



BACOLOD WATER DISTRICT

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Bacolod Water District was formed for the purpose of the following:

- Acquiring, installing, improving, maintaining and operating water supply distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
- Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
- Conducting such other functions and operations incidental to water source development, utilization and disposal within such districts, as we are necessary or incidental to said purpose.

(Presidential Decree No. 198, chapter II, Sec. 5)

II. Vision:

To be an effective partner of the community in sustaining life and development through excellent water services with utmost concern of a good management.

III. Mission:

Committed to provide adequate, safe, sustainable, potable, and affordable water and outstanding services in a financially responsible manner through an excellent operation and development.



IV. Service Pledge:

We, the official and employees of the Bacolod Water District, commit to:

Work promptly and efficiently from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon-break;

Attend immediately on your complaints about Our services and initiate corrective measures the soonest or within the day through our complaints and assistance desk;

Make necessary measures to further improve the District's desk;

Maintain credibility in the government service through transparent operations and accountability through dedication and performance;

Ensure strict compliance with the service standards, with written explanation for any delays in frontline services.

All these we pledge, because YOU deserve no less.



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COMMERCIAL SECTION

EXTERNAL SERVICES



1. ACCEPT APPLICATION FOR NEW SERVICE CONNECTION

Bacolod Water District is accepting clients who will apply for New Service Connections

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All residents of the Municipality of Bacolod reached by BWD service area		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (SSS, GSIS, Postal, Driver's License, PWD, Senior Citizen, TIN, NBI, Passport, Voter's ID)		SSS, GSIS, Post Office, Land Transportation Office, DSWD Office, BIR Office, NBI Office, DFA, COMELEC		
PHP 3,000.00		CLIENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation / seminar	1. Conduct orientation / seminar	None	30 MINS	Noel L. Resabal General Manager
2. Fill out Application Form	2. Process Application	None	10 Minutes	Zaidie C. Ligutom Commercial Section
3. Pay the registration fee to the teller	3. Issue Official Receipt	P3,000.00	5 Minutes	Jasmin G. Alangilan Commercial Section
4. Sign Water Service Contract	4. Submit Maintenance Order to the Technical Head for Installation	None	5 Minutes	Zaidie C. Ligutom Commercial Section
-END-				



2. ACCEPT APPLICATION FOR SENIOR CITIZEN'S DISCOUNT

Pursuant to the R.A. 9994 otherwise known as the Expanded Senior Citizens Act of 2010, Bacolod Water District is accepting Senior Citizen Member who can avail the minimum of 5% discount on the monthly utilization of water provided that the individual meter is registered in the name of the senior citizen and that monthly consumption does not exceed 30 cubic meter.

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Senior Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Bacolod Water District Office		
2. Picture holding latest newspaper		Photo Studio		
3. Proof of Residence / Barangay Clearance		Office of the Punong Barangay		
4. Senior Citizen ID		Office of the Senior Citizens Affair Bacolod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form and Submit the requirements.	1. Process Application and Register client's ID information in the Billing System.	None	30 Minutes	Jasmin G. Alangilan Commercial Section
-END-				



3. RENEWAL OF SENIOR CITIZEN'S DISCOUNT

Senior Citizen's discount is renewed annually.

Office or Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Picture Holding Latest Newspaper		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	Inform the Senior Citizen's concern of the expiration of the availment of discount and process the renewal.	None	10 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
-END-				



4. COLLECT WATER BILL / RECONNECTION FEE / TRANSFER TAPPING FEE / SALE OF MATERIALS

Bacolod Water District is accepting in cash or in check, payments for the following Bills and fees, to wit:

1. Water Bill – for clients' monthly billing;
2. Reconnection Fee – for reinstallation of disconnected water service
3. Transfer Tapping – for relocation of water service line
4. Plumbing Materials – for materials use for in-house connections

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intention to pay bill / other fees	1. Inform the client of the amount due		3 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
	*Water Bill	*Depending on the Amount Due		
	*Reconnection Fee	*P150.00		
	*Transfer Tapping fee	*P150.00		
	*Sale of Materials	*Depending on the materials used		
2. Pay to the teller	2. Issue Official Receipt	Depending on the amount due	3 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
-END-				



5. DISTRIBUTION OF WATER BILL

Meter Readers of Bacolod Water District will be distributing Water Bills to the Respective houses of the BWD concessionaires during the following schedules, to wit:

- Zone 1 & Zone 7– every first working day of the month
- Zone 2 & Zone 8 – every second working day of the month
- Zone 3 & Zone 9 – every third working day of the month
- Zone 4 & Zone 10 – every fourth working day of the month
- Zone 5 & Zone 11 – every fifth working day of the month
- Zone 6 & Zone 12 – every sixth working day of the month

Office or Division:		Commercial Section		
Classification:		Complex		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Be available during the scheduled dates	1. Distribute water bill per zone	None	1 day	<i>Justino P. Sucuano / Ricardo A. Lumosad</i> Commercial Section
2. Receive water bill	2. Remind the client of his / her bill and arrears if any and advice to pay the bill before the due date	None	3 Minutes	<i>Justino P. Sucuano / Ricardo A. Lumosad</i> Commercial Section
-END-				



6. ISSUE BILLING STATEMENT / LEDGER

Concessionaires of Bacolod Water District may request for a copy of his / her billing statement / ledger which they can use for any legal purposes

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (SSS, GSIS, Postal, Driver's License, PWD, Senior Citizen, TIN, NBI, Passport, Voter's ID)		SSS, GSIS, Post Office, Land Transportation Office, DSWD Office, BIR Office, NBI Office, DFA, COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	1. Print the Billing Statement / Ledger	None	5 minutes	Jasmin G. Alangilan Commercial Section
-END-				



COMMERCIAL SECTION

INTERNAL SERVICES



1. REPORT AND REMIT COLLECTIONS

Collections of the Collecting Officer of Bacolod Water District will be reported and remitted daily to the Cashier for deposit

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Cashier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Collecting Office to submit DCR and RCD	1. Print RCD and DCR	None	10 Minutes	Jasmin G. Alangilan Commercial Section
2. Receive the collections from the Collecting Officer	2. Remit the cash / check collections	None	10 Minutes	Jasmin G. Alangilan Commercial Section
-END-				



2. REPORT ISSUANCE OF ACCOUNTABLE FORMS

The Collecting Officer and Cashier of Bacolod Water District will submit monthly. The Report on Accountability of Accountable Forms (RAAF) to the Property Custodian and Accounting Section for Inventory purposes

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Property Custodian / Accounting Section		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Collecting Office and Cashier to submit RAAF	1. Prepare and Print RAF	None	10 Minutes	Jasmin G. Alangilan Commercial Section Genalin A. Amantiad Finance Section
-END-				



3. PREPARE MAINTENANCE CONSTRUCTION ORDER

The Collecting Officer of Bacolod Water District will submit Maintenance Order to the Technical Operation Head ordering for the installation, reconnection, and relocation of water service connections.

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Technical Operation Head		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Commercial Section to prepare Maintenance Order for every Registration Fee, and Transfer Tapping Fee paid	1. Submit Maintenance Order	None	5 Minutes	Jasmin G. Alangilan Commercial Section
-END-				



4. PREPARE NOTICE OF DISCONNECTION

The Commercial Section of Bacolod Water District will prepare Notice of Disconnection for delinquent concessionaires with one month in arrears five days after the due date

Office or Division:	Commercial Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Disconnection Team			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Commercial Section to prepare Notice of Disconnection	1. Print Notice of Disconnection	None	4 Hours	<i>Jasmin G. Alangilan</i> Commercial Section
2. Serve Notice of Disconnection per zone	2. Check / Log book notices and give to Disconnection Team	None	4 Hours	<i>Justino P. Sucuano / Ricardo A. Lumosad</i> Commercial Section
-END-				



5. PREPARE ORDER TO DISCONTINUE WATER SERVICE

The Commercial Section of Bacolod Water District will prepare Order to Discontinue Water Service for connections with two (2) months in arrears

Office or Division:		Commercial Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Disconnection Team		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Commercial Section to prepare Disconnection Order	1. Prepare Order to Discontinue Water Service and submit to the Technical Operation Head	None	4 Hours	Jasmin G. Alangilan Commercial Section
-END-				



TECHNICAL SECTION

EXTERNAL SERVICES



1. ATTEND CUSTOMER SERVICE REQUEST

The Bacolod Water District will attend to the following service request from the Concessionaires to wit;

- | | |
|---------------------|-----------------------------|
| 1. No Water | 6. Meter Leakage/stand |
| 2. Low Pressure | 7. Valve Replacement |
| 3. High Consumption | 8. Tail Piece Replacement |
| 4. Bad Odor | 9. Transfer of Meter |
| 5. Murky Water | 10. Voluntary Disconnection |

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Customers' Service Request Form	1. Process request for immediate action	None	10 Minutes	Michael S. Manera / Leopoldo C. Mejos Technical Section
-END-				



2. INSTALL NEW SERVICE CONNECTION

The Bacolod Water District will install new service connection to the registered Concessionaires from the following Barangays of Bacolod, to wit:

1. Rupagan
2. Minaulon
3. Demologan
4. Binuni
5. Barangay Poblacion
6. Esperanza
7. Liangan East

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the BWD office that in house connection was already installed and wait for the time scheduled	1. Process installation of new service connection	None	2 Hours	<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
-END-				



4. RELOCATE / TRANSFER WATER SERVICE LINE

After the Concessionaire's payment for Transfer Tapping Fee, the Bacolod Water District will relocate / transfer water service connection

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the time scheduled	1. Receive Maintenance Order from the Commercial Section and process relocation / transfer of water service line	None	1 day	Assigned Plumber Technical Section
-END-				



3. REINSTALL DISCONNECTED WATER SERVICE

After the Concessionaire's payment for Reconnection Fee, the Bacolod Water District will reinstall disconnected water service connection

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All disconnected concessionaires of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the time scheduled	1. Receive Maintenance Order from the Commercial Section and process reinstallation of water meter	None	1 Hour	Assigned Plumber Technical Section
-END-				



5. REPAIR MAJOR / MINOR LEAKS

The Technical Section of Bacolod Water District will conduct repairs on the minor / major leaks reported in the BWD office

Office or Division:	Technical Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All concessionaires of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report leaks and request for immediate repair	1. Process request and repair immediately	None		Assigned Plumber Technical Section
	*Major Leaks		1 day	
	*Minor Leaks		2 Hours	
-END-				



TECHNICAL SECTION

INTERNAL SERVICES



1. PREPARE PROGRAM OF WORK FOR PROGRAMS / PROJECTS / ACTIVITIES

The Technical Section of Bacolod Water District will prepare Program of Work for programs / projects / activities of the district and submit such to the Bids and Awards Committee for the procurement of materials

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		BWD Bids and Awards Committee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Program of Work of Programs / Project / Activities	1. Process POW and submit to the BAC	None	1 Hour	Michael S. Manera / Leopoldo C. Mejos Technical Section
-END-				



2. PREPARE JOB ORDER FOR EMERGENCY HIRED

The Technical Section of Bacolod Water District will prepare Job Order for Pakyaw/Emergency Hired Laborers to help in the implementation of the Programs/ Projects/ Activities of the district and submit to the Accounting Section for the preparation of payment.

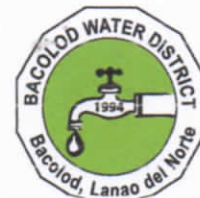
Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Finance Section		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Job Order for the Emergency Hired Laborers	1. Prepare Job Order and submit to the Finance Section	None	20 Minutes	Assigned Plumber Technical Section
-END-				



3. REPORT CUSTOMER SERVICE REQUEST ATTENDED

The Technical Section of Bacolod Water District will report to the Public Assistance and Complaint Desk Officer the findings of services request they attended

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Public Assistance and Complaint Desk Officer		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require assigned plumbers to report findings on the service requested by the client	1. Inform the PAC DO of the findings and write in the CSR Form the plumber's recommendation	None	20 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
-END-				



4. REPORT RELEASES OF MATERIALS AND FUELS

The Property Custodian will submit monthly the Report on Materials and Fuels Releases to the Accounting Section for Inventory purposes

Office or Division:	Technical Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Finance Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require monthly the Property Custodian to submit Materials and Fuels Releases	1.1 Collect Requisition and Issue Slip from end user of materials / fuels	None	10 Minutes	Michael S. Manera / Leopoldo C. Mejos Technical Section
	1.2 File RIS		5 Minutes	
	1.3 Prepare Summary of Materials Releases and submit to the Finance Section		1 Hour	
-END-				



5. REPORT INSTALLED / RECONNECTED / TRANSFERRED / DISCONNECTED / PULL OUT / REPLACED WATER METER

The Technical Section will submit monthly the Report on Water Meter Installed / Reconnected / Transferred / Disconnected / Pulled Out / Replaced to the Commercial Section for the updating of the BWD billing system

Office or Division:		Technical Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Commercial Section		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Technical Section to submit monthly Report on Water Meter Installed / Reconnected / Transferred / Disconnected / Pulled Out / Replaced	1. Prepare Report on Service Connection Newly Installed / Reconnected / Transferred / Disconnected / Pulled Out / Replaced and submit to the Commercial Section	None	1 Hour	Michael S. Manera / Leopoldo C. Mejos Technical Section
-END-				



FINANCE SECTION

EXTERNAL SERVICES



1. ISSUE CHECKS TO SUPPLIERS / PAYEES

The Cashier of Bacolod Water District will issue checks for all BWD disbursements

Office or Division:	Finance Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Payees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send billing	1.1 Process Disbursement Voucher	None	30 minutes	<i>Alma S. Maglana</i> Finance Section
	1.2 Prepare Check and pay to client		4 Hours	<i>Genalin A. Amantiad</i> Finance Section
2. Issue Official Receipt	2. File Disbursement Voucher, Official Receipt, and attachments	None	10 Minutes	<i>Sandra O. Castillo</i> Finance Section
-END-				



2. ISSUE 2306 AND 2307 TO SUPPLIERS / SERVICE PROVIDERS

The Finance Section of Bacolod Water District will see to it that suppliers and service providers will conform and receive BIR Forms 2306 and 2307 certification of withholding at source for purchase of goods and services

Office or Division:		Finance Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All Suppliers, Service Providers, Contractors, BIR		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign / Conforme 2306 / 2307	1. Provide the client a copy of 2306 and 2307	None	10 minutes	<i>Alma S. Maglana</i> Finance Section
	2. File and pay withholding at the BIR EFPS	None	2 Hours	<i>Alma S. Maglana</i> Finance Section
-END-				



3. SUBMIT FINANCIAL STATEMENTS AND MONTHLY DATA SHEET

The Finance Section of Bacolod Water District will submit Financial Statements and Monthly Data Sheet to Local Water Utilities Administration (LWUA) and Commission on Audit (COA)

Office or Division:	Finance Section			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	LWUA, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request for the submission of Financial Statement and Monthly Data Sheet	1.1 Process the preparation of Financial Statement and Monthly Data Sheet	None	10 Days	Alma S. Maglana Finance Section
	2. Submit through email / courier	None		Alma S. Maglana Finance Section
-END-				



4. ANSWER SURVEY / DATA REQUEST

The Finance Section of Bacolod Water District will answer survey forms / data request sent to the office

Office or Division:		Finance Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		PSA, Provincial Government Office Lanao del Norte		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Survey Form / Data Request Letter	1. Answer Survey Form / Request Letter and send reply to the Requestor	None	1 Day	Alma S. Maglana Finance Section
-END-				



5. DEPOSIT LOAN AMORTIZATION

The Cashier of Bacolod Water District will deposit to Land Bank Current Account of Local Water Utilities Administration for the payment of monthly loan amortization

Office or Division:		Finance Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Local Water Utilities Administration		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send billing	1.1 Prepare Disbursement Voucher and Check	None	30 minutes	<i>Alma S. Maglana</i> Finance Section
	1.2 Deposit check to Land Bank Iligan City		4 Hours	<i>Genalin A. Amantiad</i> Finance Section
2. Issue Official Receipt	2. File Disbursement Voucher, Official Receipt, and attachments	None	10 Minutes	<i>Sandra O. Castillo</i> Finance Section
-END-				



FINANCE SECTION

INTERNAL SERVICES



1. PAY PERSONNEL SERVICES

The Finance Section of Bacolod Water District will prepare and process payment of Personnel Services of the regular and job order employees of BWD

Office or Division:	Finance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Record	1.1 Prepare payroll and disbursement voucher	None	30 Minutes	<i>Alma S. Maglana</i> Finance Section
	1.2 Issue Check and encash in the depository bank (LBP)		4 Hours	<i>Genalin A. Amantiad</i> Finance Section
2. Receive Personnel Services pay and sign payroll	2. File Disbursement Voucher, and attachments	None	5 Minutes	<i>Alma S. Maglana</i> Finance Section
-END-				



2. PREPARE FINANCIAL STATEMENTS AND MONTHLY DATA SHEET

The Finance Section of Bacolod Water District will process monthly the preparation of financial statements and monthly data sheet of the district and report such to the administrative body and the board of directors

Office or Division:		Finance Section		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		General Manager / Board of Directors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the submission of the FS / MDS	1.1 Process preparation of financial reports	None	10 Days	<i>Alma S. Maglana</i> Finance Section
2. Require the accounting section to report monthly the financial status and data of the district	2. Report FS and MDS during BOD monthly meeting	None	1 Day	<i>Alma S. Maglana</i> Finance Section
-END-				



3. PROCESS DISBURSEMENT

The Finance Section of Bacolod Water District will process disbursement due to its suppliers, service providers, contractors for its purchase of goods and services

Office or Division:	Finance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Cashier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete supporting documents for disbursement	1.1 Process Disbursement Voucher	None	10 Minutes	<i>Alma S. Maglana</i> Finance Section
2. Process payment	2. File Disbursement Voucher, Official Receipt and attachments	None	5 Minutes	<i>Sandra O. Castillo</i> Finance Section
-END-				



4. PROCESS REMITTANCES

The Finance Section of Bacolod Water District will process its remittances to the Government Service Insurance System, Home Development Mutual Fund, Bureau of Internal Revenue, Philippine health Insurance Corporation for the payment of employees' personal share, employee share, loan repayments, and withholding taxes

Office or Division:	Finance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Finance Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Remittance List and Disbursement Voucher to the Cashier for payment	1.1 Process payment of remittances by check	None	4 Hours	<i>Genalin A. Amantiad</i> Finance Section
2. Process payment of remittance through LBP We Access and submit proof of remittances to Cashier	2. Record payments and reconcile bank balance	None	4 Hours	<i>Genalin A. Amantiad</i> Finance Section
-END-				



5. REPORT COLLECTIONS AND DEPOSITS

The Cashier of Bacolod Water District will submit daily to the Accounting Section, the Report on Collections and Deposits to record cash inflows of the district

Office or Division:	Finance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Accounting Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the Cashier to report daily collection and deposit cash to the depository bank (LBP)	1.1 Print Daily Collection Report	None	10 Minutes	Genalin A. Amantiad Finance Section
	1.2 Process deposit of cash and check collections		4 Hours	
2. File Report and validated deposit slip	2. Submit Daily the Report of Collection and Deposit together with the bank validated deposit slip to the Accounting Section for recording and filing	None	5 Minutes	Genalin A. Amantiad Finance Section
-END-				



ADMINISTRATIVE SECTION

EXTERNAL SERVICES



1. PROCURE GOODS AND SERVICES

The Administrative Section of Bacolod Water District will process and approve the procurement of goods and services needed for the implementation of its Programs / Projects / Activities

Office or Division:		Administrative Section / BAC		
Classification:		Highly Technical		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		Bidders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PhilGEPS Registration			PhilGEPS	
2. Price Quotation			PhilGEPS / BWD Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept Request for Quotation Form	1.1 Process preparation of financial reports	None	7 Days	<i>Zaidie C. Ligutom</i> Administrative Section
2. Answer Request for Quotation Form and send to BAC Secretariat	2. Process procurement	None	5 Days	<i>Zaidie C. Ligutom</i> Administrative Section
3. Wait for Notice to Award / Purchase Order and deliver goods / services	3. Prepare disbursement	None	2 Days	<i>Zaidie C. Ligutom</i> Administrative Section
-END-				



2. ACCEPT JOB APPLICATION

The Administrative Section of Bacolod Water District will accept job applications and process the filling up of vacant position in its Plantilla of Personnel

Office or Division:	Administrative Section			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Job Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Applicant		
2. Personal Data Sheet		Form is downloadable in the CSC website		
3. Transcript of Records (If applicable)		School Graduated		
4. Eligibility Certificate (If applicable)		Civil Service Commission (CSC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for Job Vacancy posting	1.1 Post job vacancy	None	10 Days	<i>Genalin A. Amantiad</i> Administrative Section
2. Submit requirements	2. Receive requirements submitted and inform applicant to wait till BWD will contact him / her	None	1 Day	<i>Genalin A. Amantiad</i> Administrative Section
3. Attend HRMPSB screening	3. Process appointment and submit to CSC	None	3 Days	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



3. SUBMIT STATEMENT OF ASSETS LIABILITIES AND NETWORKTH

The Administrative Section of Bacolod Water District will collect from each regular employees the Statement of Assets Liabilities and Networkth and submit such to the assigned Deputy Ombudsman pursuant to R.A. 6713 the "Code of Conduct and Ethical Standards for Public Official and Employees

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Deputy Ombudsman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require the agency to submit notarized SALN	1.1 Collect SALN from Employees and notarize 1.2 Mail SALN to the Ombudsman before the 30 th of April	None	2 Days	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



4. PROVIDE WATER ANALYSIS TEST RESULTS

The Bacolod Water District, with its mission to deliver safe and potable water to the constituents, submits water samples to DOH accredited laboratories for Bacteriological Analysis and Physical/Chemical Analysis of water

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of result	1.1 Photocopy the result	None	10 Minutes for Local Requestor	Genalin A. Amantiad Administrative Section
	1.2 Send the copy to the requestor		1 Day for National Requestor	
-END-				



5. ISSUE CERTIFICATE OF WATER POTABILITY

All concessionaires of the Bacolod Water District may request for a Certificate of Water Potability which they can use for whatever legal purpose it may serve them

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Certificate of Water Potability	1.1 Process request 1.2 Send the copy to the requestor	None	10 Minutes for Local Requestor 1 Day for National Requestor	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



ADMINISTRATIVE SECTION

INTERNAL SERVICES



1. APPROVE LEAVE APPLICATION

Employees of the Bacolod Water District may file leave of absence and submit such to the Administrative Section for approval

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Leave Application Form	1.Process request of leave application	None	10 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
2. Wait for the approval of leave application.	2. Sign and approve the leave application	None	10 Minutes	<i>Noel L. Resabal</i> General Manager
-END-				



2. APPROVE MONETIZATION OF EARNED LEAVE CREDITS

Employees of the Bacolod Water District may apply for the monetization of their earned leave credit, in pursuant to Joint CSC-DBM Circular No. 1 series of 1991 and Joint CSC-DBM Circular No. 2 series of 1997 providing Amendatory Rules and Regulations Governing the Monetization of Leave Credits of Government Officials and Employees, and submit such to the Administrative Section for approval

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Justification Letter with supporting documents if applying for the special monetization		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Monetization of Earned Leave Credit Application Form	1.1 Process the application 1.2 Submit Application to Finance Section for the process of disbursement	None	10 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



3. COLLECT STATEMENT OF ASSETS LIABILITIES AND NETWORKTH

The Administrative Section of Bacolod Water District will collect from each regular employees the Statement of Assets Liabilities and Networkth and submit such to the assigned Deputy Ombudsman pursuant to R.A. 6713 the "Code of Conduct and Ethical Standards for Public Official and Employees

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish SALN and submit for notarial	1. Receive SALN and submit to Notary Public	None	2 Days	<i>Genalin A. Amantiad</i> Administrative Section
2. Request for notarized copy of SALN	2. Provide the employee a copy of his / her SALN	None	10 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



4. COLLECT IPCR TARGETS AND ACCOMPLISHMENTS

The Administrative Section of Bacolod Water District will collect from each regular Employees, for rating purposes, its Individual Performance Commitment and Review Form every 30th of June and 31st of December

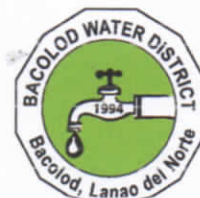
Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Individual Performance Commitment and Review Form on the first working day of January and July for performance targets	1.1 Receive IPCR	None	1 Day	Genalin A. Amantiad Administrative Section
	1.2 Review Targets			
	1.3 Approve Targets			
	1.4 Return IPCR to employees every June 30 and December 30 and advice to fill up the accomplishments			
2. Fill up accomplishments and submit to the Administrative Section for rating purposes	2.1 Discuss with the ratee his accomplishments	None	1 Day	Genalin A. Amantiad Administrative Section
	2.2 Rate the performance and sign IPCR			
	2.3 Provide the ratee a copy of his / her IPCR			
-END-				



5. PROVIDE EMPLOYEES' SERVICE RECORD

The Employee of Bacolod Water District may request for a copy of their Service Record which they can use for whatever purpose it may serve them

Office or Division:		Administrative Section		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		All employees of BWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the Administrative Section a copy of Service Record	1. Process the request	None	10 minutes	<i>Genalin A. Amantiad</i> Administrative Section
-END-				



VI. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box inside Bacolod Water District Office at PACD3</p> <p>Contact info: Globe: 09557123348 Smart: 09195025808 Tel No.: 063227-2041 Email add: bacwdldn@yahoo.com</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant Complaints Desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquires and follow-ups, clients may contact the following telephone number: Globe: 09557123348 Smart: 09195025808 Tel No.: 063227-2041 Email add: bacwdldn@yahoo.com</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information: Name of the person being complained:</p>

	<p>Incident: Evidence:</p> <p>For inquiries and follow ups Clients may contact the following numbers: Globe: 09557123348 Smart: 09195025808 Tel No.: 0632272041 Email add: bacwdldn@yahoo.com</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action</p>
Contact Information of CCB, PCC, ARTA	<ol style="list-style-type: none"> 1. CCB-09088816565 (SMS) 2. PCC-8888 3. ARTA-2782



VII. LIST OF OFFICES

Office	Address	Contact Information
Bacolod Water District	Bacolod, Lanao del Norte	(063)-227-2041