

BACOLOD WATER DISTRICT

CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

The Bacolod Water District (BWD) is a local corporate entity that operates under the authority of Presidential Decree No. 198. Mandated to maintain a water supply system in the municipality of Bacolod and its neighboring municipalities, BWD was created by virtue of PD 198 through SB Resolution No. 225 dated May 23, 1994. As a consequence, it inherited from the Local Government the water system which was constructed by NAWASA in 1976. BWD is classified as a government-owned and/or controlled corporation (GOCC) and was issued with a Certificate of Conformance (CCC) numbered 543 by the Local Water Utilities Administration on December 6, 1994 confirming its identity as a newly formed water district. The WD's mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water District and providing for the government and administration of such districts.

Sec. 5 of Title II of PD 198, the purpose of forming local water district include the following:

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



## **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;

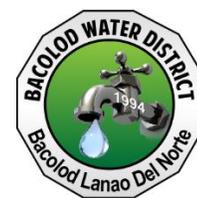
Ensure strict compliance with the service standards, with written explanation for any delays in frontline services.

All these we pledge, because YOU deserve no less.



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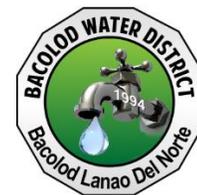
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# **COMMERCIAL SECTION**

## **EXTERNAL SERVICES**



## 1. PAYMENT OF WATER BILLS

Bacolod Water District is accepting payments of water bills on or before the due dates.

<b>Office or Division:</b>		<b>Commercial Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All concessionaires of BWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water Bill		Meter Reader of Bacolod Water District		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number at the Security Guard on duty and wait for the number to be called	1. Provide priority number	None	1 Minute	<i>Guard on Duty</i>
2. Proceed to the teller when the number is called	2. Accept payment (Teller 1 for senior citizens, disabled persons and pregnant women; Teller 2 for regular clients), post payment and issue official receipt	Amount reflected in the water bill  See table below for reference	2 Minutes	<i>Jasmin G. Alangilan and Runilyn Y Pabalay – Assigned Teller (Commercial Section)</i>
-END-				

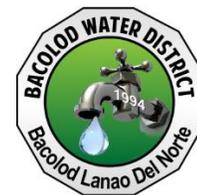
Category	Water Rate	Maintenance Fee	CONSUMPTION PER CUBIC METER				
			Minimum 0-10	11-20 Cubic Meter	21-30 Cubic Meter	31-40 Cubic Meter	41-Up Cubic Meter
Residential	177.50	5.00	177.50	19.00	21.25	23.75	26.65
Government	177.50	5.00	177.50	19.00	21.25	23.75	26.65
Commercial	355.00	5.00	355.00	38.00	42.50	47.50	53.30
Commercial A	310.60	5.00	310.60	33.25	37.15	41.55	46.60
Commercial B	266.25	5.00	266.25	28.50	31.85	35.60	39.95
Commercial C	221.85	5.00	221.85	23.75	26.55	29.65	33.33



## 2. GRANT OF 5% 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.

<b>Office or Division:</b>	<b>Commercial Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Senior Citizen ID		DSWD Office – Bacolod, Lanao del Norte		
2. Senior Citizen Application Form		Bacolod WD Customer Service		
3. Picture Holding Latest Newspaper		At any photo studio		
4. Barangay Certificate		Office of the Brgy Captain – Bacolod, LDN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section for Application or Renewal of Senior Citizen record	1. 1 Require the presentation of Senior Citizen ID Card for registration or renewal.	None	2 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
	1.2 Inform the applicant to fill out the Senior Citizen Application Form.	None	10 Minutes	
	1.3 Register in the system	None	3 Minutes	
-END-				



### 3. REQUEST OF BILLING STATEMENT

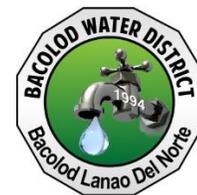
Concessionaires of Bacolod Water District may request for a copy of his / her billing statement / ledger which they can use for any legal purposes.

<b>Office or Division:</b>	<b>Commercial Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance				
2. If Through Representative - Authorization Letter		Service Connection Owner – Bacolod, LDN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Service Connection Owner: Proceed to the Customer Service Section and fill out request form	1.1 Request the client to fill-up request form	None	5 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
	1.2 Accept the request form and print out the billing statement	None	5 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
If requested through a Representative: Proceed to the Customer Service Section and present the authorization letter; fill out request form	Require the presentation of the authorization letter and request fill-up of request form	None	5 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
	Accept the request form and print out the billing statement	None	5 Minutes	<i>Jasmin G. Alangilan</i> Commercial Section
-END-				



# **FINANCE SECTION**

## **EXTERNAL SERVICES**



## 1. PREPARATION AND PAYMENT TO SUPPLIERS/UTILITY BILLS

The Cashier of Bacolod Water District will issue checks for payment of disbursements to all BWD Suppliers/Utility Bills

<b>Office or Division:</b>	<b>Finance Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All Payees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Delivery Receipt / Charge Invoice		Bacolod WD Suppliers		
2. Billing Statement		Telephone Bill – PLDT Maratel Iligan City Electric Bill – LANEKO Office Bacolod, LDN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/Send the Delivery Receipt/ Charge Invoice/ Billing Statement to the Accounting Section	1.1 Process Disbursement Voucher with the complete supporting documents	None	30 Minutes	<i>Alma S. Maglana</i> Finance Section
	1.2 Prepare and process Check for payment to clients	None	30 Minutes	<i>Genalin A. Amantiad</i> Finance Section
2. Issue Official Receipt	2.1 Receive the Official Receipt with the Disbursement Voucher and submit to Accounting office	None	10 Minutes	<i>Genalin A. Amantiad</i> Finance Section
	2.2 Files the Disbursement Vouchers with the complete supporting documents ready for Audit (COA)	None	5 Minutes	<i>Sandra O. Castillo</i> Finance Section
-END-				



## 2. PREPARATION AND PAYMENT OF MONTHLY 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

<b>Office or Division:</b>	<b>Finance Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Finance Section			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. GSIS Billing Statement		1. GSIS Iligan Branch – Iligan City		
2. HDMF Billing Statement		2. HDMF Iligan Branch – Iligan City		
3. PHIC Billing Statement		3. PHIC Iligan Branch – Iligan City		
4. BIR Withholding Taxes VAT		4. Taxes Withheld from BWD Suppliers		
5. BIR Income Taxes		5. Taxes Withheld from BWD Employees		
6. BIR Percentage Taxes		6. Taxes Withheld from BWD Water Sales		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For payment made through Check: Send Billing Statement to accounting office through email	1.1 Verify the billing statement and process remittance list with disbursement voucher	None	2 Hours	<i>Alma S. Maglana</i> Finance Section
	1.2 Prepare and process check for payment	None	20 Minutes	<i>Genalin A. Amantiad</i> Finance Section
2. Issue Official Receipt	2.1 Pay the remittances over the counter	None	1 Day	<i>Genalin A. Amantiad</i> Finance Section
	2.2 Receive the Official Receipt and submit to the Accounting Office	None		
	2.3 Files the Disbursement Vouchers with the complete supporting documents ready for Audit (COA)	None	5 Minutes	<i>Sandra O. Castillo</i> Finance Section



<p>1. For payment made through on-line: Send billing statement to Accounting Office through email</p>	<p>1.1 Verify the billing statement and process remittance list</p> <p>1.2 Process payment of remittances on-line through LBP WeAccess</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Alma S. Maglana</i> Finance Section</p>
<p>2. Print proof of payment (Acknowledgement and Confirmation of payment)</p>	<p>2. Record payments and reconcile bank balance</p> <p>2.1 Attached proof of payment and file disbursement vouchers with the complete supporting documents ready for audit (COA).</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Alma S. Maglana</i> Finance Section</p>
		<p>None</p>	<p>5 Minutes</p>	<p><i>Sandra O. Castillo</i> Finance Section</p>
<p>-END-</p>				



### 3. PREPARATION AND SUBMISSION OF FINANCIAL STATEMENTS AND MONTHLY DATA SHEET (MDS)

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)

<b>Office or Division:</b>		<b>Finance Section</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		LWUA, COA		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Alma S. Maglana</i> Finance Section
	2. Submit through email / courier	None (Through email)  P 130.00 (Through courier)		<i>Alma S. Maglana</i> Finance Section
-END-				



#### 4. SUBMISSION OF REQUESTED DATA

The Finance Section of Bacolod Water District will answer survey forms / data requested by the Philippine Statistic Authority.

<b>Office or Division:</b>	<b>Finance Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	PSA			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Survey Form		1. PSA – Iligan City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give Survey Form and Letter Request to Accounting Office	1.1 Fill-up the survey form  1.2 Process required data REQUIRED DATA	None  None	1 Day	<i>Alma S. Maglana</i> Finance Section
2. Received the data requested	2. Send through email or courier	None (Through email)  P 130.00 (Through courier)	20 minutes	<i>Alma S. Maglana</i> Finance Section
-END-				



# **FINANCE SECTION**

## **INTERNAL SERVICES**



## 1. PREPARATION OF PAYROLL FOR PERSONNEL SERVICES

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

<b>Office or Division:</b>	<b>Finance Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Daily Time Record			Bacolod WD – HR Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Daily Time Record with Overtime Authorization (If there are any) to Accounting Office	1.1 Verify the DTR and other attachments if the details are correct and complete	None	30 Minutes	<i>Alma S. Maglana</i> Finance Section
	1.2 Process and prepare payroll with disbursement voucher and complete supporting documents	None	1 Hour	<i>Alma S. Maglana</i> Finance Section
	1.3 Process and prepare check for encashment at LBP Iligan Branch	None	2 Hours	<i>Genalin A. Amantiad</i> Finance Section
2. Receive Personnel Services pay and sign the payroll	2.1 Request employees to sign the payroll and submit the same to accounting office with the complete supporting document.	None	1 Hour	<i>Alma S. Maglana</i> Finance Section
	2.2 Files the Payroll with the complete supporting documents ready for Audit (COA	None	10 Minutes	<i>Sandra O. Castillo</i> Finance Section
-END-				



## 2. REPORT OF COLLECTION AND DEPOSIT

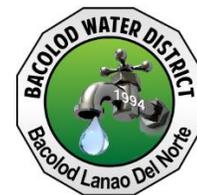
Collections of the Collecting Officer of Bacolod Water District will be reported and remitted daily to the Cashier for deposit.

<b>Office or Division:</b>	<b>Finance Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Cashier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily Collection Report		1. BWD Collecting Officer – Billing and Collection Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DCR and remit daily cash/check collection to the Cashier	1.1 Check and verify DCR against the remitted collection	None	30 Minutes	<i>Genalin A. Amantiad</i> (Cashier) Finance Section
	1.2 Issue Official Receipt for the remitted collection and post to Cash Receipts Records	None	10 Minutes	
	1.3 Prepare CCS and Deposit Slip	None	1 Hour	
	1.4 Deposit over the counter to depository bank – LBP Maigo Branch	None	2 Hours	
2. Issue validated deposit slip	2.1 Received the validated deposit slip; attached to the CCS and submit to accounting office	None	10 Minutes	<i>Genalin A. Amantiad</i> (Cashier) Finance Section
	2.2 Record and file the CCS and deposit slip ready for audit (COA)	None	20 Minutes	<i>Alma S. Maglana</i> (Corporate Accounts Analyst) Finance Section
-END-				



# **ADMINISTRATIVE SECTION**

## **EXTERNAL SERVICES**



## 1. ACCEPTANCE OF JOB APPLICATION

Any Individual may submit job application documents to the Administrative Section of Bacolod Water District.

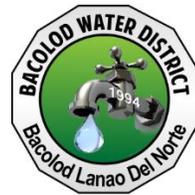
<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Job Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter		1. Applicant		
2. Personal Data Sheet		2. PDS Form is downloadable in the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )		
3. Transcript of Records 3 Authenticated Copies (If applicable)		3. School/University Graduated		
4. Eligibility Certificate 3 Authenticated Copies (If applicable)		4. Civil Service Commission (CSC) – Cagayan de Oro City/ Pagadian City/ Davao City/ Cotabato City/Zamboanga City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application Requirements personally at Bacolod Water District Office or through email at <a href="mailto:bacwdldn@yahoo.com">bacwdldn@yahoo.com</a>	1.1 Receives the Job Application requirements; stamp received and register to the Database of Applicants.	None	30 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
	1.2 If qualified or not the Applicant will be properly informed	None		
-END-				



## 2. PROCUREMENT OF 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 in accordance with the Government Procurement Act.

<b>Office or Division:</b>	<b>Administrative Section / BAC</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All Suppliers/Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PhilGEPS Registration		PhilGEPS website – <a href="http://www.philgeps.gov.ph">www.philgeps.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Alternative Mode of Procurement: 1. Submit price quotations through BWD email address <a href="mailto:bacwdldn@yahoo.com">bacwdldn@yahoo.com</a>	1.1 Process procurement through PhilGEPS posting	None	3 Days	<i>Zaidie C. Ligutom</i> Administrative Section
	1.2 Prepare abstract of quotation	None	30 Minutes	
	1.3 Prepare Notice of Award and send to winning bidder	None	30 Minutes	
2. Receive PO and deliver goods/ services	2. Prepare Purchase Order and send to supplier through email.	None	5 Days	<i>Zaidie C. Ligutom</i> Administrative Section
For Public Bidding: 1. Submit price quotations through BWD email address <a href="mailto:bacwdldn@yahoo.com">bacwdldn@yahoo.com</a>	1.1 Posting of procurement through PhilGEPS	None	7 Days	<i>Zaidie C. Ligutom</i> Administrative Section
	1.2 Conduct Procurement process Pre-bid conference, submission and opening of bids, Bid evaluation, Post qualification, Approval of Resolution and Issuance of Notice of Award	None	6 Days	
2. Receive and sign notarized contract	2.1 Preparation, Signing and Approval of contract	None	2 Days	<i>Noel L. Resabal</i> General Manager
3. Receive the Notice to Proceed and deliver goods/ services	3.1 Issuance of Notice to Proceed	None	1 Day	<i>Zaidie C. Ligutom</i> Administrative Section
-END-				



# **ADMINISTRATIVE SECTION**

## **INTERNAL SERVICES**



## 1. SUBMISSION OF STATEMENT OF ASSETS LIABILITIES AND NETWORTH (SALN)

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

<b>Office or Division:</b>		<b>Administrative Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Deputy Ombudsman		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished notarized SALN to the Administrative section	1.1 Receive and evaluate SALN if properly filled-up	None	2 Days	Genalin A. Amantiad Administrative Section
	1.2 Submit to the Office of Ombudsman in person or through courier	200.00 (If through courier)	3 Days	
-END-				



## 2. LEAVE APPLICATION

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

<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Leave Application to the Administrative office 5 days before going such leave for Force Leave and Vacation Leave and Sick leave upon returning for work	1.Process request of leave application and submit to the office of the General Manager for approval	None	10 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
2. Wait for the approval of leave application before consuming the applied leave.	2. Sign and approve the leave application	None	10 Minutes	<i>Noel L. Resabal</i> General Manager
-END-				



### 3. 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

<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled-up Monetization of Earned Leave Credit Application Form to the Administrative Office	1.1 Process the application for monetization	None	20 Minutes	<i>Genalin A. Amantiad</i> Administrative Section
	1.2 Submit application form to the office of the General Manager for approval	None	10 Minutes	<i>Noel L. Resabal</i> Office of the General Manager
	1.3 Submit to Accounting Office for disbursement voucher preparation.	None	10 Minutes	<i>Alma S. Maglana</i> Finance Section
	1.4 Preparation and process Check for payment	None	10 Minutes	<i>Genalin A. Amantiad</i> Finance Section
2. Receive payment of monetization	2.1 Request the employee to sign the disbursement voucher upon payment	None	5 Minutes	<i>Genalin A. Amantiad</i> Finance Section
-END-				



#### 4. REQUEST OF SERVICE RECORDS

All Employees of Bacolod Water District (including those who are already retired and or separated from the service) may request for a copy of their Service Record for whatever legal purposes it may serve them.

<b>Office or Division:</b>	<b>Administrative Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All BWD Employees (Current and Former Employees)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance				
2. Representative – Authorization Letter		Current/Former Employee – Bacolod Water District Bacolod, LDN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Personal Appearance: Proceed to Administrative Section and fill out request form; submit to the in-charge and wait for the Service Records requested to be released	1. Process and release the Service Records requested	None	20 minutes	<i>Genalin A. Amantiad</i> Administrative Section (HRMO Designate)
For Authorized Representative: Proceed to Administrative Section present the authorization letter and fill out request form; submit to the in-charge and wait for the Service Records requested to be released	1. Process and release the Service Records requested	None	20 minutes	<i>Genalin A. Amantiad</i> Administrative Section (HRMO Designate)
-END-				



## 5. REQUEST AND ISSUANCE OF MATERIALS, ACCOUNTABLE FORMS AND OFFICE SUPPLIES

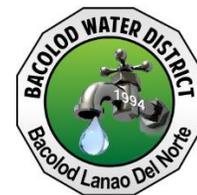
The Property Custodian will issue materials, accountable forms, and office supplies needed to conduct the duties and responsibilities for the day to day operation of the water district

<b>Office or Division:</b>		<b>Technical Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Finance Section		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requisition and Issue Slip (RIS) to the Property Custodian	1.1 Process the request	None	30 Minutes	<i>Zaidie C. Ligutom</i> Administrative Section (Property Custodian)
2. Receive materials/accountable forms/ office supplies	2.1 Release/ issue materials/ accountable forms/ office supplies to the end user	None	30 Minutes	<i>Zaidie C. Ligutom</i> Administrative Section (Property Custodian)
-END-				



# **TECHNICAL/ENGINEERING SECTION**

## **EXTERNAL SERVICES**



## 1. APPLICATION AND INSTALLATION OF WATER SERVICE CONNECTION

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

<b>Office or Division:</b>	<b>Commercial Section/Technical/ Engineering Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C,G2B,G2G			
<b>Who may avail:</b>	All residents of the Municipality of Bacolod reached by BWD service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Connection Contract and Application Form		Customer Service – Bacolod WD Bacolod, LDN		
2. Excavation Permit (If necessary)		Office of the Municipal Engineer – LGU Bacolod, LDN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service for interview and submit Application Form	1.1 Inform client to submit documentary requirements and fill out Service Connection Contract and Application Form	None	15 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	1.2 Process Application (Contract Signing) and advice client for payment	None	15 Minutes	
2. Proceed to Collection Section for payment	2. Receive payment and issue official receipt	Application fee P 3,000.00	2 Minutes	<i>Jasmin G. Alangilan</i> Collection Section (Teller)
3. Proceed to the Office of the GM to attend Orientation	3. Client Orientation is conducted	None	30 Minutes	<i>Noel L. Resabal</i> General Manager
4. None	4.1 Forward Maintenance Order to Technical Section for ocular/site inspection	None	10 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)



	4.2 Conduct ocular/ site inspection for the estimate of materials to be used	None	1 Hour	
	4.3 Forward Requisition and Issue Slip (RIS) of the estimated materials to the Property Custodian for issuance	None	10 Minutes	<i>Leopoldo C. Mejos Michael S. Manera</i> Technical/ Engineering Section
	4.4. Process and release/ issue materials	None	20 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Property Custodian)
	4.5. Installation of New Service Connection	None	2 Hours	<i>Leopoldo C. Mejos Michael S. Manera</i> Technical/ Engineering Section
-END-				



## 2. ATTEND CUSTOMER SERVICE REQUEST

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

- |                     |                           |
|---------------------|---------------------------|
| 1. No Water         | 5. Murky Water            |
| 2. Low Pressure     | 6. Meter Leakage/stand    |
| 3. High Consumption | 7. Tail Piece Replacement |
| 4. Bad Odor         |                           |

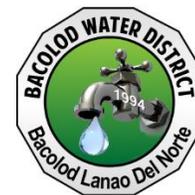
<b>Office or Division:</b>		<b>Technical Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All concessionaires of BWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section for the complaint	1.1 Provide the client with service request form	None	5 Minutes	<i>Zaidie C. Ligutom</i> Customer Service Assistant
	1.2 Review the service request and forward to the Technical/ Engineering Section	None	5 Minutes	
	1.3 Check the service request form and assign personnel for appropriate action	None	10 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
	1.4 Attend the customer service request	None	1 Hour	
-END-				



### 3. REQUEST FOR TRANSFER TAPPING OF WATER METER/ WATER SERVICE CONNECTION

All concessionaires may request for transfer tapping of water meter and water service connection.

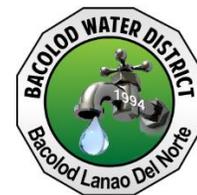
<b>Office or Division:</b>	<b>Technical Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section and fill out request form	1.1 Provide the client with the request form and forward to the Office of the GM for approval	None	10 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	1.2 Advise client for payment	None	2 Minutes	
2. Proceed to Collection Section for payment	2.1 Receive payment and issue official receipt	Php 150.00	2 Minutes	<i>Jasmin G. Alangilan</i> Collection Section (Teller)
3. Proceed to Customer Service Section and present the official receipt	3.1 Check the issued official receipt and forward the approved service request to Technical/ Engineering Section	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	3.2 Assign personnel for inspection and appropriate action	None	5 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i>
	3.3 Attend the request	None	30 Minutes	Technical Section
-END-				



#### 4. REQUEST FOR REPLACEMENT OF DEFFECTIVE WATER METER AND BRASS LOCKWING

All concessionaires may request for replacement of defective water meter and brass ball valve with lockwing.

<b>Office or Division:</b>	<b>Technical Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section and fill out request form	1.1 Provide the client with the request form and forward to the Office of the GM for approval	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	1.2 Advise client for payment	None	2 Minutes	
2. Proceed to Collection Section for payment	2.1 Receive payment and issue official receipt	P1,000.00 (Water Meter)  P 280.00 (Lockwing)	5 Minutes	<i>Jasmin G. Alangilan</i> Collection Section (Teller)
3. Proceed to Customer Service Section and present the official receipt	3.1 Check the issued official receipt and forward the approved service request to Technical/ Engineering Section	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	3.2 Assign personnel for inspection and appropriate action	None	5 Minutes	
	3.3 Replace defective meter and lockwing	None	30 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
-END-				



## 5. RECONNECTION OF WATER SERVICE CONNECTION

All concessionaires may request for reconnection of disconnected water service connection.

<b>Office or Division:</b>		<b>Technical Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All disconnected concessionaires of BWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section and present water bill	1.1 Provide the client with reconnection form and compute for the total amount to be paid	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	1.2 Advise client for payment	None	2 Minutes	
2. Proceed to Collection Section for payment	2.1 Receive payment and issue official receipt	Amount reflected in the water bill	5 Minutes	<i>Jasmin G. Alangilan</i> Collection Section (Teller)
	For voluntary disconnection w/out arrear	Reconnection Fee P100.00		
	For delinquent clients	Reconnection Fee P150.00		
3. Proceed to Customer Service Section and present the Official Receipt	3.1 Review the issued official receipt, conduct re-orientation and forward reconnection order to Technical/ Engineering Section	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	3.2 Assign personnel for inspection and appropriate action	None	15 Minutes	
	3.3 Reconnect water service connection			<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
-END-				



## 6. REQUEST FOR CLOSURE OF WATER SERVICE CONNECTION

All concessionaires may request for voluntary closure of water service connection.

<b>Office or Division:</b>		<b>Technical Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All disconnected concessionaires of BWD		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service Section and fill out request form	1.1 Provide the client with request form	None	10 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section
	1.2 Check the system for outstanding balance of water bill, if any and advise for payment	None	5 Minutes	Section (Customer Service Assistant)
2. Proceed to Collection Section for payment	2.1 Receive payment and issue official receipt	Amount based on the last reading	2 Minutes	<i>Jasmin G. Alangilan</i> Collection Section (Teller)
3. Proceed to Customer Service Section and present the Official Receipt if any	3.1 Review the issued official receipt if any and forward request to the GM for approval	None	5 Minutes	<i>Zaidie C. Ligutom</i> Commercial Section (Customer Service Assistant)
	3.2 Assign personnel for inspection and appropriate action	None	5 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i>
	3.3 Close the water service connection	None	20 Minutes	Technical Section
-END-				



## 7. REQUEST FOR A COPY OF BACTERIOLOGICAL ANALYSIS RESULT

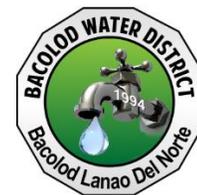
All interested agencies may request for a copy of Bacteriological Analysis result for any legal purposes.

<b>Office or Division:</b>	<b>Technical Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All BWD Employees (Current and Former Employees)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for a Copy of Bacteriological Test Result		1. Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Technical Section and submit letter request for a copy of Bacteriological test result and wait for the requested result to be released	1. Process and release the result requested	None	20 minutes	<i>Richard A Japson</i> Technical Section (Person in-charge)
-END-				



# **TECHNICAL/ENGINEERING SECTION**

## **INTERNAL SERVICES**



## 1. REQUEST OF JOB ORDER FOR EMERGENCY HIRED

The Technical Section may request a 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.

<b>Office or Division:</b>	<b>Technical Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Finance Section			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Job Order and submit to Finance Section	1.1 Process Job Order request and submit to the Office of the General Manager for approval	None	30 Minutes	<i>Alma S. Maglana</i> Finance Section
-END-				



## 2. REPORT OF 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

<b>Office or Division:</b>		<b>Technical Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Finance Section		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit daily report of Materials and Fuels releases for the month.	1.1 Verify the submitted report against the Requisition and Issue Slip (RIS) from end user of materials / fuels	None	10 Minutes	<i>Michael S. Manera / Leopoldo C. Mejos</i> Technical Section
	1.2 File RIS	None	5 Minutes	
	1.3 Prepare Summary of Materials Releases and submit to the Accounting Office	None	1 Hour	<i>Sandra O. Castillo</i> Finance Section
-END-				



## VI. FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box inside Bacolod Water District Office at PACD</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 (PACD)</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information:            Name of the person being complained:            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"> <li>1. CCB-09088816565 (SMS)</li> <li>2. PCC-8888</li> <li>3. ARTA-2782</li> </ol>



## VII. LIST OF OFFICES

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