

Request for Information

The process of requesting data/ information and certification.

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

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

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