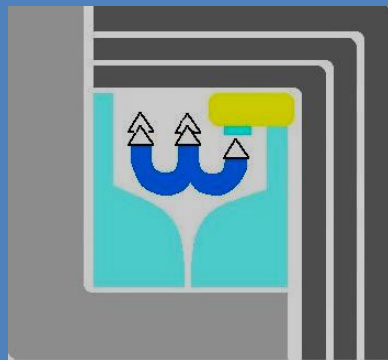


May 2023 (8th Edition)

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

Reliable,
Innovative,
Sustainable, and
Efficient water and sanitation service provider.

III. Mission

BWD is committed to:

Provide 24/7 safe, potable water and sanitation services
Effective management of water resources
Excellent Customer Service and
Responsive 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 dwelling.

Office or Division	Division A & B
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All interested applicants who want to avail of the services within the Municipality of Buenavista.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Water Permit (1 Original copy)	Municipal Office – Treasurer's Office (P 130.00)
2. Attend Orientation / Seminar scheduled every Wednesday at 2:00PM	BWD Office
3. Valid ID (1 photocopy copy)	Applicant
4. Proof of Ownership (1 photocopy copy) If not the owner: Secure Authorization and Valid ID of the lot owner. (1 photocopy copy)	Applicant / Lot Owner / Assessor's Office - LGU
5. Mobile Phone Number	Applicant
For Representative:	
1. Valid ID of representative and the applicant (1 photocopy copy)	Applicant
2. Special Power of Attorney – those representing office or organizations (1 original 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	Alona Orihuela – HRMO- Des., Div. A (Admin) Liza Atienza- Teller , Div. A(commercial) Revina De Torres- Admin. Asst. – Div. A(Admin) Darnel Bughao- Tracer – Div. B(Engineering) Rolly Labador Plumber – Div. B (Engineering) Japheth Daladar- Plumber – Div. B(Engineering)



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. Salvador Chan, Jr. - Div. Manager – Div. B(Engineering) Darnel Bughao - Tracer – Div. B(Engineering) Alan Reños – Plumber ,Div. B(Engineering) Rolly Labador -Plumber Div. B (Engineering)
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	Engineering: Engr. Edmar Haranay - Engineer , Div. B Darnel Bughao - Tracer – Div. B Alan Reños – Plumber ,Div. B Frence Docdoc - Acct'ng Clerk – Div. B
	3.3 Accounting Clerk reviews and record to SACO Book assigned account number	None	2 minutes	Finance: Jerylle Salang - Accounting Proc. – Div. A Glenn Galeon – Accounting Clerk – Div. A
	3.4 Billing Clerk verify the assigned account number	None	5 minutes	Commercial: Gerlee B. K. Jaramillo – Billing Clerk – Div. A Eddie B. Apatan - Programmer – Div. A
4. Proceed to Teller for payment	4.1 Teller receives and issued Official Receipt	Application Fee (residential)- Php 3,000.00 or Initial payment - Php 1,500.00 Com. A,B & Ind. – P 4,000.00 Bulk – P5,000.00	3 minutes	Comercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
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	Maintenance: Amelito Ranoillo - Plumber, Div. B Rodulfo Bullecer – Plumber , Div. B Chito Borja - Plumber , Div. B Louie Macarayan – Plumber, Div. B Jerson Elpanag – Plumber, Div. B
Total		Corresponding Application Fee / Initial Payment	3 days, 30 minutes	



Payment of Water Bill

The process of paying the water bill.

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	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	Admin/Gen. Serv: Arsenio Casas - Security Guard, Div. A Julius Acero – Security Guard, Div. A
2. Wait for your name to be called	After queuing, Teller will receive payment	Refer to *water rates table	5 minutes	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
3. Count your change before leaving and take your Official Receipt	Teller issue Official Receipt and change (if any)	None	2 minutes	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
END OF TRANSACTION				

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 District				



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	
END OF TRANSACTION				

• **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	
END OF TRANSACTION				



***WATER RATES**

<u>Classification</u>	<u>Size</u>	<u>Minimum Charges</u>			<u>Commodity Charges</u>		
			<u>11-20</u> <u>cu.m.</u>	<u>21-30</u> <u>cu.m.</u>	<u>31-40</u> <u>cu.m.</u>	<u>Over 40</u> <u>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 attending to a complaint.

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

Options:

1. BWD Office (PACD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING 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	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct’ng Clerk – Div. B Japheth Daladar - Plumber – Div. B
	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	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct’ng Clerk – Div. B Japheth Daladar - Plumber – Div. B



	1.3 PACD-in-charge notify customer for action to be done.	None	5 minutes	Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
Total		None	1 day , 10 minutes	

2. Online Platform

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Access the BWD Website (buenwater.gov.ph)			Within the day	Joe Balingit – IT – in-Charge, Div. A (Admin/Gen. Serv.)
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 3.2 PACD In-charge issues Service Request of the issue/problem 3.3 PACD notify the Client of the status of issue/complain			Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
Total		None	Within the day	



Reconnection of Service Line

The process of reconnecting service lines.

Office or Division	Division A & B
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	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

Reconnection Fees:

- Same day reconnection – P 50.000
- A day after and more – P 100.00

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	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct'ng Clerk – Div. B Japheth Daladar - Plumber – Div. B
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 600.00 * Brass Replacement Piece - Php 175.00 * Teflon - Php 25.00	5-7 minutes	Admin./Gen. Serv.: Jennifer Surilla - Storekeeper – Div. A Roseller Alamo – Asst. Storekeeper., Div. A Sid Segales - Asst. Storekeeper – Div. A
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	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
4. Proceed to PACD to fill-out	4. PACD In-charge issued Reconnection	None	1-2 minutes	Commercial: Gerlee B. K. Jaramillo – Billing Clerk – Div. A



Reconnection Request	Request and forward to Billing Clerk to prepare the Maintenance Order (MO)			Eddie B. Apatan Programmer – Div. A
5. Wait at home for the plumber to reconnect the service line	5. Maintenance will execute the MO	None	Within the day	Commercial: Meter Reader – Div. A: Dante Anciano Randy Domosmog Walter Atienza Alfie Serrano Joel Podonas Julius Galola Roland Mordeno
Total			1 day , 20 minutes	

Request for Calibration of Water Meter

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

- **Mete Calibration Fee – P 100.00**

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	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct'ng Clerk – Div. B Japheth Daladar - Plumber – Div. B
1. Go to Teller to pay calibration fee	1.1 Teller receives payment	Php 100.00	3 mins	
3. Return to PACD and present OR	1.1 PACD-in-charge will issue the Service Request (SR) of the request	None	Within the day	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering:



				Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
	3.1 PACD-in-charge notify customer for action to be done.			Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
.	3.2 PACD-in-charge routes the order to concern Plumber/ maintenance man who will execute the SR	None	5 minutes	Commercial: Roland Mordeno – Maint. Man., Div. A Walter Atienza – Meter Reader – Div. A Joel Podonas- Meter Reader , Div. A Julius Galola – Messenger, Div. A
Total		None	1 day , 10 minutes	



Purchase of Materials

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Admin./Gen. Serv.: Jennifer Surilla - Storekeeper – Div. A Roseller Alamo – Asst. Storekeeper., Div. A Sid Segales - Asst. Storekeeper – Div. A
2. Go to the Cashier to pay materials cost	2. Issue Official Receipt	*Refer to Price List	3-5 minutes	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
3. Go back to the Storekeeper to claim the purchased materials	3. Issue Gate Pass and release purchased materials	None	3-5 minutes	Admin./Gen. Serv.: Jennifer Surilla - Storekeeper – Div. A Roseller Alamo – Asst. Storekeeper., Div. A Sid Segales - Asst. Storekeeper – Div. A
Total			17 minutes	



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°	40.00
2	Brass Faucet 1/2" - Plain & Hose Bibb	180.00		G.I. Elbow 3/4" x 90°	45.00
	PVC Faucet 1/2	100.00	12	G.I. Elbow Reducer 3/4" x 1/2"	60.00
3	Brass Replacement Piece 1/2"	175.00		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"	200.00
	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	42.50
	Comp. Coupling Reducer 1 x 3/4	150.00	23	Teflon Tape 1/2" x 5m	25.00
9	G.I. Coupling 1/2"	30.00	24	Water Meter 1/2"	1,800.00
	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

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

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

Meter Transfer Fee:

- Relocation of water meter within same Barangay – P 150.00
- Meter Transfer another Barangay within the Poblacion Area (Brgy. 1 to 10) – P 350.00
- Meter Transfer another Barangay from Poblacion to Rural Areas – P 400.00

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	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct'ng Clerk – Div. B Japheth Daladar - Plumber – Div. B
2. Wait at home for inspection of new location	2. Maintenance conducts inspection of new location	None	Within the day	Engineering: Engr. Salvador Chan, Jr. - Div. Manager – Div. B Engr. Edmar Haranay - Engineer A– Div. B Rolly Labador - Plumber Div. B Darnel Bughao - Tracer – Div. B
* 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	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi - Teller, Div. A Michelle Castilla – Cashier , Div. A
4. Go back to PACD to fill-out	4. PACD In-charge issues Meter Transfer	None	3-5 mins	Admin/Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A



Meter Transfer Form	Form; Billing Clerk will issue the Maintenance Order (MO)			Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
5. Wait at home for plumber to transfer the water meter	5. Maintenance execute MO	None	1-2 days	Maintenance: Amelito Ranoillo- Plumber, Div. B Rodulfo Bullecer – Plumber , Div. B Chito Borja- Plumber , Div. B Louie Macarayan – Plumber, Div. B Jerson Elpanag – Plumber, Div. B
Total		Same barangay Php 100.00 – Other barangay Php 300.00	2 days, 13 minutes	

Request for Information

The process of requesting data/ information and certification.

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

- **FOI Reproduction Fee – P 10.00**
- **Certification Fee – P 300.00**

CLIENT STEPS	AGENCY ACTIONS	FEES 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	Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
Copy of Water Bill/Ledger	Billing Clerk prepares the	P 10.00/page	3-5 minutes	Commercial:



	request and submit to DM for approval			Gerlee B. K. Jaramillo – Billing Clerk – Div. A Eddie B. Apatan - Programmer – Div. A
Certification	Admin Clerk Prepare documents and route to GM for approval	P 300.00	30 minutes	Admin./Gen. Serv.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A
Copy of Public Documents	Admin Clerk Retrieve and photocopy documents	Php 10.00/ page	20 minutes	Alona Orihuela – HRMO- Des., Div. A (Admin) Gerlee BK Jaramillo – Billing Clerk., Div. A (Commercial) Frence Docdoc – Accounting Clerk, Div. B(Engineering)
Total		Php 10.00 / page		

Application for Senior Citizen's Discount

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

Office or Division	Division A &
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	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	Admin./Gen. Ser.: Revina De Torres - Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc - Acct'ng Clerk – Div. B Japheth Daladar - Plumber – Div. B



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	Commercial: Gerlee B. K. Jaramillo – Billing Clerk – Div. A Eddie B. Apatan -Programmer – Div. A
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.

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

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

- Reconnection of Temporary Closed Account - P 50.00

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	Admin/Gen. Ser.: Revina De Torres -Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc -Acct'ng Clerk – Div. B Japheth Daladar -Plumber – Div. B
	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	Commercial: Gerlee B. K. Jaramillo – Billing Clerk – Div. A Eddie B. Apatan -Programmer – Div. A
2. Pay water consumption	2. Teller issued Official Receipt	* Refer to Table of water rates for remaining	5 minutes	Commercial: Liza Atienza - Teller, Div. A Marigold Maputi -Teller, Div. A Michelle Castilla – Cashier , Div. A



		consumption and Reconnection Fee		
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	5 minutes	Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
3. Wait at home for plumber to transfer the water meter	4. Maintenance Team executes the MO	None	5 minutes	Meter Readers – Div. A: Dante Anciano Randy Domosmog Walter Atienza Alfie Serrano Joel Podonas Julius Galola Roland Mordeno
Total			1 day, 13 minutes	



Request for Change Name

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

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	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	

- **Change Name Fee – P 200.00**

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	Admin/Gen. Ser.: Revina De Torres- Admin. Asst. – Div. A Alona Orihuela – HRMO- Des., Div. A Engineering: Frence Docdoc- Acct'ng Clerk – Div. B Japheth Daladar- Plumber – Div. B
2. Go to Teller to pay Change Name	2. Teller issued Official Receipt	Change name- Php 200.00	2-3 minutes	Commercial: Liza Atienza- Teller, Div. A Marigold Maputi- Teller, Div. A Michelle Castilla – Cashier , Div. A
3. Go back to PACD to present Official Receipt	3. Billing Clerk updates the account to the new name	None	3-5 minutes	Commercial: Gerlee B. K. Jaramillo – Billing Clerk – Div. A Eddie B. Apatan- Programmer – Div. A
Total		Change name- Php 200.00	11 minutes	



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

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Alona Orihuela – HRMO- Des., Div. A
Total		None	7 minutes	

Application for Leave

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

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 and GMs Signature and	None	5-7 minutes	Alona Orihuela – HRMO- Des., Div. A



	1.3 Files AFL to Employees Leave Folder			
Total		None	7 minutes	

Submission of CSC Monthly Report

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

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	Alona Orihuela – HRMO- Des., Div. A
Total		None	1 day	

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.

Office or Division	Division A & B
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	1. Receive/download submitted documents and send	None	3 days	Alona Orihuela – HRMO- Des., Div. A



Microbacteriological / Phy-Chem Test and results thru email and LBC	acknowledgement receipt			
Total		None	3 days	

Submission of Internal Reports

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

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	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	Janette Aloyon – Div. Manager, Div. A
RSMI			7 days	Jennifer Surilla- Storekeeper – Div. A
Fuel Consumption			5 days	Roseller Alamo- Assistant Storekeeper, Div. A - Admin & General Services
Billing Summary			1 day	Gerlee BK Jaramillo - Billing Clerk – Div. A
Inventory			15 days	Roseller Alamo- Assistant Storekeeper, Div. A - Admin & General Services
Ageing of Accounts Receivable			3 days	Gerlee B. K. Jaramillo – Billing Clerk – Div. A
				Eddie B. Apatan- Programmer – Div. A
Total		None		



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.

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completely relevant forms:	1. Receives and route forms for approval of the GM	None	3 minutes	Revina De Torres -PACD Staff Div. A
Trip Ticket			2 minutes	Victor Cortez - Driver – Admin Section
Vehicle Pass			2 minutes	Victor Cortez - Driver – Admin Section
Gate Pass			10 minutes	Jennifer Surilla-Storekeeper, Div. A – Admin Section
Pass Slip			2 minutes	Relevant Employee
Request Slip			5 minutes	Relevant Employee
	2. Approves and sign documents	None	5 minutes	Elisa B. Alibay - General Manager / Authorized Signatory: Division Managers: Janette Aloyon – Div. A Engr. Salvador Chan, Jr. – Div. B
2. Submit approved form to concern personnel	Check/ verify forms	None	3 minutes	Security Guards, Div. A: Arsenio Casas Julius Acero
Total		None		



Issuance of Checks for Payment of Purchases

The process of payment of purchases by the district.

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	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	Jerylle Salang Accounting Clerk, Div. A – Accounting Section Frence Docdoc Accounting Clerk, Div. B – Engineering
	1.2 After GM signature , route to Cashier for issuance of check, then back for GM signature.	None	5 minutes	Michelle Castilla – Cashier, Div. A Liza R. Atienza – Teller , Div. a
	1.3. Sign check	None	5 minute	Elisa B. Alibay - General Manager
Total		None	8 minutes	



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: bwd_adn@yahoo.com Website: buenawater.gov.ph</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: bwd_adn@yahoo.com Website: buenawater.gov.ph</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 : complaints@arta.gov.ph ; 8478 5093 PCC : 8888 CCB: 0908-881-6565 (SMS)</p>



OFFICE	ADDRESS	CONTACT INFORMATION
BUENAVISTA WATER DISTRICT	Rizal Avenue, Brgy. 3, Buena Vista, Agusan del Norte	Landline: (085) 808-0055 Mobile #: 0998 977 1038 FB Page: Buena Vista Water District Email: bwd_adn@yahoo.com Website: buenawater.gov.ph