
	Disconnection Order	200,000 pcs	143,000.00	SMALL VALUE PROCUREMENT	143,000.00													
<b>50213050/ 823</b>	<b>REPAIRS AND MAINTENANCE - IT EQUIPMENT &amp; SOFTWARE</b>		<b>240,000.00</b>															
	Maintenance/Check up of Computers and Printers	14 sets	30,000.00	SMALL VALUE PROCUREMENT														
	Maintenance/Check up of System, Visor and Printers for meter reading	6 sets	70,000.00	SMALL VALUE PROCUREMENT														
	Maintenance/Check up of Billing System and Server	14 sets	40,000.00	DIRECT CONTRACTING														
	New Network Re-Cabling for Billing & Collection System / Network Hub	1 set	100,000.00	SMALL VALUE PROCUREMENT														
<b>50213030/837</b>	<b>REPAIR AND MAINTENANCE - WATERWAYS</b>		<b>220,000.00</b>															
	Disconnection Lock	1000 pcs	220,000.00	SMALL VALUE PROCUREMENT				220,000.00										
<b>50299010/780</b>	<b>ADVERTISING, PROMOTIONAL &amp; MARKETING</b>		<b>85,000.00</b>															
	Citizen's Charter	1 set	5,000.00	SMALL VALUE PROCUREMENT				5,000.00										
	Tarpaulin & leaflets		80,000.00	SMALL VALUE PROCUREMENT	80,000.00													
<b>50203090/761</b>	<b>Fuel, Oil and Lubricants Expenses</b>		<b>280,000.00</b>	NP-53.14 Direct Retail Purchase of Petroleum Fuel, Oil and Lubricant	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33	23,333.33
<b>50299990/884</b>	<b>Other Maintenance and Operating Expenses - GAD</b>		<b>25,000.00</b>															
	Provision of Tent in front of PLAWD Office		25,000.00	SHOPPING				25,000.00										
<b>10606010/241</b>	<b>MOTOR VEHICLES</b>		<b>270,000.00</b>															
	Motorcycle	3 units	270,000.00	SMALL VALUE PROCUREMENT				270,000.00										
<b>TOTAL BUDGET:</b>			<b>6,701,380.00</b>															

NOTE: Technical Specifications for each Item/Project being proposed shall be submitted as part of the PPMP

Prepared by:  Liza Mae Santos  
Customer Services

Noted by:  Marifeya H. Erando  
Division Manager



# PLARIDEL WATER DISTRICT

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Website: [plaridelwaterdistrict.ph](http://plaridelwaterdistrict.ph)



## INCIDENT REPORT

**Subject:** Billing and Collection System

**Date of Report:** January 10, 2025

**Date of Incident:** January 6-10, 2025

### BACKGROUND:

The Plaridel Water District (PLAWD) has been using the Billing and Collection system developed by Mr. Alfredo Caldejon Jr. for several years. The system is crucial for managing customer data, recording transactions, processing payments, and delivering essential services.

From January 6-10, 2025, an issue arose during the processing of the monthly report. The comparison data from the transaction summary and aging of accounts were not balanced. Additionally, certain accounts were incorrectly penalized. Prompt resolution is crucial to ensure uninterrupted service.

### JUSTIFICATION:

The discrepancies observed in the transaction summary and aging of accounts indicate potential errors in the billing and collection system. These inconsistencies can lead to inaccurate financial reports. Moreover, incorrect penalties on customer accounts can result in customer dissatisfaction.

The immediate resolution of the system error is crucial to maintaining accurate billing and collection processes for affected accounts. Delays in addressing the issue could lead to customer dissatisfaction, delays in revenue collection, and operational inefficiencies.



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Website: [plaridelwaterdistrict.ph](http://plaridelwaterdistrict.ph)



Management System  
ISO 9001:2015



## RECOMMENDATION:

To address the issues, a thorough review of the billing and collection system should be conducted to identify and rectify the root cause of the errors. Coordinating with Mr. Alfredo L. Caldejon Jr., the system developer, with his expertise, is essential in resolving the issues.

It is also recommended to allocate necessary resources and staff to assist Mr. Caldejon with the tasks.

Reported by:

  
**LIZANDRO SANTOS**

CSA B, Billing & Meter Reading Section

Noted by:

  
**MARIFAYE H. ERSANDO**

Manager, Commercial Division

Approved by:

  
**ENGR. MARIO G. MACATANGAY**

Interim General Manager