

**BUENAVISTA  
WATER DISTRICT**



**CITIZEN'S  
CHARTER**

January 2026 (10<sup>TH</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**

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.



## List of Services

External Category .....	3
New Service Connection .....	4
Payment of Water Bill .....	6
Complaint.....	8
Reconnection of Service Line.....	10
Request for Calibration of Water Meter .....	11
Purchase of Materials.....	13
Meter Transfer .....	15
Request for Information.....	16
Application for Senior Citizen's Discount.....	17
Request for Temporary Disconnection .....	18
Request for Change Name .....	20
Internal Category .....	21
Request for Certification ( HR related documents) .....	22
Application for Leave .....	22
Submission of CSC Monthly Report .....	23
Submission of LWUA Monthly Report .....	23
Submission of Internal Reports.....	24
Issuance of Passes/ Slips .....	25
Issuance of Checks for Payment of Purchases.....	26
FEEDBACK AND COMPLAINTS MECHANISM.....	27



## **External Category**



## New Service Connection

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

<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 (1 Original copy)	Municipal Office – Treasurer's Office (P 130.00)
2. Run through ONLINE SEMINAR	BWD Facebook Page, anytime, anywhere
3. Valid ID (1 photocopy copy)	Applicant
4. Proof of Ownership (1 photocopy copy) -Title/ Deed of Sale w/Tax Declaration -If not the owner: <ul style="list-style-type: none"> <li>• Authorization letter ((1photocopy copy), and</li> <li>• Valid ID of the lot owner. (1photocopy copy)</li> </ul>	Applicant / Lot Owner / Assessor's Office – LGU Lot Owner/ Representative
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. Run through Online Seminar @BWD Facebook Page	1. Confirm attendance at Google Sheet	None	3-5 minutes	<b>Alona Orihuela</b> – HRMO- Des., Div. A (Admin) <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A(Admin) <b>Darnel Bughao</b> - Tracer – Div. B(Engineering) <b>Rolly Labador</b> Plumber – Div. B (Engineering) <b>Japheth Daladar</b> - 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	<b>Engr. Salvador Chan, Jr.</b> - Div. Manager – Div. B(Engineering) <b>Darnel Bughao</b> - Tracer – Div. B(Engineering) <b>Alan Reños</b> – Plumber ,Div. B(Engineering) <b>Rolly Labador</b> - 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	<b>Engineering:</b> <b>Darnel Bughao</b> - Tracer – Div. B <b>Alan Reños</b> – Plumber ,Div. B
	3.3 Accounting Clerk reviews and record to SACO Book assigned account number	None	2 minutes	<b>Finance:</b> <b>Jerylle Salang</b> - Accounting Proc. – Div. A <b>Glenn Galeon</b> – Accounting Clerk – Div. A
	3.4 Billing Clerk verify the assigned account number	None	5 minutes	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A <b>Eddie B. Apatan</b> - 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	<b>Comercial:</b> <b>Liza Atienza</b> - Teller, Div. A <b>Marigold Maputi</b> - Teller, Div. A <b>Michelle Castilla</b> – 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	<b>Maintenance:</b> <b>Amelito Ranoillo</b> - Plumber, Div. B <b>Rodulfo Bullecer</b> – Plumber , Div. B <b>Chito Borja</b> - Plumber , Div. B <b>Louie Macarayan</b> – Plumber, Div. B <b>Jerson Elpanag</b> – Plumber, Div. B
<b>Total</b>		Corresponding Application Fee / Initial Payment	<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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number from the Security Guard	Security Guard will issue priority Number	None	1 minutes	<b>Admin/Gen. Serv:</b> – Security Guard, Div. A -SG Casas - SG Odarve
2. Wait for your name to be called	After queuing, Teller will receive payment	Refer to *water rates table	5 minutes	<b>Commercial:</b> <b>Liza Atienza</b> - Teller, Div. A <b>Marigold Maputi</b> - Teller, Div. A <b>Michelle Castilla</b> – 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	<b>Commercial:</b> <b>Liza Atienza</b> - Teller, Div. A <b>Marigold Maputi</b> - Teller, Div. A <b>Michelle Castilla</b> – Cashier , Div. A
	Send SMS - acknowledging payment	None		<b>Eddie B. Aparan</b> Div. A
<b>END OF TRANSACTION</b>				

#### 4. Online Payment Partners (GCash & Paymaya)

- GCash,

CLIENT STEPS	AGENCY ACTIONS	FEEES 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	
<b>END OF TRANSACTION</b>				

• **Other Merchants (Wing-on Buenavista)**

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**

Classification	Size	Minimum Charges		Commodity Charges		
			11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	Over 40 cu.m.
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.

<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	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	<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – 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	None	Within the day	<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer



	concern Plumber/ maintenance man who will execute the SR			<b>Rolly T. Labador- UWB</b> <b>Japheth Daladar- UWB – Div. B</b>
	1.3 PACD-in-charge notify customer for action to be done.	None	5 minutes	<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros - Admin. Asst. – Div. A</b> <b>Alona Orihuela – HRMO- Des., Div. A</b> Engineering: <b>Darnel S. Bughao- Tracer</b> <b>Rolly T. Labador- UWB</b> <b>Japheth Daladar- UWB – Div. B</b>
<b>Total</b>		<b>None</b>	<b>1 day , 10 minutes</b>	

## 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	<b>Joe Balingit – IT – in-Charge, Div. A (Admin/Gen. Serv.)</b>
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			<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros - Admin. Asst. – Div. A</b> <b>Alona Orihuela – HRMO- Des., Div. A</b> Engineering: <b>Darnel S. Bughao- Tracer</b> <b>Rolly T. Labador- UWB</b> <b>Japheth Daladar- UWB – Div. B</b>
<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 run through Online Seminar	BWD Facebook Page
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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labrador</b> -UWB <b>Japheth Daladar</b> -UWB – 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	<b>Admin./Gen. Serv.:</b> <b>Jennifer Surilla</b> -Storekeeper – Div. A <b>Frence Docdoc</b> – Asst. Storekeeper., Div. A <b>Sid Segales</b> -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	<b>Commercial:</b> <b>Liza Atienza</b> -Teller, Div. A <b>Marigold Maputi</b> -Teller, Div. A <b>Michelle Castilla</b> – Cashier , Div. A
4. Proceed to PACD to fill-out Reconnection Request	4. PACD In-charge issued Reconnection Request and	None	1-2 minutes	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A



	forward to Billing Clerk to prepare the Maintenance Order ( MO)			<b>Eddie B. Apatan</b> 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: <b>Dante Anciano</b> <b>Randy Domosmog</b> <b>Walter Atienza</b> <b>Alfie Serrano</b> <b>Joel Podonas</b> <b>Julius Galola</b> <b>Roland Mordeno</b>
<b>Total</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	

- **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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> - Tracer <b>Rolly T. Labrador</b> - UWB <b>Japheth Daladar</b> - UWB – 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		<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering:



				<b>Darnel S. Bughao</b> - Tracer <b>Rolly T. Labador</b> - UWB <b>Japheth Daladar</b> - UWB – Div. B
	3.1 PACD-in-charge notify customer for action to be done.			<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> - Tracer <b>Rolly T. Labador</b> - UWB <b>Japheth Daladar</b> - UWB – Div. B
.	3.2 PACD-in-charge routes the order to concern Plumber/ maintenance man who will execute the SR	None	5 minutes	Commercial: <b>Roland Mordeno</b> – Maint. Man., Div. A  <b>Walter Atienza</b> – Meter Reader – Div. A <b>Joel Podonas</b> - Meter Reader , Div. A <b>Julius Galola</b> – Messenger, Div. A
<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	<b>Admin./Gen. Serv.:</b> <b>Jennifer Surilla</b> - Storekeeper – Div. A <b>Frence Docdoc</b> – Asst. Storekeeper., Div. A <b>Sid Segales</b> - Asst. Storekeeper – Div. A
2. Go to the Cashier to pay materials cost	2. Issue Official Receipt	*Refer to Price List	3-5 minutes	<b>Commercial:</b> <b>Liza Atienza</b> - Teller, Div. A <b>Marigold Maputi</b> - Teller, Div. A <b>Michelle Castilla</b> – 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	<b>Admin./Gen. Serv.:</b> <b>Jennifer Surilla</b> - Storekeeper – Div. A <b>Frence Docdoc</b> – Asst. Storekeeper., Div. A <b>Sid Segales</b> - Asst. Storekeeper – Div. A
<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"	200.00 150.00
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"	42.50 55.00
8	Comp. Coupling Reducer 3/4 x 1/2	125.00	22	PE Pipe 1/2" x 300m, SDR 11	25.00 24.00
	Comp. Coupling Reducer 1 x 1/2	30.00 00		PE Pipe 3/4" x 150m, SDR 11	1,800.00 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

### \*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	<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – Div. B
2. Wait at home for inspection of new location	2. Maintenance conducts inspection of new location	None	Within the day	<b>Engineering: Engr. Salvador Chan, Jr.</b> - Div. Manager – Div. B <b>Rolly Labador</b> -Plumber Div. B <b>Darnel Bughao</b> -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	*Relocation-150.00 *M/T w/in Pob Area- 350.00; *M/T to Rural - 400.00	3-5 mins	<b>Commercial: Liza Atienza</b> -Teller, Div. A <b>Marigold Maputi</b> -Teller, Div. A <b>Michelle Castilla</b> – Cashier , Div. A
4. Go back to PACD to fill-out Meter Transfer Form	4. PACD In-charge issues Meter Transfer Form; Billing Clerk will issue	None	3-5 mins	<b>Admin/Gen. Ser.: Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A



	the Maintenance Order ( MO)			Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – Div. B
5. Wait at home for plumber to transfer the water meter	5. Maintenance execute MO	None	1-2 days	<b>Maintenance:</b> <b>Amelito Ranoillo</b> -Plumber, Div. B <b>Rodulfo Bullecer</b> – Plumber , Div. B <b>Chito Borja</b> -Plumber , Div. B <b>Louie Macarayan</b> – Plumber, Div. B <b>Jerson Elpanag</b> – Plumber, Div. B
<b>Total</b>		Relocation-150.00 M/T w/in Pob Area-350.00; M/T to Rural -400.00	<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

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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – Div. B



Copy of Water Bill/Ledger	Billing Clerk prepares the request and submit to DM for approval	P 10.00/page	3-5 minutes	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A <b>Eddie B. Apatan</b> - Programmer – Div. A
Certification	Admin Clerk Prepare documents and route to GM for approval	P 300.00	30 minutes	<b>Admin./Gen. Serv.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A
Copy of Public Documents	Admin Clerk Retrieve and photocopy documents	Php 10.00/ page	20 minutes	<b>Alona Orihuela</b> – HRMO- Des., Div. A (Admin) <b>Gerlee BK Jaramillo</b> – Billing Clerk., Div. A (Commercial) <b>Virgilio Lascuña, Jr.</b> – Accounting Clerk, Div. B(Engineering)
<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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> - Tracer <b>Rolly T. Labador</b> - UWB



				<b>Japheth Daladar</b> UWB – 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	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A <b>Eddie B. Apatan</b> -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.

<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

- Reconnection Fee 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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – 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	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A <b>Eddie B. Apatan</b> -Programmer – Div. A



2. Pay water consumption	2. Teller issued Official Receipt	* Refer to Table of water rates for remaining consumption and Reconnection Fee	5 minutes	<b>Commercial:</b> <b>Liza Atienza-</b> Teller, Div. A <b>Marigold Maputi-</b> Teller, Div. A <b>Michelle Castilla –</b> Cashier , Div. A
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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela –</b> HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao-</b> Tracer <b>Rolly T. Labador-</b> UWB <b>Japheth Daladar-</b> UWB – Div. B
4. Wait at home for personnel to execute Temporary Disconnection	4. Maintenance Team executes the MO	None	5 minutes	Meter Readers – Div. A: <b>Dante Anciano</b> <b>Randy Domosmog</b> <b>Walter Atienza</b> <b>Alfie Serrano Joel Podonas</b> <b>Julius Galola</b> <b>Roland Mordeno</b>
<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. Existing Owner - <b>Waiver ( 1 copy)</b> or New Owner - <b>Affidavit (1 copy)</b>	Forms available at BWD PACD
3. ID of New Applicant	
4. Run through online seminar	BWD Facebook Page

- **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	<b>Admin/Gen. Ser.:</b> <b>Vanessa Mae D. Ballesteros</b> - Admin. Asst. – Div. A <b>Alona Orihuela</b> – HRMO- Des., Div. A Engineering: <b>Darnel S. Bughao</b> -Tracer <b>Rolly T. Labador</b> -UWB <b>Japheth Daladar</b> -UWB – Div. B
2. Go to Teller to pay Change Name	2. Teller issued Official Receipt	Change name-Php 200.00	2-3 minutes	<b>Commercial:</b> <b>Liza Atienza</b> -Teller, Div. A <b>Marigold Maputi</b> -Teller, Div. A <b>Michelle Castilla</b> – 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	<b>Commercial:</b> <b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A <b>Eddie B. Apatan</b> -Programmer – Div. A
<b>Total</b>		<b>Change name-Php 200.00</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	<b>Alona Orihuela</b> – HRMO- Des., Div. A
<b>Total</b>		<b>None</b>	<b>7 minutes</b>	

## Application for Leave

The BWD Personnel Files Application for Leave for either Force, Special, Sick, Wellness 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 and	None	5-7 minutes	<b>Alona Orihuela</b> – HRMO- Des., Div. A



	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	<b>Alona Orihuela</b> – HRMO- Des., Div. A
<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 Government
<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	1. Receive/ download submitted documents and	None	3 days	<b>Alona Orihuela</b> – HRMO- Des., Div. A



Data Sheet, Financial Reports, Summary of Microbacteriological / Phy-Chem Test and results thru email and LBC	send acknowledgement receipt			
<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	<b>Janette Aloyon</b> – Div. Manager, Div. A
RSMI			7 days	<b>Jennifer Surilla-</b> Storekeeper – Div. A
Fuel Consumption			5 days	<b>Frence Docdoc</b> - Assistant Storekeeper, Div. A - Admin & General Services
Billing Summary			1 day	<b>Gerlee BK Jaramillo</b> - Billing Clerk – Div. A
Inventory			15 days	<b>Frence Docdoc</b> - Assistant Storekeeper, Div. A - Admin & General Services
Ageing of Accounts Receivable			3 days	<b>Gerlee B. K. Jaramillo</b> – Billing Clerk – Div. A
				<b>Eddie B. Apatan-</b> Programmer – Div. A



<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

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	<b>Vanessa Mae D. Ballesteros</b> -PACD Staff Div. A
Trip Ticket			2 minutes	Japheth L. Daladar – UWB – Engineering Section
Vehicle Pass			2 minutes	Japheth L. Daladar – UWB – Engineering 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	<b>Elisa B. Alibay</b> - General Manager / Authorized Signatory: Division Managers: <b>Janette Aloyon</b> – Div. A <b>Engr. Salvador Chan, Jr.</b> – Div. B
2. Submit approved form to concern personnel	Check/ verify forms	None	3 minutes	Security Guards, Div. A: Arsenio Casas Jennifer Odarve
<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	<b>Jerylle Salang</b> Accounting Clerk, Div. A – Accounting Section
	1.2 After GM signature , route to Cashier for issuance of check, then back for GM signature.	None	5 minutes	<b>Michelle Castilla</b> – Cashier, Div. A <b>Liza R. Atienza</b> – Teller , Div. a
	1.3. Sign check	None	5 minute	<b>Elisa B. Alibay</b> - 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:            Landline:            (085) 808-0055            Mobile number : <b>0917 187 7601</b>            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>Feedbacks 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 : <b>0917 187 7601</b>            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 : <b>0917 187 7601</b></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, Buenavista, Agusan del Norte	Landline: (085) 808-0055 Mobile #: <b>0917 187 7601</b> FB Page: Buenavista 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>