BALIWAG WATER DISTRICT
Col. Tomacruz St., Poblacion, Baliwag City, Bulacan 3006
Tel. No.: (044) 766-2618
E-mail Address: official@baliwagwd.com.ph
Social Media Accounts: @baliwagwd
BWD Website: www.baliwagwd.com.ph

BAGONG PILIPINAS

Annex "A"

Zero Backlog Program

Department/Agency	**BALIWAG WATER DISTRICT (BWD)**
Program Title/Name	***BWD Citizen's Charter***
Program Objective	To establish standardized and efficient service delivery processes for BWD's internal and external clients
Target Output	Simplified and standardized BWD service processes in accordance with RA 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
Date Implemented	September 2026
Implementing office	• New Service Connection and Customer Care Division (NSCCCD) • Pipeline and Leakage Control Division (PALCD) • Treasury Division (TD) • Sanitation Division (SD) • Accounts and Billing Division (ABD) • Management Information Services Division (MISD) • Manpower Planning and Recruitment Division (MPRD) • Training and Development Division (TDD) • Property and Warehousing and Materials and Equipment Quality Control Division (PWMEQCD) • Legal Services and Public Information Division (LSPID) • Office of the General Manager (OGM), Office of the Assistant General Manager for Operations and Technical Services Group (OAGM-OTSG), Office of the Assistant General Manager for Administration and Finance Group (OAGM-AFG)
Program Description	
The current application for the certification on Integrated Management System (IMS) and the aspiration to further elevate the Agency's compliance to Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 218 presented an excellent opportunity to review and evaluate the existing systems and method to inject the principles of occupational safety and health and environmental conservation that may lead for the eventual streamlining of processes and procedures.	

MATRIX OF SERVICES AND PLAN OF ACTION

Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/requests/ license/permit/clearances, etc. received per day	Average number of applications / requests/ license/permit/clearances, etc. processed within the prescribed	Average number of applications/ requests/ license/permit/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization)

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----- ADM-***-NON-*** -----
**** OUT202610-001363 ****
Received by:
Date Received:

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				processing time			
EXTERNAL SERVICES							
New Service Connection and Customer Care Division	Change of Ownership/Account Name	Simple	14/mo	14/mo	14/mo	N/A	N/A
	New Service Connection	Complex	7	7	7	N/A	N/A
	Senior Citizen Discount Application	Simple	3	3	3	N/A	N/A
	Desludging Service	Complex	3	3	3	N/A	N/A
	Reconnection of Disconnected Accounts (Temporary)	Complex	49	49	49	N/A	N/A
	Request for Inspection	Simple	2	2	2	N/A	N/A
	Temporary Disconnection	Simple	8	8	8	N/A	N/A
Treasury Division	Water Bill Payment	Simple	23,353/mo	23,353/mo	23,353/mo	N/A	N/A
Sanitation Division	Desludging Services	Complex	92/mo	92/mo	92/mo	N/A	N/A
Pipelines And Leakage	Mainline Leak	Complex	11/mo	11/mo	11/mo	N/A	N/A
	Service Line Leak	Simple	43/mo	43/mo	43/mo	N/A	N/A

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Control Division	Relocation/Transfer of Water Meter (Ordinary)	Simple	22/mo	22/mo	22/mo	N/A	N/A
	Relocation/Transfer of Water Meter (Traverse)	Complex	1/mo	1/mo	1/mo	N/A	N/A
	Installation/Replacement of Ball Valve	Simple	26/mo	26/mo	26/mo	N/A	N/A
	Permanent Disconnection	Complex	4/mo	4/mo	4/mo	N/A	N/A
	Replacement of Lost Water Meter	Simple	1/mo	1/mo	1/mo	N/A	N/A
	Reconnection of Permanent Disconnection						
	A. Magnetic Ball Valve	Simple	25/mo	25/mo	25/mo	N/A	N/A
	B.Mainline	Complex	6/mo	6/mo	6/mo	N/A	N/A
	C. New Connection Rate (Ordinary)	Simple	3/mo	3/mo	3/mo	N/A	N/A
	D. New Connection Rate (Traverse)	Complex	1/mo	1/mo	1/mo	N/A	N/A
	New Service Connection						
	A.Ordinary	Simple	78/mo	78/mo	78/mo	N/A	N/A
	B. Cluster Ordinary/Jack hammer	Complex	17/mo	17/mo	17/mo	N/A	N/A
	C. Traverse	Complex	35/mo	35/mo	35/mo	N/A	N/A
	D. Cluster Traverse	Complex	11/mo	11/mo	11/mo	N/A	N/A

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INTERNAL SERVICES							
Treasury Division	Cash Advance from Petty Cash Fund	Simple	45/mo	45/mo	45/mo	N/A	N/A
General Accounting and Budget Division	Disbursements	Simple	147/mo	147/mo	147/mo	N/A	N/A
Manpower Planning and Recruitment Division	Request for Certificate of Employment	Simple	10	10	10	N/A	N/A
	Request for Payslip	Simple	10	10	10	N/A	N/A
	Request for Authority to Travel	Simple	1	1	1	N/A	N/A
	Request for Service Records	Simple	2	2	2	N/A	N/A
Training and Development Division	Application to Invitations for Learning and Development Interventions	Simple	Twice every quarter	Twice every quarter	Twice every quarter	N/A	N/A
Property and Warehousing and Materials and Equipment Quality Control Division	Request and Release of Materials	Simple	525/mo	525/mo	525/mo	N/A	N/A
	Purchase of Materials/Equipment						
	1.1 Petty Cash	Simple	52	52	52	N/A	N/A
	1.2 Cash Advance	Simple	20	20	20	N/A	N/A
	1.3 Below ₱50,000.00	Simple	19	19	19	N/A	N/A
	1.4 ₱50,000.00 to ₱999,999.00	Simple	9	9	9	N/A	N/A
		Complex	1	1	1	N/A	N/A

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	1.5 Above ₱1,000,000.00						
General Services Division	Request for Issuance of Gas	Simple	15	15	15	N/A	N/A
	Request for Repair of Service Vehicle and Equipment (for Purchase)	Simple	8	8	8	N/A	N/A
	Request for Repair of Service Vehicle and Equipment (with Stock)	Simple	0	0	0	N/A	N/A
Management Information Services Division	Request for ICT Technical Support	Simple	3/mo	3/mo	3/mo	N/A	N/A
	Request for New IT Equipment	Simple	18/mo	18/mo	18/mo	N/A	N/A
	Request for System Enhancement	Highly-Technical	10/mo	10/mo	10/mo	N/A	N/A
	Request for System Support	Simple	12/mo	12/mo	12/mo	N/A	N/A
Legal Services and Public Information Division	Posting of Advisories	Simple	18/mo	18/mo	18/mo	N/A	N/A
	Request for Layout	Simple	8/mo	8/mo	8/mo	N/A	N/A
	Request for Public Announcement	Simple	6/mo	6/mo	6/mo	N/A	N/A
Office of the General Manager, Office of the Assistant	Request for Travel Order Form	Simple	50/mo	50/mo	50/mo	N/A	N/A

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General Manager for Operations and Technical Services Group, and Office of the Assistant General Manager for Administration and Finance Group							
Implementation Results							
The utilization of electronic channels that encourages conservation of resources also led to easier, faster, and more efficient provision of services to internal and external clients.							

ENGR. MA. VICTORIA E. SIGNO
General Manager

BALIWAG WATER DISTRICT