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# **BUENAVISTA WATER DISTRICT**

**CITIZEN'S CHARTER**  
2020 (3<sup>rd</sup> Edition)



## **I. Mandate**

Pursuant to Presidential Decree 198, Buenavista Water District is formed for the purpose of (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of the municipality, (b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within the municipality , as are necessary or incidental to said purpose.

## **II. Vision**

A dynamic partner in sustaining life and development of the community by providing safe, efficient and effective management of its water resources

## **III. Mission**

We commit ourselves to the protection, development and sustainability of our water resources using modern technology for a continuous delivery of safe and potable water for the community.

## **IV. Service Pledge**

We, the Board of Directors, Management and Staff and employees of Buenavista Water District- Agusan del Norte (BWD), commit to:

Be always amiable and friendly to you our valued customers, serving you with efficiency, courtesy and promptness from Mondays to Fridays (except on legal holidays) with no noon break.

Assure you that you have our best interest in mind when it comes to the delivery of safe, potable water through our constant treatment, maintenance and upgrading of our water system.

Satisfy your queries and complaints in a very professional and personalized manner, explaining clearly the requirements and policies pertaining to water installation, service connections, billing, and other necessary services for you to avail of water.

Provide you with a flow chart for your guidance in getting you serviced promptly.



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**BWD Office**  
**External Category**



## New Service Connection

The process of applying for water service connection, either new or additional.

|                             |  |
|-----------------------------|--|
| <b>Office or Division</b>   | Division A & B   |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C  |
| <b>Who may avail:</b>       | All interested applicants who wants to avail of the services within the Municipality of Buenavista |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE                                  |
|--|--|
| 1. Water Permit  | Municipal Office – Treasure’s Office             |
| 2. Attend Orientation  | BWD Office, scheduled every Wednesday at 2:00 pm |
| 3. Photocopy of Valid ID ( 1 copy)   | Applicant  |
| 4. Photocopy of Proof of Ownership (1 copy)<br>If not the owner: Secure Authorization and Valid ID of the lot owner. ( 1 copy) | Applicant / Lot Owner / Assessor’s Office - LGU  |
| 5. Mobile Phone Number   | Applicant  |
| For Representative:  |  |
| 1. Photocopy of Valid ID of representative and the applicant ( 1 copy)   | Applicant  |
| 2. Authorization from the owner/ Special Power of Attorney – those representing office or organizations ( 1 copy)              | Applicant  |

| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESsing TIME | PERSON RESPONSIBLE   |
|---|---|-----------------|-----------------|--|
| 1. Go to the Security Guard (SG) to register for the Orientation schedule | 1. SG register client to the Attendance Sheet   | None            | 5 minutes       | Security Guard   |
| 2. Attend Seminar   | 2. Conducts Orientation on Contracts and Technical Matters  | None            | 2 hours         | Admin & Engineering Section  |
| 3. Contact Accredited Plumber for in-house installation                   | 3. If in-house plumbing is installed, Accredited Plumber will confirm and sign in the attendance sheet<br>3.3 Inspect in-house installation, if approved advise client to pay the Application Fee | None            | 2 minutes       | Engr. Chan, Jr./<br>D. Bughao /<br>A. Reños / F. Docdoc<br><br>R. Labrador |
| 4. Return to BWD and submit the documentary requirements                  | 4. Review, verify completeness documents<br>4.4 Issue Charge Slip   | None            | 3 minutes       | Engr. Salvador S. Chan, Jr./<br>Darnel S. Bughao /<br>Alan S. Reños /      |



|  |   |   |   |  |
|--|---|---|---|--|
|  |   |   |   | Frence Docdoc                            |
| 5. Proceed to Accounting for recommending approval             | 5. Accounting Clerk reviews and record to SACO Book assigned account number | None  | 2 minutes                               | Janette R. Aloyon / Jerylle Salang       |
| 6. Proceed to Billing Clerk for confirmation of Account Number | 6. Billing Clerk verify the assigned account number                         | None  | 5 minutes                               | Gerlee B. K. Jaramillo / Eddie B. Apatan |
| 7. Proceed to Teller for payment                               | 7. Teller receives and issued Official Receipt                              | Application Fee- Php 3,000.00 or Initial payment - Php 1,500.00 | 3 minutes                               | Liza R. Atienza/ Marigold Jane M. Maputi |
| 8. Wait at home for tapping of new service connection          | 8. Plumber will tap service line  | None  | 2-3 days                                | Plumber                                  |
| <b>Total</b>   |   | <b>Php 3,000.00 or Php 1,500.00</b>                             | <b>3 days, 2 hours &amp; 20 minutes</b> |  |

## Payment of Water Bill

The process of paying the water bill.

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A                           |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------|-----------------|
| 1. None                   |                 |

| CLIENT STEPS                                      | AGENCY ACTIONS                                    | FEES TO BE PAID             | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------------------|-----------------|--------------------|
| 1. Get priority number from the Security Guard    | Security Guard will issue priority Number         | None                        | 1 minutes       | Security Guard     |
| 2. Wait for your number to be called              | After queuing, Teller will receive payment        | Refer to *water rates table | 3-5 minutes     | Teller             |
| 3. Count your change before leaving and take your | Teller issue Official Receipt and change (if any) | None                        | 2 minutes       | Teller             |



|                           |  |  |  |  |
|---------------------------|--|--|--|--|
| Official Receipt          |  |  |  |  |
| <b>END OF TRANSACTION</b> |  |  |  |  |

**\*WATER RATES**

| <u>Classification</u>       | <u>Size</u> | <u>Minimum Charges</u> | <u>Commodity Charges</u> |                        |                        |                          |
|-----------------------------|-------------|------------------------|--------------------------|------------------------|------------------------|--------------------------|
|                             |             |                        | <u>11-20<br/>cu.m.</u>   | <u>21-30<br/>cu.m.</u> | <u>31-40<br/>cu.m.</u> | <u>Over 40<br/>cu.m.</u> |
| Residential /<br>Government | ½"          | 210.00                 | 24.50                    | 28.20                  | 32.40                  | 37.20                    |
| Commercial/<br>Industrial   | ½"          | 420.00                 | 49.00                    | 56.40                  | 64.80                  | 74.40                    |
| Commercial A                | ½"          | 367.50                 | 42.85                    | 49.35                  | 56.70                  | 65.10                    |
| Commercial B                | ½"          | 315.00                 | 36.75                    | 42.30                  | 48.60                  | 55.80                    |
| Commercial C                | ½"          | 262.50                 | 30.60                    | 35.25                  | 40.50                  | 46.50                    |
| Bulk/Wholesale              | ½"          | 630.00                 | 73.50                    | 84.60                  | 97.20                  | 111.60                   |

## Complaint

The process of taking a complaint

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A                           |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

|                                  |                        |
|----------------------------------|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b> |
| None                             |                        |

| CLIENT STEPS   | AGENCY ACTIONS  | FEES TO BE PAID | PROCESS -ING TIME | PERSON RESPONSIBL E             |
|--|---|-----------------|-------------------|---------------------------------|
| 1. Go to the Public Assistance and Complaints Desk to report complaint   | 1. PACD-in-charge receives and log complaint  | None            | 5 minutes         | PACD Staff                      |
| 2. If complaint pertains to service line – sign at Logbook and wait at home for plumber/maintenance to address the complaint | 2. PACD-in-charge will issue the Service Request (SR)<br>2.1 Plumber/ maintenance will execute the SR | None            | Within the day    | Plumber – Engineering Section   |
| 3. If complaint pertains to water bill accounts, Go to   | 3. Billing Clerk receives and address the complaint   | None            | 5 minutes         | Billing Clerk – Billing Section |



|                                 |                            |             |                           |  |
|---------------------------------|----------------------------|-------------|---------------------------|--|
| Billing Clerk for clarification | 3.1 Issue SR is applicable |             |                           |  |
| <b>Total</b>                    |                            | <b>None</b> | <b>1 day , 10 minutes</b> |  |

## Reconnection of Service Line

The process of reconnecting service lines.

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A & B                       |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE |
|---|-----------------|
| 1. If period of disconnection is more than one year, required to attend the Orientation | BWD Office      |
| 2. Reconnection Request Form  | Billing – BWD   |

| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID  | PROCESSING TIME | PERSON RESPONSIBLE              |
|--|--|--|-----------------|---------------------------------|
| 1. Go to Billing Clerk to check water meter status                 | 1. Billing Clerk check water meter(WM) status.<br>1.1 If WM is pulled out, advice client to proceed to Stockroom<br>1.2 If not pulled out, proceed to Step 3 | None   | 3-5 minutes     | Billing Clerk – Billing Section |
| 2. Go to Stockroom to get Charge Slip if Water Meter is pulled out | 2.. Storekeeper will issue charge slip for fittings and retrieve water mater   | Depending on the need:<br>* Angle Valve - Php 500.00<br>* Brass Replacement Piece - Php 150.00<br>* Teflon - Php 25.00 | 5-7 minutes     | Storekeeper – Stockroom         |
| 3. Go to Teller to pay outstanding balance and Reconnection Fee    | 3. Teller received payment for balance and reconnection fee  | Outstanding Balance & Php 100.00<br>Php 30.00( if paid within the day of disconnection)                                | 3-5 minutes     | Teller/ Cashier                 |
| 4. Proceed to Billing Section to fill-out                          | 4. Billing Clerk will issue Maintenance Order ( MO)  | None   | 3 minutes       | Billing Clerk – Billing Section |





|   |                                    |                    |                           |                                  |
|---|------------------------------------|--------------------|---------------------------|----------------------------------|
| Reconnection Request  |                                    |                    |                           |                                  |
| 5. Wait at home for the plumber to reconnect the service line | 5. Maintenance will execute the MO | None               | Within the day            | Maintenance – Commercial Section |
| <b>Total</b>  |                                    | <b>Php 775.000</b> | <b>1 day , 20 minutes</b> |                                  |

## Purchase of Materials

The process of purchasing materials and fittings for either new service connection, reconnection and repair.

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A & B                       |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

|                                  |                        |
|----------------------------------|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b> |
| None                             | BWD Office             |

| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID      | PROCESSING TIME   | PERSON RESPONSIBLE      |
|--|--|----------------------|-------------------|-------------------------|
| 1. Go to the Storekeeper and present list of materials to be purchased | 1. In-charge will issue charge slip for the materials required | None                 | 5-7 minutes       | Storekeeper – Stockroom |
| 2. Go to the Cashier to pay materials cost                             | 2. Issue Official Receipt                                      | *Refer to Price List | 3-5 minutes       | Teller/ Cashier         |
| 3. Go back to the Storekeeper to claim the purchased materials         | 3. Issue Gate Pass and release purchased materials             | None                 | 3-5 minutes       | Storekeeper – Stockroom |
| <b>Total</b>   |  |                      | <b>17 minutes</b> |                         |



## Price List of Materials / Fittings

### BUENAVISTA WATER DISTRICT PRICE LIST

|   |                                       |        |    |                                |          |
|---|---------------------------------------|--------|----|--------------------------------|----------|
| 1 | Brass Ball Valve 1/2" w/ Lock Wing    | 250.00 | 10 | G.I. Drain Plug 1/2"           | 20.00    |
|   | Angle Brass Ball Valve 3/4            | 600.00 |    | G.I. Drain Plug 3/4"           | 25.00    |
|   | Brass Valve 1/2 with Handle           | 250.00 | 11 | G.I. Elbow 1/2" x 90°          | 35.00    |
| 2 | Brass Faucet 1/2" - Plain & Hose Bibb | 150.00 |    | G.I. Elbow 3/4" x 90°          | 40.00    |
|   | PVC Faucet 1/2                        | 100.00 | 12 | G.I. Elbow Reducer 3/4" x 1/2" | 40.00    |
| 3 | Brass Replacement Piece 1/2"          | 150.00 |    | G.I. Straight Elbow 1/2"       | 30.00    |
|   | Brass Replacement Piece 3/4"          | 225.00 | 13 | G.I. Nipple 4 x 1/2            | 30.00    |
| 4 | Compression Elbow 1/2" x 90°          | 120.00 |    | G.I. Nipple 4 x 3/4            | 35.00    |
|   | Compression Elbow 3/4" x 90°          | 140.00 | 14 | G.I. Nipple 5 x 1/2            | 40.00    |
| 5 | Compression Tee 1/2"                  | 130.00 | 15 | G.I. Nipple 6 x 1/2            | 45.00    |
|   | Compression Tee 3/4"                  | 150.00 | 16 | G.I. Nipple 8 x 1/2            | 55.00    |
| 6 | Compression Union Coupling 1/2"       | 100.00 | 17 | G.I. Nipple 10 x 1/2           | 65.00    |
|   | Compression Union Coupling 3/4"       | 120.00 | 18 | G.I. Nipple 17" x 1/2"         | 95.00    |
|   | Comp. Union Coupling 32mm (1")        | 150.00 | 19 | G.I. Nipple 24 x 1/2"          | 150.00   |
| 7 | Comp. Tee Reducer 3/4 x 1/2           | 150.00 | 20 | G.I. Nipple 20 x 3/4"          | 150.00   |
|   | Comp. Tee Reducer 1 x 1/2             | 170.00 | 21 | G.I. Tee 1/2"                  | 40.00    |
|   | Comp. Tee Reducer 1 x 3/4             | 200.00 |    | G.I. Tee 3/4"                  | 55.00    |
| 8 | Comp. Coupling Reducer 3/4 x 1/2      | 125.00 | 22 | PE Pipe 1/2" x 300m, SDR 11    | 24.00    |
|   | Comp. Coupling Reducer 1 x 1/2        | 140.00 |    | PE Pipe 3/4" x 150m, SDR 11    | 40.00    |
|   | Comp. Coupling Reducer 1 x 3/4        | 150.00 | 23 | Teflon Tape 1/2" x 5m          | 24.00    |
| 9 | G.I. Coupling 1/2"                    | 25.00  | 24 | Water Meter 1/2"               | 1,200.00 |
|   | G.I. Coupling 3/4"                    | 30.00  | 25 | PVC Clip 1/2                   | 3.00     |



## Meter Transfer

The process of transferring water meter to another located as requested by the client

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A & B                       |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS       | WHERE TO SECURE      |
|---------------------------------|----------------------|
| 1. Fill-out Meter Transfer Form | Billing - BWD Office |

| CLIENT STEPS   | AGENCY ACTIONS                                     | FEES TO BE PAID   | PROCESSING TIME               | PERSON RESPONSIBLE              |
|--|--|---|-------------------------------|---------------------------------|
| 1. Go to the Billing Clerk to Fill out Request for Meter Transfer                    | 1. Billing Clerk issued SR for inspection and      | None  | 2-3 mins                      | Storekeeper – Stockroom         |
| 2. Wait at home for inspection of new location                                       | 2. Maintenance conducts inspection of new location | None  | Within the day                |                                 |
| * If fittings are needed, Go to Stockroom to purchase material (Refer to service #5) |  |   |                               |                                 |
| 3. Go back to Cashier to pay Meter transfer fee                                      | 3. Teller issued Official Receipt                  | Same barangay<br>Php 100.00 –<br>Other barangay<br>Php 300.00 –         | 3-5 mins                      | Teller/ Cashier                 |
| 4. Go back to Billing clerk to fill-out Meter Transfer Form                          | 4. Billing clerk issue Maintenance Order ( MO)     | None  | 3-5 mins                      | Billing Clerk – Billing Section |
| 5. Wait at home for plumber to transfer the water meter                              | 5. Maintenance execute MO                          | None  | Within the day                | Plumber – Engineering Section   |
| <b>Total</b>   |  | <b>Same barangay<br/>Php 100.00 –<br/>Other barangay<br/>Php 300.00</b> | <b>2 days, 13<br/>minutes</b> |                                 |



## Request for Information

The process of requesting data/ information and certification.

|                             |  |
|-----------------------------|--|
| <b>Office or Division</b>   | Division A & B   |
| <b>Classification:</b>      | Simple   |
| <b>Type of Transaction:</b> | G2C  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives; Offices; Any person with valid reason to request information |

| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b> |
|----------------------------------|------------------------|
| 1. Valid Identification Card     | Requester              |
| 2. Request for Information Form  | Admin - BWD            |

| <b>CLIENT STEPS</b>             | <b>AGENCY ACTIONS</b>                                 | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
|---------------------------------|---|-------------------------|------------------------|--|
| 1. Go to the PACD for concern : | 1. PACD routes request to concern                     | None                    | 2-3 minutes            | PACD Staff   |
| Copy of Water Bill              | Billing Clerk will issue Request for Information Form | None                    | 3-5 minutes            | Billing Clerk – Billing Section  |
| Certification                   | Prepare documents and route for GM signature          | None                    | 1 hr                   | Admin Staff- Admin. & General Services / Engineer B – Production Section |
| Copy of Documents               | Retrieve and photocopy documents                      | Php 10.00/ page         | 20 minutes             | Records Officer - Admin. & General Services                              |
| <b>Total</b>                    |   | <b>Php 10.00 / page</b> |                        |  |



## Application for Senior Citizen's Discount

The process of Senior Citizens availing of the Expanded Senior Citizens Benefits;

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A                           |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS                          | WHERE TO SECURE                                     |
|--|---|
| 1. Senior Citizen's Identification Card            | Requester   |
| 2. Senior Citizen's Discount Form                  | Admin - BWD   |
| 3. Barangay Certificate ( 1 copy)                  | Office of the Barangay where the applicants resides |
| 4. For Representative : Authorization and Valid ID | Applicant   |

| CLIENT STEPS                         | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE              |
|--------------------------------------|---|-----------------|-----------------|---------------------------------|
| 1. Go to Admin Staff to request form | 1. Admin staff issues and assist the client<br>1.1. Explain the BWD Policy on Expanded Senior Citizen's Act           | None            | 2-3 minutes     | PACD Staff                      |
| 2. Submit requirements               | 2. Admin staff verify and process the application<br>2.2 Advise client that discount will effect on the next billing. | None            | 3-5 minutes     | Billing Clerk – Billing Section |
| Total                                |   | None            | 8 minutes       |                                 |



## Request for Temporary Disconnection

The process of temporarily cut-off of service line. This will only be allowed if service connection is already active for six(6) months.

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A & B                       |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS            | WHERE TO SECURE      |
|--------------------------------------|----------------------|
| 1. Full payment of remaining balance | Billing - BWD Office |

| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID   | PROCESSING TIME          | PERSON RESPONSIBLE                     |
|--|--|---|--------------------------|--|
| 1. Go to the Billing Clerk                               | 1. Billing clerk issue Maintenance Order ( MO)                         | None  | 2-3 minutes              | Billing Clerk – Billing Section        |
|  | 1.1 Billing orders meter reader to get last reading to get consumption | None  | Within the day           | Billing Clerk – Billing Section        |
| 2. Pay water consumption                                 | 2. Teller issued Official Receipt                                      | * Refer to Table of water rates for remaining consumption | 3-5 minutes              | Teller/ Cashier                        |
| 4. Wait at home for plumber to perform temporary closure | 4. Maintenance executes the MO   | None  | 3-5 minutes              | Maintenance Staff – Commercial Section |
| <b>Total</b>   |  |   | <b>1 day, 13 minutes</b> |  |



## Request for Change Name

The process of amending the existing account name to a new client

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division</b>   | Division A                           |
| <b>Classification:</b>      | Simple                               |
| <b>Type of Transaction:</b> | G2C                                  |
| <b>Who may avail:</b>       | BWD Concessionaires/ Representatives |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE        |
|--|------------------------|
| 1. If Account Name already deceased: Death Certificate ( 1 copy) | Requester              |
| 2. Waiver from the Existing Client ( 1 copy)                     | Existing Owner/ Client |
| 3. Valid ID  | Existing Owner/ Client |

| CLIENT STEPS                                       | AGENCY ACTIONS   | FEES TO BE PAID                | PROCESSING TIME   | PERSON RESPONSIBLE              |
|--|--|--------------------------------|-------------------|---------------------------------|
| 1. Go to the Billing Clerk and submit requirements | 1. Billing clerk verifies documents , hen advise client to proceed to Teller | None                           | 2-3 minutes       | Billing Clerk – Billing Section |
| 2. Go to Teller to pay Change Name                 | 2. Teller issued Official Receipt  | Change name- Php 100.00        | 2-3 minutes       | Teller/ Cashier                 |
| 3. Go back to Billing to present Official Receipt  | 3. Billing Clerk updates the account to the new name                         | None                           | 3-5 minutes       | Billing Clerk – Billing Section |
| <b>Total</b>                                       |  | <b>Change name- Php 100.00</b> | <b>11 minutes</b> |                                 |



**BWD Office**  
**Internal Category**





## Request for Certification ( HR related documents)

The process of requesting Human Resource related documents such as Certificate of Employment, Leave Credit balance, Service Record

|                             |               |
|-----------------------------|---------------|
| <b>Office or Division</b>   | Division A    |
| <b>Classification:</b>      | Simple        |
| <b>Type of Transaction:</b> | G2C           |
| <b>Who may avail:</b>       | BWD Employees |

|                                  |                        |
|----------------------------------|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b> |
| None                             |                        |

| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                                 |
|---|---|-----------------|------------------|--|
| 1. Request HRMO Designate, either of the the following documents: Certificate of Employment; Leave Credit Balance; Service Record | 1. Prepares requested documents<br>1.2. Forward documents for GM signature<br>1.3 Release documents to employee | None            | 5-7 miutes       | HRMO Designate – Admin. & General Services Section |
| <b>Total</b>  |   | <b>None</b>     | <b>7 minutes</b> |  |

## Application for Leave

The BWD Personnel Files Application for Leave for either Force, Special of Sick Leave

|                             |               |
|-----------------------------|---------------|
| <b>Office or Division</b>   | Division A    |
| <b>Classification:</b>      | Simple        |
| <b>Type of Transaction:</b> | G2C           |
| <b>Who may avail:</b>       | BWD Employees |

|   |                        |
|---|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b>  | <b>WHERE TO SECURE</b> |
| 1. Application for Leave Form – ( 3 copies)   | BWD Office – Admin     |
| 2. Excuse Letter – for sick leave<br>Medical Certificate – more than five (5) days sick leave | Employee               |

| CLIENT STEPS | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|------------------|-----------------|-----------------|--------------------|
| 1Submit      | 1. Certify as to | None            | 5-7 minutes     | HRMO               |



|  |  |             |                  |   |
|--|--|-------------|------------------|---|
| Application for Leave (AFL) with complete attachments ( For Sick Leave with Excuse Letter) | the Leave Credits and update Leave Ledger Card<br>1.2. Forward AFL for Div. Manager and GMs Signature and<br>1.3 Files AFL to Employees Leave Folder |             |                  | Designate – &<br>Admin. &<br>General Services Section |
| <b>Total</b>   |  | <b>None</b> | <b>7 minutes</b> |   |

## Submission of CSC Monthly Report

The CSC Field office required monthly reports on Accession, Separation and DIBAR.

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division</b>   | Division A                     |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G – Government to Government |
| <b>Who may avail:</b>       | BWD Employees                  |

|                                  |                              |
|----------------------------------|------------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b>       |
| 1. Complete Monthly Report       | Admin/ HR – Division A – BWD |

| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE   |
|---|---|-----------------|-----------------|--|
| 1. Submit Monthly report on Accession, Separation and DIBAR to CSC Field Office | 1. Receives submitted documents and return file copy. | None            | 1 day           | HRMO Designate – &<br>Admin. &<br>General Services Section |
| <b>Total</b>  |   | <b>None</b>     | <b>1 day</b>    |  |

## Submission of LWUA Monthly Report

The Local Water Utilities Administration required monthly reports on Monthly Data Sheet, Financial Reports, Summary of Microbacteriological / Phy-Chem Test and results.

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division</b>   | Division A & B                 |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G – Government to Governemnt |
| <b>Who may avail:</b>       | BWD Employees                  |

|                                  |                        |
|----------------------------------|------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b> | <b>WHERE TO SECURE</b> |
|----------------------------------|------------------------|



|                             |   |
|-----------------------------|---|
| 1. Complete Monthly Reports | Accounting; Production & Engineering – BWD Office |
|-----------------------------|---|

| CLIENT STEPS  | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                               |
|---|--|-----------------|-----------------|--|
| 1. Upon completion of required documents - Submit Monthly report on Monthly Data Sheet, Financial Reports, Summary of Microbacteriological / Phy-Chem Test and results thru email and LBC | 1. Receive/download submitted documents and send acknowledgement receipt | None            | 3 days          | HRMO Designate Admin. & General Services Section |
| <b>Total</b>  |  | <b>None</b>     | <b>3 days</b>   |  |

## Submission of Internal Reports

Reports to be submitted to each Divisions, to wit: COA Reports , CRR, RSMI, Fuel Consumption,

|                             |                            |
|-----------------------------|----------------------------|
| <b>Office or Division</b>   | Division A                 |
| <b>Classification:</b>      | Simple                     |
| <b>Type of Transaction:</b> | G2C – Government to Client |
| <b>Who may avail:</b>       | BWD Employees              |

| CHECKLIST OF REQUIREMENTS   | WHERE TO SECURE                                   |
|-----------------------------|---|
| 1. Complete Monthly Reports | Accounting; Production & Engineering – BWD Office |

| CLIENT STEPS  | AGENCY ACTIONS                 | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                    |
|---|--------------------------------|-----------------|-----------------|---------------------------------------|
| 1. Upon completion of required reports – submit to concern Division :   | 1. Receive submitted documents | None<br>None    |                 |                                       |
| COA Reports <ul style="list-style-type: none"> <li>• Financial Statements</li> <li>• Trial Balance</li> <li>• Summary of Cash Advances</li> <li>• Schedule of Accounts Payable</li> <li>• Bank Reconciliation</li> <li>• Accountable Forms</li> </ul> |                                |                 | 15 days         | Accounting Clerk – Accounting Section |





|  |                                   |             |            |  |
|--|-----------------------------------|-------------|------------|--|
| Gate Pass  |                                   |             | 10 minutes | Storekeeper –<br>Admin Section               |
| Pass Slip  |                                   |             | 2 minutes  | Relevant<br>Employee                         |
| Request Slip                                       |                                   |             | 5 minutes  | Relevant<br>Employee                         |
|  | 2. Approves and<br>sign documents | None        | 5 minutes  | General Manager /<br>Authorized<br>Signatory |
| 2. Submit approved<br>form to concern<br>personnel | Check/ verify forms               | None        | 3 minutes  | Security Guard                               |
| <b>Total</b>                                       |                                   | <b>None</b> |            |  |

## Issuance of Checks for Payment of Purchases

The process of payment of purchases by the district.

|                             |                              |
|-----------------------------|------------------------------|
| <b>Office or Division</b>   | Division A                   |
| <b>Classification:</b>      | Simple                       |
| <b>Type of Transaction:</b> | G2B – Government to Business |
| <b>Who may avail:</b>       | BWD Employees                |

| CHECKLIST OF REQUIREMENTS        | WHERE TO SECURE       |
|----------------------------------|-----------------------|
| 1. Complete supporting documents | BAC Secretariat - BWD |

| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                       |
|--|--|-----------------|------------------|--|
| 1. Submit complete documents to Accounting for Voucher | 1. Review & Prepare Disbursement Vouchers and route for GM signature                         | None            | 5-8 minutes      | Accounting Clerk –<br>Accounting Section |
|  | 1.2 After GM signature , route to Cashier for issuance of check, then back for GM signature. | None            | 5 minutes        | Cashier –<br>Commercial Section          |
|  | 1.3. Sign check  | None            | 5 minute         | General Manager                          |
| <b>Total</b>   |  | <b>None</b>     | <b>8 minutes</b> |  |



| <b>Feedback and Complaints Mechanism</b> |   |
|--|---|
| How to send feedback?                    | <p>Fill out Feedback Forms and drop it at designated drop boxes/ submit to person-in-charge of the availed service.</p> <p>Contact numbers:<br/>Landlines:<br/>(085) 343-4037<br/>808-0055<br/>Mobile number : 0998 977 1038<br/>Email Address: <a href="mailto:bwd_adn@yahoo.com">bwd_adn@yahoo.com</a><br/>Website: <a href="http://buenawater.gov.ph">buenawater.gov.ph</a></p>  |
| How feedbacks are processed?             | <p>Feedback are taken every end of the week and recorded in a logbook.</p> <p>It will then be routed to the concern office for action within three(3) days.</p> <p>Action/ Answers are the relayed to the client.</p>   |
| How to file a complaint ?                | <p>Complaints may be filed through our website; FB Accounts; mobile or land line phones</p> <p>To follow-up complaint: You may use the following:<br/>Contact numbers:<br/>Landlines:<br/>(085) 343-4037; 808-0055<br/>Mobile number : 0998 977 1038<br/>Email Address: <a href="mailto:bwd_adn@yahoo.com">bwd_adn@yahoo.com</a><br/>Website: <a href="http://buenawater.gov.ph">buenawater.gov.ph</a></p>  |
| How complaints are processed ?           | <p>Complaints are received by the Public Assistance and Complaints Desk staff, who routes the complaint to the Admin staff</p> <p>Admin Staff evaluates and investigate the complaint and forward the complaint to the concern for explanation. Then prepares investigation report to be submitted to the General Manager for appropriate action.</p> <p>The Admin Officer will give the feedback to the client</p> <p>To follow-up complaint, please contact the following numbers:<br/>Landlines:<br/>(085) 343-4037<br/>808-0055<br/>Mobile number : 0998 977 1038</p> |
| Contact Information of CCB, PCC, ARTA    | <p>ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> ; 8478 5093<br/>PCC : 8888<br/>CCB: 0908-881-6565 (SMS)</p>  |



## Contact Information

| OFFICE                    | ADDRESS   | CONTACT INFORMATION   |
|---------------------------|---|---|
| BUENAVISTA WATER DISTRICT | Rizal Avenue, Brgy. 3, Buenavista, Agusan del Norte | Landline: (085) 343-4037<br>808-0055<br>Mobile #: 0998 977 1038<br>FB Page: Buenavista Water District<br>Email:<br><a href="mailto:bwd_adn@yahoo.com">bwd_adn@yahoo.com</a><br>Website: buenawater.gov.ph |

**ELISA B. ALIBAY**  
General Manager