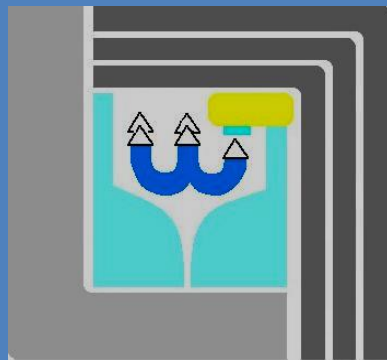


**March 2023 (6th Edition)**

# **CITIZEN'S CHARTER**



**BUENAVISTA WATER DISTRICT**



## **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**

By year 2031, Buenavista Water District is a

**R**eliable,  
**I**nnovative,  
**S**ustainable, and  
**E**fficient water and sanitation service provider.

## **III. Mission**

BWD is committed to:

**P**rovide 24/7 safe, potable water and sanitation services  
**E**ffective management of water resources  
**E**xcellent Customer Service and  
**R**esponsive Human Resources

## **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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## **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 want 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 / Seminar scheduled every Wednesday at 2:00PM	BWD Office
3. Photocopy of Valid ID ( 1 copy)	Applicant
4. Photocopy of Proof of Ownership (1 copy) 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. Special Power of Attorney – those representing office or organizations ( 1 copy)	Applicant

### Application Fees:

- Residential/Government & Commercial C- P 3,000.00
- Commercial B, A, & Industrial - P 4,000.00
- Large Industrial (Bulk / Wholesale) - P 5,000.00

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation/ Seminar (First come, first serve basis)	1. Conduct Orientation/ Seminar for New Service Application *Opening time for attendance is at 1:00 PM every Wednesday	None	2 hrs	A. Orihuela/L. Atienza/ R. De Torres & D. Bughao/R. Labrador
2. Contact Accredited Plumber for in-house installation	2.1 After Accredited Plumber signs the Applicants Info Sheet, inspection will be scheduled the day after.  2.2 Inspect in-house installation, if approved advise client to pay the Application Fee	None	1 day  2-5 minutes	Engr. Chan, Jr./ D. Bughao / A. Reños / R. Labrador
3. Return to BWD and submit the documentary requirements	3.1 Engineering Review, verify completeness documents 3.2 Issue Charge Slip then forward to Accounting Clerk	None	5 minutes	Engr. Haranay/ Darnel S. Bughao / Alan S. Reños / Frence Docdoc



	3.3 Accounting Clerk reviews and record to SACO Book assigned account number	None	2 minutes	Jerylle Salang/ Glenn Richelle A. Galeon
	3.4 Billing Clerk verify the assigned account number	None	5 minutes	Gerlee B. K. Jaramillo / Eddie B. Apatan
4. Proceed to Teller for payment	4.1 Teller receives and issued Official Receipt	Application Fee- Php 3,000.00 or Initial payment - Php 1,500.00	3 minutes	Michelle M. Castilla
5. Wait at home for tapping of new service connection	5.1 Plumber will tap service line * Tap to existing meter cluster *New meter cluster *Jetting/drilling under concrete pavement	None	*1-2 days *3-5 days *5-7 days	A. Ranoillo/ R. Bullecer/ C. Borja/ L. Macarayan / J. Elpanag
<b>Total</b>		<b>Php 3,000.00 or Php 1,500.00</b>	<b>3 days, 30 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	

### Payment Options:

#### 1. BWD Office

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 name to be called	After queuing, Teller will receive payment	Refer to *water rates table	3-5 minutes	L. Atienza/ MJ Maputi/ M. Castilla
3. Count your change before leaving and take your Official Receipt	Teller issue Official Receipt and change (if any)	None	2 minutes	L. Atienza/ MJ Maputi/ M/ Castilla
<b>END OF TRANSACTION</b>				

## 2. Online Payment Partners (GCash & Paymaya, and other Merchants)

- **GCash**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to your GCash Account		Monthly consumption plus Convenience Fee of Payment Partners	1-2 minutes	Payment Partners
2. Tap on Pay Bills				
3. Tap on Water Utilities				
4. Search for Buenavista Water Dsitric				
5. Enter your Account Number, Name and Amount as printed in your water bills and tap next button				
6. Finally, Tap Confirm Button to confirm your payment				
	Receive daily Transaction Report form Payment Partners the following day			
Total			1-2 minutes	
<b>END OF TRANSACTION</b>				



• **Other Merchants (RD Pawnshop, 7-Eleven)**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Payment partner centers		Monthly consumption plus Convenience Fee of Payment Partners	3-5 minutes	Payment Partners
2. Get priority number				
3. Fill-out Payment Form				
4. Wait for your number to be called				
5. Pay water bills				
6. Receive OR	6.1 Receive Daily Transaction Report from Payment Partners			
Total			3-5 minutes	
<b>END OF TRANSACTION</b>				

**\*WATER RATES**

<u>Classification</u>	<u>Size</u>	<u>Minimum Charges</u>		<u>Commodity Charges</u>		
			<u>11-20 cu.m.</u>	<u>21-30 cu.m.</u>	<u>31-40 cu.m.</u>	<u>Over 40 cu.m.</u>
Residential / Government	½"	210.00	24.50	28.20	32.40	37.20
Commercial/ 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	

### Options:

#### 1. BWD Office (PACD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) to report complaint	1. PACD-in-charge receives complaints	None	5 minutes	R. De Torres/ A. Orihuela / FN Docdoc / J. Daladar / D. Bughao
	1.1 PACD-in-charge will issue the Service Request (SR) of the complaint;  1.2 PACD-in-charge routes the order to concern Plumber/ maintenance man who will execute the SR	None	Within the day	
	1.3 PACD-in-charge notify customer for action to be done.	None	5 minutes	
	<b>Total</b>	<b>None</b>	<b>1 day , 10 minutes</b>	

#### 2. Online Platform

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the BWD Website (buenwater.gov.ph)			Within the day	J. Balingit
2. Click Contact Us Button and fill out required details and concern				
3. Click Submit button to process concern	3.1 Forward concern to PACD			R. De Torres/ A. Orihuela / FN Docdoc



	3.2 PACD In-charge issues Service Request of the issue/problem 3.3 PACD notify the Client of the status of issue/complain			
	<b>Total</b>	<b>None</b>	<b>Within the day</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/ seminar every Wednesday at 2:00 PM	BWD Office
2. Reconnection Request Form	Billing – BWD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) to check water meter status	1. PACD In-charge check status of water meter(WM). 1.1 If Water Meter is pulled out, advice client to proceed to Stockroom 1.2 If not pulled out, proceed to Step 3	None	*1-2 days  *3-5 minutes	R. De Torres/ A. Orihuela/ FN Docdoc
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: * Angle Valve - Php 500.00 * Brass Replacement Piece - Php 150.00 * Teflon - Php 25.00	5-7 minutes	J. Surilla/ R. Alamo/ S/. Segales



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 Php 50.00( if paid within the day of disconnection)	3-5 minutes	L. Atienza/ MM Maputi/ M. Castilla
4. Proceed to PACD to fill-out Reconnection Request	4. PACD In-charge issued Reconnection Request and forward to Billing Clerk to prepare the Maintenance Order ( MO)	None	1-2 minutes	GB Jaramillo/ E Apatan
5. Wait at home for the plumber to reconnect the service line	5. Maintenance will execute the MO	None	Within the day	Assigned Meter Reader
<b>Total</b>		<b>Php 775.000</b>	<b>1 day , 20 minutes</b>	

## Request for Calibration of Water Meter

<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	

### Options:

#### 1. BWD Office (PACD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) to request water meter calibration	1. PACD-in-charge receives / assess request – If request is done after request for calibration from Inspector, inform customer for calibration fee	None	5 minutes	R. De Torres/ A. Orihuela / FN Docdoc / J. Daladar / D. Bughao
2. Go to Teller to pay calibration fee	2.1 Teller receives payment	Php 100.00	3 mins	L. Atienza/ MJ Maputi/ M. Castilla
3. Return to PACD and present OR	1.1 PACD-in-charge will issue the Service	None	Within the day	



	Request (SR) of the request			
	3.1 PACD-in-charge notify customer for action to be done.			
.	3.2 PACD-in-charge routes the order to concern Plumber/ maintenance man who will execute the SR	None	5 minutes	
<b>Total</b>		<b>None</b>	<b>1 day , 10 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	J. Surilla/ R. Alamo/ S. Segales
2. Go to the Cashier to pay materials cost	2. Issue Official Receipt	*Refer to Price List	3-5 minutes	L. Atienza/ MM Maputi/ M. Castilla
3. Go back to the Storekeeper to claim the purchased materials	3. Issue Gate Pass and release purchased materials	None	3-5 minutes	J. Surilla/ R. Alamo/ S. Segales
<b>Total</b>			<b>17 minutes</b>	

## Price List of Materials / Fittings

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 Public Assistance and Complaints Desk (PACD) to Fill out Request for Meter Transfer	1. PACD In-charge issued SR for inspection.	None	2-3 mins	R. De Torres/ A. Orihuela/ FN Docdoc
2. Wait at home for inspection of new location	2. Maintenance conducts inspection of new location	None	Within the day	D. Bughao/ R. Labador
* 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 Php 100.00 – Other barangay Php 300.00 –	3-5 mins	L. Atienza/ MM Maputi/ M. Castilla
4. Go back to PACD to fill-out Meter Transfer Form	4. PACD In-charge issues Meter Transfer Form; Billing Clerk will issue the Maintenance Order ( MO)	None	3-5 mins	R. De Torres/ A. Orihuela/ FN Docdoc /GB Jaramillo/ E Apatan
5. Wait at home for plumber to transfer the water meter	5. Maintenance execute MO	None	1-2 days	A.Ranollo/R. Bullecer/ C Borja/
<b>Total</b>		<b>Same barangay Php 100.00 – Other barangay Php 300.00</b>	<b>2 days, 13 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 the following concerns :	1. PACD will issue Request for Information Form and routes request to the concern section	None	2-3 minutes	R. De Torres/ A. Orihuela/ FN Docdoc
Copy of Water Bill/Ledger	Billing Clerk prepares the request and submit to DM for approval	P 10.00/page	3-5 minutes	GB Jaramillo/ E Apatan
Certification	Admin Clerk Prepare documents and route to GM for approval	P 300.00	30 minutes	Admin Staff- Admin. & General Services / Engineer B – Production Section
Copy of Public Documents	Admin Clerk 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 the Public Assistance and Complaints Desk (PACD) to request form	1. PACD In-charge issues and assist the client 1.1. Explain the BWD Policy on Expanded Senior Citizen's Act	None	2-3 minutes	R. De Torres/ A. Orihuela/ FN Docdoc
2. Submit requirements	2. Admin staff verify and process the application 2.2 Advise client that discount will effect on the next billing.	None	3-5 minutes	GB Jaramillo/ E Apatan
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 Public Assistance and Complaints Desk (PACD)	1. PACD In-charge routes the request to the Billing Clerk	None	2-3 minutes	R. De Torres/ A. Orihuela/ FN Docdoc GB Jaramillo/ E Apatan
	1.1 Billing Clerk orders meter reader to get last reading; Upon determination of last reading and corresponding amount, pay at the Cashier.	None	Within the day	GB Jaramillo/ E Apatan
2. Pay water consumption	2. Teller issued Official Receipt	* Refer to Table of water rates for remaining consumption	3-5 minutes	L. Atienza/ MM Maputi/ M. Castilla
3. Go back to PACD and present the OR	3. PACD In-charge issues Maintenance Order (MO) ; have the Client sign in the TC Logbook.	None	3-5 minutes	Maintenance Staff – Commercial Section
3. Wait at home for plumber to transfer the water meter	4. Maintenance Team 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. ID of New Applicant	
4. Attend online seminar	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) and submit requirements	1. PACD In-charge forwards documents to Billing clerk for verification; advise client to proceed to Teller	None	2-3 minutes	GB Jaramillo/ E Apatan
2. Go to Teller to pay Change Name	2. Teller issued Official Receipt	Change name- Php 100.00	2-3 minutes	L. Atienza/ MM Maputi/ M. Castilla
3. Go back to PACD to present Official Receipt	3. Billing Clerk updates the account to the new name	None	3-5 minutes	GB Jaramillo/ E Apatan
<b>Total</b>		<b>Change name- Php 100.00</b>	<b>11 minutes</b>	



## **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 following documents: Certificate of Employment; Leave Credit Balance; Service Record	1. Prepares requested documents 1.2. Forward documents for GM signature 1.3 Release documents to employee	None	5-7 minutes	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	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Application for Leave (AFL) with complete attachments ( For Sick Leave with Excuse Letter)	1. Certify as to the Leave Credits and update Leave Ledger Card 1.2. Forward AFL for Div. Manager	None	5-7 minutes	HRMO Designate – Admin. & General Services Section



	and GMs Signature and 1.3 Files AFL to Employees Leave Folder			
<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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 – Admin. & 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

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 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: 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 None		
CRR			5 days	Accounting Clerk – Accounting Section
RSMI			7 days	Storekeeper Admin & General Services
Fuel Consumption			5 days	Assistant Storekeeper Admin & General Services
Billing Summary			1 day	Billing Clerk – Billing Section
Inventory			15 days	Assistant Storekeeper Admin & General Services
Ageing of Accounts Receivable			3 days	GB Jaramillo/ E Apatan
<b>Total</b>		<b>None</b>		



## Issuance of Passes/ Slips

For internal control, passes and slips are in place to monitor government operations and safeguard its resources which includes: Trip Ticket, Request Slip, Gate Pass, Vehicle Pass and Pass Slip.

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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly Accomplished Forms	Accounting; Production & Engineering – BWD Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out completely relevant forms:	1. Receives and route forms for approval of the GM	None	3 minutes	PACD Staff
Trip Ticket			2 minutes	Driver – Admin Section
Vehicle Pass			2 minutes	Driver – Admin Section
Gate Pass			10 minutes	Storekeeper – Admin Section
Pass Slip			2 minutes	Relevant Employee
Request Slip			5 minutes	Relevant Employee
	2. Approves and sign documents	None	5 minutes	General Manager / Authorized Signatory
2. Submit approved form to concern 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

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 – Accounting Section
	1.2 After GM signature , route to Cashier for issuance of check, then back for GM signature.	None	5 minutes	L. Atienza/ M. Castilla
	1.3. Sign check	None	5 minute	General Manager
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	





## FEEDBACK AND COMPLAINTS MECHANISM

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: Landline: (085) 808-0055 Mobile number : 0998 977 1038 Email Address: <a href="mailto:bwd_adn@yahoo.com">bwd_adn@yahoo.com</a> 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: Contact numbers: Landlines: (085) 808-0055 Mobile number : 0998 977 1038 Email Address: <a href="mailto:bwd_adn@yahoo.com">bwd_adn@yahoo.com</a> 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: Landlines: (085) 808-0055 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 PCC : 8888 CCB: 0908-881-6565 (SMS)</p>



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